

**COVID-19 SUPPORT PACKAGE**

# Move your permits and licenses online, for free.

Subscription waived for the first year. No multi-year commitment required. Setup time in weeks, not months.

## It's time to prepare for a new normal.

COVID-19 has upended government operations, and decimated budgets. The impact will be felt for years to come. OpenCounter is responding to the crisis by offering online permit and license applications at no cost for one year. This offer is designed to help state and local governments move core government services online, without impacting 2020/21 fiscal budgets. A small convenience fee will be added to each application to cover transaction and hosting costs. This offer is valid through 9/1/2020.



### Keep the counter open

Maintain the availability of core services



### Reduce in-person interactions

Allow constituents to access services remotely



### Automate transactions

Streamline application intake and issuance



### Increase staff productivity






Allow staff to focus on high-value projects

To learn more about this special offer, email [sales@opencounter.com](mailto:sales@opencounter.com) or call (800) 216-7360.

# Applicant features

## Intuitive intake forms






Our forms make it easy for applicants to submit valid permit and license applications online. Fee estimates are calculated in real time as applicants type. Fields are displayed dynamically as the project is scoped. Data entry is validated against conditional rules. Our forms are intuitively designed and work on desktop computers, tablets, and mobile devices. The platform transmits application and credit card data securely, and adheres to modern standards for security and accessibility.

-  Real-time fee calculations
-  Data input validation
-  E-signatures
-  Secure credit card payments
-  Modern, accessible design

# Staff features

## Powerful workflow tools

The admin view of the software allows staff to review submitted applications, and move them through predefined workflow steps. Staff can claim submitted applications or assign them to other staff. Applications can be rejected, edited, or approved. Once an application is approved, the permit or license is issued to the applicant via email. Form types may also be set to issue automatically if no review is required. All actions taken on an application are logged in an audit trail along with date and time stamps.

-  Review online
-  Generate automated status updates
-  Issue permits digitally
-  Export application data
-  Analyze application reports

**Offer terms:** Permit and license forms must be provided in PDF or Word document format, with accompanying fee schedule. Forms will be hosted at jurisdiction-name.opencounter.com and can be linked from relevant pages of jurisdiction's website. A convenience fee of \$3.00 + 4.9% applies and will be added to the total fee charged to applicants for each submitted application. Payments to the jurisdiction (net of convenience fees) will be deposited by electronic transfer to jurisdiction's designated bank account. Standard hosting fees will be waived for the first twelve (12) months for contracts signed on or before 9/1/2020. Offer is available with a 1-year agreement, including a 1-year credit card processing agreement with third-party payment processor. After the first year, jurisdictions will have the option to renew the service at standard rates. Additional terms and conditions apply. To view standard rates, and additional terms and conditions, please contact us at [sales@opencounter.com](mailto:sales@opencounter.com). This offer may be modified or rescinded at any time.

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