



# FACTSHEET

## WEB BASED DIGITAL ARCHIVE

### INTRODUCTION

VMR has developed and implemented a web based digital archive to allow clients to search for and instantly access all documents processed and sent via the VMR systems.

When you have to deal with queries from customers about communications they have received but have no easy access to the document in question, VMRs archive solution will allow you to instantly search for and view the document as it was produced originally with just a few clicks of the mouse and either print it locally or resend a copy to the customer via VMR.

Access is provided to all your registered users so that any query can be dealt with in real time.

Searching for the document can be done using different search criteria. These will have been set up with you in advance, so can include account number, claim number, payment, cheque number, etc.

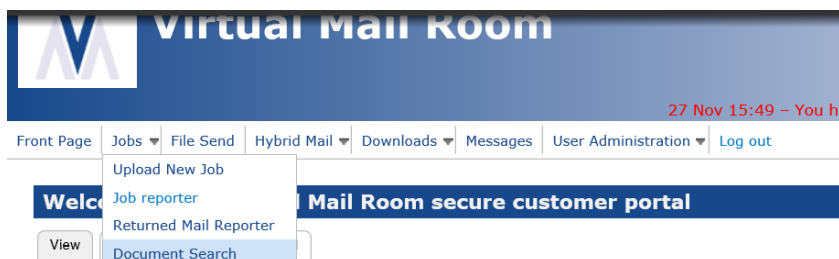
Each job that is submitted to VMR will also be available to download in its entirety through this service.

In addition, if you need copies of the documents to deal with any disputes or complaints, you won't have to submit a request to VMR to provide the copies for you with the associated delays. Simply search for and download the document to print locally.

### HOW IT WORKS

As a registered user, simply log in and

1. Click on the Jobs menu and select Document Search



2. Select the search type criteria and enter the appropriate search detail in the box



Document Search

Please select the reference type to search against:

- RECIPIENT ID (VMR ACREF)**
- BENEFIT CLAIM
- CTAX
- CTR CLAIM
- LANDLORD CLAIM
- INLINE
- NNDR
- NDR BILL
- AUTOSUM
- NDSUM

Hold down ctrl to select multiple reference types

Please enter the reference value to search for:

422

Exact Match

3. Select the document from the resulting search and click on 'View' in the Archive column

BENEFIT CLAIM  
CTAX  
CTR CLAIM  
LANDLORD CLAIM  
INLINE  
NNDR  
NDR BILL  
AUTOSUM  
NDSUM

Hold down ctrl to select multiple reference types

Please enter the reference value to search for:

42254077

Exact Match

Search Results

VMR Tracking	Date	Job Type	Job	Status	Recipient ID (VMR ACREF)	Route	Pages	Reference Type	Reference Value	Job Description	Archive
1 HGCKZD00	20-12-2019	CTB	102176/191220191220	Processing	499285	E-mail	2	CTAX	42254077	COUNCIL TAX BILLS GENERATED AT THU DEC 19 23:16:00 GST 2019	<a href="#">View</a>
2 GZNRFR00	25-02-2019	ABG	102176/1902abg-1551112823	Completed	499285	E-mail	2	CTAX	42254077	CTAX ANNUAL BILLING 2019 DATA	

4. Your document will open in PDF format and you can then either save or print

**ASHFORD BOROUGH COUNCIL**  
COUNCIL TAX BILL 2019/20

Phone: (0)1223 551111  
E-mail: customer.care@ashford.gov.uk

19-DEC-2019  
Date of notice

Account No. 42254077

Property address

HOW THE TAX IS ARRIVED AT FOR BAND B %

Kent County Council	938.56	3.0
Ashford Borough Council	126.39	3.2
Kcc Adult Social Care	72.10	2.0
Kent Fire And Rescue	60.48	3.0
Police And Cc For Kent	150.23	14.2

Parish code: PARISH11  
Property band: B

Total for your band: £ 1347.76      5.7 % change

For more information please contact Tina Moloney on 020 8898 6565