



SkipThePaper

Instant Application Deployment

Feature & Process Guide

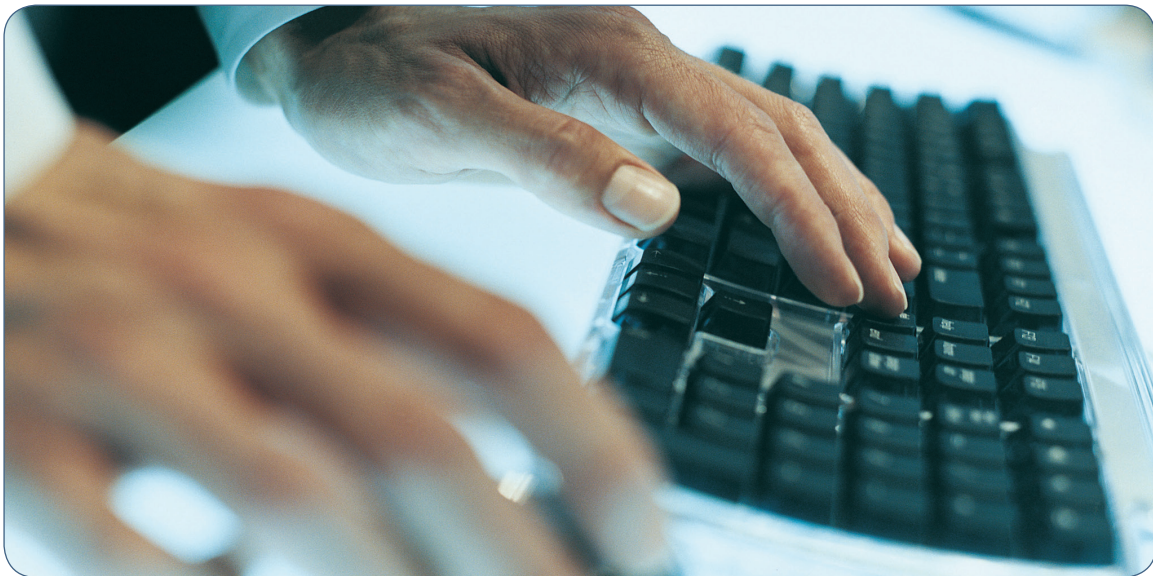
SAMPLE **FEATURE & PROCESS GUIDE**

The following pages outline the application SkipThePaper created for the Tacoma-Pierce County Health Department's Temporary Food Establishment and Farmers Market permits.

While this guide illustrates the process used for a specific application, the functional pieces of each section may be applied to any application your office wishes to deploy using SkipThePaper.

Problem: The Tacoma-Pierce County Health Department (TPCHD) wanted to develop an online application that would allow vendors to easily apply for temporary food and farmers market permits. The permit system had to be user-friendly for potential vendors and cost-effective for the Health Department.

Solution: TPCHD consulted with OnlineRME, LLC to discuss the use of SkipThePaper. SkipThePaper helps companies and government agencies convert their paper forms to online applications. They were able to help the county meet all of its specific application needs and create an online permitting application at no cost to the county itself.



HOW IT WORKS ~ **APPLICANT PROCESS**

Customers can fill out their application online through the TPCHD website or they can create a SkipThePaper account. Either way, once customers get started, they begin the form by entering the applicant information:

**Temporary Food Establishment Application**

What to expect: When your application is submitted, you will be shown a receipt. You will also receive an email from noreply@skipthepaper.com. If you do not receive the email, please check your email program's spam filter and spam settings.

Required fields are indicated with red.

Applicant's Address

First Name:	Last Name:	
<input type="text"/>	<input type="text"/>	
Business Name:		
<input type="text"/>		
Street 1:		
<input type="text"/>		
Street 2:		
<input type="text"/>		
City:	State:	Zip/Postal:
<input type="text"/>	<input type="text"/>	<input type="text"/>
Email (will receive email updates):		
<input type="text"/>		
Phone:		
<input type="text"/>		

Figure 1: Screenshot of the application submittal web page.

The applicant answers the general application questions:

Question Section

Question	Answer
Booth Details	
Has the Person in Charge operated a Temporary Food Establishment in Pierce County?	<input type="radio"/> Yes <input type="radio"/> No
Location of restroom facilities (restroom facilities with hot and cold running water for handwashing are required for food workers)	<input type="text"/>
Food Preparation	
Does your operation do any of the following:	<input type="radio"/> Yes <input type="radio"/> No
<ul style="list-style-type: none"> Requires advanced menu preparation Uses fruits and vegetables that are not purchased pre-washed or pre-cut Lasts longer than one day (requires access to a 3 compartment sink for dishwashing) 	

Figure 2: Screenshot of the general application questions.

After applicants answer all of the general application questions, they complete the food menu plugin.

The “Plug-in Services” module is the most important functionality added to the TPCHD application. While it is fairly simple to take a general form and deploy it to the Internet, complex items such as interactive food menus and adding rules to an application (submittal timelines with penalties, etc.) are much more complicated to standardize. SkipThePaper has developed a method to customize a specific page and insert it into the standard web form. The following image shows the Temporary Food Event Menu. (The Farmers Market Menu looks and acts the same, except that a label is displayed stating that the applicant needs to enter the first and last days of their market event).

Food Preparation and Menu

Event Dates

Event Date

mm/dd/yyyy

Food Service Begins

Select

Food Service Ends

Select

Add

No event dates have been entered. Please enter at least one date and click the add button.

Event Location

NOTE: If you do not find the zip code listed please call Tacoma-Pierce County Health Dept. at (253) 798-4709 or (253) 798-6460 then press 0.

In what zip code will the event take place:

= Select =

Menu Items

- Menu: Only food items listed will be approved to serve. Approval for any changes must be requested before the event.
- Any food that requires cooling must be prepared at an approved kitchen. No cooling is allowed at a temporary event.
- Transportation: Any food found in the Danger Zone above 41°F and below 135°F will be discarded

MENU: Below list all food, beverages and condiments that will be served. To add a new food item, click on the

Add

 button.

Where will the food be purchased?

Examples: Costco, Safeway

Food Item	Purchased at store? (raw or pre-cooked for meat, seafood and eggs)	Prepared in booth or at approved kitchen	Transport item hot or cold?	What type of equipment for transport?	Cold holding equipment used at event?	Cooking/reheating equipment used?	Final cook/reheat temp?	Hot holding equipment used? (135°F or above) *Sterno not allowed	
Example: Hamburger	<div>= Select =</div> Raw	<div>= Select =</div> Booth	<div>= Select =</div> Cold	Ice Chest	Ice Chest	Grill	155	Grill/Steam Table	<div>Add</div>

Figure 3: Screenshot of the custom plug-in. This example is the "Food Preparation & Menu".

The plug-in allows SkipThePaper to provide extensive customization for any application. Within the TPCHD "Food Preparation and Menu", the applicant must enter their event dates and times. If this section is not completed properly, the applicant will be shown error messages when they attempt to submit their information, explaining what they have missed:

Event Dates

Please enter a valid date
Please enter a valid start time
Please enter a valid end time

Event Date

mm/dd/yyyy

Food Service Begins

Select

Food Service Ends

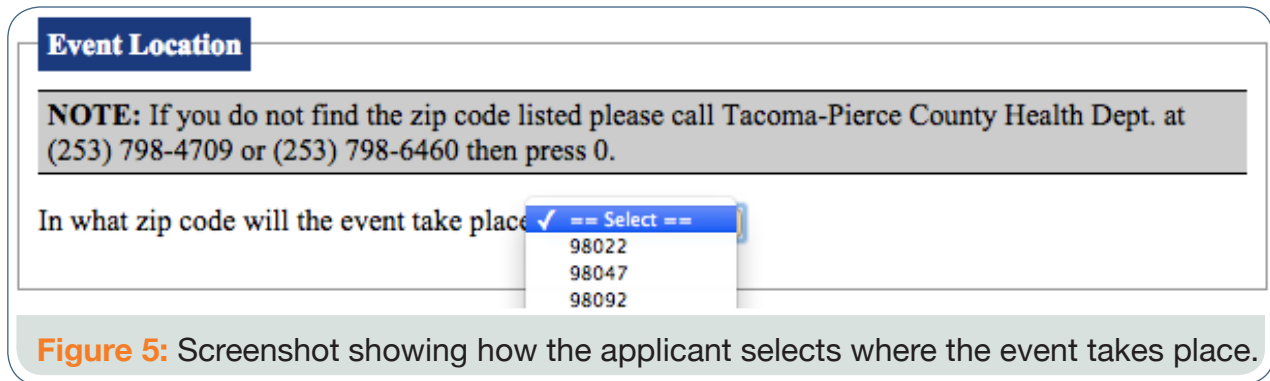
Select

Add

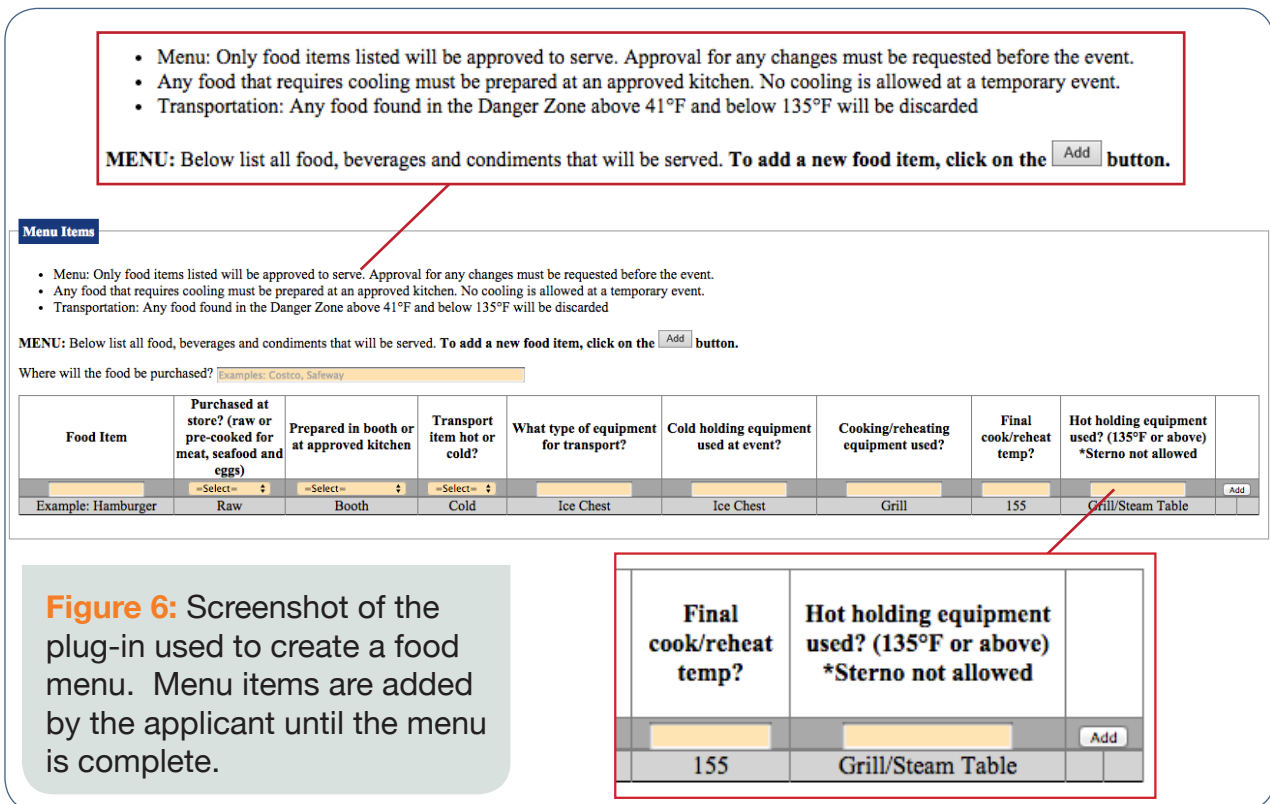
No event dates have been entered. Please enter at least one date and click the add button.

Figure 4: Screenshot of data validation in action.

TPCHD requested a selectable drop-down menu for the event location to reduce the number of applications submitted to them from outside their jurisdiction:



TPCHD also suggested that the menu needed to include where the food was purchased, along with how it would be prepared, cooked, held, and served. The following is an illustration of the menu screen:



SUBMITTAL STEP 4

Upon submittal of the menu, all of the information is validated. Incomplete menus will be rejected until properly completed. The applicant will be provided with feedback on what they missed. The following is an example of an error notification message:

Where will the food be purchased?

Please select the zip code where the event will take place.
At least one menu item is required.
Purchase location is required.
Please enter at least one valid date for the event (mm/dd/yyyy).

Figure 7: Screenshot showing an example of the plug-in validation feedback.

Please Note: *If the applicant has submitted an application previously, the applicant may choose to renew the previously approved application. This will allow them to retain the previous menu items, which will save time.*

SUBMITTAL STEP 5

Once the menu has been completed, the applicant moves on to select the appropriate permit type:

Application Services

Choose One

- ☐ Limited: 1-14 consecutive days at same location - \$45.00
- ☐ Limited: 15-21 consecutive days at same location - \$68.00
- ☐ Low Risk: 1-14 consecutive days at same location - \$95.00
- ☐ Low Risk: 15-21 consecutive days at same location - \$126.00
- ☐ Low Risk: 1-26 non-consecutive days/year, same location - up to 2 hot items - \$144.00
- ☐ Low Risk: 1-26 non-consecutive days/year, same location - 3 or more hot items - \$275.00
- ☐ High Risk: 1-14 consecutive days at same location - \$176.00
- ☐ High Risk: 15-21 consecutive days at same location - \$261.00
- ☐ High Risk: Long Term 1-5 events (each event limited to 3 days & CBO card required) - \$203.00

Figure 8: Screenshot of the service options.

After the permit type is selected, the application is ready to be submitted and validated. If any questions are missed, the applicant is notified with an “Alert Message”:

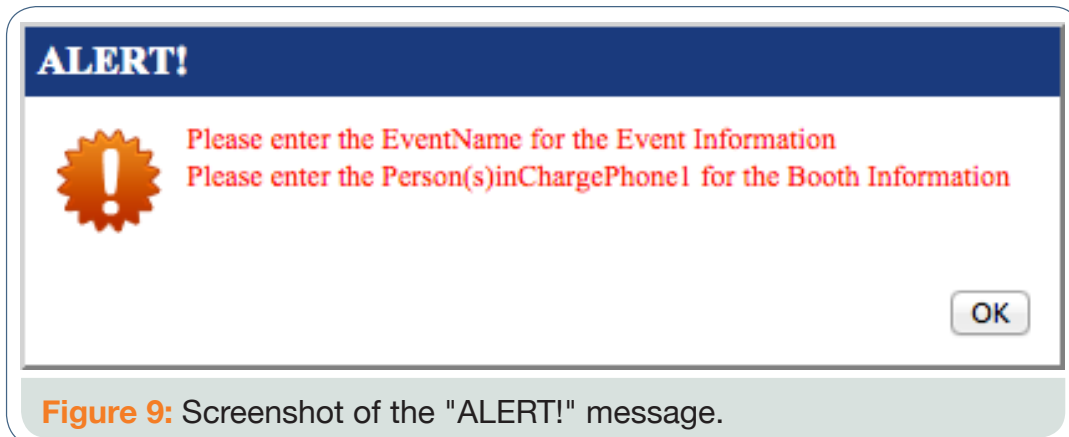





Figure 9: Screenshot of the "ALERT!" message.

Applicants submitting a complete application will be directed to the payment page. The following payment illustration shows what the applicant would see if they selected the “Low Risk: 1-14 consecutive days at the same location” permit type, with a 50% late fee and the OnlineRME processing fee:

Payment Summary	
Item	Price
Low Risk: 1-14 consecutive days at same location	\$95.00
50% late fee (event between 1 and 6 days of application date).	\$47.50
Processing Service Fee. NOTE: this charge will show separate on your statement and be to OnlineRME, LLC.	\$10.00

Total charges for application: \$152.50

Credit Card Number: CCV [What's CVV?](#) Expiration: 9-September 2014

What to expect: When your application is submitted, you will be shown a receipt. You will also receive an email from noreply@skipthepaper.com. If you do not receive the email, please check your email program's spam filter and spam settings.

Figure 10: Screenshot of the payment page.

If there are problems with the payment itself, the applicant will be shown an "Alert Message" detailing the problem:

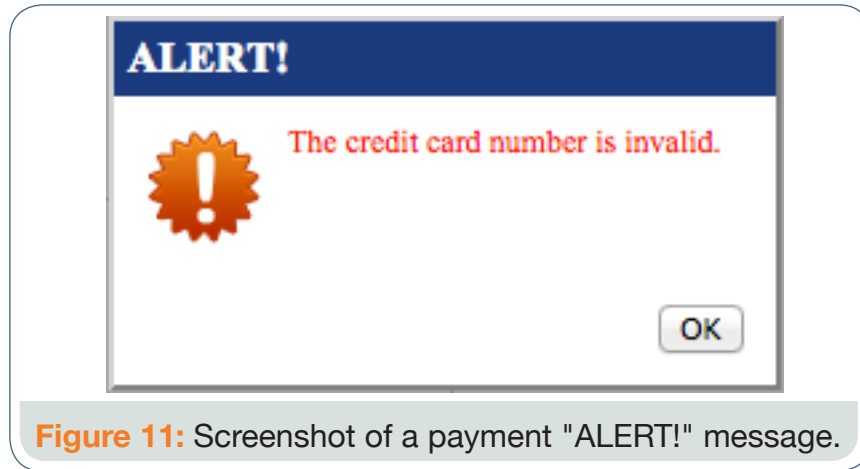


Figure 11: Screenshot of a payment "ALERT!" message.

Please Note: *Your payments are processed through a 3rd-party processor merchant account. By utilizing either Authorize.NET or Value Payment Systems, your fees will be processed separately and sent directly to your bank account. OnlineRME does not touch your money; we only facilitate the process for you.*

After making a payment successfully, the customer is shown a final receipt and receives a confirmation email:

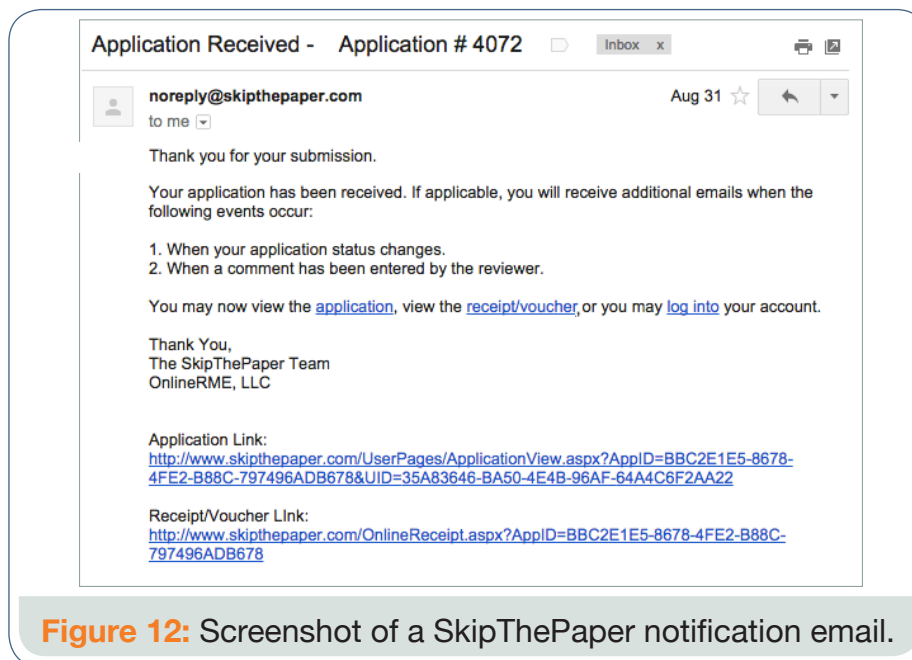


Figure 12: Screenshot of a SkipThePaper notification email.

HOW IT WORKS ~ REVIEW PROCESS

As applications come into TPCHD, county staff must review and respond to them. The county logs into SkipThePaper and can quickly see any new applications that have been submitted:

SKIP THE PAPER .COM

Welcome Amanda

Manage Submissions

Date Range: ☐ Day ☐ Week ☒ 30 Days ☐ Year ☐ None

Search: [Export Application List](#) [Submit New Application](#)

Hover over the new icons to see their meaning.

ID	Submitted By	Application Name	Submitted	Assigned ID	Reviewer					
11947	Micheal	Temporary Food Establishment Application	9/15/2014		Peters, Amanda					
11989	Tiffany	Temporary Food Establishment Application	9/16/2014		Assign					

Figure 13: Screenshot of submissions. The view can be filtered for desired content.

To view an individual application, the user clicks on the  icon, which moves them to the application view page:



SKIP THE PAPER.COM

Welcome Amanda 

[Application Manager](#)

Tacoma-Pierce County Health Department
Healthy People in Healthy Communities

Temporary Food Establishment Application


Application No: 11996
Reviewer Details:
 Amanda Peters
apeters@tchd.org
 (253) 

Assigned ID: n/a
Application Status: Complete

Applicant's Address
 Jeff 
 BigDaddy's Concessions


Service Summary 

Item	Price
High Risk: 1-14 consecutive days at same location	\$176.00
Processing Fee. NOTE: this charge will show separate on your statement and be to OnlineRME, LLC.	\$10.00

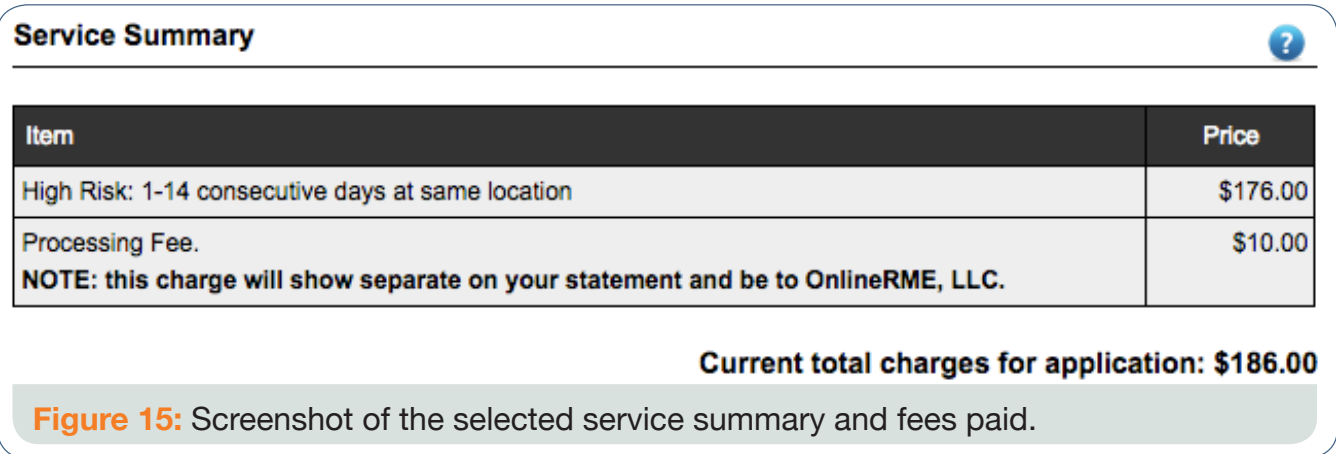
Current total charges for application: \$186.00


Transaction Detail

Date	Amount	Description	Bank Response
9/17/2014	\$176.00	Application Fee	This transaction has been approved.
9/17/2014	\$10.00	Processing Fee	This transaction has been approved.

Figure 14: Screenshot of an application after it has been submitted.

Here, the reviewer can quickly check the service selected ...



Service Summary 

Item	Price
High Risk: 1-14 consecutive days at same location	\$176.00
Processing Fee. NOTE: this charge will show separate on your statement and be to OnlineRME, LLC.	\$10.00

Current total charges for application: \$186.00

Figure 15: Screenshot of the selected service summary and fees paid.

... And compare it to the menu presented.

Menu Items Data



Purchase Location: Cash and Carry. Costco

Item No	Event Date	Food Service Begins	Food Service Ends
1	10/04/2014	10:00 AM	5:00 PM

Item No	Food Item	Purchased Raw or Pre-Cooked	Prepared in Booth or Kitchen	Transport Hot or Cold	Transport Equip.	Event Cold Holding Equip.	Heating Equip. Used	Serving Temp.	Event Hot Holding Equip.
1	Hamburgers	Raw	Booth	Cold	Ice Chest	Refrigerator	Grill	155	Cook to order
2	Corn Dogs	Pre-Cooked	Booth	Cold	Ice Chest	Freezer	Fryer	135	Cook to order
3	Hot Dogs	Pre-Cooked	Booth	Cold	Ice Chest	Refrigerator	Grill	135	Grill
4	Chicken Strips	Raw	Booth	Cold	Ice Chest	Freezer	Fryer	165	Cook to order
5	Nachos	Pre-Cooked	Booth	n/a	Trailer	n/a	n/a	135	Cook to order
6	Chili Cheese Fries	Raw	Booth	n/a	Ice Chest	Freezer	Fryer	135	Cook to order
7	Chili	Pre-Cooked	Booth	n/a	In can	n/a	Grill	135	Crock Pot

Figure 16: Screenshot of the menu created by the applicant.

If the menu type is incorrect, the county may reject the fee, which refunds it to the applicant. Then, the county employee can select the appropriate permit category:

Service Summary



Item	Price
High Risk: 1-14 consecutive days at same location	\$176.00
Processing Fee. NOTE: this charge will show separate on your statement and be to OnlineRME, LLC.	\$10.00

Figure 17: Screenshot of the service summary and edit option.

Reassign Services

Applicant Information

Tacoma, WA 98405

Email: [REDACTED]
Phone: 253 [REDACTED]

Service Information

- ☐ Limited: 1-14 consecutive days at same location - \$45.00
- ☐ Limited: 15-21 consecutive days at same location - \$68.00
- ☒ Low Risk: 1-14 consecutive days at same location - \$95.00
- ☐ Low Risk: 15-21 consecutive days at same location - \$126.00
- ☐ Low Risk: 1-26 non-consecutive days/year, same location - up to 2 hot items - \$144.00
- ☐ Low Risk: 1-26 non-consecutive days/year, same location - 3 or more hot items - \$275.00
- ☐ High Risk: 1-14 consecutive days at same location - \$176.00
- ☐ High Risk: 15-21 consecutive days at same location - \$261.00
- ☐ High Risk: Long Term 1-5 events (each event limited to 3 days & CBO card required) - \$203.00

Explanation


Submit

Cancel

Figure 18: Screenshot of the "Reassign Services" page.

Applicants will receive notice of the refund and will also be instructed to log back into their account to pay the proper fee amount.

Please Note: In the case of the TPCHD applications, there are late fees. If the applicant selects the wrong permit type during a non-late-fee period and is rejected, then waits to select the correct permit type until after a late fee applies, the applicant will be assessed a late fee.

Once the application has been reviewed and the fees received have been verified as correct, TPCHD completes the application by clicking on the  icon.

Upon completion of the application, the applicant will receive an email with the final documents. In TPCHD's case, these include the following:

- Application
- Menu
- Temporary Food Events Handout

Additionally, the menu is presented in a printable format for field inspectors to use during their inspections:

Applicant ID: 11698

Business Name: [REDACTED]
Address: [REDACTED]

Phone: 253-[REDACTED]

Puyallup, WA 98372

Purchase Location: costco, windco, cash & carry

Item No	Event Date	Food Service Begins	Food Service Ends
1	09/13/2014	07:00 AM	9:00 PM

Item No	Food Item	Purchased Raw or Pre-Cooked	Prepared in Booth or Kitchen	Transport Hot or Cold	Transport Equip.	Event Cold Holding Equip.	Heating Equip. Used	Serving Temp.	Event Hot Holding Equip.
1	milk	n/a	Approved Kitchen	Cold	ice chest	ice chest	na	na	na
2	smoothie mix	n/a	Approved Kitchen	n/a	na	ice chest	na	na	na
3	whip cream	n/a	Booth	Cold	ice chest	ice chest	na	na	na

Figure 19: Screenshot of the printable-format food menu.

CONCLUSION

Implementing online forms and applications used to be costly and intimidating. With SkipThePaper, development and implementation costs are eliminated and the time to deployment is drastically reduced. We can help your agency and your customers by making your processes more convenient, user friendly, and economical for all concerned. Why wait? Contact OnlineRME, LLC by email at info@onlinerme.com or call us toll-free: 1-888-963-9608.

