



Future of the Forms Service

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Agenda

- Introduction
- Background
- Forms Service Discussion
- Next Steps



Background

- Forms Service modernization effort
- Improving the Forms Service
- Customer feedback is valuable



Discussion

- What do you wish the Forms Service could do that it doesn't do currently?
 - pain points you experience
 - any mandates or requirements surrounding your collection that the Pay.gov Forms Service cannot accommodate
 - what additional features would your ideal Pay.gov form include?

Potential Enhancements

- **Inventory Control**
 - Limit form submissions to a certain number
 - Course registration
 - Site reservations
- **More Customizable Payment Confirmations**
 - QR Codes
 - permits



Potential Enhancements

- Ability to provide customer specific data
 - Account information
 - Outstanding balances

- Workflow functionality
 - One person fills out part of the form and someone else completes/approves it

Potential Enhancements

- Wizard type tool for completing a form
 - Series of pop-up questions

- More Agency Control
 - Form information
 - Time frames for submission

Next Steps

- Follow up with agencies
- Enhancements tentatively planned for mid to late 2017



Contact Information



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