Licences.ie

Case Studies

1. Property Services Regulatory Authority

The PSRA is the body responsible for the licensing of Auctioneers and Estate Agents in the Rep. of Ireland.

Manual Process

Approximately 80% of the PSRA licence renewals are submitted between April and a May each year. Previously clients submitted renewal applications by post and payment was made by cheque or credit card. The opening of post and the processing of cheques and credit card payments required significant resources, was time consuming and open to error e.g. wrongly dated/unsigned cheques, incorrectly completed forms or payment not included.

Ensuring all documentation was included and remained associated with the correct application also posed a risk

As auctioneers and estate agents cannot practice without a current valid licence there was considerable pressure to process all applications before the July renewal date. This pressure was further increased if additional information or documentation was required and had to be submitted by post.

Employees of auctioneering and estate agent firms have the option of asking their employers to pay. This lead to difficulties ensuring that payments were associated with the correct application.

Licences.ie Solution

The PSRA have made Licences.ie the only channel for the renewal of their individual and company licences since April 2016.

To facilitate their renewal process Licences.ie was integrated fully with the Dept. of Justice's systems to retrieve prepopulated forms for each individual and company applicant, using a pin and licence number combination. This significantly reduced the risk of incorrectly completed forms being submitted.

Applications forms cannot be submitted until the correct payment has been made by card or EFT. Payments are received by An Post and are automatically paid by EFT to PSRA's account. Fees are deducted at source on a monthly basis.

Application forms cannot be submitted until required fields have been completed and all required documentation has been attached, using the attachments facility. This also ensures that the documentation is always associated with the correct application.

If further information or amended documentation is required the PSRA processor can change the status of the application. They can then use the messaging facility to inform the applicant of any changes required. An email is automatically sent to the applicant to alert them and the changed status is visible in their "My Applications". They can view the message sent by the processor and amend the form or add documentation and re-submit.

Specific workflows and payment options were created for the PSRA to facilitate employees of auctioneering firms completing their application and then requesting, by automatically generated email, payment of the relevant fee by their employers. Employers can view their employees' applications and make payment through their own account.

"The PSRA is delighted that its licensees can now renew, pay and submit their licence applications online through Licences.ie. The 24/7 service offers maximum convenience for licensees, making it easier to submit and acquire their licence. By putting our renewal forms and payments online, the PSRA has been able to achieve greater efficiencies and cost savings." **Maeve Hogan, CEO of the PSRA**

2. WEEE Ireland/**E**uropean **R**ecycling **P**latform

WEEE Ireland and ERP are responsible for the maintenance of an approved Register for Retailers and Distribution Centres of electrical appliances and industrial and automotive batteries. Each retailer must register with one of these bodies depending on location.

Manual Process

Retailers would register by post or email. These details would be manually entered on a spreadsheet which was circulated monthly to other stakeholders i.e. Local Authorities and EPA. This resulted in a permanent lag between registration and updating the stakeholders.

Certificates were produced manually and emailed to retailers

Licences.ie Solution

Licences.ie is integrated fully with the WEEE Ireland back office system. Retailers complete and submit their registration forms on Licences.ie which are then reviewed, approved or declined by the WEEE Ireland processing staff using the back office system. Certificates are automatically populated with details provided on Licences.ie and emailed automatically on approval.

To meet WEEE Ireland's and ERP's requirements we have also developed an online register which can be accessed by authorised users. This register is automatically updated when an application is approved.

"The Licences.ie portal proved an invaluable resource to WEEE Ireland as we tried to make our WEEE and Battery retailer registration and certification function more accessible and user friendly to stakeholders. The support by An Post and their contractors Escher really helped streamline the process. As a result we were able to develop a solution that integrated with our own office CRM and have happily moved from unwieldy spreadsheets to a more efficient, secure and manageable database using Licences.ie" **Elizabeth O'Reilly, Compliance & Membership Manager, WEEE Ireland**