

# **Pathway**

## **RELEASE NOTES**

**Enhancements  
and  
Pre-Release  
Functionality**

**3.10**

**infor**

**Rights to the contents of this document**

All rights reserved. Information contained in this document is Copyright and proprietary to Infor Public Sector and may be used or disclosed only with written permission from Infor Public Sector.

This document or any part thereof may not be reproduced in any way without the written permission of Infor Public Sector.

**Feedback**

Your suggestions and comments regarding this documentation are highly regarded. Please email or fax any suggestions to your Infor Public Sector office - [lghelpdesk@infor.com](mailto:lghelpdesk@infor.com).

**SOUTH AUSTRALIA**

Suite 4, Level 1,  
8 Greenhill Road  
Wayville, SA 5034  
Tel: (08) 8372 6111  
Fax: (08) 8372 6199  
[lghelpdesk@infor.com](mailto:lghelpdesk@infor.com)

**NEW SOUTH WALES**

Level 13, Tower A, Zenith Centre  
821-842 Pacific Highway  
Chatswood, NSW 2067  
Tel: (02) 9021 7100  
Fax: (02) 9021 7298

**NEW ZEALAND**

Infor Public Sector NZ  
93 Grafton Road  
PO Box 2733  
Auckland, NZ  
Tel: +64-9-309 1860  
Fax: +64-9-356 1860

**VICTORIA**

Level 17, 357 Collins Street  
Melbourne, VIC 3000  
Tel: (03) 8608 8500  
Fax: (03) 8608 8599

**QUEENSLAND**

Suite 29, Level 8  
320 Adelaide Street  
Brisbane, QLD 4000  
Tel: (07) 3320 0633  
Fax: (07) 3220 0686

***Pathway Release 3.10***

Copyright © 2015 Infor.

All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All rights reserved. All other trademarks listed herein are the property of their respective owners. [www.infor.com](http://www.infor.com).

## Table of Contents

INTRODUCTION .....	6
USER GUIDES AND ONLINE HELP .....	7
SYSTEM - FUNCTIONALITY .....	8
<i>Enhancements and Pre-Release Functionality</i> .....	8
Pathway Images and Dashboard Chart SDK.....	8
MyPathway In Context Charts.....	16
Generic External System Options .....	17
Pathway External Web Services .....	17
Pathway External Web Services .....	17
Reference Maintenance .....	18
User Interface Guide .....	19
Generic EDMS and Data Publisher Enhancements .....	19
System .....	24
ANIMAL REGISTRATION .....	25
<i>Enhancements and Pre-Release Functionality</i> .....	25
Smart Mobile Animal Enquiry .....	25
APPLICATIONS .....	26
<i>Enhancements and Pre-Release Functionality</i> .....	26
Applications .....	26
Long Service Levy Extract and Report.....	26
PlanFirst Levy Extract & Report .....	26
Application Maintenance .....	26
Infrastructure Registers Report .....	27
Responsible Officers .....	27
AUDITING .....	29
<i>Enhancements and Pre-Release Functionality</i> .....	29
Audit Log Cleanup.....	29
Audit Report .....	29
BOOKINGS MANAGEMENT.....	31
<i>Enhancements and Pre-Release Functionality</i> .....	31
Bookings Entry .....	31
Class Parameters.....	33
Bookings Entry .....	33
CUSTOMER PROFILE .....	37
<i>Enhancements and Pre-Release Functionality</i> .....	37
ePathway Customer Profile.....	37
CUSTOMER SERVICE.....	38
<i>Enhancements and Pre-Release Functionality</i> .....	38
Request Maintenance .....	38
Request Maintenance .....	38
Smart Mobile Customer Service .....	39
Smart Mobile CityWatch.....	40
Request Maintenance and Enquiry .....	41
Smart Mobile CityWatch.....	41
Request Maintenance .....	41
Request Maintenance .....	45
Request Entry.....	47
DEBTORS .....	49
<i>Enhancements and Pre-Release Functionality</i> .....	49
Aged Balance Roll and Statement Print.....	49
Document Printing.....	56
DOCUMENT MANAGEMENT .....	57
<i>Enhancements and Pre-Release Functionality</i> .....	57
Document Management.....	57
EPATHWAY APPLICATIONS.....	61
<i>Enhancements and Pre-Release Functionality</i> .....	61

ePathway Application Pre-Lodgement .....	61
EPATHWAY BOOKINGS .....	62
<i>Enhancements and Pre-Release Functionality</i> .....	62
ePathway Bookings References .....	62
ePathway Bookings .....	62
EPATHWAY CUSTOMER SERVICE .....	65
<i>Enhancements and Pre-Release Functionality</i> .....	65
ePathway Customer Service Enquiry .....	65
EPATHWAY GENERAL ENQUIRY .....	66
<i>Enhancements and Pre-Release Functionality</i> .....	66
ePathway Application Responses .....	66
ePathway Enquiry Document Viewing .....	70
ePathway General Enquiry Applications .....	71
EPATHWAY PAYMENTS .....	72
<i>Enhancements and Pre-Release Functionality</i> .....	72
Application and Licencing Payments .....	72
ePathway Payments .....	72
ePathway Payments .....	73
ePathway Infringement Payments .....	73
Smart Mobile Payments .....	73
Smart Mobile CityWatch Payments .....	75
EPATHWAY SYSTEM .....	77
<i>Enhancements and Pre-Release Functionality</i> .....	77
ePathway EDMS Attachment Registration .....	77
ePathway User Experience .....	77
Registration Login Assist .....	79
ePathway Attachment Folder Locations .....	79
ePathway Property Searching .....	80
ePathway Spinner control .....	80
Payment Express (PX PAY) .....	80
Module Property Search .....	93
ePathway File Upload Filters .....	93
Property Search (with Google Maps) .....	94
ePathway Authorisation .....	102
ePathway Health Monitor .....	102
GIS .....	104
<i>Enhancements and Pre-Release Functionality</i> .....	104
WEBMAP GeoMedia Smart Client Interface .....	104
INFOMART .....	108
<i>Enhancements and Pre-Release Functionality</i> .....	108
Infomart - Applications .....	108
INFRINGEMENTS .....	109
<i>Enhancements and Pre-Release Functionality</i> .....	109
Infringement Entry .....	109
Cycle Function - MVR Enquiry and Update .....	111
Infringement Maintenance .....	117
Infringement Collections .....	118
Withdrawal From Collection Upload .....	127
Cycle Function .....	129
Cycle Function Selection Interface .....	133
INSPECTIONS .....	134
<i>Enhancements and Pre-Release Functionality</i> .....	134
Inspections Schedule Maintenance .....	134
Smart Mobile Inspections .....	140
Applications or Licences Inspections Search .....	140
Smart Mobile Inspections .....	142
Inspection Parameters .....	147
Smart Mobile Inspections .....	147
LICENSING .....	149
<i>Enhancements and Pre-Release Functionality</i> .....	149

Licensing Maintenance.....	149
Responsible Officers .....	149
RATES ACCOUNTING .....	150
<i>Enhancements and Pre-Release Functionality</i> .....	150
Rates Generation .....	150
Assessment Maintenance and Enquiry.....	152
Supplementary Rate Generation.....	152
Property Certificate.....	152
QV EDEPlus Import.....	153
SMART MOBILE ANIMAL ENQUIRY .....	154
<i>Enhancements and Pre-Release Functionality</i> .....	154
Smart Mobile Animal Enquiry.....	154
SMART MOBILE CITYWATCH.....	155
<i>Enhancements and Pre-Release Functionality</i> .....	155
Smart Mobile CityWatch.....	158
Smart Mobile CityWatch My Accounts .....	161
Request for a Service.....	164
CityWatch Labels .....	184
Smart Mobile CityWatch.....	185
CityWatch .....	190
SMART MOBILE CORE .....	191
<i>Enhancements and Pre-Release Functionality</i> .....	191
Smart Mobile Internal Apps .....	191
Smart Mobile Attachments .....	192
Smart Mobile Preferences.....	192
SMART MOBILE CUSTOMER SERVICE .....	194
<i>Enhancements and Pre-Release Functionality</i> .....	194
Smart Mobile Customer Service .....	194
Smart Mobile Customer Service .....	194
Smart Mobile Customer Service .....	195
SMART MOBILE INSPECTIONS .....	196
<i>Enhancements and Pre-Release Functionality</i> .....	196
Smart Mobile Inspections.....	196
ePathway Mobile Inspections.....	196
Smart Mobile Inspections.....	205
Smart Mobile Inspections.....	206
Smart Mobile Inspections.....	206
Smart Mobile Inspections.....	207
Smart Mobile Inspections.....	208
Smart Mobile Inspections.....	208
Smart Mobile Inspections.....	213
VICTORIAN VALUATIONS.....	214
<i>Enhancements and Pre-Release Functionality</i> .....	214
VGV Data Submission Extract .....	214
VGV Submission Extract.....	216
AVPC Codes .....	217
WATER BILLING .....	219
<i>Enhancements and Pre-Release Functionality</i> .....	219
Water Usage Notice .....	219
DRN INDEX .....	220
INFOR XTREME INCIDENT INDEX.....	222
KB INDEX .....	224

# Introduction

This document describes enhancements and new functionality made available in Release 3.10 of the Pathway software.

Whilst most of this documentation is for information purposes only, the sections labelled **Special Instructions** are required to be performed before or after installation of the software. Please refer to the separate document entitled “Infor Pathway Release 310 Special Instructions.pdf”.

This Release Notes document is now also available for viewing from the Release Notes menu option included in the Help Menu.

## Included in this document are the following sections:

### User Guides and Online Help

This includes an overview of how to access Pathway Help (both online and in printable format), as well as a listing of all the Modules included.

### Modules

Each application that has undergone modifications is included in this documentation. The documentation is now contained in four separate documents as follows:

- Release Notes Enhancements and Pre-Release Functionality
- Release Notes Fixes and Software Corrections
- Release Notes Special Instructions
- ePathway Release Notes

If there are no details under any of these headings for a particular module, then that module will be omitted entirely.

The *Enhancements and Pre-Release Functionality* document will include any modifications to the software that have also been worked back in the previous release and have already been sent out as a fix and/or included in a Service Pack.

### InforXtreme Incident Index

This includes a listing of the InforXtreme Incidents addressed in this release of software, in alphabetical order with their associated page number.

### DRN Index

This includes a listing of the Development Request Numbers (DRNs) addressed in this release of software, in numerical order with their associated page number.

### KB Index

This includes a listing of the Knowledge Base Articles (KBs) addressed in this release of software, in numerical order with their associated page number.

.

## User Guides and Online Help

All Pathway modules are supported by online help text which is accessed by pressing the F1 key within any field on a form. In addition, help text for all modules is also available from the Contents option within the Help Menu. This can be accessed from any form within Pathway.

Complete User Guides based on the Help Text may also be printed in hard copy for each module. To access the PDF versions of the User Guides, the following steps should be performed:

- ❑ The User Guides are stored in PDF format and therefore require that Adobe Reader be available to access them.
- ❑ The User Guide can be viewed or printed, but cannot be modified.
- ❑ Check with your system administrator for instructions on where to find these documents on your system.

The User Guide documents are stored in the following directory path in the following format e.g. ACR.pdf:

e.g.  
XXX \hlp\ABK.pdf

ABK	(Bookings Management)	CTX	(Tax)
ACR	(Customer Service)	CWF	(Workflow)
CAR	(Accounts Receivable)	CWP	(Word Processing)
CAU	(Auditing)	CWS	(WorkSmart)
CBT	(Batch Processing)	ESY	(ePathway)
CCL	(Calendar)	HowtoUse	(How To Use)
CCP	(Customer Profile)	LAN	(Animals)
CDC	(PaperClip Attachments)	LAP	(Applications)
CEM	(e-mailing)	LCN	(Conditions)
CFI	(General Ledger)	LDR	(Debtors)
CIF	(Core Interface)	LER	(Electoral Roll)
CIM	(Infomart)	LIF	(Infringements)
CMN	(Menu System)	LIN	(Inspections)
CMO	(Memo)	LLC	(Licensing)
CNA	(Name and Address)	LPA	(Property Accounting)
COR	(Responsibility)	LRA	(Rates)
CQY	(Query)	LTW	(Trade Waste)
CRC	(Receipting)	LVL	(Valuations)
CRF	(References)	LVV	(Victorian Valuations)
CRG	(Registers)	LVZ	(New Zealand Valuations)
CSY	(System)	LWB	(Water Billing)

# System - Functionality

## Enhancements and Pre-Release Functionality

### Pathway Images and Dashboard Chart SDK

InforXtreme Incident:

DRN: 26856

Fix: 03096304;

SMART CLIENT;

KB: NO KB REQUIRED;

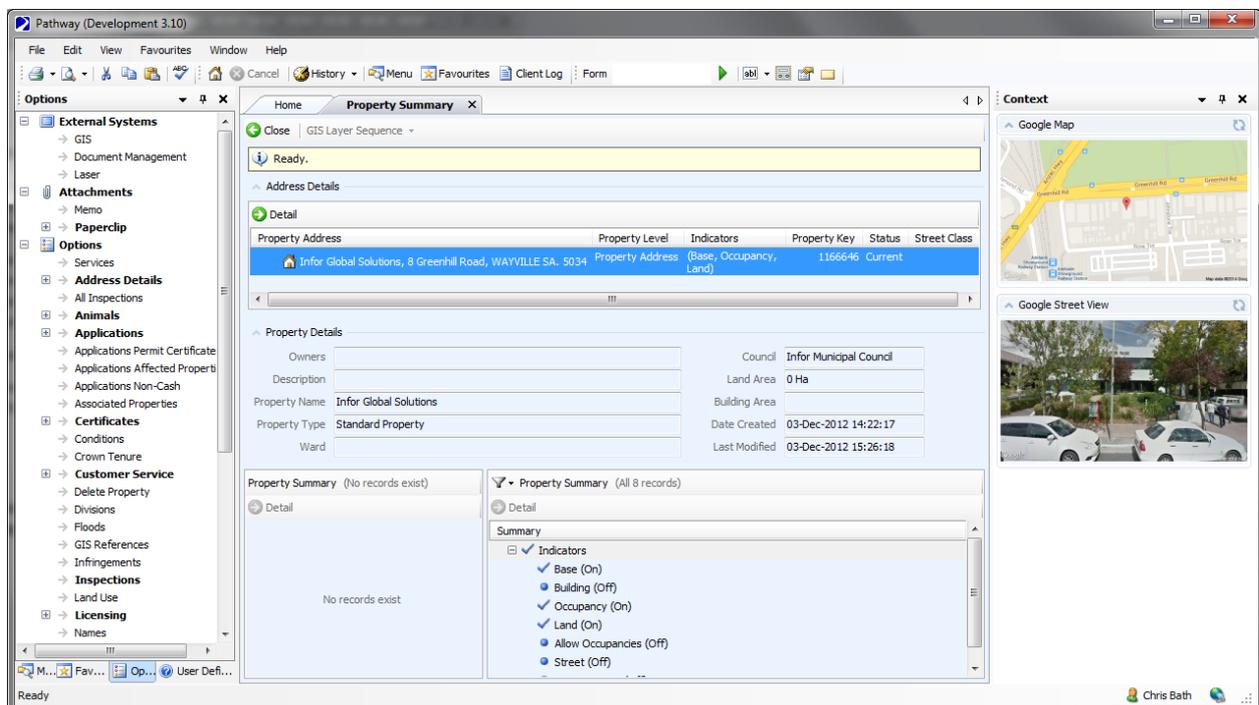
### MYPATHWAY IMAGES AND DASHBOARD CHART SDK

The Pathway dashboard and in-context charts can now display images. The source of the image can be the file system, a URL that returns an image or an RSS/ATOM syndication feed that returns images. The location of the image can be dynamic using substitution tokens.

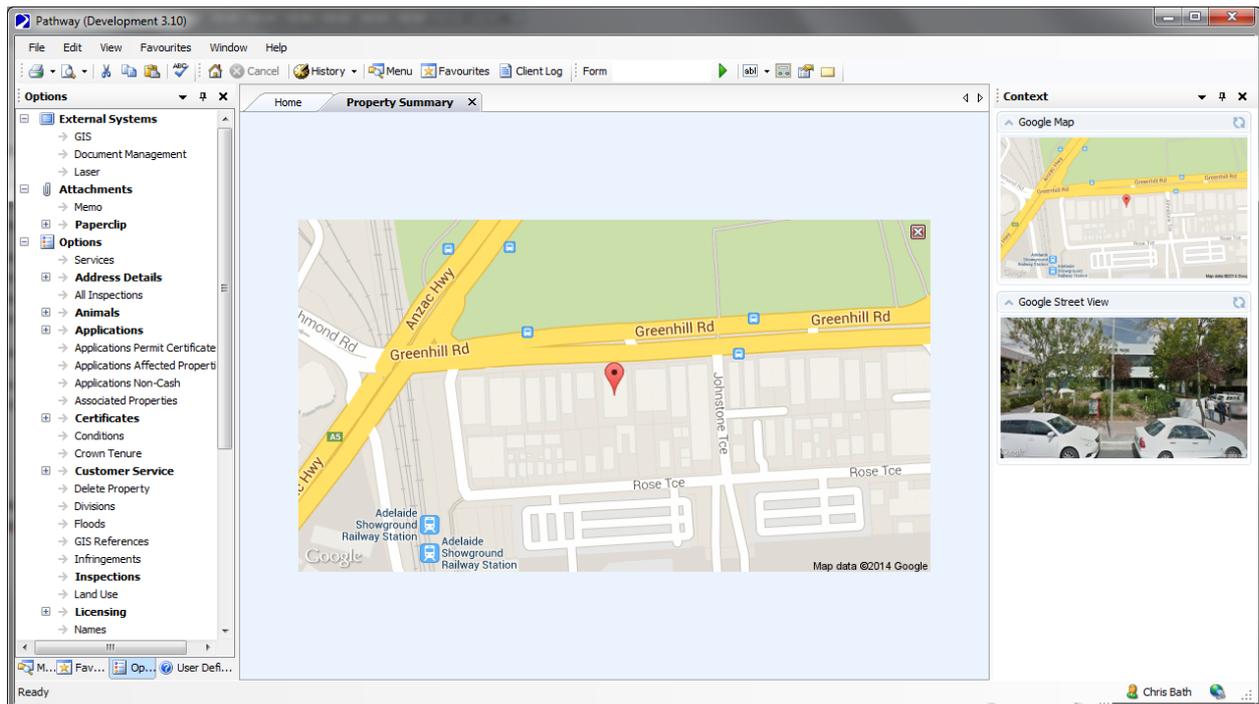
If more advanced processing is required Pathway now also has a Dashboard SDK that allows a driver to be written with .NET code in a similar way to GENCON EDMS and Data Publishing drivers. This then allows images or data to be returned from an external system to display in a chart and the optional ability to navigate to the external system from the chart or image.

#### Images

Example uses for images shown below are for Google Static Maps and Street View, the Infor RSS News feed and the NASA Image of the Day RSS feed.



Clicking the context image will zoom it into the main window:



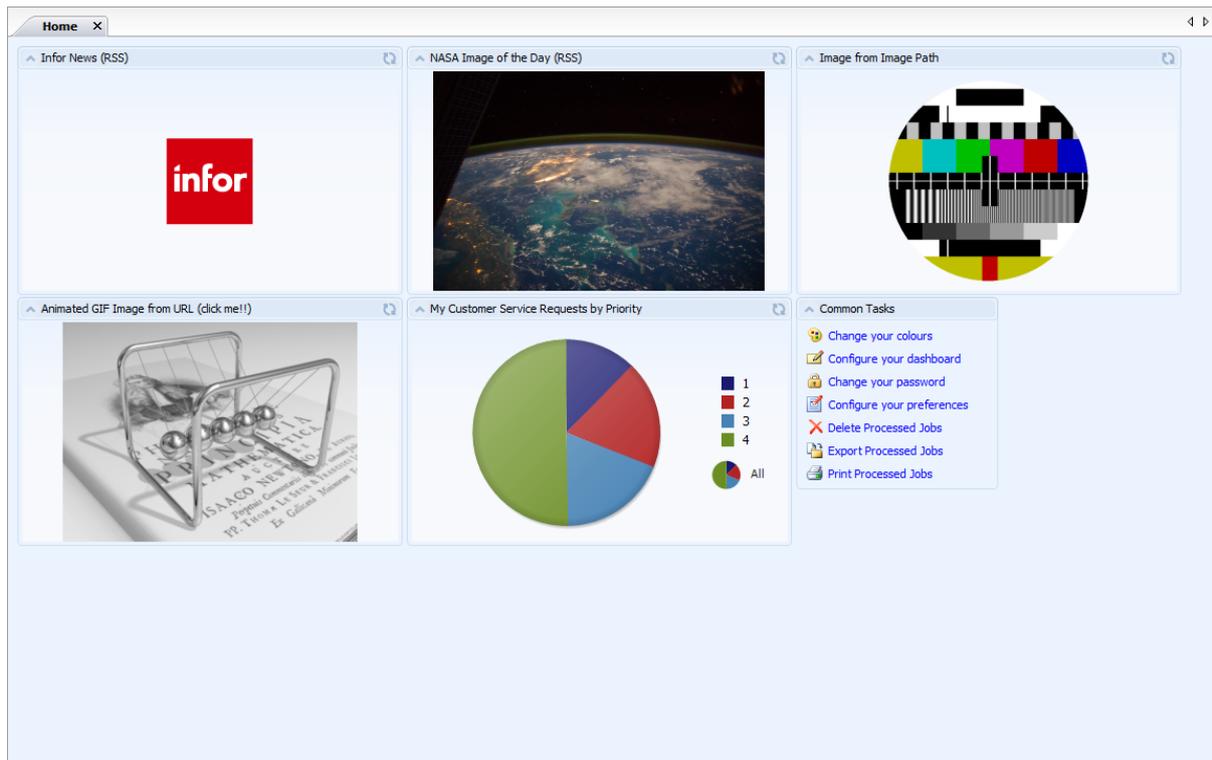
When finished with the image it can be closed by clicking anywhere on the image or pressing the Escape key on the keyboard.

***Note that use of the Google Maps API requires a licence from Google.***

If the Council GIS software is capable of returning a static map image then it may be able to be used instead of the Google Maps API. Similarly if Council has its own store of Property imagery this may also be able to be displayed in context on the Property Summary form.

The supported dashboard image formats are those defined by the .NET System.Drawing.Imaging.ImageFormat enumeration. The commonly used image formats are:

- BMP
- EMF
- GIF
- ICON
- JPEG
- PNG
- TIFF
- WMF



If the image source is an RSS/ATOM syndication feed hovering over the image will display the description as a tooltip and clicking on the image will navigate to the page in a browser.



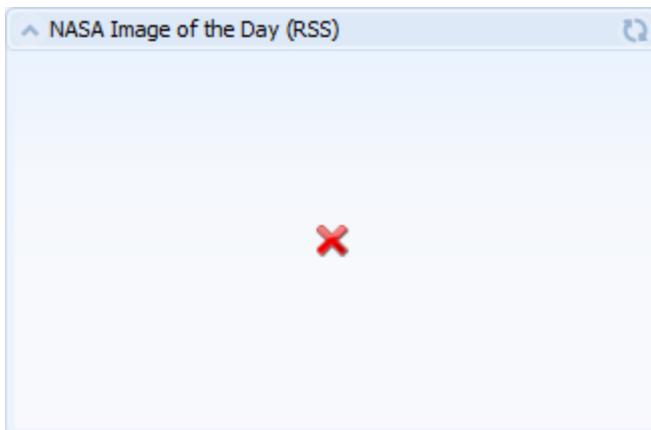
If the syndication feed does not return an image per article it may still be able to be displayed similar to the Infor News feed if it returns a default image. If the syndication feed does not return any images it is not suitable to be used in Pathway.

If the image is an animated GIF clicking on the image will zoom and animate it.

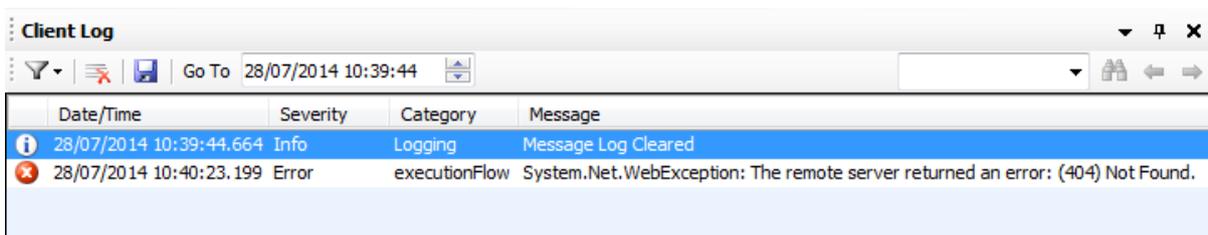


The above image was sourced from Wikipedia  
[http://en.wikipedia.org/wiki/Graphics\\_Interchange\\_Format](http://en.wikipedia.org/wiki/Graphics_Interchange_Format)

If the image to be displayed is unavailable this is indicated with the display of a red X:



and the client log will contain the reason the image could not be displayed. For example:



To define a dashboard chart that displays an image use the System Administration >> System Parameters >> MyPathway Charts menu option.

The following shows how to define the Infor RSS News Feed for the dashboard:

The screenshot displays the 'Chart Maintenance' window. At the top, there are navigation buttons: 'Close', 'Save', 'Delete', and 'Undo Edit'. A yellow message box states: 'Details for this existing item have not been modified yet.' Below this, the 'Chart' section contains the following fields and controls:

- Code:** A text box containing 'EXTINFOR'.
- Description:** A text box containing 'Infor News (RSS)'.
- Chart Type:** A dropdown menu with 'IMAGE' selected and 'External Image' visible in a secondary dropdown.
- In Context:** An unchecked checkbox.
- External:** A checked checkbox.
- Active:** A checked checkbox.

The 'Definition' section includes:

- Image Path:** A text box containing the URL 'http://feeds.infor.com/InforHomepageArticles?format=xml'.
- Dashboard Driver:** A dropdown menu.

Below the 'Definition' section, there is a 'Chart Item' table with the following content:

Chart Item	(No records exist)
No records exist	

The Chart Type is IMAGE the External check box is ticked and the location of the feed is specified in the Image Path.

The following shows how to define an in-context chart for a Google Map:

The screenshot shows a web application window titled "Chart Maintenance". At the top, there are navigation buttons: "Close", "Save", "Delete", and "Undo Edit". Below this is a yellow information bar stating "Details for this existing item have not been modified yet." The main content area is divided into two sections: "Chart" and "Definition".

**Chart Section:**

- Code:** A text input field containing "EXTLPAGMAP".
- Description:** A text input field containing "Google Map".
- Chart Type:** A dropdown menu with "IMAGE" selected and "External Image" as the label.
- In Context:** A checked checkbox.
- External:** A checked checkbox.
- Active:** A checked checkbox.

**Definition Section:**

- Context Form:** A dropdown menu with "LPAG0010 - Property Summary (LPAPROP)" selected.
- Context Class/Type:** A large empty text area with the text "No records selected" and a small icon on the right.
- Image Path:** A text input field containing the URL "http://maps.googleapis.com/maps/api/staticmap?center={{fmtaddress}}".
- Dashboard Driver:** A dropdown menu.
- Chart Item:** A sub-section with a title "Chart Item (No records exist)" and a large empty text area with the text "No records exist".

The Chart Type is IMAGE the External check box is ticked and the location of the feed is specified in the Image Path. The In Context check box is ticked and the Context Form is set to the Property Summary form.

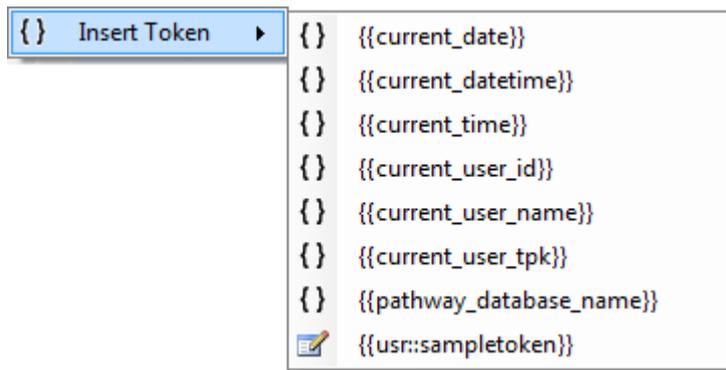
The Image Path specifies the URL of the Google Map API:

```
http://maps.googleapis.com/maps/api/staticmap?center={{fmtaddress}}&size=640x360&maptype=roadmap&markers={{fmtaddress}}
```

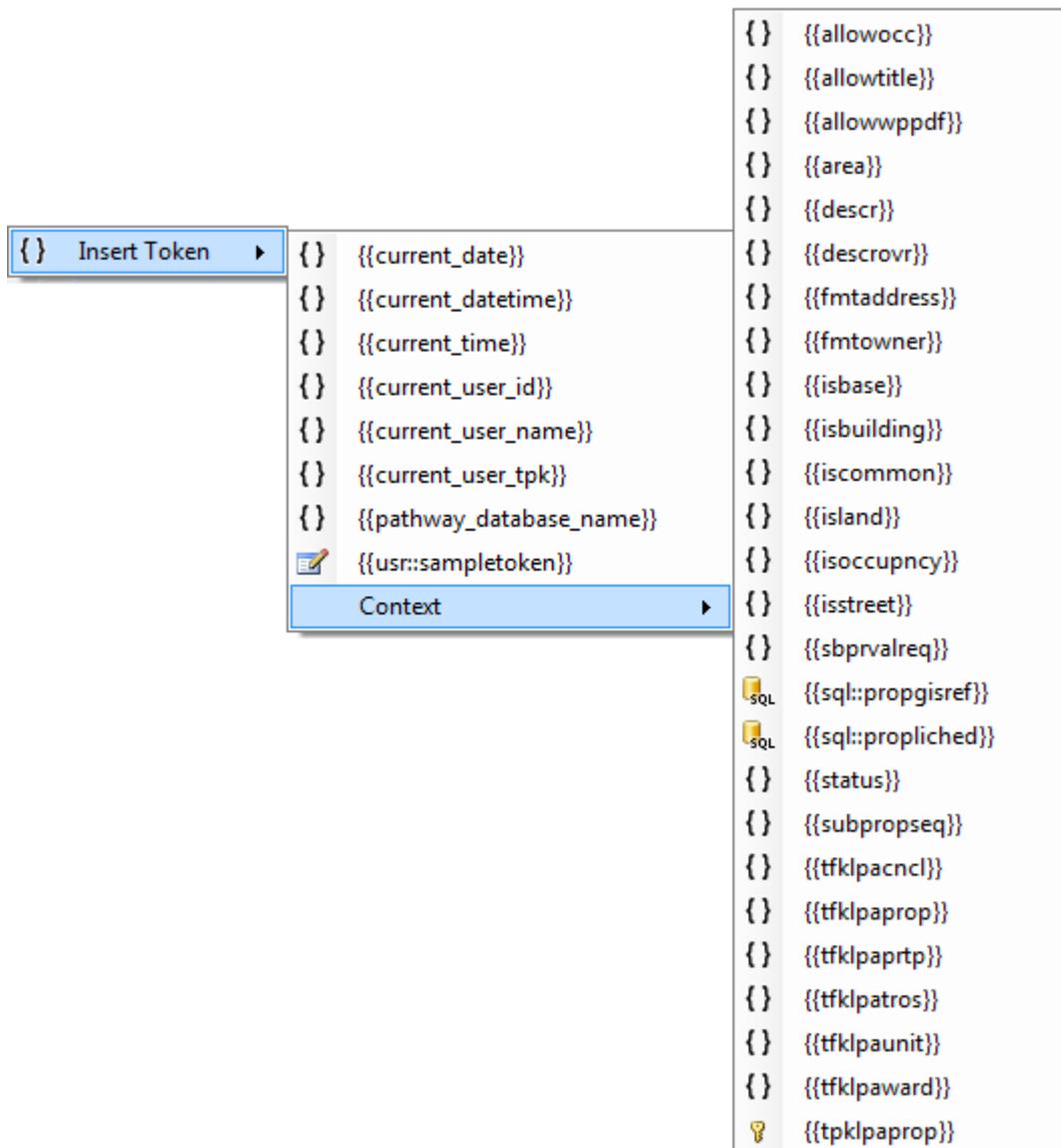
and the difference is that is a substitution token for the formatted address of the Property included in the query string of the URL, "{{fmtaddress}}". Pathway substitutes the substitution token with the text of an actual address at the time the in-context chart is displayed.

There are numerous substitution tokens available, some are available for all contexts and additional tokens become available depending on the Context Form that is nominated.

To see the available substitution tokens right click the Image Path field.



The substitution tokens available for all contexts are always displayed. When the Context Form is specified additional substitution tokens become available:



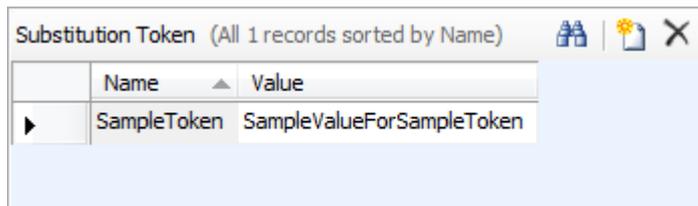
The following types of substitution tokens exist:

Token Type	Description
{ }	Normal
✎	User Defined

Token Type	Description
	Primary Key
	SQL Script

Normal substitution tokens are the ones that apply to all contexts; they include the field names associated with the database table on the Context Form. For example the field names associated LPAPROP on the Property Summary form.

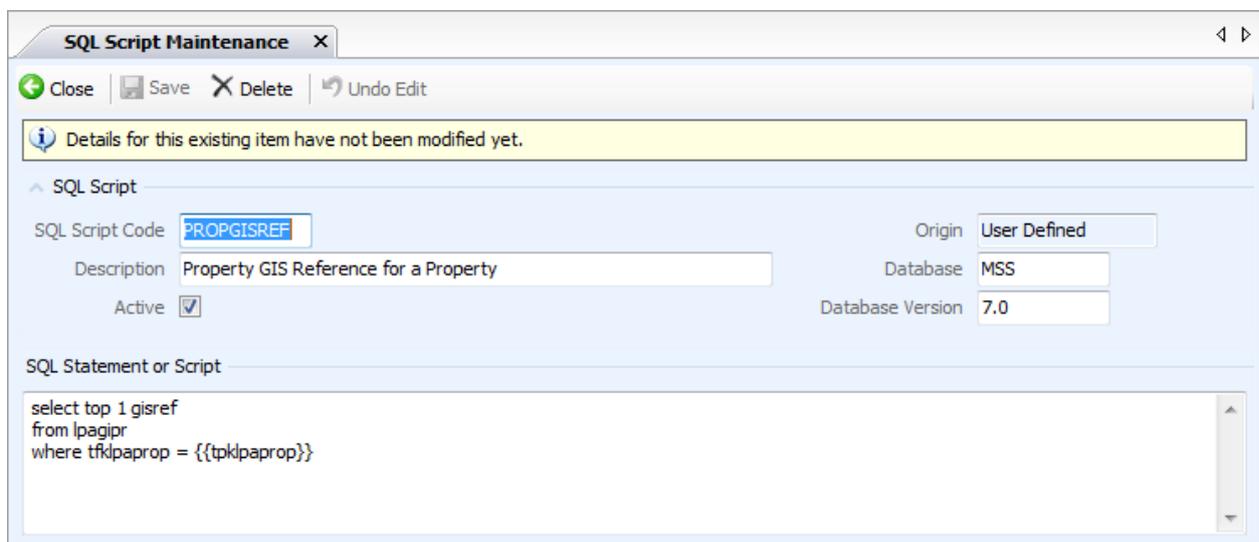
User Defined Substitution tokens can be defined using the System Administration >> Integration >> System Parameter Maintenance form:



and can be used to define substitution values that apply to multiple charts. As an example this might be used for a licence key. If defined here they can be changed in a single place rather than requiring a change to all the charts in which the value is used.

A Primary Key substitution token is the name of the Technical Primary Key field for the applicable database table on the Context Form.

SQL Script substitution tokens appear when an appropriate SQL select statement has been defined using the System Administration >> SQL Processing >> SQL Script Search Profile menu option.



The SQL statement must include the primary key substitution token for it to display in the substitution token menu. These SQL statements must return a single value to be substituted successfully.

### Dashboard Drivers

A Dashboard Driver developed according to the Pathway Dashboard SDK is able to return an image or data to display in a chart.

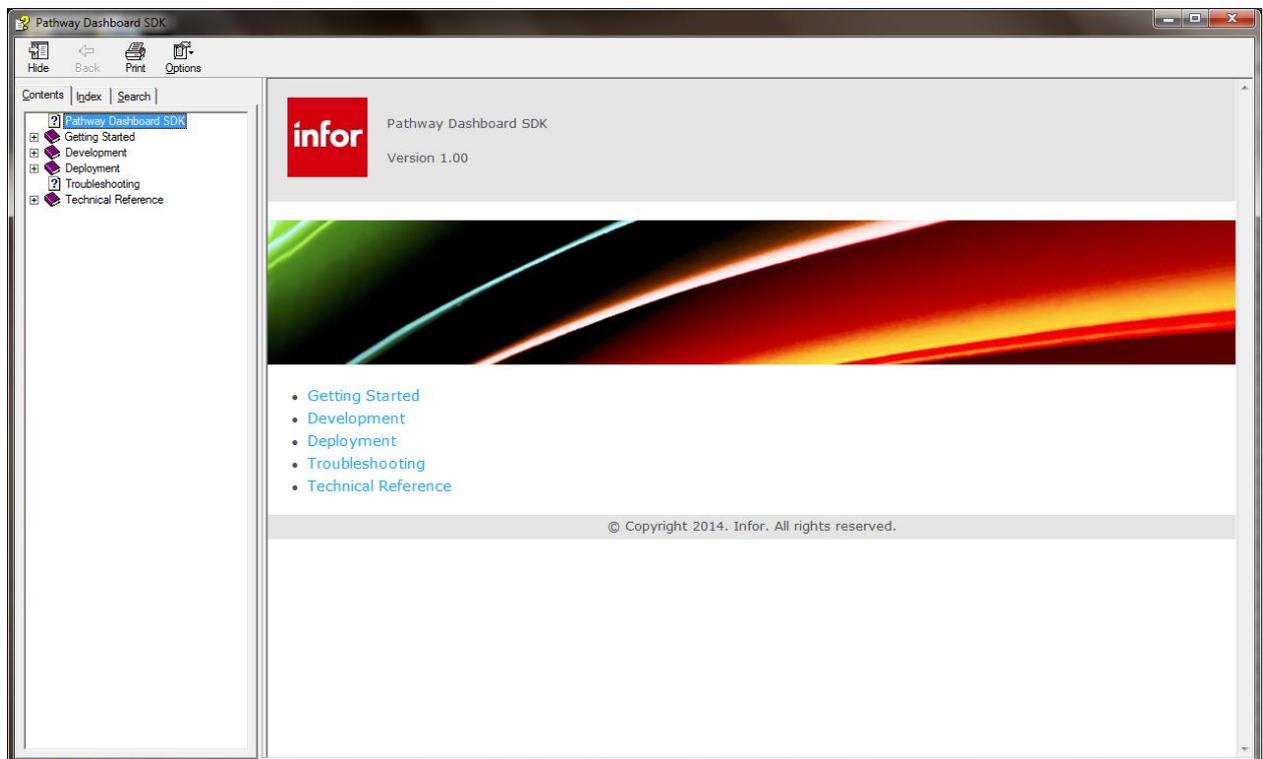
For example a driver could be developed to call Council GIS software installed on the client machine to obtain a static map image for a Property. Navigation to the external GIS could also be implemented using the driver.

A driver could be developed to return a list of tasks in an external system and display them as a chart on the Pathway dashboard. This can provide navigation to the external system from the items on the chart or provide drill down and navigation from individual records. The data that can be displayed in this way is essentially lists or counts of records in the external system. Pathway cannot currently display amount data in this way.

The chart data can be displayed with any of the available chart types. Navigation to the external system can be implemented or navigation to records in Pathway can also be implemented if the data returned identifies Pathway records.

Substitution tokens can be passed to the Dashboard Driver for it to use to identify the chart data or image it needs to return.

Additional details are available in the Pathway Dashboard SDK which is available on request from the helpdesk.



## MyPathway In Context Charts

InforXtreme Incident:

DRN: 26858

Fix:

SMART CLIENT;

KB:

### IN CONTEXT CHARTS

In Context Charts have been enhanced so that any External System Options defined for applicable entities now automatically appear as context menu items when right clicking an item in the dashboard chart grid. In addition it is now possible to define In Context charts for Registers.

## Generic External System Options

InforXtreme Incident: SMART CLIENT;  
DRN: 26858  
KB:  
Fix:

### EXTERNAL SYSTEM OPTIONS

Generic External System options have been enhanced to allow up to ten to be defined per form instead of the current three. In addition it is now also possible to defined Generic External System Options for Registers.

## Pathway External Web Services

InforXtreme Incident: BALK 6918398; WILL 7112392; IPSW 7309046; INVC 7366728; INVC 7370339; MBRC 7377660; INVC 7423978; BALL 6650768; INVC 7256568;  
DRN: 26873  
Fix: 03096132;  
SMART AND THICK CLIENT;  
KB: 1454820; 1474770; 1481691; 1483978; 1500533;

### APPLICATIONS/LICENSING/INSPECTIONS EXTERNAL WEB SERVICES

Pathway external web services have been enhanced to provide the following new methods:

1. FindApplications (Search applications)
2. FindApplicationsByLocation (Search applications by location details)
3. FindLicences (Search licences)
4. FindLicencesByLocation (Search licences by location details)
5. FindInspectionsByApplLocation (Search inspections by application and location details)
6. FindInspectionsByLicnLocation (Search inspections by licence and location details)

Please refer to the Pathway External Web Services SDK for details.

## Pathway External Web Services

InforXtreme Incident: PARA 7488198;  
DRN: 27151  
KB:  
Fix: 03096132; 03086114;  
SMART AND THICK CLIENT;

### PROPERTY EXTERNAL WEB SERVICES

Previously some of the existing property external web service methods, ParcelType, PlanType, PropertyParcelSearch and PropertySummary, were only available to sites that were authorised to the 'Property - External Web Service' authorised function. These methods have now been made broadly available to sites that are authorised to other Pathway external web service related authorised functions and Pathway Smart Mobile Apps. For example they are now available to sites that have access to the Pathway 'Name and Address - External Web Services' authorised function.

## Reference Maintenance

InforXtreme Incident: LOGA 5283005; DRN: 27174 Fix: 03096298;  
LOGA 6929864; LOGA 6640830;

SMART CLIENT;

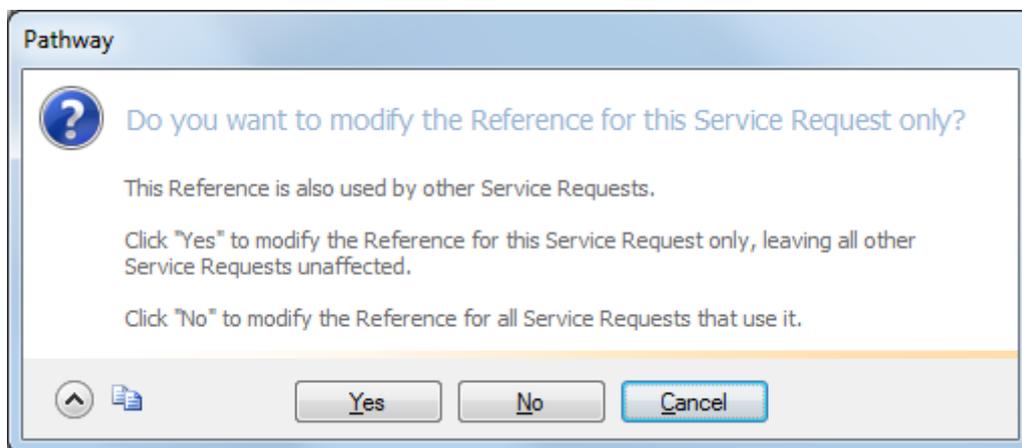
KB:

### REFERENCE MAINTENANCE

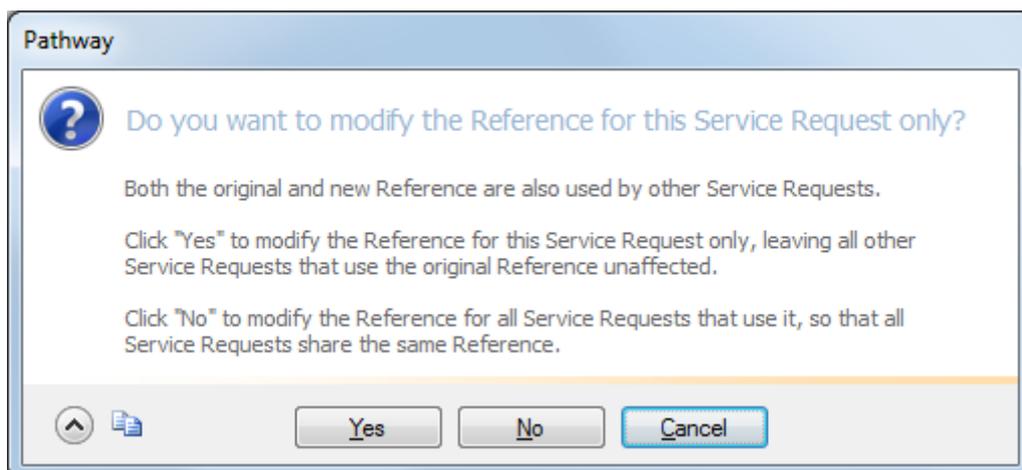
Modifications have been made to the Reference Maintenance form:

The message dialogs that appear when a shared Reference is modified by the user have been re-worded, and an extra confirmation message dialog has been introduced. These modifications have been made to help avoid a Reference modification unintentionally affecting multiple Service Requests or multiple Applications or multiple Rates Assessments, etc.

*Note that the terminology used in the following examples is in the context of Customer Service Request Maintenance.*

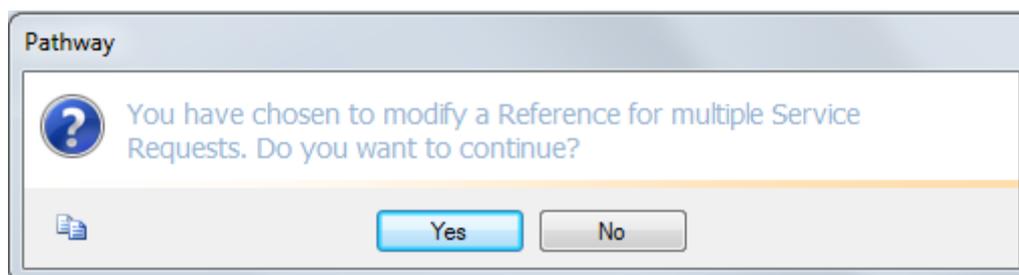


*Dialog when a shared Reference is modified*



*Dialog when a shared Reference is modified and the new Reference value already exists*

Also, an extra confirmation message now appears if the user chooses to modify the Reference for all (for example) Customer Service Requests that share it by clicking the “No” button in either of the previous dialogs.



Confirmation message

Previously, an Audit record for the Reference entity (CRFREFR) was not written when the user modified (overtyped) an existing Reference on the Reference Maintenance form.

## User Interface Guide

InforXtreme Incident: YARA 7818504; DRN: 27761 Fix: 03096372;  
 SMART CLIENT; KB:

### HELP

A correction has been made to the User Interface Guide within the Smart Client version of Pathway. Previously, the Help description of each topic was displaying in a separate Internet Explorer browser session instead of in the Pathway help window.

## Generic EDMS and Data Publisher Enhancements

InforXtreme Incident: DARE 7818775; DRN: 27824 Fix: 03096400;  
 SMART AND THICK CLIENT; KB:

### GENERIC EDMS CONNECTOR AND DATA PUBLISHING ENHANCEMENTS

A property named BatchMode has been added to the EdmsConnection class. This can be used if the driver needs a different error handling strategy when in batch mode versus normal user interactive mode.

A NameRoleStatus has been added to the EdmsDriver class that can be overridden in order to return both Current and Historic names from the FolderFormattedNames and DocumentFormattedNames collections of EdmsMetaData instead of only Current names.

The following meta-data fields have been added and are available for drivers to consume:

Animal References Keys	Animal References Type Codes
Animal References Type Descriptions	Animal References Values
Animal Registers Field Keys	Animal Registers Field Names
Animal Registers Field Values	Application Decisions Dates
Application Decisions Descriptions	Application Decisions Type Codes
Application Decisions Type Descriptions	Application Number
Application Number Amended	Application Number Stage
Application Number Year	Application References Keys
Application References Type Codes	Application References Type Descriptions
Application References Values	Application Registers Field Keys
Application Registers Field Names	Application Registers Field Values
Application Status Code	Assessment References Keys

Assessment References Type Codes	Assessment References Type Descriptions
Assessment References Values	Assessment Registers Field Keys
Assessment Registers Field Names	Assessment Registers Field Values
Booking References Keys	Booking References Type Codes
Booking References Type Descriptions	Booking References Values
Debtor References Keys	Debtor References Type Codes
Debtor References Type Descriptions	Debtor References Values
Debtor Registers Field Keys	Debtor Registers Field Names
Debtor Registers Field Values	Licence Number
Licence Number Year	Licence References Keys
Licence References Type Codes	Licence References Type Descriptions
Licence References Values	Licence Registers Field Keys
Licence Registers Field Names	Licence Registers Field Values
Licence Status Code	Property GIS References
Property Parcel Descriptions	Property Parcel GIS References
Property Parcel Keys	Property Parcel Status
Property References Keys	Property References Type Codes
Property References Type Descriptions	Property References Values
Property Registers Field Keys	Property Registers Field Names
Property Registers Field Values	Property Street/Suburb GIS References
Property Title Descriptions	Property Title Folios
Property Title GIS References	Property Title Keys
Property Title Parcel Descriptions	Property Title Parcel GIS References
Property Title Parcel Keys	Property Title Parcel Status
Property Title Parcel Title Keys	Property Title Prefix Codes
Property Title Prefix Descriptions	Property Title Status
Property Title Volumes	Register Field Keys
Register Field Names	Register Field Values
Request Note Keys	Request Questionnaire Question Answers
Request Questionnaire Question Numbers	Request References Keys
Request References Type Codes	Request References Type Descriptions
Request References Values	Request Registers Field Keys
Request Registers Field Names	Request Registers Field Values
Street/Suburb GIS References	Street/Suburb Registers Field Keys
Street/Suburb Registers Field Names	Street/Suburb Registers Field Values
Trade Waste References Keys	Trade Waste References Type Codes
Trade Waste References Type Descriptions	Trade Waste References Values
Valuation Assessment References Keys	Valuation Assessment References Type Codes
Valuation Assessment References Type Descriptions	Valuation Assessment References Values

A correction has also been made for the existing Document Addressee Address meta-data field so that is now populated correctly for Parking Infringement Letters.

Details of the additional functionality are available in version 1.07 of the Generic Connector SDK available on request from the Infor Local Government Help Desk.



A feature has been added to optionally provide the ability to manually refresh an individual EDMS Folder or publish a single record to the Core Data Publishing Driver.

To enable this feature the module parameters have two new fields in the Options section:

**Document Management Module Parameter Maintenance** x Home

Close Save Undo Edit

Details for this existing item have not been modified yet.

Document Management Product

Document Mgt. Code GENCON Generic Connector for EDMS

Document Management Module

Pathway Module ACR Customer Service

In Use

Module Defaults

Folder Creation Required  Publish to Core Data Publishing Driver

Module Folder Name

Module Folder Description

Options

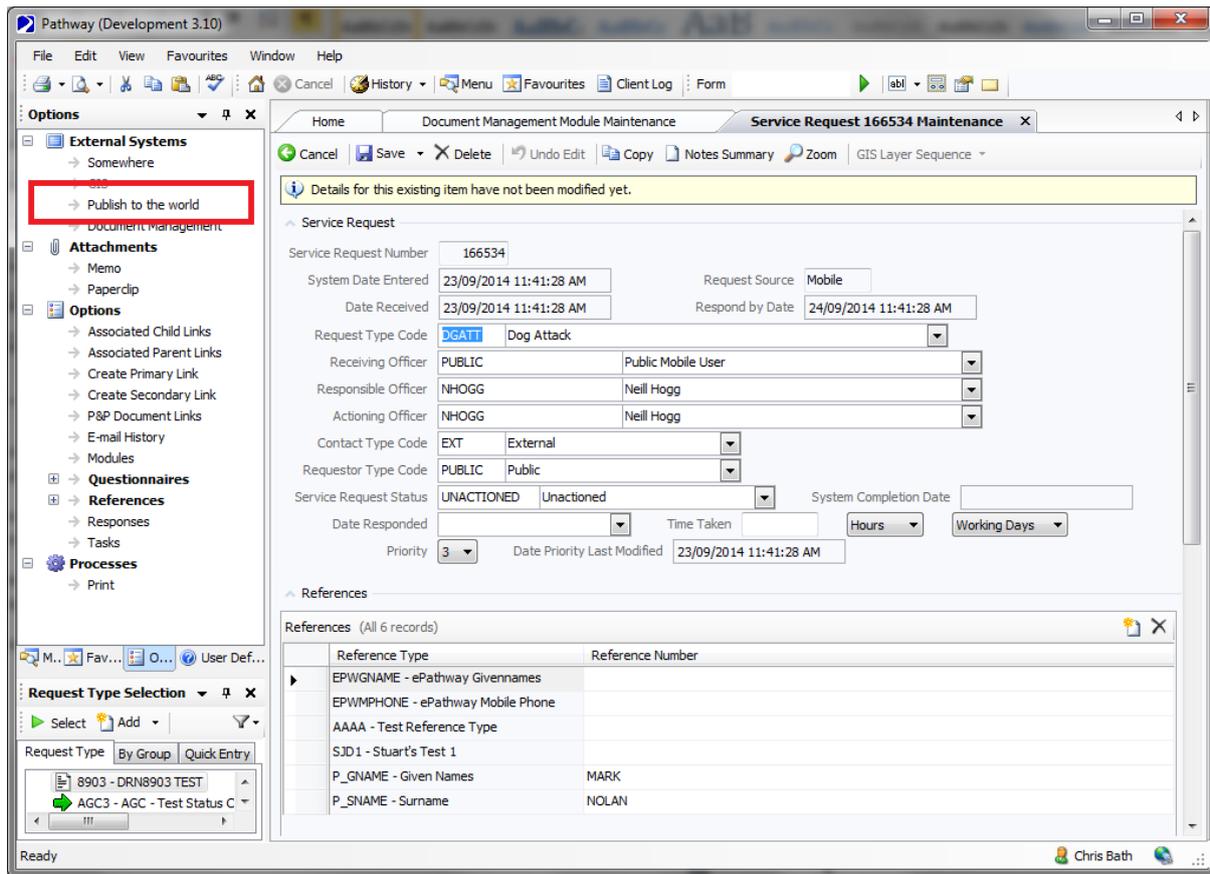
Allow Manual Update/Publish

Manual Update/Publish Label Publish to the world

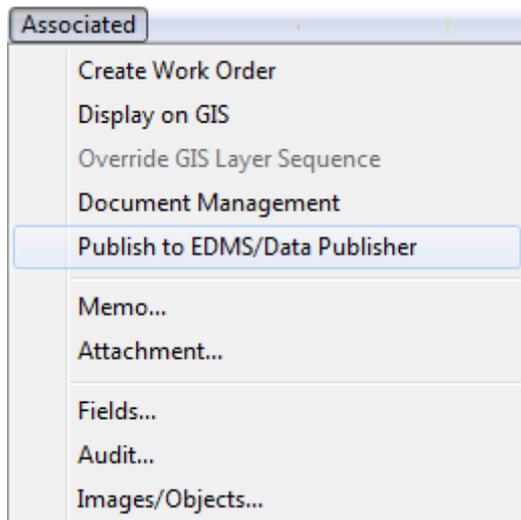
Ticking “Allow Manual Update/Publish” will display a new option in the smart client to allow the user to manually activate the update/publish for an existing record at any time it is required.

The Manual Update/Publish Label field allows entry of the label to display for the option.

Please note that Folder Creation Required or Publish to Core Data Publishing Driver (or both) must also be ticked for the option to appear.

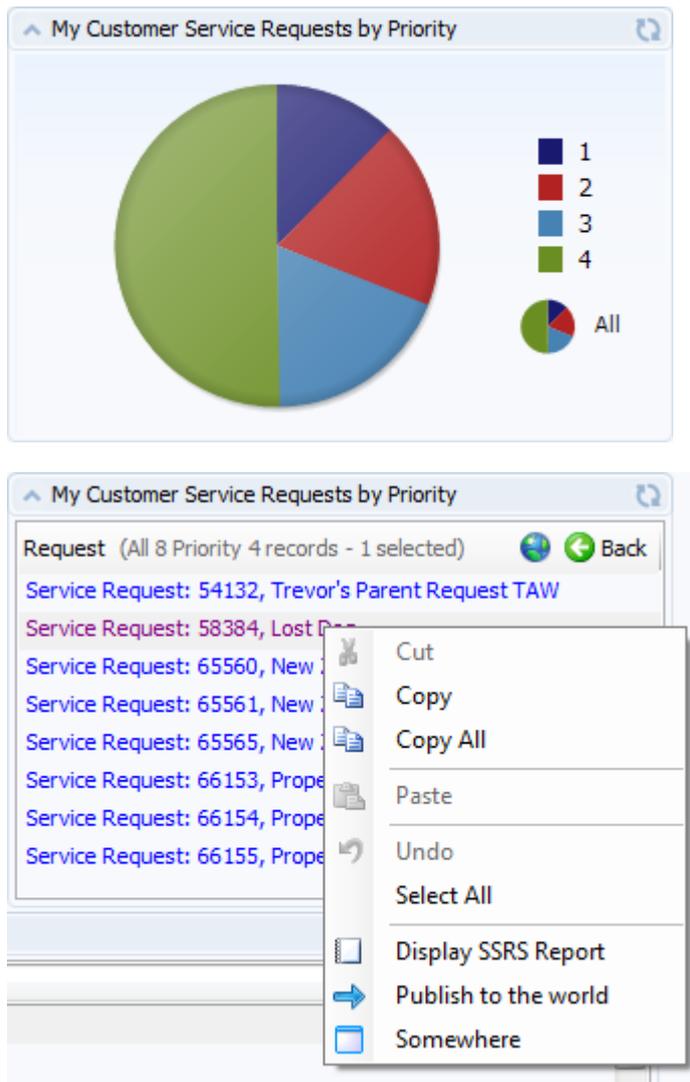


The equivalent has also been added to the thick client and appears under the Associated menu on the appropriate summary forms:



Note that it is not possible to customise this menu option label in the thick client so “Publish to EDMS/Data Publisher” instead appears here as the menu option label.

The manual publish option also appears on relevant dashboard charts as a right click menu in the details grid:



Using this option will publish all of the selected records to the appropriate driver.

## System

InforXtreme Incident:

DRN: 27989

Fix: 03086393; 03096420;

SMART CLIENT;

KB:

### BENCHMARK/MONITOR SMART CLIENT

Pathway.Benchmark.exe in the Pathway "msc" subfolder can be used to benchmark and to monitor the Pathway smart client. Instructions are available in the Pathway.Benchmark.docx document as found in the Pathway installation "msc" subfolder.

# Animal Registration

## Enhancements and Pre-Release Functionality

### Smart Mobile Animal Enquiry

InforXtreme Incident: BALK 6918398; DRN: 26873 Fix: 03096132;  
WILL 7112392; IPSW 7309046; INVC  
7366728; INVC 7370339; MBRC  
7377660; INVC 7423978; BALL  
6650768; INVC 7256568;

SMART AND THICK CLIENT; KB: 1454820; 1474770;  
1481691; 1483978;  
1500533;

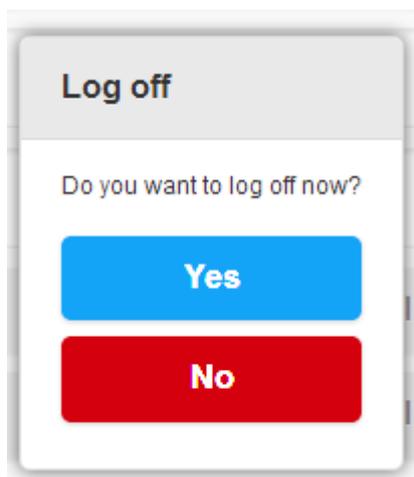
#### SMART MOBILE ANIMAL ENQUIRY

The Pathway Smart Mobile Animal Enquiry app has been enhanced to provide additional functionality including:

- Log off confirmation
- Corrected Windows Phone 8 scrolling

#### Log off confirmation

A confirmation dialog is displayed when the log off button is selected. This is to prevent users from logging off unintentionally.



# Applications

## Enhancements and Pre-Release Functionality

### Applications

InforXtreme Incident: CGEY 4947857; DRN: 25186 Fix:  
NSWSIG 6792463;  
THICK CLIENT; KB: 1525860;

#### APPLICATION FEE

A correction has been made to the Application Fee Maintenance form in the Thick Client version of Pathway. Previously it was not possible to select multiple dimensions. This has been corrected so the user can insert multiple dimensions in fees calculations.

#### DIMENSION MAINTENANCE

A correction has been made to the Dimension Maintenance form in the Thick Client version of Pathway. Previously, fees were calculating incorrectly where zero dimensions were associated with the fee and this prevented the whole fee from calculating.

### Long Service Levy Extract and Report

InforXtreme Incident: DRN: 26101 Fix:  
SMART CLIENT; KB:

#### LONG SERVICE LEVY EXTRACT AND REPORT

The Long Service Levy Extract and Report has been converted to the smart client version of Pathway.

### PlanFirst Levy Extract & Report

InforXtreme Incident: DRN: 26176 Fix:  
SMART CLIENT; KB:

#### PLANFIRST LEVY EXTRACT & REPORT

The PlanFirst Levy Extract & Report has been converted to smart client version of Pathway.

### Application Maintenance

InforXtreme Incident: DRN: 26816 Fix: 03096069;  
SMART CLIENT; KB:

#### APPLICATION NAMES MAINTENANCE

An enhancement has been made to Application Names Maintenance so that it is possible to allow users to Send Letters even though they may not be authorised to maintain Application Names.

This can be done by assigning the new Class/Group Authority 'Allow Send Letter when not authorised to Name Mnt' to the desired Responsibility Groups using the Application Classes menu option.

## Infrastructure Registers Report

InforXtreme Incident: IPSW 7016088; DRN: 26972 Fix:  
SMART CLIENT; KB:

### INFRASTRUCTURE REGISTERS REPORT CONTROL

The Infrastructure Registers Report has been enhanced to allow additional searching by Application Year.

## Responsible Officers

InforXtreme Incident: DRN: 27254 Fix: 03096209;  
SMART AND THICK CLIENT; KB: 1510560;

This change introduces standard foreign key relationships that did not previously exist for the LAPROFF table. This table previously recorded the relationships between:

- An application/license and a responsible officer
- An application/license consent and a responsible officer

- An application/license processing group and assigned responsible officers
- An application/license consent processing group and assigned responsible officers

The change involves dropping table LAPROFF from the database and replacing it with four new tables:

- LAPROFA
- LAPROFC
- LAPROFT
- LAPROFK

There is an Infomart CIM file included in the fix that must be applied at the same time to ensure that officer details continue to be extracted to Infomart subsequent to the fix being applied. Sites will need to review any localised procedures (User\_Rebuild procedure etc.) for use of the dropped table and make changes to that custom SQL script accordingly.

The change will mean that any Pathway Query queries that include the LAPROFF table will need to be altered to use one of the new tables mentioned above. This will be most visible where MyPathway Charts are based on such queries as these charts will return an error until such time as the underlying query structure is altered to use the replacement tables.

# Auditing

## Enhancements and Pre-Release Functionality

### Audit Log Cleanup

InforXtreme Incident: LOGA 7330638; DRN: 27036 Fix:  
SMART AND THICK CLIENT; KB:

#### AUDIT LOG CLEANUP CONTROL

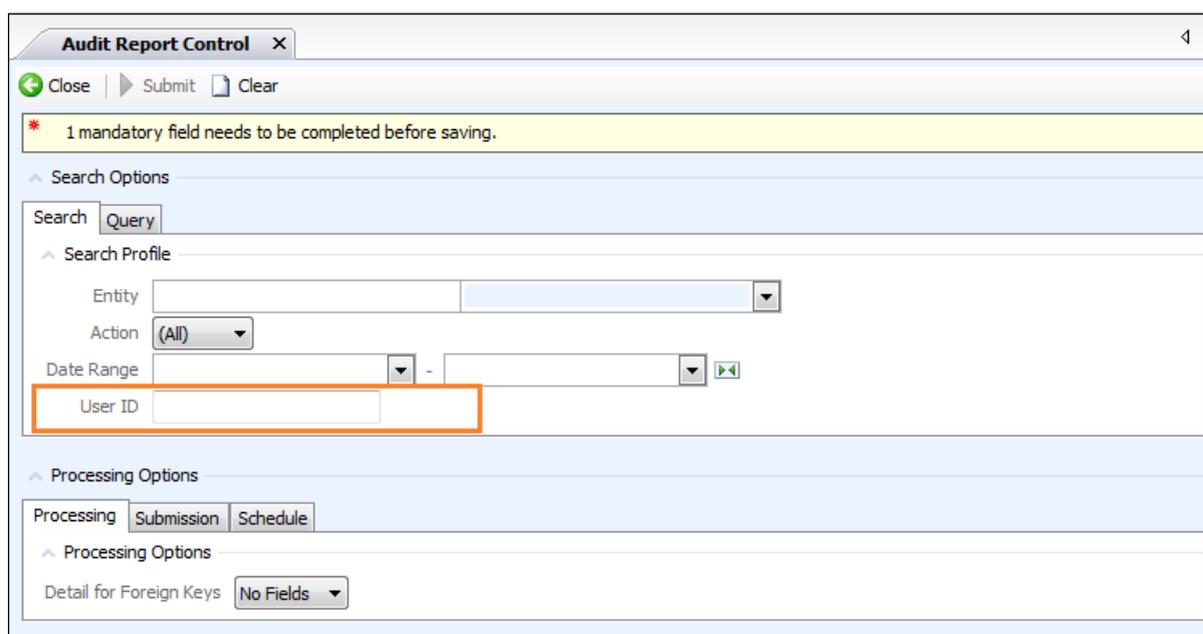
Previously it was not possible to clean up Audit Log entries for an entity unless that entity was currently being audited. This restriction has been removed so that it is possible to clean up entries (that meet the selection criteria) for any entity regardless of its current auditing status.

### Audit Report

InforXtreme Incident: LOGA 5283005; DRN: 27174 Fix: 03096298;  
LOGA 6929864; LOGA 6640830;  
SMART CLIENT; KB:

#### AUDIT REPORT CONTROL

The Audit Report Control form has been enhanced to allow the User ID to be specified as part of the Search Profile.



#### *Audit Report Control*

The User ID is a free format text field and allows wildcard characters. Only audit records matching the entered User ID will be reported.



# Bookings Management

## Enhancements and Pre-Release Functionality

### Bookings Entry

InforXtreme Incident: WILL 5683001;    DRN: 25772    Fix: 03096266;  
 WILL 6171570;  
 SMART CLIENT;    KB:

### FACILITY CALENDAR

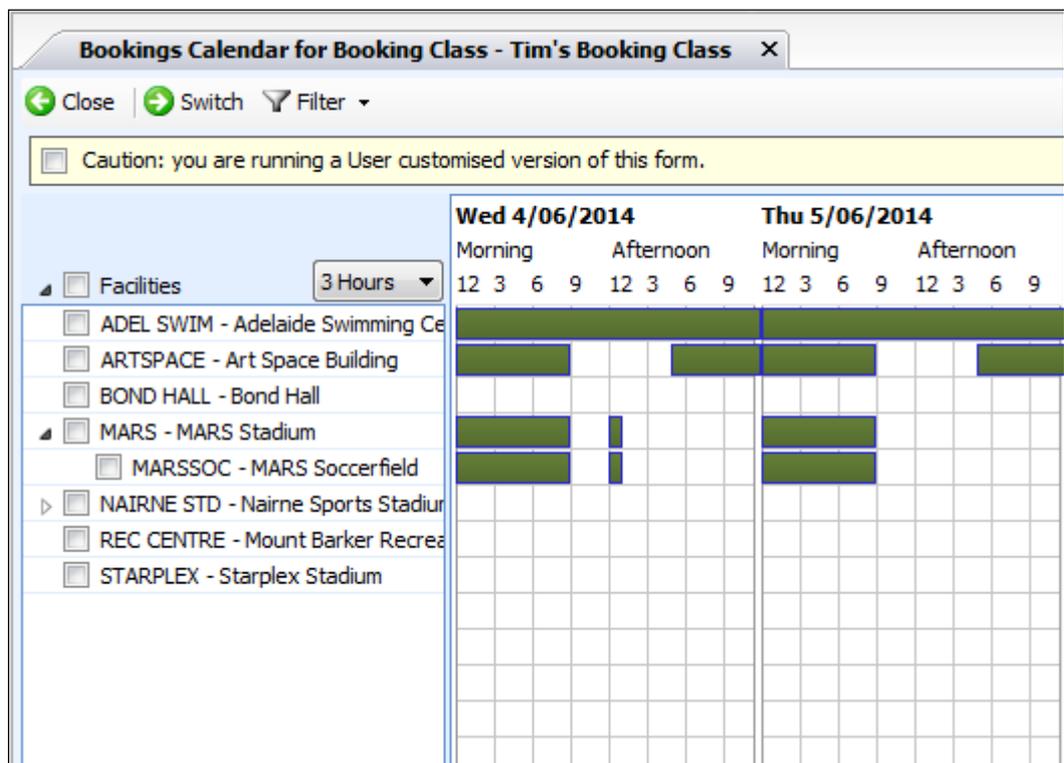
Enhancements have been made to the Facility Calendar.

#### Time Scale

The Facility Calendar now remembers the Time Scale selected by each user, instead of always defaulting to “3 Hours”. For example, if the Time Scale is changed from “3 Hours” to “1 Hour” and the form is closed and then re-opened the Time Scale will already be set to “1 Hour”.

#### Facility Text

It is now possible to choose whether the Facility Description, Facility Code or both are used in the list of Facilities on the left hand side of the Calendar.



*Facility Calendar with expand/collapse capability, and Facility text using the Code and Description.*

This behaviour is controlled using the new Facility Text parameter available at the Class level (refer below).

### Expand/Collapse Sub-Facilities

The Facility Calendar now allows Sub-Facilities to be collapsed or expanded using the new triangle icon (▾ ▸) displayed alongside their parent Facility. In addition, all Sub-Facilities can be collapsed or expanded at the same time using the new triangle icon displayed in the Facilities heading section.

It is also possible to control whether all Sub-Facilities are collapsed or expanded by default when the Calendar is displayed or a Filter is applied using a new Collapse Sub-Facilities by Default parameter available at the Class level (refer below).

### BOOKING CLASS MAINTENANCE

New parameters have been added to the Booking Class Maintenance form (Bookings Management >> Bookings Management Parameters >> Bookings Management Classes).

The screenshot shows the 'Booking Class Maintenance' window. The 'Class Code' is 'DE' and 'Active' is checked. The 'Description' is 'Debtors mode only'. Other parameters include 'Allow Fees on Facilities' (unchecked), 'Allow Fees on Activity Type' (unchecked), 'Bonds on Separate Invoice' (checked), 'Accounting Method' (Cash), 'Accounting Method Override' (none), 'Default Calendar' (empty), and 'Facility Calendar Default' (unchecked). The 'Smart Client' section has 'Exclude Bookings from Calendar with Status' set to 'Cancelled', 'Conflicting', and 'Declined'. The 'Standard Calendar' section has 'Also show Bookings for Parent Facilities of selected Facilities' (Auto Book), 'Also show Bookings for Sub-Facilities of selected Facilities' (No), and 'Also show Bookings for Sibling Facilities of selected Facilities' (Yes). The 'Facility Calendar' section is highlighted with an orange border and contains 'Facility Text' (Description) and 'Collapse Sub-Facilities by Default' (unchecked). The 'Thick Client' section has 'Show Monthly Calendar as default from Booking Entry' (checked). The 'Options' section has 'Secured User Access' (unchecked). 'OK' and 'Cancel' buttons are at the bottom right.

*Booking Class Maintenance showing new parameters*

### Facility Text

Determines the text used for Facilities displayed on the Facility Calendar.

Code – The Facility Code will be used.

Description – The Facility Description will be used. This is the default setting.

Code and Description – The Code and Description will be used in the format (for example “ASWIM – Adelaide Swimming Centre”).

*Note that after changing the Facility Text parameter it is necessary to refresh the Pathway Application Server for the change to be properly recognised by all existing Pathway sessions.*

### Collapse Sub-Facilities by Default

This controls whether all Sub-Facilities are initially collapsed when the Facility Calendar is displayed or a filter is applied.

### Other

The existing “Show Related Bookings on Standard Calendar” parameters have been given more descriptive labels and the form layout has been adjusted.

## **Class Parameters**

InforXtreme Incident: WILL 4595600; DRN: 27065 Fix: 03096202;  
SMART AND THICK CLIENT; KB: 1506821;

### FEES EXTRACT TYPE

A new Discount\_Percentage Extract Field is now available for printing on Extract Types based on the FEES Extract List Type. This field contains the discount percentage for a Fee.

## **Bookings Entry**

InforXtreme Incident: WILL 4358194; DRN: 27066 Fix: 03096283;  
SMART CLIENT; KB:

### RECURRENCE PATTERN ENTRY

Enhancements have been made to the Recurrence Pattern Entry form to allow Public Holidays and/or School Holidays to be excluded from a booking.

**Recurrence Pattern Entry** X

Cancel Save Undo Edit

Details for this new item have been modified.

**Booking**  
 Booking: 3212 Football Training

**Facility**  
 Facility: MCG Melbourne Cricket Ground Allow Multiple Bookings

**Booking Time**  
 Start Time: 5:30:00 PM End Time: 7:00:00 PM

**Pattern**  
 Frequency: Daily  Every 1 day(s)  Every Weekday

**Range**  
 Start Date: Wednesday, 20 August 2014 End after: occurrence(s)   
 End Date: Tuesday, 28 October 2014

Exclude Public Holidays  Exclude School Holidays

**Recurrence Dates**

August 2014							September 2014							October 2014						
Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su
28	29	30	31	1	2	3	1	2	3	4	5	6	7	1	2	3	4	5		
4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12
11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19
18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26
25	26	27	28	29	30	31	29	30						27	28	29	30	31	1	2
														3	4	5	6	7	8	9

Recurrence Pattern Entry showing the new Exclude options and Recurrence Dates section

The new Exclude Public Holidays check box can be used to exclude Public Holidays from the Recurrence pattern. Public Holidays must have first been defined on the Calendar in the Pathway parameters (System Administration >> System Parameters >> Calendar Maintenance).

The new Exclude School Holidays check box can be used to exclude School Holidays from the Recurrence pattern. For School Holidays to be recognised for a given calendar year the school terms for that year must have first been defined for that calendar year using the new School Term Maintenance form (see below).

The new Recurrence Dates section provides a visual presentation of the dates calculated by the current Pattern and Range selections. The calculated dates are displayed in bold font and are recalculated when any of the Pattern or Range details are changed. The Recurrence Dates section is only visible when entering a Recurrence Pattern because after a Pattern has been saved it is possible for its generated Booking Lines to be manually altered and therefore no longer reflect the original Pattern. The number of months displayed varies according to the size of the form window. If required, preceding or following months can be seen by clicking on the triangles in the headings of the first and last displayed months.

Corrections have also been made to the Recurrence Pattern Entry form. Previously, when the Undo Edit button was pressed not all the original values were restored, and when the Delete button was pressed an exception occurred and the Pattern was not deleted.

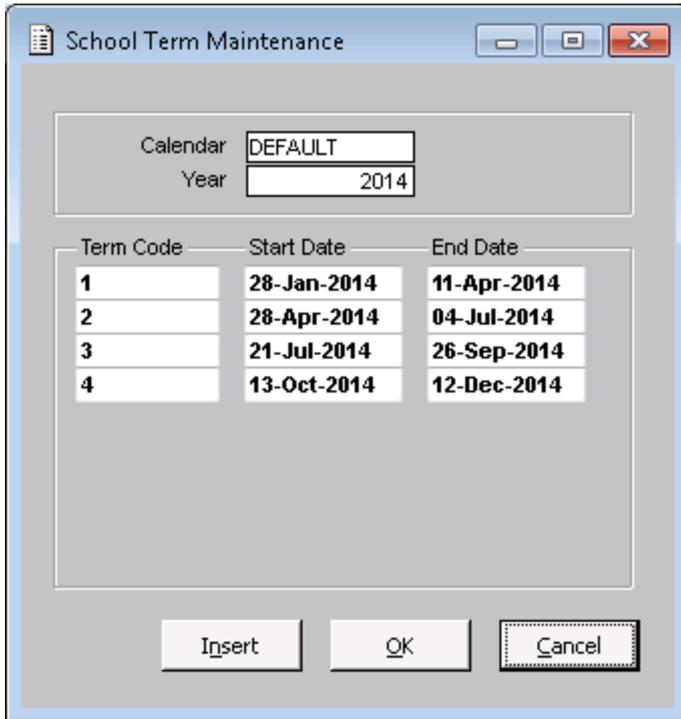
## CALENDAR MAINTENANCE

The Pathway Calendar functionality has been enhanced so that it is now possible to define School Term dates for a Calendar's Year. Calendar Years are maintainable via System Administration >> System Parameters >> Calendar Maintenance.

Year	Start Time	Finish Time	Days	Terms
2014	00:00:00	23:59:59	...	...
2013	00:00:00	23:59:59	...	...
2012	00:00:00	23:59:59	...	...
2011	00:00:00	23:59:59	...	...
2010	00:00:00	23:59:59	...	...
2009	00:00:00	23:59:59	...	...
2008	00:00:00	23:59:59	...	...
2007	00:00:00	23:59:59	...	...
2006	00:00:00	23:59:59	...	...

*Calendar Year Maintenance*

School Terms can be defined via the "Terms" button which invokes the School Term Maintenance form. The Calendar Year Maintenance form has also been modified so that Years are now displayed in descending order instead of ascending.



*School Term Maintenance*

School Terms must be allocated a Term Code as well as Start and End Dates.

# Customer Profile

## Enhancements and Pre-Release Functionality

### ePathway Customer Profile

InforXtreme Incident: BALL 6363687; DRN: 27639 Fix:  
BALL 6533312; ONKP 7768231;  
SMART AND THICK CLIENT; KB: NA;

EPATHWAY CUSTOMER TYPES CAN NOW BE LIMITED (COUNCIL ASSIGNED ONLY)

Customer Types can now be nominated as being 'Limited' to council assignment only (i.e. when marked as Limited, that Customer Type will no longer be exported to ePathway and therefore will not appear in the dropdown box for the Customer Type field during ePathway user registration).

# Customer Service

## Enhancements and Pre-Release Functionality

### Request Maintenance

InforXtreme Incident: MBRC 5435879; DRN: 25669 Fix:  
SMART AND THICK CLIENT; KB:

#### CHANGING REQUEST TYPE

An enhancement has been made to Customer Service Request Maintenance in the smart client to warn a user about potential loss of existing module links when changing request type. For example, a new request type not supporting the existing module links, allows the user to cancel the request type change.

### Request Maintenance

InforXtreme Incident: MORE 5857280; DRN: 26173 Fix: 03086113; 03096262;  
MORE 6134234; LOGA 5835859;  
WOLL 6419043; MRSC 7067235;  
DARE 7130670;  
SMART AND THICK CLIENT; KB: 1187089;

#### ON HOLD FUNCTIONALITY

Various enhancements and corrections have been made to the 'On Hold' functionality in the Customer Service module.

Changes have been made to the Thick Client so that the count of the number of times that a request has been placed on hold is incremented correctly, so that the functionality governing the maximum number of times that a request can be placed on hold operates as required.

Enhancements have been made to the Smart Client so that for a request:-

- 1) The Respond By Date is calculated as and when required. The Respond By Date is now determined by extending the Date Received by the request's current Priority Duration Time. In addition, if the 'Is Respond By Date affected by On Hold' system parameter is ticked then the Respond By Date is further extended by the amount of time that the request has been on hold in the past (completed actual on hold time) plus any pre-set On Hold Time if the request is currently on hold. Changes have also been made so that the Respond By Date is recalculated if the request comes off hold early (e.g. by manually changing the status).
- 2) The Time Taken is calculated by excluding the actual On Hold time. Therefore the Time Taken is now calculated to be the difference between the Date Received and the Date Responded less the time the request was On Hold.

Note: The above changes will only be evident for the Requests that are created after this new software has been installed, as it relies upon details stored when a Request is created or changed.

The Smart Client's Request Maintenance option has been changed so that the search results are determined quickly when searching for 'On Hold' requests (i.e. the Completion Status is set to 'On Hold').

## Smart Mobile Customer Service

InforXtreme Incident: BALK 6918398; DRN: 26873 Fix: 03096132;  
 WILL 7112392; IPSW 7309046; INVC  
 7366728; INVC 7370339; MBRC  
 7377660; INVC 7423978; BALL  
 6650768; INVC 7256568;

SMART AND THICK CLIENT; KB: 1454820; 1474770;  
 1481691; 1483978;  
 1500533;

### SMART MOBILE CUSTOMER SERVICE

Pathway Smart Mobile Customer Service app has been enhanced to provide additional functionality as listed below:

- Search for Customer Service Requests by reference profile
- Log off confirmation
- Attachment improvements
- Corrected Windows Phone 8 scrolling
- Better error handling during the log on process

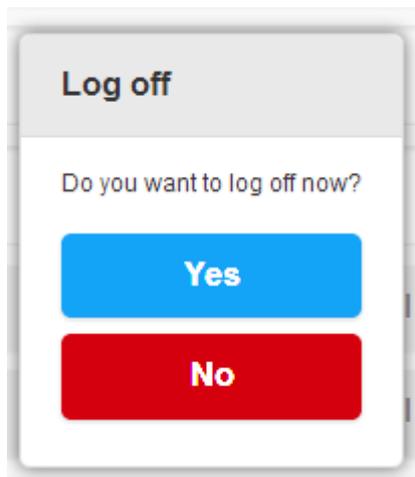
#### Find Requests Page

The "Find Requests" page has been improved and a new "Reference" search tab has been introduced which allows a user to search for requests by reference.

The screenshot displays the 'Customer Service' app interface. At the top, there is a navigation bar with a 'Logoff' button, a menu icon, the title 'Customer Service', a 'New +' button, and a 'Search' button with a magnifying glass icon. Below the navigation bar, there are several search filters: 'Reference Type' set to 'EMAILADDR - Email Address', 'Reference Number' with the input '\*infor\*', 'Reference Status' set to '(All)', 'Reference Status From Date', and 'Reference Status To Date'. At the bottom, there is a navigation bar with four tabs: 'Request', 'Property', 'Name', and 'Reference' (which is highlighted in red). Below the navigation bar, there is an 'Online' button and an 'Upload 0 Requests' button with an upward arrow.

#### Log Off Confirmation

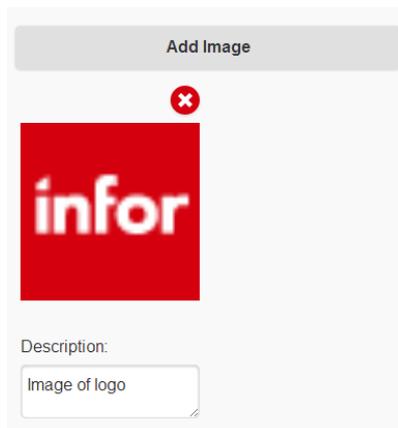
A confirmation dialog is displayed when a log off button is selected. This is to prevent users from logging off unintentionally.



### Attachment Improvements

A description can now be entered when adding an attachment to a Customer Service Request. This description will be passed to Pathway during the upload process when the Customer Service Request is saved.

Unwanted attachments can now be removed before saving the Customer Service Request. This is achieved by clicking on the Red Cross at the top right corner of the image.



## Smart Mobile CityWatch

InforXtreme Incident: BALK 6918398;  
WILL 7112392; IPSW 7309046; INVC  
7366728; INVC 7370339; MBRC  
7377660; INVC 7423978; BALL  
6650768; INVC 7256568;

DRN: 26873

Fix: 03096132;

SMART AND THICK CLIENT;

KB: 1454820; 1474770;  
1481691; 1483978;  
1500533;

Smart Mobile CityWatch has been enhanced so that the client log cannot be displayed by a user.

## Request Maintenance and Enquiry

InforXtreme Incident: SMART CLIENT;  
DRN: 26906  
KB:  
Fix: 03096141;

### REQUEST MAINTENANCE/ENQUIRY

Changes have been made to improve the performance of the Options dockable window in the Request Maintenance and Request Enquiry summary forms.

## Smart Mobile CityWatch

InforXtreme Incident: LOGA 7370384;  
SMART AND THICK CLIENT;  
DRN: 27073  
KB: 1483982;  
Fix:

### MANDATORY QUESTIONS

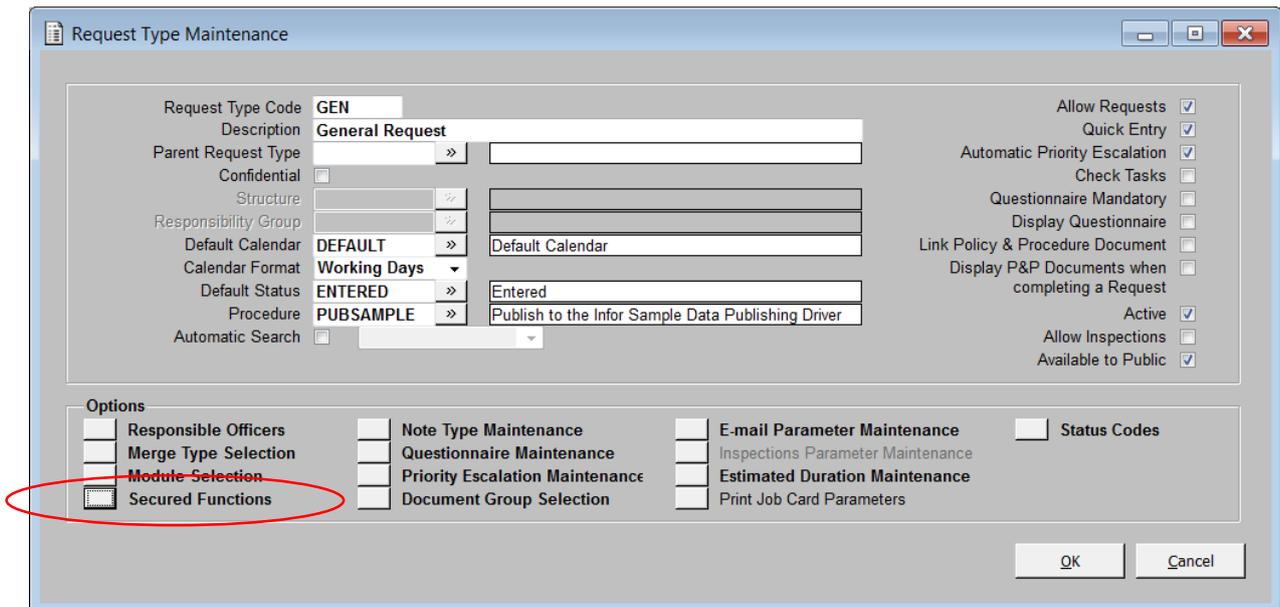
CityWatch has been enhanced so that when a Request Type has the Mandatory Questionnaire option checked, all the questions within the mobile questionnaire are considered to be mandatory. This requires a user to enter a value for each question in CityWatch. Failing to do so will highlight the question field in red and stop the request from being submitted.

## Request Maintenance

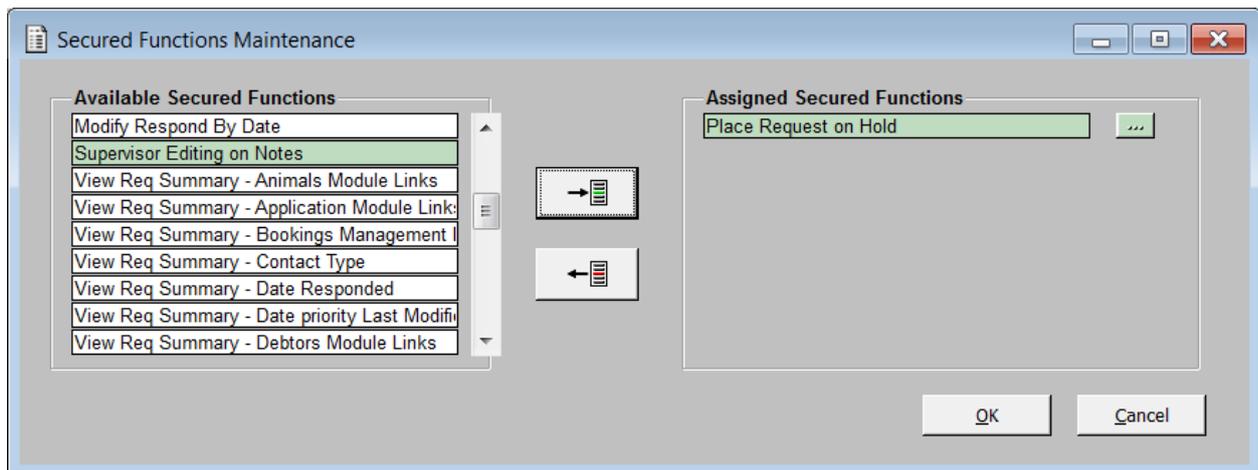
InforXtreme Incident: SMART CLIENT;  
DRN: 27095  
KB: NA;  
Fix: 03096358;

The Request Entry and Request Maintenance forms have been changed in the Smart Client to allow a site to control which users can place a request 'on hold' (i.e. allow a user to select a 'Hold' Request Status). To provide this functionality a new Secured Function named 'Place Request on Hold' has been added to the Secured Functions that are available for a given Request Type.

To enable this functionality access the Request Type Maintenance menu option and select the Request Type that requires this security. Select the Secured Functions button:-



Assign the 'Place Request on Hold' secured function and select its detail button:-



Nominate the users who are allowed to place a request of this Request Type 'on hold':-

Authorised User Maintenance

Request Type Code	GEN	General Request
Secured Function Code	PUTONHOLD	Place Request on Hold

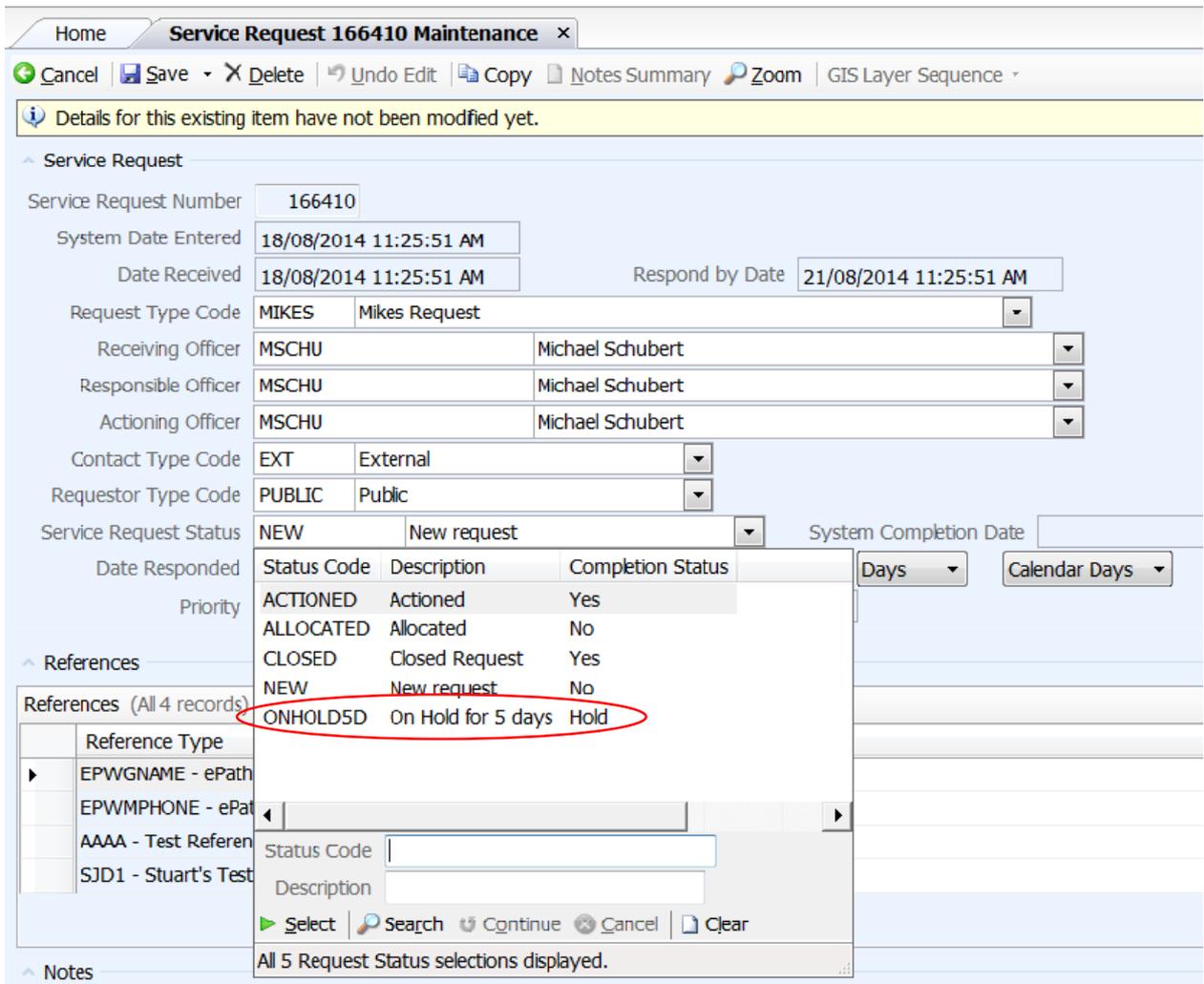
User Identifier	User Name
MSCHU >>	Michael Schubert
JSCOT >>	John Scott

Insert OK Cancel

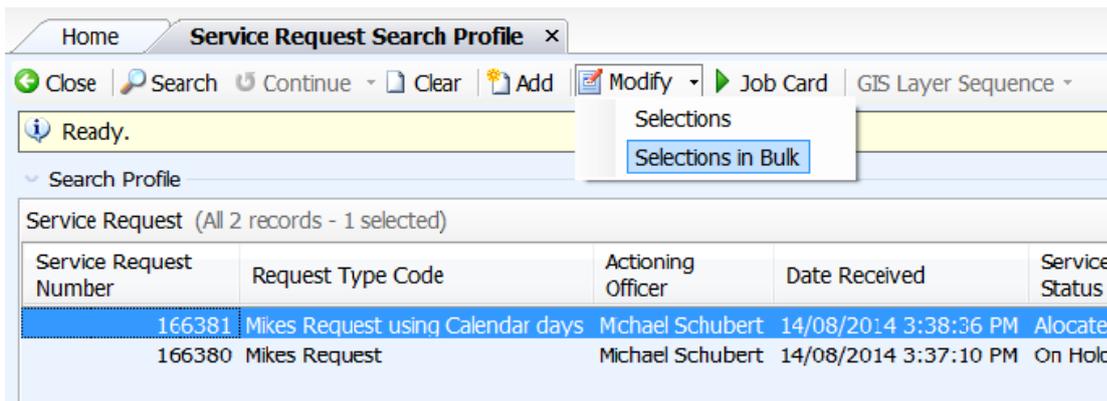
Note:

- Each Request Type that requires this security must be set up as above.
- If a Request Type does not have the 'Place Request on Hold' secured function assigned then all users authorised to the Request Type will be able to select a 'Hold' Request Status for a Request.

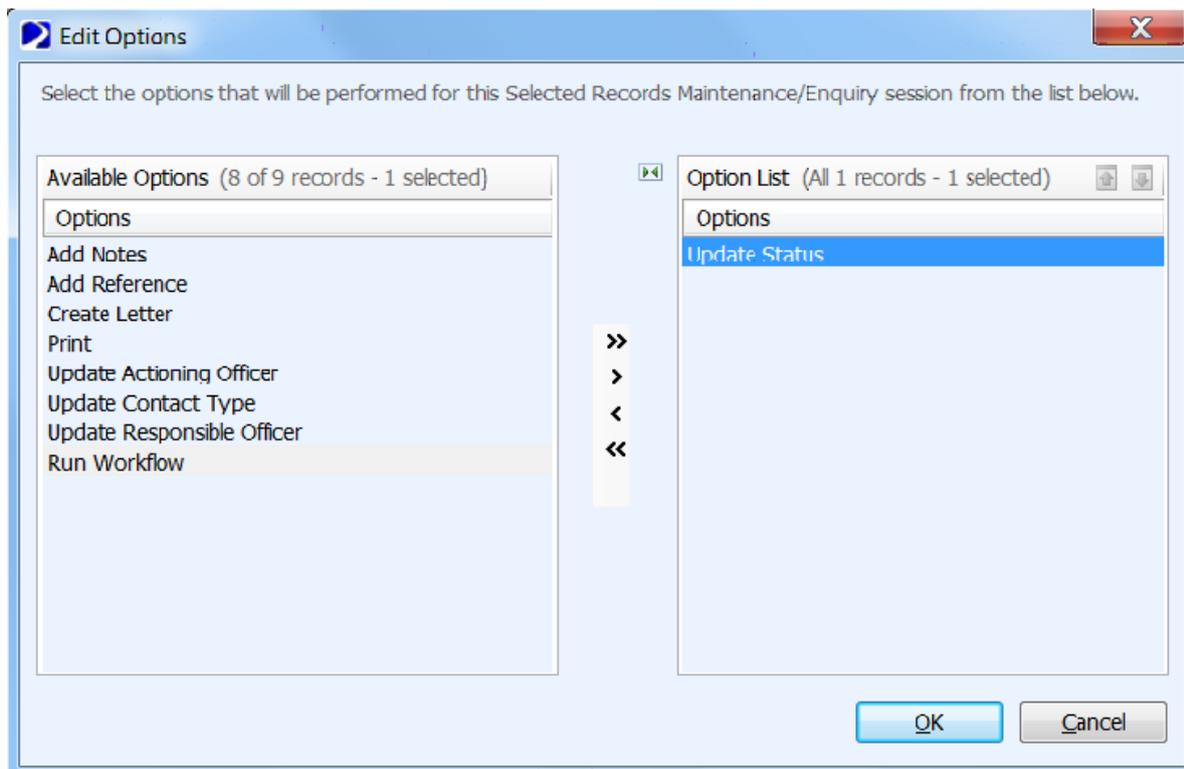
If this functionality has been enabled for a Request Type but a certain user has not been authorised then they will not be able to see or select a 'Hold' Request Status which would otherwise be shown:-



Note: In the Smart Client's Request Maintenance option it is possible to maintain a number of requests in bulk using the Selections in Bulk pull-down on the Modify button:-



This functionality allows the selected Requests to have their Status updated in bulk:-



Due to the complexity involved in updating Statuses in bulk, the user security advised above is unable to be implemented in this function.

## Request Maintenance

InforXtreme Incident: LOGA 5283005; DRN: 27174 Fix: 03096298;  
LOGA 6929864; LOGA 6640830;

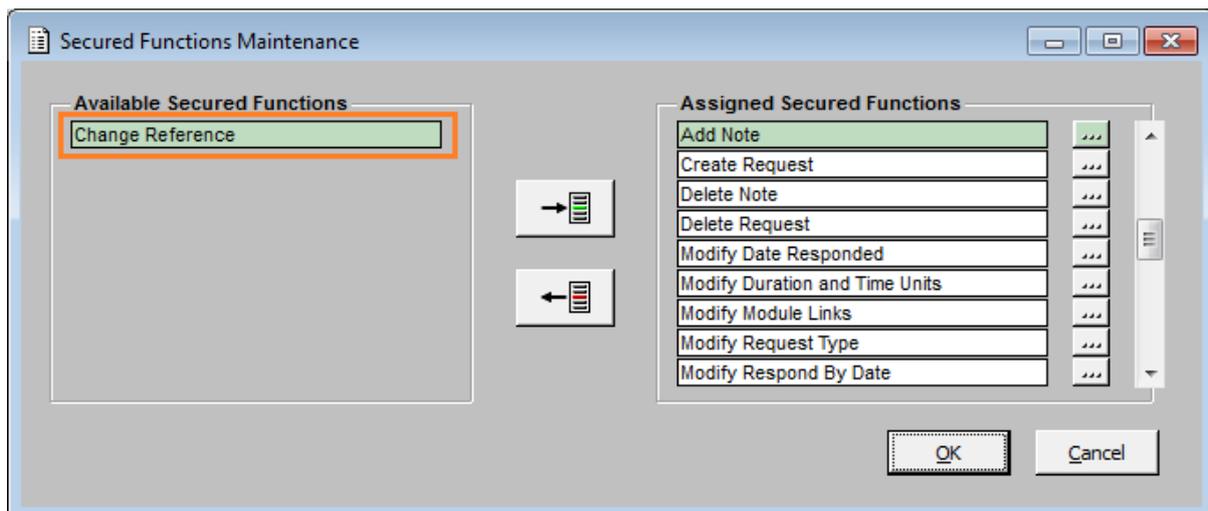
SMART CLIENT; KB:

### REQUEST MAINTENANCE

Enhancements have been made to the maintenance of References on the Request Maintenance form in the Smart Client version of Pathway.

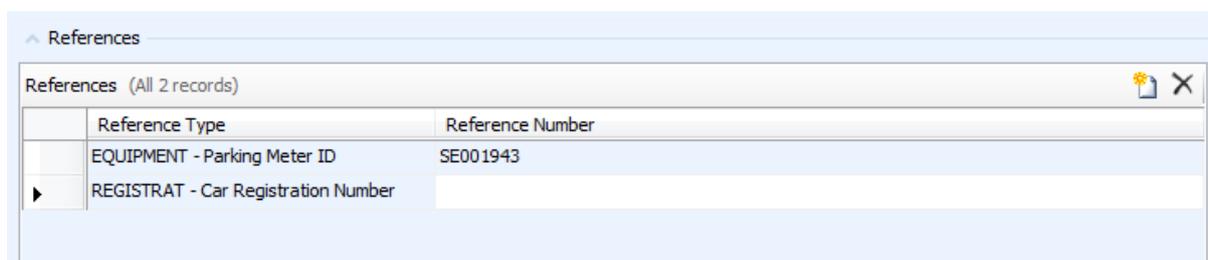
#### Reference Security

A new Secured Function named "Change Reference" has been added to the Secured Functions that are available for a given Request Type.



*Secured Functions Maintenance form in Request Type Maintenance*

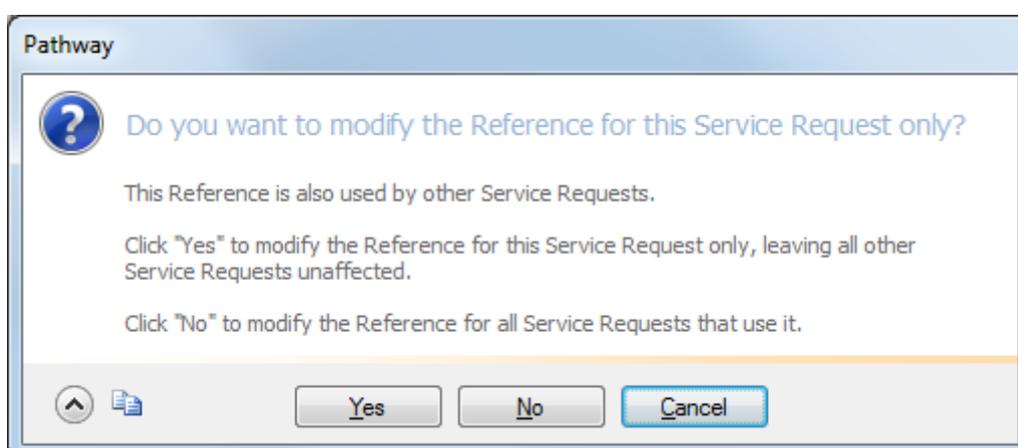
When assigned, only users who have been granted access to this Secured Function will be able to modify (overtyp) existing References on a Customer Service Request. This applies when modifying References on the Request Maintenance form and on the Reference Maintenance form accessed via the References option. Users who have not been granted access will only be able to delete existing References and add new References. This new Secured Function is equivalent to the “Change” flag that is already available as part of the standard Option security in most other Pathway modules.



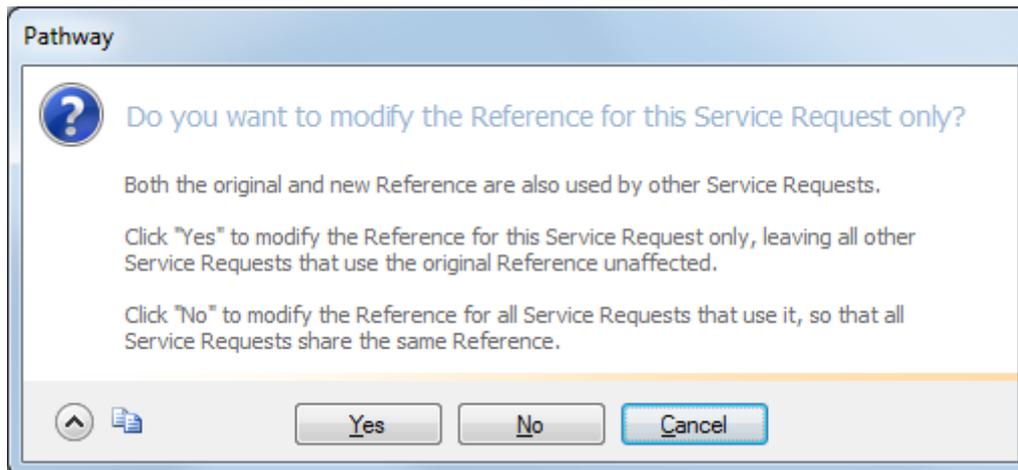
*References grid on the Request Maintenance form – User not authorised to change (overtyp) References*

### Modifying References

The message dialogs which appear when a shared Reference is modified by the user have been reworded, and an extra confirmation message dialog has been introduced. These modifications have been made to help avoid a Reference modification unintentionally affecting multiple Service Requests.

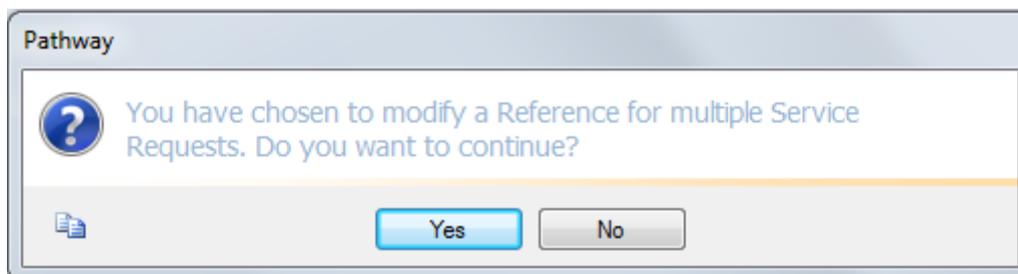


*Dialog when a shared Reference is modified.*



*Dialog when a shared Reference is modified and the new Reference value already exists.*

Also, an extra confirmation message now appears if the user chooses to modify the Reference for all Customer Service Requests that share it by clicking the "No" button in either of the previous dialogs.



*Confirmation message*

### Auditing

A correction has been made to the Request Maintenance form in the Thick Client version of Pathway. Previously, if an existing Reference was modified (overtyped) a User ID of "BATCH" would be recorded on the Audit record instead of the User ID of the user who modified the Reference. A similar problem has also been corrected for the Node ID recorded on the Audit record.

### Other

Corrections have been made to the Request Maintenance and Request Entry forms in the Smart Client version of Pathway, as follows:

Previously, when a new Reference was inserted the Reference Type would not initially be blank if a Default Reference Type was nominated in the Customer Service system parameters.

Previously, the References were not always sequenced correctly. The sequence is now as follows:

1. References with Reference Types that are nominated as Default Reference Types in the Customer Service system parameters (if any).
2. References for all other Reference Types, in the order defined in the Reference Type parameters.

## **Request Entry**

InforXtreme Incident: MNVL 7768284; DRN: 27631

Fix: 03086326; 03096363;

SMART CLIENT;

KB: 1526158;

REQUEST ENTRY

\*\* CONFIRM SITES ONLY \*\*

In the smart client, questionnaire data for a new Customer Request was not being passed to Confirm when a Customer Request for a Confirm Request Type with a questionnaire was created.

# Debtors

## Enhancements and Pre-Release Functionality

### Aged Balance Roll and Statement Print

InforXtreme Incident: WTOR 5225250; DRN: 25864      Fix:  
 PERT 6321188; CAPG 1402872;  
 CAPG 4135593; SALS 5031285;  
 GEEL 5268233; GLAD 6933566;  
 AUCK 6551628;

THICK CLIENT;      KB:

DEBTORS RE-WRITE – PHASE ONE

#### OVERVIEW

Enhancements have been made to the Debtors module to better cater for Ageing and Statement printing.

- Ageing can be set to occur automatically
- The Ageing process has been split from the Statement Printing process.

#### PARAMETERS

##### *Term Maintenance*

Enhancements have been made to the Term parameters to provide further control around automatic Ageing and Statement Printing.

Term	Description	Period	Frequency	Next Statement Date	Default Merge Type	Automatic Ageing Allowed	Offset Days	Generation Run	Ageing in Progress
14DAYS	14 day terms - demo test	Days	14	08-Mar-2002		<input type="checkbox"/>		08MAR2002	<input type="checkbox"/>
30DAYS	30 Day Terms - open item	Days	30	21-Dec-2001		<input checked="" type="checkbox"/>	-1	21DEC2001	<input type="checkbox"/>
30DAYSF	30 Day Terms - brought forw	Days	30	29-Apr-2000		<input type="checkbox"/>			<input type="checkbox"/>
30DAYSF2	30 Day Terms - due 1st April	Days	30	21-Oct-2003		<input type="checkbox"/>		21OCT2003	<input type="checkbox"/>
30DAYSJSC	30 Day Terms - Open Item	Days	30	20-Mar-2003	TIM STMT	<input type="checkbox"/>		20MAR2003	<input type="checkbox"/>
3RDAPRIL	30 days terms	Days	30	02-Jun-2000		<input type="checkbox"/>		02JUN2000	<input type="checkbox"/>
D214563	Tim's Debtor 214563	Days	1	22-Apr-2003		<input type="checkbox"/>		22APR2003	<input type="checkbox"/>
DBUTEST	dbu test	Days	26	29-Jan-2001		<input type="checkbox"/>		29JAN2001	<input type="checkbox"/>
DEBTOR_DEF	Debtor Default	Months	1	01-Jun-2000		<input type="checkbox"/>		01JUN2000	<input type="checkbox"/>

*Term Maintenance (Debtors >> Parameters >> Term Maintenance)*

Automatic ageing will only occur for Terms which have the new “Allowed” check box set on.

The “Offset Days” can be used to further control the date on which a Term is automatically aged. For example, if it is set to negative two (i.e. -2) the automatic ageing will occur two days prior to the Term Next Statement Date. Likewise if it set to plus two (i.e. 2) it will not occur until two days later than the Term Next Statement Date.

The “Ageing in Progress” is for informational purposes only and will appear checked on if a Term is in the process of being aged (either manually or automatically).

The “Default Merge Type” is used to default the Merge Type used to generate statement documents for a Term. If entered it is displayed and used by the Statement Print function.

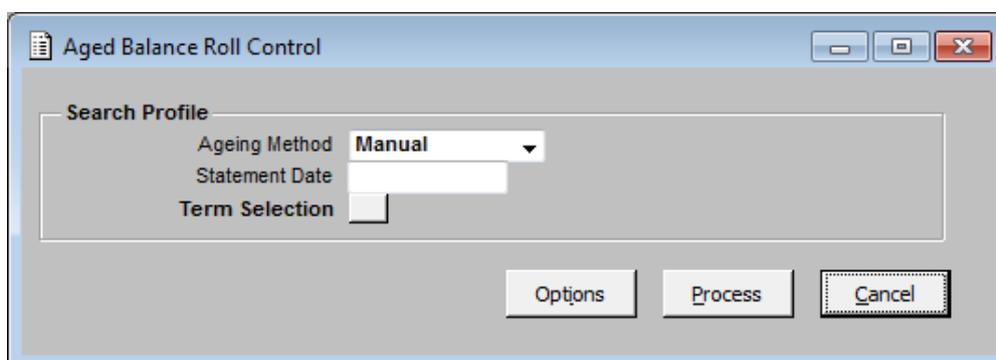
In the exceptional situation where the Next Statement Date is changed on one or more Terms, extra processing will occur when the OK button is pressed. This processing will update all the Debtors that use the Terms and may take some time to complete.

## BATCH PROCESSING FUNCTIONS

### *Aged Balance Roll*

The previous “Statement and Aged Balance Roll” has been separated into two functions so that the Printing of Statements can be performed outside of the Ageing of Debts. These functions have also been enhanced to facilitate their ease of use.

The Aged Balance Roll performs the Ageing of Debts.



*Aged Balance Roll Control*

Ageing can be performed (as per previous functionality) by:

1. Selecting an Ageing Method of “Manual”
2. Entering the Statement Date
3. Selecting the Terms to be aged via the Term Selection button.

Alternatively, automatic ageing can be performed by selecting an Ageing Method of “Automatic”. When using this method the Aged Balance Roll will automatically determine the Terms that are due for Ageing based on their Next Statement Date and the date the job is run (so there is no need to manually select any Terms or enter a Statement Date).

Automatic Ageing will only occur for Terms that have been set to Automatically Age. This must be set up as per the Term Maintenance section.

For example, if the Aged Balance Roll was submitted to run as a permanent End of Day job with the Ageing Method set to Automatic, then Terms would be Aged when their Next Statement Date arrives without having to remember to submit a job on the required day.

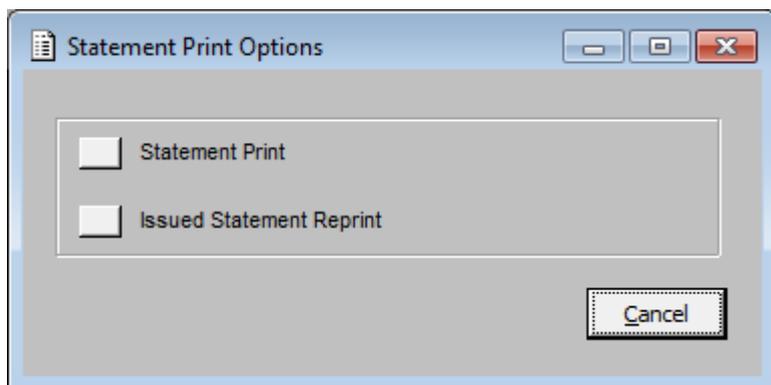
Once a Term has been Aged, the new Statement Print function is used to print the required Statements. Please refer to the Statement Print section for details.

The Aged Balance Roll can be resubmitted if required (e.g. a power failure halts the job partway through processing).

Please note that any scripts previously supplied by Infor Pathway Support that allowed the old “Statement and Aged Balance Roll” function to be reversed so that it could be resubmitted are no longer applicable and should no longer be used.

*Statement Print*

The Statement Print function provides the ability to print and reprint Statements.



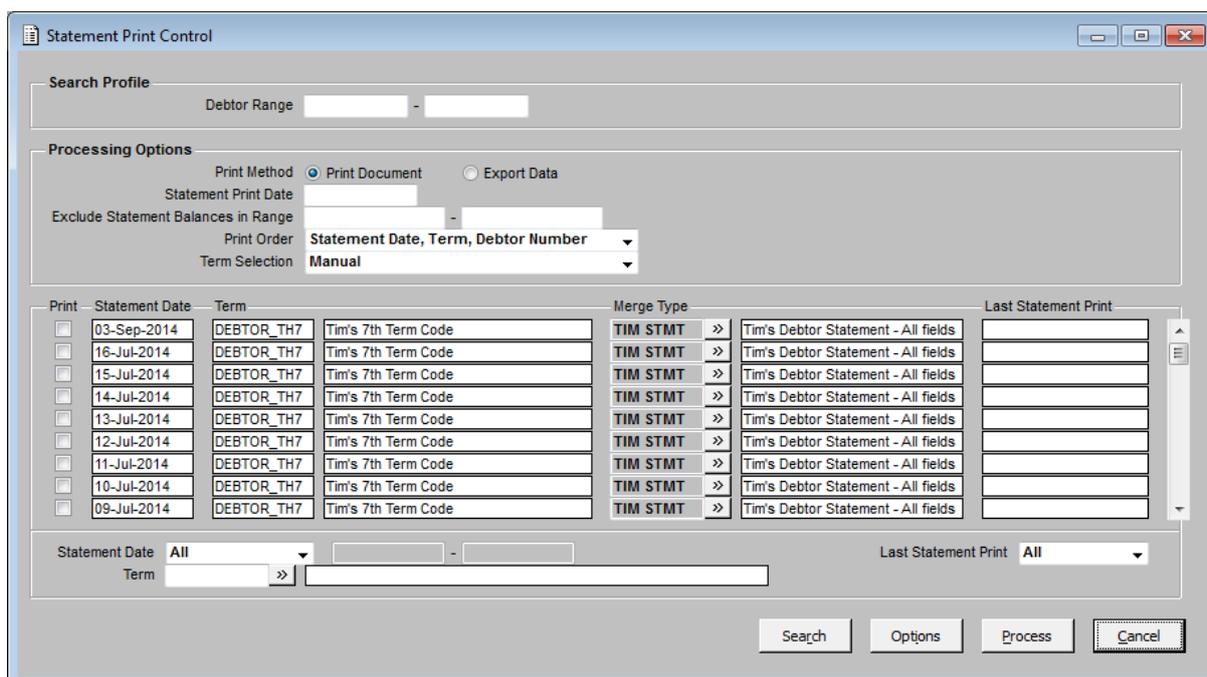
*Statement Print Options*

The Statement Print button provides the ability to print Statements associated with the Ageing of Terms performed by the Aged Balance Roll.

The Issued Statement Reprint button provides the ability to reprint Statements that have been previously generated as documents against Debtors.

*Statement Print Control*

The Statement Print Control is accessed from the Statement Print Options form.



*Statement Print Control*

This form displays the Term and Statement Dates that have been Aged by the Aged Balance Roll, allowing Statements to be printed for each at any time.

FIELD LABEL	DESCRIPTION
<b>Debtor Range:</b>	This is a standard range that allows statements to be printed for Debtor Numbers in the nominated range. To process all Debtors leave the range blank.

FIELD LABEL	DESCRIPTION
<b>Print Method:</b>	Selecting “Print Document” will generate statement documents and store them against the Debtors. Selecting “Export Data” will write the statement information required to print a statement to a reporting table (LRPDR01). This data can then be exported to a file for a mail merge or for sending to an external printing bureau, but the statements will not be stored against the Debtors in Pathway. Note that data previously extracted to the reporting table using the old “Statement and Aged Balance Roll” function has been retained and can still be exported from this form in the same way as was previously done.
<b>Statement Print Date:</b>	This is the date that statements are printed. If left blank the Statement Print will automatically use the later of the Term Statement Date and the date the job is processed. This may be useful if the Statement Print is submitted as a permanent end of day job. The date is extracted into the Statement Print Date merge field.
<b>Exclude Statement Balances in Range:</b>	This range allows statements within a certain balance range to be excluded from printing. It was previously named “Minimum Balance Range”. The range can be open ended. For example, a range of “blank” to “0.05” would only print statements with a positive balance greater than 5 cents.
<b>Print Order:</b>	Determines the order in which the statements are printed. This may be useful when more than one Statement Date Term is selected for printing in the same job.
<b>Term Selection:</b>	Select “Manual” to select the Statement Date Terms to be printed using the “Print” check box column. Select “All in the latest Aged Balance Roll” to automatically print all the Statement Date Terms belonging to the most recent Aged Balance Roll. When using this method of selection the Statement Date Terms to be printed are automatically selected at the time the job runs, so there is no need to select Statement Date Terms using the “Print” check box column. For example, the Statement Print could be submitted to run as a permanent End of Day job with Term Selection set to “All in the latest Aged Balance Roll” in order to automatically print any Statement Date Terms that have been aged by an Aged Balance Roll permanent End of Day job.
<b>Statement Date Terms:</b>	Each Statement Date Term row in this grid represents the ageing of a Term for a given Statement Date. To print the statements associated with one of these Statement Date Terms tick its “Print” check box. Multiple Statement Date Terms may be printed in the same run. The Merge Type is required if printing documents (refer to Print Method) and will be initially set to the Default Merge Type nominated against the Term in the parameters (refer to the Term Maintenance enhancements detailed further down). The Merge Type can also be manually entered or the default can be overridden. The Last Statement Print column displays the date and time that the most recent Statement Print job ran for a Statement Date Term.

FIELD LABEL	DESCRIPTION
<b>Statement Date Terms – Search Profile:</b>	The lower section can be used as a Search Profile to control which Statement Date Terms are displayed. The Statement Date can be used to only display ageing for Terms where the Statement Date is in the last week, last fortnight, last 31 days, or within a manually entered date range. The Term can be used to only display ageing for a nominated Term. The Last Statement Print can be used to filter based on whether or not a Statement Print job has run for the Statement Date Term. Enter the required selections and press the Search button to apply the Search Profile.

#### Statements – Information that will not change:

When a statement is printed or exported the transaction related information included on the statement reflects the state of the Debtor and its transactions at the time the ageing occurred for the selected Statement Date Term.

This means any transaction activity that occurs after the ageing does not affect the transaction related information that is printed on the statement. This is the case at any time the selected Statement Date Term is used to print a statement.

The information which always reflects the state of the Debtor and its transactions at the time the ageing occurred includes:

Debtor fields:

DESCRIPTION	MERGE FIELD	EXPORT FIELD (LRPDR01)
Debtor Number	Dr_Assessment_Number	DEBTORNUM
Aged Balance Brought Forward Amount	Dr_Aged_Bal_Brought_Fwd	BFWDAMOUNT
Aged Balance Current Amount	Dr_Aged_Balance_Current	CURAMOUNT
Aged Balance Period 1 Amount	Dr_Aged_Balance_Period_1	P1AMOUNT
Aged Balance Period 2 Amount	Dr_Aged_Balance_Period_2	P2AMOUNT
Aged Balance Period 3 Amount	Dr_Aged_Balance_Period_3	P3AMOUNT
Aged Balance Period 4+ Amount	Dr_Aged_Balance_Period_4+	P4AMOUNT
Debtor Statement Type (Brought Forward or Open Item)	Dr_Statement_Type	STMNTTYPE
Pay by Date	Dr_Pay_By_Date	PAYBYDATE
Term Description	Dr_Notice_Group_Descr	TERMDESCR
Total Outstanding	Dr_Total_Outstanding	TOTALOS
Transaction Total	Dr_Transaction_Total	TRANSTOTAL

Transaction lists:

- All information in Extract Types based on the Transactions (DEBTTRAN) Extract List Type, and the equivalent sub-fields of the DATASTRING field on the export entity if exporting statement data.

Parameters:

- The "Consolidate on Statements (Documents/Receipts)" settings in the Debtors Parameters.

#### Statements – Information that can change

All other information included on the statement is evaluated *at the time the Statement Print is performed*, and will therefore take into account any changes to the Debtor that are made after the ageing has occurred. Such information includes:

Debtor fields:

DESCRIPTION	MERGE FIELD	EXPORT FIELD (LRPDR01)
Debtor Check Digit	Dr_Assessment_Check_Digit	DEBTORCHK

Credit Limit	Dr_Credit_Limit	CREDLIMIT
Debtor Mailing Address Line 1	Dr_Debtor_Mail_Addr_Ln1	MAILADDR1
Debtor Mailing Address Line 2	Dr_Debtor_Mail_Addr_Ln2	MAILADDR2
Debtor Mailing Address Line 3	Dr_Debtor_Mail_Addr_Ln3	MAILADDR3
Debtor Mailing Address Line 4	Dr_Debtor_Mail_Addr_Ln4	MAILADDR4
Debtor Mailing Address Line 5	Dr_Debtor_Mail_Addr_Ln5	MAILADDR5
Debtor Name	Dr_Debtor_Name	DEBTORNAME
Debtor Name and Address	Dr_Debtor_Name_Address	
Debtor Type Code	Dr_Debtor_Type	DTYPECODE
Debtor Type Description	Dr_Debtor_Type_Descr	DTYPDESCR
Location	Dr_Location	
Property Owner Name	Dr_Owner_Name	
Property Address Line 1	Dr_Prop_Address_Line_1	
Property Address Line 2	Dr_Prop_Address_Line_2	
Property Description	Dr_Property_Description	PROPDESCR
Statement Print Date	Dr_Statement_Print_Date	STATEPRTDT
Statement Print Option	Dr_Statement_Print_Option	STMNTPRNT

Transaction lists:

- All information in Extract Types based on the Arrangements (ARRANGE) and Attachments (LDR\_ATT) Extract List Types, and the equivalent sub-fields of the DATASTRING field on the export entity if exporting statement data.

### Report

The Statement Print produces a report which lists all cases where a statement is *not* printed or extracted, along with total counts of the number of statements printed and not printed. These details are for informational purposes.

Examples of reasons why a statement may not be printed or extracted include:

- Balance is in the Exclude Balance Range.
- Statement Print Option is 'Never Print'.
- Statement Print Option is 'Print if a non-zero Balance' and Balance is zero.
- Statement Print Option is 'Print if a non-zero Balance or current transactions' and Balance is zero and there are no current period transactions.
- Statement Date/Term ignored because already processed by a previous Statement Print.
- No Merge Type nominated for the Statement Date Term.

The e-mail received when a Statement Print has completed processing also contains total counts of the number of statements printed and not printed.

### Issued Statement Reprint Control

The Issued Statement Reprint Control is accessed from the Statement Print Options form.

*Issued Statement Reprint Control*

This form can be used to reprint statement documents that have been previously generated as documents and which are stored against a Debtor.

Statements can be reprinted for a range of Debtors. Note that a blank range means that *all* Debtors will be processed.

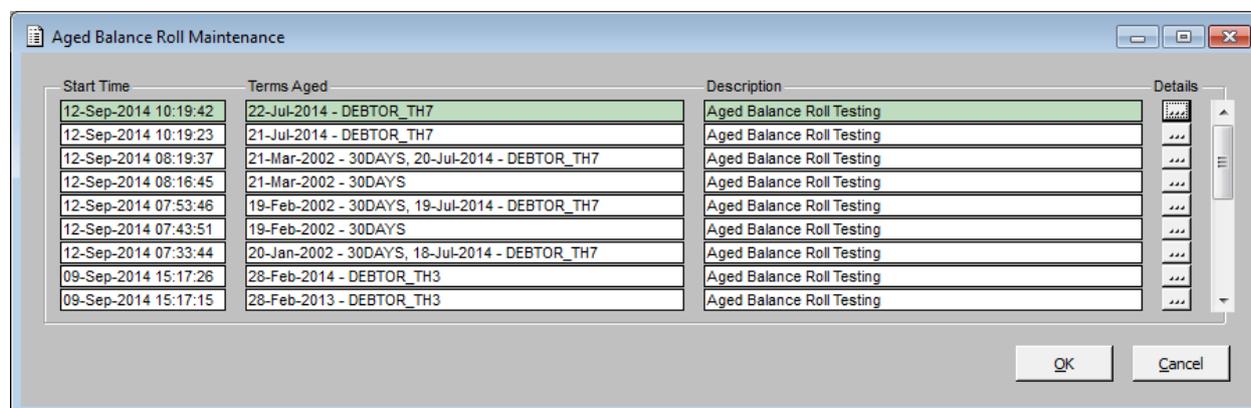
Statements can be reprinted for a range of Issued Dates. To avoid accidentally reprinting all old statements the Issued Date Range must be entered and cannot be left as a blank range.

The Merge Type of the statement documents to be reprinted must be entered.

Previously, the “Statement and Aged Balance Roll” did not print issued documents. This problem has been addressed as part of these enhancements.

## AGED BALANCE ROLL MAINTENANCE

The new Aged Balance Roll Maintenance function has been added to the Housekeeping menu branch of the Debtors menu structure.



*Aged Balance Roll Maintenance*

This function provides the ability to delete data generated by the Aged Balance Roll after it is no longer required. Multiple selections may be made to delete multiple records at the same time.

Information relating to each Aged Balance Roll process is displayed including the time the job started, the Terms that were aged with their Statement Dates, and the description of the job.

### **\* Important \***

*Caution should be used before deleting any Aged Balance Roll records. These records are used to produce new Statements, so once an Aged Balance Roll record is deleted the ability to produce new Statements associated with that record is permanently lost. This does not however affect the ability to reprint issued Statement documents that are stored against Debtors.*

Further information for an Aged Balance Roll record is shown on the Aged Balance Roll Enquiry form which is accessed using the Details button.

Statement Date	Term	Last Statement Print
21-Mar-2002	30DAYS	30 Day Terms - open item
20-Jul-2014	DEBTOR_TH7	Tim's 7th Term Code

### *Aged Balance Roll Enquiry*

Among the information displayed is the start and end times of the Aged Balance Roll job along with its description and the user who submitted it. The Terms that were Aged are displayed along with their respective Statement Dates and the time a Statement Print was last performed for each Statement Date and Term.

## Document Printing

InforXtreme Incident: WTOR 5225250; DRN: 25864      Fix:  
 PERT 6321188; CAPG 1402872;  
 CAPG 4135593; SALS 5031285;  
 GEEL 5268233; GLAD 6933566;  
 AUCK 6551628;

THICK CLIENT;      KB:

### DEBTORS RE-WRITE – PHASE ONE

#### DOCUMENT PRINTING CONTROL

Modifications have been made to the Document Printing function. Previously, when attempting to print an Issued document the document would not print.

Also, the Document Printing function has been enhanced to allow for new documents to be sent by e-mail in a PDF format rather than by hard copy print.

# Document Management

## Enhancements and Pre-Release Functionality

### Document Management

InforXtreme Incident: TOOW  
6657700;

DRN: 26842

Fix: 03096151; 03086121;

SMART CLIENT;

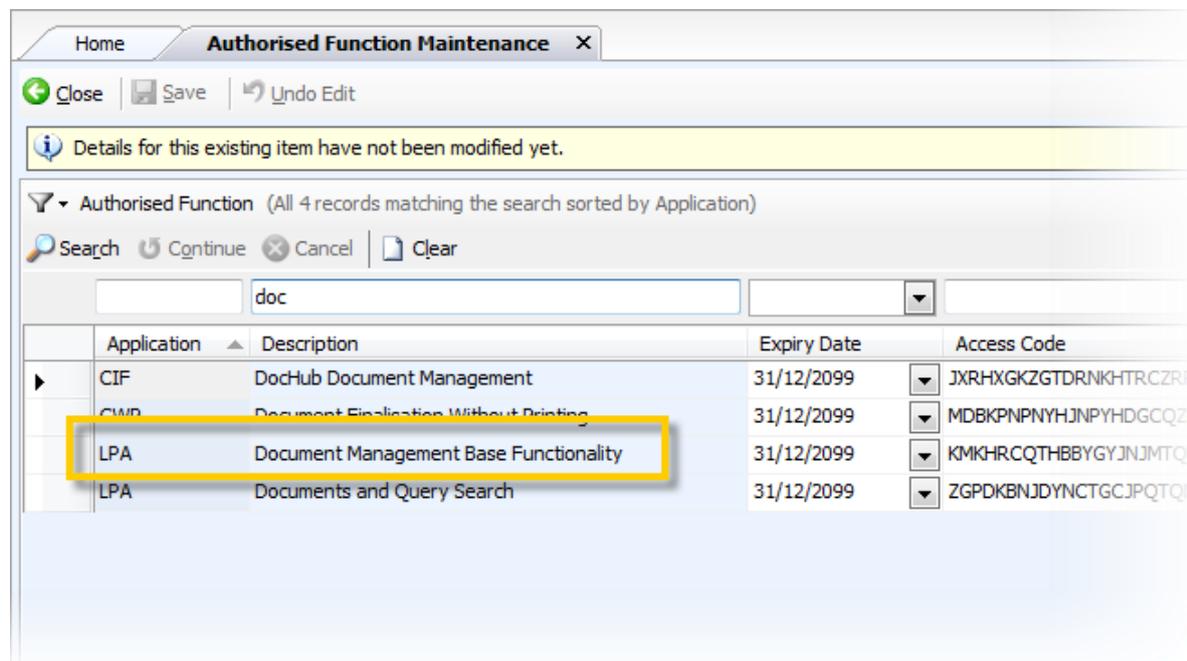
KB:

POWERDOCS INTEGRATION – SMART CLIENT

Integration with the PowerDocs document management product has been enabled within the Pathway smart client. The features of the smart client integration correspond almost exactly with those of the thick client integration.

#### Authorised Function

As with the thick client integration, access to the smart client PowerDocs integration only requires an access code for the “Document Management Base Functionality” authorised function:



*Authorised Function Maintenance showing authorised function required for PowerDocs integration in the smart client.*

#### Integration System Parameters

To activate PowerDocs, “PDOCS” must be the selected value in the Document Management Product field in System Administration >> Integration >> System Parameter Maintenance:

The screenshot shows the 'System Parameter Maintenance' window. At the top, there are tabs for 'Home' and 'System Parameter Maintenance'. Below the tabs are buttons for 'Cancel', 'Save', and 'Undo Edit'. A yellow message bar states: 'Details for this existing item have been modified.' The main content area is divided into sections: 'Options', 'Proxy Server', and 'Novell Authentication'. The 'Options' section contains four dropdown menus: 'Document Management Product' (highlighted with a yellow box and showing 'PDOCS' and 'PowerDocs'), 'Accounts Receivable Product', 'Work Order Product' (showing 'AMWRK' and 'AssetMaster Work Orders & Asset M:'), and 'Delivery Point Identifier Product'. The 'Proxy Server' section has a checkbox for 'Use Proxy Server' (unchecked) and three text input fields for 'Server Name', 'User Id', and 'Password'.

*Integration System Parameter Maintenance showing PowerDocs as the selected document management product.*

### Product Application Maintenance

To have Word Processing documents processed by PowerDocs the Document Management value should be set as *PowerDocs* against each Pathway module in the Word Processing >> Word Processing Parameters >> Product Application Maintenance menu option. The modules for which *PowerDocs* is an allowed Document Management value are:

- Animal Control
- Applications
- Customer Service
- Debtors
- Infringements
- Inspections
- Licensing
- Property Administration
- Rates Accounting
- Victorian Valuations
- Water Billing

Home Product Application Maintenance X

Cancel Save Undo Edit

Details for this existing item have been modified.

Application Word Processing Product (All 19 records sorted by Description)

Description	Word Processing Product	Document Management	Document Directory
Animal Control	Microsoft Word	PowerDocs	\\ADELGO11\QUALITY_ASSURAN
Applications	Microsoft Word	PowerDocs	\\ADELGO11\QUALITY_ASSURAN
Bookings Management	Microsoft Word	(none)	\\ADELGO11\QUALITY_ASSURAN
Customer Profile	Microsoft Word	(none)	\\ADELGO11\QUALITY_ASSURAN
Customer Service	Microsoft Word	PowerDocs	\\ADELGO11\QUALITY_ASSURAN
Debtors	Microsoft Word	PowerDocs	\\ADELGO11\QUALITY_ASSURAN
Infringements	Microsoft Word	PowerDocs	\\ADELGO11\QUALITY_ASSURAN
Inspection	Microsoft Word	PowerDocs	\\ADELGO11\QUALITY_ASSURAN
Licensing	Microsoft Word	PowerDocs	\\ADELGO11\QUALITY_ASSURAN
Name and Address	Microsoft Word	(none)	\\ADELGO11\QUALITY_ASSURAN
New Zealand Valuations	Microsoft Word	(none)	\\ADELGO11\QUALITY_ASSURAN
Property Administration	Microsoft Word	PowerDocs	\\ADELGO11\QUALITY_ASSURAN
Rates Accounting	Microsoft Word	PowerDocs	\\ADELGO11\QUALITY_ASSURAN
Receipting	Internal Editor	(none)	\\ADELGO11\QUALITY_ASSURAN
Registers	Microsoft Word	(none)	\\ADELGO11\QUALITY_ASSURAN
System	Microsoft Word	(none)	\\ADELGO11\QUALITY_ASSURAN
Trade Waste	Microsoft Word	(none)	\\ADELGO11\QUALITY_ASSURAN
Victorian Valuations	Microsoft Word	PowerDocs	\\ADELGO11\QUALITY_ASSURAN
Water Billing	Microsoft Word	PowerDocs	\\ADELGO11\QUALITY_ASSURAN

*Product Application Maintenance showing PowerDocs selected against the allowed Word Processing applications.*

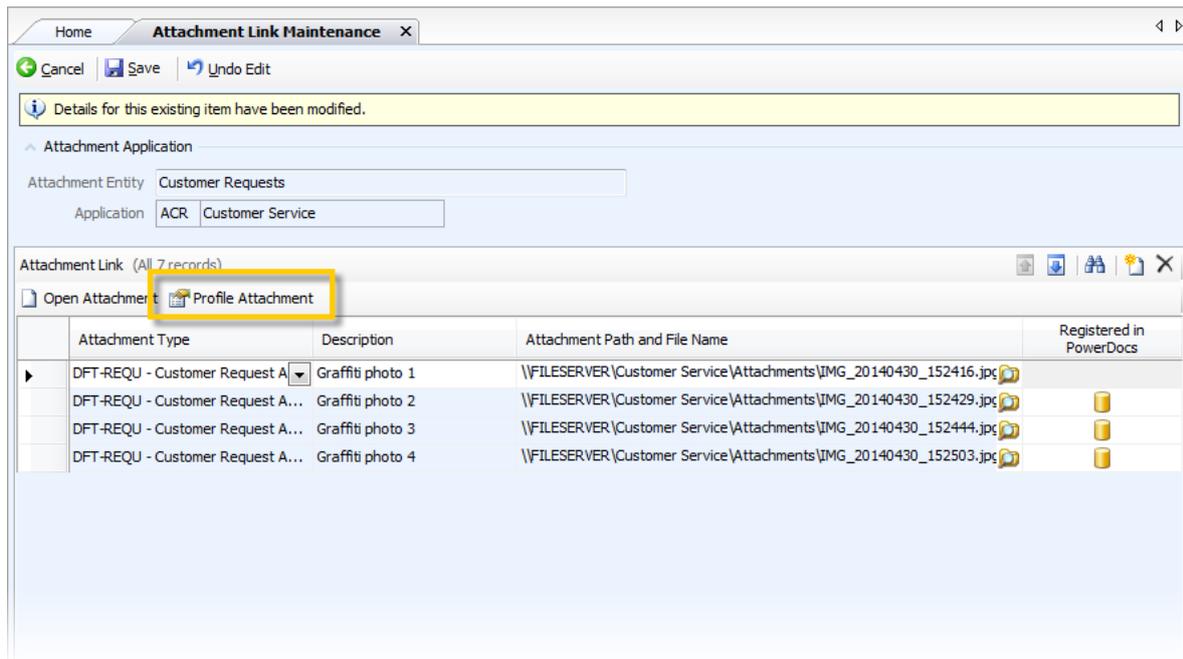
### Document Profiling

For Word Processing applications with a Document Management value of *PowerDocs*, profiling records are written to the PowerDocs Import/Export (CIFDPIE) table when a document is:

- Finalised
- Deleted

The thick client currently only writes a “DELETE” profiling record when a document is automatically deleted after final printing (where applicable), whereas the smart client also writes a “DELETE” record when a user deletes a document.

### Attachment Profiling



Attachment Link Maintenance showing the Profile Attachment button enabled.

When the selected Document Management Product value within Integration System Parameters is *PowerDocs*, profiling records for “Paperclip” attachments are written to the PowerDocs Import/Export (CIFDPIE) table when:

- The Profile Attachment button is selected within Attachment Link Maintenance.
- A Workflow user action based on the PDPROFILE (PowerDocs Profile Attachments) system action is executed.
- An attachment link for a previously profiled attachment is deleted.

The Profile Attachment button is only enabled in Attachment Link Maintenance for attachment types with a Link Type value of *Validation*.

# ePathway Applications

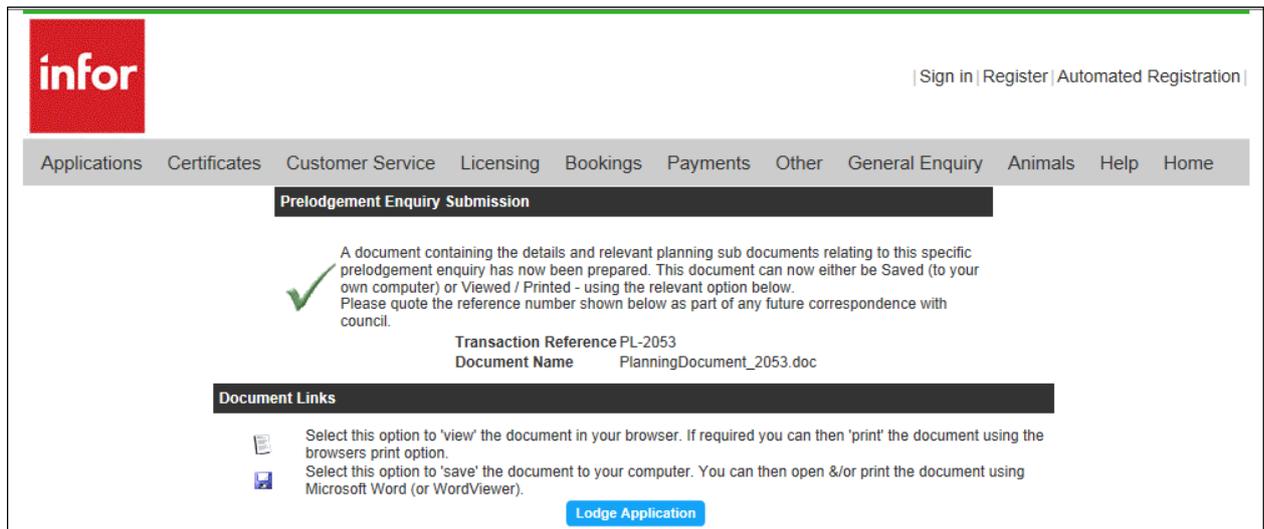
## Enhancements and Pre-Release Functionality

### ePathway Application Pre-Lodgement

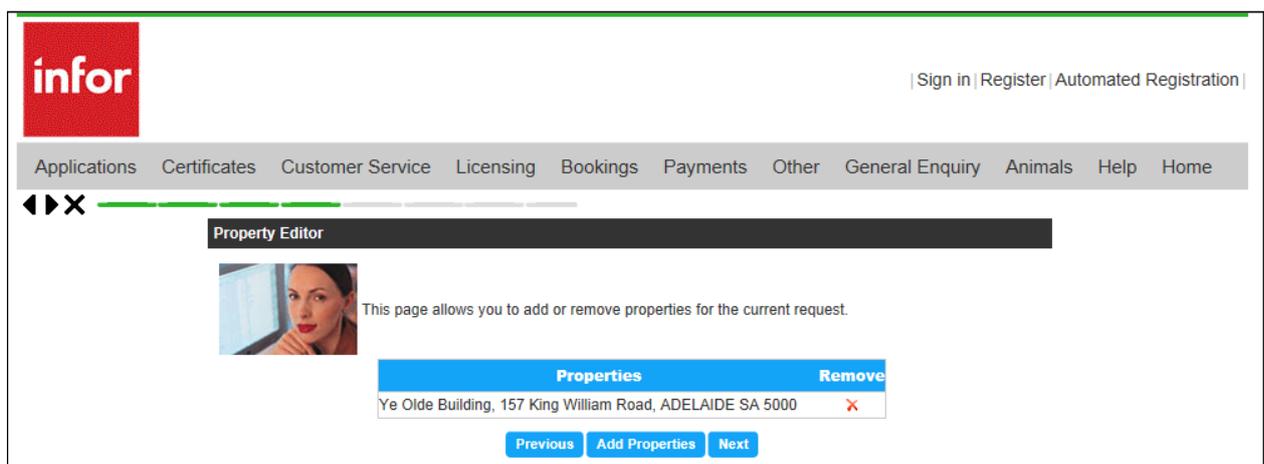
InforXtreme Incident: DRN: 27371 Fix:  
KB: NA;

#### APPLICATION LAUNCH FROM PRE-LODGE MENT

After performing an Application Pre-Lodgement Enquiry in ePathway, a user is now able to launch straight into an Application Request. On the Pre-lodgement Success page there is now a “Lodge Application” button as shown below.



Clicking on this button, redirects the user to the start of the Application Request process. It will also remember any property details entered in the pre-lodgement stage and will pre-populate them in the Application lodgement process:



# ePathway Bookings

## Enhancements and Pre-Release Functionality

### ePathway Bookings References

InforXtreme Incident: [HORN 7019347](#); [DRN: 26747](#) [Fix: 03096308](#);  
[KB: 1447156](#);

#### EPATHWAY BOOKINGS ADDRESS REFERENCE, USER DEFINED REFERENCES AND ATTENDEES

ePathway Bookings has been modified to allow specification of an Address Reference code, two User Defined Reference codes and parameters to determine whether the number of Attendees is prompted for a Booking.

Each of the new parameters is specified via the ePathway Booking Class maintenance form:

System Administration >> ePathway >> Bookings Management Parameters >> ePathway Booking Class Selection

During Booking entry in ePathway, the Address will be prompted with the other existing references (Name, E-mail, etc.) and will map through to be created as a reference on the resulting Booking.

Similarly, if either of the User Defined References are populated in parameters they will be prompted for during entry based upon the Public Only parameter (which if checked will mean they are only prompted for non-registered users), and they will also be mandatory based upon the parameter settings.

Lastly, if the Include Attendees parameter is set, then the user will also be prompted to enter the number of attendees which will update the Attendees field on the Booking.

Each of the new fields has a corresponding ePathway Text definition to allow their description to be tailored. Listed below are the new Text fields and their default Text. Note that where User Defined references are used '{0}' is substituted with the description of the Reference Type.

Booking.EnterUserReference1Error      Please enter a {0}.

Booking.EnterUserReference2Error      Please enter a {0}.

Booking.EnterAttendeesError      Please enter a number to indicate the number of Attendees.

Booking.Attendees      Number of Attendees

Booking.UserReference1      {0}

Booking.UserReference2      {0}

### ePathway Bookings

InforXtreme Incident: [CAPG 7546104](#); [DRN: 27403](#) [Fix:](#)  
[KB: NA](#);

#### RESTRICTING AVAILABILITY OF FACILITIES IN BOOKINGS MODULE

An enhancement has been made for the booking of facilities, whereby an Administrator can now limit the availability of a facility from within ePathway's Page Layout functionality. This will allow a council

to allocate a number of days (from the current day) that a facility will not be available to be booked. It also allows a limit to be placed on the facilities availability (i.e. can only book it for a certain number of days from the current date).

To use this feature in ePathway navigate to ePathway/Page Layout/Bookings Management and click on the Facilities link to display all Facilities for a given class. There are two new fields - 'Available From' and 'Available To' - which will be defaulted to 0 and 365 respectively. This means that the facility is available to be booked anytime in the next year.

**infor** | Sign Out

Configuration | Layout | Support | Enquiries | Web Service Gateway | Impersonation | Other | Help | Home

**Booking Facilities**

This page displays all Booking Facilities for your selected Classes. Selecting the link will navigate to the Resources for the Booking Facility.  
**Booking Class** Recreational Activities (Cash, with Debtors O/R)

Code	Description	Image	Image Text	Interval	Available From	Available To	Display Only
NWOODOVAL	Norwood Oval	Small Large Document		Resources 15	2	365	<input type="checkbox"/>
MODSC	Modbury Soccer Club	Small Large Document		Resources 15	7	30	<input type="checkbox"/>
GWDFUNCEN	Goodwood Function Center for Children	Small Large Document		Resources 120	2	365	<input type="checkbox"/>
ADCONVCENT	Adelaide Convention Center	Small Large Document		Resources 15	0	365	<input type="checkbox"/>
<b>BALKCOMM</b>	Balkhaum Hills Community Sports Centre	Small Large Document		Resources 15	5	30	<input type="checkbox"/>
CASTCOMM	Castle Hill Community Centre	Small Large Document		Resources 60	0	21	<input type="checkbox"/>
GLENCOMM	Glenhaven Community Centre	Small Large Document		Resources 999	0	365	<input type="checkbox"/>

Cancel Update

In the example above, BALKCOMM will be unavailable to be booked for the next 5 days or after 30 days. When a user attempts to book this facility, the calendar control will be displayed as follows:

**Booking Date and Time**

Please nominate the date and times you wish to book this facility. Subsequent bookings may be made by using the Add Booking button.

Day	Date	From	To	Remove
				X

Add Booking



July 2014						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

August 2014						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

September 2014						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					



- Available
- Unavailable
- Fully Booked
- Partially Booked
- Current Selection

	12 AM	1 AM	2 AM	3 AM	4 AM	5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM	10 PM	11 PM	
Monday 30/06/2014																									
Tuesday 01/07/2014																									
Wednesday 02/07/2014																									
Thursday 03/07/2014																									
Friday 04/07/2014																									
Saturday 05/07/2014																									
Sunday 06/07/2014																									

## ePathway Customer Service

### Enhancements and Pre-Release Functionality

#### ePathway Customer Service Enquiry

InforXtreme Incident: [PERT 7560532](#); [DRN: 27394](#) [Fix:](#)  
KB: NA;

#### PASSWORD 'AUTOCOMPLETE'

For security reasons the 'auto complete' property on the Customer Service Enquiry search filter and the ePathway logon page was switched OFF.

## ePathway General Enquiry

### Enhancements and Pre-Release Functionality

#### ePathway Application Responses

InforXtreme Incident: CCC 7301483; DRN: 26992 Fix: 03096268;  
KB: NA; NO KB  
REQUIRED;

#### TRANSACTION REFERENCES AND RESPONSE ENTRY FORM CHANGES

Enhancements have been made to Application Responses.

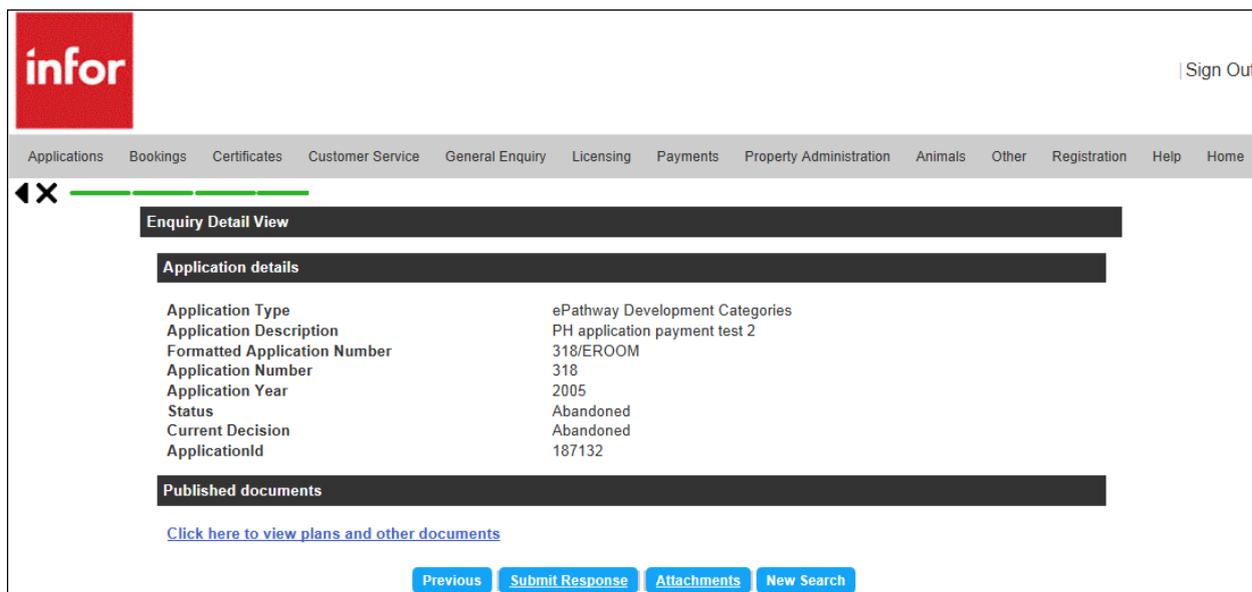
The first of which is to allow a Pathway Reference code for Applications to be nominated to hold the ePathway generated transaction reference displayed to the customer when they submit an Application Response (E.g. EAR123). If a customer queries a reference an officer can easily search for the associated Application in Pathway.

System Administration >> ePathway >> General Enquiry Parameters >> Applications Enquiry Parameters >> Application Enquiry Stakeholder and Response Parameters >> [Class] >> [Type >> Response]

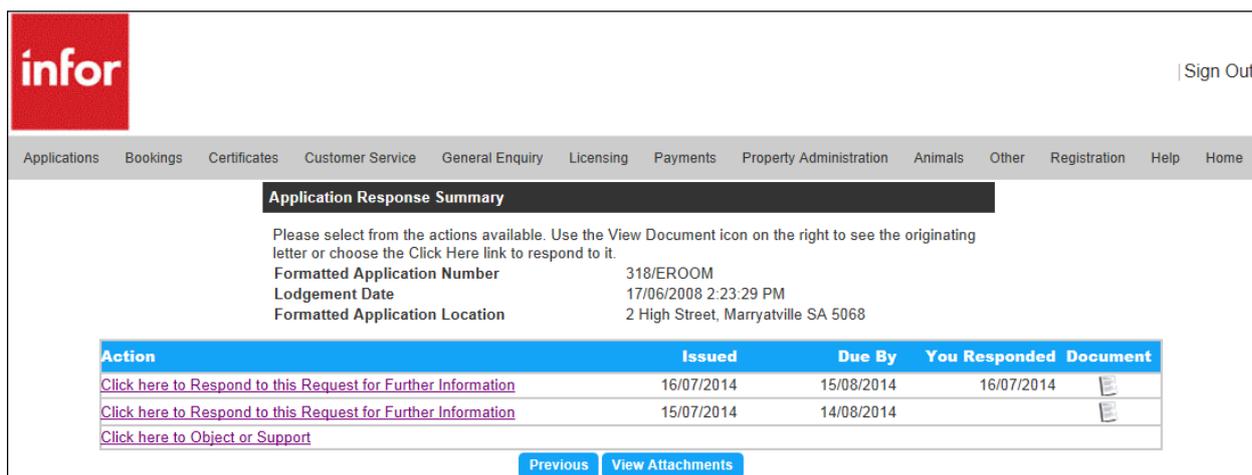
Note also the above form has additional checkboxes. The first three allow multiple responses (for each of Further Information, Referrals and Objections). If this is checked on, then the Responses displayed on the summary form will include those already responded to which have not expired. If this is unchecked, then only those Responses that have not yet been responded to will be included.

The last two determine whether Customer Initiated responses for Further Information and/or Objections can be made whilst there are still outstanding Response invitations for that type. E.g. If a letter has been issued to a customer to prompt for Further Information and this parameter is checked, then the customer will be allowed to either submit Further Information for the issued letter and/or submit another unsolicited Further Information response via a separate option on the Application Response summary page. If the parameter is unchecked then instead the customer must first respond to the council initiated Further Information invitation before they can submit an uninvited Further Information response.

Previously, the ePathway Application Enquiry Detail form would potentially display multiple buttons to allow the user to choose whether to submit a Referral, Further Information or and Objection. Upon selecting that button the customer would be presented with all unexpired Responses of that type.



This has been changed to now present a single “Submit Response” button on the ePathway Application Enquiry Detail form. The new button presents a Responses summary form which will list all Application Responses the customer can view or respond to.



The Application Response summary form will display each individual response as governed by the new parameters. In the example above the “Allow Multiple Further Information Responses” is checked, so although the first entry shows a response was made on 16/7/2014, it is still available to respond to and will appear until it expires (according to the expiry days set on the Merge Type in parameters).

The document icon in the last column can be clicked to allow the initiating letter to be viewed, whilst the link in the first column will initiate the actual Response entry form (which is unaltered by these changes, as shown below).

The screenshot shows the Infor ePathway application interface. At the top left is the Infor logo. A navigation menu includes: Applications, Bookings, Certificates, Customer Service, General Enquiry, Licensing, Payments, Property Administration, Animals, Other, Registration, Help, Home. A 'Sign Out' link is at the top right. Below the menu is a progress bar with a close button (X) and navigation arrows. The main content area is titled 'Application Details' and contains the following information:

- Formatted Application Number: 318/EROOM
- Lodgement Date: 17/06/2008 2:23:29 PM
- Formatted Application Location: 2 High Street, Marryatville SA 5068

A red asterisk note states: *\* Denotes that the field is mandatory.*

The 'Application Response' section is titled and contains the following elements:

- Text: 'Please supply the details requested below.'
- Text: 'Request For Information (Stored in GenCon)'
- Text: 'Request For Information' with a document icon.
- Text: 'Response Type' with a dropdown menu set to 'Online Response'.
- Text: 'Details' with a large text input area.
- Attachment section with three rows, each containing an 'Attachment' field with a 'Browse...' button and an 'Attachment Description' field.

At the bottom of the form are four buttons: 'Previous', 'Next', 'Add More Attachments', and 'View Attachments'.

Where there is more than one outstanding Response of the same type the customer can choose to view/respond to each individually or to respond to all outstanding council initiated invitations of a specific type. For example if council has sent 5 requests for Further Information to a customer to be submitted by the end of month and the customer has only responded to 2 of these, then if they choose "Respond to All Outstanding Requests for Further Information", then all 3 of the outstanding responses will be presented to them for response.

Once a Response is submitted, if a Reference has been defined in parameters then the Transaction Reference shown on the Submission form will be added to the Application when the Response is lodged.

The screenshot shows a confirmation screen titled 'Application Responses Submission'. It features a large green checkmark icon on the left. The main text reads: 'Your Application Response has been submitted and will be processed shortly. You will receive an email verifying the details you have just submitted.' Below this text, the 'Transaction Reference EAR298' is displayed. At the bottom, there are two blue buttons: 'Application Details' and 'Add Another Response'.

The Submission form now also allows the user to return to the Application Details form or to Add Another Response (via the summary form).

This new summary form allows both the council and customer more flexibility in determining which responses can be viewed and responded to.

Please note that all of the new buttons, field labels and headers have been defined as Text in ePathway and can therefore be modified to appear as desired. The new Text fields and their default values are shown in the table below.

They can be found in ePathway >> Layout >> Text >> Module Group >> Applications

Text Code	Default Value
ApplicationResponse.ClickHereFurtherInfoInvitation	Click here to Respond to this Request for Further Information
ApplicationResponse.ClickHereObjectionInvitation	Click here to Respond to this Objection Invitation
ApplicationResponse.ClickHereReferralInvitation	Click here to Respond to this Referral
ApplicationResponse.ClickHereOutstandingFurtherInf	Respond to All Outstanding Requests for Further Information
ApplicationResponse.ClickHereOutstandingObjection	Respond to All Outstanding Objection Invitations
ApplicationResponse.ClickHereOutstandingReferral	Respond to All Outstanding Referrals
ApplicationResponse.ClickHereFurtherInformation	Click here to Supply Further Information
ApplicationResponse.ClickHereObjection	Click here to Object or Support
ApplicationResponse.ApplicationResponseSummary	Application Response Summary
ApplicationResponse.ApplicationResponsesButton	Submit Response
ApplicationResponse.ActionLink	Action
ApplicationResponse.IssueDate	Issued
ApplicationResponse.ExpiryDate	Due By
ApplicationResponse.RespondedDate	You Responded
ApplicationResponse.DocumentLink	View Document
ApplicationResponse.SummaryInstructions	Please select from the actions available. Use the View Document icon on the right to see the originating letter or choose the Click Here link to respond to it.
Button.ApplicationResponseDetail	Application Details
Button.ApplicationResponseMore	Add Another Response

## ePathway Enquiry Document Viewing

InforXtreme Incident: [CCC 7301483](#); [DRN: 27172](#) [Fix: 03096267](#);  
KB: NA; NO KB  
REQUIRED;

### EPATHWAY ENQUIRY DOCUMENT VIEWING AND DOCUMENT MANAGEMENT

The ePathway enquiry module has been modified to allow documents that have been stored in an EDMS system via Pathway to be viewed in ePathway. This is particularly relevant to Application Responses where the Attachments nominated as viewable against an Application and Application Response invitation letters should now all be viewable if they are stored within an EDMS system (via Pathway).

Note that documents will be extracted from EDMS as Read Only and the document will be left in the system folder after viewing is complete.

## **ePathway General Enquiry Applications**

InforXtreme Incident: MRSC 7442536; DRN: 27178 Fix: 03096351;  
BALL 7660338;  
SMART AND THICK CLIENT; KB: 1514054;

### IMPROVEMENTS MADE TO GENERAL ENQUIRY SUMMARY FORM FOR APPLICATIONS

The ePathway General Enquiry Summary form for Applications has been modified to improve performance and reduce the chances of timeouts. Please note that sites can now further increase the performance of this form by not nominating fields as being 'Secured' within the ePathway Layout.

# ePathway Payments

## Enhancements and Pre-Release Functionality

### Application and Licencing Payments

InforXtreme Incident: LOGA 1673500; DRN: 26943 Fix:  
MARO 4629214;  
SMART AND THICK CLIENT; KB: 1467053;

#### ALLOWABLE TYPES AND STATUS CODES NOW MAINTAINABLE

It is now possible to specify allowable Application and Licence Types for ePathway Payments. Within each allowed Type it is also now possible to determine which Application and Licencing Status codes are allowed for Payment. In each case where a Type or Status has been marked as “not allowed” for Payment, a message is configured for presentation to the online customer.

### ePathway Payments

InforXtreme Incident: PERT 7320373; DRN: 27020 Fix: 03096146;  
ONKA 5305758; CAMP 7363294;  
DARE 5453058;  
SMART AND THICK CLIENT; KB:

#### PUBLIC USER PAYMENT REFERENCE FIELDS

Currently when a registered customer performs a payment via ePathway, the formatted Name and Address are loaded onto the resulting Receipt created in Pathway. Previously, for Public users, the text 'Public' was loaded (with no Address).

All of the payment confirmation forms in ePathway have been modified to now include two reference fields with configurable ePathway Text labels (Payments.PayerReference1 and Payments.PayerReference2) to allow Public users to be prompted for Name and Address details. If these optional fields are not supplied by the customer, the system will continue to load 'Public' as the text.

The affected ePathway confirmation forms are:

- Animals
- Applications
- Licencing
- Certificates
- Bookings
- Shopping Cart
- Payments

Note that Certificates already prompted for the Name and Address, but now the details will map to the resulting Receipt when a payment is made.

## ePathway Payments

InforXtreme Incident: [GEEL 7458590](#); [DRN: 27134](#) [Fix: E03080005](#);  
[KB: 1493034](#);

### PAYMENT ENTRY DETAILS

There was the potential for customer details to remain on the Payment Entry page when a user clicked the 'Back' button on the browser (following a payment submission). This issue was dependent on a combination of browser version and internet settings/options.

It is important to note that ePathway does not cache any payment details nor store them in the session.

## ePathway Infringement Payments

InforXtreme Incident: [ACC 7188708](#); [DRN: 27317](#) [Fix: 03096350](#);  
[SMART AND THICK CLIENT](#); [KB: NA](#);

### EXPIATION DUE DATE ADDED TO EPATHWAY INFRINGEMENT PAYMENT FIELDS

An additional field is now available to display the Infringement Due Date for an online Registration Search. The new field is Expiation Due Date and is only available for PK1 and PK3 parking format Infringement types.

Note also that the Due Date presented represents the original Due Date of the Infringement and is not adjusted by court activity or exemptions.

## Smart Mobile Payments

InforXtreme Incident: [DRN: 27655](#) [Fix:](#)  
[SMART AND THICK CLIENT](#); [KB: NA](#);

### REGISTRATION NUMBER SEARCH ADDED FOR SMART MOBILE PAYMENTS

Smart Mobile Payments in CityWatch has been enhanced to allow search via Registration Number as per existing ePathway Payment functionality.

[Sign in](#)

Payment Type \*

Payment Filter Type \*

Ticket Number \*

Registration Number

Receipt Amount \*

\* Required Fields

If a single result is returned, the Ticket Number and amount will be auto-filled on the form. If there are multiple outstanding tickets, then a selection pop-up will be presented where the user can select the tickets to process.

Payment selection

Code	Amount	
P1044122	200	<input type="button" value="Remove"/>
J1044122	200	<input type="button" value="Remove"/>
K1044122	200	<input type="button" value="Remove"/>

Upon confirming via “Next”, those tickets not removed will be added to the Payments selected and the user can choose to add/remove more before submitting.



Receipt Required? \* Yes No

Email Address \*

Full Name \*

Address \*

---

Credit Card Number \*

Security Code \*

Exp Date \* Month Year

Name on Card \*

Amount \$600.00

Payment details

Identifier	Payment Type	Description	Amount	
P1044122	Infringements	UNEMP (S) On Street 3100 Street EASTWICH Location (S) 10: "Edward Michael SCHWYZ" (S) New (Business) W/10, 1000 1000-10 Mar 2000	200	<span>remove</span>
J1044122	Infringements	UNEMP (S) Location (S) FROM "FINET AVAILABLE" (S) New 2000	200	<span>remove</span>
K1044122	Infringements	UNEMP (S) Location (S) FROM "FINET AVAILABLE" (S) New 2000	200	<span>remove</span>

\* Required Fields

Add another payment Submit

## Smart Mobile CityWatch Payments

InforXtreme Incident:

DRN: 27663

Fix:

KB: NA;

### BANK HOSTED PAYMENT GATEWAY INTEGRATION WITH SMART MOBILE

Previously, Smart Mobile CityWatch Payments did not integrate with 'bank hosted' payment gateways. CityWatch Payments is now able to redirect to a bank hosted credit card entry API and following payment the user will be returned to CityWatch Payments with a confirmation. This feature will

become more important in future as ePathway becomes integrated with other bank hosted payment gateways.

# ePathway System

## Enhancements and Pre-Release Functionality

### ePathway EDMS Attachment Registration

InforXtreme Incident: QBYN 6936982; DRN: 26664 Fix: 03096137;  
KB: 1436587;

#### EPATHWAY ATTACHMENTS NOW USES EDMS PRODUCTS SUPPORTED BY SMART CLIENT

Previous attachments added to business objects created via ePathway (for example Animal Registrations, Application Lodgements, etc.) were only registered in an associated EDMS product if GenCon was in use. The system has now been enhanced to use the same supported EDMS products as the Pathway Smart Client.

Please note that in order for this to function correctly, the ePathway system must logon to the Pathway Smart Client server. This requires two important configuration aspects to be true:

1. This can only be done if ePathway is using Web Services for communication. Sites using COM for ePathway will continue to support GenCon, but otherwise will not see any change to functionality.
2. The user name 'EPATHWAY' needs to be a valid user ID in the Pathway Smart Client (the password can be any secure password). Please ensure that it is possible to log on to the smart client using the EPATHWAY user ID before testing and be aware that at runtime no additional interaction is required.

### ePathway User Experience

InforXtreme Incident: CCC 6210028; DRN: 26965 Fix:  
KB:

#### STAGE NAVIGATOR AND PAGE LOAD INDICATOR

The stage navigation control has been modified to visually reflect the current stage within a submission process.

A swirling image is now displayed when a page is loading. The latency/onset of this indicator is configurable within the ePathway System parameters.

#### Stage Navigator and Page Load Indicator (ePathway)

##### Stage Navigator

The Stage Navigation control has been refreshed in order to show more clearly where the user is in the submission process. The text value (Stage x of x) has been replaced with a series of green and grey bars to give a more visual representation of the form progression



Applications Certificates Customer Service Registration Licensing Bookings Payments Other General Enquiry

Identify Parties applicable to this lodgement

This page allows you to identify all parties (such as contacts, contractors etc) that are associated with this lodgement. Please provide as much detail as possible to identify these parties. Please note that you will have to enter the details for any mandatory parties before being able to use the Next button to continue.

Parties	Names	Link/s
<input checked="" type="checkbox"/> Licensee *	(no names currently exist for this party)	
<input checked="" type="checkbox"/> Proprietor	(no names currently exist for this party)	

Previous Next

Note that the colours/style of these bars can be altered in the Styles.css to suit the look and feel of your site.

Page Load Indicator

The Page Load Indicator appears during a page postback and is especially useful when large amounts of data are being sent back to the server (e.g. File uploads). The page will become “disabled” so that the user is not able to interact with other elements on the page until the page has finished loading. A universally recognised spinning image will appear as below:

infor

Applications Certificates Customer Service Registration Licensing Bookings Payments Other General Enquiry Pro

Identify Parties applicable to this lodgement

This page allows you to identify all parties (such as contacts, contractors etc) that are associated with this lodgement. Please provide as much detail as possible to identify these parties. Please note that you will have to enter the details for any mandatory parties before being able to use the Next button to continue.

Parties	Names	Link/s
<input checked="" type="checkbox"/> Licensee *	Peter (additional names can be added for this party)	
<input checked="" type="checkbox"/> Proprietor	(no names currently exist for this party)	

Previous Next

The system parameter **Administration.LoadingImageDelay** is a configurable time delay between postback and the indicator being displayed. Note that this is measured in milliseconds (i.e. 3000 would equate to a 3 second delay)



| Sign Out

[Configuration](#) [Layout](#) [Support](#) [Enquiries](#) [Web Service Gateway](#) [Impersonation](#) [Other](#) [Help](#) [Home](#)

### System Parameters

This page allows you to configure most of the available ePathway Configuration settings.  
 Note : The changes will not take effect until the "Reload Configuration Cache" option has been run.

Code	Description	Value	Detail
Administration.EmailAddress	The email address of the ePathway administrator.	<input type="text"/>	
Administration.LoadingImageDelay	The amount of time to delay the Loading image from appearing when processing a page (milliseconds)	<input type="text" value="3000"/> x	
AuditLog.EventMonitor.DefaultEmailAddress	Default Email Address for the Audit Log Event Monitor	<input type="text"/>	
AuditLog.Search.RecordsPerPage	The number of search results per page for the Administration Audit Log Enquiry (must be between 1 and 100).	<input type="text" value="25"/>	
CustomerService.PublicRequestsByType	This flag determines if the Public Requests By Type search option is allowed within the Customer Service Enquiry option. When set to False this option is hidden for both public and registered users.	<input checked="" type="checkbox"/>	
GeneralEnquiry.PageLinksPerGroup	The number of page links displayed in one group at the bottom of a page (must be between 3 and 20)	<input type="text" value="15"/>	
GeneralEnquiry.RecordsPerPage	The number of results per page returned by the General Enquiry module (must be between 1 and 100).	<input type="text" value="10"/>	
Lodgement.BypassIntroPage	This flag determines if the introduction (first) page is bypassed in each lodgement module.	<input type="checkbox"/>	

## Registration Login Assist

InforXtreme Incident: [BLUE 2549211](#); [DRN: 26979](#) [Fix:](#)  
[KB: 1473078](#);

### RESET PASSWORD MECHANISM

There was a security weakness in ePathway where a password could be changed without proof of ownership. This has been resolved by introducing a mechanism to e-mail the registered user a unique randomly created password.

## ePathway Attachment Folder Locations

InforXtreme Incident: [LOGA 5314455](#); [DRN: 26990](#) [Fix:](#)  
[WODO 6175148](#);  
[SMART AND THICK CLIENT](#); [KB: 1474099](#);

### ATTACHMENT LOCATIONS FOR APPLICATIONS, LICENSING AND CUSTOMER REQUESTS

Previously, attachments added via ePathway during Application, Licensing or Customer Request lodgement were all given the same folder location as determined by the 'attachments directory' entry in the DataManager config file. This has now been changed so that lodgements for these modules make a call to Pathway to determine the default attachment type location as determined in the Pathway module parameters.

## ePathway Property Searching

InforXtreme Incident: SHEP 7362949; DRN: 27099 Fix:  
SMART AND THICK CLIENT; KB: 1487105;

### PARCEL TYPE FILTER

Previously there was no ability to search with '(any)' in the Parcel Type filter for an ePathway Search. Parcel Type was always a required parameter. An enhancement has been made to align functionality with the search filter for Plan Type.

## ePathway Spinner control

InforXtreme Incident: DRN: 27362 Fix:  
KB: NA;

### SPINNER CONTROL DISPLAYING FOR SLOW LOADING PAGES

The spinner control now appears on pages with (potentially) long loading times. These include the Select Street page and the General Enquiry Summary page.

## Payment Express (PX PAY)

InforXtreme Incident: DRN: 27388 Fix: E03090004;  
KB: NA;

### PAYMENT EXPRESS (PX PAY 2.0 and A2A) PAYMENT GATEWAY

An enhancement has been made to provide for the integration between ePathway and the Payment Express "PX Pay 2.0" payment gateway. In addition to this, integration to the Account to Account (A2A) feature has also been implemented.

#### Overview

The "PX Pay 2.0" based integration has been added to ePathway and coexists (independently) alongside the existing "PX Post" Payment Express integration (as well as other Payment Gateways) already supported by ePathway.

These two different API's can be described as follows:

- PX Pay 2.0 provides for a 'non-merchant hosted' credit card payment processing integration.
- PX Post provides for a 'merchant hosted' credit card payment processing integration.

Note: The above implies that an ePathway site using Payment Express as their payment provider can choose the API model that best suits them, 'non merchant hosted' or 'merchant hosted' based on those API's respectively.

In addition to credit card payments, an online banking payment option (i.e. A2A) has also been made available.

#### Integration Model

ePathway has adopted the **Server Managed** payment integration model – and this is the recommended model for internet systems such as ePathway when integrating to PXPAY. Using this

model all credit card collection, processing and storage components are handled remotely by the payment gateway – as is the underlying infrastructure itself (e.g. credit card entry page). No credit card information is captured or stored within the merchant application (i.e. ePathway) which can assist councils from a compliance perspective.

PX Pay 2.0 allows Councils to send transactions to Payment Express via a HTTPS post and then respond with a unique URL in order to access an SSL secured payments page ('redirect') whereby the user would be prompted to enter their credit card details. The result of the payment is then displayed and the user is automatically directed back to the Council's website (i.e. ePathway). The result and other transaction details can subsequently be extracted by ePathway.

Below is a list of PX Pay 2.0 features (and benefits) that have been leveraged for this ePathway Payment Gateway integration.

- No specific DPS/Payment Express software is required.
- No new SSL certificate is required (however ePathway itself already has an SSL certificate).
- Payments are processed in real time.
- Customisable Payment Page
- Payment Express hosts and manages the payment page in its PCI compliant data centre
- PX Pay 2.0 is considered platform independent since transaction requests and responses are made using XML which can be generated and read in any programming language.
- Fully encrypted
- Fail-proof result notification (covered in more detail below).
- A2A compatible

#### *iFrame*

As recommended previously by Payment Express, the 'redirected' Payment Express credit card entry page is rendered within an ePathway hosted page (i.e. via an iFrame) rather than a conventional client-side redirect to the remotely hosted Payment Express page.

#### **Payment Model**

ePathway implements the "Payment" model – and this is used for the processing of all credit card payments. The payment model in effect does an "Authorisation" and "Capture" of the card holders funds in a single transaction. All other supporting transaction types (e.g. "Refund") are considered outside the scope of this integration however these features may be available via the Payment Express administration tools.

#### **Production and Training Environments**

ePathway sites typically have installed the following ePathway environments:

- Production
- Training / Test

The same structure (Production and Test environments) is supported by the PX Pay 2.0 payment gateway and is achieved by using a separate 'User Id' parameter for each environment. For example:

- InforGS\_Live (Production)
- InforGS\_Dev (Test)

The User Id is configured into each ePathway environment using a 'setup wizard' – as discussed in the following section.

Note: Test merchant accounts emulate the same functionality - at least up to a point prior to physically processing the payment with the bank. The test environment generates response codes based on a bank simulator that approves and declines a transaction depending on the payment details. Further information regarding this may be obtained from Payment Express and/or their documentation.

## Configuration

There are two areas of configuration required within ePathway.

### Setup Wizard Configuration

In the same manner that all other payment gateways are configured within ePathway – the 'setup wizard' is used to set the relevant connection related parameters. The example shown below represents Infor's test merchant configuration – however the values will be different for each Council / merchant. The parameter values (specific to your Council) can be obtained from Payment Express.

Parameters configured within the setup wizard are typically a 'one off' setup (per ePathway environment) and are not often changed after that point. Once configured, these are stored within the ePathway 'web.config' file on the ePathway web server.

**Setup Wizard**

**Payment Gateways**

Select a payment gateway to configure

Merchant Details	
A2AKey	48f9857529be0c69a4d7b690e28a1127a4eb
A2aUrl	https://sec.paymentexpress.com/pxaccess/
A2AUserId	InforA2A_Dev
PxPayKey	8febd3580cdeb94f98eab9826adb8b985b5af
PxPayUserId	InforGS_Dev
Url	https://sec.paymentexpress.com/pxaccess/

Miscellaneous	
CurrencyInput	NZD
ProcessTimeout	20

**A2AKey**  
Unique 64 character key to identify the Account2Account customer account and used to encrypt the transaction

You have changed the payment gateway being used. This change will be saved in the database. The system setting 'PaymentGateway.Provider' will be updated with the new value.

Setup Wizard

In order to configure the account, the following parameters will be supplied by Payment:

- A2AKey
- A2AURL
- A2AUserId
- PxPayKey
- PxPayUserId
- Url (for PXPAY)

The other parameters that need to be considered are:

- Currency e.g. NZD or AUD

- ProcessTimeout – the number of minutes before a timeout is reached. The recommended default timeout is 20 minutes. This is also used to determine the incidence of ‘interrupted payments’ – see later in this document for further details.

**Credit Card Types Configuration**

If not already, Credit Card Types may need to be setup and may also need to be maintained from time to time (e.g. if Council introduces an additional card type, or removes one.).

Card Types can be accessed via a link within the system parameters maintenance page (Administration Menu >> Configuration >> System Parameters) for the payment gateway provider configuration parameter.

Note: the Payment Gateway provider should be set to Payment Express (PX Pay) to enable this integration. For example,

Pathway.Async.Timeout	The number of seconds to allow before an asynchronous request to Pathway is timed out	300
Pathway.Async.TraceLogLevel	This setting controls the amount of information that Pathway logs when processing Asynchronous XML requests from ePathway.	Debug 1, ioprint 0
Pathway.HoldExportQueueFrom	If set, ePathway will not export anything to Pathway.	
Pathway.HoldExportQueueUntil	The time the Export Queue will be released.	
Pathway.Synch.Timeout	The number of seconds to allow before a synchronous request to Pathway is timed out	300
Pathway.Synch.TraceLogLevel	This setting controls the amount of information that Pathway logs when processing Synchronous XML requests from ePathway.	Debug 1, ioprint 0
PaymentGateway.Provider	The payment gateway that is being used to process Credit Card payments.	Payment Express (PX Pay)
Payments.AdvancedSearchResults	Maximum Number of records allowed to be returned by the Payments Advanced Search.	100
Payments.CacheExpiryMinutes	The number of minutes submitted payments are cached for 'duplicate' validation purposes.	2
Prelodgement.AllowEdit	This flag determines if an existing (unsubmitted) application prelodgement enquiry is allowed to be edited.	<input checked="" type="checkbox"/>
Prelodgement.BundleConditionDocuments	This flag determines if Condition documents will be included in the "bundled" prelodgement document. This flag determines if the contents of the	<input checked="" type="checkbox"/>

**System Parameters – ‘Card Types’ link**


| Sign Out | Google


---

Configuration
Layout
Support
Enquiries
Impersonation
Other
Help
Home

This page displays all Credit Card Types available in ePathway. An administrator may update the Description and Active fields.  
 Note: Some Payment Gateways require the Card Type therefore the purpose of the Identifier field is to represent what is actually sent to the Payment Gateway for each Card Type. (Please refer to your Payment Gateway documentation).  
 Note: Payment Type is only relevant to sites authorised to apply Merchant Service Fees.

Card Type	Description	Identifier	Payment Type	Active
AMEX	Amex Card	Amex	Amex Card Type for CCARD Group	<input checked="" type="checkbox"/>
BANKCARD	Bank Card	BankCard	(not assigned)	<input type="checkbox"/>
DINERS	Diners Card	Diners	Diners Club Type for CCARD Group	<input checked="" type="checkbox"/>
MASTERCARD	Master Card	MasterCard	Master Card Type for CCARD Group	<input checked="" type="checkbox"/>
VISA	Visa Card	Visa	Visa Card Type for CCARD Group	<input checked="" type="checkbox"/>

Back
Continue

**Credit Card Types**

The Card Type ‘Identifier’ must exactly match (including its case) the valid card types available for your Merchant Id within PaymentExpress. Examples of common Card Type Identifiers specific to PaymentExpress are as follows:

- Visa
- MasterCard
- Diners

- Amex

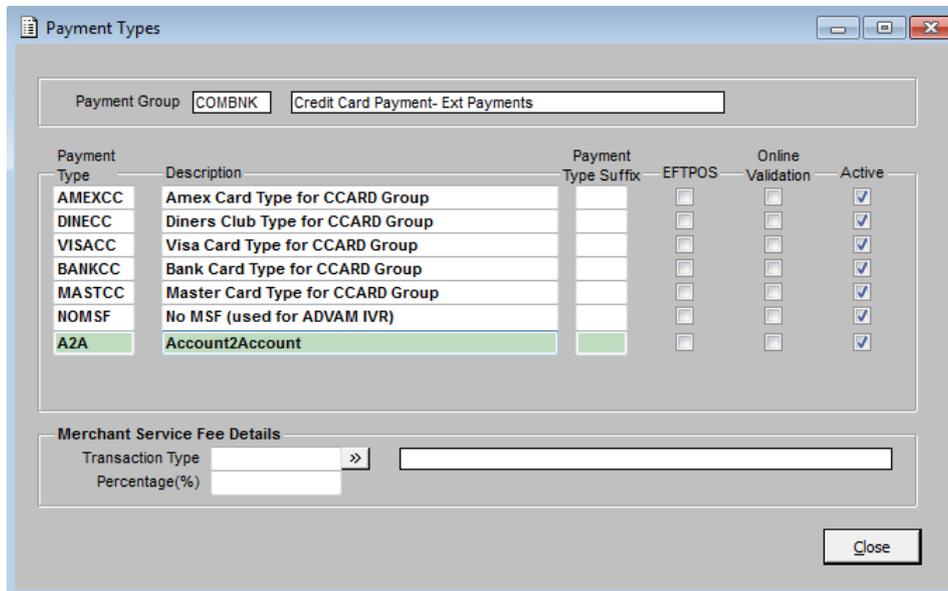
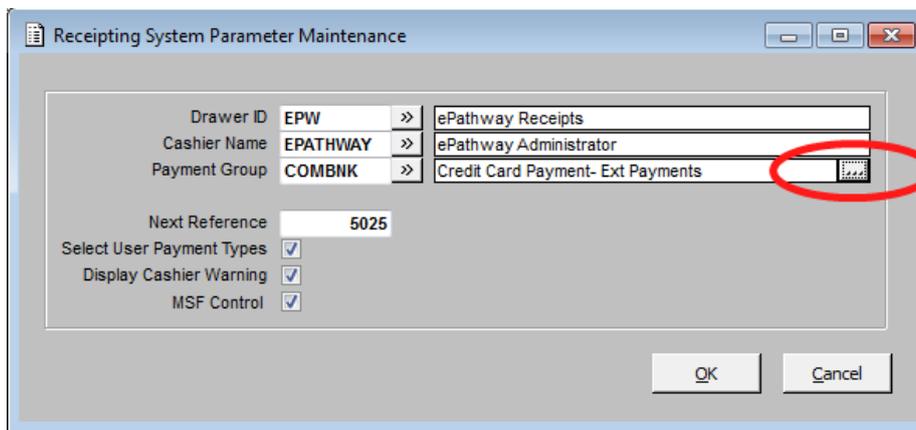
Note: Please refer to the documentation provided by PaymentExpress for further information on supported Card Types.

The 'Description' is user definable and is what is displayed to the web user when they are making a payment.

The Payment Type option is only relevant for sites authorised to Merchant Service Fees (MSF). This allows the Card Type to be configured for the selected Payment Type and so controls the MSF/Surcharge applied).

Payment Types

It should be noted that all credit card receipts posted to Pathway will use the payment type configured for ePathway within Pathway (System Administration >> System Parameters >> ePathway >> Payments Parameters >> Receipting System Parameter Maintenance).



**Important Note:** If a site requires A2A integration, a new "A2A" Payment Type will need to be created in the Pathway Receipting module and then added to the Payment Group being utilised (as illustrated in the above screenshot) for External Transactions. Whilst this Payment Type will not be directly relevant to any Card Type (or used for receipting purposes), it will be used to distinguish Credit Card payments from 'A2A' payments.

**Processing Flow**

The following information (below in italics) has been derived from the 'DPSECOM\_PXPay\_2\_0\_IntegrationGuide.pdf' document available on the Payment Express website. These details have been included to allow Council to appreciate both the product and the process surrounding this integration.

*The PX Pay 2.0 interface is a platform independent Hosted Payments Page (HPP) solution provided by DPS. The HPP provides a solution for the capturing credit card information securely without exposing the merchant to the sensitive data.*

*This is achieved by allowing the card holder to enter their card details into a page which is hosted by DPS rather than the merchants own website. The major advantage of this approach is that the merchant does not see, and is not aware of, the card number at any point in the process. This is beneficial from a PCI DSS standpoint because the scope of PCI DSS requirements is likely to be reduced.*

*PCI DSS (Payment Card Industry Data Security Standard) is a set of comprehensive requirements created by card issuers American Express, Discover Financial Services, JCB International, MasterCard and Visa to ensure the security of credit card data online. All merchants, whether small or large, need to be PCI compliant. DPS is registered as a PCI DSS compliant service provider; therefore a payment page solution hosted by DPS meets all PCI DSS requirements.*

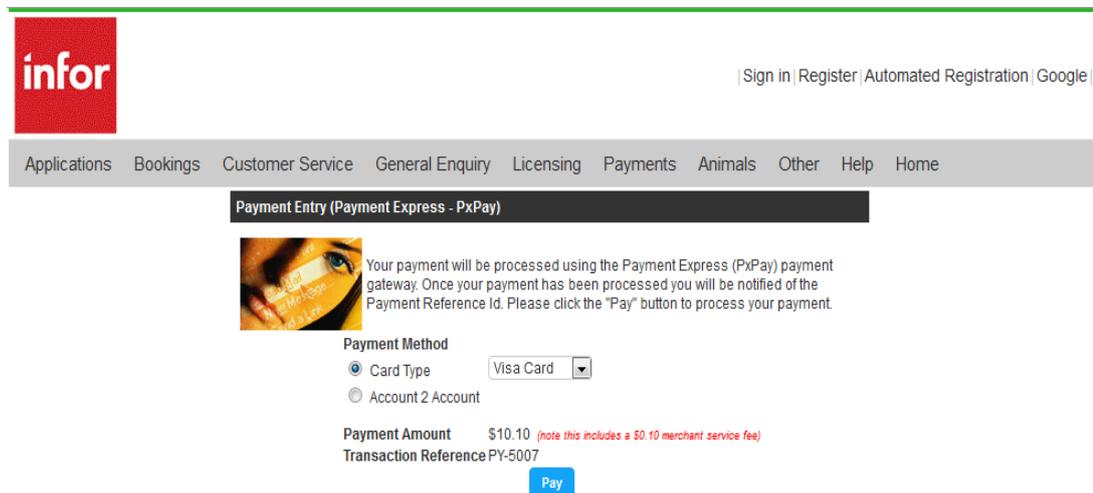
#### **Process Flow**

- a. *To process a transaction, PX Pay 2.0 allows merchants to send XML requests to Payment Express® via HTTPS posts to <https://sec.paymentexpress.com/pxaccess/pxpay.aspx>. PxPay Username & PxPay Key is required too.*
- b. *Payment Express® responds with a unique URI (encrypted URL) for an SSL secure payments page.*
- c. *The merchant shopping cart uses the returned URI to redirect the customer to the secure DPS hosted payments page.*
- d. *The customer will be prompted to enter their credit card details and complete the transaction. The transaction is then sent to the merchant bank for authorisation. The result is displayed and the user is automatically redirected back to the merchant's website (success or fail page);*  
  
*i.e. <https://www.dpsdemo.com/SandboxSuccess.aspx?result=0000840000185376f1519ff80a5ccd54&userid=SamplePXPayUser>*
- e. *You take the "result" parameter value in the URL string i.e. 0000840000185376f1519ff80a5ccd54 along with the PX Pay username and PX Pay key; to send the response request (ProcessResponse) to Payment Express and receive the XML response back.*
- f. *The transaction results and other transaction details are decrypted and sent back to the merchant as a standard XML response.*

#### **Credit Card Payment - End User Experience**

Step 1 of 2 (ePathway hosted 'launch' page)

1. A page showing transaction details and the calculated payment amount is presented.
2. Calculation and addition of the Merchant Service Fee (MSF) based on the Card Type selected is evident where MSF is configured. Council may configure ePathway to allow a different MSF Fee (surcharge rate) based on the Card Type (e.g. Visa, MasterCard etc.). If MSF authorised functionality is not in use at Council, the Card Type dropdown option will not be displayed as it is not relevant.



**infor** | Sign in | Register | Automated Registration | Google

Applications | Bookings | Customer Service | General Enquiry | Licensing | Payments | Animals | Other | Help | Home

**Payment Entry (Payment Express - PxPay)**

Your payment will be processed using the Payment Express (PxPay) payment gateway. Once your payment has been processed you will be notified of the Payment Reference Id. Please click the "Pay" button to process your payment.

**Payment Method**

Card Type | Visa Card

Account 2 Account

**Payment Amount** \$10.10 *(note this includes a \$0.10 merchant service fee)*

**Transaction Reference** PY-5007

**Pay**

*Note: Where MSF is involved, the 'Payment Amount' both shown below and passed to the payment gateway will be the MSF inclusive amount (these are passed as a single inclusive value). The example below includes MSF.*

3. The user may proceed with the payment via the Pay button and be presented with the non-merchant hosted credit card entry page (refer Step 2) within an iFrame.

#### Step 2 of 2

1. Enter credit card details

**infor** | Sign in | Register | Automated Registration | Google

Applications | Bookings | Customer Service | General Enquiry | Licensing | Payments | Animals | Other | Help | Home

**Payment Entry (Payment Express - PxPay)**

Your payment will be processed using the Payment Express (PxPay) payment gateway. Once your payment has been processed you will be notified of the Payment Reference Id. Please click the "Pay" button to process your payment.

**Payment Method**

Card Type Visa Card

Account 2 Account

**Payment Amount** \$10.10 *(note this includes a \$0.10 merchant service fee)*

**Transaction Reference** PY-5007

**Credit Card Payment**

**Card Number:\*** 4111111111111111

**Card Holder Name:\*** NICHOLAS GABB

**Expiry Date (MM/YY):\*** 11 20

**Card Security Code:** 333 [What is this?](#)

**dps | paymentexpress**

VISA | MasterCard | AMERICAN EXPRESS | JCB | Diners Club International | Verified by VISA | AMERICAN EXPRESS SafeKey

[Privacy Policy](#)

*Note: The DPS merchant administration facility will allow Council to customise the colours and other aspects of the embedded Payment Page. The credit card entry page should therefore be able to be customised to match (or contrast) the ePathway page.*

2. Submit the payment and user is returned to ePathway with confirmation.

**infor** | Sign in | Register | Automated Registration | Google

Applications | Bookings | Customer Service | General Enquiry | Licensing | Payments | Animals | Other | Help | Home

**Payment Success**

Your RATES payment has been submitted successfully. Please click here to complete a survey for us.

**Transaction Reference** PY-5007

**Payment Date/Time** 15/12/2014 10:19:59 AM

**Receipt Number** P09ECB3134E1D168

**Amount** \$10.00

**MSF Value** \$0.10

[Click to Print This Page](#)

Identifier	Select the type of account you wish to pay.	Description/Detail	Amount
33	Pay your Rates here	17 Cambridge Street, NORTH ADELAIDE SA 5006	\$10.10

3. Receipt is e-mailed to the ePathway user. For example,

```

INFOR PUBLIC SECTOR
DATE: 23-JUN-2014
CASHIER: ePathway
TAX:
RECEIPT No:      1234583977
Visa Card                               -1,100.00
RA 33                                       1,000.00
6B Mike Street, EASTWOOD SA 5063

RC EMSF                                       100.00
Merchant Service Fee

RECEIPT AMOUNT:      1,100.00
CHANGE ISSUED:

```

*Note: Receipt generation and e-mail is reliant on Council's Pathway configuration (i.e. PDF Queue and Receipt Templates, etc.).*

### Online Banking Payment (A2A) - End User Experience

#### Step 1 of 2 (ePathway hosted 'launch' page)

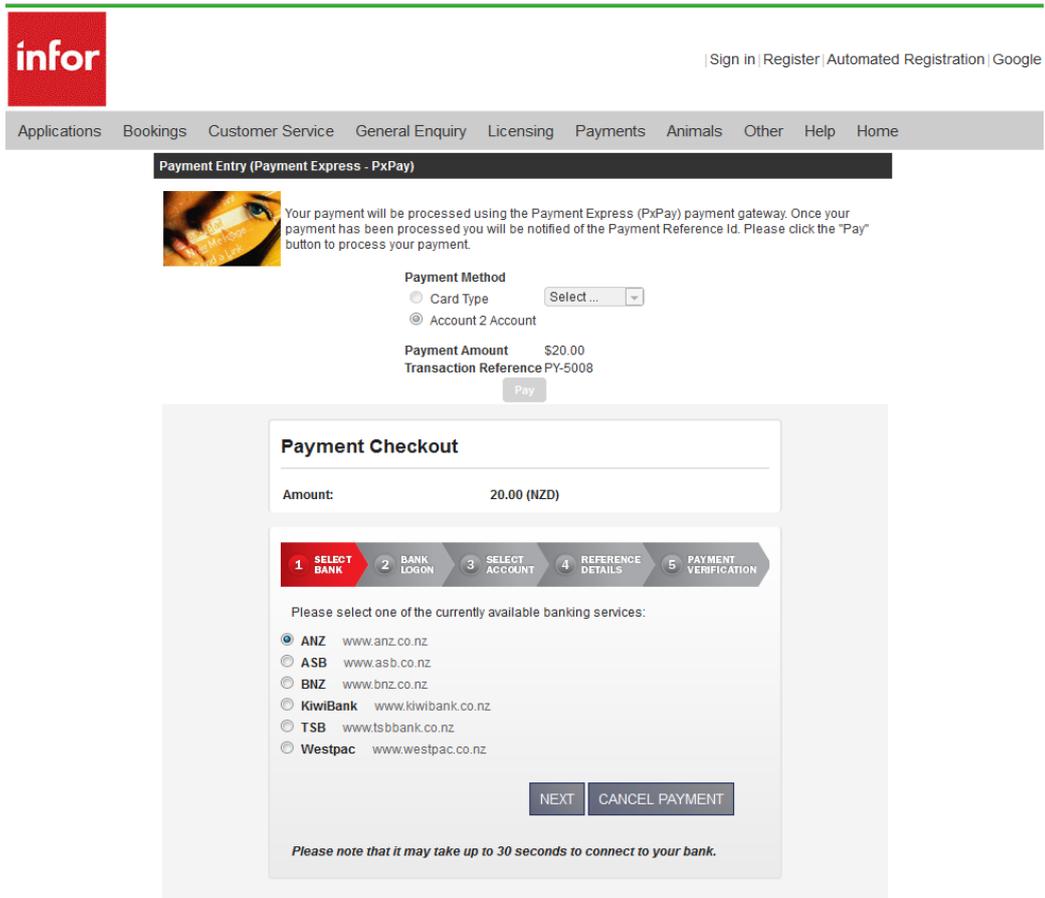
1. A page showing transaction details and the calculated payment amount will be presented.
  - Note: MSF is not applicable for A2A payments.*
2. The (optional) selection of the A2A payment method is available.

The screenshot displays the Infor Public Sector website interface for online banking payments. At the top left is the Infor logo. To the right are links for 'Sign in', 'Register', 'Automated Registration', and 'Google'. Below this is a navigation menu with items: Applications, Bookings, Customer Service, General Enquiry, Licensing, Payments, Animals, Other, Help, Home. The main content area is titled 'Payment Entry (Payment Express - PxPay)'. It features a small image of a hand holding a card, followed by text explaining that the payment will be processed using the Payment Express (PxPay) gateway and that the user will be notified of the Payment Reference Id. Below this, there is a 'Payment Method' section with two radio button options: 'Card Type' (with a 'Select...' dropdown) and 'Account 2 Account' (which is selected). The 'Payment Amount' is \$20.00 and the 'Transaction Reference' is PY-5008. A blue 'Pay' button is located at the bottom of the form.

3. The user may proceed with the payment via the Pay button and be presented with the non-merchant hosted A2A page (refer Step 2) within an iFrame.

#### Step 2 of 2 (non-merchant hosted pages)

1. Proceed through the required stages to make the A2A payment to the merchant's account.



- Once the A2A stages are complete, a success screen will display and the user will be returned to ePathway.



### Auditing

For both credit card and A2A payments, the payment result is written to the ePathway audit log.

**Audit Log**

Please enter the date range and select event type to search for your required audit logs.

From Date: 15/12/2014 00:00:00 To: 15/12/2014 23:59:59

Event Type: All

Key Word: [ ]

**Search**

Event Type	Description	Key Word	User Name	IP Address	Browser	Java script	Date	HTTP Headers
?	A web user successfully signed into the system.		Admin	10.82.80.136		✓	15/12/2014 10:47:55	<a href="#">Show</a>
?	PaymentReceiptRequestProvider singleton class initialised		PUBLIC	10.82.80.136		✓	15/12/2014 10:38:53	<a href="#">Show</a>
?	Created a new payment session with PaymentSessionId: PY-5008.		PUBLIC	10.82.80.136		✓	15/12/2014 10:36:56	<a href="#">Show</a>
?	AuthorisedFunctions were retrieved from Pathway during Load() - and received 26 functions in list.		PUBLIC	10.82.80.136		✓	15/12/2014 10:36:34	<a href="#">Show</a>
?	Session purge, removed 0 sessions, current sessions: 1		NT AUTHORITY\NETWORK SERVICE				15/12/2014 10:21:29	
?	Queued a Payment Session (from Payments module) for expediting with Reference: PY-5007		PUBLIC	10.82.80.136		✓	15/12/2014 10:19:58	<a href="#">Show</a>
?	Payment Express (PxPay) Payment submitted OK -> Transaction Reference: PY-5007 Merchant Transaction Reference: PY-5007 Payment Amount: \$10.00 MSF Amount: \$0.10 Payment Date: 15/12/2014 10:19:57 AM Transaction No: P09ECB3134E1D168 Batch No: 20141215 Receipt No: 000000011b2e81d8 Card Type: Visa Message (from Gateway): APPROVED.		PUBLIC	10.82.80.136		✓	15/12/2014 10:19:57	<a href="#">Show</a>
?	An interrupted/incomplete APPROVED payment transaction has been detected for the Payment Express (PxPay) Payment Gateway (usually caused by a failed/closed or interrupted browser 'redirect' back to ePathway), this will need to be manually reconciled and if applicable a refund performed within Payment Express (PxPay) (and void the original payment).		PUBLIC	10.82.80.136		✓	15/12/2014 10:19:57	<a href="#">Show</a>

**Audit Log entries – successful (i.e. 'approved') payments**

If however, the payment was NOT 'approved' (i.e. it was Declined or similar), then the user is instead redirected back to an error page within ePathway, and a "Retry Payment" button is made available.

**infor** | Sign in | Register | Automated Registration | Google

Applications | Bookings | Customer Service | General Enquiry | Licensing | Payments | Animals | Other | Help | Home

**The following errors occurred processing your payment:**  
**DECLINED**

**Payment Entry (Payment Express - PxPay)**

 Your payment has been returned as unsuccessful (see error/s below). If required you can click the "Retry Payment" button to try the payment again.

Card Type: Visa  
Payment Amount: \$18.00  
Transaction Reference: PY-5009

**Retry Payment**

At this point the user can retry the payment, they can close their browser or they can navigate elsewhere.

**Payment Errors**

The error messages can be customised by 'editing' the ePathway 'web.config' file for the relevant acquirer response code. For example,

```
<errorCodes>
<!-- Acquirer Response Codes - Custom Text (01 to 99) -->
<!-- Sites can customise what the card holder see's - however the general rule is to display as little detail as possible (for security reasons) -->
<error code="01" value="Payment Declined." />
<error code="04" value="Payment Declined." />
```

```
<error code="05" value="Payment Declined." />
<error code="07" value="Payment Declined." />
<error code="12" value="Payment Declined." />
<error code="51" value="Payment Declined (Insufficient Funds)." />
<error code="91" value="Issuer Unavailable, the cardholders issuing bank is temporarily unavailable to authorise the
transaction - please try again later." />
<error code="92" value="Bank Unavailable, the merchant's bank is temporarily unavailable to authorise the transaction -
please try again later." />
<!-- The following message is displayed if the Acquirer Response Code is not set up above -->
<error code="Default" value="Payment Declined for unspecified reasons." />
</errorCodes>
```

A “Default” error is provided – and will be displayed (to the web user and in the event log) unless a specific error for that acquirer response code has been set up (e.g. as “12” and “51” have been setup in the above example). This means a site only needs to set up a few codes (i.e. those where they want a more specific message displayed).

Note: The recommendation is generally to not provide too much information in these messages – given that ePathway is exposed to the general public (e.g. banking knowledge) and internet (e.g. security risk). An example would be a ‘Card is marked as lost/stolen’ response code – this level of information would usually not be broadcast.

Declined or Failed payments are also written to the audit log.

### Interrupted Payments

Because a browser ‘redirect’ is used to automatically navigate from ePathway to Payment Express and then back to ePathway, there is an increased chance of an ‘interrupted’ payment scenario occurring. The most common cause of this will be the user ‘closing’ their browser prior to the full payment cycle completing – however technical errors could also cause this to occur.

A normal payment cycle encompasses the following steps:

1. Initiate transaction.
2. ePathway transaction requires payment by credit card.
3. ePathway prompts the user for the credit card type (e.g. Visa) and the user clicks Pay.
4. ePathway does a ‘redirect’ to the Payment Express gateway within an iFrame.
5. PaymentExpress prompts for credit card details (card no, expiry, etc.) and the user clicks the Pay button.
6. Payment Express processes the payment and which is ‘Approved’.
7. Payment Express commences the ‘redirect’ back to ePathway.
8. ePathway receives the redirect, sees it is ‘Approved’ and submits the request (to Pathway).
9. ePathway displays the standard ‘success’ page

In the scenario where the user **closes the browser after step 6, but before step 9** – an ‘interrupted’ payment will be the result. In short what this means is Payment Express has potentially taken the funds (from the card holder’s credit card) however ePathway was not able to be made aware of this and therefore has not submitted the request (for example a certificate request).

The above situation will be made apparent by standard ePathway reconciliation processes and the ePathway Audit log will also provide assistance in this regard.

**Important Note:** An ‘interrupted payment’ does not always indicate that funds have been taken. It is also possible that the user simply does not complete any details relating to the credit card entry and leaves the session prematurely. Interrupted payments are detected and logged purely to assist in following up payments during the reconciliation process.

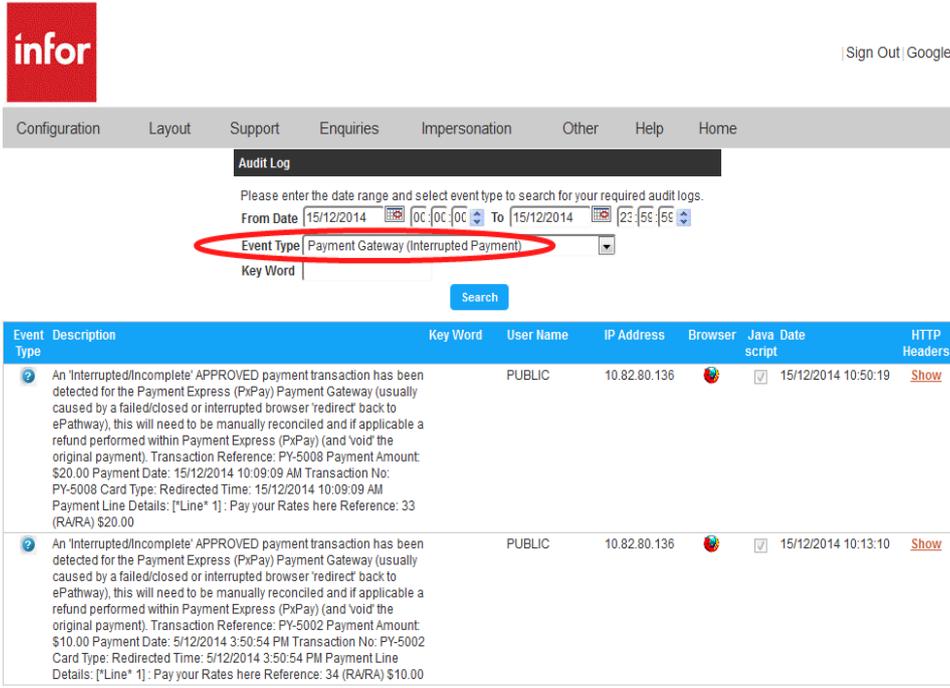
ePathway has an automated mechanism built in for checking for logging interrupted payments. This mechanism will report an interrupted payment on the following basis:

- An interrupted payment is in existence (these are tracked in a log in the ePathway database).
- A time span of at least ‘process timeout’ (default 20 minutes – refer setup wizard) has elapsed since the interrupt occurred.

- The (module-based) transaction has not since been re-submitted and is therefore still outstanding.

If an 'interrupted' payment is found, ePathway will generate an audit log entry as shown below. It should be noted that this is only generated once per interrupted payment – but the audit log entry then serves as a permanent and reportable record of the interrupt.

An audit log 'event type' simplifies reporting of the incidence of interrupted payments. For example,



The screenshot shows the Infor ePathway Audit Log interface. At the top left is the Infor logo. On the right, there is a 'Sign Out | Google' link. Below the logo is a navigation menu with items: Configuration, Layout, Support, Enquiries, Impersonation, Other, Help, Home. The 'Audit Log' section is active, showing a search form with the following fields: 'Please enter the date range and select event type to search for your required audit logs.', 'From Date' (15/12/2014), 'To' (15/12/2014), and 'Event Type' (Payment Gateway (Interrupted Payment)). A 'Search' button is located below the search form. Below the search form is a table of audit log entries.

Event Type	Description	Key Word	User Name	IP Address	Browser	Java script	Date	HTTP Headers
	An 'Interrupted/Incomplete' APPROVED payment transaction has been detected for the Payment Express (PxPay) Payment Gateway (usually caused by a failed/closed or interrupted browser 'redirect' back to ePathway), this will need to be manually reconciled and if applicable a refund performed within Payment Express (PxPay) (and 'void' the original payment). Transaction Reference: PY-5008 Payment Amount: \$20.00 Payment Date: 15/12/2014 10:09:09 AM Transaction No: PY-5008 Card Type: Redirected Time: 15/12/2014 10:09:09 AM Payment Line Details: ['Line* 1]: Pay your Rates here Reference: 33 (RA/RA) \$20.00		PUBLIC	10.82.80.136			15/12/2014 10:50:19	Show
	An 'Interrupted/Incomplete' APPROVED payment transaction has been detected for the Payment Express (PxPay) Payment Gateway (usually caused by a failed/closed or interrupted browser 'redirect' back to ePathway), this will need to be manually reconciled and if applicable a refund performed within Payment Express (PxPay) (and 'void' the original payment). Transaction Reference: PY-5002 Payment Amount: \$10.00 Payment Date: 5/12/2014 3:50:54 PM Transaction No: PY-5002 Card Type: Redirected Time: 5/12/2014 3:50:54 PM Payment Line Details: ['Line* 1]: Pay your Rates here Reference: 34 (RA/RA) \$10.00		PUBLIC	10.82.80.136			15/12/2014 10:13:10	Show

Page 1 of 1

### Audit Log entries – 'interrupted' payments detected

Manual intervention will then be needed to determine if the request has still not been submitted (i.e. in the time since the interrupted payment was originally detected and written to the audit log) and then refund the payment or contact the intended recipient as required.

### Related Pre/Post 'go live' Processes

#### Reconciliation of Credit Card Payments to Receipts

The Payment Express payment gateway provides access to various merchant reporting and transaction information via 'Payline' – and these services can be accessed directly via a web browser. This "merchant administration" requires a dedicated user name and password for logging on. Some of these services will need to be used to reconcile ePathway payment transactions. Payment Express will be able to provide these log on credentials and any further information that may be required.

ePathway generates an online receipt for any credit card payments and this receipt information flows through to Pathway via the 'External Receipting' module. The ePathway transaction reference (e.g. CR-123) becomes the 'Offline Reference' on the receipt (and this is a searchable Pathway field). All receipts from ePathway post to what is commonly referred to as the 'ePathway Drawer' which is also defined in Pathway.

It is a manual process (usually performed daily) to reconcile between the 'payment gateway' payments and the 'ePathway drawer' receipts and this applies equally to all payment gateways that ePathway integrates to.

An automatically rolling 'bank reference' is used to assist in the day by day reconciliation process – and the Pathway Bank Deposit Listing report can be set up to perform the 'roll' at an appropriate time each day (i.e. synchronised as close as possible with the payment gateway or bank cut-off).

An Infor professional services consultant (in conjunction with a relevant Payment Express consultant) are required at a logical time prior to 'go live' to provide further detail and end-to-end testing with council with regards the overall ePathway and Payment Express reconciliation process.

#### Site Acceptance Testing

As part of developing this integration, Infor have performed technical and functional testing to a large extent – using a 'test' merchant configuration.

However it is a mandatory requirement for councils to also perform technical and functional testing to their satisfaction – prior to any form of 'go live' process. As part of the testing, various error conditions can be simulated (as briefly mentioned earlier).

Note: This testing will also inherently test the technical and environmental landscape – for example, ePathway being able to physically access the Payment Express payment gateway as well as use across different browsers.

## Module Property Search

InforXtreme Incident: DUNE 7660073; DRN: 27390 Fix:  
KB: NA;

### PARCEL NUMBER SEARCH FIELD HIDDEN

The Parcel Number search field is hidden on the Property Search control when the System Parameter Property.HideParcelDetails is set to true.

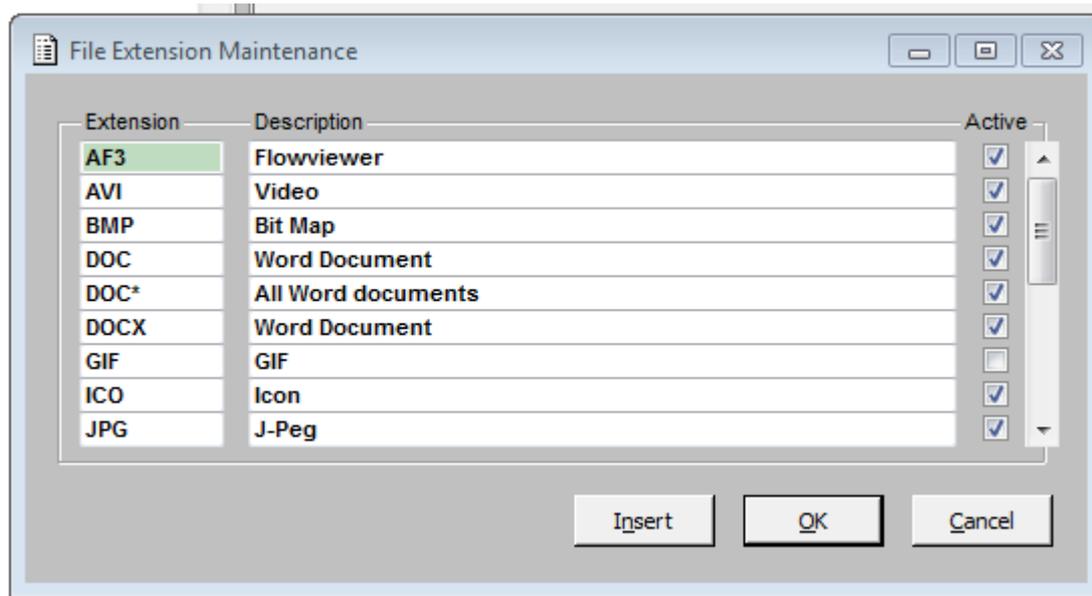
## ePathway File Upload Filters

InforXtreme Incident: LOGA 6847274; DRN: 27652 Fix:  
COPP 7660533; PERT 6680781;  
KB: NA;

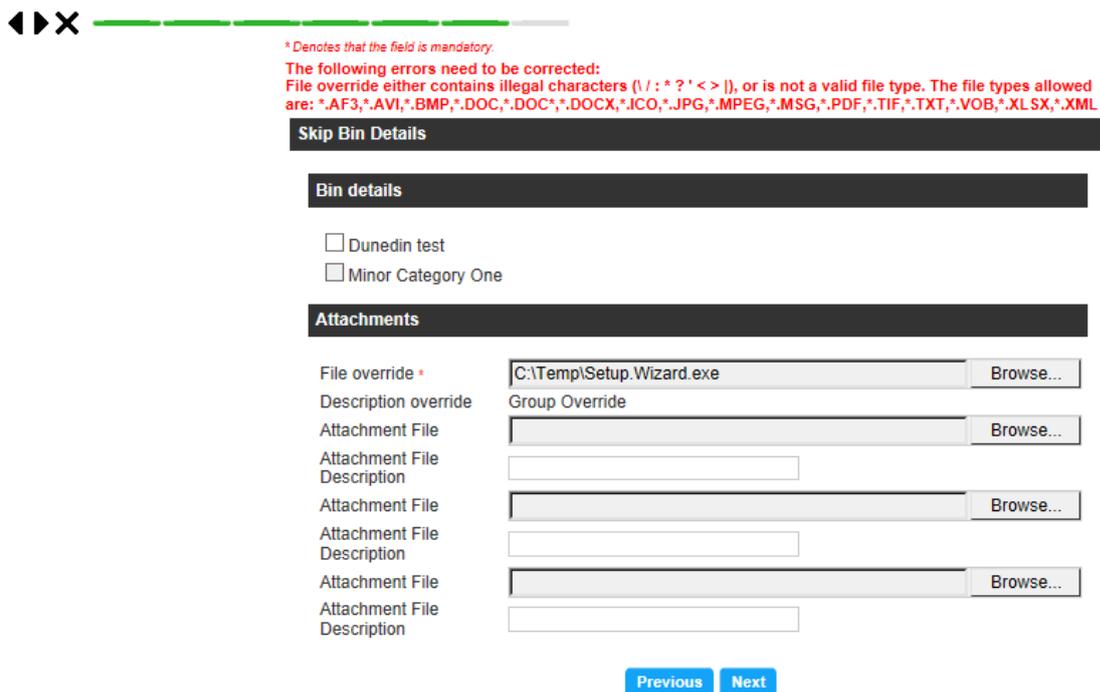
### FILE UPLOAD

Files being uploaded from ePathway are validated both on the client side (validators on the form) and server side (Pathway). This document outlines the basic process for restricting certain files types from being uploaded via ePathway.

Permissible file types are configured in Pathway (**System Administration >> PaperClip Attachments >> File Extension Maintenance**) and then exported to ePathway. It is important to note that the selected types apply to all ePathway modules and are not able to be individually assigned.



When a file is uploaded via the File Upload control in ePathway, the type is checked upon clicking the Next button and a validation message will be displayed on the screen if the file is not of a valid file type.



Pathway allows file types to be configured on a module by module basis. As such, if a file is uploaded of a type permitted by ePathway but not Pathway, the file will not be uploaded.

**Note:** Files are not physically stored in on the ePathway webserver. Their binary data is inserted into an ePathway data table and from there they are exported to Pathway.

### Property Search (with Google Maps)

InforXtreme Incident:

DRN: 27687

Fix:

KB: NA;

## GOOGLE MAPS PROPERTY SEARCH FILTER

A Google Maps property search control has been introduced to ePathway. This control is included in Property Search (per module) and Property General Enquiry.

Based on the growing popularity of Google Maps, ePathway has been enhanced to support a Google Maps search feature. This is intended to cater (at least to some extent) for the situation whereby GIS integration (e.g. ESRI Dekho) is not being utilised.

This enhancement has now been introduced for all ePathway modules where a property search/select is relevant as well as property searches within General Enquiry Property, Applications and Registers.

### **Google Map Search Filter**

When configured, property searching within ePathway modules will provide for a Google Maps search option. The Google Maps search feature resides within the 'GIS Search' tab since only one mapping tool may be integrated with ePathway (at any one time).

Configurable instructions are displayed explaining to the user that they are to locate the required property on the map and then click the 'search' button.

It should be noted that the Google Maps search requires the user to select the required property and only then will ePathway validate the selection by checking the Pathway property data. Pathway will subsequently determine the 'best match' (or matches) based on the information supplied by Google Maps and return the results to ePathway.

### Process

**Step 1:** The user clicks the GIS Search tab and is presented with a Google Map. Where possible, ePathway will determine the location of the user by using the local IP address. A 'pin' is subsequently placed at this location.

*Note:* The determination of a user's location is dependent on device and browser. If the location cannot be resolved it will be the responsibility of the user to navigate (e.g. drill down) to the required location.



| Sign Out |

Applications Bookings Certificates General Enquiry Licensing Payments Animals Other Registration Help Home



**Property Search**

You can search for a property by selecting one of the available options below, and then entering some or all of the requested details.

Address Search Parcel Search Title Search Valuer General Search GIS Search

**Search for locations using Google Maps:**

Use this option if you wish to search for a property via Google maps. Move the pin to the search location and then click on the search button.

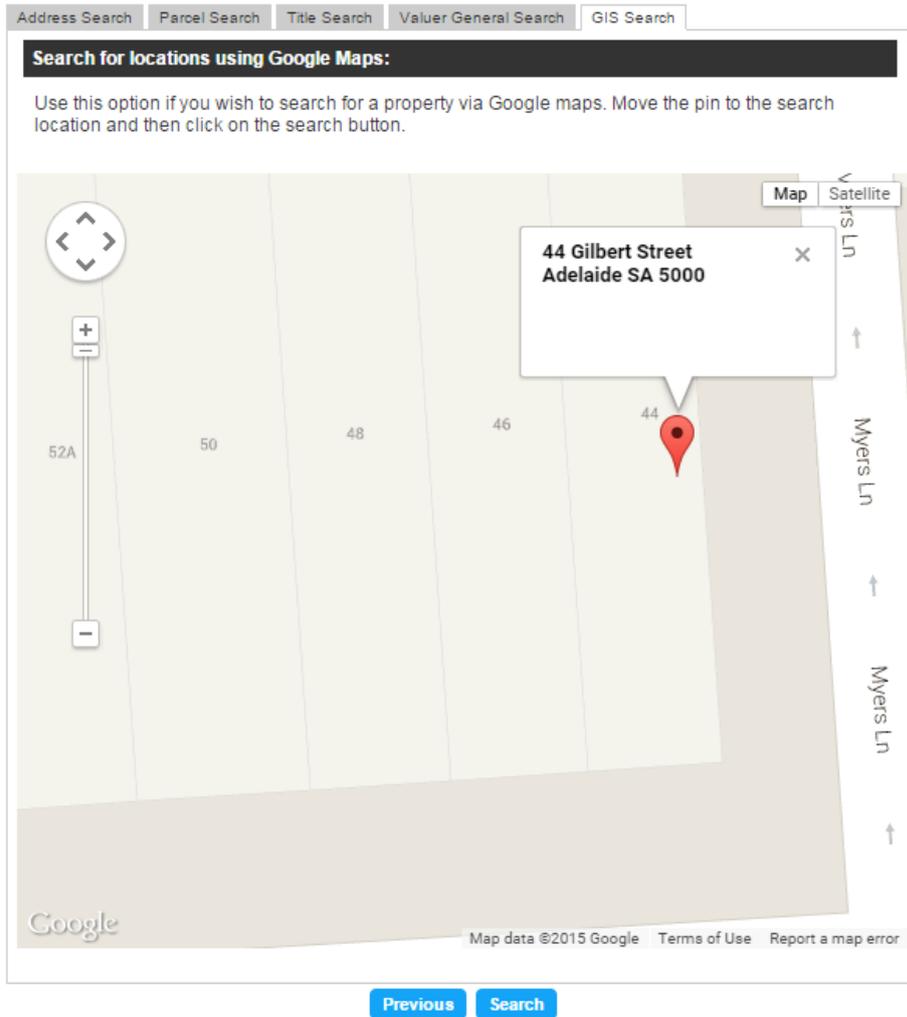
Reconciliation Plaza  
Adelaide SA 5000

Map Satellite

Map data ©2015 Google Terms of Use Report a map error

Previous Search

**Step 2:** The user navigates (e.g. zooms in) and clicks on a property in the map.



**Step 3:** The user clicks the 'Search' button and is presented with the relevant property matches. As per standard functionality, a property may be selected and the user is then able to continue processing by selecting the 'Next' button.

**infor** | Sign Out

Applications Bookings Certificates General Enquiry Licensing Payments Animals Other Registration Help Home

### Property Search

You can search for a property by selecting one of the available options below, and then entering some or all of the requested details.

**Number of Properties Found: 1**

The checkboxes below allow the selection of properties and/or parcels which will be displayed against their Certificate Types on the next screen.

	Address	Title Description
<input type="checkbox"/>	44 Gilbert Street, ADELAIDE SA 5001	CT-5694/116

[Add More Properties](#) [Next](#)

Address Search Parcel Search Title Search Valuer General Search GIS Search

#### Search for locations using Google Maps:

Use this option if you wish to search for a property via Google maps. Move the pin to the search location and then click on the search button.

The more complicated the property structure, the more potential results will be returned. For example,



| Sign Out |

- Applications
- Bookings
- Certificates
- General Enquiry
- Licensing
- Payments
- Animals
- Other
- Registration
- Help
- Home



### Property Search

You can search for a property by selecting one of the available options below, and then entering some or all of the requested details.

Address Search | Parcel Search | Title Search | Valuer General Search | GIS Search

#### Search for locations using Google Maps:

Use this option if you wish to search for a property via Google maps. Move the pin to the search location and then click on the search button.

Map data ©2015 Google | Terms of Use | Report a map error

- Previous
- Search



[ Sign Out ]

Applications Bookings Certificates General Enquiry Licensing Payments Animals Other Registration Help Home



Property Search

You can search for a property by selecting one of the available options below, and then entering some or all of the requested details.

Number of Properties Found: 14

The checkboxes below allow the selection of properties and/or parcels which will be displayed against their Certificate Types on the next screen.

	Address	Title Description
<input type="checkbox"/>	41-49 South Terrace, ADELAIDE SA 5001	CT-5106/781
<input type="checkbox"/>	46-49 South Terrace, ADELAIDE SA 5001	Internal Title
<input type="checkbox"/>	GROUND 46-49 South Terrace, ADELAIDE SA 5001	Internal Title
<input type="checkbox"/>	GROUND 46-49 South Terrace, ADELAIDE SA 5001	Internal Title
<input type="checkbox"/>	GROUND 46-49 South Terrace, ADELAIDE SA 5001	Internal Title
<input type="checkbox"/>	1 46-49 South Terrace, ADELAIDE SA 5001	Internal Title
<input type="checkbox"/>	2 46-49 South Terrace, ADELAIDE SA 5001	Internal Title
<input type="checkbox"/>	2 46-49 South Terrace, ADELAIDE SA 5001	Internal Title
<input type="checkbox"/>	2 46-49 South Terrace, ADELAIDE SA 5001	Internal Title
<input type="checkbox"/>	3 46-49 South Terrace, ADELAIDE SA 5001	Internal Title
<input type="checkbox"/>	3 46-49 South Terrace, ADELAIDE SA 5001	Internal Title
<input type="checkbox"/>	3 46-49 South Terrace, ADELAIDE SA 5001	Internal Title
<input type="checkbox"/>	3 46-48 South Terrace, ADELAIDE SA 5001	Internal Title
<input type="checkbox"/>	3 46-49 South Terrace, ADELAIDE SA 5001	Internal Title

Add More Properties Next

Address Search Parcel Search Title Search Valuer General Search GIS Search

**Search for locations using Google Maps:**

Use this option if you wish to search for a property via Google maps. Move the pin to the search location and then click on the search button.

Reconciliation Plan Map Satellite  
Adelaide SA 5000

Similarly, General Enquiry modules also allow for the Google Map searching. For example,

**Parameter Setup**

To enable the Google Maps search control for a Property Search:

1. Log on to ePathway as the ‘administrator’
2. Open Layout >> Property Search
3. Select the module
4. Click Add
5. For the GIS Search, set the First Type dropdown to **Google Maps**
6. Click ‘Update’ to save
7. Reload the Layout Cache

Sequence	Heading Text	First Type	Second Type	Delete
1	Address Search	Address		<input type="checkbox"/>
2	Parcel Search	Parcel		<input type="checkbox"/>
3	Title Search	Title		<input type="checkbox"/>
4	Valuer General Search	ValuerGeneral		<input type="checkbox"/>
5	GIS Search	GoogleMaps		<input type="checkbox"/>

To enable the Google Maps search control for General Enquiry:

1. Log on to ePathway as the 'administrator'
2. Open Layout >> General Enquiry Search
3. Select the relevant General Enquiry module and the Enquiry List
4. Type a value into the sequence field and activate Google Maps
5. Click 'Update' to save
6. Reload the Layout Cache

**General Enquiry Search**

This page allows you to define the advanced search attributes and layout for each Enquiry List within each available General Enquiry module.

Select an Enquiry Module: ePathway General Enquiry - Property

Select an Enquiry List: Full Property Structure - both search options

Sequence	Description	User Text	Active
<input type="checkbox"/>	Title Search	<input type="text"/>	<input type="checkbox"/>
<input type="checkbox"/>	Valuer General Search	<input type="text"/>	<input type="checkbox"/>
<input type="checkbox"/>	GIS Search	<input type="text"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Address Search	<input type="text"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Parcel Search	<input type="text"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Formatted Number Search	<input type="text"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Google Maps	<input type="text"/>	<input checked="" type="checkbox"/>

[Update](#)

*Note:* For General Enquiry, both Google Maps and GIS search facilities may be utilised – whereas for property searching at the module level only one or the other may be used. However, it is not expected to be a requirement that both options are made available to users.

## ePathway Authorisation

InforXtreme Incident: DRN: 27902 Fix: 03096405;  
 SMART AND THICK CLIENT; KB: NA;

### APPLICATION RESPONSES AUTHORISATION NOW ENABLES EXTERNAL NAMES

The authorisation checking within ePathway and Pathway now enables External Names functionality for sites with 'ePathway Application Responses' authorisation even if the 'External Names' authorised function is not active or authorised.

## ePathway Health Monitor

InforXtreme Incident: DRN: 28031 Fix:  
 KB: NA;

### NEW MOBILITY TEST IN HEALTH MONITOR

A new test has been added to the Health Monitor to check the status of the Mobility apps. It checks that the files are accessible and that the Mobility web service can be called.



# GIS

## Enhancements and Pre-Release Functionality

### WEBMAP GeoMedia Smart Client Interface

InforXtreme Incident: CCC;

DRN: 27667

Fix: 03096526;

SMART CLIENT;

KB:

GIS – WEBMAP GeoMedia Smart Client Interface

The Pathway smart client now provides an interface to the GeoMedia Smart Client GIS application.

The interface is activated by Pathway generating a temporary XML file containing the GIS References to be displayed on the map in the GeoMedia Smart Client. The temporary file is written to a folder that is known to the GeoMedia Smart Client. The GeoMedia Smart Client detects the presence of the temporary file, extracts the request, then deletes the temporary file and processes the request.

New parameters have been added to the GIS Product Parameter Maintenance form as described below. Note that the new parameters are only maintainable in the smart client version of the form. Use the System Administration >> Integration >> GIS Parameters >> GIS Product Parameters menu option to access the GIS Parameters, then search and select the WEBMAP GIS product. Then double click 'Additional Parameters' in the Options pane of the GIS Product Maintenance form.

The screenshot shows the 'GIS Product Parameter Maintenance' window. The 'GIS Product' section is set to 'WEBMAP' with the name 'GeoMedia Web Map Publisher'. Under 'GeoMedia Smart Client Interface', there is an 'Active' checkbox, an 'XML File Path' field, an 'XML Template' field, and a 'GIS Feature' field. Below these fields is a table titled 'GIS Interface Parameters (All 9 records)'.

Parameter	Value
Server Name	webmapdev2.ccc.govt.nz
Virtual Directory	webmap
Filename	default.asp
Profile	default
Topic	default
Type	gdo
Connection	dbGISAFM
Parameter Separator	!
Value Separator	:

The new parameters consist of the following:

'Active' checkbox:

Check this on to use the GeoMedia Smart Client interface

	from the Pathway smart client. If checked off, the existing standard WEBMAP interface will continue to be used. The initial default setting is off.
'XML File Path' textbox:	Contains the folder path to the folder to which Pathway will write the temporary XML files. The name of the GIS Feature for each request will be appended to the specified folder name.
'XML Template' textbox:	Contains the template to be used to generate the temporary XML file for each request.
'GIS Feature' textbox:	The default GIS Feature to be used for substitution in the XML document and for appending to the XML File Path if no GIS Feature can be determined from the GIS overrides.

When checking on the 'Active' checkbox for the first time, Pathway will insert default values for the 'XML File Path' and 'XML Template' textbox. (The default values may also be reinstated by clearing either or both of the two textboxes, then unchecking and rechecking the 'Active' textbox.)

The default values are as follows:

'XML File Path' textbox:	%APPDATA%\Intergraph\SmartClient\automate\IMPORT\Pathway
'XML Template' textbox:	<pre>&lt;?xml version&amp;equals;"1.0" encoding&amp;equals;"utf-8"?&gt; &lt;XMLAutomateImport alias&amp;equals;"Pathway&amp;feature;"&gt;   &lt;selection fitcontent&amp;equals;"true"&gt;     &lt;foreignkeys&gt;       [rpt] &lt;element&gt;         &lt;param name&amp;equals;"&amp;prikey;" value&amp;equals;"&amp;keyval;" /&gt;       &lt;/element&gt;     [/rpt] &lt;/foreignkeys&gt;   &lt;/selection&gt;   &lt;map&gt;     &lt;active name&amp;equals;"&amp;feature;" /&gt;     &lt;visible&gt;       &lt;feature name&amp;equals;"&amp;feature;" /&gt;     &lt;/visible&gt;   &lt;/map&gt; &lt;/XMLAutomateImport&gt;</pre>
'GIS Feature' textbox:	No value will be defaulted for the GIS Feature

It should not be necessary to change these default values.

'XML File Path' and 'XML Template' are mandatory when the 'Active' checkbox is checked on.

'GIS Feature' is optional: however, if no value is specified, the &feature; tokens in the generated XML document will be replaced with nulls.

The GIS Feature (i.e. Property/Title/Parcel type description as shown on the GIS Level Overrides forms) will be used to determine the final folder name of the path to which the temporary XML document will be written, and will be substituted into the 'alias' attribute on the <XMLAutomateImport/> element in the XML document. The GIS Layer will be substituted into the <name> attribute on the <active/> and <feature/> elements (child elements of the <map/> element).

GIS Product Parameter Maintenance

Cancel Save Undo Edit

Details for this existing item have been modified.

GIS Product

GIS Code WEBMAP GeoMedia Web Map Publisher

GeoMedia Smart Client Interface

Active

XML File Path %APPDATA%\Intergraph\SmartClient\automate\IMPORT\Pathway

XML Template

```
<?xml version&equals;"1.0" encoding&equals;"utf-8"?>
<XMLAutomateImport alias&equals;"Pathway&feature;">
<selection fitcontent&equals;"true">
<foreignkeys>
```

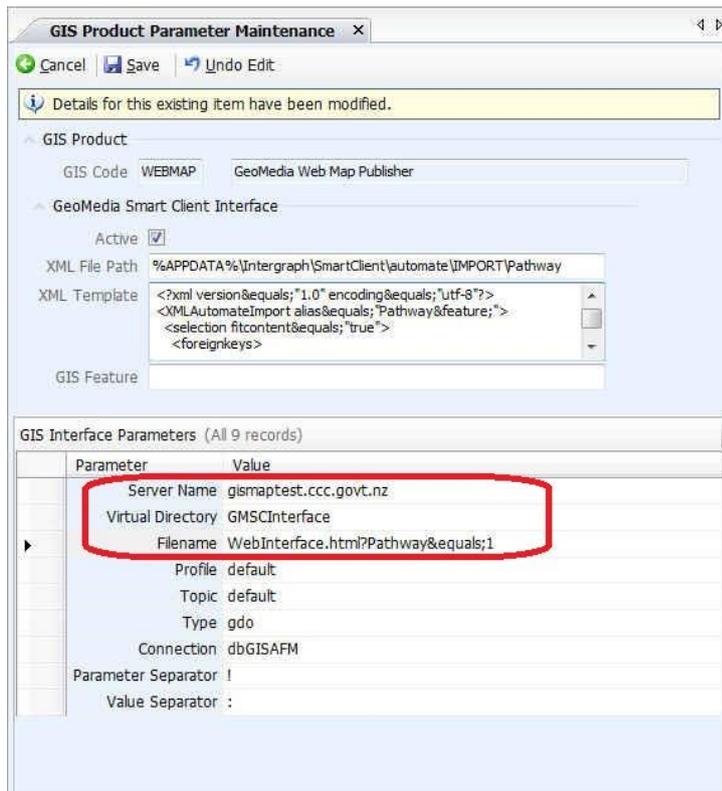
GIS Feature

GIS Interface Parameters (All 9 records)

Parameter	Value
Server Name	webmapdev2.ccc.govt.nz
Virtual Directory	webmap
Filename	default.asp
Profile	default
Topic	default
Type	gdo
Connection	dbGISAFM
Parameter Separator	!
Value Separator	:

If the GeoMedia Smart Client is not running when the temporary XML file is created, the presence of the file will not be detected. After creating the file, Pathway will check whether or not the file still exists after a delay of 0.5 seconds. If the file still exists, Pathway will try to start the GeoMedia Smart Client by passing a URL to the Internet Explorer web browser which will run an executable that starts the GeoMedia Smart Client, which will then pick up and process the temporary file.

The URL for this will be constructed from Pathway using the 'Server Name', 'Virtual Directory' and 'Filename' parameters defined on the GIS Product Parameter Maintenance form.



These parameters must be set as follows if the GeoMedia Smart Client interface is in use:

- 'Server Name': Must be set to the name of the appropriate GIS server for the current Pathway environment  
e.g. 'gismaptest.ccc.govt.nz' or 'gismap.ccc.govt.nz' (without the quotes)
- 'Virtual Directory': Must be set to 'GMSCInterface' (without the quotes)
- 'Filename': Must be set to 'WebInterface.html?Pathway&equals;1' (without the quotes)

The constructed URL will be similar to the following:

<http://gismaptest.ccc.govt.nz/GMSCInterface/WebInterface.html?Pathway=1>

# Infomart

## Enhancements and Pre-Release Functionality

### Infomart - Applications

InforXtreme Incident: NILL 7248276; DRN: 26955 Fix:  
KB: NA;

The Misc\_Description column in the Application\_Misc\_Data has been increased to 500 characters.

# Infringements

## Enhancements and Pre-Release Functionality

### Infringement Entry

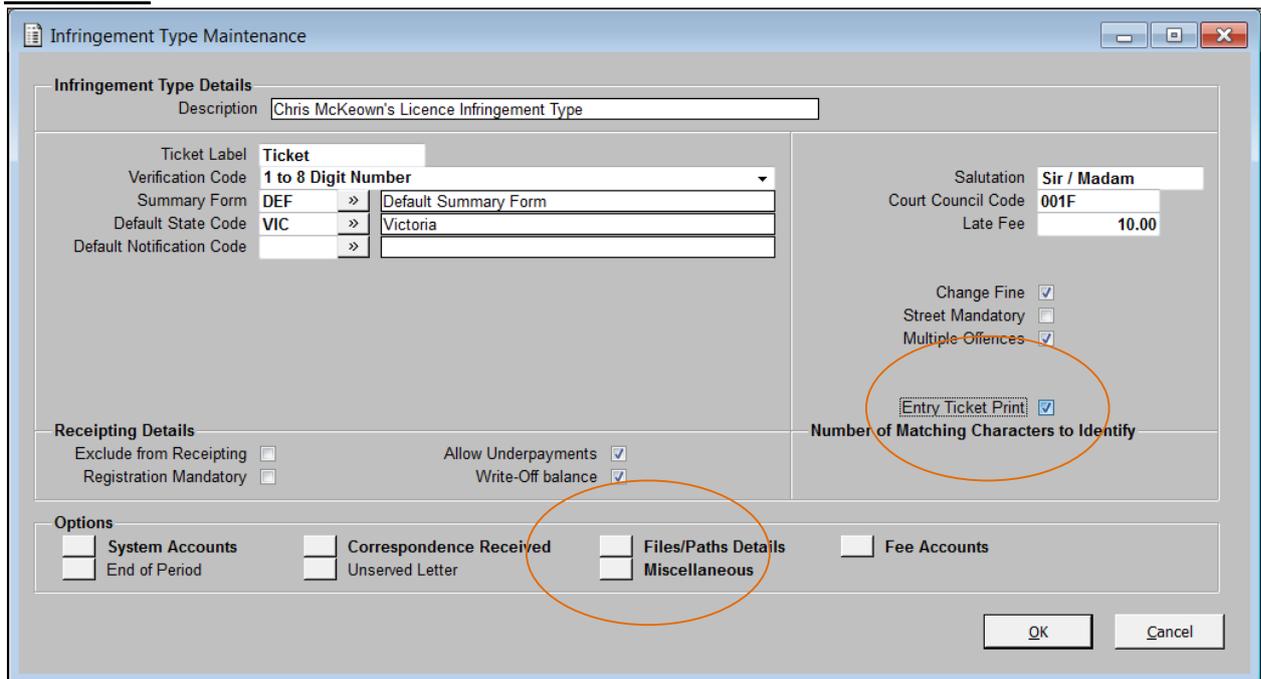
InforXtreme Incident: FRANK 4810133; DRN: 26031 Fix: 03096306;  
 SMART AND THICK CLIENT; KB:

#### ENTRY TICKET PRINTING

Functionality has been introduced to enable a Notice/Ticket to be printed when entering an Infringement via Infringement Entry.

**At present this functionality is only available in the Smart Client for Victorian sites (i.e. Infringement Type having the Default State Code set to VIC).**

### Parameters



The new Entry Ticket Print parameter has been added to this form to control the ability to print Notices/Tickets when entering an Infringement in Infringement Entry. **This parameter is shown for all Infringement Types except for the Australian Parking Format (PK1) and the New Zealand Parking Format (PK3) types.**

When this parameter is checked On the Print Notice form will be shown allowing a Notice/Ticket to be printed during Infringement Entry; if the parameter is not checked then the Print Notice form will not be shown. When this parameter is checked On the Letter Type must be nominated in the Letter Type field on the Miscellaneous Parameter Maintenance form.

### Infringement Type Parameter >> Miscellaneous >> Letter Type

A Letter Type must be created to cater for the printing of Notices/Tickets as they are entered. A separate Letter Type will be required for each Infringement Type.

If an Infringement Type allows for the inclusion of multiple offences in Notices/Tickets, the Letter Type must be created using a Merge Type which includes an Extract Type based on the Extract List Type, 'OFNCDETS : Offence Details - NO Primary Offence'.

As shown above, a section titled 'Ticket Entry from Other Pathway Modules' has been added to the 'Miscellaneous Parameter Maintenance' form. In a **future** release this will provide for the set-up of parameters for Ticket Entry via the Licensing and Applications module.

The Letter Type is shown for all Infringement Types except for the Australian Parking Format (PK1) and the New Zealand Parking Format (PK3) types.

**Note:** This form is only accessible when

- the Infringement Type's Default State Code is set to VIC or
- The Infringement Type is a New Zealand Parking Format Infringement Type (Format PK3) and the Default State Code is set to NZ.

### Infringement Entry

The Notice/Ticket may be printed when creating a new Infringement in Infringement Entry.

Infringement details are entered as normal.

Home **Chris McKeown's Licence Infringement Type Ticket Entry** x

Cancel Clear Save

Details for this existing item

Save Save and New

Offence

Ticket: 565076 Inspector: CMCKE Chris McKeown

Offence Date: Thursday, 17 July 2014 Issue Date: 17/07/2014

Time: 10:00:00 AM Start Time: End Time:

Notification Code:

Offence Type	Description	Amount	Direct Prosecution
NOISE	Noise Pollution	50	<input checked="" type="checkbox"/>

Location

Location Type: Street

On Street:

Additional Location:

Council Area:

Licence Details

Licence No.:

Licensee: Ed Mills

Trading Name:

Particulars:

Current Contact

Current Contact: Paul Alex Faehrmann

Comments

Comments:

When all entry is complete and all mandatory fields are satisfied the operator may choose Save, or Save and New.

If the Infringement Type parameters are set to Entry Ticket Print and a Letter Type has been selected then the following form will be displayed.

Home **Print Notice** x

Close Print

Details for this existing item have not been modified yet.

Offence Details

Ticket Number: 565076 17/07/2014 Noise Pollution

Notice Details

Addressee: Paul Alex Faehrmann

Letter Type: MULTICK Notice for Multiple Offences

If the Notice/Ticket is to be printed press the Print button otherwise press the Close button.

## Cycle Function - MVR Enquiry and Update

InforXtreme Incident:

DRN: 26257

Fix: 03096155;

THICK CLIENT;

KB:

## CYCLE FUNCTION – MVR ENQUIRY AND UPDATE

\*\* WESTERN AUSTRALIAN SITES ONLY \*\*

The Cycle Function has been enhanced to enable Western Australian sites to generate MVR Enquiry files for, and process MVR Update files from, any Australian State or mainland Australian Territory. This feature will assist Western Australian councils in pursuing drivers from interstate who have committed a parking infringement in the Council's jurisdiction.

NOTE: The ability to process MVR update files from Tasmania, ACT and Northern Territory is not yet available, and will be provided in a separate fix post Service Pack 1.

## PARAMETERS

**State Codes**

It is necessary to define the file paths to be used for each State/Territory when generating MVR Enquiry files and processing MVR Update files. This is achieved by maintaining the State Code parameters for the parking Infringement Type (or Types, if more than one parking Infringement Type exists) via the Infringements >> Infringement Parameters >> Infringement Type Parameters option from the Pathway menu:

Figure 1 Parameter Options (form LIFG9700)

On the Parameter Options form, press the State Code detail button:

Type	Description	Active
ACT	Australian Capital Territory	<input checked="" type="checkbox"/>
NSW	New South Wales	<input checked="" type="checkbox"/>
NT	Northern Territory	<input checked="" type="checkbox"/>
NZ	New Zealand	<input checked="" type="checkbox"/>
QLD	Queensland	<input checked="" type="checkbox"/>
SA	South Australia	<input checked="" type="checkbox"/>
TAS	Tasmania	<input checked="" type="checkbox"/>
VIC	Victoria	<input checked="" type="checkbox"/>
WA	Western Australia	<input checked="" type="checkbox"/>

Figure 2 State Code Selection (form LIFS9140)

On the State Code Selection form, select the State Code to be maintained and press the Modify button:

Figure 3 State Code Maintenance (form LIFG9140)

On the State Code Maintenance form, enter the desired file paths in the Extract File Path and Update File fields and press the OK button to store the changes.

Note: UNC file paths may be specified (recommended) for both fields. The file paths must exist.

Repeat the procedure for the other States/Territories (and for any other parking Infringement Types, if any).

### Vehicle Types

When generating MVR Enquiry files for the Transport Authorities in New South Wales, Queensland and Victoria, the Vehicle Type codes defined in Pathway must be translated to the appropriate values as defined by each Transport Authority. This is achieved by maintaining the Vehicle Type parameters for the parking Infringement Type (or Types, if more than one parking Infringement Type exists) via the Infringements >> Infringement Parameters >> Infringement Type Parameters option from the Pathway menu:

Figure 4 Parameter Options (form LIFG9700)

On the Parameter Options form, press the Vehicle Type detail button:

Type	Description	Active
BUS	Bus/Coach	<input checked="" type="checkbox"/>
CPE	Coupe	<input checked="" type="checkbox"/>
HBK	Hatchback	<input checked="" type="checkbox"/>
PRM	Prime Mover	<input checked="" type="checkbox"/>
SED	Sedan	<input checked="" type="checkbox"/>
SUV	Sports Utility	<input checked="" type="checkbox"/>
TRK	Truck	<input checked="" type="checkbox"/>
UTE	Utility	<input checked="" type="checkbox"/>
VAN	Van	<input checked="" type="checkbox"/>

Figure 5 Vehicle Type Maintenance (form LIFG9110)

On the Vehicle Type Maintenance form, press the detail button for each interstate Transport Authority in turn, and on the maintenance form that appears for each Transport Authority enter the appropriate code as defined by that Authority for each Vehicle Type listed on the form.

### Concurrent Infringement Type Processing

Concurrent Infringement Type Processing must be turned off via the Infringements >> Infringement Parameters >> Global Infringement Parameter Maintenance option from the Pathway menu:

Figure 6 Global Infringement Parameter Maintenance (form LIFG9600)

On the Global Infringement Parameter Maintenance form, check off the Concurrent Infringement Type Processing checkbox to disable Concurrent Infringement Type Processing and press the OK button to store the change.

## PROCESSING

### MVR Enquiry

The Infringement Type to be processed is selected via the Infringement Type Selection form that appears when the Infringements >> Batch Jobs >> Cycle Function Selection Interface option is selected from the Pathway menu. The First MVR Enquiry Control form only allows selection of a single State/Territory for which an MVR Enquiry file is to be generated:

First MVR Enquiry Control

Search Profile

Infringement Type: Western Australian Parking Class

State Code: WA Western Australia

Next Action: (BLANK for Run Date)

Processing Options

Job Type: Report Only

Report Content: Detailed

Extract File

Parameters Options Process Cancel

Figure 7 First MVR Enquiry Control (form LIFC7000)

On the First MVR Enquiry Control form, select the desired State/Territory via the State Code Pop-up form:

State Code Pop Up

Type	Description
ACT	Australian Capital Territory
NSW	New South Wales
NT	Northern Territory
QLD	Queensland
SA	South Australia
TAS	Tasmania
VIC	Victoria
WA	Western Australia

Search Profile

Type: \_\_\_\_\_

Description: \_\_\_\_\_

Search Select Close

Figure 8 State Code Pop-up (form LIFPINST)

When called from the First MVR Enquiry Control form, the State Code Pop-up form now allows the selection of all States and Territories if the 'home' State is WA.

Note that if 'WA' is selected as the State Code on the First MVR Enquiry Control form, the resulting report will include (if Detailed is selected for the Report Content dropdown) offences for vehicles registered in other States and/or Territories, if any. If run in Extract and Report mode, only offences for Western Australia registered vehicles will be extracted. The report can be used to determine which other States/Territories need to have a separate Extract run performed:

Form: LIFR7000 User: PTURN	Development Environment MVR Enquiry Extract Report PT - WA - Extract & Report	Page: 1 24-Apr-2014 09:12:09
-------------------------------	---	---------------------------------

Search Profile	
Infringement Type: Western Australian Parking Class	
State Code: Western Australia	
Next Action: 24-Apr-2014	
Job Type: Extract and Report	Report Content: Detailed

Query Result
Description:

Form: LIFR7000 User: PTURN	Development Environment MVR Enquiry Extract Report PT - WA - Extract & Report	Page: 2 24-Apr-2014 09:12:09
-------------------------------	---	---------------------------------

TICKET	Registration	Offence Date	Offence	Balance
502-1	1ABK180 (WA)	31-Mar-2014	Stand/Park in Designated No Parking Area	35.00
514-1	1DBT402 (WA)	31-Mar-2014	Exceeded Permitted Time Limit	35.00
521-1	1DRV800 (WA)	31-Mar-2014	Stand/Park in Designated No Parking Area	35.00
507-1	1EBT380 (WA)	31-Mar-2014	Stand/Park in Designated No Parking Area	35.00
506-1	1ELM005 (WA)	31-Mar-2014	Exceeded Permitted Time Limit	35.00
512-1	1FTW569 (WA)	31-Mar-2014	Stand/Park in Designated No Parking Area	35.00
504-1	1WAG050 (WA)	31-Mar-2014	Stand/Park in Designated No Parking Area	35.00

Form: LIFR7000 User: PTURN	Development Environment MVR Enquiry Extract Report PT - WA - Extract & Report	Page: 3 24-Apr-2014 09:12:09
-------------------------------	---	---------------------------------

TICKET	Registration	Offence Date	Offence	Balance	
503-1	462HBS (QLD)	31-Mar-2014	Exceeded Permitted Time Limit Comments: Queensland	35.00	
525-1	640LVW (QLD)	31-Mar-2014	Stand/Park in Designated No Parking Area Comments: Queensland	35.00	
513-1	751NGD (QLD)	31-Mar-2014	Stand/Park in Designated No Parking Area Comments: Queensland	35.00	
Total - Offences:		10	Amount: 350.00	Extracted - Offences: 7	Amount: 245.00

The file/s, C:\TEMP\LIF\MVREX\WA\MV000280.TXT, has/have been created for this extract process.

--- End of Report ---

Figure 9 MVR Enquiry Extract Report

#### Recommended Procedure for generating MVR Enquiry files:

1. Run the Extract in Report Only mode, selecting WA as the State Code
2. Run the Extract in Extract and Report mode, selecting WA as the State Code
3. Run the Extract in Extract and Report mode for each other State/Territory listed on the Report produced in Step 1.

#### MVR Update

The Infringement Type to be processed is selected via the Infringement Type Selection form that appears when the Infringements >> Batch Jobs >> Cycle Function Selection Interface option is selected from the Pathway menu. The First MVR Update Control form only allows selection of a single State/Territory for which an MVR Enquiry response file is to be processed:

First MVR Update Control

Search Profile

Infringement Type: **Western Australian Parking Class**

State Code: **WA** (Western Australia)

Job Name	Description	Total	Unprocessed
MV000278	Motor Vehicle Extract as at 11-Apr-2014	7	7
MV000266	Motor Vehicle Extract as at 04-Apr-2014	7	7
MV000257	Motor Vehicle Extract as at 04-Apr-2014	12	12
MV000182	Motor Vehicle Extract as at 25-May-2006	11	11
MV000147	Motor Vehicle Extract as at 11-Jun-2004	11	11

Processing Options

Job Type: **Report Only** Ignore Registration Date Range Errors:

Report Content: **Detailed**

Update File

File Name: **C:\TEMP\LIF\MVRUP\WA**

Miscellaneous Options

Organisation Key Words

Parameters Options Process Cancel

Figure 10 First MVR Enquiry Control (form LIFC7010)

On the First MVR Update Control form, select the desired State/Territory via the State Code Pop-up form:

State Code Pop Up

Type	Description
ACT	Australian Capital Territory
NSW	New South Wales
NT	Northern Territory
QLD	Queensland
<b>SA</b>	<b>South Australia</b>
TAS	Tasmania
VIC	Victoria
WA	Western Australia

Search Profile

Type:

Description:

Search Select Close

Figure 11 State Code Pop-up (form LIFPINST)

When called from the First MVR Update Control form, the State Code Pop-up form now allows the selection of all States and Territories where the 'home' State is WA.

Back on the First MVR Update Control form, select the Extract Job that corresponds to the update file to be processed.

Select the update file name and any other required options, and run the update in the usual manner.

## Infringement Maintenance

InforXtreme Incident:

DRN: 26907

Fix: 03096145;

SMART CLIENT;

KB:

### INFRINGEMENTMENT MAINTENANCE

Changes have been made to improve the performance of the Options dockable window in the Infringement Maintenance and Infringement Enquiry summary forms.

## Infringement Collections

InforXtreme Incident: ATA 7446495;      DRN: 26987      Fix: 03096153;  
ATA 7538695;  
SMART CLIENT;      KB:

### INFRINGEMENT COLLECTIONS PROCESSING

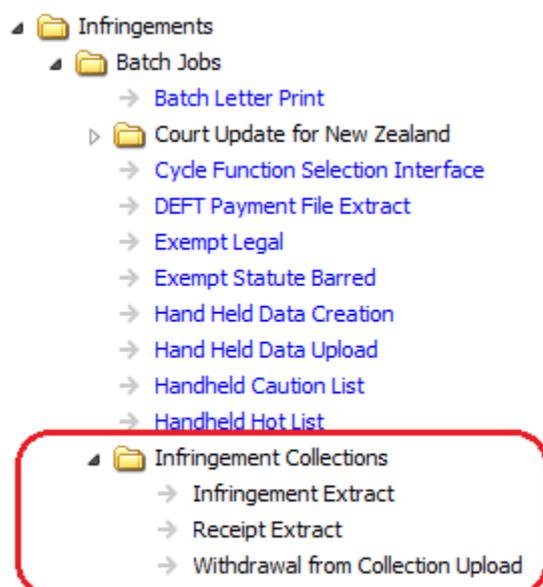
\*\* New Zealand sites only \*\*

New functionality has been implemented to allow the recovery of debts to be handled by a third party such as Baycorp. The new functionality is comprised of the following three batch processes:

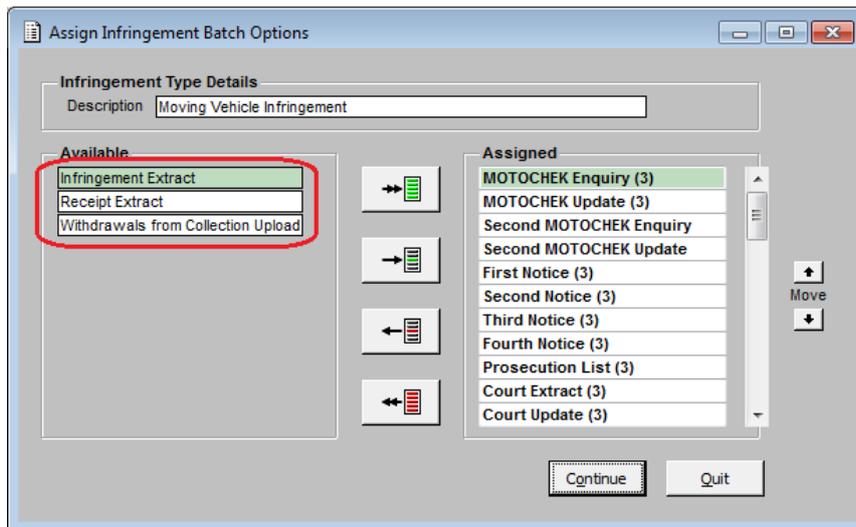
1. Infringement Extract – This allows the extraction of non-paid infringements which can then be sent to a third party for collection.
2. Receipt Extract – This allows the extraction of payments received within Pathway for infringements already sent to the third party for collection.
3. Withdrawals from Collection Upload – This allows the importing of infringements that have been withdrawn from collection by the third party.

This functionality is currently only applicable to Infringement Types using the PK3 format (Parking – New Zealand Format).

The three new batch processes can be found within the new Infringement Collections folder that has been added to the Infringements Batch Jobs menu option.



Before any of the new batch processes can be run the batch options for the processes must be assigned within each of the relevant Infringement Type parameters.



### Infringement Extract

Selecting the Infringement Extract menu option will display the Infringement Extract Control form. This form allows the extraction of non-paid infringements which can then be sent to a third party for collection.

X
Close | Submit | Clear

Ready.

Search Options

Search

Class Details

Infringement Types

MVI	Moving Vehicle Infringement
SVI	Stationary Vehicle Infringement

Search Options

Status

SP10	SP10 Reminder Issued
------	----------------------

Minimum Balance

10.00
-------

Excluded Activity Types

BAYCRP	Sent to Baycorp
DEFNOT	Request for hearing from Defendant

Notice Activity Type

SP10	SP10 Reminder Issued
------	----------------------

Notice Re-issued Activity Type

REISS	Notice Re-issued
-------	------------------

Court Order Re-issued Activity Type

78B	Court Ordered Re-Serve Received
-----	---------------------------------

Days since Notice Issued

32	-	120
----	---	-----

Days since Notice Re-issued

32	-	120
----	---	-----

Days since Infringement Issued

63	-	120
----	---	-----

Processing Options

Processing | Submission | Schedule

Processing Options

Job Type

Report Only  Update and Report

Activity Type to add

BAYCRP	Sent to Baycorp
--------	-----------------

Export Format

Baycorp Infringement Export
-----------------------------

Export File

\\ADELGO01\Redev\Pathway\Dev\tmp\BAYINFEXT.csv
--

Export Totals

Totals Template

Line item count {{{TOTAL_RECORDS}}}
Total \${{{TOTAL_BALANCE}}}

### Infringement Types

One or more Infringement Types can be selected for processing. This field is mandatory.

### Status

Only offences with the status selected will be extracted. This field is optional. If this field is populated the selected status code must exist within each of the selected Infringement Types parameters.

### Minimum Balance

Only offences with a balance greater than or equal to the minimum balance will be extracted. This field is optional.

### Excluded Activity Types

Any Offences with one or more of the excluded activity types will not be extracted. This field is optional. If this field is populated the selected activity types must exist within each of the selected Infringement Types parameters.

### Notice Activity Type

This field allows the selection of the activity used to indicate that the notice has been sent. This field is optional. If this field is populated the selected activity type must exist within each of the selected Infringement Types parameters.

#### Notice Re-issued Activity Type

This field allows the selection of the activity used to indicate that a re-issue notice has been sent. This field is optional. If this field is populated the selected activity type must exist within each of the selected Infringement Types parameters.

#### Court Order Re-issued Activity Type

This field allows the selection of the activity used to indicate that the re-issued notice was court ordered. If this field is populated an offence will only be considered to have had a re-issue notice sent if the offence has an activity matching the selected Notice Re-issued Activity Type and another activity matching the Court Order Re-issued Activity Type. This field is optional. If this field is populated the selected activity type must exist within each of the selected Infringement Types parameters.

#### Days since Notice Issued

If no re-issue notice has been sent, only offences where the number of days since the date of the latest activity matching the Notice Activity Type is within this range (inclusive of the start and end value) will be extracted. This field is optional. If no range is provided the infringement will be extracted regardless of the number of days since the notice was issued. The check for the Days since Notice Issued will be ignored unless the offence has more than one activity matching the Notice Activity Type.

#### Days since Notice Re-issued

If a re-issue notice has been sent, only offences where the number of days since the date of the latest activity matching the Notice Re-issue Activity Type is within this range (inclusive of the start and end value) will be extracted. This field is optional. If no range is provided the infringement will be extracted regardless of the number of days since the notice was re-issued.

#### Days since Infringement Issued

Only offences where the number of days since the issue date is within this range (inclusive of the start and end value) will be extracted. This field is optional. If no range is provided the infringement will be extracted regardless of the number of days since the offences were issued.

#### Additional Search Processing

In addition to the above parameters:

- Only offences currently NOT being held will be extracted.
- Only offences with a current contact will be extracted.
- Only offences with a pay by date earlier than the processing date will be extracted.

#### Job Type

If run in Report Only mode a report will be generated listing the offences matching the search criteria entered. No extract file will be generated and no offences will be updated when run in Report Only mode.

Form: LIFR7700		Development Environment		Page: 2				
User: JSCOT		Infringement Extract Report		29-Apr-2014 13:29:09				
Reprint: 05-May-2014 11:29:25		Report Only						
Ticket Number	Issued	Pay By	Reminder	Balance	Owner's Name	Surname	Given Names	Registration
A3003	01/01/14	03/02/14	10/03/14	11.50		Scott	John	ABC123
A3004	02/01/14	03/02/14		10.00		Smith	Tim	AAA111
							Record Count:	2
							Total Balance:	21.50

If run in Update and Report mode the report will again be generated. An extract file will also be generated containing the details of all of the offences listed in the report. If an Activity Type to add has been selected this activity will be added to each of the offences extracted.

#### Activity Type to add

The Activity Type to add to each of the offences extracted. This field is optional. If this field is populated the selected activity type must exist within each of the selected Infringement Types parameters.

### Export Format

This field allows the selection of an export format previously set up for the reporting entity LRPIF30 within the Query Parameter Export/Import Format Maintenance menu option. This determines the fields exported to the export file.

**Export/Import Format Maintenance**

Close Save Delete Undo Edit Sequence

Details for this existing item have not been modified yet.

**Description**

Description: Baycorp Infringement Export

Default Export/Import File: [Browse]

Export / Import: Export Only

**Export/Import Format**

Export/Import Format:  Comma Separated (CSV)  Fixed Width

**Comma Separated Options**

Text Qualifier: (default)

Include Field List: (none)

Field Separator Character: | (Pipe)

**Entity**

Entity: LRPIF30 Infringement Extract

**Field**

Export Entity Fields (First 5 records - 1 selected)

Name	Description
TPKLRPIF30	Infringement Extract
U_VERSION	U_VERSION
TFKCBTSJOB	Scheduled Job
TFKLIFINFR	Infringement
TFKLIFOTIN	Offence

Selected Field (All 28 records - 0 selected)

Details

Name	Description
FMTTICKNUM	TicketNumber
NOTNTYPE	Notification Type
OFNCDATE	Offence Date
ISSUEDATE	IssueDate
PAYBYDATE	PayByDate
REMINDER	ReminderSent
BALANCE	Balance
OWNERNAME	Owner's Name
SURNAME	Surname
GIVENNAME	Given Names
BIRTHDATE	Date of Birth
GENDER	Gender
DDMMYYNUM	Driver's Licence

To format a date field in the format dd/mm/yyyy select the date field within the Selected Field grid and press the Details button. From the Export/Import Data Base Field Maintenance form change the Field Layout Template to dd/mm/yyyy.

The screenshot shows a software window titled "Export/Import Data Base Field Maintenance". At the top, there are buttons for "Close", "Save", and "Undo Edit". Below these is a yellow information box stating "Details for this existing item have not been modified yet." The main area contains the following fields:

- Field:** OFNCDATE
- Label:** Offence Date
- Data Type:** Date
- Field Layout Template:** dd/mm/yyyy (dropdown menu)
- Search Profile:** (empty text box)

### Export File

This field allows the location and name of the extract file to be specified. When the export file is generated the current date and time will be appended to the end of the export file in the format DDMMYYhhmm. This will allow a unique export file to be generated each day when the job is run as Permanent End of Day.

### Export Totals

If this check box is ticked then the total number of records exported and the total balance exported will be included at the end of the extract file.

### Totals Template

This field allows the user to control how the export totals will be presented at the end of the export file. When the export file is generated the text {{TOTAL\_RECORDS}} and {{TOTAL\_BALANCE}} will be replaced with the total number of records exported and the total balance exported.

For example,

Line item count 2  
Total \$21.50

### Vehicle Details

Vehicle details will be extracted from the current contact if available, otherwise they will be extracted from the offence.

### **Receipt Extract**

Selecting the Receipt Extract menu option will display the Receipt Extract Control form. This form allows the extraction of payments received within Pathway for infringements already sent to the third party for collection.

The screenshot shows the 'Receipt Extract Control' window with the following sections:

- Ready.** (Status bar)
- Search Options**
  - Search** (Tab)
  - Infringement Type Details**
    - Infringement Types**: MVI Moving Vehicle Infringement, SVI Stationary Vehicle Infringement
  - Search Options**
    - Activity Type**: BAYCRP Sent to Baycorp
    - Excluded Drawer**: BAYPAY Baycorp Drawer
    - From Date**: (BLANK for Run Date)
- Processing Options**
  - Processing** (Tab) | Submission | Schedule
  - Processing Options**
    - Job Type**:  Report Only  Update and Report
    - Export Format**: Baycorp Infringement Export
    - Export File**: \\ADELGO01\Redev\Pathway\Dev\tmp\RCPTXT.csv
    - Export Totals**:
    - Totals Template**: Line item count {{TOTAL\_RECORDS}}  
Total \${{TOTAL\_AMOUNT}}

### Infringement Types

One or more Infringement Types can be selected for processing. This field is mandatory.

### Activity Type

Only offences with the activity type selected will be extracted. This field is optional. If this field is populated the selected activity type code must exist within each of the selected Infringement Types parameters.

### Excluded Drawer

Payments made to this drawer will not be extracted. This field is optional.

### From Date

Only payments with a transaction date on or after this date will be extracted. This field is optional. If this field is not provided the current processing date will be used. This field should be left blank when submitting the job as Permanent End of Day.

### Additional Search Processing

In addition to the above parameters:

- Only offences with a current contact will be extracted.

### Job Type

If run in Report Only mode a report will be generated listing the payments matching the search criteria entered. No extract file will be generated when run in Report Only mode.

Form: LIFR7710 User: JSCOT		Development Environment Receipt Extract Report Report Only			Page: 2 29-Apr-2014 14:29:59	
Ticket Number	Type	Owner's Name	Date	Amount	Balance	
A3003	MVI	John Scott	22/04/14	-2.50	11.50	
A3003	MVI	John Scott	22/04/14	-1.00	11.50	
A3004	MVI	Tim Smith	22/04/14	-5.00	10.00	
Record Count :					3	
Total Amount :					-8.50	

If run in Update and Report mode the report will again be generated. An extract file will also be generated containing the details of all of the payments listed in the report.

**Export Format**

This field allows the selection of an export format previously set up for the reporting entity LRPIF31 within the Query Parameter Export/Import Format Maintenance menu option. This determines the fields exported to the export file.

**Export File**

This field allows the location and name of the extract file to be specified. When the export file is generated the current date and time will be appended to the end of the export file in the format DDMMYYhhmm. This will allow a unique export file to be generated each day when the job is run as Permanent End of Day.

**Export Totals**

If this flag is turned on the total number of records exported and the total amount exported will be included at the end of the extract file.

**Totals Template**

This field allows the user to control how the export totals will be presented at the end of the export file. When the export file is generated the text {{TOTAL\_RECORDS}} and {{TOTAL\_AMOUNT}} will be replaced with the total number of records exported and the total amount exported. For example,

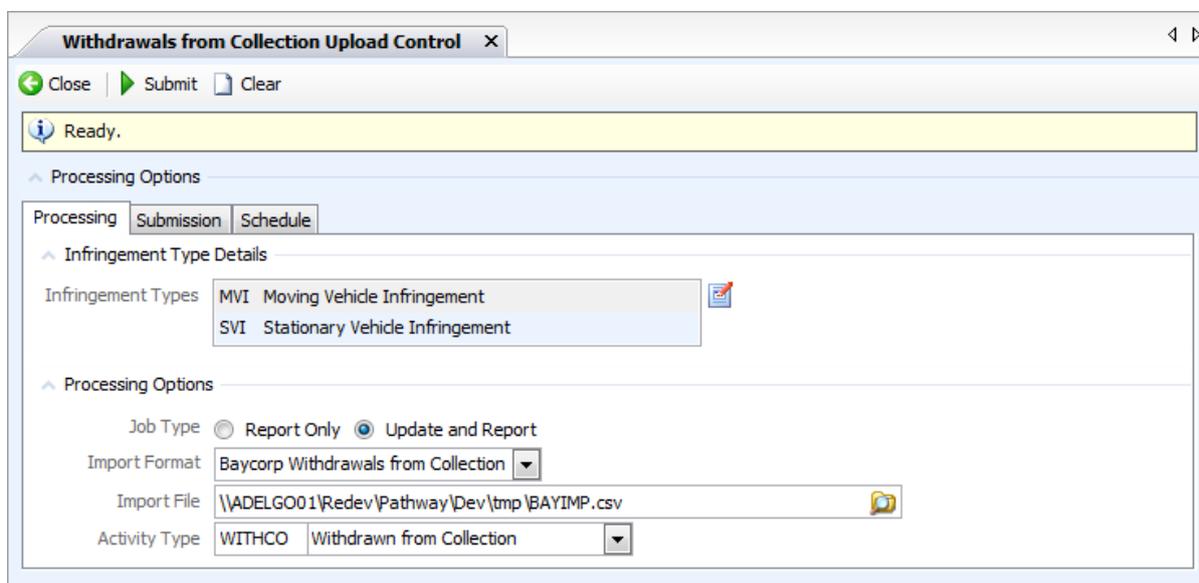
Line item count 3  
Total -\$8.50

**Owner Name**

Where a personal name type is present for the current contact the given name and surname will be extracted as the owner name.

**Withdrawals from Collection Upload Extract**

Selecting Withdrawals from the Collection Upload menu option will display the Withdrawals from Collection Upload Control form. This form allows the importing of infringements (matching by formatted ticket number) that have been withdrawn from collection by the third party.



**Infringement Types**

The Infringement Types belonging to the infringements being import. This field is mandatory. If multiple Infringement Types are selected then the formatted ticket numbers within each of the Infringement Types must be unique.

**Job Type**

If run in Report Only mode a report will be generated listing the infringements being imported. No offences will be updated in Report Only mode.

Form: LIFR7720		Development Environment		Page: 2
User: JSCOT		Withdrawals from Collection Upload Report		28-Apr-2014 14:29:15
Reprint: 05-May-2014 13:16:06		Report only		
Ticket Number	Type	Balance	Errors	
A0			No records found for this ticket number	
A1	MVI	13.00	Multiple records found for this ticket number	
A3000	MVI	20.00		
A3001	MVI	10.00	Activity already exists for this ticket number	
A50	TRAFF	0.00		
A60	TRAFF	55.00		
				Record Count: 6
				Total Errors: 3
				Total Balance: 75.00

If run in Update and Report mode the report will again be generated and the Activity Type selected will be added to each of the offences imported without error.

### Import Format

This field allows the selection of an import format previously set up for the reporting entity LRPIF32 within the Query Parameter Export/Import Format Maintenance menu option.

### Export File

This field allows the location and name of the import file to be specified.

### Activity Type

The Activity Type to add to each of the offences imported. This field is mandatory if being run in Update and Report mode. If this field is populated the selected activity type must exist within each of the selected Infringement Types parameters.

## Withdrawal From Collection Upload

InforXtreme Incident: ATA;

DRN: 27976

Fix: 03096407;

SMART CLIENT;

KB:

### WITHDRAWAL FROM COLLECTION UPLOAD - IMPORT FILE ENHANCEMENTS

The Withdrawals from Collection Upload has been enhanced to allow further control over the records imported.

Where header and/or footer records exist in a file a record type field can be added to the import format to only import the records containing data, ignoring the header and footer records.

In the import file Query >> Query Parameters >> Export/Import Format Maintenance locate the current Withdrawals file format (or create a new one if one does not currently exist).

Home | **Export/Import Format Maintenance** | Withdrawals from Collection Upload Control

Cancel | Save | Delete | Undo Edit | Sequence

Details for this existing item have been modified.

^ Description  
Description: BAYCORP Withdrawals from collection  
Default Export/Import File: c:\temp\Withdrawals  
Export / Import: Import Only

^ Export/Import Format  
Export/Import Format:  Comma Separated (CSV)  Fixed Width  
Comma Separated Options:  
Text Qualifier: (default)  
Include Field List: (none)  
Field Separator Character: , (Comma)

^ Entity  
Entity: LRPIF32 | Withdrawals Import

^ Field

Export Entity Fields (First 4 records - 1 selected)	
Name	Description
TPKLRPIF32	Withdrawals Import
U_VERSION	U_VERSION
TFKCBTSJOB	Scheduled Job
FMTTICKNUM	Ticket Number

Selected Field (All 3 records - 0 selected)	
Name	Description
	Record Type
	Dummy
FMTTICKNUM	Ticket Number

To add a record type field press the Add button to add a new field and enter a description of “Record Type”.

To specify which record will be imported press the Details button for the new record type field and set the Field Type to “Fixed Value” and the Fixed Value to the value that has been assigned to the data records within the import file, e.g. 1.

Export/Import User Defined Field Maintenance

Close | Save | Undo Edit

Details for this existing item have not been modified yet.

Export/Import User Defined Field Maintenance

Field: Record Type

Field Type: Fixed Value

Data Type: String

Source Data Base Field:

Fixed Value: 1

Field Layout Template: (default)

In the above example only records with a 1 in the first position of each row will be imported and the formatted ticket number will be extracted from the second position within each of the imported rows.

In the example Baycorp Withdrawals file that has been provided to Infor the Notice Number (Ticket Number) is in the third column, therefore you need to tell the Import Format that there is a field to ignore before it.

To do this, click on the Add button again and type into the Description field. In the example above we have labelled this field 'dummy' but in reality the field name can be anything. Notice how there is no equivalent Pathway Name field for either the Record Type or the 'dummy' field.

This methodology can be used regardless of which column the Notice Number is in, the appropriate number of 'dummy' fields needs to be added to the Import Format.

## Cycle Function

InforXtreme Incident:	DRN: 28263	Fix:
THICK CLIENT;	KB:	

COURT EXTRACT – FINES ENFORCEMENT REGISTRY

\*\* WESTERN AUSTRALIA SITES ONLY \*\*

For Western Australian sites, changes have been made to the Infringements Fine Enforcement Registry (FER) Court Extract, FER Court Update and FER Payments Update process, to meet requirements made by the Infringement Notices Enforcement Scheme (ICMS), which is a new system to replace the existing FER system.

### Infringement Offence Type Maintenance

No changes have been made to the Offence Type Maintenance (Figure 1). However, all sites need to review all Offence Types' Code and correspondent Court Code to ensure that the Codes match with one of the standard Offence Codes maintained by Department of the Attorney General (DotAG). Contact DotAG for the latest list of DotAG Offence Codes.

If an Offence Type Code does not match with DotAG's standard Offence Code, then a Court Code matched with DotAG's standard Offence Code and a desired effective date must be defined (Figure 2) via the Court Codes option button.

**Infringement Type Details**  
Description: Parking Infringements - WA - NTC

**Offence Type Details**  
Type: ETL Court Code: 19461 Active:   
Description: Exceeding Time Limit  
Offence Group: \$35 >> 35 Fees  
Extended Description:  
Additional Text:  
Taxable:   
Non-taxable Type: GST Free

Date Effective	Amount	Days To Pay	Days To Next Action
21-Jan-2015	35.00	28	14

Offence Type Fines       Legislation Details  
 Legal Text                       Additional Text  
 Court Codes

OK Cancel

Figure 1 Offence Type Maintenance

Figure 2 Court Code Maintenance

### Court Extract Control

The Court Extract Control (Figure 3) has been enhanced to reflect Unpaid Infringement (UIN) file format and validation rule changes required by the new ICMS system, including:

Figure 3 Court Extract Control

File Name – Must not exceed the maximum length of 8, as the file name will be used to fill the value of the “UIN File Reference” field within the resulted “.UIN” file (Unpaid Infringement). I.e. the “UIN File Reference” must match the name of the file lodged. No other special format is required.

File Extension – Although Pathway is able to extract court data into a file with extension other than “.UIN”, for example, “.TXT”, according to ICMS’s technical specification, it only accepts files with a “.UIN” file extension when lodging infringements.

Enforcement Certificate – Clicking this button will display a dialog asking the user whether they want to continue the process, and allow the user to cancel the process, as a signed Enforcement Certificate is no longer required by the new system when lodging infringements.

Registration Fee – The Registration Fee has been changed to be optional from mandatory. As the “Fee Paid” field, whose value was added up from the “Registration Fee” for each extracted offence, has been removed from .UIN file.

### Court Extract Process

The hidden background Court Extract Process has been enhanced to reflect .UIN file format and validation rule changes made by the new ICMS system.

The new format, mainly field length and position changes, is reflected in the resulting .UIN file.

In addition to the standard validation check, such as Offender’s Name and Address must be provided, Offence balance has to be greater than zero, etc. additional validation rules are now checked for each offence, and the validation rules are not satisfied, the corresponding validation error messages are displayed on the resulting report (Figure4).

Including:

- Infringement Issue Date must be greater than or equal to the Offence Date.
- A Final Demand Date must be at least 28 days prior to FER lodgement. (Assuming the FER lodgement date will be the Next Action Date specified on the Court Extract Control screen.)
- Offence Location is mandatory.
- Offender’s Suburb is mandatory.
- Offender’s State is mandatory.
- Offender’s Country is mandatory.

TICKET	Registration	offence Date	offence	Amount	Comments
10010	WAQ555(WA)	01-Mar-2012	Parking in a Disabled Persons Zone		The Ticket's 'Fine Registration window' has been exceeded
10012	WA1234(WA)	01-Mar-2014	No Standing - over 1 Hour		Offender's State not provided. Please check the last line of the Offender's Address to ensure that Suburb, State and Country information all are provided and separated by a comma.

Figure 4 Error messages shown on the Court Extract report

### IMPORTANT NOTE:

As Offender’s State and Country become two new mandatory fields within the “.UIN” file, Council staff will need to manually review the offender’s address for each FER offence to be lodged to ensure that the last line of Offender’s Address contains Suburb, State and Country information, and they are separated by a comma, as shown in Figure 5.

The reason for this is that the Offender’s Address within Pathway is mainly populated via the MVR Update, which loads data from an MVR Enquiry. However, currently there is no State and Country information provided by the motor vehicle authority when running an MVR Enquiry, hence Pathway has to rely on council staff’s manual intervention to ensure that State and Country information are provided prior to FER lodgement.

The screenshot shows a 'Names Maintenance' window with the following sections:

- Offence Details:** TICKET 10012, 01-Mar-2014, No Standing - Over 1 Hour
- Person/Organisation Details:** Surname / Organisation: infor, Current Contact: ; Given Names: [empty], Date of Birth: [empty]; Salutation: Dear Sir/Madam, Customer Number: [empty]
- Address Details:**
  - Effective from: 19-Aug-2014, Address: 8 Greenhill Road, Wayville, Post Code: 5034, Current Address:
  - Effective from: 22-Jan-2015, Address: 8 Greenhill Road, Wayville, WA, Australia (highlighted with a red box), Post Code: 5034, Current Address:
- Comments:** [empty text area]
- Options:**  Vehicle Details,  Letters
- Buttons:** Insert, OK, Cancel

Figure 5 Offender Address's last line in "Suburb, State, Country" format

More detailed format and validation rules can be found in the proposed changes and technical specification provided by the ICMS team.

### FER Court Update

Although the hidden background processing for the FER Court Update has been modified to meet ICMS's Enforcement Registration (ENF) file format changes, for Pathway end users, it should appear to be business as usual for the FER Court Update.

### FER Payments Update

Although the hidden background processing for the FER Payments Update has been modified to meet ICMS's Payment (PMT) file format changes, for Pathway end users, it should appear to be business as usual for the FER Payments Update.

## Cycle Function Selection Interface

InforXtreme Incident: PLAY 1968970; DRN: 21962 Fix: 03096415; 03086432;  
SALS 1983174;

SMART AND THICK CLIENT; KB:

COURT EXTRACT CONTROL

\*\* SOUTH AUSTRALIAN SITES ONLY \*\*

The Court Extract program for South Australia has been updated to extract the ticket number including the alpha prefix if present. Previously, the alpha prefix was not extracted.

# Inspections

## Enhancements and Pre-Release Functionality

### Inspections Schedule Maintenance

InforXtreme Incident: DRN: 23974 Fix:  
 SMART CLIENT; KB:

INSPECTIONS SCHEDULE MAINTENANCE

### Inspections Scheduler

A new Inspections Schedule Maintenance form has been created for the Smart Client.

The screenshot shows a software window titled "Inspections Schedule Maintenance". At the top left, there is a "Close" button. Below it is a yellow status bar with an information icon and the text "Ready.". Underneath is a "Search Options" section with three input fields: "Inspection Identifier", "Areas", and "Users". The main area is a grid for scheduling. The grid has columns for dates: "Fri 30/10/2015", "Sat 31/10/2015", "Sun 1/11/2015", "Mon 2/11/2015", and "Tue 3/11/2015". Each date column is divided into "Morning" and "Afternoon" sections, with time slots 12, 3, 6, and 9. A "Users" list is visible on the left side of the grid. The grid is currently empty.

The Inspections Schedule Maintenance form can be accessed from the Inspections Schedule Maintenance menu option in Inspections.

- Inspections
  - Extract Type Maintenance
  - Inspections Export
  - Inspections Import
  - Inspections Maintenance
  - **Inspections Schedule Maintenance**
  - Merge Type Maintenance
- Parameters
  - PDA Inspections Import/Export
- Reports

Or from the Bookings Maintenance option on the Inspection Maintenance form.

The screenshot shows the 'Inspection Maintenance' form. The left sidebar has a tree view with the following structure:

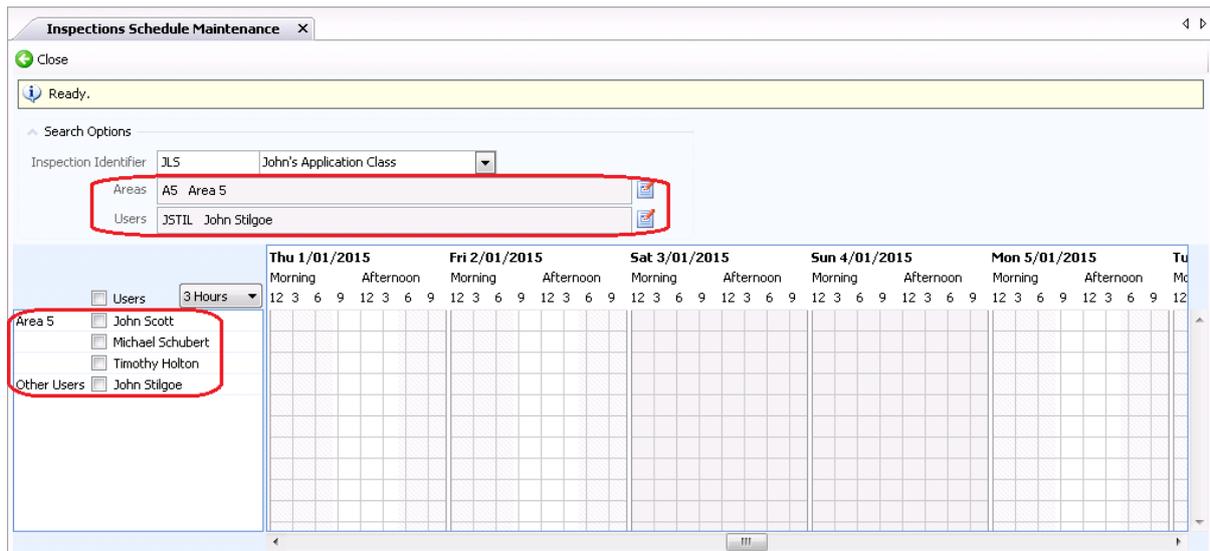
- External Systems
  - GIS
  - Somewhere
- Attachments
  - Memo
  - Paperclip
- Options
  - Inspector Booking Times Enquiry
  - Failed Result Reasons
  - Inspection Notes
    - **Bookings Maintenance**
    - Document Request Details
    - Questionnaires
    - History Details
    - New Document Request

The main form area is titled 'Inspection Maintenance' and contains the following fields:

- Applications Details: 337/2012/JLS/0, 1 John Street, EASTWOOD SA. 5063
- Inspection Details:
  - Number: 225/2011
  - Date: 23/10/2014
  - Time: 12:00:00 PM
  - Duration (hrs): 5.00
  - Finishing: 5:00:00 PM
  - Type: INSP1 Inspection Type 1
  - Area: [Empty]
  - User Identifier: JSCOT John Scott
  - Result: [Empty]
  - Requested By: [Empty]
  - Notes Details: [Empty]
- Location Details: 1 John Street, EASTWOOD SA. 5063
- Failed Result Reason Details: [Empty]

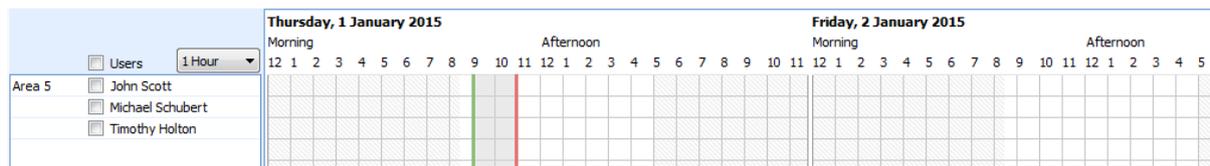
### User Schedules

Schedules can be displayed for individual users or all users within an area. Before an area can be selected an Inspection Identifier (e.g. the application class) must be selected.



**Time Slot Selection**

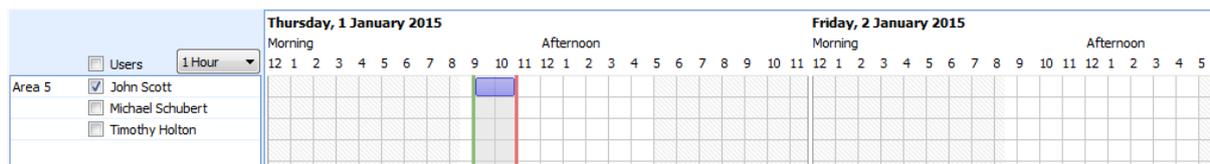
A time slot can be selected by pressing the left mouse button and dragging the mouse within the Inspections Scheduler to highlight the start and end time for the time slot.



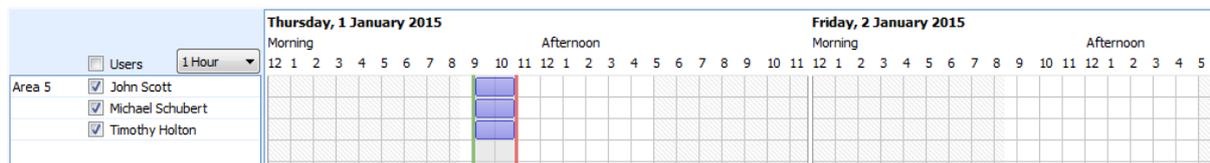
A time slot must be selected before creating a new inspection or blocked time.

**User Selection**

Users can be selected by clicking on the check box to the left of the user name or by clicking within the selected time slot. When a user is selected, that user will be defaulted to any inspection or block created.

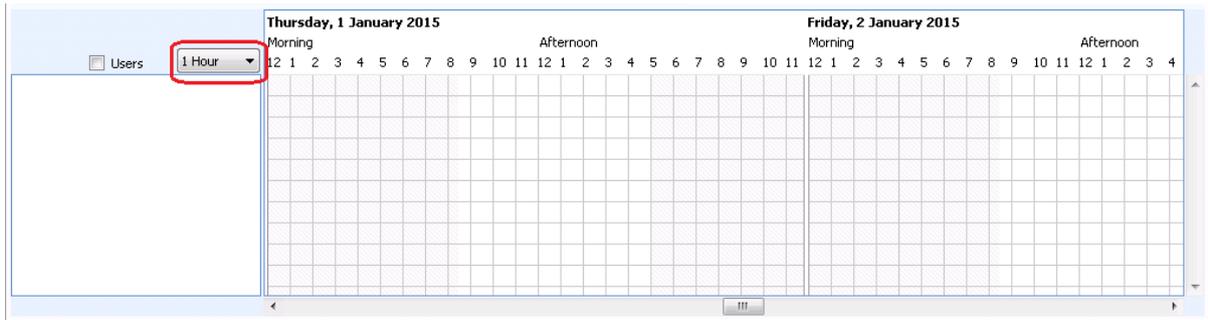


Multiple users can be selected by holding the Shift key while making the selection. This can be used to block time for multiple users.



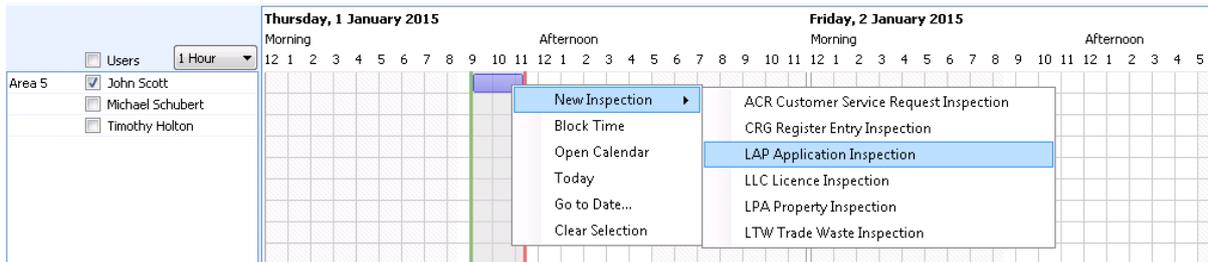
**Schedule Time Scale**

The time scale of the schedule can be changed to ½ Hour, 1 Hour, 3 Hours or 1 Day.



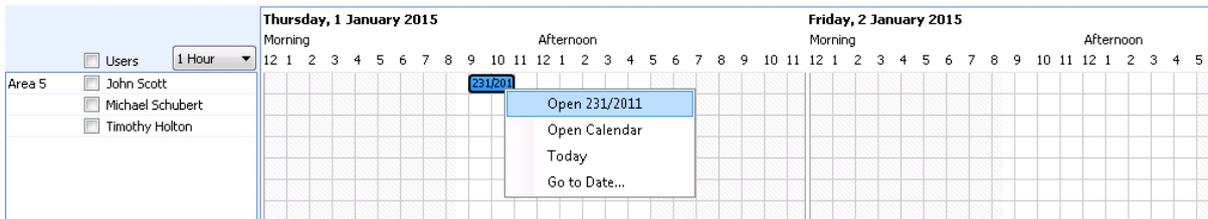
**Inspection Maintenance**

New Inspections can be added by using the left mouse button to select the start and end times for the Inspection, then pressing the right mouse button and selecting the **New Inspection** option.



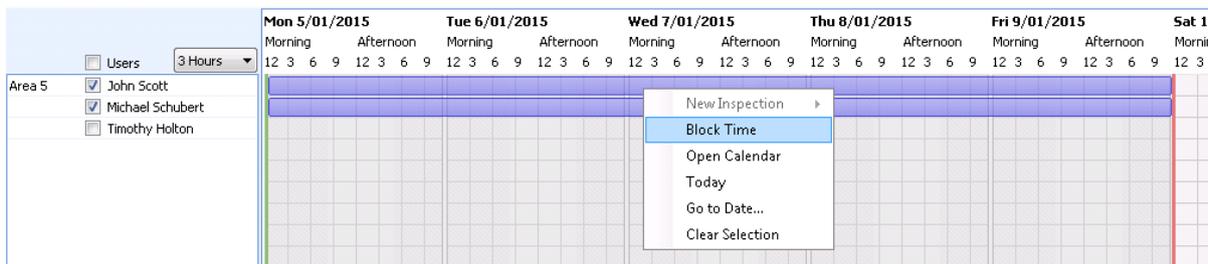
The inspection time and duration will be loaded to the new inspection after the inspection type has been selected. If a user was selected they will also be loaded to the new inspection.

Existing inspections can be maintained by double clicking on the inspection or by selecting the inspection then pressing the right mouse button and selecting the **Open** option.

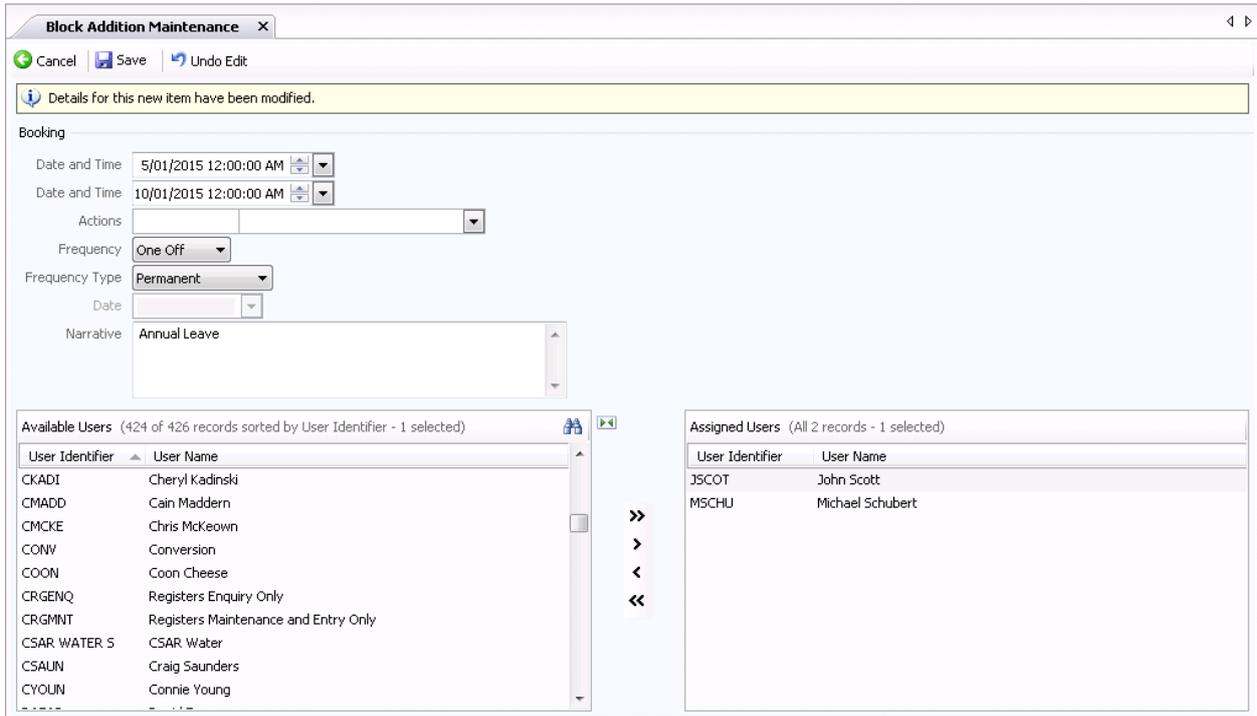


**Block Maintenance**

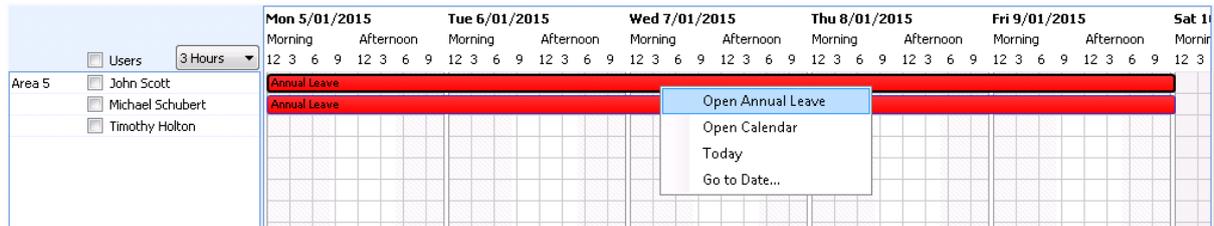
New time blocks can be added by using the left mouse button to select the start and end times for the block, then pressing the right mouse button and selecting the **Block Time** option.



The start and end time and users selected will be loaded to the Block Addition Maintenance form.

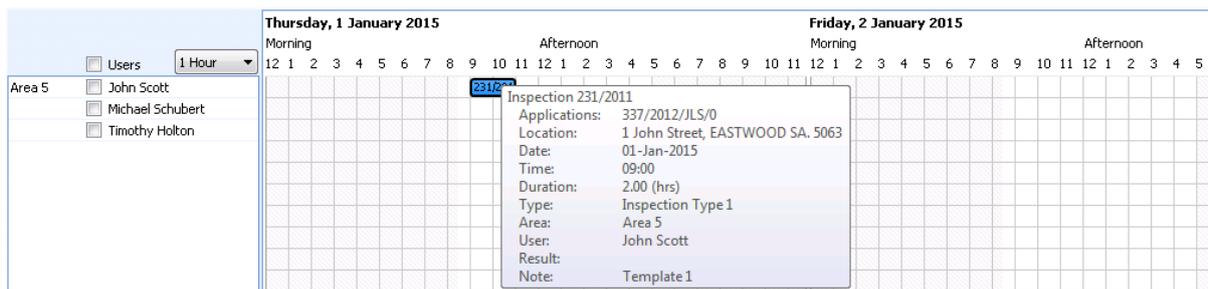


Existing blocks can be maintained by double clicking on the block or by selecting the block then pressing the right mouse button and selecting the **Open** option.



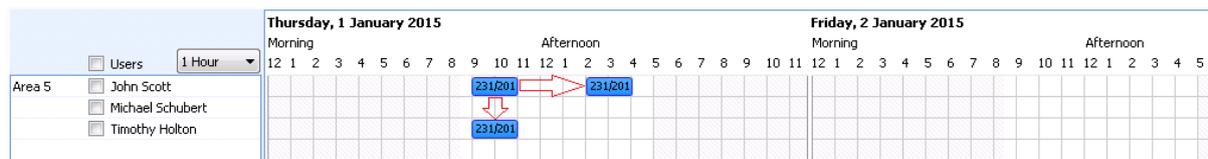
**Item Summary**

A summary of any item within the Inspections Scheduler can be obtained by hovering over the item.



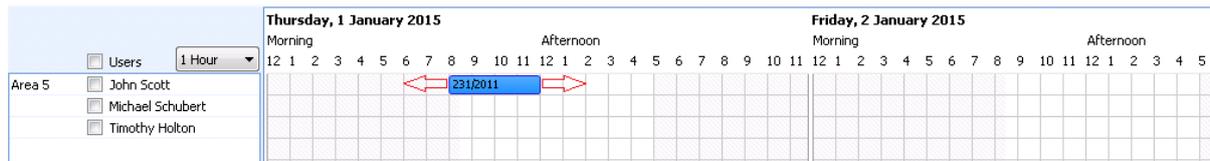
**Moving Items**

Items within the Inspections Scheduler can be dragged to another time slot or to another user.



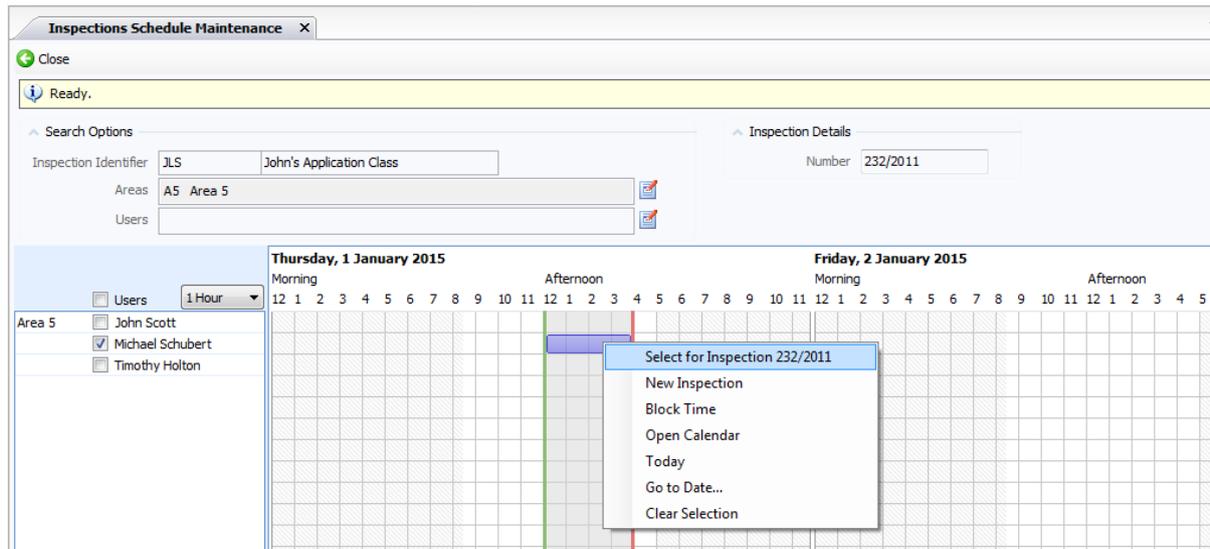
**Resizing Items**

The start and end times of an item within the Inspections Scheduler can be moved to another time.



**Inspection Booking**

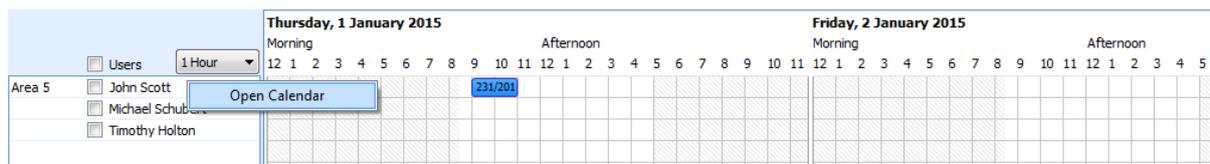
A time slot can be booked for a new or existing inspection by selecting the Bookings Maintenance option on the Inspection Maintenance form. Select the available time slot on the displayed Inspection Schedule Maintenance form then use the right mouse button and select the **Select for Inspection** option.



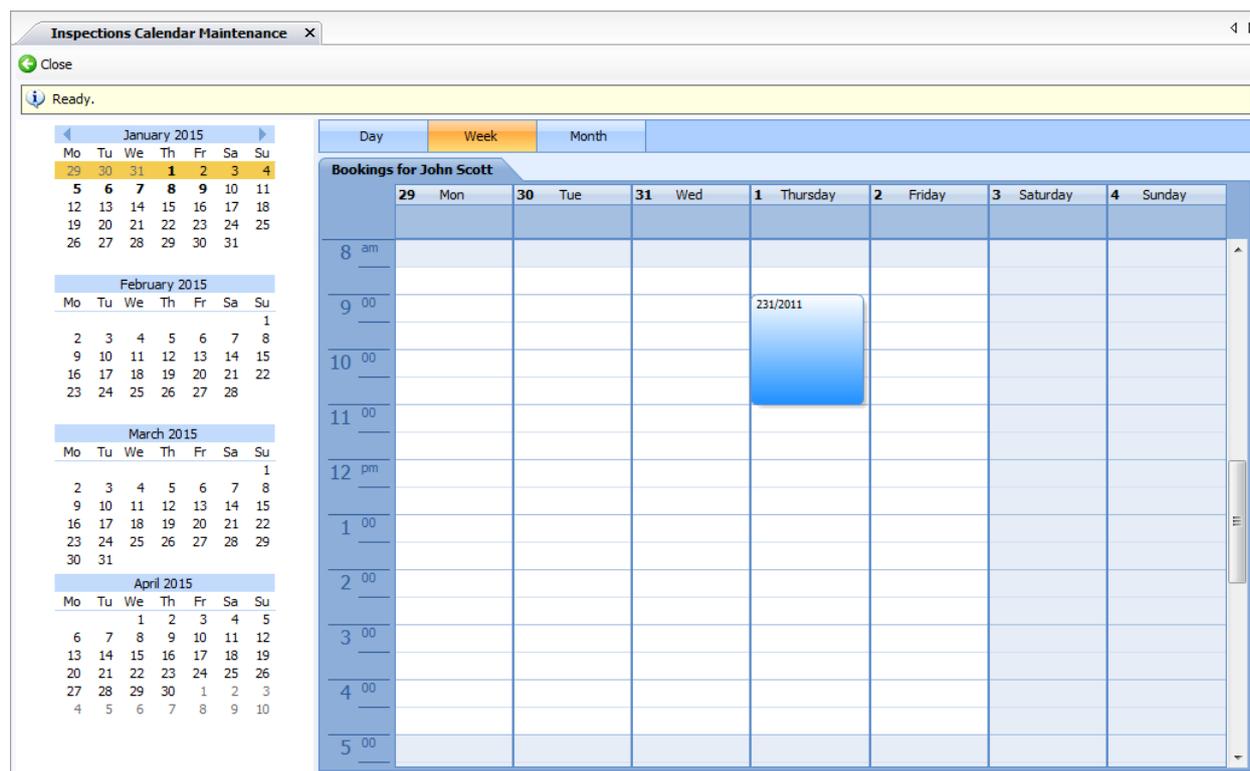
The selected time slot, user and area (if selected) will be returned to the inspection.

**Inspections Calendar**

The calendar for a user can be displayed by pressing the right mouse button and selecting the **Open Calendar** option.



The Inspections Calendar allows for Day, Week and Month views of the users inspections and blocks.



Items within the calendar can be added and maintained in a similar way to the Inspections Scheduler.

## Smart Mobile Inspections

InforXtreme Incident: [BALK 6957248](#); DRN: 26676 Fix:  
[SMART AND THICK CLIENT](#); KB: 1437610;

### FAILURE CODES

Smart Mobile Inspections has been enhanced to allow the user to change the Inspection result without losing the entered failure codes.

Only the failure codes assigned to the inspection result can be saved to the inspection, and information for unassigned failure codes will be lost when saving the inspection.

## Applications or Licences Inspections Search

InforXtreme Incident: [BALK 6918398](#); DRN: 26873 Fix: [03096132](#);  
[WILL 7112392](#); [IPSW 7309046](#); [INVC 7366728](#); [INVC 7370339](#); [MBRC 7377660](#); [INVC 7423978](#); [BALL 6650768](#); [INVC 7256568](#);  
[SMART AND THICK CLIENT](#); KB: [1454820](#); [1474770](#);  
[1481691](#); [1483978](#);  
[1500533](#);

### SEARCH INSPECTIONS BY APPLICATION/LICENCE PROPERTY LOCATION

The Smart Client Inspections cross module search has been enhanced to provide the ability to search Inspections by Application or Licence Property location details.

A new option “Property” has been added to the “Applications Search Profile (Inspections Search)” and “Licences Search Profile (Inspections Search)” form to allow the user to further filter inspections on application or licence property location details respectively:

Menu option: Applications >> Inspections Maintenance >> Options >> Applications >> Select Class

The screenshot shows the Pathway (Development 3.10) application window. The title bar reads "Pathway (Development 3.10)". The menu bar includes File, Edit, View, Favourites, Options, Window, and Help. The toolbar contains icons for File operations, a search icon, and a "Form" button. The main window is titled "Applications Search Profile (Inspections Search)". On the left, the "Options" menu is open, and the "Property" option is highlighted with a red circle. The main content area shows a "Ready." status bar and a "Search Profile" section. Under "Details", there are sections for "Class Details" and "Application Details". The "Class Details" section shows a description of "BLDPLN Building and Planning". The "Application Details" section includes fields for Number, Year, Lodgement Date, BP Application Type (AT1), BP Status, BP Processing Group, BP Municipality Code, Staged Number, and Amendment. Each field has a corresponding input box or dropdown menu.

Clicking the “Property” option will open the “Property Address Search (Inspections Search)” form, in which the user can fill in application or licence location details. The following screen shows inspections being found on Properties located on Pete Street of Hobbiton related applications:

Home **Property Address Search Profile (Inspections Search)** X

Close Search Continue Clear New Modify GIS Layer Sequence

Ready.

Search Profile

Address Details

Address	Property Name	Property Group	Plan	Property Key	MapInfo
House Number	-			(none)	
Street	PETE STREET				
Suburb	HOBBITON				Post Code
Unit Number	-				
Level Number	-				
Include Primary <input checked="" type="checkbox"/> Include Alternate <input checked="" type="checkbox"/> Include Historic <input type="checkbox"/>					

Control Details

(All 20 records - 1 selected)

Property Address	Property Status	Application	Inspections
Pete Street, HOBBITON	Current	1298/2004/AT1/1/1, Location Type - Street	884/2014 Health Inspection
Pete Street, HOBBITON	Current	1298/2004/AT1/1/1, Location Type - Street	626/2014 Food Inspection
Pete Street, HOBBITON	Current	1298/2004/AT1/1/1, Location Type - Street	468/1997 Site Inspection
A Test Name, 1 Pete Street, HOBBITON THE SHIRE	Current	1293/2012/AT1/1/1, Build another shelter	874/1999 Health Inspection
A Test Name, 1 Pete Street, HOBBITON THE SHIRE	Current	1293/2012/AT1/1/1, Build another shelter	621/1997 Food Inspection
A Test Name, 1 Pete Street, HOBBITON THE SHIRE	Current	1293/2012/AT1/1/1, Build another shelter	465/1997 Site Inspection
A Test Name, 1 Pete Street, HOBBITON THE SHIRE	Current	1293/2012/AT1/1/1, Build another shelter	876/2012 25-Feb-2014 12:00:00 Health Inspection
A Test Name, 1 Pete Street, HOBBITON THE SHIRE	Current	1293/2012/AT1/1/1, Build another shelter	879/2012 28-Feb-2014 09:00:00 Health Inspection
A Test Name, 1 Pete Street, HOBBITON THE SHIRE	Current	1293/2012/AT1/1/1, Build another shelter	881/2013 Health Inspection
A Test Name, 1 Pete Street, HOBBITON THE SHIRE	Current	1293/2012/AT1/1/1, Build another shelter	882/2013 Health Inspection
Lot 100 Crwn A1 Hundred of Adelaide of 0.0074Ac, A Test Na...	Current	1299/2004/AT1/1/1, Location Type - Parcel	885/2014 25-Feb-2014 09:00:00 Health Inspection
Lot 100 Crwn A1 Hundred of Adelaide of 0.0074Ac, A Test Na...	Current	1299/2004/AT1/1/1, Location Type - Parcel	627/2014 Food Inspection
Lot 100 Crwn A1 Hundred of Adelaide of 0.0074Ac, A Test Na...	Current	1299/2004/AT1/1/1, Location Type - Parcel	469/1997 05-Feb-2014 00:00:00 Site Inspection

## Smart Mobile Inspections

InforXtreme Incident: BALK 6918398;  
WILL 7112392; IPSW 7309046; INVC  
7366728; INVC 7370339; MBRC  
7377660; INVC 7423978; BALL  
6650768; INVC 7256568;

DRN: 26873

Fix: 03096132;

SMART AND THICK CLIENT;

KB: 1454820; 1474770;  
1481691; 1483978;  
1500533;

### SMART MOBILE INSPECTIONS ENHANCEMENTS

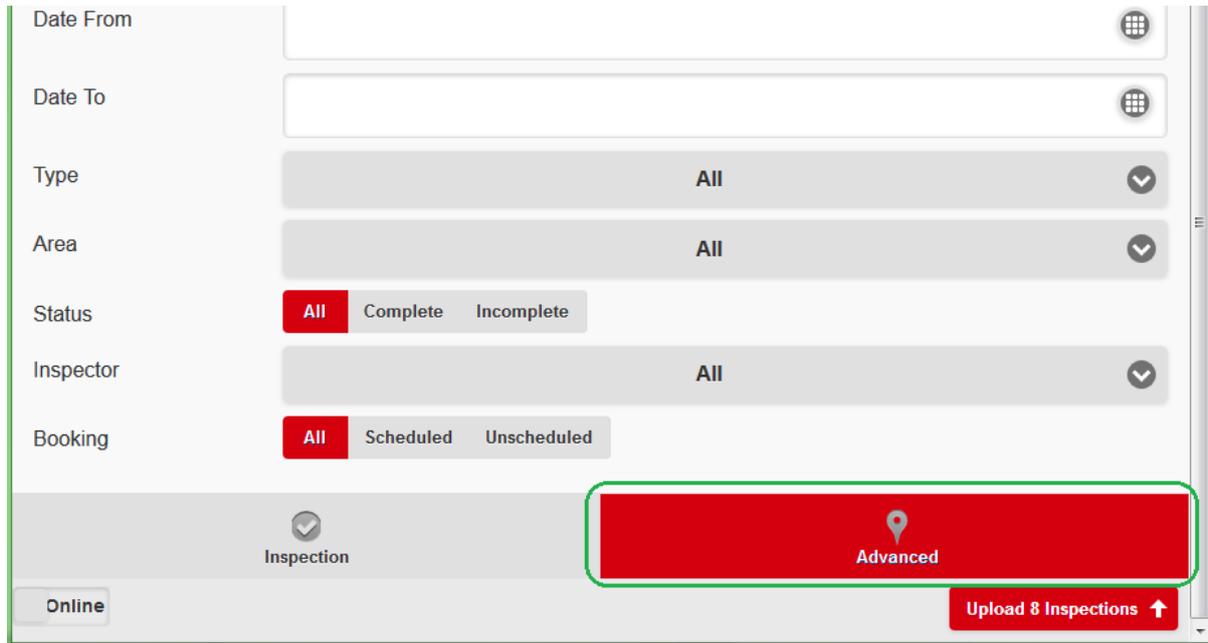
Pathway Smart Mobile Inspections app has been enhanced to provide additional functionality as listed below:

- Create a New Inspection by searching Applications and then selecting a matched Application
- Create a New Inspection by searching Applications by Location and selecting a matched Application.
- Create a New Inspection by searching Licences and then selecting a matched Licence
- Create a New Inspection by searching Licences by Location and then selecting a matched Licence.
- Search Inspections by Applications Location details
- Search Inspections by Licences Location details
- Log off confirmation
- Attachment improvements
- Questionnaire improvements
- Limit the loaded related inspections

- Correct Windows Phone 8 scrolling
- Better error handling of the log on process
- Added Street Number range to the Property Search page

### Find Inspections Page

The “Find Inspections” page has been modified to improve the searching experience. A new “Advanced” search tab has been introduced which allows users to select various “Search For” and “Search By” options and fill in various search profiles accordingly, as shown (Figure 1 to Figure 3):

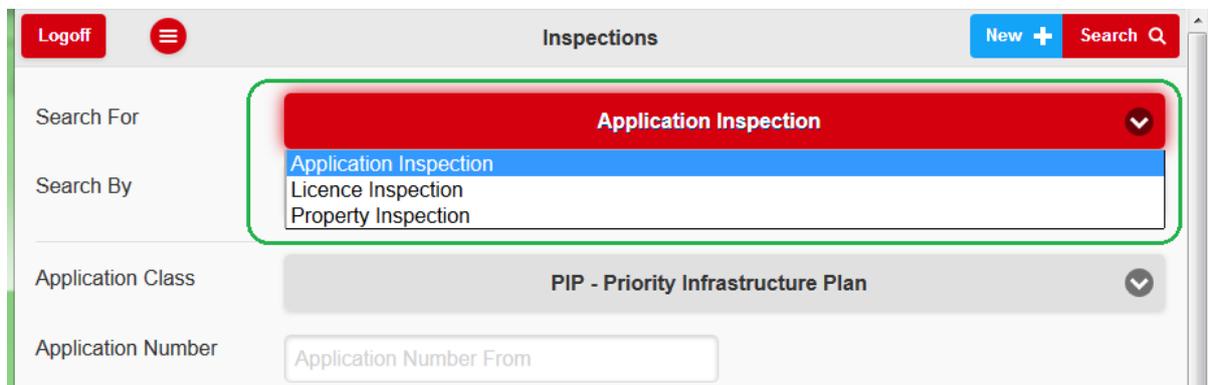


The screenshot shows the 'Find Inspections' page with various search filters. The 'Advanced' search tab is highlighted in red. The filters include:

- Date From: [Input field]
- Date To: [Input field]
- Type: All [Dropdown arrow]
- Area: All [Dropdown arrow]
- Status: All (selected), Complete, Incomplete [Buttons]
- Inspector: All [Dropdown arrow]
- Booking: All (selected), Scheduled, Unscheduled [Buttons]

At the bottom, there are tabs for 'Inspection' and 'Advanced' (highlighted in red), and a red button labeled 'Upload 8 Inspections ↑'.

Figure 1 “Advanced” Search Tab



The screenshot shows the 'Find Inspections' page with the 'Search For' dropdown menu open. The 'Advanced' search tab is highlighted in red. The dropdown menu shows the following options:

- Application Inspection (selected)
- Licence Inspection
- Property Inspection

Other filters visible include:

- Search By: [Input field]
- Application Class: PIP - Priority Infrastructure Plan [Dropdown arrow]
- Application Number: Application Number From [Input field]

Figure 2 “Search For” options

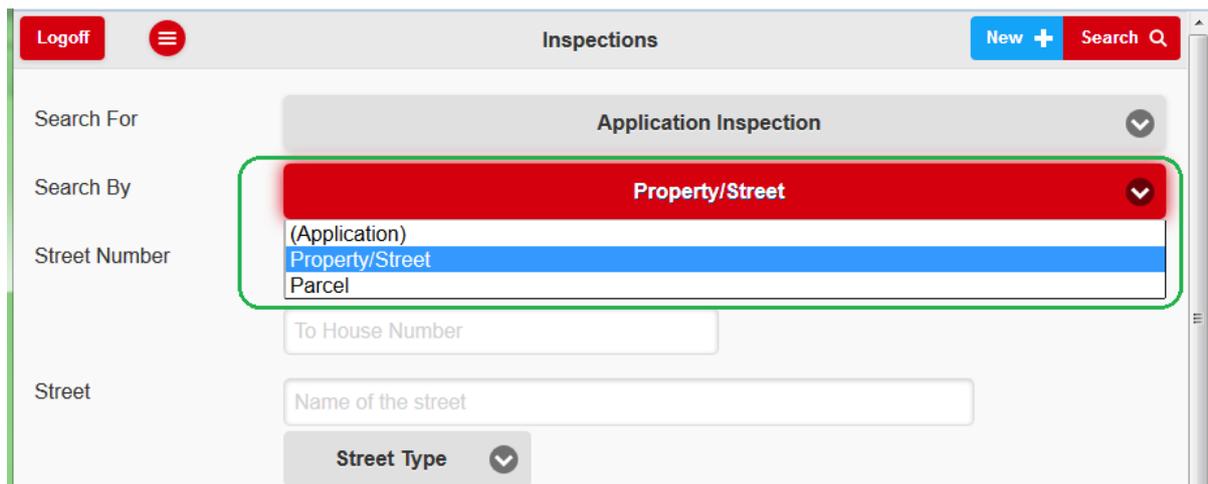


Figure 3 “Search By” options

#### Add New Inspection Page

An enhancement has been made to the Add New Inspection page to allow the user to find an Application or Licence and to create a new Inspection on site for the selected Application or Licence. Please refer Figures 4 through to 7 below:

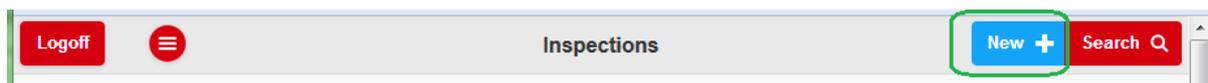


Figure 4 The “New” button for creating a new Inspection



Figure 5 The new “Application” and “Licence” options for creating a new Inspection

← Back Search

Inspections

Search By **(Application)**

Application Class (Application)  
Property/Street  
Parcel

Application Number  
Application Number From  
Application Number To

Application Year  
Application Year From  
Application Year To

Lodgement Date From

Lodgement Date To

Figure 6. The “Find Applications Page” which allows searching by Application and/or Location details for the purpose of creating a new inspection.

← Back Search

Inspections

Search By **(Licence)**

Licence Class (Licence)  
Property/Street  
Parcel

Licence Number  
Application Number From  
Application Number To

Licence Year  
Application Year From  
Application Year To

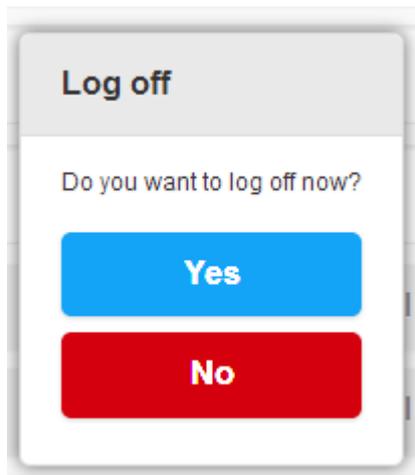
Expiry Date From

Expiry Date To

Figure 7 The “Find Licences Page” which allows searching by Licence and/or Location details for the purpose of creating a new inspection.

#### Log off confirmation

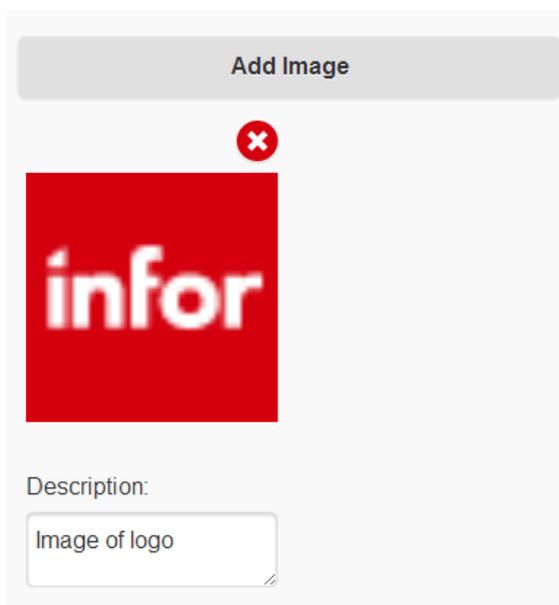
A confirmation dialog is displayed when a log off button is selected. This is to prevent users from logging off unintentionally.



### Attachment improvements

A description can now be entered when adding an attachment to the inspection. This will be passed to Pathway during the upload process when the inspection is saved.

Unwanted attachments can now be removed before saving the inspection, by clicking on the red cross at the top right corner of the image.



### Questionnaire improvements

The comments fields on the questionnaire page will translate to the selected language. The questionnaires will be displayed in the alphabetical order of the questionnaire code. The questionnaire score will display the value out of the total possible score of the questionnaire.

**Total score 0.00/90.00**

### Limit the loaded related inspections

The number of related inspections loaded can be limited by using the relatedInspectionsPageLength parameter in the config.js file. If the parameter is not included then all the related inspections will be loaded.

```
relatedInspectionsPageLength: 3, // Only show 3 related inspections  
trace: ""
```

## Inspection Parameters

InforXtreme Incident: WILL 7366779; DRN: 27092 Fix: 03096263;  
SMART AND THICK CLIENT; KB: 1504642;

### QUESTIONNAIRE QUESTION MAINTENANCE

A change has been made to the automatic numbering on the Question Maintenance form. Previously the form had a limit of 9 questions per 'group' as it renumbered the questions to 1 decimal place.

For example

1.00  
1.10  
1.20  
...  
1.90

The form has been changed to detect when a number with a value in the second decimal place has been entered (e.g. 1.01) and automatically renumber the questions to 2 decimal places allowing up to 99 questions per 'group'.

For example

1.00  
1.01  
1.02  
...  
1.99

A correction to the Question Maintenance form in the Smart Client has been made to ensure the numbering is displayed as per the Questionnaire parameters. Previously trailing zeroes were not being displayed.

## Smart Mobile Inspections

InforXtreme Incident: DUNE 7822179; DRN: 27830 Fix:  
SMART AND THICK CLIENT; KB: NA; 1536506;

### NOTE SUMMARY

A Note Summary field has been added to the inspection page in Smart Mobile Inspections. This field displays a summary of all the notes added to the inspection.

A Failed Reason Summary field has been added to the inspection page in Smart Mobile Inspections. This field displays a summary of all the failed reasons added to the inspection.

# Licensing

## Enhancements and Pre-Release Functionality

### Licensing Maintenance

InforXtreme Incident:	DRN: 26816	Fix: 03096069;
SMART CLIENT;	KB:	

#### LICENCE NAMES MAINTENANCE

An enhancement has been made to Licence Names Maintenance so that it is possible to allow users to Send Letters even though they may not be authorised to maintain Licence Names.

This can be done by assigning the new Class/Group Authority 'Allow Send Letter when not authorised to Name Mnt' to the desired Responsibility Groups using the Licensing Classes menu option.

### Responsible Officers

InforXtreme Incident:	DRN: 27254	Fix: 03096209;
SMART AND THICK CLIENT;	KB: 1510560;	

This change introduces standard foreign key relationships that do not exist at present in table LAPROFF. This table currently records the relationships between:

- An application/license and a responsible officer
- An application/license consent and a responsible officer
- An application/license processing group and assigned responsible officers
- An application/license consent processing group and assigned responsible officers

The change involves dropping table LAPROFF from the database and replacing it with four new tables:

LAPROFA  
LAPROFC  
LAPROFT  
LAPROFK

There is an Infomart CIM file included in the fix that must be applied at the same time to ensure that officer details continue to be extracted to Infomart subsequent to the fix being applied. Sites will need to review any localised procedures (User\_Rebuild stored procedure, etc.) for use of the dropped table and make changes to that custom script accordingly.

The change will mean that any Pathway Query queries that include table LAPROFF will need to be altered to use one of the new tables mentioned above. This will be most visible where MyPathway Charts are based on such queries, as these charts will return an error until such time as the underlying query structure is altered to use the replacement tables.

# Rates Accounting

## Enhancements and Pre-Release Functionality

### Rates Generation

InforXtreme Incident: PERT 1361787; DRN: 15240 Fix: 03096401;  
PERT 5438710;

SMART AND THICK CLIENT; KB:

PENDING REBATES

Enhancements have been made to the Rates Accounting module where rebates are created using a user-defined Rebate Transaction Type.

The scenario that is catered for follows:

- Pending Rebate functionality is being used (i.e. Rates Accounting >> Parameters >> System Parameter Maintenance >> Rebates >> Pending Rebates System Parameter is checked ON).
- Certain Rates (e.g. General Rates) are fully rebated using a user-defined Rebate Transaction Type.
- The user-defined Rebate Transaction Type uses a different set of GL accounts. For example, the user-defined Transaction Type could be defined as REBI which is based upon the REBC Transaction Type.
- The Rebate Group/Type has the Transaction Type set to the user-defined Rebate Transaction Type (e.g. REBI), and is set to create a rebate of 100% on the General Rates Rate Types only.
- Rates are generated for an Assessment that has a General Rates Rate Type and other Rate Types (e.g. Refuse) and has a Rebate Group as described above. This results in a Pending Rebate transaction being generated for the General Rates Rate Type. Previously, this transaction would have been created with the Pending Rebate Transaction Type associated with the Rebate Transaction Type that the user-defined Transaction Type was based upon. So if the REBI is based upon a REBC then a REBC-D would have been created instead of the REBI-D. In this scenario, when the pending rebate is changed to an actual rebate, a REBC Transaction Type was created instead of the REBI Transaction Type. Furthermore the GL Accounts associated with the REBC were used instead of the GL Accounts associated with the REBI.

### Transaction Type Maintenance Form

This form has been changed to allow Transaction Types to be created based upon a Pending Rebate Transaction Type (e.g. REBC-D) or a Pending Rebate Reversal Transaction Type (e.g. REBC-DR). This can only be done if the system is in Pending Rebate mode.

The screenshot shows the 'Transaction Type Maintenance' dialog box. The 'Transaction Type' is 'REBI-D' and the description is 'Inner City Living Rate Concession - Pending'. The 'System Type' is 'REBC-D' and the description is 'Pending Council Rebate'. The 'Taxable' checkbox is unchecked. The 'Non-taxable Type' is 'GST Free'. The 'Reverse Transaction Type' is 'REBI-DR' and the description is 'Inner City Living Rate Conc. - Pending Reversal'. The 'System' checkbox is unchecked. The 'Active' checkbox is checked. The 'Purpose' is 'Levied'. The 'Payment Sequence' is empty. The 'Fineable' checkbox is unchecked. The 'Non-Installable for Rates and Water' checkbox is unchecked. The 'Override Debit Roll Forward Type' and 'Override Credit Roll Forward Type' are empty. The 'Accounts', 'OK', and 'Cancel' buttons are at the bottom.

It has also been changed to allow a Pending Rebate Transaction Type to be nominated for user-defined Rebate Transaction Types. The new Pending Transaction Type field is only visible if the system is in Pending Rebate mode.

The screenshot shows the 'Transaction Type Maintenance' dialog box. The 'Transaction Type' is 'REBI' and the description is 'Inner City Living Rate Concession'. The 'System Type' is 'REBC' and the description is 'Council Rebate'. The 'Taxable' checkbox is unchecked. The 'Non-taxable Type' is 'GST Free'. The 'Reverse Transaction Type' is 'REBI-R' and the description is 'Inner City Living Rate Concession - Reversal'. The 'Pending Transaction Type' is 'REBI-D' and the description is 'Inner City Living Rate Concession - Pending'. The 'System' checkbox is unchecked. The 'Active' checkbox is checked. The 'Purpose' is 'Adjustment'. The 'Payment Sequence' is empty. The 'Fineable' checkbox is unchecked. The 'Non-Installable for Rates and Water' checkbox is unchecked. The 'Override Debit Roll Forward Type' and 'Override Credit Roll Forward Type' are empty. The 'Accounts', 'OK', and 'Cancel' buttons are at the bottom.

To cater for the above scenario, Transaction Types must be set up as follows:

1. Create a new Pending Rebate Reversal Transaction Type (e.g. REBI-DR) based upon an appropriate System Type (e.g. REBC-DR).
2. Create a new Pending Rebate Transaction Type (e.g. REBI-D) based upon an appropriate System Type (e.g. REBC-D). Nominate the Reverse Transaction Type in point 1 above.
3. Create a new Rebate Reversal Transaction Type (e.g. REBI-R) based upon an appropriate System Type (e.g. REBC-R).
4. Create a new Rebate Transaction Type (e.g. REBI) based upon an appropriate System Type (e.g. REBC). Nominate the Reverse Transaction Type in point 3 above and the Pending Transaction Type created in point 2 above (e.g. REBI-D).

### **Transaction Creating Functions**

Changes have been made to the following functions to allow Pending Rebate transactions to be converted to actual Rebate transactions (and vice versa) so that the actual transaction is created with the correct Transaction Type:

- Journal Entry
- Online Rebate Calculation
- Prorata Maintenance (in Assessment Maintenance >> Rate Type Maintenance)
- Receipt Entry
- Rebate Validation and Claim

The changes made also affect the following functions which can create Rebates as Pending or actual Rebates:

- Rates Generation and Rates Generation Update
- Supplementary Rates Generation

## Assessment Maintenance and Enquiry

InforXtreme Incident: DRN: 26905 Fix: 03096140;  
SMART CLIENT; KB:

### ASSESSMENT SUMMARY

Changes have been made to improve the performance of the Options dockable window in the Assessment Maintenance and Assessment Enquiry summary forms.

## Supplementary Rate Generation

InforXtreme Incident: BEND 7195215; DRN: 26918 Fix: 03086185; 03096198;  
SMART AND THICK CLIENT; KB: 1464144;

\*\* Victorian sites only \*\*

Previously there was a problem with the Supplementary Rates Generation when operating in 'Generate Interest for Full Payment as per Instalments' mode. In this mode a Supplementary Rate Entry for a New Assessment having the New Assessments on Instalments entry parameter set to 'Not on Instalments' would not result in the Assessment being set as required.

Changes have been made so that when operating in 'Generate Interest for Full Payment as per Instalments' mode, when a Supplementary Entry having New Assessment checked on is processed:

1. Instalments are created in the instalment tables for the Assessment regardless of the Supplementary Entry's 'New Assessment on Instalment' setting.
2. If the Supplementary Entry's 'New Assessment on Instalment' is set to 'Not on Instalments' then the Assessment is set as being a Full Payment Assessment otherwise it is set as Paying by Instalments.

## Property Certificate

InforXtreme Incident: MNSH 7567712; DRN: 27260 Fix: 03096300;  
SMART AND THICK CLIENT; KB: 1505462;

## PROPERTY CERTIFICATE - VALUATION VALUES AND DETAILS

Property certificates can be defined to print valuation details for a VG Number. Previously, if a valuation was present for a future year that valuation's details would be printed on the certificate otherwise the current year's valuation details would be printed.

An enhancement has been made that allows Council to choose what valuation should be printed. This is governed by the setting of the new 'Use future values for Property Certificates' Rates system parameter. To set this parameter open the Rates Accounting >> Parameters >> System Parameter Maintenance menu option and proceed to the Rates System Parameter Maintenance (3 of 3) form. When this parameter is checked on details of the latest valuation found (whether in a future year or the current year) will be printed on the Property Certificate. If off details of the latest valuation found in the current year will be printed.

This enhancement should allow Councils to load values for a future year into their Production system instead of having to load these values into another environment to enable rates modelling to be done.

## QV EDEPlus Import

InforXtreme Incident: ORC 7434559;      DRN: 27308      Fix: 03086196; 03096272;  
SMART CLIENT;      KB: NO KB REQUIRED;

### QV EDEPLUS IMPORT CONTROL

\*\* Otago only \*\*

This function has been enhanced to cater for the revised use of Change Codes that are contained within the QV Import file, as follows:

- A Rating Unit data set having a Change Code 'S' (Subdivision) present will now be processed. They will be treated in the same way that data sets for Change Code 'H' (Indicator Codes) are processed so that the Assessment's rateability details are updated.
- Previously Change Code 'L' was used to advise a Renumber or a Revaluation, but it is now solely used for a Revaluation. Changes have been made so that data sets for this Change Code are processed in the same way that occurs for Change Code 'C' (Values) so that Valuation values are updated into Pathway. When a Change Code 'L' is processed the new valuation record created in Pathway will have the description of 'Revaluation'.
- The new Change Code 'T' (Renumber) has been introduced. A Rating Unit data set having a Change Code 'T' will now be processed in the way that Change Code 'L' was previously processed (i.e. the 'Rating Unit has been renumbered' message is printed).
- When a Rating Unit data set having a Change Code 'B' (Cancellation) is processed it will now also print the 'Assessment Cancelled' message.

## Smart Mobile Animal Enquiry

### Enhancements and Pre-Release Functionality

#### Smart Mobile Animal Enquiry

InforXtreme Incident: [BALK 7664261](#); [DRN: 27430](#) [Fix:](#)  
[KB: 1514769](#);

#### DEFAULT MAP LOCATION

The Google mapping system works with the device's current location setting to provide a map within the context of the device's physical location. In situations where the location cannot be determined, a fallback location is used. Previously this fallback location was hardcoded meaning that the map may zoom out more than required.

Two new settings have been added to the config.js file. These enable the specification of starting coordinates that are to be used when the device's location cannot be determined. It is suggested that this location should be a central location so that the map can always display the general usage area.

StartingLat: -34.942043, // The fallback starting location of a Map

StartingLong: 138.585168, // The fallback starting location of a Map

# Smart Mobile CityWatch

## Enhancements and Pre-Release Functionality

### Smart Mobile CityWatch

InforXtreme Incident:	DRN: 27183	Fix:
	KB: NA;	

#### CITYWATCH PAYMENTS

As part of the ePathway Mobile convergence initiative, Payments has now been developed within the CityWatch mobile app.

Full details of this enhancement will be made available in a KB article and within the ePathway SP2 deployment documentation are contained within the “ePathway Smart Mobile – CityWatch” document that can be found in the ePathway documentation folder. For further information please contact the Infor Public Sector helpdesk.

### Smart Mobile CityWatch

InforXtreme Incident:	DRN: 27219	Fix:
	KB: NA;	

#### IMAGE DIMENSIONS

Smart Mobile CityWatch has been enhanced so that a maximum image height and width can be set. If the image is greater than the width and height then the image will be scaled down. This change will reduce the image size and allow the image to be uploaded to Pathway quicker.

The new configuration is stored in the config.js file, and an example can be found in the config.js.default file.

attachmentMaxWidth: 1600, // The maximum width for an image to be uploaded larger images will be reduced

attachmentMaxHeight: 1200, // The maximum height for an image to be uploaded larger images will be reduced.

The parameters are only used when they are given a value of greater than 100.

### Smart Mobile CityWatch

InforXtreme Incident:	DRN: 27325	Fix:
	KB: NA;	

#### SMART MOBILE CITYWATCH

Smart Mobile CityWatch has been enhanced to allow a council boundary to be defined via a Keyhole Markup Language (KML) file. The KML will contain a polygon representing the council region. This

will need to be defined by each council and the coordinates added to a CouncilRegion.xml file. A sample of the required structure exists in the CouncilRegion.xml file, but the comment tag, `<!--` will need to be removed and the correct co-ordinates entered.

More information on the KML format can be found at:

[https://developers.google.com/kml/documentation/kml\\_tut](https://developers.google.com/kml/documentation/kml_tut)

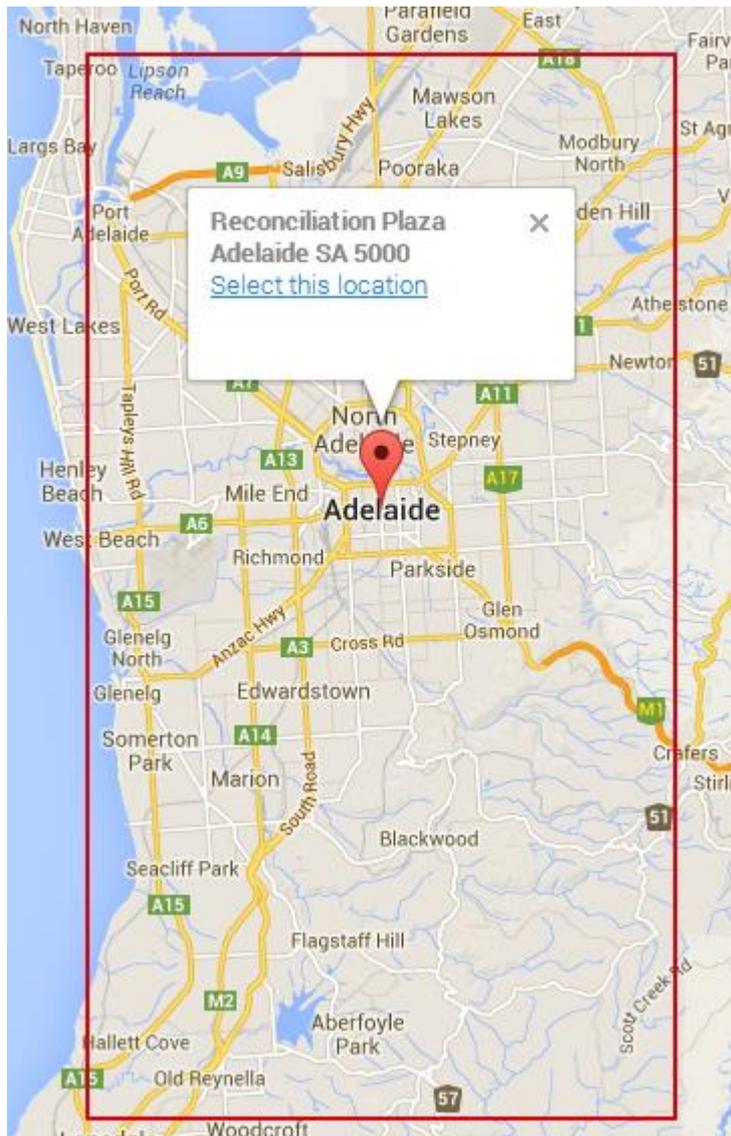
```

<?xml version="1.0" encoding="UTF-8"?>
<kml xmlns="http://www.opengis.net/kml/2.2">
  <Placemark>
    <name>Council Region</name>
    <Polygon>
      <extrude>1</extrude>
      <altitudeMode>clampToGround</altitudeMode>
      <tessellate>1</tessellate>
      <outerBoundaryIs>
        <LinearRing>
          <coordinates>
            ...
          </coordinates>
        </LinearRing>
      </outerBoundaryIs>
      <innerBoundaryIs>
        <LinearRing>
          <coordinates>
            ...
          </coordinates>
        </LinearRing>
      </innerBoundaryIs>
    </Polygon>
  </Placemark>
</kml>

```

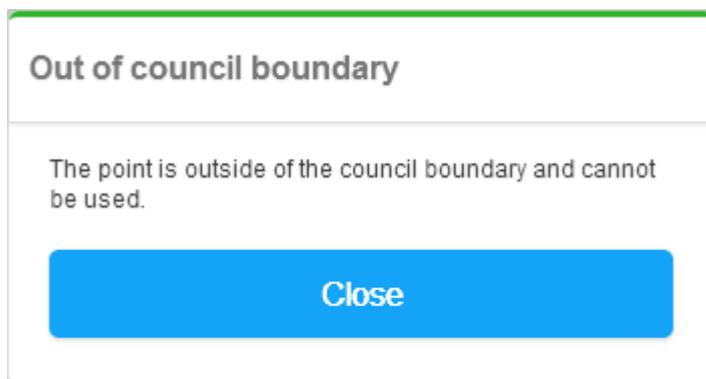
CouncilRegion.xml

When a CouncilRegion.xml file is present and contains a valid Council Region polygon, then a red line will be displayed showing the boundary of the council.



Sample map

If a user selects a point outside the boundary, then a message will be displayed and the location cannot be selected.



## Smart Mobile CityWatch

InforXtreme Incident:

DRN: 27326

Fix: 03096403;

KB:

### EPATHWAY WEB ENQUIRY NOTES NOW VISIBLE IN CITYWATCH

The ability to nominate a Note Type for a Customer Service Request Type that is viewable via ePathway Customer Service enquiries has been replicated for CityWatch.

Requests added via CityWatch can now be responded to via council officers using the nominated Enquiry Note Type (i.e. via "webenquirynote" in ePathway Customer Request Field Maintenance).

These notes will then be visible to the customer in CityWatch.

### THE EXISTING webenquirynote PARAMETER

In System Administration >> ePathway >> Customer Request Parameters >> Customer Request Field Maintenance there is a field called, "webenquirynote".

XML Tag Name	Description	XML Type	Maximum Size	Active	Options
attach13	Attachment File 13	ASCII File Name	100	<input type="checkbox"/>	
attach13description	Attachment File 13 Description	Single Line	50	<input type="checkbox"/>	
attach14	Attachment File 14	ASCII File Name	100	<input type="checkbox"/>	
attach14description	Attachment File 14 Description	Single Line	50	<input type="checkbox"/>	
attach15	Attachment File 15	ASCII File Name	100	<input type="checkbox"/>	
attach15description	Attachment File 15 Description	Single Line	50	<input type="checkbox"/>	
attach16	Attachment File 16	ASCII File Name	100	<input type="checkbox"/>	
attach16description	Attachment File 16 Description	Single Line	50	<input type="checkbox"/>	
attach17	Attachment File 17	ASCII File Name	100	<input type="checkbox"/>	
attach17description	Attachment File 17 Description	Single Line	50	<input type="checkbox"/>	
attach18	Attachment File 18	ASCII File Name	100	<input type="checkbox"/>	
attach18description	Attachment File 18 Description	Single Line	50	<input type="checkbox"/>	
attach19	Attachment File 19	ASCII File Name	100	<input type="checkbox"/>	
attach19description	Attachment File 19 Description	Single Line	50	<input type="checkbox"/>	
attach20	Attachment File 20	ASCII File Name	100	<input type="checkbox"/>	
attach20description	Attachment File 20 Description	Single Line	50	<input type="checkbox"/>	
webenquirynote	Web Enquiry Note	Multiple Lines	99999	<input checked="" type="checkbox"/>	...
requestmemo	Request Memo	Multiple Lines	99999	<input checked="" type="checkbox"/>	...

Note: This field does NOT appear under the Customer Request Type specific field list, and so can only be configured here at the highest level for each Request Type.

The "..." button is used to view the details and will load a list of all Request Types. Each will optionally allow a single Note Type to be selected. Only if this Note Type is specified against a Request Type will any requests of this type be allowed to have their notes viewed from ePathway or CityWatch.

**Customer Request Field**

XML Tag Name: webenquirynote  
 Description: **Web Enquiry Note**

Load into Table: ACRNOTE Request Note  
 Qualified by Table: ACRNTYP Note Type Parameters  
 Qualified by Field: DESCR

Request Type Code	Qualified by Row
ANIMAL	
ASSET	
BHINS	
BIN	Publicly Visible Note via Web
BOOK	
BUILD	General Note
CBINS	
CHGADD	General Notes
COM	

OK Cancel

This allows council to review Requests and add any comments they want to be visible to the user as that particular Note Type.

Infor strongly recommends naming these note types so it is obvious to council officers that choose the note type that it will be visible to the public.

The note type code and description itself is not shown to the public, only the note content.

When the user goes to the Customer Request Enquiry in ePathway or views their CityWatch saved requests, they can see all requests they have created and also view the details for those with viewable notes.


Sign in

---

Request Number

Date

Type

Location

Status

Date	Note
01/10/2014 11:41:24 AM	A council officer had read your report and is currently looking into the issue.
01/10/2014 11:42:09 AM	A council officer will come by your address tomorrow. Please leave the damaged bin on the nature strip so the officer can assess whether the bin can be repaired or will be replaced.

← Close

The requestor can then view the notes added by the council officer.

## Smart Mobile CityWatch My Accounts

InforXtreme Incident: MNVL 7671812; DRN: 27441      Fix:  
KB: NA;

### CITYWATCH 'MY ACCOUNTS' AND 'SIGN IN'

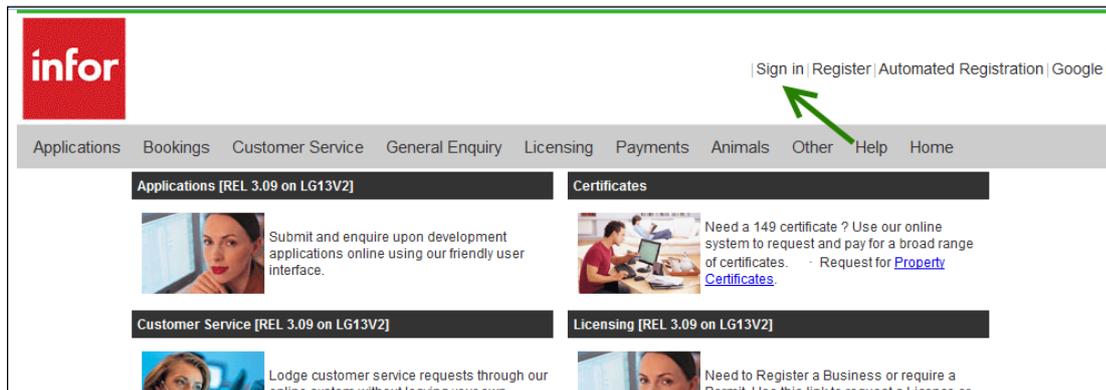
CityWatch has been enhanced to allow for My Accounts (payments) and Sign In.

For a complete guide to CityWatch refer to the 'ePathway Smart Mobile - CityWatch' document contained within the ePathway install image. For further information contact the Infor Public Sector helpdesk.

### My Accounts and User Sign In

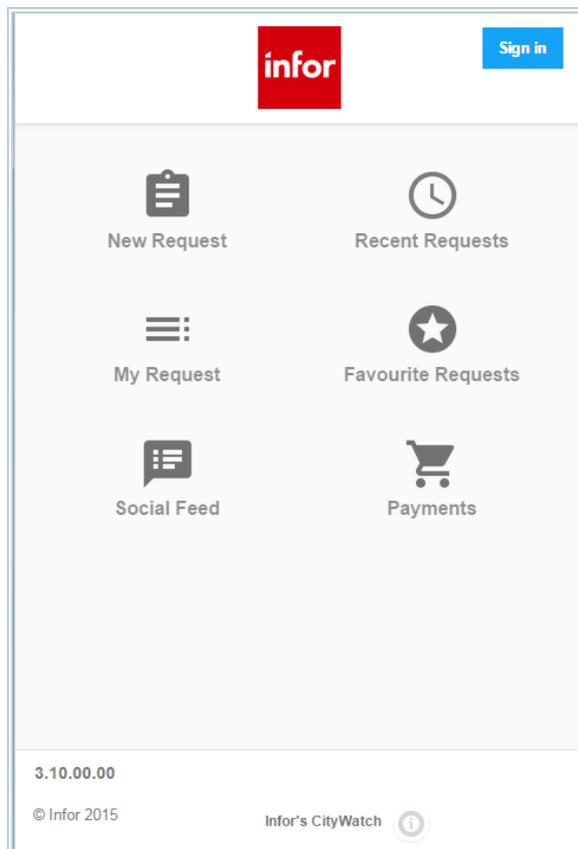
Registered (ePathway) Users are able to view outstanding amounts and subsequently make payment for these outstanding amounts. A user may either be signed in via either:

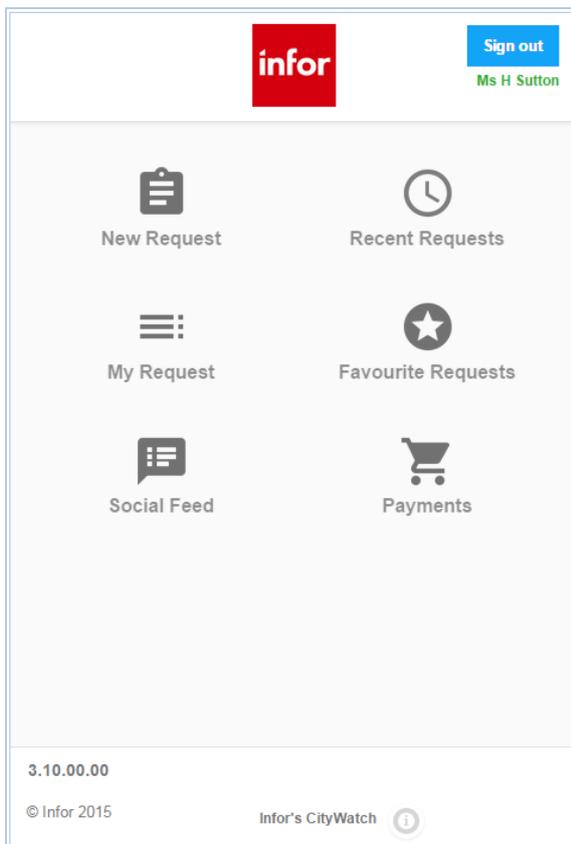
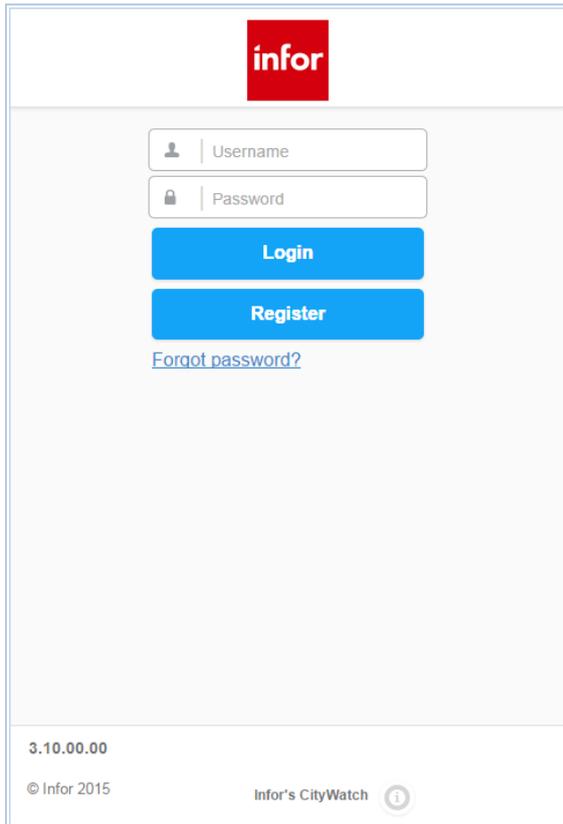
#### The ePathway Website



If signed in via ePathway and the user subsequently accesses (or is automatically redirected) to the Smart Mobile CityWatch site, CityWatch will acknowledge this user as being signed in (as per access method 2 below).

#### CityWatch





## MYACCOUNTS

Council can disable/enable 'MyAccounts' in Smart Mobile CityWatch by setting the disableMyAccounts flag available in the CityWatch config.js file.

More details on the CityWatch configuration are included in the 'ePathway Smart Mobile – Getting Started' document.

Once signed in, clicking the 'Payments' button will present the user with the following:

Type	Reference	Description	Joint A/C	Owing	Payment	Detail
Applications	702/2001/MERIT	Applications	<input type="checkbox"/>	355.00	<input type="text" value="355.00"/>	
Applications	DA/74/2005/BAINT	Applications	<input checked="" type="checkbox"/>	56.00	<input type="text" value="56.00"/>	
Applications	MERIT/28/2012	Applications	<input checked="" type="checkbox"/>	17.25	<input type="text" value="17.25"/>	
Applications	MERIT/25/2012/B	Applications	<input type="checkbox"/>	707.00	<input type="text" value="707.00"/>	
Applications	MERIT/73/2012	Applications	<input checked="" type="checkbox"/>	647.00	<input type="text" value="647.00"/>	
Applications	MERIT/92/2012	Applications	<input type="checkbox"/>	1957.00	<input type="text" value="1957.0"/>	
Applications	MERIT/94/2012	Applications	<input checked="" type="checkbox"/>	9800.00	<input type="text" value="9800.0"/>	
Applications	MERIT/86/2012	Applications	<input checked="" type="checkbox"/>	2445.30	<input type="text" value="2445.3"/>	
Infringements	10000074-2	Infringements	<input type="checkbox"/>	125.50	<input type="text" value="125.50"/>	
Infringements	1605	Infringements	<input type="checkbox"/>	45.50	<input type="text" value="45.50"/>	

Generally, the CityWatch My Accounts functionality will closely mirror the pre-existing ePathway 'classic' My Accounts functionality.

Upon entry to the My Accounts payment screen, the 'Outstanding/All' toggle switch will default to 'Outstanding'. This will present the user with any outstanding amounts. Conversely, switching this to 'All' will display all accounts associated with the registered user.

The 'Clear Amounts' button will allow a user to clear all outstanding amounts and re-enter any amounts for the debts that they intend on paying. This effectively allows for selective payment of specific accounts.

The 'Search for Another Payment' button will allow additional payments (that do not appear in the list) to be made. This allows single payments to be made for any transactions/accounts that do not have any associated amounts outstanding.

If an error is encountered a message will be displayed and the amount would subsequently need to be set to zero (for the erroneous transaction/account) for the payment to proceed.

## Request for a Service

InforXtreme Incident:

DRN: 27658

Fix:

SMART AND THICK CLIENT;

KB: NA;

REQUEST FOR A SERVICE

## Overview

There was a business requirement for Pathway Customer Service Requests to be able to reference a Calendar in order to ascertain the availability of a Service.

An example of this function would be a hard rubbish pick-up. Customers request hard rubbish to be picked up. Only a limited number of collections are available per day and only certain days of the week are available. For example, some Suburbs offer hard rubbish pick-up on Mondays, and others on Friday, and there is a maximum number of pick-ups of 260 per day.

Both Pathway and CityWatch are now able to indicate availability based on the configuration of Calendars for a Customer Request Type.

Please note that this functionality has only been implemented in the Pathway Smart Client.

## REQUEST FOR A SERVICE PROCESSING

### Smart Mobile CityWatch

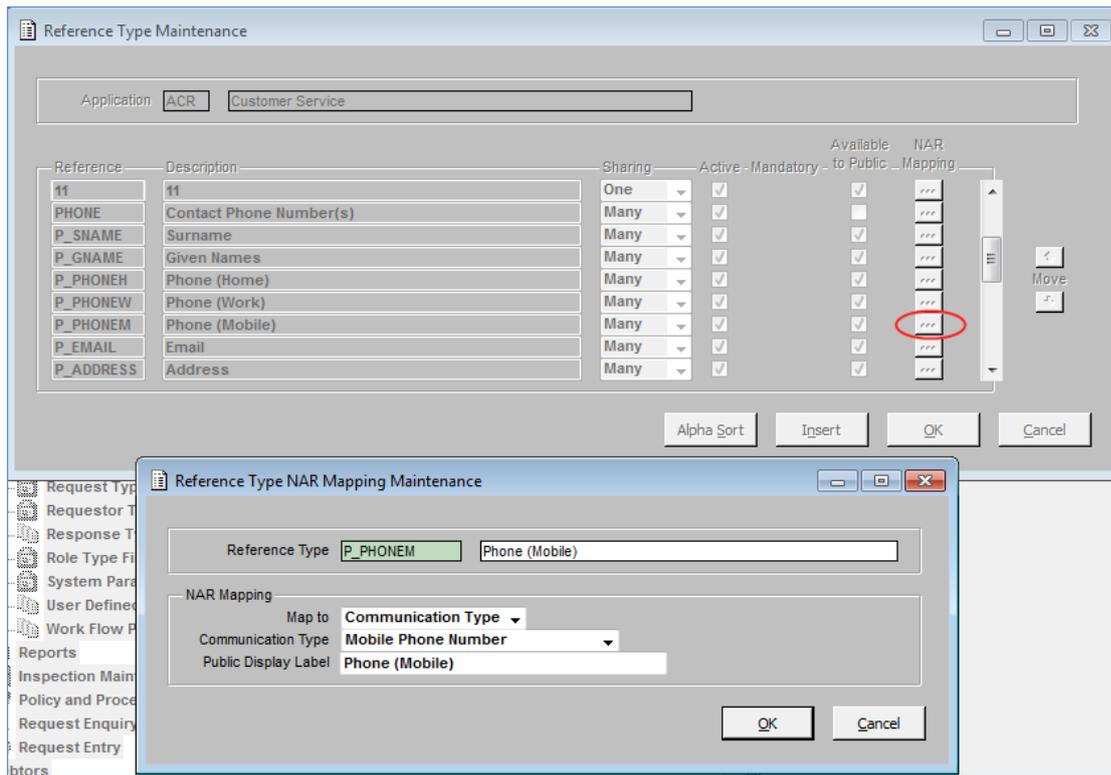
A Service Request Calendar selection option has now been made available in Smart Mobile CityWatch.

The customer is able select from a date picker in which only available dates may be selected.

The same date availability validation takes place as detailed for Pathway Service Request Entry (later in this document).

The screenshot shows a mobile application form for submitting a service request. The form is titled 'Request Type \*' and is set to 'Hard Rubbish Collection'. It contains several input fields: 'Given Names \*', 'Last Name \*', 'Email Address', 'Phone (Land Line)', and 'Phone (Mobile)'. There is a checkbox for 'Remember my details' and a 'Share with public \*' section with 'Yes' and 'No' buttons. The 'Service Date' field is highlighted with a date picker overlay showing 'December 2014'. The date picker has a grid of dates with the 19th, 22nd, 23rd, 26th, and 29th highlighted. Below the date picker are 'Yes', 'No', and 'Undecided' buttons. The form also includes a text area for 'Additional Notes', a 'Location Of Request \*' field with a 'Map' button, and a 'Photographs' section with a 'Camera (0)' button.

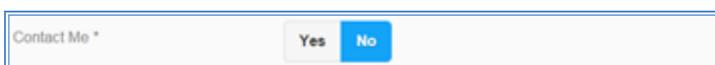
Existing CityWatch functionality allows personal details to be collected using Communication Types (mapped to Reference Types) within Pathway Customer Service parameters.



In the above example, at least one Communication Type is required – otherwise a ‘mandatory’ field message is displayed when attempting to submit.

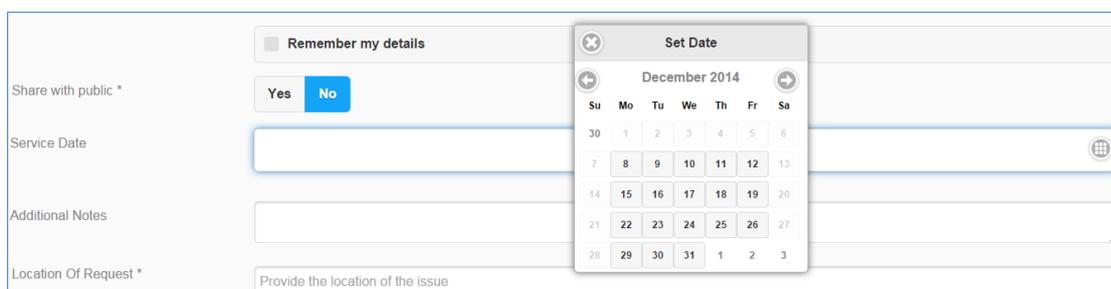
This is based on a CityWatch configuration parameter, **mandatoryCommunicationType** which will determine whether these Communication Types are presented or whether CityWatch gives the option as to whether or not they provide contact details.

That is, if Communication Type is not mandatory, a ‘Contact Me’ switch is presented. For example,



It should be noted that Customer Service Request Type Questionnaires may be used to include questions or declarations regarding the service being offered. In the example in the screenshot above, a confirmation/declaration regarding Hazardous Waste has been included.

Once a Request Type that offers ‘Request for a Service’ is nominated, the Service Date field with a calendar popup is available for selection.

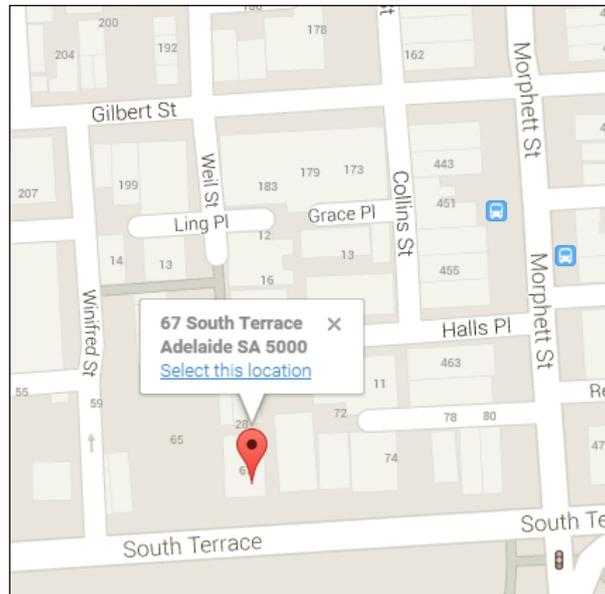


Dates that are not available are dimmed and not selectable.

## Location

A property location may be selected using the 'Map' button. Google Maps will allow the user to select a property location and CityWatch will subsequently validate this selection against the Pathway Property data.

If a single property match is found, the Request will be created with a property (module) link to this location. If multiple properties are matched, the user will be prompted to select from a list of matching properties. For example,



**Property selection**

---

**Address**

66-67 South Terrace, ADELAIDE SA 5001  Select

---

BASEMENT 1 66-67 South Terrace, ADELAIDE SA 5001  Select

---

BASEMENT 1 66-67 South Terrace, ADELAIDE SA 5001  Select

---

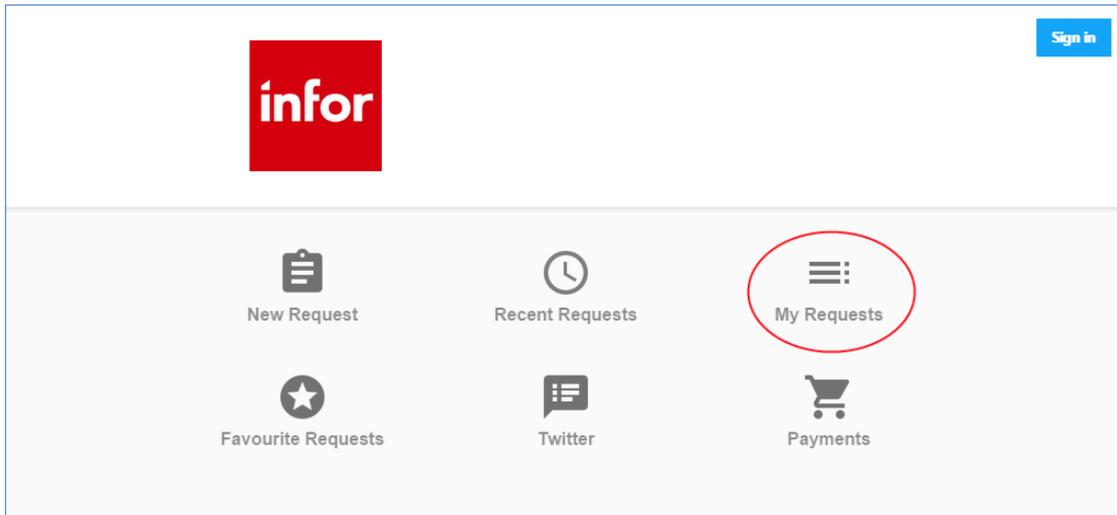
Level 1 66-67 South Terrace, ADELAIDE SA 5001  Select

---

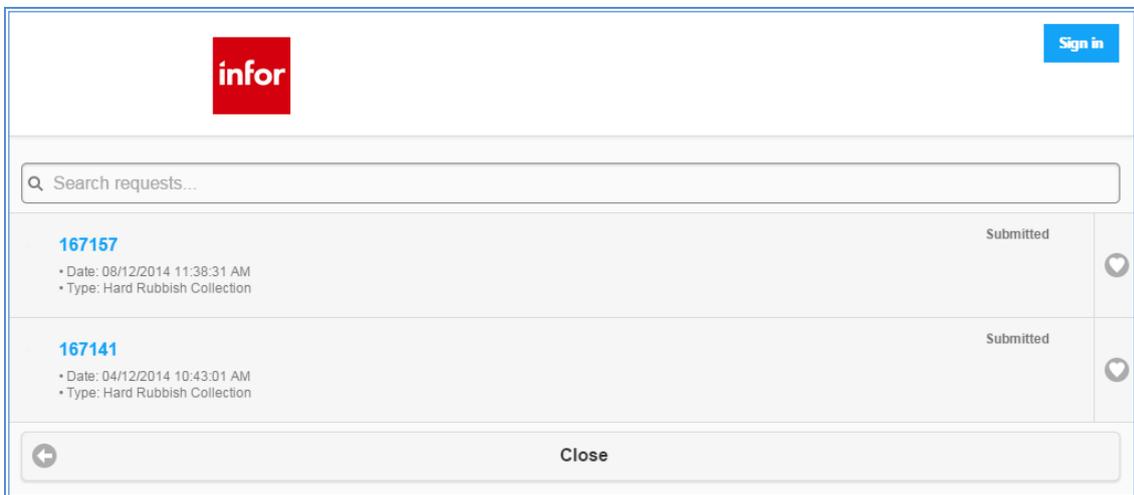
Selecting this location (which has multiple property location matches in Pathway) will present the user with a list of potential matches to select from.

**Note:** If no property matches are found, the property details are simply placed in a Note on the Request.

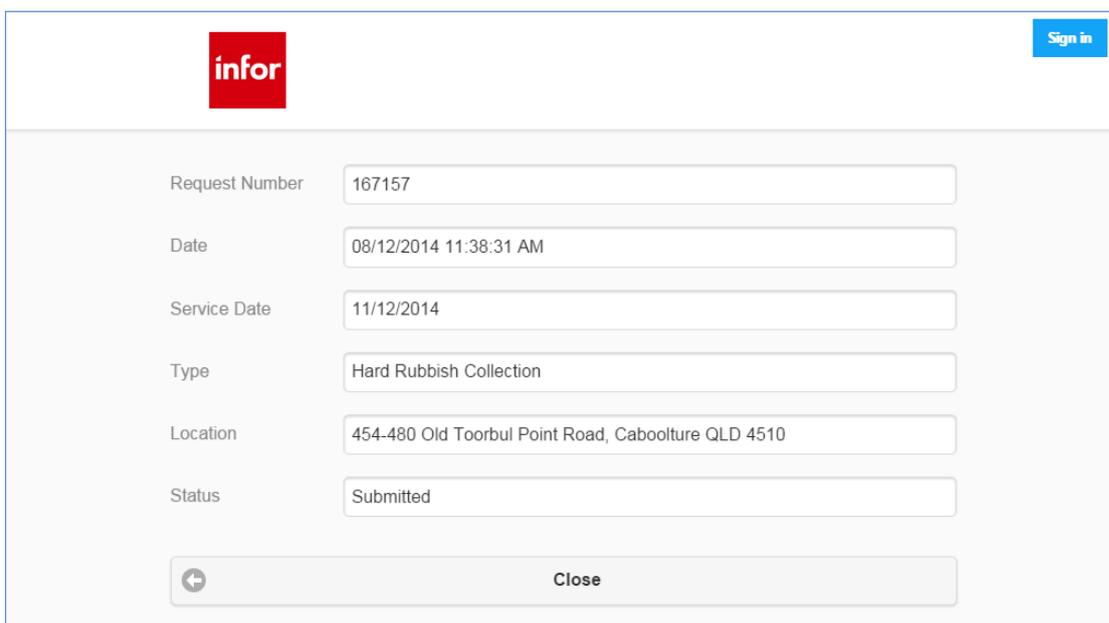
Once lodged, the Request can now be seen in the 'My Requests' option in CityWatch.



Clicking on 'My Requests' displays all requests for this user.



Clicking on the request, will display all relevant details of the request.



As can be seen in the screenshot above, the request details are presented (including the Service Date – which is the date for which the service will be undertaken).

In Pathway, this Service Date is stored on the Customer Request. It is also available for use on Merge Types.

Home Service Request 167157 Enquiry x

Close Notes Summary Zoom

Ready.

Service Request

Service Request Number	167157	Request Source	Mobile
System Date Entered	8/12/2014 11:38:31 AM	Service Date	11/12/2014 12:00:00 AM
Date Received	8/12/2014 11:38:31 AM	Respond by Date	11/12/2014 11:38:31 AM
Request Type Code	HARD	Hard Rubbish Collection	
Receiving Officer	PUBLIC	Public Mobile User	
Responsible Officer	MNOLAN	Mark Nolan	
Actioning Officer	MNOLAN	Mark Nolan	
Contact Type Code	EXT	External	
Requestor Type Code	PUBLIC	Public	
Service Request Status	ENTERED	Entered	System Completion Date
Date Responded		Time Taken	Hours
Priority	3	Date Priority Last Modified	8/12/2014 11:38:31 AM

## Request Maintenance

*Customer Service >> Request Entry*

A new 'Service Request Date' field has been included on the Customer Request Entry screen.

This will allow Customer Request service dates to be maintained by the council officer.

Home Service Request 167138 Entry x

Cancel Save Undo Edit Copy Refresh Notes Summary Zoom

Details for this existing item have been modified.

Service Request

Service Request Number	167138	Service Date	
System Date Entered	4/12/2014 9:56:44 AM	Respond by Date	8/12/2014 9:56:44 AM
Date Received	4/12/2014 9:56:44 AM		
Request Type Code	HARD	Hard Rubbish Collection	
Receiving Officer	NGABB	Nicholas Gabb	
Responsible Officer	MNOLAN	Mark Nolan	
Actioning Officer	MNOLAN	Mark Nolan	
Contact Type Code	EXT	External	
Requestor Type Code	PUBLIC	Public	
Service Request Status	ENTERED	Entered	System Completion Date
Date Responded		Time Taken	Days
Priority	3	Date Priority Last Modified	4/12/2014 9:56:44 AM

The date that the Service is to be performed on may be set using the Default Calendar that appears when clicking the Service Date dropdown. It should be noted that:

- the Service Date cannot be entered until the Request Type has been nominated
- only Request Types that have 'Is Request for Service' switch ON will allow entry of the Service Date – otherwise the field will be hidden
- the Default Calendar available is the calendar nominated against the Request Type in the Request Type Maintenance form

The screenshot shows a web application window titled "Service Request 167138 Entry". The form contains the following fields:

- Service Request Number: 167138
- System Date Entered: 4/12/2014 9:56:44 AM
- Date Received: 4/12/2014 9:56:44 AM
- Request Type Code: HARD (Hard Rubish Collection)
- Receiving Officer: NGABB (Nicholas Gabb)
- Responsible Officer: MNOLAN (Mark Nolan)
- Actioning Officer: MNOLAN (Mark Nolan)
- Contact Type Code: EXT (External)
- Requestor Type Code: PUBLIC (Public)
- Service Request Status: ENTERED (Entered)
- Priority: 3
- Date Priority Last Modified: 4/12/2014 9:56:44 AM

A calendar popup is displayed for the "Respond by Date" field, showing the month of December 2014. The date Thursday, 4 December 2014 is selected. The calendar includes a legend for "Weekend", "Public Holiday", and "Other".

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Legend: Weekend (green), Public Holiday (blue), Other (orange). Selected: 4/12/2014 12:00:00 AM.

When the calendar is presented, the following validation will occur using the Calendar configured against the Request Type:

Count the number of Calendar days for which a request for a service has already been lodged for that day. If the count is greater than or equal to the "Max RFS per day" value on the Request Type, then the date will be displayed as 'Other' and therefore not a valid selection.

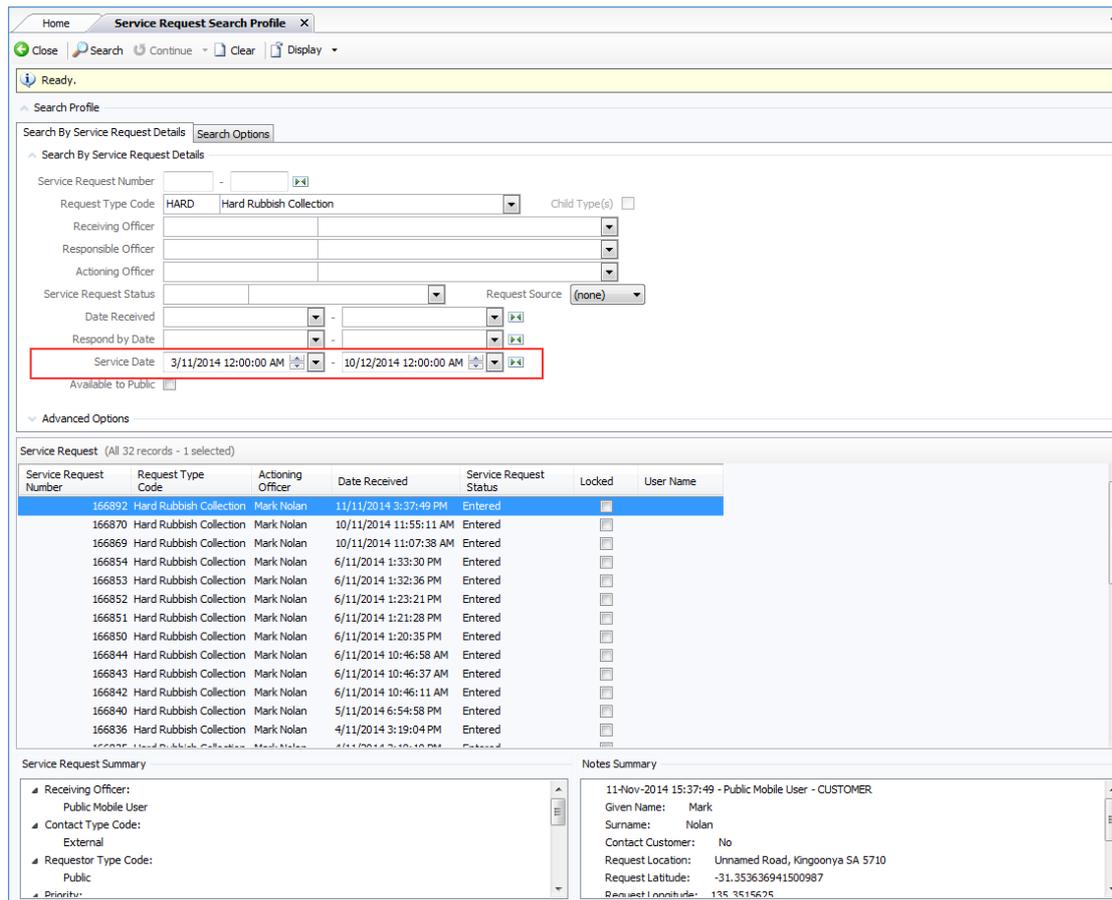
This implies that when the Calendar popup is presented, the dates that are available will be clearly visible to the council Officer. Selection of any other dates (e.g. Weekend, Public Holiday or Other) will result in validation errors when attempting to lodge the request.

## Request Enquiry

*Customer Service >> Request Enquiry*

A Service Date range filter option has been included within Request Enquiry.

This enables an officer to search for and select Customer Requests that have been requested for a specific date range.



### Important Note

City Watch will attempt to link the Request for Service to a Property (via the normal Property Role Link).

Where a match in Pathway cannot be made the Property link will not be created and the location that the customer entered will be placed into the Notes. The Property link will then need to be created manually.

We advise that a Dashboard chart should be established to report on these “Request For Service” records that do not have a property link so that they can be addressed promptly.

### Infomart

The new Service Date data has been included in the **Request\_Facts** datamart for reporting purposes.

### Smart Mobile Customer Service

The existing Smart Mobile Customer Service app may be used to monitor and update any requests lodged via CityWatch. For example, for Hard Rubbish requests a council may decide to provide the third party Hard Rubbish contractors with Pathway log on credentials so that they can access and update the relevant requests for service.

For example, Pathway Customer Service requests can be searched for using a variety of filters (including Request Type, Status and Service Date (new filter)).

Request ID	Request Type	Name	Date/Time	Status	Count
167173	Hard Rubbish Collection	Nicholas Gabb	09/12/2014 2:42:05 PM	Entered	3
167171	Hard Rubbish Collection	Nicholas Gabb	09/12/2014 1:41:58 PM	Entered	3
167169	Hard Rubbish Collection	Nicholas Gabb	09/12/2014 11:52:14 AM	Entered	3
167168	Hard Rubbish Collection	Mark Nolan	09/12/2014 11:44:04 AM	Entered	3
167167	Hard Rubbish Collection	Mark Nolan	09/12/2014 11:18:25 AM	Entered	3
167160	Hard Rubbish Collection	Mark Nolan	08/12/2014 12:31:11 PM	Entered	3
167159	Hard Rubbish Collection	Mark Nolan	08/12/2014 12:05:54 PM	Entered	3
167157	Hard Rubbish Collection	Mark Nolan	08/12/2014 11:38:31 AM	Entered	3
167147	Hard Rubbish Collection	Mark Nolan	04/12/2014 11:43:08 AM	Entered	3
167146	Hard Rubbish Collection	Mark Nolan	04/12/2014 11:34:07 AM	Entered	3

This allows a user to find the relevant requests and update them as required.

This will in turn update the request in Pathway.

For example, a third party contractor for Hard Rubbish may wish to update the Status of the request from 'Waiting' to 'Complete' once the rubbish has been collected.

In the case where a valid Pathway property is linked, the location will display in the search results. For example,

Property Address	Request Details
Reconciliation Plaza, Reconciliation Plaza, ADELAIDE SA. 5000	Service Request: 167177, Hard Rubbish Collection Reconciliation Plaza, Reconciliation Plaza, ADELAIDE SA. 5000 Current

## PARAMETER SETUP

### Customer Service Request Types

*Customer Service >> Parameters >> Request Type Maintenance*

New parameters have been added to the Request Type Maintenance screen. Specifically these are:

- **Is Request for Service:** This flag determines whether or not this Customer Request Type reflects a Request For Service
- **Maximum Request For Services (RFS) per day:** A ceiling limit may be set for the number of services provided on a calendar day.
- **Available From (Days) and Available To (Days):** This enables council to enforce a starting date and finishing date for the availability of a service. In the example below a service can only be scheduled between 2 days' time or up to 60 days in advance.

If the 'Request for Service' flag is switched ON, then the other 3 relevant fields will appear. Conversely, if the flag is switched OFF then these other fields will be dimmed and not editable.

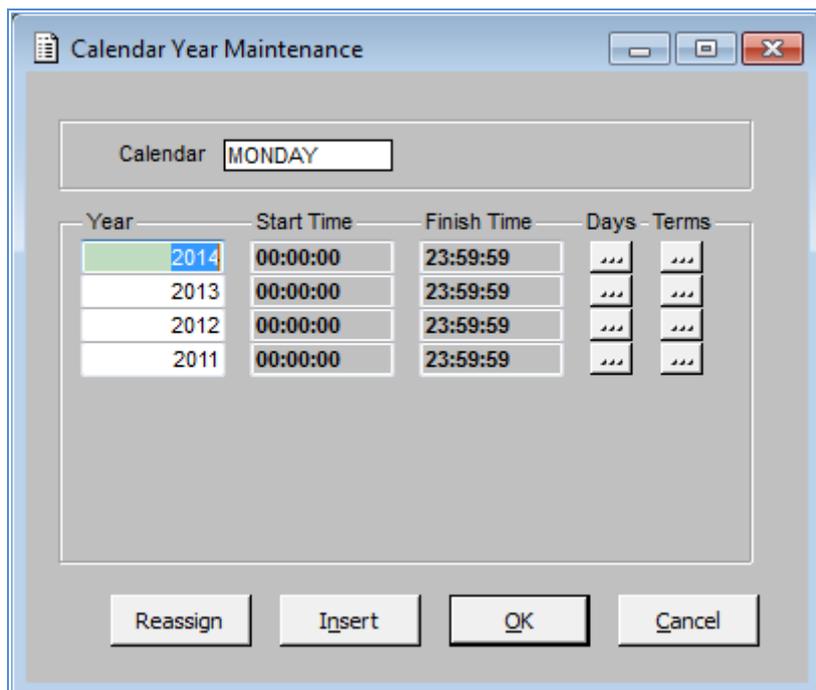
The Request Type should also have a Property Module Link selected (Options >> Module Selection)

### Pathway Calendars

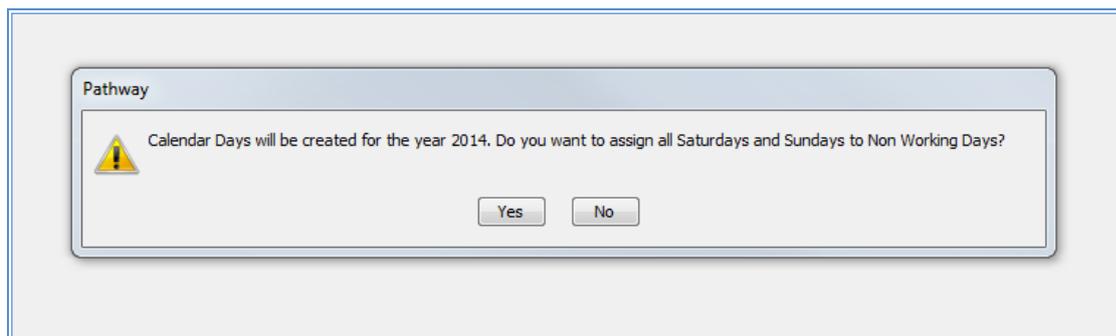
The pre-existing Pathway Calendar module required minor functional changes to allow days other than Saturday and Sunday to be regarded as 'non-working' days.

For example,  
*System Administrator Menu (Production) >> System Administration >> System Parameters >> Calendar Maintenance*

In order to restrict 'services' (e.g. Hard Rubbish) to a particular week day (or days) the calendar would need to be configured accordingly. For example,

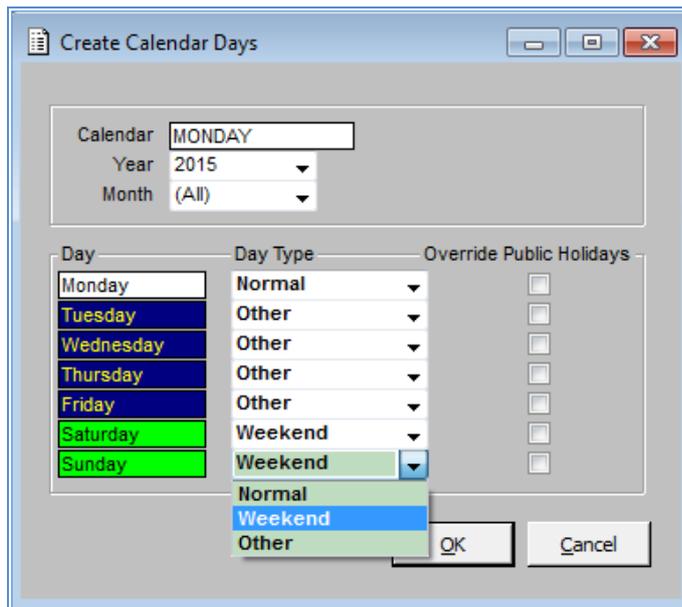


Previously, validation would only allow Saturdays and Sundays to be considered non-working days. For example,



An enhancement has now been made to allow the council officer to nominate other weekdays as non-working days. In order to allow this configuration to be easily managed, a new “Create Calendar Days” form has been created.

For example, if Monday was to be the only ‘available’ (i.e. Normal) day, then the other week days would need to be marked as ‘Other’.



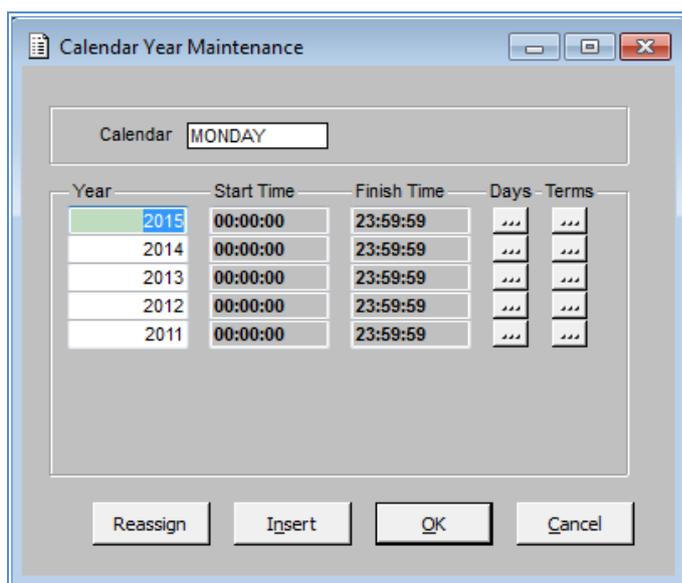
When a Year is first configured, the Year is populated and the Month is set to "(All)". Neither of these fields can be modified. By default, the Saturday and Sunday are marked as "Weekend" and all other fields set to "Normal".

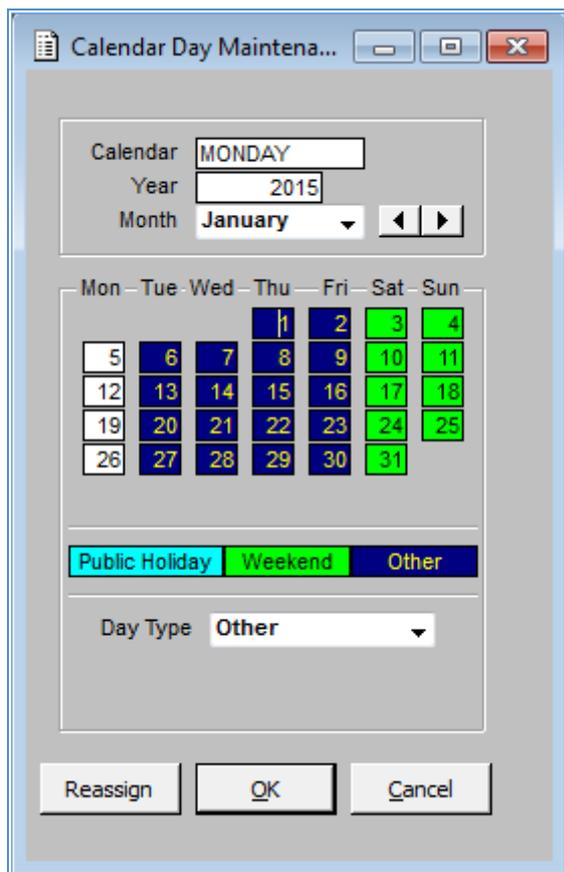
The Day Type options available are:

- Normal
- Other
- Weekend

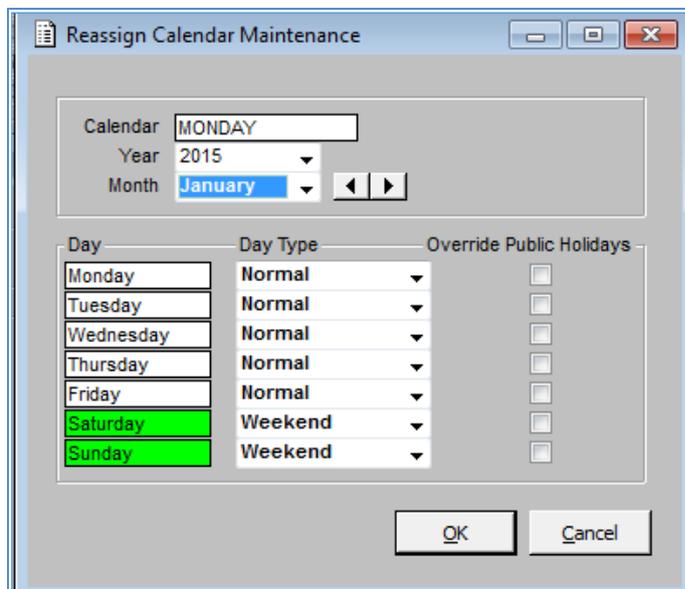
Note that the "Normal" day type equates to being available for a booking. Any other day type will be treated as unavailable.

After a year has been assigned a button will be available to "Reassign" on both the Calendar Year Maintenance form and also the Calendar Day Maintenance form.



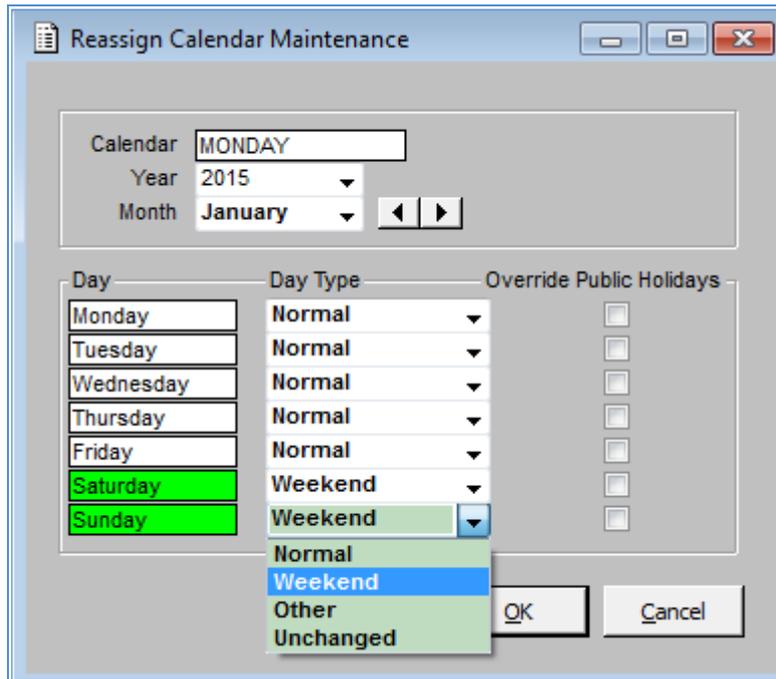


Note: When called from the Reassign button on the Calendar Day Maintenance form, the Month is selectable (whereas if called from the Calendar Year maintenance form, it is not selectable but defaulted to “(All)”).



The Day Type options for reassignment are:

- Normal
- Other
- Weekend
- Unchanged



The “Override Public Holidays” functions as follows:

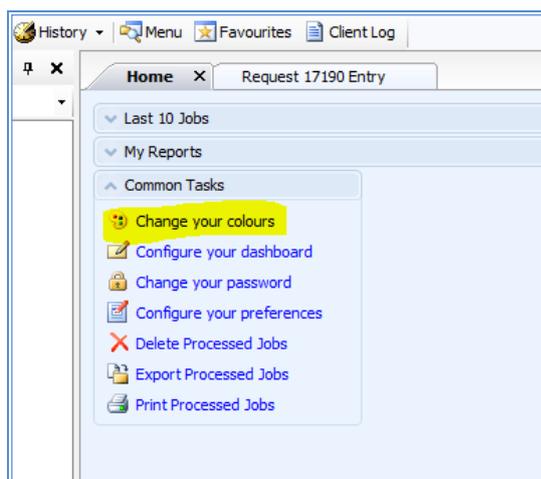
- If the chosen Day Type is ‘Unchanged’, then this field is display only and unchecked
- If override is checked then all days will be set to the chosen Day Type
- If override is unchecked then existing Public Holidays will not be affected by the change

### SMART CLIENT COLOUR SETTING

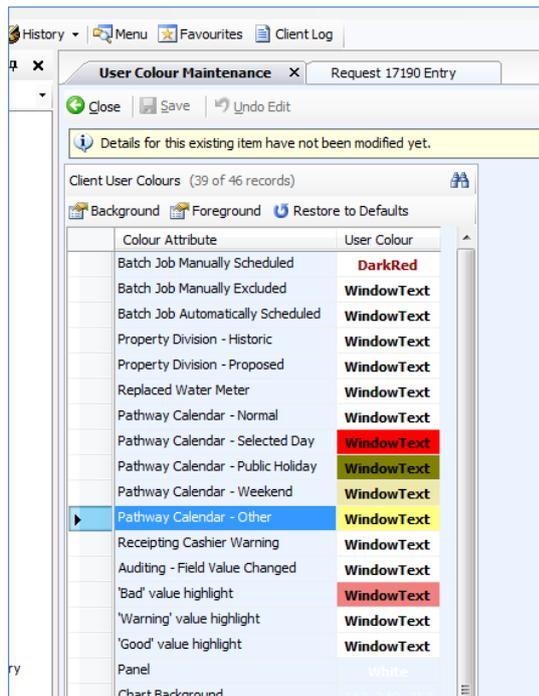
The “Other” Calendar Colour needs to be established for the Smart Client.

A Default set of colours are issued with the Smart Client.

To view the colours go to the Home Tab and click on “Change your colours”.



The Client User Colours will be displayed.

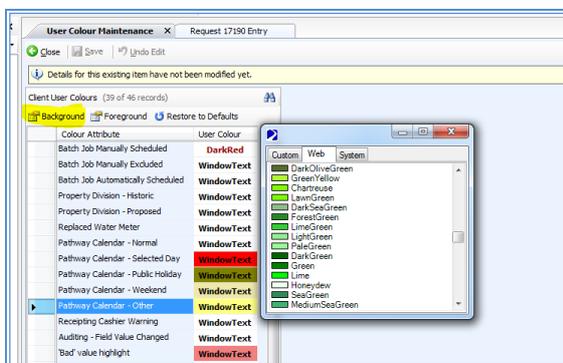


These colours may be changed at the individual client/user level.

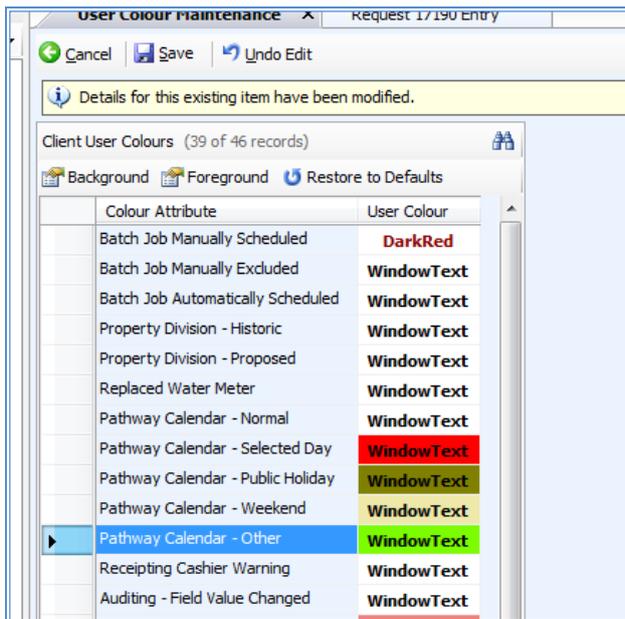
In the example the default background for the 'Other' calendar day is a pale yellow.

A user may have difficulty in seeing this colour and the background colour may be changed for that user.

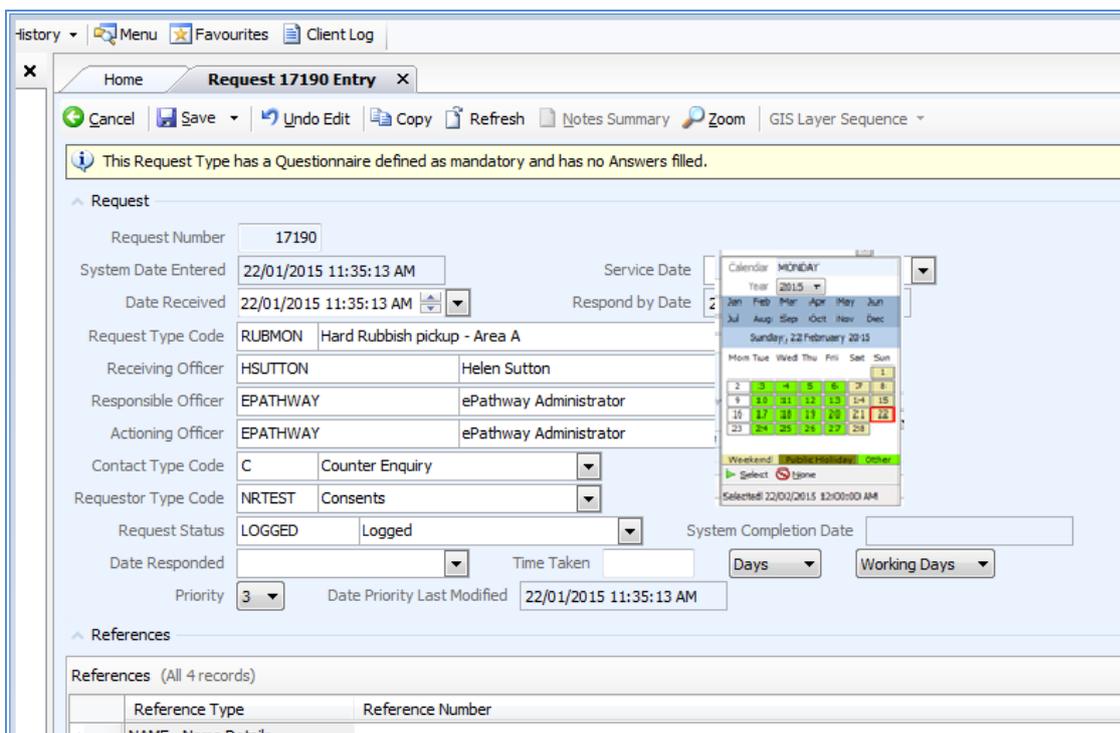
Place focus on the attribute that you want to change and click the "Background" button.



Select the new colour from the selection window.

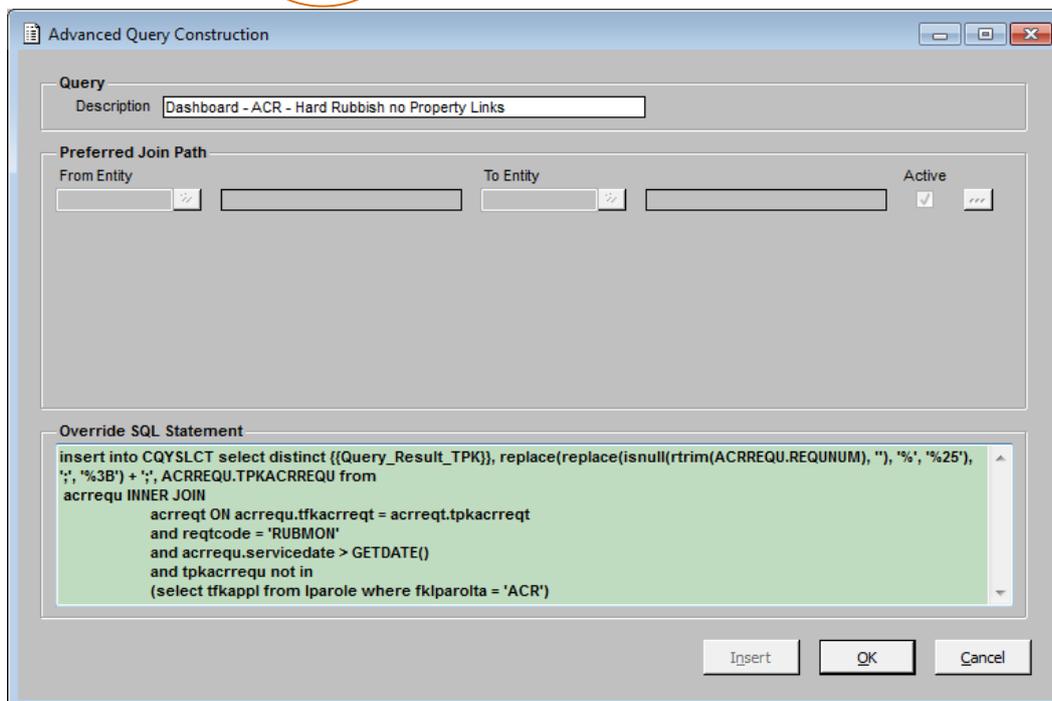
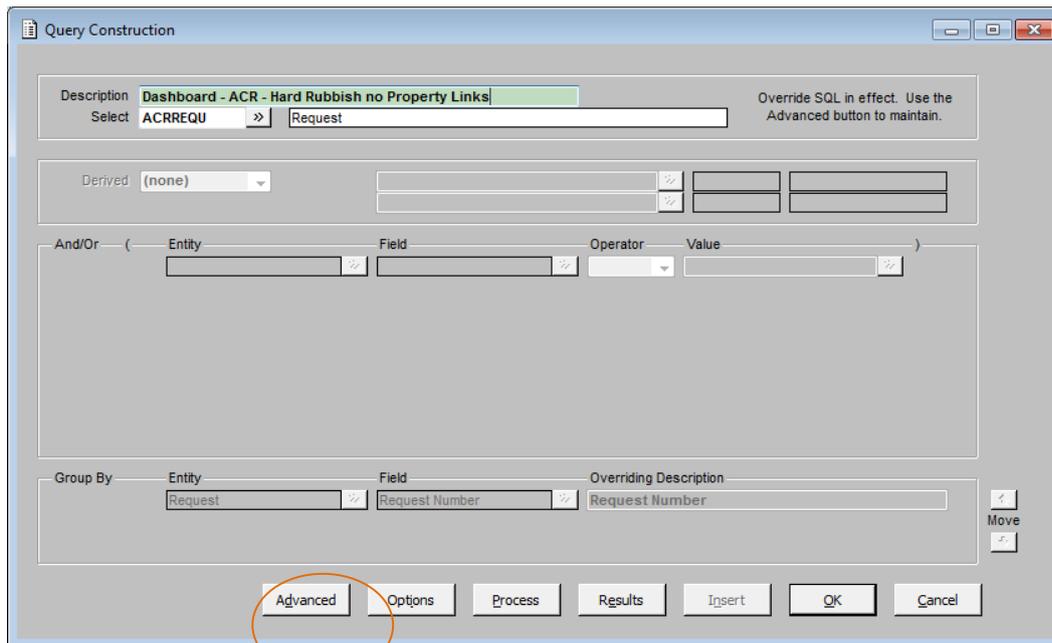


Save the change.



### Examples for Dashboard Charts Set Up

The following query will display all Customer Requests with a Request Type of RUBMON that do not have any property role links and the Service Date is greater than 'today'.

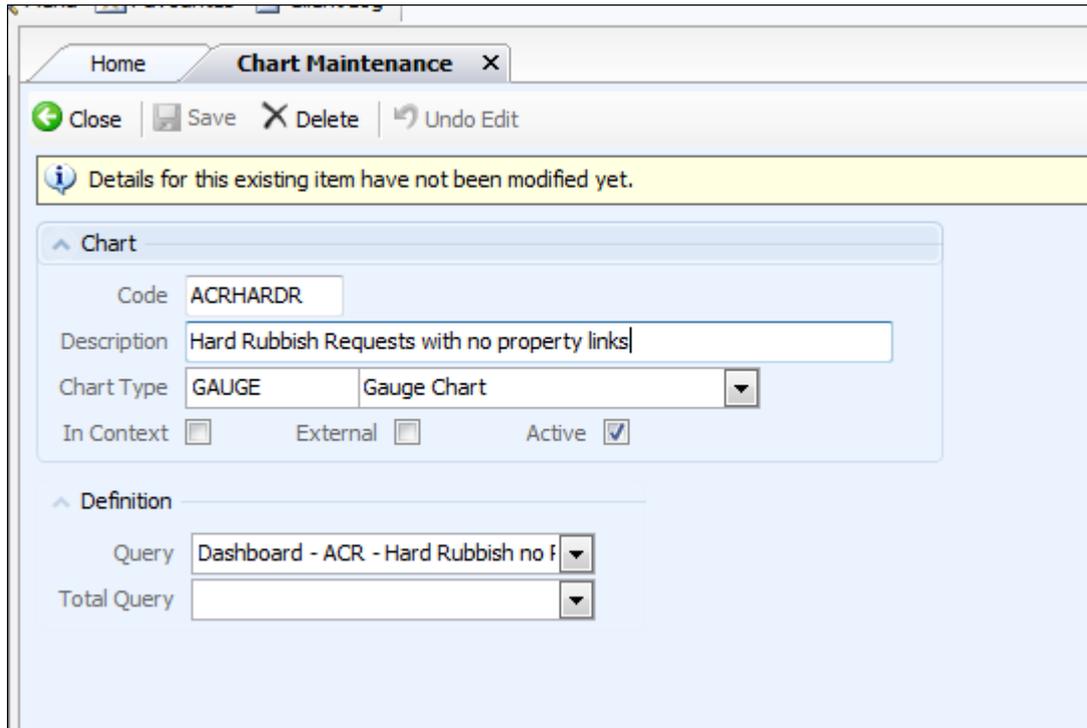


The following can be copied and pasted directly into the Override SQL Statement field.

```
insert into CQYSLCT select distinct {{Query_Result_TPK}},
replace(replace(isnull(rtrim(ACRREQU.REQUNUM), ''), '%', '%25'), ' ', '%3B') + ';',
ACRREQU.TPKACRREQU from
acrrequ INNER JOIN
acrrequ ON acrrequ.tfkacrrequ = acrrequ.tpkacrrequ
and reqtcode = 'RUBMON'
and acrrequ.servicedate > GETDATE()
and tpkacrrequ not in
(select tfkapp1 from lparole where fk1parolta = 'ACR')
```

### Create your Chart

System Administration >> System Parameters >> MyPathway Charts



Assign the chart to appropriate users (e.g. Customer Service).

System Administration >> System Parameters >> MyPathway Chart Assignment OR via System Administration >> Menu >> User Maintenance

The following chart shows 7 records with no property links.

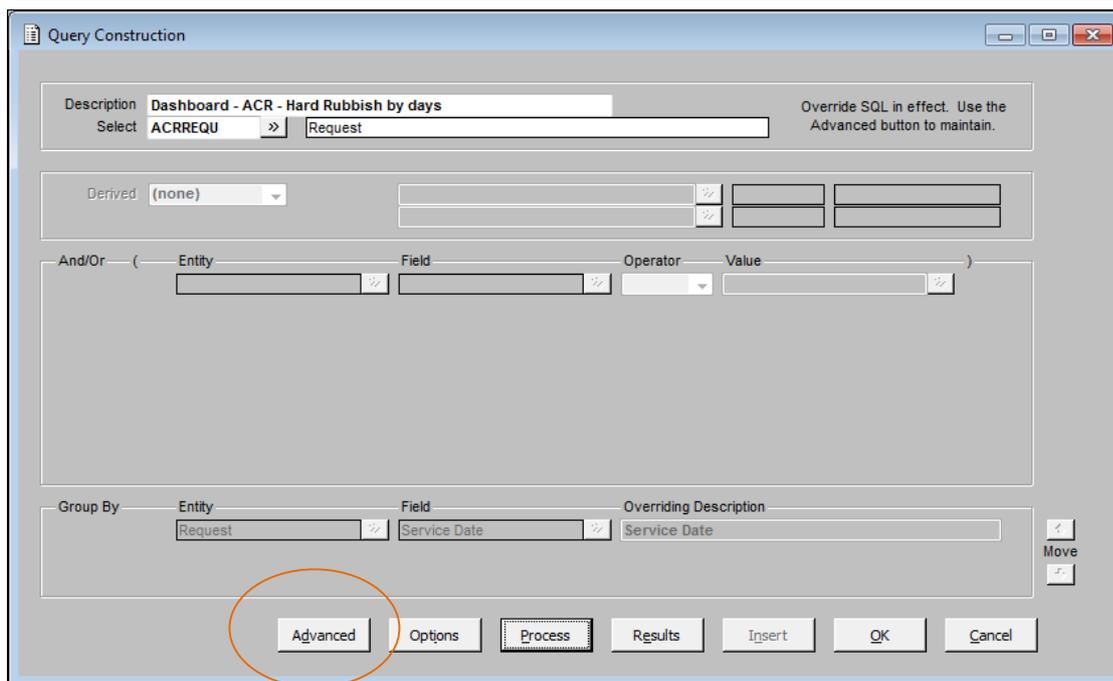


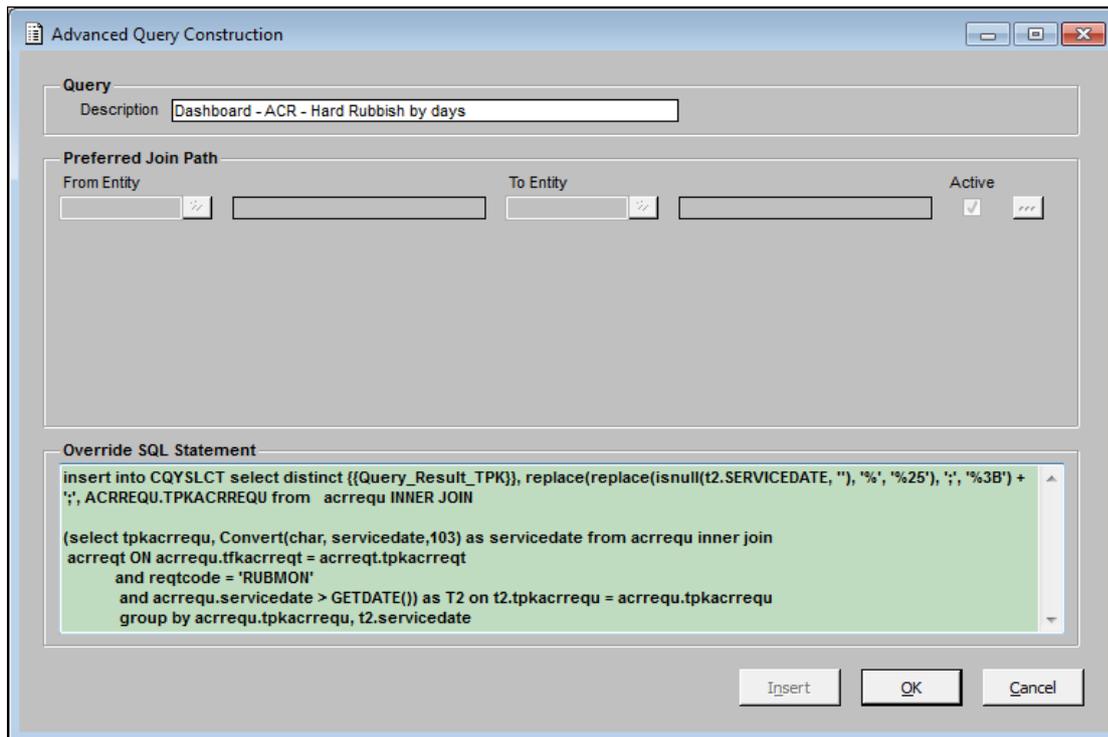
The user can then drill into the chart to access the requests directly.



### Viewing Scheduled Hard Rubbish Pickups Grouped By Day

This query will display the number of Requests for Service grouped by day for a Service Request Type of RUBMON where the Service Date is greater than 'today'.





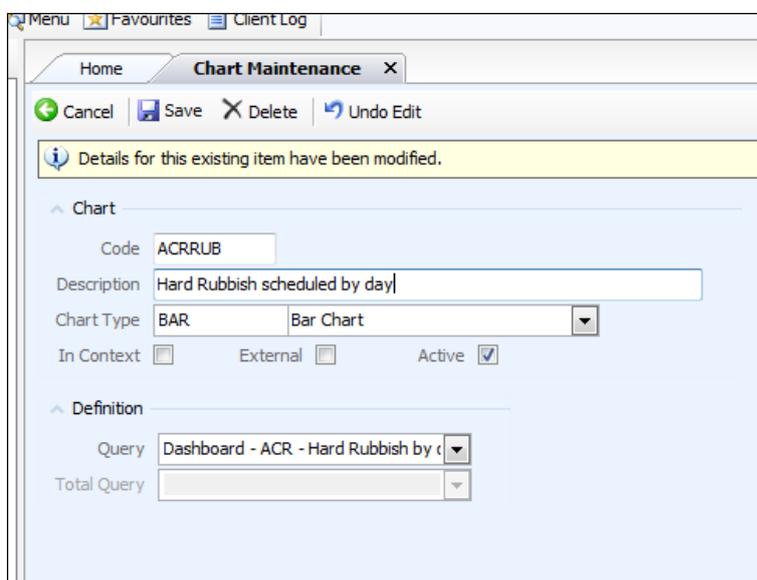
The following can be copied and pasted directly into the Override SQL Statement field.

```
insert into CQYSLCT select distinct {{Query_Result_TPK}}, replace(replace(isnull(t2.SERVICEDATE, ''), '%', '%25'), ',', '%3B') + ','; ACRREQU.TPKACRREQU from acrrreq INNER JOIN
```

```
(select tpkacrrreq, Convert(char, servicedate,103) as servicedate from acrrreq inner join acrrreqt ON acrrreq.tfkacrrreqt = acrrreqt.tpkacrrreqt and reqtcode = 'RUBMON' and acrrreq.servicedate > GETDATE()) as T2 on t2.tpkacrrreq = acrrreq.tpkacrrreq group by acrrreq.tpkacrrreq, t2.servicedate
```

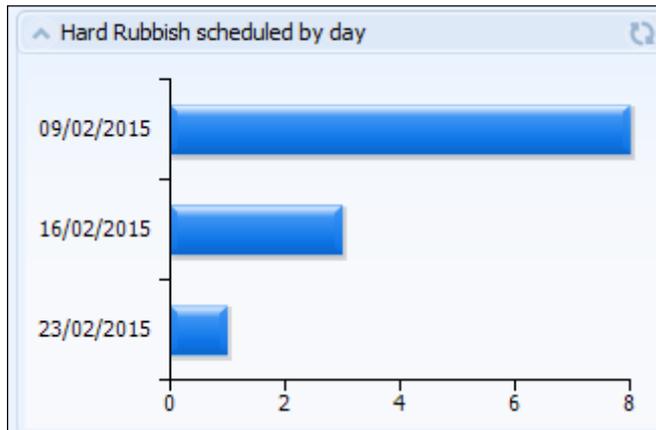
### Create your Chart

System Administration >> System Parameters >> MyPathway Charts



Assign the chart to appropriate users (e.g. Customer Service)

System Administration >> System Parameters >> MyPathway Chart Assignment OR via System Administration >> Menu >> User Maintenance



## CityWatch Labels

InforXtreme Incident: [HORN 7710330](#); DRN: 27664  
KB:

Fix:

### CITYWATCH LABELS

Labels in CityWatch can now be configured from within ePathway.

There are three main sources for these labels in ePathway:

- Page Layout
- System Text
- The specific payment gateway's config section in the web.config file.

In ePathway System Text overriding text may be supplied for the following:

- CustomerService.RequestType
- CustomerService.ContactMe
- CustomerService.ContactBy
- CustomerService.EmailAddress
- CustomerService.Phone
- CustomerService.AdditionalNotes
- CustomerService.LocationOfRequest
- CustomerService.GivenNames
- CustomerService.LastName
- Payments.PaymentType
- Payments.PaymentFilterType

- Payments.ReceiptRequired
- Payments.ReceiptEmailAddress
- Payments.ReceiptFullName
- Payments.ReceiptAddress
- Payments.NameOnCard
- Payments.ExpiryDate
- Payments.CardTypes

In the ePathway Web.config file overriding text may be supplied for the following labels within the appropriate Payment Gateway section.

- Payment.CardNo
- Payment.CVV / Payment.CVV2 / Payment.CVC2
- Payment.Amount

It should be noted that Questionnaire fields with overrides in Page Layout are not picked up by City Watch. The Field Name is sourced from Pathway.

## Smart Mobile CityWatch

InforXtreme Incident:

DRN: 28146

Fix:

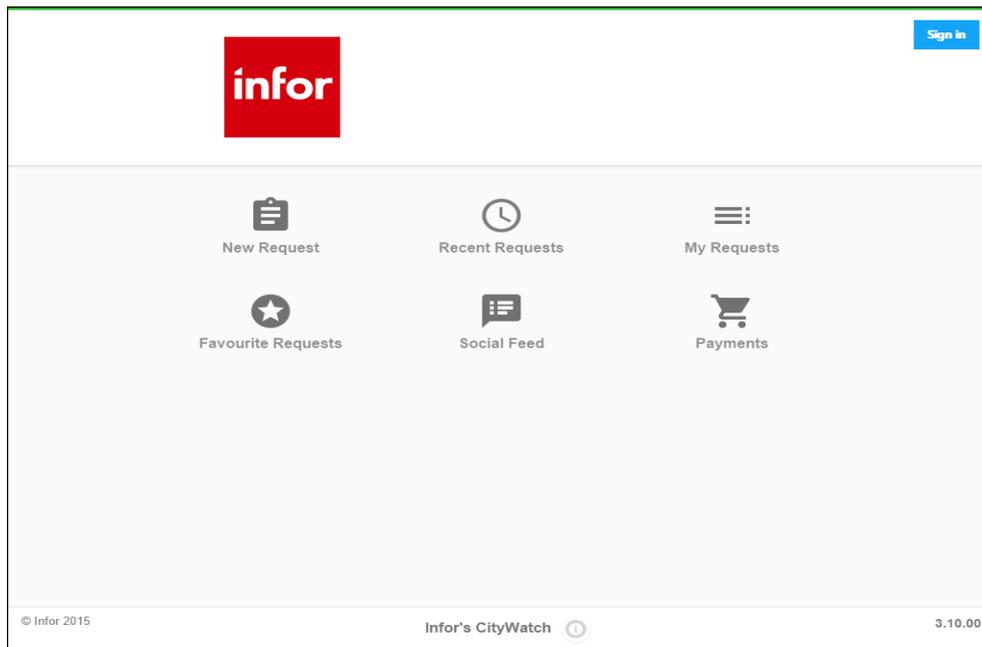
KB: NA;

### CITYWATCH ENHANCEMENTS

A number of aesthetic and functional enhancements have been made within Smart Mobile CityWatch.

#### ENHANCEMENT OF MAIN MENU

The main menu screen in CityWatch has been enhanced with a new layout and icons. For example:



Additional parameters (available in the CityWatch config.js file) control whether an icon is displayed and the label that is presented.

```

disableRequests: false, // Disable Customer Service functionality in CityWatch
labelNewRequest: "New Request", // Label for the New Request button
labelSavedRequests: "My Requests", // Label for the Saved Request button
disableRecentRequests: false, // Disable Recent Request functionality in CityWatch
labelRecentRequests: "Recent Requests", // Label for the Recent Request button
disableFavouriteRequests: false, // Disable Favourite Request functionality in CityWatch
labelFavouriteRequests: "Favourite Requests", // Label for the Favourite Request button
disableSocialMedia: false, // Disable social media functionality in CityWatch
labelSocialMedia: "Twitter", // Label for the Social Media button
disablePayments: false, // Disable Payment functionality in CityWatch
labelPayments: "Payments", // Label for the Payments button

```

Please note that if `disableRequests` is set to "true" then `disableFavouriteRequests` and `disableRecentRequests` should also be set to "true".

Whilst the label text is virtually 'unlimited' keep in the mind the types of devices you are using and the screen real-estate available.

#### SHARE WITH PUBLIC

A 'Share with public' option has been introduced within Smart Mobile CityWatch. This option allows a user to share the request (with other users) in the new 'Recent Requests' option. The default for this option is 'no' so that the user has to consciously opt-in to share the request information with other users.

The screenshot shows the Infor SMART MOBILE CITYWATCH request form. At the top left is the Infor logo, and at the top right is a 'Sign in' button. The form contains the following fields and options:

- Request Type \***: A dropdown menu with the text 'Click to select a request type' and a downward arrow.
- Given Name \***: A text input field.
- Surname \***: A text input field.
- Contact Me \***: Radio buttons for 'Yes' and 'No', with 'No' selected.
- Remember my details**: A checked checkbox.
- Share with public \***: Radio buttons for 'Yes' and 'No', with 'No' selected. This section is highlighted with a blue box.
- Additional Notes**: A text area.

The 'Recent Requests' page will display any recent requests that have been flagged with the 'Share with public' option set to yes. The list is limited to the *pageLength* parameter set in the config.js file, and by default this is set to 10 records.

The Recent Requests page has a favourite button , that allows a user to track a request. The user will also receive a notification when one of their favourite requests is updated (by Council) with a 'complete' status.

The screenshot shows the 'Recent Requests' page. At the top left is the Infor logo, and at the top right is a 'Sign in' button. Below the logo is a search bar with the text 'Search requests...'. The main content is a list of three requests:

Request ID	Date	Type	Status	Action
167145	04/12/2014 11:30:30 AM	Hard Rubbish Collection	Submitted	
166854	06/11/2014 1:33:30 PM	Hard Rubbish Collection	Submitted	
166844	06/11/2014 10:46:58 AM	Hard Rubbish Collection	Submitted	

For further details regarding the request, the user may click on any record in this list.

#### MANDATORY COMMUNICATION TYPE

The 'Contact me' option may now be hidden and the user forced to provide at least one communication type in order to submit a request.

A new parameter, *mandatoryCommunicationType*, has been added to the config.js file and when set to TRUE, personal details will be collected using Communication Types (mapped to Reference Types) within Pathway Customer Service parameters. For example:

Request Type \* Hard Rubbish Collection

Given Names \*

Last Name \*

Email Address

Phone (Land Line)

Phone (Mobile)

Remember my details

Share with public \* Yes No

Service Date Set Date

Please confirm that your bulk waste does NOT include: Hazardous Chemicals, Recyclables, Gas Bottles, Asbestos, Paint, Car Parts, Stone, Earth, Concrete, or Glass?

Yes No Undecided

Additional Notes

Location Of Request \* Provide the location of the issue

Map

Photographs Camera (0)

Reference	Description	Sharing	Active	Mandatory	Available to Public	NAR Mapping
11	11	One	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	---
PHONE	Contact Phone Number(s)	Many	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	---
P_SNAME	Surname	Many	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	---
P_GNAME	Given Names	Many	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	---
P_PHONEH	Phone (Home)	Many	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	---
P_PHONEW	Phone (Work)	Many	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	---
P_PHONEM	Phone (Mobile)	Many	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	---
P_EMAIL	Email	Many	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	---
P_ADDRESS	Address	Many	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	---

Reference Type NAR Mapping Maintenance

Reference Type: P\_PHONEM Phone (Mobile)

NAR Mapping

Map to: Communication Type

Communication Type: Mobile Phone Number

Public Display Label: Phone (Mobile)

In the above example, at least one Communication Type is required, otherwise a 'mandatory field' message is displayed when attempting to submit.

*Note:* If Communication Type is not configured to be mandatory, a 'Contact Me' switch is presented and communication details are optional. For example:

Contact Me \* Yes No

## SOCIAL FEED

### TWITTER

A Twitter feed can be made available in CityWatch as a Twitter widget. This widget can be added by doing the following:

1. Navigate to <https://twitter.com/settings/widgets> and log on to the Twitter account using the Council's log on.
2. Click on the create new button and then the create widget button.
3. Copy the unique number in the URL and update the `twitterWidgetID` in the CityWatch `config.js` file



4. Update the `twitterID` in the `config.js` file to the twitter username.

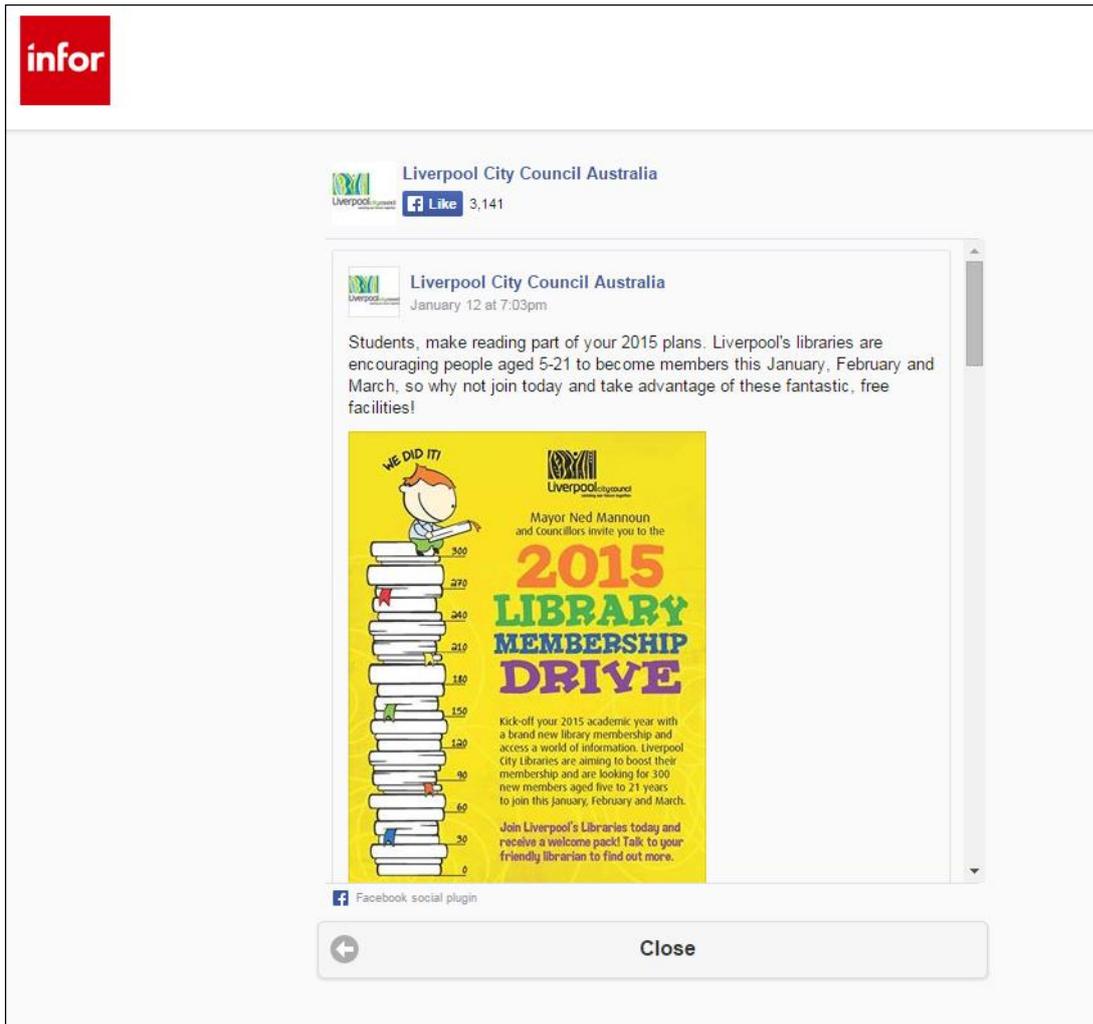
The feed will then be displayed when a user clicks on the social media button.

### FACEBOOK

Similarly, a Facebook feed can be made available in CityWatch as a Facebook 'like box'. This feature may be added by doing the following:

1. Navigate to the Facebook page.
2. Update the `facebookID` in the `config.js` file to the page id or the page name.  
e.g. `facebookID: "MYCityCouncil-Council"`,  
e.g. `facebookID: "MYCityCouncil-Council/294938723948"`,

The feed will then be displayed when a user clicks on the social media button. For example,



## CityWatch

InforXtreme Incident: BALK 8279140; DRN: 28352 Fix:  
KB: NA;

### ATTACHMENT TYPES

Previously, CityWatch only allowed 'image' attachment types. An enhancement has now been made to allow for other attachment types (e.g. .PDF, .DOC, etc.). The attachment types allowable are configurable against the Paperclip Attachment Type for Customer Service.

# Smart Mobile Core

## Enhancements and Pre-Release Functionality

### Smart Mobile Internal Apps

InforXtreme Incident: LOGA 7406053; DRN: 27139 Fix: 03096275;  
BALK 7370476;  
KB: 1494212;

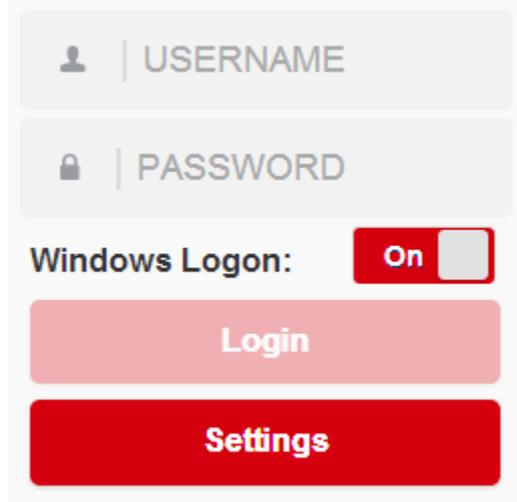
#### SMART MOBILE (INTERNAL APPS)

Smart Mobile has been enhanced so that it can use a Windows user name and password to authenticate with Pathway.

An additional parameter, Domain, has been made available to the config.js file and an example can be found in the config.js.default file.

```
Domain: "", // Domain Name
```

If the new parameter contains a value then the Windows Logon will be enabled and be defaulted to the on position, otherwise the option will be disabled and set to off.



The screenshot displays a mobile application interface for login. At the top, there is a light gray input field with a person icon and the placeholder text 'USERNAME'. Below it is another light gray input field with a lock icon and the placeholder text 'PASSWORD'. Underneath the password field is a toggle switch labeled 'Windows Logon:'. The toggle is currently in the 'On' position, indicated by a red background and the word 'On' in white. Below the toggle is a large red button with the text 'Login' in white. At the bottom of the interface is a larger red button with the text 'Settings' in white.

When the Windows Logon option is set to on it will authenticate the user name and password against the Windows domain specified in the configuration. If the user name and password information is correct then the log on process will attempt to find the network log on defined within pathway and log smart mobile on as this user.

Home **User Preferences Maintenance** X

Cancel Save Undo Edit

Details for this existing item have been modified.

**User Preferences**

New Password

Confirm Password

Sort  As Sequenced  Alphabetically

Sort Internal Nodes First

Use Folder Icon

**Log On Details**

User Logon Expires

User Logon Created 28/11/1999 1:49:05 PM

Last Password Change

Last Accepted Logon Attempt 5/02/2009 11:11:53 AM

Last Rejected Logon Attempt 23/04/2008 11:45:40 AM

Allowed Number Of Logon Attempts 3

Network Users (All 1 records)

Network User Id	Automatic Log On
DEV	<input checked="" type="checkbox"/>

## Smart Mobile Attachments

InforXtreme Incident: YARA 7535245; DRN: 27188 Fix:  
KB: NA;

### SMART MOBILE ATTACHMENTS NOW HAVE CORRECT IMAGE EXTENSION

There was a problem where some attachments added via Smart Mobile applications were created in Pathway with an incorrect file extension.

Please note that because Smart Mobile has the option to restrict the dimensions of the images attached, the destination file type in Pathway is always JPEG for images due to re-encoding/shrinking.

## Smart Mobile Preferences

InforXtreme Incident: DRN: 27324 Fix: 03096279;  
KB:

### SMART MOBILE PREFERENCES USER DEFINED FIELDS

The Smart Mobile Inspection and Customer Request Preferences forms have both been enhanced to allow any of the field labels to be customised so sites can choose the appropriate field labels for their Smart Mobile platform.

System Administration >> Integration >> Smart Mobile Preferences >> Customer Services Preferences Maintenance

System Administration >> Integration >> Smart Mobile Preferences >> Inspections Preferences Maintenance

NOTE: Any Pathway 'user definable' field labels will take precedence over these label customisations. The following fields therefore cannot be overridden via Mobile Preferences:

- Date Responded
- Respond by Date
- Request
- Contact Type
- Requestor Type
- Request Type Merge Type
- Request Type
- Date Received
- Assets

The above field labels should therefore be configured via: Customer Service >> Parameters >> User Defined Label Maintenance.

## Smart Mobile Customer Service

### Enhancements and Pre-Release Functionality

#### Smart Mobile Customer Service

InforXtreme Incident: MBRC 7514295; DRN: 27177 Fix:  
KB: NA;

##### ATTACHMENT DESCRIPTION

The attachment description can be defined by a template in the config.js file by setting the attachmentDescriptionTemplate.

The template allows for four different variables

- {Date} // current date DD/MM/YYYY
- {Time} // current time HH:mm:ss
- {Latitude} // current latitude returned by the device
- {Longitude} // current longitude returned by the device

##### Example

attachmentDescriptionTemplate: 'Taken at {Date} {Time} - Location {Latitude} {Longitude}', // A template to create the initial description of the image

It is important to note that the attachment description length is 50 characters. Uploaded descriptions will be truncated to 50 characters.

#### Smart Mobile Customer Service

InforXtreme Incident: DRN: 27219 Fix:  
KB: NA;

##### IMAGE SIZE

Smart Mobile Customer Service has been enhanced so that a maximum image height and width can be set. If the image is greater than the specified width and height then the image will be scaled down. This change will reduce the image size and allow the image to be uploaded to Pathway more quickly.

The new configuration is stored in the config.js file, and an example can be found in the config.js.default file.

attachmentMaxWidth: 1600, // The maximum width for an image to be uploaded larger images will be reduced

attachmentMaxHeight: 1200, // The maximum height for an image to be uploaded larger images will be reduced

The parameters are only used when they are given a value of greater than 100.

## Smart Mobile Customer Service

InforXtreme Incident: CGEY 7435072; DRN: 28150 Fix:  
SMART CLIENT; KB:

### ACTIONING OFFICER DEFAULT LOGON USER PARAMETER

The Smart Mobile Customer Services Preferences Maintenance parameter form within Pathway has been modified to include an Actioning Officer parameter within the Find Requests Page section to determine if the Actioning Officer defaults to '(All)' or the 'Logon User' within Smart Mobile.

System Administration >> Integration >> Smart Mobile Preferences >> Customer Services Preferences Maintenance

This is in line with the existing Inspector parameter on the Inspections parameter form.

# Smart Mobile Inspections

## Enhancements and Pre-Release Functionality

### Smart Mobile Inspections

InforXtreme Incident:	DRN: 26791	Fix:
	KB: 1451831;	

#### HIDE BOTTOM TOOLBAR

Smart Mobile Inspections has been altered to hide the bottom toolbar when a field is tapped. This will prevent the search option changing when tapping on a field that displays the devices keyboard.

### ePathway Mobile Inspections

InforXtreme Incident:	DRN: 27047	Fix: 03096404;
SMART AND THICK CLIENT;	KB: NA; NO KB REQUIRED;	

#### LICENSING COMPLIANCE / RISK FACTOR MANAGEMENT IN MOBILE INSPECTIONS

The Pathway Licensing Compliance / Risk Factor Management functionality from the Smart Client for Inspection questionnaires has been introduced to the ePathway Mobile Inspections module.

Note that this is governed by the LLC Compliance authorised function.

Note also the Pathway External Web Services [3.09 SP3] documentation has been updated with changes made to the following Inspections services:

- ReadComplianceParameters (new service to retrieve compliance parameters)
- ReadInspection (compliance related fields added for answer details)
- UpdateAnswers (compliance related fields added for answer details)

#### LICENSING COMPLIANCE / RISK FACTOR MANAGEMENT

Note that this functionality is governed by the “LLC Compliance” authorised function.

Changes were made in a previous Pathway release (via DRN 23511) to introduce Licensing compliance functionality into Smart Client Licensing Inspections. These enhancements have now been replicated in the Questionnaire forms within ePathway Mobile Licensing.

See the Appendix in this document for a recount of the original parameter changes when this functionality was first introduced to the Smart Client.

#### SMART MOBILE INSPECTIONS

Smart mobile inspections will now display the Compliance Type, Risk Factor Category and Risk Rating as configured within Pathway.

**Questionnaire**

**1.00. Sample boolean**

**+ Comments**

1.10. Compliance sample question

**+ Comments**

Compliance Type

Risk Factor Category

Risk Rating

The non-conformance ratings will be tallied and displayed at the bottom of the questionnaire. If configured the calculated result will be displayed.

Code	Description	Count
BAD	Bad	0
GOOD	Good	0

**Calculated Result**

**Overriding Result**

When saving the questionnaire the calculated result will be set as the inspection result unless an overriding result is specified.

#### EXTERNAL WEB SERVICES CHANGES

ePathway Mobile utilises the External Web Services functionality we provide with Pathway to allow customers to develop their own solutions. As such the services have been updated to provide the compliance parameters and data necessary to implement this functionality. The details of the web services and changes can be viewed in detail within the updated SDK document (Pathway External Web Services [3.09 SP3].pdf/docx) supplied with this change.

The services modified as part of these enhancements are within section 11, *Inspections Methods*, of the document:

- ReadComplianceParameters (new service to retrieve compliance parameters)
- ReadInspection (compliance related fields added for answer details)
- UpdateAnswers (compliance related fields added for answer details)

Councils that have made use of the existing service methods or wish to implement their own functionality in the future should familiarise themselves with the changes made. Note that for all changes made, only new fields were introduced. No existing fields were renamed or removed.

#### APPENDIX: PARAMETERS THAT GOVERN LICENSING COMPLIANCE

Previously, enhancements were made to introduce compliance changes within Licensing Inspections. The main parameters for which are shown below. Note that no changes to these parameters have been made in this release. This section is a subset of the documentation from the original Smart Client changes (DRN 23511) and is simply to clarify the parameters that influence the compliance functionality.

**Inspection Parameters Maintenance**

**Licensing Details**  
Description: 1 PCTA Common Licensing Group

**Inspection Parameters Details**  
Code: PCTA  
Description: PCTA Licensing Group  
Active:  Check for Stop Conditions:  Secured:

**Defaults**  
Merge Type: >>

**Options**

<input type="checkbox"/> Inspection Types	<input type="checkbox"/> Next Numbers
<input type="checkbox"/> Inspection Results	<input type="checkbox"/> Extract Types
<input type="checkbox"/> Inspection Notes Templates	<input type="checkbox"/> Merge Types
<input type="checkbox"/> Authorised Users	<input type="checkbox"/> Response Types
<input type="checkbox"/> Inspection Areas	<input type="checkbox"/> Questionnaires
<input type="checkbox"/> Failed Result Reason Codes	<input type="checkbox"/> Compliance Types
<input type="checkbox"/> Risk Factor Categories	<input type="checkbox"/> Record Keeping Ratings

OK Cancel

*Inspection Parameters Maintenance form showing new compliance options*

These options allow Council to navigate to subordinate parameter maintenance forms and define parameters specific to each of these options.

#### Compliance Types Maintenance

The Compliance Types Maintenance allows Council to create Compliance Type records.

Code	Description	Failed Compliance	Active
N	No	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
NA	Not Applicable	<input type="checkbox"/>	<input checked="" type="checkbox"/>
NO	Not Observed	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Y	Yes	<input type="checkbox"/>	<input checked="" type="checkbox"/>

*Compliance Types Maintenance form*

The Compliance Type records are used within the Question Maintenance form, enabling a user to nominate a particular level of compliance for Inspection items that require it.

**Code**

Code of Compliance Type record.

**Description**

Description of Compliance Type record.

**Failed Compliance**

Flag that indicates whether the Compliance Type record represents a failure to comply to set standards.

**Active**

Flag that indicates whether the Compliance Type record is applicable to be used at the current time.

**Risk Category Maintenance**

The Risk Category Maintenance form allows Council to create Risk Factor Category records.

Code	Description	Non-Conformance Category	Active
C	Critical	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
MJ	Major	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
MH	Minor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
NA	Not Applicable	<input type="checkbox"/>	<input checked="" type="checkbox"/>

*Risk Category Maintenance form*

The Risk Factor Category records are used within the Questionnaire Maintenance form, which can be assigned to Inspection items that fail compliance checks.

**Code**

Code of Risk Factor Category record.

**Description**

Textual description of Risk Factor Category record.

**Non-Conformance Category**

Flag that indicates whether the Risk Factor Category record represents non-conformance to specified standards. Currently, this field is not used in the Pathway business processes, but has been introduced to 'future-proof' any required functionality.

**Active**

Flag that indicates whether the Risk Factor Category record can be nominated for an Inspection item from this point forth.

**Record Keeping Rating Maintenance**

The Record Keeping Rating Maintenance form allows Council to create Record Keeping Rating records.

*Record Keeping Rating Maintenance*

The Record Keeping Rating records are used within the Question Maintenance form, which can be assigned to Inspection items to indicate whether adequate record keeping records have been kept.

**Code**

Code of Record Keeping Rating record.

**Description**

Textual description of Record Keeping Rating record.

**Active**

Flag that indicates whether the Record Keeping Rating record can be nominated for an Inspection item from this point forth.

**Question Maintenance (Parameter)**

The Question Maintenance parameter form includes the following relevant parameters:

- 'Compliance Type Required' field
- 'Record Rating Required' field
- 'Risk Factor Categories' detail button

*Question Maintenance form showing relevant fields*

The 'Risk Factor Categories' detail button is only available for those Question records that have their 'Compliance Type Required' flag activated.

### Risk Factor Category Question Link Maintenance

The Risk Factor Category Question Link Maintenance form can be invoked via the 'Risk Factor Categories' detail button on the Question Maintenance (parameter) form.

Available	
NA	Not Applicable

Assigned	
C	Critical
MJ	Major
MN	Minor

*Risk Factor Category Question Link Maintenance form*

Council is able to nominate the Risk Factor Category records that can be assigned to the answer for a selected question within the Question Maintenance form.

### Type Result Maintenance / Inspection Results

The Type Result Maintenance form, accessible from Inspection Types maintenance, has two relevant options – Risk Factor Category Conditions and Next Inspection Period.

**Inspection Types Details**

Description: BOTH TYPE

Code	Description
A	Excellent
AUTOLET	autoletter to someone
B	Good
C	Satisfactory
CMEX	Excellent
CMPOOR	Poor
CMSAT	Satisfactory
CMUN	Unacceptable
E	Major Potential Health Risk - doc attached

**Failed Result Reason Codes Details**

**Options**

Failed Result Reason Codes

Risk Factor Category Conditions

Next Inspection Period

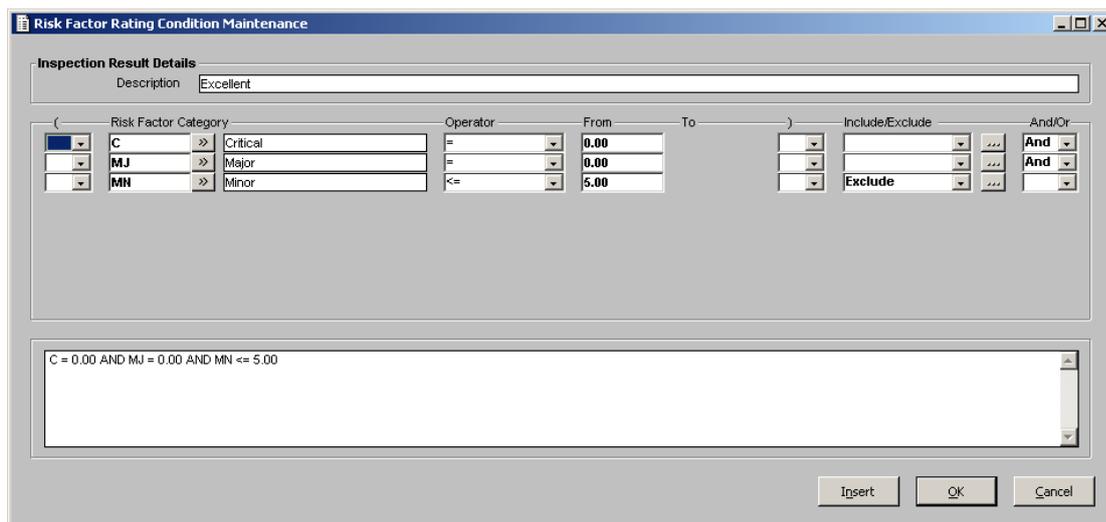
Insert OK Cancel

Type Result Maintenance form showing newly added options

The Risk Factor Category Conditions option enables navigation to the 'Risk Factor Rating Condition Maintenance' form and the Next Inspection Period option provides navigation to the 'Next Inspection Period Maintenance' form.

### Risk Factor Rating Condition Maintenance

The Risk Factor Rating Condition Maintenance form enables Council to specify conditions which must be met for a particular Result to be assigned to an Inspection upon the completion of mandatory Questionnaires.



Risk Factor Rating Condition Maintenance form

The construction of a condition can occur over multiple condition lines. The main elements of a line include a Risk Factor Category, a condition operator, and a value (or range). Added to this, parentheses can be specified along with Questions to be included or excluded when evaluating the condition.

Example:

The result of an Inspection should be 'Excellent' when there are zero **Critical**, zero **Major**, and five or less **Minor** non-conformance ratings. The condition in such an instance would be structured in the following way.

Excellent			
Critical	=	0	AND
Major	=	0	AND
Minor	<=	5	

To illustrate the use of the 'Include/Exclude' questions functionality, an additional requirement is that a particular question (e.g. question 21.1) must not have a non-conformance rating assigned to its answer. To cater for this requirement, the condition line for the Minor non-conformance rating needs to be modified (as it is the only line that allows a non-zero non-conformance rating count). The condition in such an instance would be as follows.

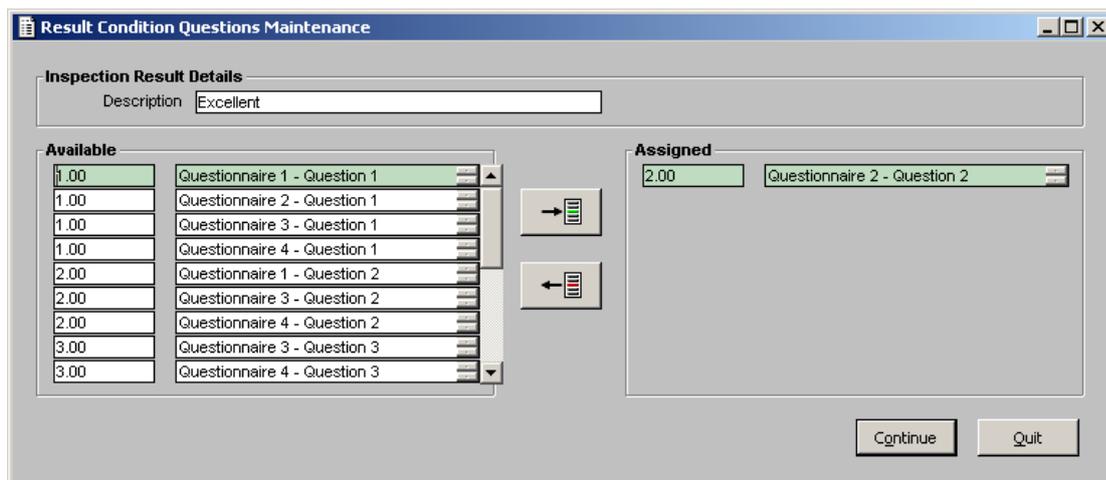
Excellent					
Critical	=	0			AND
Major	=	0			AND
Minor	<=	5	Excl.	Q 21.1	

In English:

*'An Inspection is assigned an Excellent result when there are zero critical, zero major, and no more than five minor non-conformance ratings, provided question 21.1 does not have a minor non-conformance rating.'*

### Result Condition Questions Maintenance

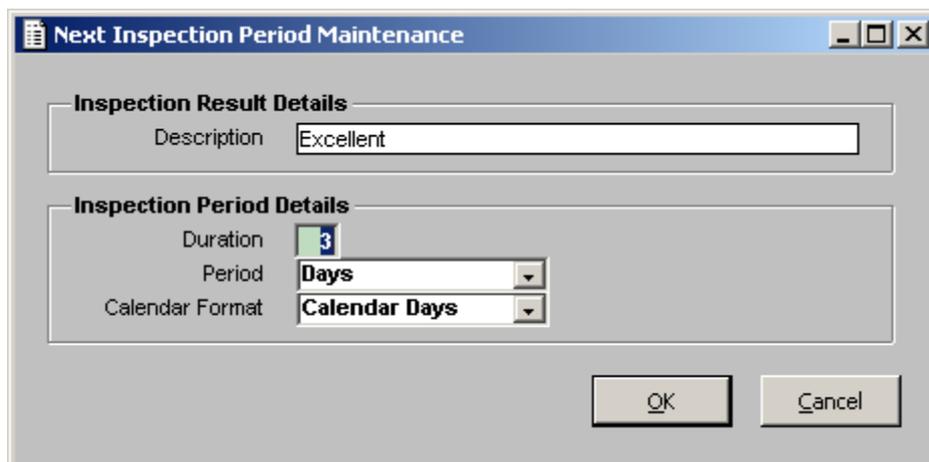
The Result Condition Questions Maintenance form enables Council to nominate those Questions to be included in or excluded from the evaluation of Inspection Result conditions.



Result Condition Questions Maintenance form

### Next Inspection Period Maintenance

The Next Inspection Period Maintenance form enables Council to nominate the period of time between Inspections based upon the result of a completed Inspection.



Next Inspection Period Maintenance form

#### Duration

The Duration field contains a numeric value for the interval between Inspections.

#### Period

The Period field contains a fixed set of interval values between Inspections. The available values include; Days, Weeks, Months, and Years.

#### Calendar Format

The Calendar Format field contains a fixed set of values for nominating how the date of the next Inspection should be calculated. The available values include: Calendar Days and Working Days. This field is only available when the Period is set to 'Days'.

## Smart Mobile Inspections

InforXtreme Incident: MBRC 7514283; DRN: 27175 Fix:  
KB: NA;

### CAMERA BUTTON FOR INSPECTIONS

A Camera button has been placed on the questionnaire page to allow images to be added to the inspection without having to return to the inspection page.

## Smart Mobile Inspections

InforXtreme Incident: [MBRC 7514295](#); DRN: [27177](#) Fix: [KB: NA](#);

### ATTACHMENT DESCRIPTION

The attachment description can be defined by a template in the config.js file by setting the attachmentDescriptionTemplate.

The template allows for four different variables:

- {Date} // current date DD/MM/YYYY
- {Time} // current time HH:mm:ss
- {Latitude} // current latitude returned by the device
- {Longitude} // current longitude returned by the device

### Example

attachmentDescriptionTemplate: 'Taken at {Date} {Time} - Location {Latitude} {Longitude}', // A template to create the initial description of the image

It is important to note that the attachment description length is 50 characters. The uploaded description will be truncated to 50 characters.

## Smart Mobile Inspections

InforXtreme Incident: [WILL 7109271](#); DRN: [27197](#) Fix: [03096278](#);  
KB: NA;

### SMART MOBILE INSPECTION DURATION

The Inspection duration field has been altered from a number field, (i.e. hours) to a duration selector allowing for hours and minutes to be selected.

Pathway will continue to store and display the duration as hours.

### SMART MOBILE INSPECTION ROLES

Inspection Roles shown for Mobile Inspections previously displayed the Role name only. This now includes the Address, Communication and Information Type data.

### SMART MOBILE INSPECTION SITE DESCRIPTION AND TRADING NAME

System Administration >> Integration >> Smart Mobile Preferences >> Inspections Preferences Maintenance

Mobile Inspections System Parameter forms now include the Site Description and Trading Name as selectable fields for the Inspections page.

Mobile Inspections Licensing Parameter forms now include the Site Description and Trading Name as selectable fields for the Inspections page.

Mobile Inspections Application Parameter forms now include the Site Description as a selectable field for the Inspections page.

## Smart Mobile Inspections

InforXtreme Incident:	DRN: 27219	Fix:
	KB: NA;	

### IMAGE SIZE CONFIGURATION

Smart Mobile Inspections has been enhanced, so that a maximum image height and width can be set. If the image is greater than the width and height then the image will be scaled down. This change will reduce the image size and allow the image to be uploaded to Pathway more quickly.

The new configuration is stored in the config.js file, and an example can be found in the config.js.default file.

attachmentMaxWidth: 1600, // The maximum width for an image to be uploaded larger images will be reduced.

attachmentMaxHeight: 1200, // The maximum height for an image to be uploaded larger images will be reduced.

The parameters are only used when they are given a value of greater than 100.

## Smart Mobile Inspections

InforXtreme Incident:	DRN: 27299	Fix:
	KB: NA;	

### INSPECTIONS QUESTIONNAIRE

The questionnaire has been formatted so that the point questions (e.g. 1.10), are indented and displayed as if they are a sub-question of the main question (e.g. 1.00).

This is simply a visual user interface change and the questionnaire functionality remains unchanged.

## Smart Mobile Inspections

InforXtreme Incident: IPSW 7610018;	DRN: 27374	Fix: E03090004;
	KB: 1549122;	

### INACTIVE QUESTIONNAIRES

Previously, 'inactive' questionnaires would not be displayed in Smart Mobile Inspections. Any questionnaires that have had answers provided will now appear in 'read only' mode in Smart Mobile Inspections.

## Smart Mobile Inspections

InforXtreme Incident: BALK 7664261;	DRN: 27430	Fix:
-------------------------------------	------------	------

KB: 1514769;

#### DEFAULT MAP LOCATION

The Google mapping system works with the device's current location setting to provide a map within the context of the device's physical location. In situations where the location cannot be determined, a fallback location is used. Previously this fallback location was hardcoded meaning that the map may zoom out more than required.

Two new settings have been added to the config.js file. These enable the specification of starting coordinates that are to be used when the device's location cannot be determined. It is suggested that this location should be a central location so that the map can always display the general usage area.

StartingLat: -34.942043, // The fallback starting location of a Map

StartingLong: 138.585168, // The fallback starting location of a Map

## Smart Mobile Inspections

InforXtreme Incident:

DRN: 27598

Fix:

KB: NA;

#### NOTE SUMMARY

A note summary has been added to the Inspection page displaying a summary of all note contents.

## Smart Mobile Inspections

InforXtreme Incident: BALK 7947178;  
BANK 7330760;

DRN: 27991

Fix:

KB:

#### SMART MOBILE APPLICATION INSPECTIONS AD HOC E-MAIL ADDRESSEE FOR LETTERS

The Smart Mobile Inspection Letter Preferences now includes an Additional Ad hoc E-mail Address flag to indicate whether the system should prompt for an ad hoc e-mail address when generating an Inspection letter from Smart Mobile Inspections.

When prompted for the optional e-mail address, any letters created that are e-mailed to any Inspection roles will also be blind copied (BCC) to the specified e-mail address.

Note: This feature is only applicable for Application Inspections.

#### SMART MOBILE APPLICATION INSPECTIONS AD HOC E-MAIL ADDRESSEE FOR LETTERS

The Smart Mobile Inspection Letter Preferences now includes an Additional Ad Hoc E-mail Address flag to indicate whether the system should prompt for an ad hoc e-mail address when generating an Inspection letter from Smart Mobile Inspections.

When prompted for the optional e-mail address, any letters created which are e-mailed to any Inspection roles will also be blind copied (BCC) to the specified e-mail address.

#### PARAMETER CHANGES

The new Additional Ad Hoc E-mail Address field is available via the Smart Mobile Inspections Letter Preferences Maintenance form for Applications as shown below.

System Administration >> Integration >> Smart Mobile Preferences >> Inspections Preferences Maintenance >> Letter

Home | Smart Mobile Inspections Letter Preferences Maintenance

Close | Save

Ready.

Applications: Customer Service | Licensing | Properties | Registers | Trade Waste

Class: PC Building Application - TA

Inspection Type: (All)

Use All (Inspection Type) Settings:

Allow Letter Generation:

Merge Type: ACCOM - accommodation informatior

Deliver by E-mail:

Additional Ad Hoc E-mail:

Recipients:

- Applicant
- DEVELOPER - Builder
- Architect
- Plumber
- Engineer
- Owner
- Consultant- Additional Debtor
- Contractor
- Building Surveyor
- Municipality
- Contact
- Sign Company

Concatenate Recipients:

SMART MOBILE INSPECTION GENERATE DOCUMENT

← Cancel  **Inspections** 

Number

Ref Num  **summary**

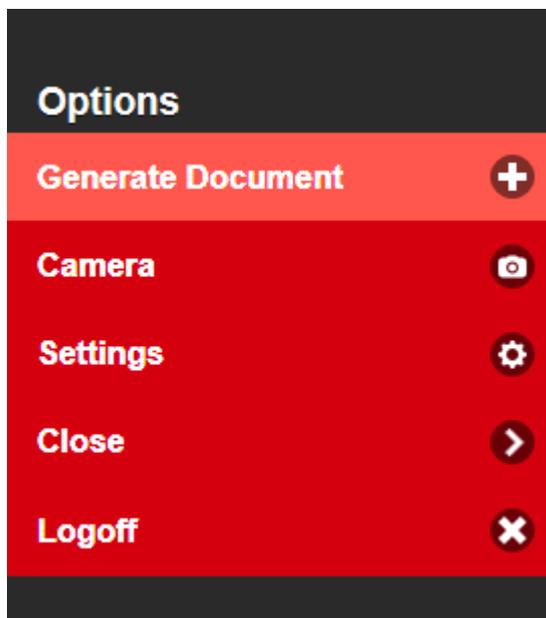
Loc  **locations**  Map

Site Description

Requested By

Requestor Contacts

Using the options button on the Inspections form we can choose the existing Generate Document option from the options panel.



Once chosen, the Inspection details will be saved, and if the Inspection Type is set up to Allow Letter Generation and the Additional Ad Hoc E-mail parameter is set we have the option of entering an e-mail address that will be blind copied (BCC) for each letter generated that is sent via e-mail.

### Document Generation

Email Address

adhocemail@gmail.com

Generate

#### REQUESTOR E-MAIL DEFAULT

If a Requestor has been nominated (in Pathway) for an Inspection, the new Document Generation screen will display the E-mail Address 'communication type' value as the default. This address may be modified subsequently if required.

Home
Smart Mobile Inspections Letter Preferences Maintenance
Inspection Maintenance

Close
 Save
 Delete
 New
 Undo Edit
GIS Layer Sequence ▾

Details for this existing item have not been modified yet.

Applications Details 1BOTH/645/2005, 21 Hack Street, NORTH ADELAIDE SA 5006

^ Inspection Details

Number 1146/2002

Date 31/08/2010 AM ▾

Type AM/PM Half Day inspections - prepay Pre-Pay Inspection Type

Area ▾

User Identifier JFEAR Jeff Fearn ▾

Result P PASSED ▾

Requested By
J Gabb

Notes Details

FIRST INSPECTION NOTE

Details:-

Additional Requirements:-

Location Details

21 Hack Street, NORTH ADELAIDE SA 5006

Home | Smart Mobile Inspections Letter Preferences Maintenance | **Personal Name Maintenance** X

Close | Save | Delete | Undo Edit

Details for this existing item have not been modified yet.

**Personal Name Details**

Surname:  Gender:   
 Given Names:  Deceased:   
 Title:  Private:   
 Mailing Salutation:  Active:   
 Legal Name:  Date of Birth:   
 Surname Case:  Effective From:   
 Given Names Case:  Name Key:   
 Person Category:   
 Preferred Delivery Method:   
 Default Address:   
 Mailing Address:

Communication Details (Default Sequence) (All 2 records)

Restore Default Sequence

Communication Type	Description
E-mail Address	nick.gabb@infor.com
Business Phone Number	43123423

← Cancel | ☰ | **Inspections**

Number:   
 Ref Num:  [summary](#)  
 Loc:  [location](#) [Map](#)  
 Site Description:   
 Requested By:   
 Requestor Contacts:   
 Roles: Applicant: Paula Panos [Details](#)  
 Applicant: Phillip Panos [Details](#)  
 DEVELOPER - Builder: A & I Constructions P/L [Details](#)

**Document Generation**

Email Address:

[Generate](#)

Camera (0) | [Add](#) | [5 Related](#) | [Questions](#) | [Summary](#)

## Smart Mobile Inspections

InforXtreme Incident: WILL 7109271; DRN: 28124 Fix: E03090004;  
KB: NA;

### QUESTIONNAIRE COLLAPSE/EXPAND

Three new configuration parameters have been added to the config.js file to control the display of the questionnaire page.

#### **questionnaireQuestionsGrouped**

The questionnaireQuestionsGrouped parameter can be set to the following values:

'true' to place the point questions, x.01, x.02, etc. in a collapsible container.

'false' the point questions will not be displayed in a collapsible container.

#### **questionnaireQuestionsCollapsed**

The questionnaireQuestionsCollapsed parameter controls how the point Questions collapsible container is initially displayed when the questionnaire is loaded.

If it is set to 'false' then the container is expanded.

If it is set to 'true' then the container is collapsed.

#### **questionnaireCommentsCollapsed**

The questionnaireCommentsCollapsed parameter controls how the Comments container is initially displayed when the questionnaire is loaded.

If it is set to 'false' then the container is expanded.

If it is set to 'true' then the container is collapsed.

# Victorian Valuations

## Enhancements and Pre-Release Functionality

### VGV Data Submission Extract

InforXtreme Incident: DRN: 27049 Fix: 03086099; 03096142;  
SMART AND THICK CLIENT; KB:

The following enhancements have been made to cater for the updated VGV 2014 Stage 5 requirements.

#### VICTORIAN FIRE SERVICES LEVY MAINTENANCE

A new field has been added to the Victorian Fire Services Levy Maintenance form in the Rates Accounting module to allow Assessments to be identified as “Section 20” Assessments.

Victorian Fire Services Levy Maintenance

Cancel Save Undo Edit

Details for this existing item have been modified.

Assessment Details

Primary Location 1 Salisbury Highway, EASTWOOD SA 5063 Current

Assessment Number 10095 2 Current

Victorian Fire Services Levy Details

Fire Authority MFB

FSL Category Residential FSL Exemption (none)

Council Owned Assessment

Cross Boundary Assessment

Non-Municipal Assessment

Single Farm Enterprise

Fixed Charge Inhibited

Section 20

*Victorian Fire Services Levy Maintenance*

Note that this form can only be accessed in the Smart Client and the field is only intended to help determine the Rateability of an assessment for the VGV Data Submission Extract.

#### PARCEL MAINTENANCE

A new field has been added to the Parcel Maintenance form in the Property Administration module to allow the Standard Parcel Identifier (SPI) to be recorded against a Parcel.

Victorian Fire Services Levy Maintenance

Parcel Maintenance

Close Save Undo Edit GIS Layer Sequence

Details for this existing item have not been modified yet.

**Parcel Identification**

Parcel Type: Lot Parcel Number: 12  
 Plan Code: PS Plan Number: 306918  
 Block: Share Type: None  
 Section: Include Share:   
 Crown Allotment:  
 Description:

**Measurements**

Land Area: 420 m<sup>2</sup>  
 Frontage: 0 m  
 Depth: 0 m  
 Setback: 0 m  
 Dimensions:

**Descriptors**

Parish: (none)  
 Hundred: Hundred of Adelaide  
 Locality: (none)  
 County: (none)  
 Estate: (none)

**Parcel Address**

1 Salisbury Highway, EASTWOOD SA. 5063

**References**

Census District: Census Data Collection:  
 Map ReferenceX: Sequence No:  
 Standard Parcel Identifier: 12\PS306918

Title Parcel Link (All 1 records)

Title	Title Description	Property Address	Status
▶	Pathway Internal Title	1 Salisbury Highway, EASTWOOD SA. 5063	Current

### Parcel Maintenance

The SPI has also been included on the Thick Client version of the Parcel Maintenance form.

As previously advised in the Functional Specification, it is the responsibility of Council to populate this field. As advised by the DTPLI, Councils may already have the SPI values available within their GIS data. The new field is named SPI and is on the LPAPARC table.

### VG V DATA SUBMISSION EXTRACT

The following changes have been made in relation to VBP 2014 – Stage 5 and the template *Stage5Template.xlsx* has been updated accordingly:

#### Renamed Worksheets

“Valuation” (was “Valuation Records”)

“Supplementary Valuation” (was “Supplementary Valuation Records”)

“Owner” (was “Owner Records”)

“Title” (was “Title References”)

“Header” (was “Header Records”) (also renamed in the Stage 2/4 and 3 templates)

#### “Valuation” worksheet

The Rateability column is now populated according to the updated VGV requirements, and makes use of the new “Section 20” check box present on the Rates Assessment.

#### “Supplementary Valuation” worksheet

The Rateability column is now populated according to the updated VGV requirements, and makes use of the new “Section 20” check box present on the Rates Assessment.

The Additional Comments column which is no longer required by the VGV has been moved to a position after all of the required Supplementary related columns.

#### “Title” worksheet

The Standard Parcel Identifiers column will now use the Standard Parcel Identifier (SPI) recorded against the Parcels on the Property for an Assessment. Note that if the SPI is not present the Formatted Parcel Description will be extracted by default, as was previously the case.

#### VG EXCEPTION REPORT

The following new options have been added to the VG Exception Report.

- “Property is not Residential and NAV is greater than 20% of CIV”
- “Assessments without Standard Parcel Identifier”

In addition, the pre-existing option “Property is Residential and CIV:SV ratio is 1:1” has been changed to the following.

- “Property is Improved and SV equals CIV”

#### VALUATION BASE DATA MAINTENANCE

The “FSL Valuation Required” check box has been removed because it is no longer used to determine the “Rateability” column of the Stage 5 extract.

### **VG V Submission Extract**

InforXtreme Incident: GEEL7109275; DRN: 27439 Fix:  
WODO 7112385;  
THICK CLIENT; KB:

#### VG V SUBMISSION EXTRACT

An enhancement has been made to the VG V Submission Extract to allow for Planning Overlays to be extracted from Plan Types, Property Condition Types, Parcel Condition Types or not extracted at all. This has been introduced because the source of the Planning Overlays in the Pathway Property Administration module varies between different councils.

This behaviour is controlled by new options available in the System Parameters.

**System Parameter Maintenance**

**Rounding Parameters**

Site Value		Capital Improved Value		Net Annual Value	
Up to Amount	Round to Value	Up to Amount	Round to Value	Up to Amount	Round to Value
10,000	1	10,000	1	10,000	100
50,000	1	50,000	1	50,000	500
100,000	1	100,000	1	100,000	1,000
500,000	1	500,000	1	500,000	5,000
1,000,000	1	1,000,000	1	1,000,000	10,000
100,000,000	1	100,000,000	1	100,000,000	100,000

Responsibility Structure: VALUER  
Area Break Point Proportion: None  
Victorian Valuations Structure

**Other Parameters**

Minimum NAV: 5.00  
Default Capitalisation Rate: 6  
Default Area Unit of Measure: m2  
Default Length Unit of Measure: m  
Use Land Other Improvements Labels:   
Allow Supplementary Valuation Type Change:   
Display Land Use on Summary Form:

**Assessment Types**

Rates

**Valuation Header**

Assessment Number:   
Property Address:   
Base:   
Building:   
Occupancy:

**Planning Overlays**

Source: Property Condition Type  
Condition Group: OVERLAY  
Planning Overlays

Online Calculation | Insert | OK | Cancel

System Parameter Maintenance showing the new Planning Overlays options

The following options are available when selecting the source of the Planning Overlays:

#### Plan Type

Use the Plan Type Codes of the Property and Parcel Plans on a Property. This is the default option and is equivalent to pre-existing Pathway functionality.

#### Property Condition Type

Use the Condition Type Codes of the current Property Conditions on a Property. If a Condition Group is nominated only Conditions for that Condition Group will be extracted.

#### Parcel Condition Type

Use the Condition Type Codes of the current Parcel Conditions (\*) on the Parcels on a Property. If a Condition Group is nominated only Conditions for that Condition Group will be extracted.

#### None

Do not extract Planning Overlays.

## AVPC Codes

InforXtreme Incident: GLEN 7653080; DRN: 27556 Fix:  
SMART AND THICK CLIENT; KB:

### AUSTRALIAN VALUATION PROPERTY CLASSIFICATION ENQUIRY

The AVPC Codes have been updated to reflect updates made by the Victorian Department of Transport, Planning and Local Infrastructure (DTPLI).

In cases where the DTPLI has moved a code (e.g. 'Individual Flat' was moved from code 132 to 128) the old code has been retained but made inactive, and the new code has been added as a separate code.

# Water Billing

## Enhancements and Pre-Release Functionality

### Water Usage Notice

InforXtreme Incident: LIVI 7606032;      DRN: 27629      Fix: 03096482;  
SMART AND THICK CLIENT;      KB: 1525421;

#### WATER USAGE NOTICE CONTROL FORM

Enhancements have been made to include the Water Billing Assessment's Override Notice Description in the Water Usage Notice export file (LRPWB01).

Changes have also been made to the Export Format Data String Maintenance function (found in the Water Billing >> Housekeeping menu option) so that the new item can be added to the required export format.

To allow the Override Notice Description to be loaded into the export file perform the following steps.

1. Open the Water Billing >> Housekeeping >> Export Format Data String Maintenance menu option.
2. Nominate the Export Format to be used.
3. Scroll to the bottom of the Data String Field Name list to find the 'Override Notice Description' item.
4. Tick the Add checkbox for this item
5. Click the Accept button.  
This will add the 'Override Notice Description' data string item to the export format nominated. If required open the Query >> Query Parameters >> Export/Import Format Maintenance menu option for the export format and move the Override Notice Description item to the position it should occupy in the file to be produced.

## DRN Index

15240	153
21962	136
23974	137
25186	27
25669	39
25772	32
25864	50, 57
26031	112
26101	27
26173	39
26176	27
26257	114
26664	80
26676	143
26747	65
26791	199
26816	28, 152
26842	59
26856	8
26858	16, 17
26873	17, 25, 40, 42, 144, 146
26905	155
26906	42
26907	120
26918	155
26943	75
26955	111
26965	80
26972	28
26979	82
26987	121
26990	82
26992	69
27020	75
27036	30
27047	199
27049	217
27065	34
27066	34
27073	43
27092	150
27095	43
27099	83
27134	76
27139	194
27151	18
27172	73
27174	18, 30, 46
27175	208
27177	197, 209
27178	74
27183	158
27188	195
27197	209
27219	158, 197, 210
27254	29, 152

27260 .....	156
27299 .....	210
27308 .....	156
27317 .....	76
27324 .....	195
27325 .....	158
27326 .....	161
27362 .....	83
27371 .....	63
27374 .....	210
27388 .....	83
27390 .....	96
27394 .....	68
27403 .....	65
27430 .....	157, 211
27439 .....	219
27441 .....	164
27556 .....	220
27598 .....	211
27629 .....	222
27631 .....	49
27639 .....	38
27652 .....	97
27655 .....	76
27658 .....	167
27663 .....	78
27664 .....	187
27667 .....	107
27687 .....	98
27761 .....	19
27824 .....	19
27830 .....	151
27902 .....	105
27976 .....	130
27989 .....	24
27991 .....	211
28031 .....	105
28124 .....	216
28146 .....	188
28150 .....	198
28263 .....	132
28352 .....	193

## Infor Xtreme Incident Index

1361787	153
1402872	50, 57
1673500	75
1968970	136
1983174	136
2549211	82
4135593	50, 57
4358194	34
4595600	34
4629214	75
4810133	112
4947857	27
5031285	50, 57
5225250	50, 57
5268233	50, 57
5283005	18, 30, 46
5305758	75
5314455	82
5435879	39
5438710	153
5453058	75
5683001	32
5835859	39
5857280	39
6134234	39
6171570	32
6175148	82
6210028	80
6321188	50, 57
6363687	38
6419043	39
6533312	38
6551628	50, 57
6640830	18, 30, 46
6650768	17, 25, 40, 42, 144, 146
6657700	59
6680781	97
6792463	27
6847274	97
6918398	17, 25, 40, 42, 144, 146
6929864	18, 30, 46
6933566	50, 57
6936982	80
6957248	143
7016088	28
7019347	65
7067235	39
7109271	209, 216
7109275	219
7112385	219
7112392	17, 25, 40, 42, 144, 146
7130670	39
7188708	76
7195215	155
7248276	111
7256568	17, 25, 40, 42, 144, 146
7301483	69, 73

7309046 .....	17, 25, 40, 42, 144, 146
7320373 .....	75
7330638 .....	30
7330760 .....	211
7362949 .....	83
7363294 .....	75
7366728 .....	17, 25, 40, 42, 144, 146
7366779 .....	150
7370339 .....	17, 25, 40, 42, 144, 146
7370384 .....	43
7370476 .....	194
7377660 .....	17, 25, 40, 42, 144, 146
7406053 .....	194
7423978 .....	17, 25, 40, 42, 144, 146
7434559 .....	156
7435072 .....	198
7442536 .....	74
7446495 .....	121
7458590 .....	76
7488198 .....	18
7514283 .....	208
7514295 .....	197, 209
7535245 .....	195
7538695 .....	121
7546104 .....	65
7560532 .....	68
7567712 .....	156
7606032 .....	222
7610018 .....	210
7653080 .....	220
7660073 .....	96
7660338 .....	74
7660533 .....	97
7664261 .....	157, 211
7671812 .....	164
7710330 .....	187
7768231 .....	38
7768284 .....	49
7818504 .....	19
7818775 .....	19
7822179 .....	151
7947178 .....	211
8279140 .....	193

## KB Index

1187089 .....	39
1436587 .....	80
1437610 .....	143
1447156 .....	65
1451831 .....	199
1454820 .....	17, 25, 40, 42, 144, 146
1464144 .....	155
1467053 .....	75
1473078 .....	82
1474099 .....	82
1474770 .....	17, 25, 40, 42, 144, 146
1481691 .....	17, 25, 40, 42, 144, 146
1483978 .....	17, 25, 40, 42, 144, 146
1483982 .....	43
1487105 .....	83
1493034 .....	76
1494212 .....	194
1500533 .....	17, 25, 40, 42, 144, 146
1504642 .....	150
1505462 .....	156
1506821 .....	34
1510560 .....	29, 152
1514054 .....	74
1514769 .....	157, 211
1525421 .....	222
1525860 .....	27
1526158 .....	49
1536506 .....	151
1549122 .....	210