

Topic: Open By Appointment

Question by: Carl Dietz

Jurisdiction: Iowa

Date: August 24, 2020

Jurisdiction	Question(s)
	For agencies that have opened back up to customer by appointment only, through what channels are you facilitating the scheduling of those appointments with your customers, and how effective have those methods been?
Manitoba	
Corporations Canada	
Alabama	
Alaska	
Arizona	
Arkansas	
California	
Colorado	
Connecticut	
Delaware	
District of Columbia	
Florida	
Georgia	
Hawaii	
Idaho	
Illinois	

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<p>Indiana</p>	<p>Please see the link below. Indiana is a NIC state and Indiana Interactive provide us this tool free of charge. It's super simple and gets the job done. We also have a back end view that allows us to see all the information that was entered for an appointment, see all the appointment for the day or week and run some reports.</p> <p>The best part of having the appointment scheduler is that we contact the appointments beforehand and either re-direct to online services to save them time and money or to other resources which reduces the number appointments that actually come to the office.</p> <p>We included an appointment type of "asking what type of business they should form". Of course we do not answer this question, but are often asked. By allowing the constituent to choose this as an appointment type, we are able to redirect them to ISBA rather than having them come to the office.</p> <p>Vetting the appointments also helps with preparation for the appointments for both the constituents and the office. For apostilles, we can have the certificate ready based on the information that was determined by contacting the constituent prior to their appointment. It makes for quick turn-around times.</p> <p>We have received a lot of positive feedback regarding the process, and while calling the appointments before they arrive takes some time, it saves time in the long run and people feel like they are being taken care of. I think we will continue with appointment scheduling even after COVID. It's been very beneficial to both sides.</p> <p>https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsecure.in.gov%2Fapps%2Fsos%2Fappointments%2Fschedule%2Fwelcome.aspx&data=02%7C01%7Cpviverto%40azsos.gov%7Cefe40974a85840bd1bf b08d848583cc2%7Cb4494a03f26d475dba4139871e763531%7C1%7C0%7C637338891109439428&data=EDHdiV0CPQ9DVOkuyJ3bg%2Bx8BWg7IOVwCcNIMcCS92s%3D&reserved=0</p>
<p>Iowa</p>	
<p>Kansas</p>	
<p>Kentucky</p>	

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Louisiana	<p>We are using a pay version of Calendly.com that allows up to 4 slots to be filled for every half hour appointment throughout the day. The Calendly account is tied to a shared mailbox and calendar monitored by staff. An inline embed script places a calendar on our website to allow customers to schedule an appointment no later than one hour prior to the opening. Name, email, phone and a purpose for the visit is collected. A confirmation email is sent to the customer. Reminder notifications are available but are currently not configured. A schedule is printed daily so the security guard (who takes the temperature of the customer) can check in customers at the time of their appointment. The following information is automatically provided to the customer:</p> <p>*Only one person per appointment. You must wear a mask at all times. You will only be able to enter the lobby at your scheduled time. If you are late for your appointment you must reschedule.*</p> <p>We will allow walk-up customers in, IF our 4 slots per half hour are not full, but if we are booked, we tell them to please schedule an appointment and come back. We are not allowing any lines to form on a stand-by basis waiting for an opening. If the customer has extra people with them, we ask that they wait in the car.</p>
Maine	
Maryland	<p>In Maryland, we are not yet open for appointments but have procured appointment scheduling software through our OIT contractor, NIC. Customers will be able to schedule their appointments online, or our staff can do so for them if they call us. Email reminders and after-the-appointment recaps will be sent, and customers can change or cancel their appointment through this system.</p> <p>All things considered, we expect this to be an effective solution, although we'll only be seeing a maximum of 28 people per day, when pre-COVID it was 75-150.</p>
Massachusetts	
Michigan	
Minnesota	
Mississippi	
Missouri	
Montana	

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Nebraska	<p>In Nebraska we are using the free version of the calendar/scheduler through Setmore. We put a link to it on our website so customers can either go online to schedule their own appointment or they can call us and we can schedule the appointment. We are only allowing one appointment at a time because of our lobby size so not sure how it would work for those offices that would allow multiple appointments at once. We require an email and phone number as we have instructed them to wait outside or in their car until we call them to come in (although not all comply) so we can limit the number of people in the lobby and sanitize between appointments. It also has them select what the appointment is for (e.g. UCC, Notary, etc.) so we can make sure we have the correct staff available.</p> <p>There are only 2 drawbacks we've encountered since setting it up in June. One is that Setmore does not currently limit the appointment times shown to the customer - it shows all time slots even if they aren't available so a customer can repeatedly select time slots that aren't available before finding a slot that is available (which is likely why we get customers who call us to schedule rather than schedule the appointment themselves). The other is that if you schedule the appointment internally there is the potential to double book so I limit the staff who can schedule but it's not an issue if the customer schedules it online themselves.</p>
Nevada	
New Hampshire	
New Jersey	
New Mexico	
New York	
North Carolina	North Carolina purchased an online appointment tool for customers to schedule their own appointments. We tested the process out for about three weeks with our routine filers at the front counter and opened it up to the general public two weeks ago. The general public makes their own appointment online, which can then be sent service specific emails for what they need to have prepared for the appointment. We also have a second location for appointments, which are made administratively for emergencies and funeral home authentication appointments.
North Dakota	
Ohio	
Oklahoma	
Oregon	
Pennsylvania	

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Rhode Island	
South Carolina	
South Dakota	
Tennessee	
Texas	
Utah	
Vermont	
Virginia	
Washington	<p>At the Washington State OSOS we have opened as curbside service. Customers pull into parking stalls that have a sign posted with a phone number. They call and announce they are there, we respond to the vehicle, "run" the paperwork inside to process, and "run" the paperwork back to the customer.</p> <p>If necessary we have distanced stations set up inside the building should the customer need to come inside.</p> <p>Most customers have been choosing the curbside option. It's an extra burden, but it is keeping things rolling for people that need immediate service.</p>
West Virginia	
Wisconsin	
Wyoming	

Additional comments:

Full text of email:

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