

## Online forms

We know that data quality, timeliness, error-free performance and cost efficiency are important to business and government enterprises.

Our online forms can enhance customer experience and confidence, and significantly improve your processing efficiency, data accuracy and the speed of your response.

### Getting the most out of forms

Our online form solution is the result of over a decade of experience in processing a diverse range of physical forms. We have a unique understanding of how to get the best out of a form, backed by our robust and automated digital solutions. Our online forms are interactive and guide users through the completion process, yielding many benefits:

- **Efficiency:** Data entry and validation by the user can dramatically reduce your processing and administrative costs and improve the timeliness of access to accurate information.
- **Enhanced user experience:** Interactive functionality streamlines the form completion process by offering field pre-population and displaying only those sections of the form relevant to data already entered.
- **Convenience:** Your customers can access forms through mobile and desktop devices, save and modify forms and provide supporting attachments. Completed forms can be saved as PDF documents, downloaded and sent via email.
- **Confidence and assurance:** Our online payment solutions integrate with a secure merchant provider accredited to Payment Card Industry Data Security Standards (PCI DSS). Users can print or save payment receipts.

- **Security and compliance:** Our systems offer robust security controls through high system availability, an active/active load balanced platform, data housed within Australia, and compliance to the Information security Registered Assessors Program (I-RAP).
- **Flexibility:** Our online form processes can be customised to apply your specific business rules and align with your branding and corporate style guides.

Our online form services can improve process efficiencies, minimise operating costs and improve the experience and satisfaction of your customers.



We have over 18 years of experience in helping business and government enterprises better manage their incoming information.

Outsourcing your information management requirements to Decipha can help you streamline and automate your current processes to reduce costs and improve efficiency. This can result in faster payment cycles, business process improvement and simplification and realisation of compliance requirements.

As a business of Australia Post, Decipha can also leverage the extensive range of Australia Post services that may complement your incoming data and information management, including Parcel Lockers, MyPost Digital Mailbox and StarTrack Courier.

This information sheet is a summary only.

**For more information about how Decipha and Australia Post can help you reduce data handling costs and improve your operational efficiency, visit [decipha.com.au](http://decipha.com.au), call 13 11 18 or speak with your Australia Post Account Manager.**