INTRODUCTION

PermiServ)))
Web-to-Resident Permit Service

What is PermiServ

A complete, managed service that you can simply upload data, then wait for your residents to receive their permit pack which includes everything they need for the garden waste service. Every permit is barcode-scanned on dispatch so that you can monitor progress in real-time from your Cloud Portal and respond immediately to residents' queries.

Typical Pack Contents

1. An envelope with an "Important Council Document" message tailored to your council.
2. A customised, ultra-tack, weather and scratch resistant permit.
3. Instructions to the reverse of the permit.
4. A folded "Welcome to the scheme" letter.

Benefits

- Simplified administration of permit schemes. Simply upload your data and wait for the permits to be delivered.
- A custom built, secure Cloud Management Portal to manage your permit data with development support and custom function creation on request.
- Live dispatch logging for every permit via barcode-scan giving reassurance from live status and the ability to help answer residents' queries in real-time.
- Minimum dispatch quantity of 1 permit.
- Data security: TLS site encryption, password protection on portal with secure database storage and user update logging
- 10-day lead-time from upload to delivery (via 2nd class).
- All print customised to your preferences.
- Control panel giving analysis and reporting for usage, invoice, sales-leads, on-time delivery, replacement yields and more.
- No software installation required, updates applied instantly, and universal cross-platform support.
- Resident dispatch-notification service via email if required.
- Tried and tested service, in use at several LAs.
- Ultra-high-tack, durable, scratch-resistant permits with light-fast inks, along with instructions printed on the reverse.
- Print includes data-driven address, large 'address barker', serial number, collection dates etc. to your request.
- Support for all permit types (remote delivery, group permits, relocation permits etc.).
- Unlimited user-logins with privilege restriction facility.
- Council maintains ownership of data.
- Ability to satisfy council audit by ensuring all permits have addresses, serial numbers and replacement traceability.
- We will never pass on data to 3rd parties.
- Amendments on portal after what is deemed reasonable maybe incur further charges but will be discussed before action.

Any questions please contact louise@permiserv.co.uk

QUOTE

PermiServ
Web-to-Resident Permit Service

PermiServ
Vincent's Yard
23 Alphabet Mews
London
SW9 0QT

Dacorum Borough Council
The Forum
Marlowes
Hemel Hempstead
Hertfordshire
HP1 1DN

COUNCIL	Dacorum
QUOTE #	0000566549
QUOTE DATE	18/10/2022
PO #	TBC

QTY	DESCRIPTION	UNIT PRICE
55,000	Permits (Includes: 2nd class postage and packing service, plus extra T&C letter)	£1.25
1	Customisable Online Portal (Shows all permits in realtime giving the council ability to react to residents instantly, Unlimited users and access, Full training, IT intergration and support)	£0.00
1	Artwork Design & Manufacturing (Includes: A5 Permit with printed liner, Generic A4 letter, Printed Envelope)	£0.00

ZERO
2 LANDFILL
LABELS

MILESTONES

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ORDER

- By formal PO or email confirmation
- Confirm list of everyone working on the project
- Send Permiserv supplier form to fill in

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ARTWORK

- Permiserv will send you a template with online instructions to follow
- We use an in house design team for this project
- Send Permiserv any logos and confirm expiry dates

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PORTAL CONSTRUCTION

- Fully customisable portal
- Council to confirm list of users required by sending us their email address's
- Council to confirm data they wish to display and any requirements

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TRAINING

- Arrange GoToMeeting with Permiserv trainer with all staff using the portal

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ARTWORK SIGN OFF

- Final sign off required so Permiserv can order the stationary (upto 10 days lead time on stationary)

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TEST UPLOADS

- Choose how you wish to upload data, CVS file or automated method
- Permiserv will support your IT with test uploads to the portal
- Permiserv will clear portal after testing requestng live data

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LIVE DATA UPLOAD

- Checks will be made that the upload has been a success
- Permiserv will send council merge proof approval, this is the final check showing variable data on a PDF of artwork - This requires sign off before Permiserv start printing

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MONITORING PHASE

- Follow portal from upload to dispatch
- Follow up conversation to confirm project sign off

FAQS

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Will you join us for initial project meetings?

Yes! We have been through the process of setting up a garden waste collection services with councils many, many times. We have seen the pitfalls and what works well. We have lots of contacts within the industry who are always happy to help and make suggestions. We do not charge for consultation, but we're always happy to share our knowledge.

How do you invoice?

We invoice monthly. After the last day of the month, we calculate what has been dispatched in that month and invoice accordingly.

Can we help you with artwork?

Permiserv send a template via the Portal. Councils then request changes. Our designers apply those changes and resubmit via the portal. This process is often iterative until the council is completely happy with the artwork.

What is a merge proof approval?

A merge proof is when live data has been uploaded for the first time in that current year showing the variable data on a PDF to show size and styling to make sure everyone is happy with how it looks before printing.

Can you transfer data via API?

Yes, this is a quite common way of uploading to the portal, all API details are displayed on the portal for each individual council. If your council would like to connect via API (which we recommend), then we will allocate an engineer to ensure this happens.

Can you work with any third-party providers?

Yes. We work with several 3rd parties. We can build connections to any external entity. Our software is proprietary/bespoke and maintained by our in-house team.

How many councils do you work with?

We now work with 50 councils on the garden waste project with more ready to go live in 2021 that were delayed due to COVID19

Are you GDPR compliant and secure?

Yes. We are GDPR compliant. With respect to this service, we are the data processor. The questions which normally arise are how long we keep data, whether we store personal details, and whether we sell data to 3rd parties. Unless a council insists, we do NOT keep personal names. We only store addresses which are public domain data. If names are submitted to us, our normal policy is to strip them out and remove.

Our default policy is to retain data for 16 months where upon it is deleted. If the council wishes to keep it for a different period, we will comply as the council is the Data Controller.

We will NEVER sell data to anyone. The council owns the data.

We have example contracts to cover GDPR, and/or happy to sign GDPR terms set by the council.

We are registered with the ICO, and hold Cyber Essentials Certification.

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MANAGED PERMIT SERVICES

Tip Permits

Car Parking

Disabled Parking

Additional Bins

Garden Waste

Promotional Mailing