

Laserform Insight

Welcome to the Autumn edition of Laserform Insight, your regular update on what's happening in Laserform. Let us know what you think using the email laserformfeedback@oneadvanced.com

Autumn 2018



Cloud Forms

No prizes for guessing the biggest news in Laserform over the last month has been the launch of our Cloud Forms application. This gives you all of the key functionality of Laserform but delivered in a browser. This full cloud app includes Laserform Hub for digital submissions and now the full Laserform Library of legal forms. We're proud of this brand new app and getting great feedback from those jumping straight on board. [Find out more here or book a demo with your account manager](#)

SDLT Changes announced in the Autumn Budget

The existing relief from SDLT for first-time buyers has been extended to apply to shared ownership schemes. For the Laserform products which submit SDLT, whether Laserform eSubmissions or the Laserform Hub digital submissions within our Cloud Forms app, First-time buyer relief is available to be used under the new criteria, and no product changes are needed to accommodate this change.

[More information can be found on HMRC website](#)

Customers currently using Laserform Hub will have seen the new branding appear as they use the application.

Our full Cloud Forms app contains two modules- Laserform Hub and the full Laserform Library of legal forms. You can complete forms for print and post for the full library of forms, or submit forms digitally instead to Companies House, HMRC or Land Registry.



Great NPS feedback for our support desk

Thank you to all Laserform users who took the time to complete our bi-annual NPS customer survey. We really do listen to you. Your feedback helps us to refine both our product and our customer service. We were delighted to get so many responses praising members of our tech support desk.

We've got some new faces on the desk so it's great to hear good things about them. Meet the smiling faces of Hayden, Marc, Jim and Gavin.

Data Protection - April is always a busy time for the Laserform team, with many form changes. This year was made more hectic by [The Data Protection Act 2018](#), the UK implementation of the General Data Protection Regulation (GDPR), which came into force on 25 May 2018. In addition to changes to our software, we also had to do a full library review and amend over 300 forms to include GDPR statements. Some form owners are still reviewing and amending their forms for GDPR so there may be more form changes to come.

Laserform News

22/10/2018: FORM UPDATE

LIS Bulletin [799] - This update contains changes to HMRC, Land Registry, Immigration, Insolvency, Probate and Cloud forms. [Integrator Sheet \[799\]](#).

16/10/2018: LAND TRANSACTION TAX - INFORMATION

The Welsh Revenue Authority has confirmed that 'at this stage' it does not intend to develop an API to allow third party software to integrate with their online tax system. The paper forms are available in the Laserform library.


12/10/2018: HMRC - PENDING UPDATE

HMRC has updated IHT403. Laserform has updated our current versions of the IHT403 and IHT403+ to reflect the changes and the same will be available once approved by HMRC. The current versions remain acceptable in the meantime.

08/10/2018: FORM UPDATE - LAND REGISTRY

HM Land Registry has updated LRFR1 and LRAP1 to allow more than three parties to be added to the 'details of conveyancer acting' section. The forms are now available for immediate use and further information will follow in the next LIS Bulletin.

28/09/2018: FORM UPDATE

LIS Bulletin [798] - This update contains changes to Court, Immigration and Office of the Public Guardian forms. [Integrator Sheet \[798\]](#). 

Laserform 10

Many of our users are enjoying the benefits of Laserform 10, especially the news panel. We get lots of great feedback, and in the last week alone our news panel received almost 40,000 hits. To the left is an example of how the news panel appears. We get fewer calls about form changes – and that's why we added it – we know users like to be able to see the latest information immediately.

If you have any feedback on the news panel, the content included, or the Laserform product as a whole you can get in touch by emailing laserformfeedback@oneadvanced.com

We will shortly be introducing a version of the news panel into our Cloud Forms application, any feedback will help us design the next iteration.

User forums

If you would like to give us feedback on the Cloud Forms development, we are accepting new members onto our User Forums - these short online sessions are an opportunity to have an impact on future product development. Email laserformfeedback@oneadvanced.com to find out more. You don't have to attend every time, but you do need to be willing to say what you think of new functionality whilst it is in development- it helps us to design the best solutions.



And finally, you might spot some familiar faces from the Laserform team, with guests from elsewhere in Advanced, looking less tidy than usual as we completed the Born Survivor challenge this summer, covering 20 obstacles over a 10k course. We're just about cleaned off now.