3SIXTY NOTICE PROCESSING

imperial

3SIXTY: AN OVERVIEW

3SIXTY IS OUR WEB-BROWSER BASED BACK OFFICE SOFTWARE SOLUTION WHICH OFFERS AUTOMATED, END-TO-END NOTICE PROCESSING WITH VERY LITTLE NEED FOR MANUAL INTERVENTION.

3sixty and it's public facing portal, 3sixty Citizen, enables you to transform the way you deliver your parking and traffic management services and enhance interactions with customers.

Taking a digital approach saves on administration time and costs, whilst encouraging residents to easily access the service using web or mobile devices.

3sixty meets all relevant legislative requirements for both civil and private parking, bus lane, clean air zone and free-flow tolling enforcement. It incorporates the full range of possible offences and debt recovery processes, including those captured by camera.

The system is extremely flexible and is configured to your exact requirements.

Management by exception

Cases automatically progress down their path until something happens to stop them, such as receiving an incoming appeal or representation, or they exceed legislative guidelines.

Cases which need special attention are reported on so they can easily be investigated and progressed.

Automated processes drive efficiency and accuracy

There is very little need for manual intervention in 3sixty, enabling you to streamline your enforcement process.

Any type of action performed on a case is done using a 'progression', regardless of what this is. Accurate automation reduces user error to ensure revenue loss is kept to an absolute minimum.

Cloud-based delivery enables remote working

Back-office users can be access 3sixty via all leading web-browsers to support your home or hybrid working strategy.

Real-time data

3sixty makes use of real-time data to give you an up to date picture of your enforcement operation.

Comprehensive reporting facilities

3sixty has an array of different reporting features to help you manage your enforcement operation more effectively.

These include a graphical dashboard, an advanced case search facility, and over 100 in-built standard reports.

Reports can be scheduled to be run at any time and can also be extracted into Excel and other formats for easy analysis and offline reading.

Interfaces to third parties to support your enforcement operation

3sixty interfaces with a wide range of enforcement and technology partners and services including:

- Cashless parking providers,
- Automated telephone payment systems
- Enforcement agencies
- ANPR camera providers
- Government organisations

Scalable

3sixty can hold an unlimited number of cases and processes approximately 2.5 million PCNs annually for some of the largest local authorities in the UK, including several London Boroughs.

Continual improvement

3sixty includes 2 upgrades per year as part of your support contract. System development is continuously informed by our customer steering group and in line with all relevant legislation.
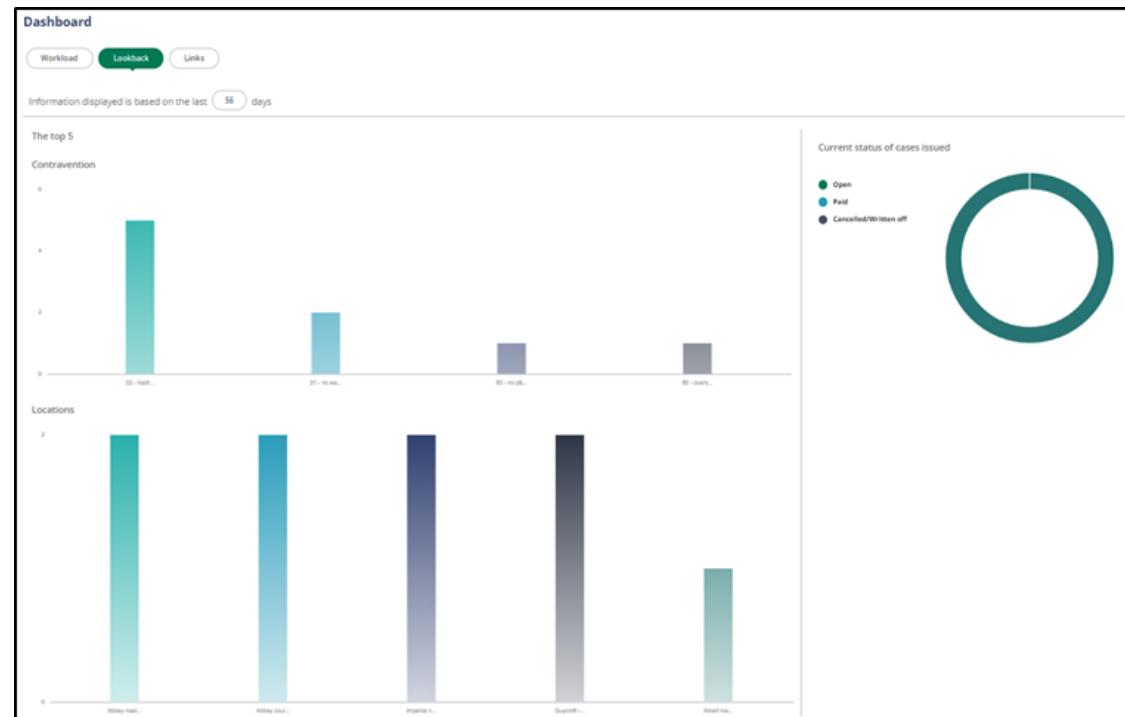
3SIXTY: CITIZEN WEB PORTAL

3SIXTY HAS A DEDICATED WEB PORTAL FOR THE PUBLIC - 3SIXTY CITIZEN. 3SIXTY CITIZEN ALLOWS THE PUBLIC TO INSTANTLY PAY THEIR PCN, REVIEW EVIDENCE OR CONTACT THE COUNCIL ONLINE. THE PORTAL IS TAILORED TO MATCH THE 'LOOK AND FEEL' OF THE COUNCIL'S OWN WEBSITE

Secure and reliable

To ensure that all correspondence is linked to the correct case whilst maintaining security of personal details, citizens must know their PCN number and VRM to access their PCN.

Easy to use, encouraging quick and efficient payments

Citizens are not required to set up an account or register to use the portal meaning that payment can be made quickly and efficiently.

QR codes on PCNs

To further enhance the user experience, we can print QR codes onto PCNs to conveniently enter their information for them.

Supporting citizens to provide evidence

3sixty Citizen enables members of the public to upload .pdf or photo files as supporting evidence with their message. Uploaded files are automatically attached to the relevant PCN in the back office.
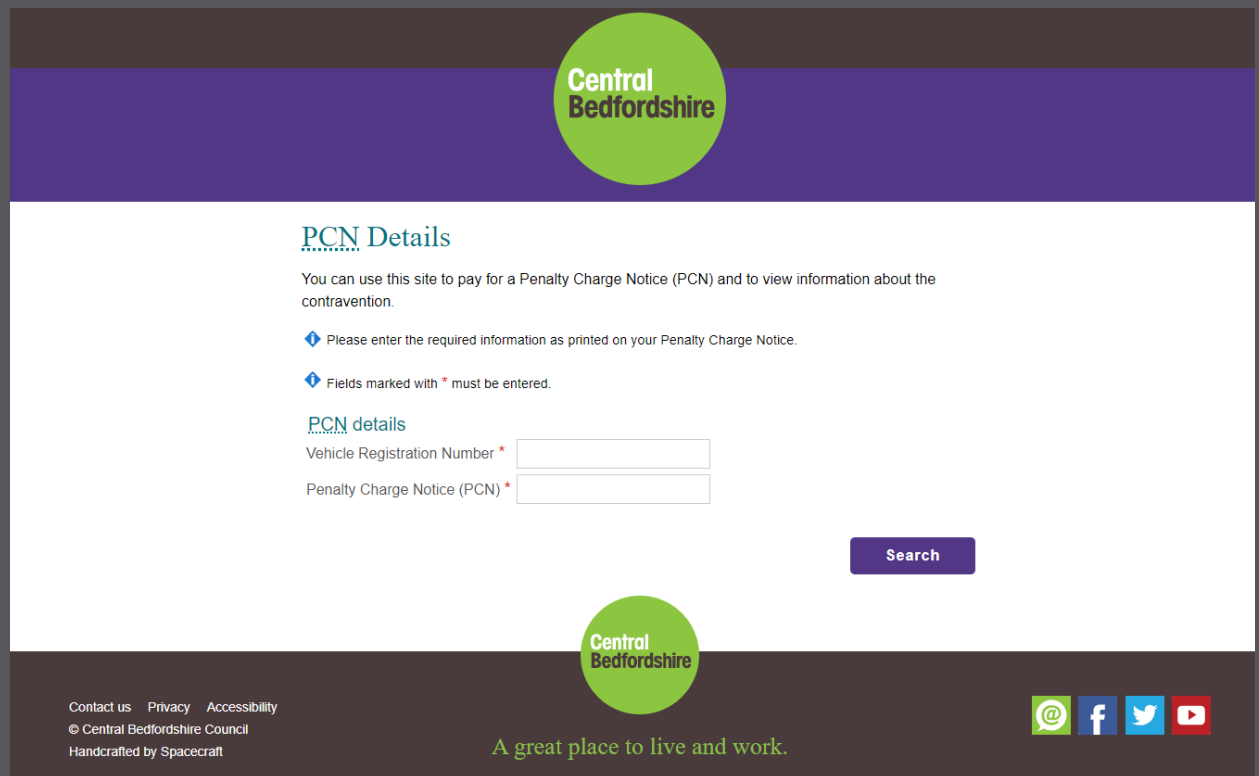
Real-time updates in the back office

Any communication sent via 3sixty Citizen updates the relevant case immediately and sends the case into the appropriate workflow queue.

Payments made via the 3sixty Citizen website automatically close the case.

Compatibility

3sixty Citizen is compatible with all leading browsers and via mobile devices such as smartphones and tablets.

Central Bedfordshire

PCN Details

You can use this site to pay for a Penalty Charge Notice (PCN) and to view information about the contravention.

◆ Please enter the required information as printed on your Penalty Charge Notice.

◆ Fields marked with * must be entered.

PCN details

Vehicle Registration Number *

Penalty Charge Notice (PCN) *

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