WE LIVE IN A HIGH-TECH WORLD

You can hop online to buy a pair of shoes and have them delivered to your doorstep the next day. You can shop for groceries online and have them delivered pretty darn quick. But when it comes to applying for a permit or submitting an application to a government entity, we are still, for the most part, pushing paper. Why?

Governments are still pushing paper because of the costs involved with developing and maintaining a web application. Thousands of dollars can be spent for the development of a single form, which does not count the costs involved with supporting the new software and updating it as changes occur.

SkipThePaper is a tool that can deploy virtually any paper form to the Internet within a matter of hours. We take your agency's forms, convert them to a customized electronic format, and tailor the workflow process to your office's needs. The form is then deployed to your website. Your customers can begin submitting applications online, paying the fees due to you directly from the form.

Everything is validated. Everything is communicated. And the cost to your agency is minimal to none.

WITH SkipThePaper:

✓ Paper forms can be easily transformed into custom-ized web forms.

✓ Fees are collected.

✓ A validated and tracked refund system is available.

✓ Custom plugins can be developed.

✓ Full data validation is defined, which means complete and accurate information is submitted.

✓ A communication system is included to ensure that you and your customers always know what is happening.

✓ A workflow management system is available. This allows for reviews, status updates, communication centers, and adding attachments (such as your decision letter).

Because you can deploy SkipThePaper at no cost to your agency, return on investment is instant. And your customers will be appreciative. They can take advantage of an online process that is not only easy for them to use, but also saves time, money, and the hassle of driving to an office to submit paperwork. Additionally, your agency will produce professional reporting documents with fewer steps.

We have developed a variety of online applications for our government agency clients. These include "Septic System Evaluations at Time of Sale," "Burn Permits," and "Drinking Water System Evaluation Requests." Our newest applications, "Temporary Food & Farmers Markets Permits," were developed in conjunction with the Tacoma-Pierce County Health Department in Washington State (see case study on reverse).

Implementing online forms and applications used to be costly and intimidating. With SkipThePaper, development and implementation costs are eliminated and the time to deployment is drastically reduced. We can help your agency and your customers by making your processes more convenient, user friendly, and economical for all concerned.

Why wait? Contact OnlineRME today!

Email: info@onlinerme.com
Phone: 1.888.963.9608

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CASE **STUDY**

Problem: The Tacoma-Pierce County Health Department (TPCHD) wanted to develop an online application that would allow vendors to easily apply for temporary food and farmers market permits. The permit system had to be user-friendly for potential vendors and cost-effective for the Health Department.

Solution: TPCHD consulted with OnlineRME, LLC to discuss the use of SkipThePaper. SkipThePaper helps companies and government agencies convert their paper forms to online applications. OnlineRME, LLC was able to help the county meet all of its specific application needs and create an online permitting application at no cost to the county itself.

Because Tacoma, Washington, is a hub for many surrounding communities, the county hosts a variety of different events, including the Washington State Fair. The TPCHD wanted to put their Temporary Food & Farmers Markets Permits online to streamline the application process for vendors at these events. "Online applications are a great fit for such situations, but TPCHD had some very specific requirements that had to be met," says Eric Evans of OnlineRME, the developers of SkipThePaper. At their first meeting, TPCHD representatives said they needed the application to provide ...

✓ An interactive food menu.
✓ Applications that could be renewed.

✓ Selected permit types that could be rejected and repaid.
✓ A way to assess late fees based upon submittal date compared to event date (for example, a 25% late fee for events within 7-13 days of submittal & 50% late fee for events within 3-6 days of submittal).
✓ Rules allowing when applications could not be submitted (e.g., events within 3 days of the application can't be submitted online, events for a Monday can't be submitted on a Friday, etc.).

OnlineRME took the information from the meeting and began migrating the existing paper permits to an online system. In addition to their standard offerings, OnlineRME staff also worked on the additional functionality the Department needed. New plug-ins were created that are completely customizable. These met all the requirements TPCHD had requested and are adaptable to other applications. Once completed, the new permitting system was introduced for public use. TPCHD is pleased with the results and the online application process has made life a lot easier for their vendors.

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