



Zipi - So Much More Than E-Commerce The Simple Solution to Online Transactions

Product sheet

Our fully comprehensive sophisticated solution is designed to enable local authorities to completely control and manage their e-commerce and deliver so much more as they strive for efficiency and greater self service.

Easy to use by both staff and customers, it incorporates a total workflow management system with full progress tracking and payments for all orders.

- Deliver a single interface for the customer to purchase products and through our simple web services deliver single point of contact between back office, payment engines and finance systems to **hugely reduce integration costs**.
- You will be in control with fully integrated, automated reporting providing all you need to report on orders, payments and other statistical data.
- You will have complete visibility of customer and staff transactions through our comprehensive tracking system. This will enable you to log all transactions and to track all orders making it fully transparent and providing **order fulfilment** functions.
- You have the flexibility to deal with all your transactions both paid and unpaid with our unique back office management functionality, providing interactions to deliver **CRM online** for both your staff side and the citizens.
- **Tailor your own forms** to suit your individual needs, according to your own logical process and questions. This allows you to capture accurate data and progress only valid requests.
- Provide your citizens with a fully joined up service through our state-of-the-art technology which allows **easy integration** with existing finance, payment and other systems.
- Easily accommodate **VAT and inflation linked price increases** and provide VAT receipts - including electronic versions - through intelligent set up screens which allow you to capture account information.
- Set-up product visibility for user types and set up groups of products to apply discounts for multi-purchases. Set up a range of departments and search categories.
- Customise the system to fit the look and feel of your own web design with our unique technical architecture.
- Provide easy access to both the public and your staff through our leading web based system. It's zero footprint so no other software is needed making it easy and quick to install.

We have implemented systems for many types of council, which helps us understand your challenges and provide you with better solutions. We work with you at every stage to develop a system that works for you and we can offer you valuable advice on improving your processes to help with efficiencies and maximise service levels to citizens.

For a no obligation, free demonstration, call Gemma Hooper now on 029 2064 7048
Or email at gemmahooper@zipporah.co.uk or visit our website www.zipporah.co.uk



Product Features

- Web services and simple integration allow for simpler integrations and reduced costs for back office integration to payments and finance
- Web based e-commerce system for the provision of all products and services including paid for and non payment transactions
- Allows users to view the range of products and services and request any of them that are required or purchase any products where relevant
- Allows the system to provide order fulfilment functionality
- Can be linked to full online payment systems, financial systems and provide VAT receipts
- VAT and postal costs can be set up based on addresses
- Fully flexible to allow creation of bespoke intelligent data capture forms relevant to your council
- Identify logic for questions and identify to whom each element of logic should apply
- Products and services can be associated to business areas to create effective workflows
- Groups of products can be created to manage bulk purchase discounts
- Order tracking through the workflow can be set up
- Accounting codes can be added for reconciliation purposes
- A full range of reports is available

Coming Soon

- Linking the Zipi with finance solutions to allow payment of invoices from the authority online.

Technical Information

- Zero footprint access without downloading predefined software
- Zipporah uses ASP.net (C#) on a 3-tier architecture ensuring scalability alongside a robust and efficient system
- Can be integrated to a range of back office systems through the use of XML, XSL, Web Services and SOAP
- Methodologies all ensure conformance to eGIF requirements