

How Princeton Struck Paper and Embraced Online Form Automation

Population

31,249

Employees

225

"It was a combination of increasing efficiency and the idea of making it easier for citizens to access these applications [that inspired our push for SeamlessDocs]. I have nothing but good things to say about you guys. With collaboration from us and other agencies, we will make this the most robust platform it can be."

**Christina Rothman-Iliff**

Digital Media Manager
Princeton, NJ

The Challenge

Manual paper based processes take up precious time and money.

Vital Record Request: Before

Old Time to Process: 7+ Days

"For the Health Department, it used to be all paper. Applications either came in through the mail or people came into the office. Citizens had to fill out an application, self-address a stamped envelope, and mail it all in. We didn't have a processing timeframe, or we would say it would take up to 7 business days because of the mail."

The Old Process
Before SeamlessGov

100+

PDFs processed within Princeton

20+

Departments using paper forms

7+

Days to complete & process forms

The Solution

Online Form Automation

Vital Record Request: After

New Time to Complete: 2 Days

"Now, things are more efficient for the applicants, the requesting party. They can actually do it online and they don't have to fill out an application, self-address a stamped envelope, and mail it all in.

"Internally, our Health Department uses the GRM to tag forms and make status changes on the vital records forms. There's two processors, so being able to tag these form submissions ensures that the work doesn't get duplicated.

"The processing time for online vital records submissions is so much quicker. We now have a 1-2 or 2-3 day business turnaround time. People's requests are being processed within 24 business hours, and that's getting in the mail the next day."

The Results

Implementing SeamlessGov

400+

Number of digital forms
across departments

2,000+

Hours saved by automating
the process

8,000+

Submissions received
electronically

A glimpse into the solutions and features that allow governments to innovate:

SeamlessDocs & eSignatures

Princeton leverages SeamlessDocs to transform their paper forms and processes into smart, interactive online services. This Vital Record Request has built-in calculations, payments, and attachments. Thanks to the automatic signature workflow, once the Requesting Party eSigns the applications, it automatically gets routed to the Health Department for approval.

Surveys & Web Forms

Princeton uses the drag-and-drop Web Form Builder to create 508 & ADA compliant surveys & forms. With field validation and required fields, errors and incomplete applications are at an all time low. Plus, web forms and surveys can be embedded into an existing web page to provide a more seamless and stylistically consistent user experience.

Princeton

2019 non-gen birth cert request

Submitted On	Record	Signature Status	Tags/Status	Assign	First name	Zip code	Street Address	First name	Last name
Wed Mar 14 2019	1	Complete	1:1	ADD...	ADD...				
Thu Mar 14 2019	2	Complete	1:1	ADD...	ADD...				
Fri Mar 14 2019	3	Complete	1:1	ADD...	ADD...				
Wed Mar 13 2019	4	Complete	1:1	Pre-approved and sent	ADD...				
Mon Mar 11 2019	5	Complete	1:1	Pre-approved and sent	ADD...				
Wed Mar 06 2019	6	Complete	1:1	Pre-approved and sent	ADD...				
Wed Mar 06 2019	7	Complete	1:1	Pre-approved and sent	ADD...				
Wed Mar 06 2019	8	Complete	1:1	Pre-approved and sent	ADD...				
Tue Mar 05 2019	9	Complete	1:1	Pre-approved and sent	ADD...				
Tue Mar 05 2019	10	Complete	1:1	Pre-approved and sent	ADD...				

Terms of Service

Powered by SeamlessGov

Government Relationship Manager

Princeton uses the Government Relationship Manager, or GRM®, to set up workflows and manage data. Through tags, stages and approvals, they keep track of the processing status. Since a number of forms have multiple processors and approvers, submission tags prevent redundant work and allow for maximal efficiency.