

Northgate iWorld Automation

Revenues Integration



We strive to make the means of processing accounts and managing customer data simple and efficient for Local Authorities. Our package of Revenues Integration automates key areas of processing, eliminating the rekeying of data and performing configurable actions on customers' accounts without the need for staff intervention. All integration is run at the point that a user submits a form, meaning that the customers' iWorld account can be updated almost immediately, providing a huge step forward in processing time.

Available packages

More information on pages two and three

Single Person Discount

Allows the discount to be automatically applied to the relevant party upon submission of an application; will create a new account with the person applying for discount as solely liable for Council Tax.

Change of Address

This integration intelligently tracks parties: updating their details, adding or removing them from household accounts, or reassigning Council Tax liability in the event that they leave the Local Authority Area.

Direct Debit

Speeds up the billing process by automatically updating the relevant customer's iWorld account with payment details; can also suspend billing until the Direct Debit has been set up.

How it works

Each package of integration is custom designed to handle data differently and carry out specific actions. However, all three integrations run using a similar process:



Form data is validated

Before the form can be submitted, all data entered by the user is validated, ensuring that information has been entered in the correct format. Once the form is submitted, this validation goes further: the integration validates the Council Tax reference number, checking it against the records held in iWorld and using this reference to find the correct iWorld account.



Data is inserted / updated within iWorld

Once the correct account has been identified within iWorld, the relevant information is inserted into the iWorld system. Depending on the type of integration, multiple parties' details can be updated. In the case of a household member moving into or out of the Local Authority, the relevant account can be opened or closed, and any discounts can be applied.



Custom actions are executed

There are a number of configurable options for each of the integration packages we offer. For example, in the event that billing will be affected by the information given by a customer, any further billing on the customer's account can be suspended for a set period of time. Furthermore, across all of our integration packages we offer the ability to add a note to the relevant accounts, indicating that the account has been updated automatically.

This process of integration has been custom designed to suit the needs of Local Authorities, automatically carrying out the key actions required to update the relevant accounts within iWorld. Coded to provide fall-backs and ensure the validity of the information inserted into iWorld, the integration will cease if the relevant account cannot be found within iWorld, and any errors encountered by the integration are automatically reported on the Local Authority's EFS system.

Single Person Discount integration

Our Single Person Discount integration greatly reduces the amount of staff-time required needed to process the customer's information. Eliminating the need for rekeying, and automating the relevant actions within iWorld, this package of integration provides an all-in-one solution to the processing of Single Person Discounts.

Key features

- Automatically applies the discount to the eligible party.
- In the event of household members moving out, the integration will close the currently open account, removing any occupants, and create a new account with the person applying for the discount as solely liable for Council Tax.

Custom actions

Once the integration has updated the details relevant account within iWorld, and applied the discount to the eligible party, the integration can then be configured to **suspend billing** on that account for a set period of time, to ensure that no bills are sent out without the discount applied. Furthermore, the **contact details of any other parties can be updated** if new contact details have been provided by the customer. As with all of our integration packages, a **configurable note** can be added to any updated account, in order to indicate that it has been updated automatically.

Direct Debit integration

Our Direct Debit integration focuses on ensuring the validity of all information given by the customer, as well as cutting down on the processing time required for a Direct Debit to be applied. This integration greatly reduces the amount of staff-resources needed to process a Direct Debit, automatically setting up a Direct Debit within iWorld from the information provided by the customer.

Key features

- Automatically sets up a new Direct Debit within iWorld upon submission of a Direct Debit form.
- Highly configurable
- Allows for the external validation of bank account details before any information is updated within iWorld, see below.

External validation (optional)

Before the form can be submitted, all bank account details can be sent through the verification service provided by PCA Predict. This ensures that the bank account details are correct and valid – indicating that a Direct Debit can be set up using this account. If incorrect details are added to the form, the form will not allow the user to submit, meaning that integration will not run. This adds an extra layer of protection against incorrect information being added to iWorld, and ensures that the Direct Debit will be properly applied. This optional module does require the Local Authority to purchase the validation service from PCA Predict.

Custom actions

Once the Direct Debit has been created on iWorld, the integration can be configured to **suspend billing** on that account for a set period of time, to ensure that no bills are sent out before the Direct Debit has been applied. As with all of our integration packages, a **configurable note** can be added to any updated account, in order to indicate that it has been updated automatically.

Change of Address integration

Our most advanced integration: automatically runs multiple updates / inserts across all the relevant accounts in order to ensure that all parties are placed within the correct accounts and that Council Tax liability is correctly assigned. Providing an all-in-one solution, the integration deals with any discounts or changes in council tax liability automatically – updating the relevant accounts according to Local Authority policy. Furthermore, the integration can be highly customised, allowing the Local Authority to decide how any change in status is handled, or how any discounts are applied.

The three changes

A move out of the Local Authority area

When the integration runs, the liability of the party reporting the move is checked. If that party is liable for Council Tax, the account is closed and a new account is created, passing liability to any remaining member of the household. If the entire household is moving out, liability is assigned to the landlord (if rented) or the new owners (if the house has been sold). If the party reporting the move is not liable for Council Tax, the integration updates iWorld to remove the occupier party from the account. Any discounts that are applicable are also applied to the account: for example, if the property is to remain empty for a period of time, an empty and unfurnished discount will be applied using the dates provided by the customer.

A move into the Local Authority area

If the new party (or parties) will be liable for Council Tax, the integration will simply create a new account, assigning the relevant parties as being liable for Council Tax at this address. The previous open account for this address will be closed, to ensure that Council tax liability is not being applied to parties who have moved out. If the newly moved in party is eligible for any discount, for example Single Person Discount, this will be applied in line with the Local Authority's guidelines.

A move within the Local Authority area

This scenario combines both of the above changes, tracking the relevant parties and their eligibility for Council Tax and updating the relevant iWorld accounts accordingly. The integration is able to apply discounts to all eligible accounts: if the moving party is eligible for Single Occupancy Discount at their new address this will be applied; likewise, if the address the party is moving from is eligible for an Empty and Unfurnished Discount, this will also be applied.

Custom actions

All **discounts** are highly configurable, meaning that they will only apply when they meet the Local Authority's guidelines. The application of any discounts can take into account any information on the relevant account held within iWorld, meaning that if the application of a discount is reliant on another discount not already being present, this can be configured within the integration.

A **billing suspension** can be applied to any account that is updated. This ensures that bills are not sent out before the liability or occupancy changes have been applied. This also means that any discounts will be applied before a new bill is sent out to the liable party.

As with all of our integration packages, a **configurable note** can be added to any updated account, in order to indicate that it has been updated automatically.

If you are interested in using our iWorld Revenues Integration or would like some more information, please get in touch:

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