

Customer Profile User Guide



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Pathway 3.09 (Thick Client Version)

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Overview

Customer Profile Parameters were initially developed for the operation of ePathway. ePathway is the Web enabled front end to Pathway. It allows interaction between Council and their customers. Currently, the following ePathway modules are available:

- ePathway Application Lodgement
- ePathway Application Pre-Lodgement
- ePathway Property Certificate requests
- ePathway Customer Service requests
- ePathway Bookings
- ePathway Payments
- ePathway My Accounts
- ePathway General Enquiry
- ePathway User Registration
- ePathway Worksmart Requests

Other modules which make use of the Customer Profile Parameters include the following:

- Pathway Bookings
- Pathway Applications
- Accounts Receivable
- Pathway Licensing
- Pathway Licence Renewals
- Pathway Property Certificate

Parameters

The Customer Profile Parameters are set up when the ePathway system is installed and can be modified to suit individual sites. This enables ePathway and Pathway to the point where Customers are registered into the Pathway system to allow ePathway to interact with Pathway.

The following topics are covered in this section:

[Attribute Maintenance](#)

[Application Function Maintenance](#)

[Customer Profile Maintenance](#)

[Customer Type Maintenance](#)

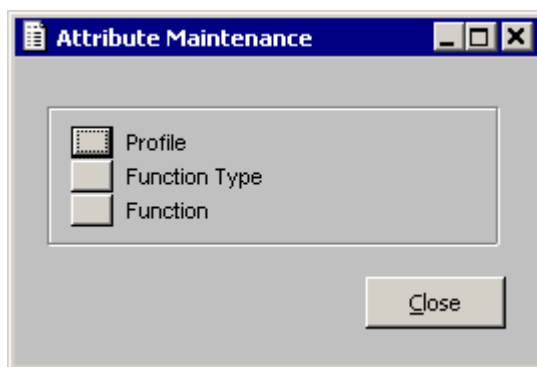
[System Parameters Maintenance](#)

Attribute Maintenance

Attribute Maintenance Form

The Attribute Maintenance form has three options – Profile, Function Type and Function., which allow the user to set up various Attributes.

In the Function Type and Function Maintenance, the only option available is the ability to change the names of the various options.



Attribute Maintenance Form

Profile

Selection of the Profile Button displays the Profile Attribute Maintenance form where Profile Attributes and Profile Attribute Values may be set up and maintained.

Function Type

Selection of the Function Type Button displays the Function Type Attribute Maintenance form where Function Type Attributes and Function Type Attribute Values may be set up and maintained.

Function

Selection of the Function Button displays the Function Attribute Maintenance form where Function Attributes and Function Attribute Values may be set up and maintained.

Profile Attribute Maintenance Form

From this form, additional values can be modified for Delivery Method, Payment Method etc.

Attribute	Description
CCPDELM	Delivery Method
CCPEMAIL	Email Address
CCPPAYM	Payment Method
LDRDBTOR	Debtor Number

Profile Attribute Maintenance form

Attribute/Description

In the Function Type and Function Maintenance, the only option available is the ability to change the names of the various options.

Interface Form

Internal Use Only

Values

Selecting the Values Button displays the Profile Attribute Value Maintenance form where Values may be set up and maintained for Delivery Method and Payment Method.

Profile Attribute Value Maintenance Form

When a new user seeks registration in ePathway, the delivery method will default from this parameter.

Attribute Value	Description	Default	Active	Additional Functions
EMAIL	eMail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
POST	Australia Post	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Profile Attribute Value Maintenance form showing Delivery Method parameters

The following parameters define what payment methods will be available for ePathway users. The Debtors option should only be active if a site is using Property Certificates. Building/Planning Applications and Infringement payments can only be made by Credit card.

Some sites may opt not to allow Debtor Invoices to be raised (as all Certificates should be pre-paid) but could allow Debtor Credit Balances as a payment method.

The screenshot shows a window titled "Profile Attribute Value Maintenance". At the top, there is a text box labeled "Attribute" containing the text "Payment Method". Below this is a table with the following columns: "Attribute Value", "Description", "Default", "Active", and "Additional Functions".

Attribute Value	Description	Default	Active	Additional Functions
CARD	Credit Card	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
CARD_DR	Credit Card(+ Debtor)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
CREDIT	Debtors Credit Balance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
DEFER_DR	Deferred Debtor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
EXTDEBTR	External Debtor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
INVOICE	Debtors Invoice	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

At the bottom right of the window are "OK" and "Cancel" buttons.

Profile Attribute Value Maintenance form showing Payment Method parameters

Attribute

This field displays the Attribute selected from the previous form 'Profile Attribute Maintenance'.

Attribute Value/Description

A 100 character description of the function.

Default

Select the Payment Type that will be used as the default method for each module. This can be changed at the module level.

Active

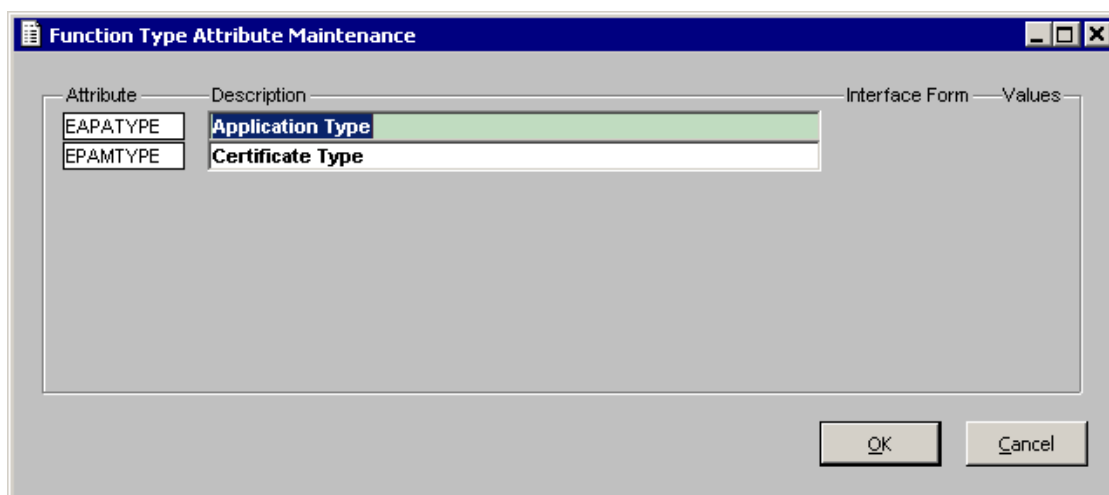
Makes the Payment Method Active or Inactive.

Additional Functions

Not applicable to this function.

Function Type Attribute Maintenance Form

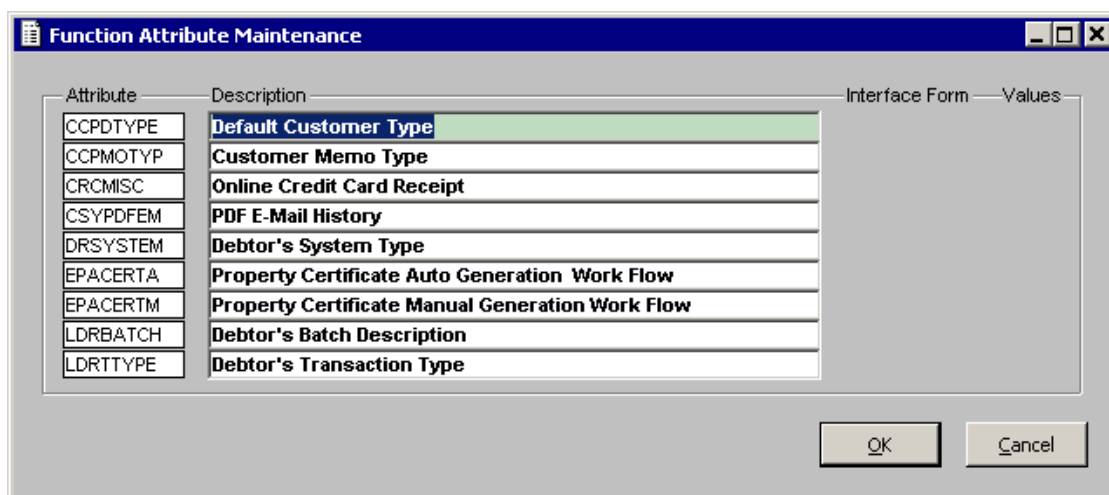
Internal use only



The screenshot shows a window titled "Function Type Attribute Maintenance". It contains a table with two columns: "Attribute" and "Description". The "Attribute" column has two entries: "EAPATYPE" and "EPAMTYPE". The "Description" column has two entries: "Application Type" (highlighted in green) and "Certificate Type". To the right of the table are two empty columns labeled "Interface Form" and "Values". At the bottom right of the window are "OK" and "Cancel" buttons.

Attribute	Description	Interface Form	Values
EAPATYPE	Application Type		
EPAMTYPE	Certificate Type		

Function Type Attribute Maintenance form



The screenshot shows a window titled "Function Attribute Maintenance". It contains a table with two columns: "Attribute" and "Description". The "Attribute" column has nine entries: "CCPDTYPE", "CCPMOTYP", "CRCMISC", "CSYPDFEM", "DRSYSTEM", "EPACERTA", "EPACERTM", "LDRBATCH", and "LDRTTYPE". The "Description" column has nine entries: "Default Customer Type" (highlighted in green), "Customer Memo Type", "Online Credit Card Receipt", "PDF E-Mail History", "Debtor's System Type", "Property Certificate Auto Generation Work Flow", "Property Certificate Manual Generation Work Flow", "Debtor's Batch Description", and "Debtor's Transaction Type". To the right of the table are two empty columns labeled "Interface Form" and "Values". At the bottom right of the window are "OK" and "Cancel" buttons.

Attribute	Description	Interface Form	Values
CCPDTYPE	Default Customer Type		
CCPMOTYP	Customer Memo Type		
CRCMISC	Online Credit Card Receipt		
CSYPDFEM	PDF E-Mail History		
DRSYSTEM	Debtor's System Type		
EPACERTA	Property Certificate Auto Generation Work Flow		
EPACERTM	Property Certificate Manual Generation Work Flow		
LDRBATCH	Debtor's Batch Description		
LDRTTYPE	Debtor's Transaction Type		

Function Attribute Maintenance form

Attribute/Description

Internal use only.

Interface Form

Not applicable to this function.

Values

Not applicable to this function.

Application Function Maintenance

Application Function Maintenance Form

The functions beginning with 'E' are the only ones that deal with ePathway. Drilling down on the **Details** button provides additional options to be set up.

Function	Description
ABK	Pathway Bookings
EAPLODG	ePathway Application Lodgement
ECRREQT	ePathway Customer Request
EPACERT	ePathway Property Certificate
ERCPAYM	ePathway Payments
ESYUREG	ePathway User Registration
EWSREQT	ePathway Worksmart Requests
LAP	Pathway Applications
LDR	Accounts Receivable

Application Function Maintenance form

Function/Description

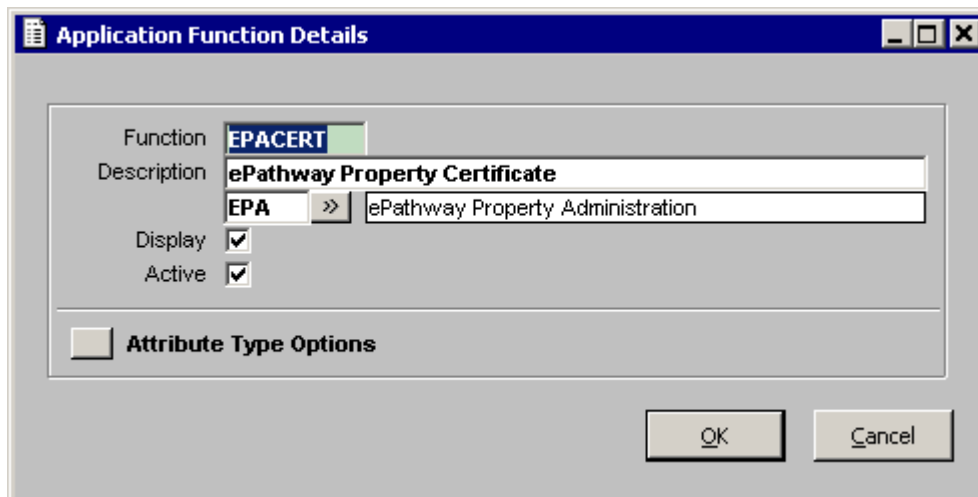
A 100 character free format description of the function.

Detail Button

This option allows you to setup the Profile and Function attributes for the Application Function.

Application Function Details Form

On this form, only the Description and the Active flag should be changed if required. The **Attribute Type Options** button displays another form with buttons marked **Profile** and **Function**.

The 'Application Function Details' dialog box has a title bar with a document icon and standard window controls. The main area contains a 'Function' field with 'EPACERT' and a green selection box, a 'Description' field with 'ePathway Property Certificate', and a third field with 'EPA' and a right-pointing arrow, followed by a field containing 'ePathway Property Administration'. Below these are 'Display' and 'Active' checkboxes, both checked. At the bottom left is an 'Attribute Type Options' button with a small icon. At the bottom right are 'OK' and 'Cancel' buttons.*Application Function Details Form***Function/Description**

The internal Code and Description of the function.

Module

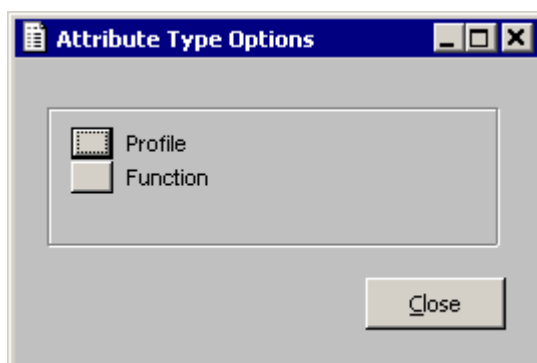
The ePathway module that utilises the function.

Display**Active**

Controls whether the function can be used.

Attribute Type Options

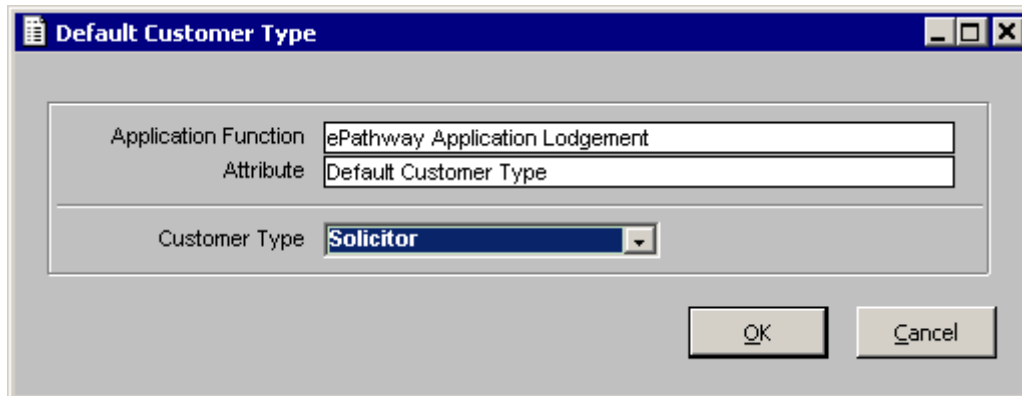
The **Attribute Type Options** button displays another form with buttons marked **Profile** and **Function**.

Attribute Type Options FormThe 'Attribute Type Options' dialog box has a title bar with a document icon and standard window controls. The main area contains two buttons: 'Profile' with a small icon and 'Function' with a small icon. At the bottom right is a 'Close' button.*Attribute Type Options form***Profile/Function**

Profile: There are no attributes available to be selected for ePathway Application Lodgement.

Function: This gives the selection for the 'Default Customer Type'

Default Customer Type



The screenshot shows a dialog box titled "Default Customer Type". It contains three input fields: "Application Function" with the value "ePathway Application Lodgement", "Attribute" with the value "Default Customer Type", and "Customer Type" with a dropdown menu showing "Solicitor". At the bottom right, there are "OK" and "Cancel" buttons.

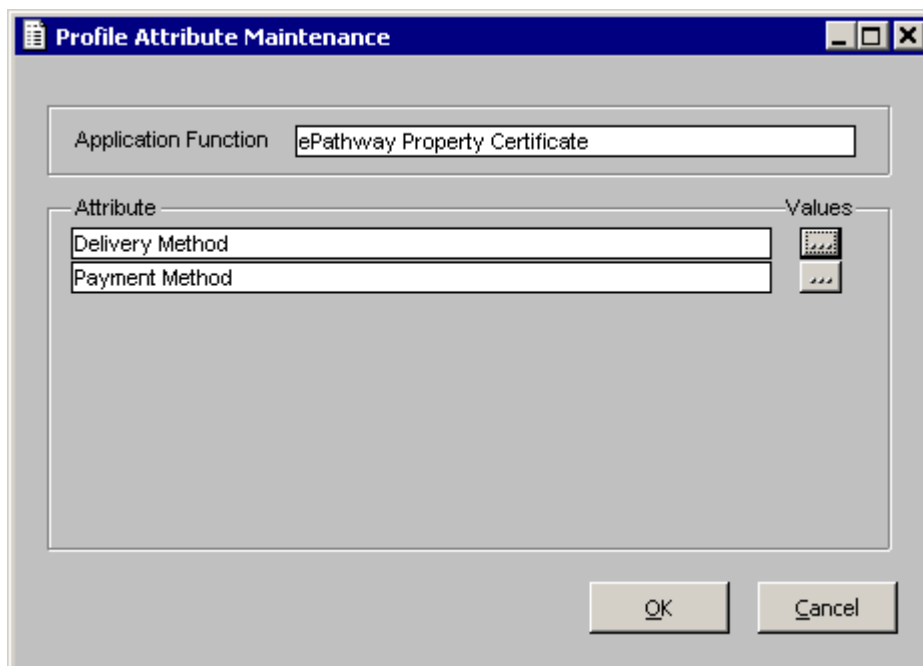
Default Customer Type

Application Function

Attribute

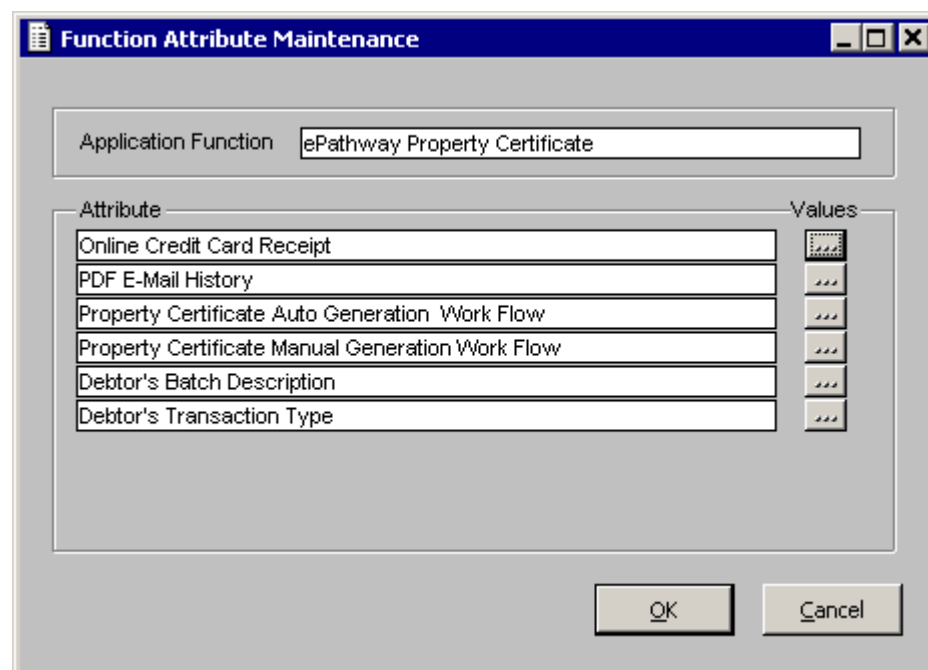
Customer Type

Profile/Function Attribute Maintenance Form



The screenshot shows a form titled "Profile Attribute Maintenance". It has an "Application Function" field with the value "ePathway Property Certificate". Below this is a table with two columns: "Attribute" and "Values". The table contains two rows: "Delivery Method" and "Payment Method". The "Values" column for these rows is empty. At the bottom right, there are "OK" and "Cancel" buttons.

Profile Attribute Maintenance form



The image shows a software window titled "Function Attribute Maintenance". At the top, there is a text box labeled "Application Function" containing the text "ePathway Property Certificate". Below this, there is a table with two columns: "Attribute" and "Values". The "Attribute" column lists six items: "Online Credit Card Receipt", "PDF E-Mail History", "Property Certificate Auto Generation Work Flow", "Property Certificate Manual Generation Work Flow", "Debtor's Batch Description", and "Debtor's Transaction Type". The "Values" column contains a button with a document icon for the first attribute, and three buttons with three dots ("...") for the remaining five attributes. At the bottom right of the window are "OK" and "Cancel" buttons.

Attribute	Values
Online Credit Card Receipt	[Document Icon]
PDF E-Mail History	...
Property Certificate Auto Generation Work Flow	...
Property Certificate Manual Generation Work Flow	...
Debtor's Batch Description	...
Debtor's Transaction Type	...

Function Attribute Maintenance form

Application Function

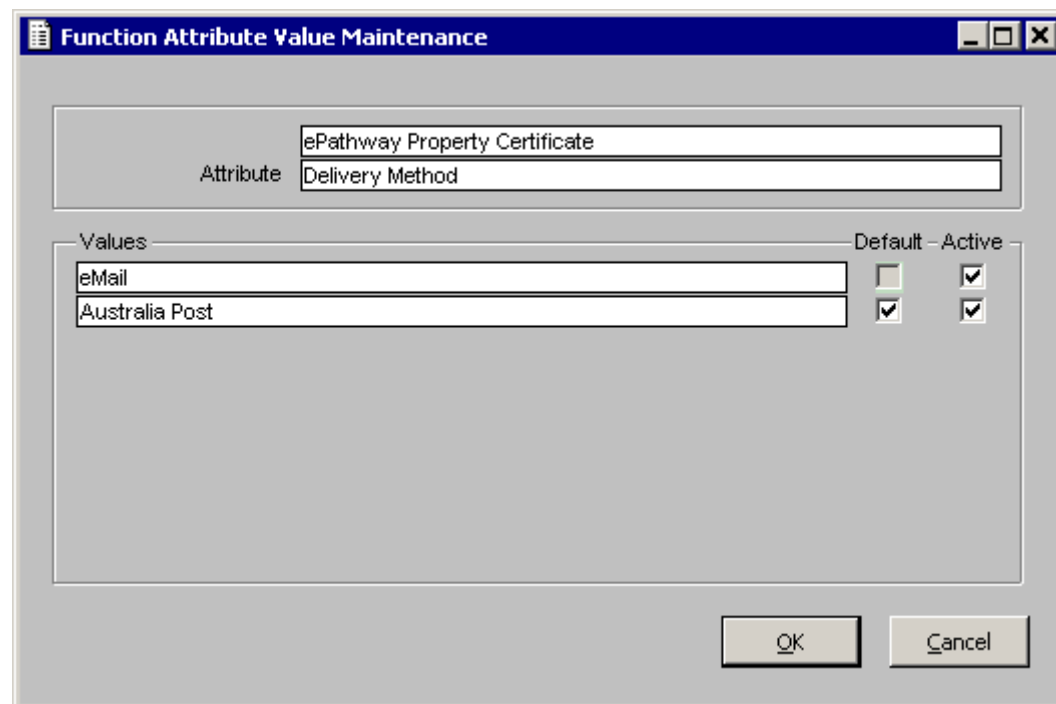
Attribute

Values

The Value button from the Function Attribute Maintenance form displays the respective Maintenance forms associated with the Attribute.

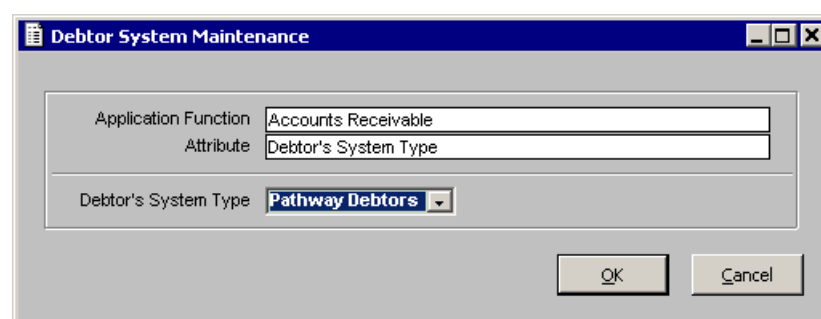
The Value button when selected from the Profile Attribute Maintenance form displays the Function Attribute Value Maintenance form.

Function Attribute Value Maintenance Form



The screenshot shows a window titled "Function Attribute Value Maintenance". It contains two input fields for "Attribute": "ePathway Property Certificate" and "Delivery Method". Below these is a table with two columns: "Values" and "Default - Active". The table has two rows: "eMail" and "Australia Post". The "Default" column has checkboxes, and the "Active" column has checkboxes. The "Australia Post" row has both checkboxes checked. At the bottom right are "OK" and "Cancel" buttons.

Values	Default	Active
eMail	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Australia Post	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

*Function Attribute Value Maintenance form***Application Function****Attribute****Values****Default****Active****Debtor System Maintenance Form**

The screenshot shows a window titled "Debtor System Maintenance". It contains three input fields: "Application Function" with "Accounts Receivable", "Attribute" with "Debtor's System Type", and "Debtor's System Type" with a dropdown menu showing "Pathway Debtors". At the bottom right are "OK" and "Cancel" buttons.

*Debtor System Maintenance form***Application Function****Attribute****Debtor's System Type**

Miscellaneous Receipt Maintenance

This form displays when the Values button for the Online Credit Card Receipt option is selected.

Application Function	ePathway Property Certificate
Attribute	Online Credit Card Receipt
Bank Format	Standard External Receipt Format
Drawer ID	ePathway Receipts
Cashier	Eddie Dalidowicz
Payment Type	Credit Card
Transaction Type	E1 Transaction Type
Bank Reference	ePathway

OK Cancel

Miscellaneous Receipt Maintenance form

Application Function

Attribute

Bank Format

Drawer ID

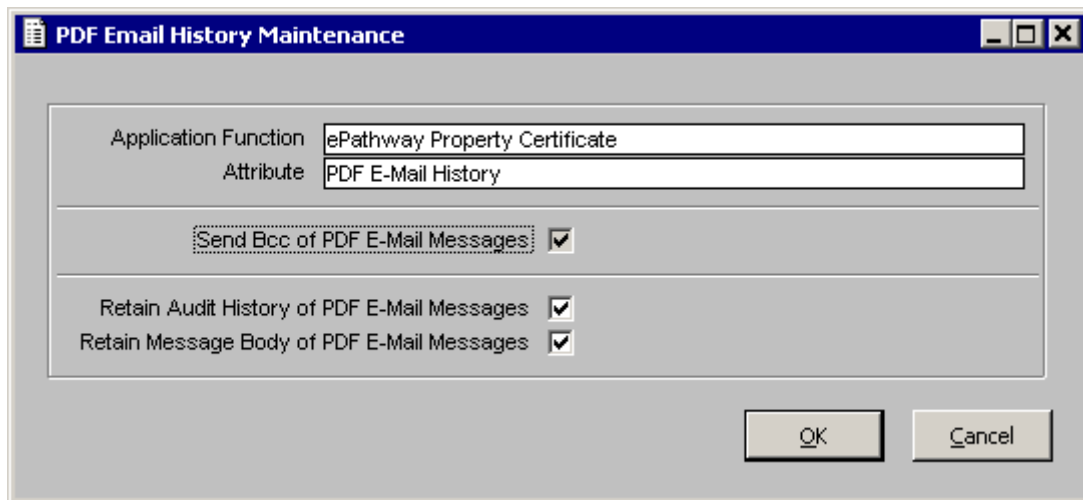
Cashier

Payment Type

Transaction Type

Bank Reference

PDF Email History Maintenance Form



The image shows a Windows-style dialog box titled "PDF Email History Maintenance". It has a blue title bar with a document icon on the left and standard window controls (minimize, maximize, close) on the right. The main area is light gray and contains several input fields and checkboxes. At the top, there are two stacked text boxes: the first is labeled "Application Function" and contains the text "ePathway Property Certificate"; the second is labeled "Attribute" and contains the text "PDF E-Mail History". Below these, there are three checkboxes, each with a label to its left: "Send Bcc of PDF E-Mail Messages" (checked), "Retain Audit History of PDF E-Mail Messages" (checked), and "Retain Message Body of PDF E-Mail Messages" (checked). At the bottom right of the dialog, there are two buttons: "OK" and "Cancel".

Application Function	ePathway Property Certificate
Attribute	PDF E-Mail History
Send Bcc of PDF E-Mail Messages	<input checked="" type="checkbox"/>
Retain Audit History of PDF E-Mail Messages	<input checked="" type="checkbox"/>
Retain Message Body of PDF E-Mail Messages	<input checked="" type="checkbox"/>

OK Cancel

PDF Email History Maintenance form

Application Function

Attribute

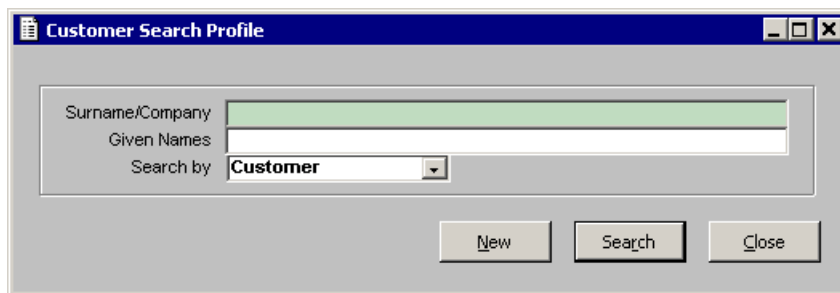
Send Bcc of PDF Email Messages

Retain Audit History of PDF email Messages

Retain Message Body of PDF Email Messages

Customer Profile Maintenance

Customer Search Profile Form



Customer Search Profile form

Surname/Company

Allows you to search by the Surname of the Link Name and Address record.

Given Names

Allows you to search by the Given name of the Link Name and Address record.

Search by

You can search for either a personal or company name by changing the drop down option.

Customer Profile Maintenance Form

Customer Profile Maintenance

Customer Profile

Customer Name: Mr Tim Hogg

Company: GEAC COMPUTERS PTY LTD.

Customer Address: 202, 82-88 Frome ST, ADELAIDE SA 5000

Customer Type: AGENT >> Agent Active ☒

Letters: ☐

Customer Default Attribute Values

Delivery Method: eMail >>

Email Address: neill.hogg@geac.com.au >>

Payment Method: Debtors Invoice >>

Debtor Number: 30040 (0) >>

Customer Functions

Types	Active
Pathway Licensing	<input checked="" type="checkbox"/>
ePathway Application Pre-Lodgement	<input checked="" type="checkbox"/>
ePathway Certificate Request	<input checked="" type="checkbox"/>
ePathway General Enquiry - Property	<input checked="" type="checkbox"/>

Pathway Licensing Attribute Values

Debtor Number: 30040 (0) >>

Buttons: Send Functions Default OK Cancel

Customer Profile Maintenance form

Customer Name

The Customer Name field displays the Name selected from the Search Profile. The Pop Up button allows the user to display the Name Maintenance form for this name and view or maintain the details within the Name and Address module.

Company

The Company field displays the Company Name selected from the Search Profile. The Pop Up button allows the user to display the Name Maintenance form for this name and view or maintain the details within the Name and Address module.

Customer Address

This field displays the formatted address for the Customer, as stored in the Name and Address module.

Customer Type

This field allows a Customer Type to be allocated to the customer from the defined list of Customer Types.

Active Indicator**Letters**

The Letters option will initially be defaulted to OFF however it will be automatically switched ON if a document has been generated for the customer. This flag will not be user maintainable in any instance. Adjacent the 'Document Generated' flag will be a popup button which will be used to invoke a Document Request Maintenance screen. This will allow for standard document processing functionality.

Customer Default Attribute Values

Delivery Method

This displays the default delivery method define for the Customer Profile, it will be utilised by various ePathway modules; for example : ePathway Certificates

Email Address

This displays the default Email Address define for the Customer Profile, it will be utilised by various ePathway modules; for example : ePathway Certificates

Customer Functions/Active Indicator

Pathway Attribute Values

Displays the list of Functions available for the Customer Profile

Functions Button

The Functions button on the Customer Profile screen, will invoke the existing User Profile Function Maintenance screen (now in either display mode or maintenance mode). A new 'Types' button will appear adjacent to each Customer Function (where Types are relevant).

Profile Function Maintenance Form

Profile Function Maintenance Form

Customer Name

Available Functions

If the Customer Type on the Customer Profile Maintenance screen is changed, it will always (irrespective of whether Customer Type has 'Auto Update Users' ON or OFF) update the Functions and Function Types available to the customer based upon parameters setup for the nominated Customer Type. A warning message will appear each time a Customer Type is changed as the action will ultimately affect the authorities of the customer.

NOTE: Previously changing the Customer Type had no effect on a customer's authorities. This has been viewed as a shortfall of the existing software and hence will be rectified.

When the new 'Auto Update Users' flag is switched ON for the Customer Type the Function 'Active' flags will be unavailable (i.e. dimmed) and whilst access to the 'Functions' button will be allowed, the Profile Function Maintenance screen will be available in display mode only. When the new 'Auto Update Users' flag is switched OFF for the Customer Type, this screen will function as per existing functionality. This is, it will allow for Functions to be selected (or removed) for a customer.

Customer Functions

When the new 'Auto Update Users' flag is switched ON for the Customer Type the Function 'Active' flags will be unavailable (i.e. dimmed) and whilst access to the 'Functions' button will be allowed, the Profile Function Maintenance screen will be available in display mode only. When the new 'Auto Update Users' flag is switched OFF for the Customer Type, this screen will function as per existing functionality. This is, it will allow for Functions to be selected (or removed) for a customer.

Customer Type Maintenance

Customer Type Maintenance Form

Customer Type	Description	Default	Auto Update Users	Active	Functions
AGENT	Agent	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	...
APPLICANT	applicant	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	...
AROB	Robs customer type	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	...
BUILDER	Builder	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	...
CUSTOMER	Customer - default	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	...
LICENSEE	Licensee	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	...
MYACCOUNT	My Accounts Auto Registered User	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	...
PATS	Pats Customer Type test	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	...
PUBLIC	Public User	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	...

Buttons: Insert, OK, Cancel

Customer Type Maintenance form

Customer Type/Description

This parameter allow for the creation of Customer Types which are then linked to the various functions within Pathway and ePathway. Council can if they prefer set up just one Customer Type that has access to all installed modules of ePathway – this is now the usual process.

Default Indicator

The default indicator is used when a new customer requests registration via ePathway. The 'default' customer type will be displayed, with the option to override and select another type.

Auto Update Users

If a Function is selected (or de-selected) a bulk update of all customers belonging to the Customer Type will be applied. This is, all customers within the Customer Type being maintained will be updated and authorised to this Function. Conversely, if a Function is deselected, all customers within the Customer Type being maintained will be updated and will no longer have authorisation to this Function.

Due to the nature of these updates, a warning message will appear each time a Function is selected or (de-selected).

It should be noted that these bulk updates not only update the customer data in Pathway but they will also update the customer details stored in ePathway.

Active Indicator

This controls whether the Customer Type is available for use. Inactive profiles will not be displayed for selection.

Functions

This option will control which Functions are available to which Customer Type and will ultimately control which Functions (i.e. ePathway Services) a customer has access to. This feature is intended to restrict access to services based on a customer's credentials. This

allows sites to set up different hierarchical levels of access for different Customers. For example, the lowest level may allow 'Bookings' and 'General Enquiry - Applications' whereas the next level may include both of these functions as well as 'Application Pre-Lodgement'. Alternatively, Customer Types may just group services and not necessarily inherit services from preceding groups. For example, Customer Type A may allow 'Bookings' and 'General Enquiry - Applications' whereas Customer Type B may only allow 'Application Pre-Lodgement'.

Customer Type Functions

Customer Type Functions form

Customer Type

Displays the Description for the Customer Type selected on the previous screen.

Available Functions

This screen allows the user to nominate which Function Types are relevant to the Customer Type/Function combination. This new Customer Type Function Types Maintenance screen will allow a user to select and de-select Function Types.

Independent of whether or not 'Auto Update Users' flag is ON or OFF, the Function Types assigned to a new customer upon registration will be based upon this new Function Types parameter. This replaces the need for the current functionality whereby Function Types allow for maintenance of an 'Auto Allocate to new Users' flag.

Allocated Functions

Displays the list of functions that are available for the Customer Type.

Allocated Functions Details Button

Clicking the detail button (for relevant Functions only) invokes a new screen that allows the user to nominate which Function Types or Enquiry Lists are relevant to the Customer Type/Function combination. The new Customer Type Function Types Maintenance screen allows a user to select and de-select Function Types.

Independent of whether or not 'Auto Update Users' flag is ON or OFF, the Function Types assigned to a new customer upon registration are based upon this new Function Types parameter. This has replaced the need to have 'Auto Allocate to new Users' flags on the Function Types Maintenance forms.

Application Type Function type Maintenance

Z_ERCG9004

This form allows the user to authorise which types of payments the selected Customer Type may make.

Application Type Function Type Maintenance

Customer Type
Customer - default

Function
ePathway Application Lodgement

Types Not Authorised for this Function

Types Authorised for this Function

1DEV	Development
EDEV	ePathway Development Application
1PCTA	PC Building Application - TA
EBASE	ePathway Base Application
1PCTA	PC Building Application - TA
EBLD	ePathway Building Class
1PCTA	PC Building Application - TA
EROOM	ePathway Development Categories
1PCTA	PC Building Application - TA
LOTS	lots test
1PCTA	PC Building Application - TA
PDEV	epathway dev test only

OK Cancel

Application Type Function Type Maintenance form

User Type Payment Types

Customer Type
Public User

Function
ePathway Payments

Types Not Authorised for this Function

IF-AN	Infringement Receipt
IF-BY	Animal Infringements
IF-LC	Infringement Receipt
	Licensing Infringements

Types Authorised for this Function

		Advanced
AN-D	Animals	
AP-AP	DOG REGISTRATIONS	
AP-AP	Application Receipt	
AR-AR	Accounts Receivable Receipts	
AR-AR	Accounts Receivable	
BK-BK	Booking Receipt	
BK-BK	Bookings	
DR-DR	Debtors Receipt	
DR-DR	Debtors	
IF-NZPK	Infringement Receipt	<input checked="" type="checkbox"/>
IF-NZPK	Parking Infringements - NZ - TA	<input checked="" type="checkbox"/>
IF-PK3	Infringement Receipt	<input checked="" type="checkbox"/>
IF-PK3	Parking Infringements - V - TA	<input checked="" type="checkbox"/>
IF-PKS	Infringement Receipt	<input checked="" type="checkbox"/>
IF-PKS	Parking Infringements - S - NTA	<input checked="" type="checkbox"/>
LC-LC	Licensing Receipt	
LC-LC	Licence	

OK Cancel

Application Type Function Type Maintenance form – Payments showing Advanced Search column.

Customer Type

This is the Customer Type selected to maintain.

Function

This is the Function Type selected to maintain.

Types Not Authorised for this Function – Class Code

This is the Class Code that has not been selected for use by this group/user.

Types Not Authorised for this Function – Description

This is the Description of the Class that has not been selected for use by this group/user.

Types Not Authorised for this Function – Type

This is the description of the Type that has not been selected for use by this group/user.

Types Authorised for this Function – Class Code

This is the Class Code that has been selected for use by this group/user.

Types Authorised for this Function – Description

This is the Description of the Class that has been selected for use by this group/user.

Types Not Authorised for this Function – Type

This is the description of the Type that has not been selected for use by this group/user.

Advanced**Z_ERCG9004_CCPTFTY_ADVSRCH**

This feature is available to allow the customer advanced searching capabilities on some Payments Forms. For example, the ability to Search for all Parking Tickets for a given Registration Number.

System Parameters Maintenance

System Parameter Maintenance Form

System Parameter Maintenance

E-mail Communication Types

Personal Name E-mail Address >>

Company Name E-mail Address >>

Fax Communication Types

Personal Name Fax Number >>

Company Name Fax Number >>

SMS Communication Types

Personal Name Mobile Phone Number >>

Company Name Mobile Phone Number >>

OK Cancel

System Parameter Maintenance form

Email Communication Types

This allows you to nominate the Name and Address Communication Types that will automatically be created when a new user registration record is created. The communication type is also used when Confirmation emails are sent to the customer.

Fax Communication Types

This function now includes a new *Fax Communication Types* field group. These indicate which of a name's communication details contains the fax number to be used when sending correspondence electronically via a fax server. There is one communication type for personal names, and one for companies.

The *Personal Name* field allows selection of one communication type from all communication types set up in the Name and Address Parameters >> Communication Type Parameters option as 'Applies to' either *Personal Name* or *Person & Company*.

The *Company Name* field allows selection of one communication type from all communication types set up in the Name and Address Parameters >> Communication Type Parameters option as 'Applies to' either *Company Name* or *Person & Company*.