

VitalChek Kiosk Proposal for Snohomish Health District



Vital Record Solutions

Uniquely designed to put all the pieces together

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Self Service Kiosks

Self-Service Kiosks are designed to make ordering certificates as quick and easy as possible, while maintaining the agency's specific regulations, as follows:

- Customized for specific Washington State requirements and optimized for touch-screen capability
- Applicant identity verification
- Simplified order confirmation screens and thermal receipt printing
- Automatic session clearing for complete and abandoned orders, as well as an automatic timeout

A wide range of payment options are available with a Self-Service Kiosk, including all major credit/debit cards. Kiosk orders can be included in the regular end-of-day closeout process that is performed for remote orders, or a separate closeout can be performed.

A Self-Service Kiosk can provide the following benefits:

- Quickly and efficiently provide service to walk in customers
- Full application and payment processing capabilities
- Fraud reduction with applicant identity authentication
- Range of payment options
- Complete issuance audit trail
- Integrated into WHALES
- Optimized for touch-screen
- Session clearing on completed and abandoned orders

Summary of Lobby Kiosk Service

VitalChek will provide standalone kiosk devices for walk-up orders for birth and death certificates. The solution will greatly reduce paper requests, provide greater application security and facilitate end-to-end electronic ordering of certificates, payment and fulfillment. VitalChek will develop a dedicated birth and death application with required fields to capture all data necessary to fulfill the vital record request.

The Kiosk will accept credit and debit cards. Cash can be an option on the kiosk with payment at the counter. Snohomish Health District will receive a daily settlement for all certificate fee amounts due.

Cost Proposal

\$3.50 per transaction convenience fee charged to consumer

The following represent key components that are factored into the Cost Proposal:

- 2 kiosks will be provided
- VitalChek will procure and own the hardware and maintenance responsibilities for the solution
- VitalChek will provide onsite training, installation, and support for go-live