

Civica Registrations

Integrated appointments and **resource management** for all your registration bookings

A flexible solution that integrates self-service appointment bookings and online payments with efficient rostering and full booking management.

Many local authorities enable customers to book appointments online — but behind the scenes officers are often left to manage bookings and schedule rooms and people using online calendars, spreadsheets or even paper based systems which are unreliable and open to error.

Civica Registrations transforms the end-to-end workflow for all your booking types — births, deaths, civil partnerships and certificates. It integrates self-service appointment bookings and third-party payment systems with efficient scheduling and full management providing an efficient service for citizens and transforming registration processes.

Why Civica Registrations?

Civica Registrations provides you with a single system to manage the entire registration process. Your customers use an online portal to see what appointments (and venues, if applicable) are available, make bookings and pay fees.

The information customers provide automatically updates the calendars so there's no risk of double bookings. The data is received to the back-office where intelligent dashboards show booked

appointments, venues and fees paid - and registrars can then be efficiently allocated to bookings. All aspects of bookings can be managed, including milestones, progress and outstanding items; ceremony details; and communication with customers delivered via their preferred channel.

Reduced administration

By providing a self-service option to customers and automating manual processes, administration is significantly reduced and advance payments maximised.

Your teams will enjoy a reduction in admin as there will be fewer customer calls to handle and no need to chase payment of fees.

Flexibility and customisation

Civica Registrations is flexibly designed, enabling you to:

- ▶ Adapt to reflect the way you work
- ▶ Customise the customer portal to reflect your brand
- ▶ Incorporate date restrictions so that, for example, the national target time for reporting births or the statutory notice periods for weddings are automatically respected.



Easy to use



Enables customer self-service



Increases efficiency

Data transfer service

Civica offers a data transfer service - enabling you to manage both in-flight and new bookings in a single system.

Main benefits:

- ▶ **Single integrated system to manage the end-to-end registration process**
- ▶ **Adaptable to support your processes and workflows**
- ▶ **Integrates with payment providers**
- ▶ **Optimises scheduling and resource allocation.**