



ZIPPORAH

The Resource Management blueprint for the

CAN DO COUNCIL

What is a

CAN DO council?

The 'can do' council is what every council should be aiming for! It's the council that does more with less. A 'can do' council finds the right solutions to ensure that not only can a swift reduction in expenditure be achieved through a single change, but the thought process is in place to ensure that any solution being introduced can offer more opportunities for change as the months and years go on. It's a council that is looking to ensure its solutions solve as many problems as possible in the fastest way. For many councils they look at the immediate need and miss the opportunity to fulfil longer term goals.

The 'can do' council thinks of today, tomorrow, and the future!

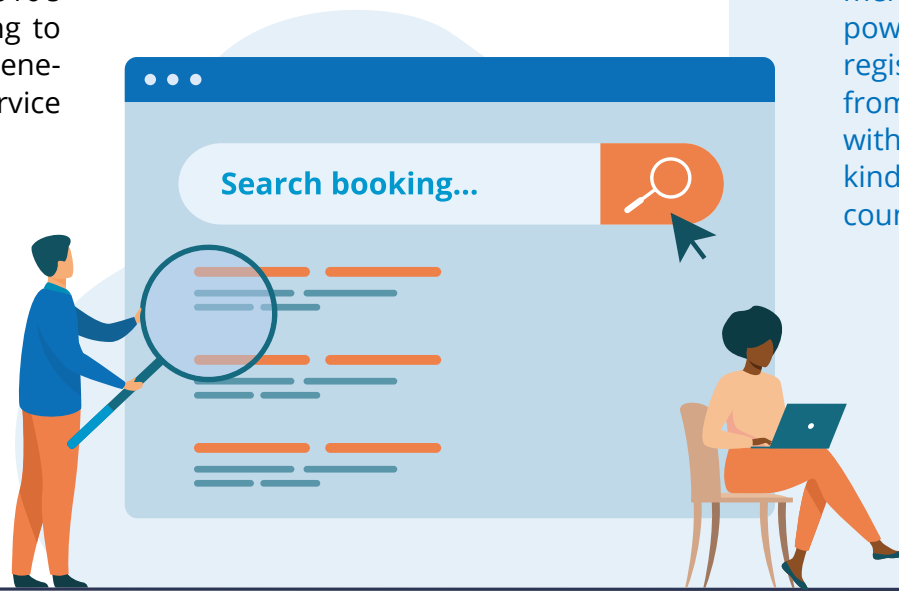
The 'can do' council is a council that understands the key difference between cost and value - knowing that seeking value is a harder task but often brings greater reward. This is the council that wants a partnership that develops and seeks out the most talented suppliers to deliver on those partnerships. It's the council with vision, the council with drive, and the council who 'can do'... even if this is challenging. The council that led the way in innovation, whilst others follow. The councils that innovate their partners to consider new ideas benefiting all. The councils that have a plan and will to see it through.

What is a 'can do' council achieving when managing their REGISTRAR SERVICES?

A 'can do' Registrar department is fully prepared to adapt and evolve to deal with the evolving service they operate and deal with the challenges that GRO will be presenting. A service that is already preparing for the changes on the horizon as registration becomes more online and ceremonies become more competitive. A 'Can do' service is looking to deliver a cashless office and a transformation that allows for easy access to data for managers so that they can fully evolve their service.

The 'can do' council has moved beyond simply offering online appointments for the registration of births, deaths, and notices online. That was 2010's goal. The 'can do' service is looking to deliver back-office management benefits to make running a complex service

simple. They are looking to work with their third parties whether GPs, funeral directors, libraries, or licensed venues. They are looking to give their citizens online choices for their ceremonies and make interacting with the registration service as simple as possible. The 'Can do' council is making sure that the 90% can interact online so that they can deal with the 10% that truly require their expert knowledge.



Take frustration out of the equation

A 'can do' council allows the citizen to take complete control of their ceremony whilst still allowing their teams to restrict and control where needed. The 'can do' council understands the frustration felt by couples trying to plan their weddings when they can only make decisions in person or over the phone during Registrar operating hours. They are already offering their citizens the chance to choose the welcomes, the readings, the music and so much more 24/7 365 days a year from their mobile, tablet, or laptop device – a real hub for dream wedding seekers.

Over the last few years, Registrar departments have felt unprecedented pressure and a rise in demand for their services to complete any registration process quicker, increase efficiency, and the requirement of fewer resources. A 'can do' council puts the power in their citizens' hands by allowing them to register a birth, a death, or even plan their wedding from their personal device in less than 10 minutes without the need for manual staff intervention - the kind of efficiency councils require – and 'can do' councils provide!

How can Zipporah help

TRANSFORM

your council?

Zipporah has created an all-encompassing Registrar solution that will allow you to manage your services efficiently and improve how you operate. Working with Registration services for the last 20 years, Zipporah has developed a system that has been built by Registrars for Registrars to ensure it is a product tailored to the service area as well as individual enhances to align with specific council requirements. Here at Zipporah, we have been through the toughest scenarios with a range of clients and found a solution that gives you the 90% online so that your concentration can be focused on the technical aspects of the registrar's role and less on day-to-day.

Put the power in the hands of your citizens

Simple bookings for all key services are dealt with along with the difficult side routes you may think aren't possible (Dealing with paperwork for different nationalities? Knowing whether a country is cleared or not in foreign divorce terms? Knowing if you received MCCD? Taking payment for corrections – all scenarios that Zipporah has dealt with for you). As well as booking them we confirm them and can remind people about them... all standard stuff. It's beyond booking though.

To help with reporting Zipporah has dealt intelligently with KPIs. No need for manual interaction to identify if you could offer birth, death, or notice within your stat timescales let Zipporah

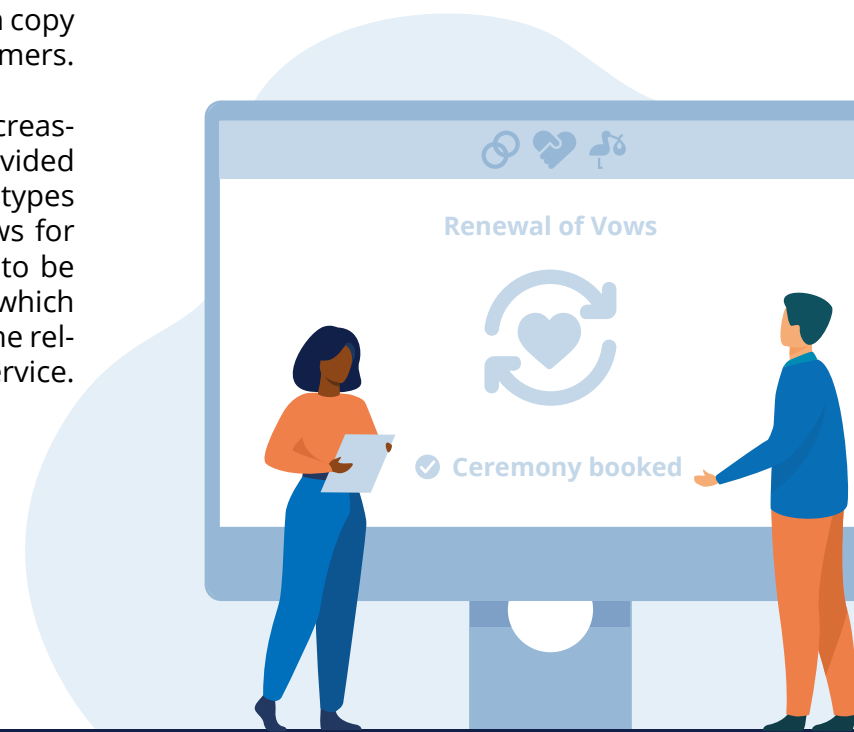
record it at the time of booking and give you the outcome. The Zipporah system records all data automatically as you work to avoid the need for lots of manual input.

Bring Registration to the 21st Century

The Zipporah system allows you to give your customers self-arrival whether by the kiosk at an office or via their mobile device or tablet if they are at an unmanned location. Extending the ability for registrars to operate from community hubs at the heart of an area as well as allowing reception areas to pick up on many of the other duties being performed by the front-line staff from copy certificate management to chasing up customers.

Ceremony management is a large, and increasing, aspect of the day-to-day services provided and the Zipporah will support the many types of ceremonies available. The system allows for all management aspects of the ceremony to be done online giving the staff a CRM from which they can work whilst also giving the public the relevant levels of access to interact with the service.

The Zipporah ceremony planner will take your council to the next level for internal and external management of ceremonies. The citizens' online portal allows for wedding planning all in one place in an easy-to-manage fashion ensuring that tasks are completed, decisions are finalised and amendments made long before the big day. Restrictions set up by your team, dictate how far in advance ceremonies are required to be locked in to ensure smooth running on the day.



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For your teams, let the staff allocation feature help with the huge task of managing your Celebrants and Registrars when it comes to wedding allocations based on location. The system will offer options based on sessional diaries alongside the roles and skills of sessional staff. The system boasts integration with Google Maps to suggest the nearest staff based on both current commitments and distance from the next wedding that day – ensuring your staff resources are being utilised to their fullest.

Put the power in the hands of your citizens

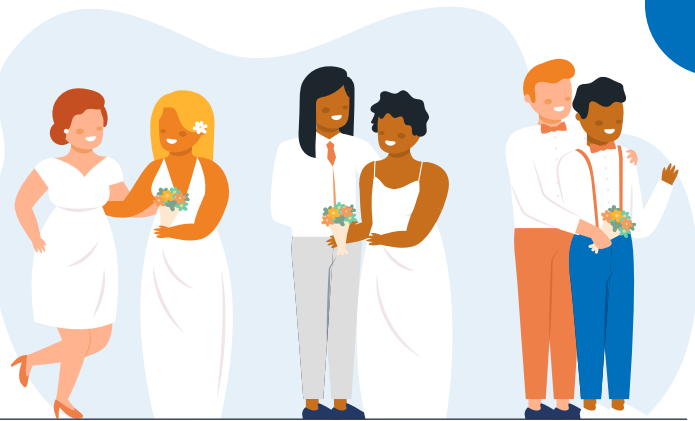
Let your sessional manage their own diaries online so you can always see who is available when – allowing them to confirm their allocation and agree to it through the system. Take the opportunity to utilise

task management to increase workflow productivity and a daily work plan, highlighting activity to relevant teams or even to the customer to ensure everyone is aware of deadline dates.

Complete cashbook and stock control management is fundamental for a 'can do' Registrar department. The cashbook system allows for the recording of secure stock in the system – eliminating the time-consuming manual task of sourcing all information during auditing season. All certificate book types are covered so that your books can be easily recorded, including starting and ending certificate numbers so that your system can automate and audit the issuing or spoiling of certificates.

For a more detailed look into how a 'can do' council manages cashbook and stock control – [click here!](#)

Discover Cashbook



'What we did was incorporate the ceremony planner into our website, which also lists suppliers and venues so that couples have everything in one place. They can log into the ceremony planner when they're together online on their phone, and make all of the choices for the big day without having to worry about posting them back to us. Send an e-mail, send an attachment. It's all contained within the planner.'

'Can Do' Council Superintendent
Registrar Rachel Protheroe,
Vale of Glamorgan Council

Key word is:

INTEGRATION

Zipporah offers a document upload portal that allows for documents to be inputted within the system and be allocated to specific bookings – ensuring all information can be located in one place, minimising the time-consuming task of looking through reams and reams of paperwork to find that one document. Document uploads allow for information to be attached to the booking when it comes into the central office; so that the registrars at home can easily gather that information on-screen - without needing the physical copy.

Comprehensive KPI reporting suite for easy auditing

Similarly, Doctors, coroners, and hospitals can upload relevant documents to a secure, online portal along with the informant details. At the click of a button, registrars now review documentation and can accept or reject what they've received. Rejections are returned to the uploader, with guidance on the issue. On acceptance, an email is triggered and sent to the informant with a link to make their appointment - automatically attaching all relevant documents.

One of the best features of our system: consistency

Authorities using Zipporah are already able to generate and send pre-populated proformas, ensuring there is a consistent, thorough flow of information ahead of appointments – minimising face-to-face time at appointments. The Zipporah system has been offering upfront payments for copy certificates for a long time and this is becoming increasingly more relevant as a method of dealing with the certificates needed and taking payment upfront. As with all Zipporah solutions, we have yet to find a payment provider who we have been unable to link with due to the extensive suite of APIs that allow total integration regardless of system. Additional costs such as postage charges or admin fees can be added on top of the costs of purchase ensuring all payments are made upfront without the need for physical money or contact.

As with the Registrar core solution, the ceremony planner offers the citizens the chance to pay for deposits, ceremony fees, Commemorative Certs, and Amendments all online, all in one place – allowing easy monitoring of payments to ensure all required costs have been processed long before the bride walks down the aisle.



Discover the wonders of CASHBOOK

The cashbook system allows you to manage your stock and then issue certificates directly from the appointment - allowing for full management and audit of certificates. The system lets you choose the stock from which you will issue and advises the expected certificate numbers that you should be looking at in the physical books. Should you disagree with the system an immediate alert is issued so that an audit can be performed immediately - an audit that can be done simply via system reporting, taking previous more than half-day audits down to half an hour. Taking the cashbook that step further Zipporah has delivered a solution that allows for the recording of all income types through the site so that you can perform income reporting across all monies coming into the registration service (including payments for AP Licences).

Stock control management at your fingertips

Stock control management creates a much more streamlined way of issuing certificates - allowing for real-time visibility of both on-site stock and alternative office locations stock with certificates issued or spoiled resulting in an automatic update on the system and automatically updat-

ing your stock. Time spent sifting through physical books to gain the necessary information for auditing purposes is all but gone in a 'can do' council - with a comprehensive reporting suite, gain quick access to desired stock information in advance of auditing season.

Cashbook management allows for the recording of payment for certificates at your offices and links up with the Zipporah appointments systems functionality to let your customer request and pay for their certificates upfront. This minimises cash handling discrepancies and drastically reduces workload by pulling all information into one, single report instead of the time-consuming task of gathering multiple spreadsheets together to carry out one audit.



What features can you expect?

The cashbook integration offers several key features:

- Allows registrars to record certificates issued, spoiled or waived
- Provides important secure stock management of registration services
- Comprehensive reporting stock levels across all offices
- Automatic updates to stock control levels throughout certificate appointments
- Calculates and records income for all certificate activities
- Certificate book management and auditing
- Provides full audit including alerts for lost certificates
- Allocate certificate books to offices
- Reports on certificate books in/not in use
- Outputs monies received in a 'cashing-up report'
- Waive certificate fees for certificates issued with errors
- Verifies certificate numbers with registration staff at all times
- Cashbook reports run against individuals, offices, or whole districts