

ONLINE PASSENGER PORTAL



www.concessioncard.net offers citizens over the age of 60 years the ability to register online, have their identity and eligibility approved in real-time by Experian's ID validation service [Authenticate for Public Sector](#) and to request a new or expired ENCTS card to be printed and sent to them.

What do we offer? We configure your own citizen e-registration site with....

- A Council branded e-registration page, accessible directly from your web site
- Online Identification/ Eligibility Checks performed by Experian QAS
- A link back to your own TCA Concessionary Fares web page
- Real time data of your online registrations, exported in open file formats, xml or csv for import into your existing CMS or local database
- An admin zone to manage registrations, users, audit trail and statistics
- Integration with CMS for new Unicard customers

With 63% of households in the range of 57-64 years of age accessing the internet using broadband (Ofcom, "Access and Inclusion" 2009), Unicard's online passenger portal www.concessioncard.net is helping TCAs meet their channel shifting and business transformation objectives with respect to the supply of the free ENCTS bus pass.

Concessioncard.net offers age eligible citizens the ability to register online, have their identity approved in real-time and request a new or expired ENCTS card to be printed and sent to them. The managing TCA simply logs into the Admin console and begins the day with a list of card requests, ready for printing in-house or by the preferred bureau.

Experian's solution, [Authenticate for Public Sector](#), seamlessly integrates with Unicard's registration site and CMS and provides real-time identity validation checks. It uses an electronic approach, which meets Her Majesty's Government (HMG) guidelines, to validate and verify customer's age and residency remotely. An individual's biographical data is compared against Experian's vast database, which contains biographic footprints established for 45 million UK citizens and holds in excess of 1 billion records. An authentication decision is given in seconds, with no need for paper-based proofs.

Councils are able to subscribe to this service independently of their CMS or local database type. The service comprises delivery of a personalised e-registration page, accessible directly from the Council web site, as well as the re-direction of post code relevant requests made on the generic www.concessioncard.net portal.

Benefits for the Council

- Alleviates the burden of managing bulk renewal periods
- Addresses N.I 14 remit regarding reduction of "avoidable contact"
- Reduces time-consuming processes associated with paper handling
- Provides opportunities for FTE savings
- Implements a consistent eligibility procedure across all sites
- Provides effective detection and prevention of identity fraud
- Provides a solid audit trail and statistics
- Manageable by County, Unitary and District administered schemes
- No need to terminate existing CMS contracts as can be integrated
- Integrated as standard with Unicard CMS

Benefits for the citizen

- Gives the citizen more choice of access to services
- Gives the citizen a better service
- Allows friends and family to easily assist elderly citizens in isolated communities

To see the demonstration site please call Unicard

Tel: 01202 850 814

Email: sales@unicard-uk.com

For more information about Experian's service, **Authenticate for Public Sector**, click [here](#)

