

GOV.UK Pay – Features and Benefits

By automating payment through **GOV.UK Pay**, Formsite effectively "de-risks" the council and ensures that no application is even seen by an officer until it is fully funded.

The Automated Payment Workflow

1. **Digital Application:** The applicant completes the Section 50, Skip, or Scaffolding form on Formsite.
 2. **Instant Fee Calculation:** Formsite automatically calculates the total fee based on the permit type, duration, and any required inspections.
 3. **Mandatory Payment:** Before the "Submit" button becomes active, the user is redirected to a secure **GOV.UK Pay** portal.
 4. **Secure Transaction:** The applicant pays via Credit Card, or Bank Transfer Formsite never touches or stores payment details.
 5. **Submission & Verification:** Once payment is confirmed, the application is officially submitted. The council officer receives a "Validated & Paid" application, complete with a unique transaction reference.
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Key Benefits of Formsite and GOV.UK Pay

For Finance & IT Directors Total PCI Compliance: Eliminates the risk of staff handling sensitive card data. By using the GOV.UK Pay interface, the council's "compliance footprint" is drastically reduced.

- **Zero Revenue Leakage:** By making payment a prerequisite for submission, you eliminate the debt recovery phase. There are no unpaid invoices to chase and no lost application fees.
- **Automatic Reconciliation:** Every application is linked to a specific transaction ID, making it easy for finance teams to reconcile bank statements against the licensing register.

For Highways & Street Works Managers

- **No More "Admin Phone Calls":** Your skilled officers stop acting as cashiers. They no longer spend hours on the phone taking manual payments or chasing contractors for credit card details.

Web: scotland.formsite.uk

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- **Validated Workloads:** Officers only spend time reviewing applications that are already paid for. This ensures the team is focused 100% on safety and coordination, not administration.
- **Instant Receipts:** The system automatically issues a receipt to the applicant, further reducing follow-up enquiries to the office.

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- **Payment-Before-Submission:** Stop the administrative burden of chasing fees. Formsite ensures every application is 100% funded before it even reaches your desk.
 - **Remove PCI Compliance Risk:** Stop taking card details over the phone. Our GOV.UK Pay integration moves the entire transaction to a secure, government-approved environment.
 - **Automated Fee Calculation:** Eliminate manual pricing errors. Formsite calculates the exact cost—including inspections and deposits—dynamically based on your council's fee schedule.
 - **Support for Modern Payments:** Give your contractors the flexibility to pay via Apple Pay, Google Pay, or standard Debit/Credit cards through a trusted GOV.UK interface.
 - **Seamless Finance Integration:** Every payment comes with a digital audit trail, linking the Scottish Road Works Register, and the financial transaction in one record.

• Comparison: Manual vs. Formsite Payments

Feature	The Manual Way	The Formsite + GOV.UK Pay Way
Staff Time	10–15 mins per application (calls/admin).	Zero. The system handles 100% of the transaction.
Payment Security	High risk (staff hearing/typing card numbers).	Gold Standard. PCI DSS Level 1 compliant.
Bad Debt	High (invoices often go unpaid).	Zero. No payment = no application.
Applicant Experience	Frustrating (waiting for a callback).	Instant. Pay and submit 24/7.
Reconciliation	Manual matching of bank lines to PDFs.	Automated. Transaction ID is baked into the record.