ZIPPORAH

FINANCE & ACCOUNTING

POST COVID COUNCIL

Pre COVID

Council have always worked to remain open to broad payment methods, rather than steering people toward specific method. In reality, cheques and cash are still extensively used and apart from being physical entities of payment, they're expensive to process and leave the door open for late and incorrect payments.

COVID Challenge

The world is rapidly driving toward a cashless society. We have seen tap and go amounts rise and some businesses attempt to go completely cash free. While this is unlikely to become the only way to pay in the immediate future, there is clearly a need to drive people towards removing any physical handover from one individual to another.

20,000

On going live, Zipporah's Covid Class solutions took 20,000 bookings in 24-hours
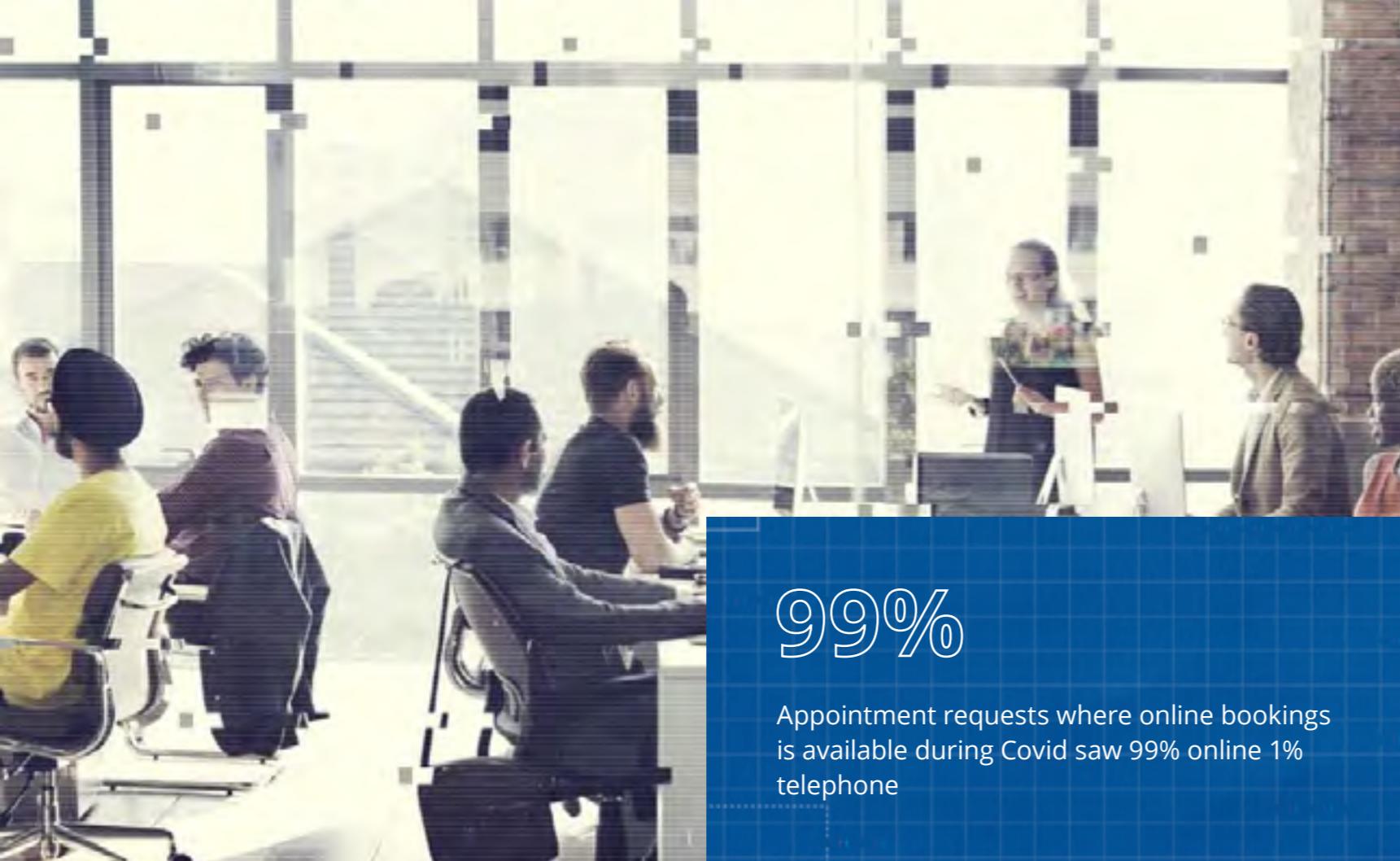
99%

Appointment requests where online bookings is available during Covid saw 99% online 1% telephone

Features & Benefits

Self-service improves access reduces staff intervention, empowering the individual, reducing administration and limiting unnecessary contact with others.

Easy management and recording of information – reduce paper trails, manual intervention and keep relevant information recorded and stored, removing single points of failure.

Run reports on income / orders for specific products/ locations – review and adapt your service as habits shift during changing times.

Automation of sales processes reduces staff workload – as well as letting your staff get on with the more important jobs, automation of tasks expedites the sales process, allowing you to start generating income more quickly.

Transaction costs reduced from tens of pounds to pennies – at a time when every penny counts and business needs to start moving again, reducing transaction costs can be such an easy gain.

Otherwise complicated rules and considerations handled without staff intervention – run your finance and accounting without call centres and customer services. Secure, consistent and socially distanced.

How Zipporah can assist with the issue

- All Zipporah modules have extensive integrations for payments. These include the ability to integrate for Direct Debit, online payment portals, direct bank transfer (Willoughby thing), BACS (Bpay), Chip and Pin as well as allowing for invoice. Mention PayPal, as it's something everyone is familiar with?
- Where an invoice is created, Zipporah have intelligent integrations which will allow for it to create an invoice sent to your finance systems to set up an invoice and to receive invoice data back from finance to allow for a customer to enter an invoice number and pay it online. Over the last five years, this functionality has seen well over £20 million worth of invoices paid off and automatically updated, through the system in the authorities who use it.

Learn more about our Post Covid Council services

Canteen Services	Customer Services	Environment Services
Finance & Accounting	Housing Services	Internal Services
Leisure, Outdoor Gatherings & Activity Centres	Library Services	Licensing & Trading Standards
MOT, Vehicles & Licensing	Parks & Highways	Registrars Services
Social Care Services	Sports & Venues	Training Services

Launch Post Covid Council