Pathway

RELEASE NOTES

Enhancements
and
Pre-Release
Functionality

3.10.006

infor

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Pathway Release 3.10.006

Table of Contents

Introduction

This document describes enhancements and new functionality made available in Release 3.10.006 of the Pathway software.

This Release Notes document is 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 module that has undergone modifications is included in this documentation. The documentation is now contained in the following separate documents:

• Infor Pathway Release 3.10.006 Enhancements.pdf
• Infor Pathway Release 3.10.006 Fixes and Software Corrections.pdf

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

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 Requests (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.

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User Guides and Online Help

All Pathway modules are supported by on-line 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

External Web Services

InforXtreme Incident:	DRN: 29717	Fix:
SMART AND THICK CLIENT;	KB:	

ANIMAL REGISTRATION EXTERNAL WEB SERVICES

Two new RESPONSEDATA elements, secondaryBreedId and secondaryColourId, are now returned by the ReadAnimal method. Please refer to the separately available 'Pathway External Web Services' documentation for further information.

Animal Registration

Enhancements

Secondary Breeds and Colours

InforXtreme Incident:	DRN: 29717	Fix:
SMART AND THICK CLIENT;	KB:	

ANIMAL MAINTENANCE

Two optional fields have been added to the Animal Maintenance and Animal Enquiry forms in both the smart and thick clients. *Secondary Breed* holds the second-most dominant breed, if any, for a given animal, where the breed has been selected from the available breeds against the animal's type, as defined within Animal Registration >> Animal Parameters >> Animal Type Maintenance >> Animal Breed Maintenance. *Secondary Colour* holds the second-most dominant colour, if any, for a given animal, where the colour has been selected from the available colours defined within Animal Parameters >> Animal Colour Maintenance. Within Animal Maintenance, a warning is displayed if the Secondary Breed value is the same as the *Breed* value, or if the Secondary Colour value is the same as the *Colour* value. An error is displayed if a Secondary Colour value has been specified without a Colour value.

Interactive thick client functions have generally only been modified to the extent required to help maintain database integrity regarding the new fields. Within the smart client, the Secondary Breed and Secondary Colour values also appear in other selected maintenance and enquiry forms, including the following:

- Animal Owner Maintenance
- Animal Property Maintenance
- Animal Registration Maintenance
- NZ National Dog Database Maintenance
- Related Licence for Animal Maintenance
- Animal Question Maintenance

Secondary Breed and Secondary Colour may also appear in animal summary data where the existing breed and colour values appear.

ANIMAL LISTING REPORT

The detailed version of this report (LANR7000) now includes Secondary Breed and Secondary Colour codes and descriptions. The following summary versions of the report now include combined Breed and Secondary Breed codes, separated by a slash, and combined Colour and Secondary Colour codes:

- By Animal Reference (LANR7001)
- By Disc Number (LANR7002)
- By Animal Status (LANR7004)
- By Owner Name (LANR7006)

The Summary Report by Animal Breed (LANR7003) now contains a Secondary Breed (*Scd Brd*) code and combined Colour and Secondary Colour codes.

The Summary Report by Street and Suburb (LANR7005) now contains a combined Breed and Secondary Breed code.

ANIMALS PER PROPERTY REPORT

The detailed version of this report (LANR7031) now includes Secondary Breed and Secondary Colour codes and descriptions.

ANIMAL ARCHIVE REPORT

This report (LANR8010) now includes Secondary Breed and Secondary Colour codes and descriptions.

EXPORT DATA STRING MAINTENANCE

This option now includes fields *Secondary Breed Code*, *Secondary Breed*, *Secondary Colour Code*, and *Secondary Colour*. These correspond with the codes and descriptions from the Secondary Breed and Secondary Colour field values against a given animal within Animal Maintenance. The new fields enable secondary breed and colour information to be easily included in export formats for the Animal Renewal and Animal Renewal Reminder processes.

WORD PROCESSING

There are two new extract fields, *Animal_Secondary_Breed* and *Animal_Secondary_Colour*, available for use within Animals merge types. These contain the descriptions associated with the Secondary Breed and Secondary Colour field values respectively in Animal Maintenance for a given animal. The OWNANML (Owner Animal) extract list also includes two new fields, *Animal_Secondary_Breed* and *Animal_Secondary_Colour*, that similarly contain the descriptions associated with the Secondary Breed and Secondary Colour field values in Animal Maintenance for each animal in the list.

Applications

Enhancements

Development Contributions

InforXtreme Incident:	DRN: 29593	Fix:
SMART AND THICK CLIENT;	KB:	

DEVELOPMENT CONTRIBUTIONS

Terminology

In general, references to 'bank guarantee' within development contribution-related functions have been changed to 'bank guarantee and bond', and references to non-cash contributions have been made more consistent. The names of Word Processing merge and extract fields have *not* been changed, however.

Beneath the Applications >> Development Contributions menu, the following options have been renamed:

- Bank Guarantee → Bank Guarantee and Bond Maintenance
- Bank Guarantee Types Maintenance → Bank Guarantee and Bond Type Maintenance
- Contribution Non-Cash Maintenance → Non-Cash Contribution Maintenance
- Contribution Non-Cash Types → Non-Cash Contribution Type Maintenance

Beneath the Applications >> Batch menu, the following options have been renamed:

- Bank Guarantee Control → Bank Guarantees and Bonds Report
- Non-Cash Control → Non-Cash Contributions Report

Bank Guarantee and Bond Maintenance

Within the smart client, the Bank Guarantee and Bond Search Profile form now includes these additional search fields:

- Agreed Value range
- Due Date range
- Discharge Date range
- Expiry Date range

There is also a new *Names* option to enable searching by contributor name, and the menu-based Bank Guarantee category selection window has had its options moved to a checked listbox on the search profile form.

Columns for *Used* and *Available* bank guarantee or bond amounts have been added to the search results, as well as a column for the relevant category (*With Application Fees*, *With Contribution Fees* etc.).

On the Bank Guarantee and Bond Maintenance form, the following fields have been added:

- *Category. A value must be selected when creating a guarantee or bond, but it cannot be changed for existing records.*
- *Reason for Change. Only visible against existing guarantees and bonds, it is mandatory to enter an explanation in this field when the Agreed Value amount is changed. The narrative is subsequently accessible from the Agreed Value History option.*

Finally, it is no longer possible to simply delete an allocation against a bank guarantee or bond – a reversal must be performed against redundant allocations.

Non-Cash Contribution Maintenance

Within the smart client, the Non-Cash Contribution Search Profile form now includes an Agreed Value range search field. Also, the Names option now provides a Role Type selector to allow searching by valuer name as well as contributor name.

On the Non-Cash Contribution Maintenance form, as with the Bank Guarantee and Bond Maintenance form, it is no longer possible to simply delete an allocation against a contribution, and redundant allocations must be reversed.

A *Reason for Change* field has been added, matching the new field in Bank Guarantee and Bond Maintenance. Only visible against existing contributions, it is mandatory to enter an explanation in this field when the Agreed Value amount is changed. The narrative is subsequently accessible from a new *Agreed Value History* option, which also corresponds to the existing option of the same name in Bank Guarantee and Bond Maintenance.

On the Agreed Value History form, details of changes to a non-cash contribution's agreed value are displayed in descending date order.

If a given history record is selected for modification, the Agreed Value History Maintenance form allows the narrative in the mandatory Reason for Change field to be updated.

Reporting

Non-cash contribution agreed value history details have been incorporated in reports produced from the following options under the Applications >> Batch menu:

- Contributor Report
- Non-Cash Contributions Report

Word Processing

A new extract list, NCCHIST (Non-Cash Contribution Agreed Value History), has been associated with the NONCASH (Non-Cash Contribution Details) list within Applications, and it extracts agreed

value history in ascending date order from the relevant non-cash contribution. It contains the following fields corresponding to similarly-named fields in Agreed Value History Maintenance:

- NCC_Hist_Date
- NCC_Hist_Agreed_Value
- NCC_Hist_Comments

A new field, *Non_Cash_History*, has been added to the NONCASH extract list to allow inclusion of NCCHIST-based extract type documents within NONCASH-based extract type documents.

Application Parameters

InforXtreme Incident: DUNE 6404079; CCC 7707046;	DRN: 29598	Fix:
	KB:	

FEE REGIME MAINTENANCE

The ability to create fees under a particular regime has been added to the application module. As many regimes as necessary can be created and named accordingly.

Separate fee regimes must be created for Application Fees and Contribution Plan Fees.

A Regime is a term used to identify the highest level grouping for fees. In most cases there will be only one Regime, however this functionality gives the Council the ability to completely separate Application Fees should new Legislation be adopted.

Within each Regime there can be one, or many, Fee Schedules.

Fees must now be allocated to a regime.

Fees are now able to be established with Effective Dates. This provides for the ability for customers to pre-load new charges prior to them being effective, making new financial year charges easier and more convenient to set up.

As Regimes are now mandatory the following fee regimes will be automatically created within applications during the Upgrade:

- Each application class with application fees present will have a default application fee regime created and linked to the existing application fee records.
- Each application class with contribution fees present will have a default contribution plan fee regime created and linked to the existing contribution plan fee records.

Classes created after the upgrade process will need to have a new fee regime created manually before fees can be defined.
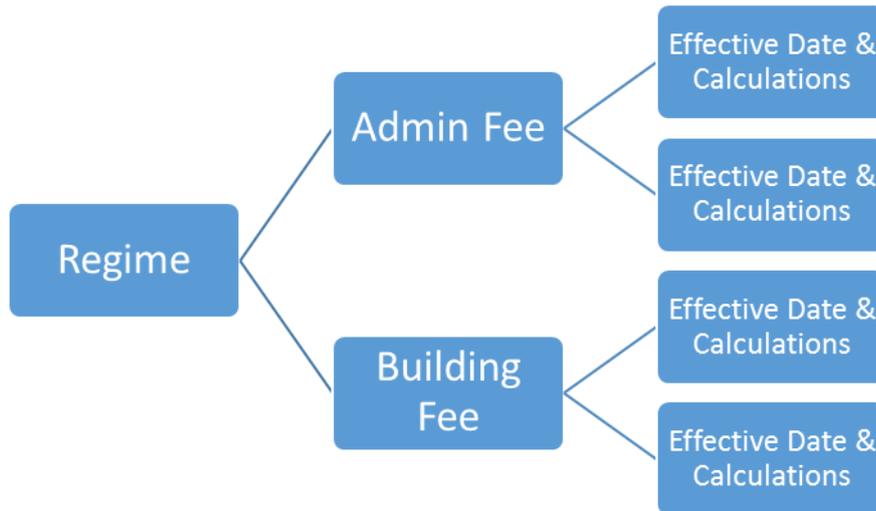
Fee Regime Parameters

Two new options have been added to the Applications Class Parameters form to allow the creation and maintenance of Application Fee Regimes and Contribution Plan Fee Regimes.

Before the fee regime parameters can be accessed they must be assigned to the appropriate responsibility group. From the Application Classes menu option assign the Application Fee Regime and/or Contribution Plan Fee Regime option(s) within the class and group parameters.

If Contribution Fees are not used for the Class, then the Contribution Plan Fee Regime does not need to be assigned.
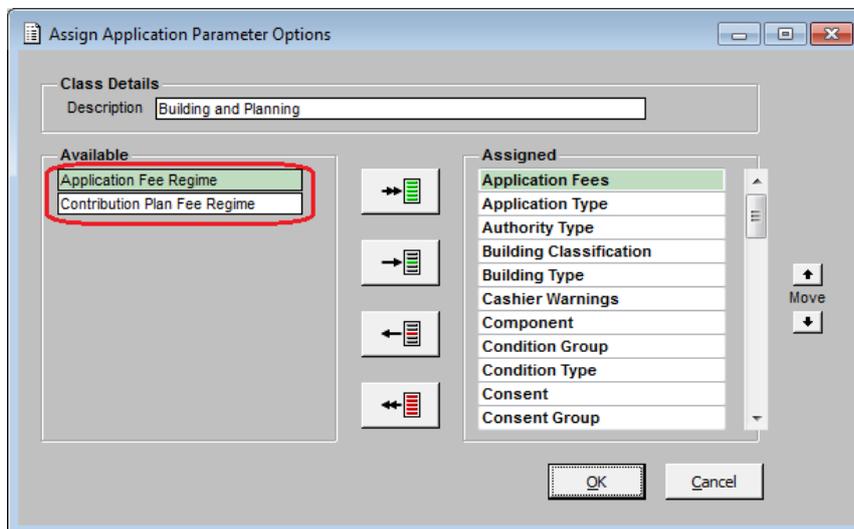
New Application Fee Regime and Contribution Plan Fee Regime options will then be available within the Smart Client version of Pathway.
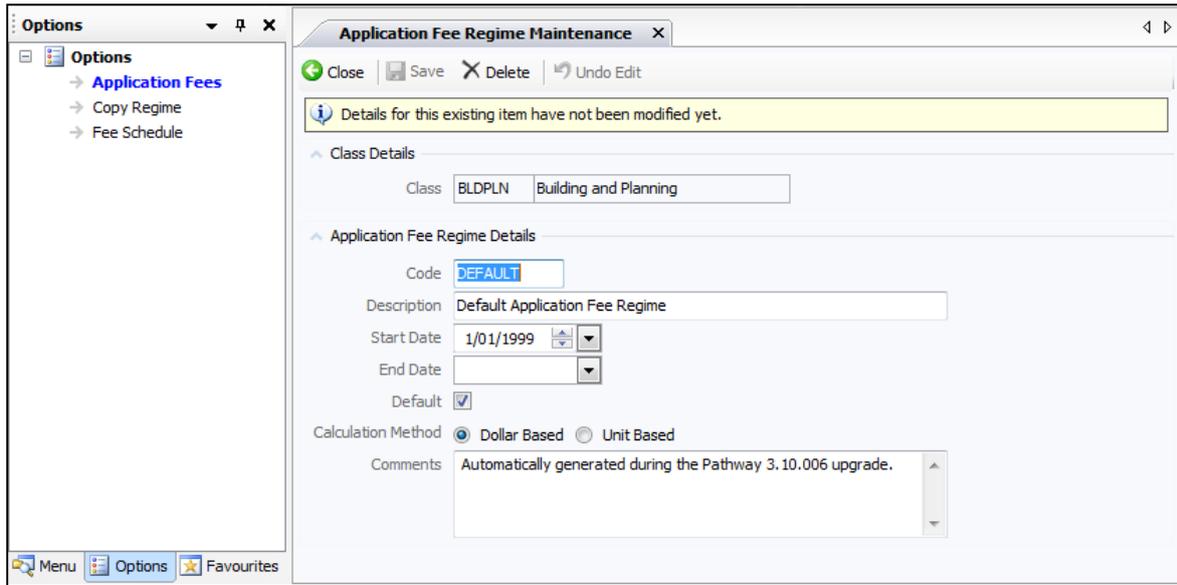
The maintenance of Fee Regimes can only be done from the Smart Client.

If a new class is created within the Thick Client version of Pathway a default fee regime will be created but additional regimes cannot be created unless using the Smart Client.

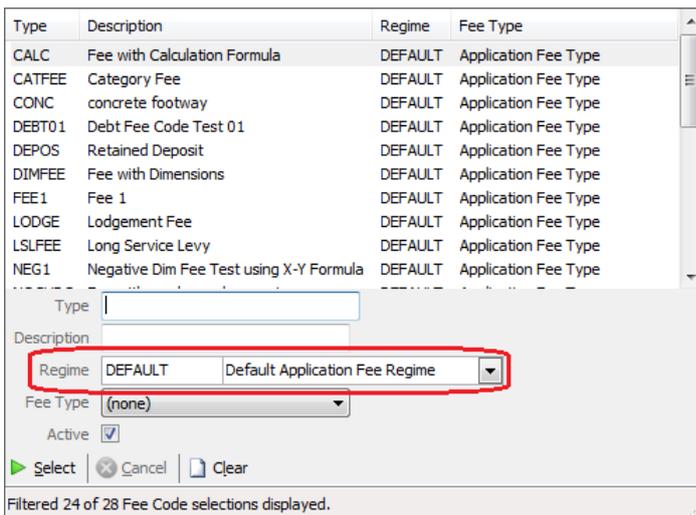The forms below show an example of a default regime created during the upgrade process.

When creating a fee regime, the Code, Description and Start Date fields are mandatory.

Start and End Date

The start and end date is used when fees have been assigned to load automatically, for example during lodgement. The fee will only be added if the system date is equal to or greater than the start date and less than or equal to the end date (if provided). If the system date is before the start date of the regime or after the end date of the regime the fee will not be added. The fee can however continue to be added manually from the fee maintenance form.

Default

The default flag allows the main fee regime to be specified. If a default regime has been specified, the fees displayed when manually adding a fee will initially be limited to fees within the default regime. Fees for other regimes can be selected by clearing the regime filter or by selecting a different regime.

Calculation Method

The calculation method allows the user to select whether Infrastructure Credits for the regime are dollar based or unit based. This currently has no effect within Pathway. The functionality to provide dollar based or unit based credits will be available in the next release of Pathway and is only applicable to Contribution Fees. Application Fee Regimes would always be Dollar Based.

Application Fee Option

The Application Fee option is available when maintaining application fee regimes and allows the fee parameters for the application fee regime to be maintained. Selecting the Application Fee option will display the Fee Type Selection form.

After selecting one of the fee type options the new Application Fee Maintenance form will be displayed.

This form is similar to the previous Application Fee Maintenance form except that the fields Base Fee and Minimum Fee and the options Dimensions, Calculation Formula and Development Category have been moved to a new Periods option.

Selecting the Periods option will display the Fee Period Maintenance form.

From the Fee Period Maintenance form the charges and rates for the fee can be specified to take effect from **Start of Business** on a particular date. New charge parameters can be entered with an effective date that is in the future and these charges will not be used until the system date is equal to the new effective date.

The Minimum Fee field will be displayed for fees where the Timesheet Generated flag is turned on.

Contribution Plan Fee Option

The Contribution Plan Fee option is available when maintaining contribution plan fee regimes and allows the fee parameters for the contribution plan fee regime to be maintained. Selecting the Contribution Plan Fee option will display the Plan Selection form. After selecting a plan, the new Contribution Plan Fee Maintenance form will be displayed.

This form is similar to the previous Contribution Plan Fee Maintenance form except that the fields Base Fee and Maximum Fee and the options Dimensions, Calculation Formula and Development

Category have been moved to a new Periods option. Selecting the Periods option will display the Contribution Plan Fee Period Maintenance form.

From the Fee Period Maintenance form the charges and rates for the fee can be specified to take effect on a particular date. New charge parameters can be entered with an effective date that is in the future and these charges will not be used until the system date is equal to the new effective date.

Copy Regime Option

The copy regime option can be used to create a copy of a regime. All active fees will be copied into the Regime however the Fee Period records will not be written.

The latest fee period for each fee will be copied to a Fee Schedule within the new Regime. Fee Schedules allow you to update the fee charges. Refer to Fee Schedules for more details later in this document.

After selecting the copy regime option, a new form will be displayed allowing the details of the new regime to be entered.
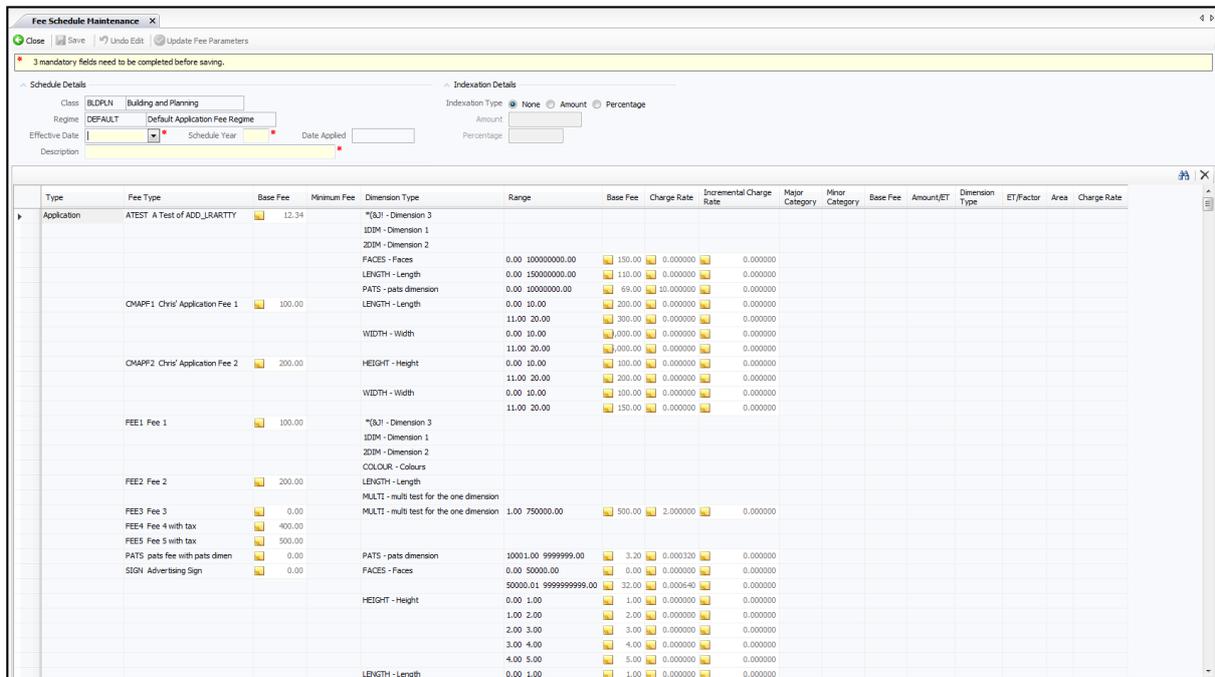
Fee Schedule Option

The fee schedule option allows for the charges and rates for a regime to be displayed and maintained on a single form and then applied to the appropriate fees at a given effective date.

Fee Schedules may be created at any time. A Fee Schedule may be deleted provided it has not been updated.

Selecting the fee schedule option will display the Fee Schedule Search Profile form.
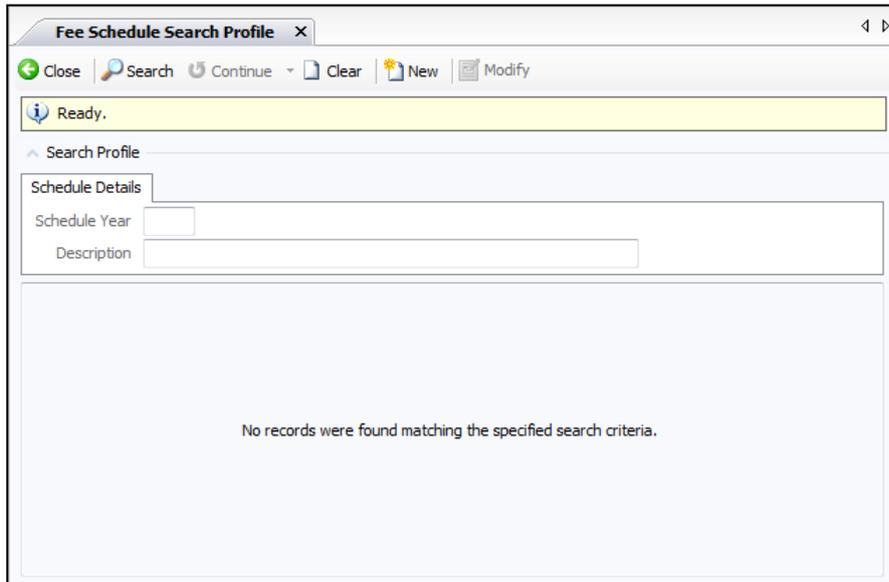
This form will display all of the schedules that have previously been applied to the regime and any schedules that are currently being worked on. Pressing the new button will create a new schedule.

When a new schedule is created the fee schedule maintenance form will be displayed.

All active fees for the regime and the charges and rates will be populated from the latest fee period for each of the fees.

Application, Building Classification, Consent and Inspection Fees are loaded.

The "Include in Schedule flag" against the Major Development Category previously used for loading Fees into the Fee Schedule has been removed. All fees are loaded irrespective of this flag.

The "Include in Schedule flag" is no longer visible against the Major Development Category.

Deleting a Fee from the Schedule

If a fee is not required to be updated by the schedule the delete button on the schedule grid can be used to delete the fee from the schedule. This does NOT delete the Fee itself, it just removes it from the schedule.

Fees may be deleted in bulk from the Schedule by multi-selecting.

In this way you could establish multiple schedules with different fees in them and allocate them to different staff for updating.
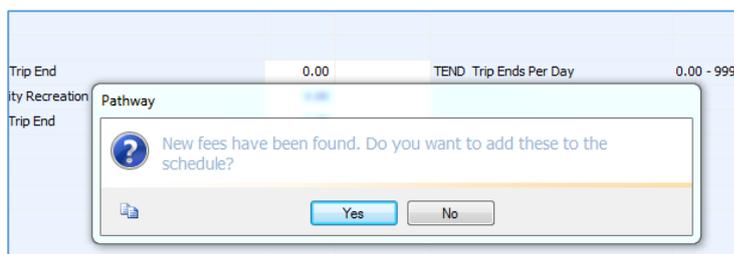
Each of the values can be changed manually or indexation can be applied by entering the indexation details.

Adding new Fees to the Schedule

New Fees are created in the 'normal' way via Fee Maintenance.

For these Fees to be added to an existing (non-updated) schedule they must be created with a Period Date the same as the Effective Date of the Schedule.

The next time the Fee Schedule is opened a message will be displayed.

Answering 'Yes' will load all new Fees found (i.e. those that do not currently exist on the Schedule and have the same Period Date as the Schedule) into the Schedule.

Answering 'No' will not load the Fee into the Schedule.

Fees added into the Schedule may then be maintained via the schedule.

Tips on using the Fee Schedule

It is recognised that Councils may have hundreds of individual Fees and that working through this list could be laborious.

The Filter Button (as shown below) can be used on this form and will allow you filter in/out records by logical groupings. E.g. entering *Admin* in the filter field above Fee Type would return all Fees that contain the word Admin.

The Yellow 'post it' icon   denotes that the value displayed is the default value that has been loaded from the latest fee period.
When values are changed (either manually or via the Indexation feature) a small information icon

   will be displayed. Hovering over the icon will show you the previous value. Right mouse click, and select Undo from the context menu will put back the previous value.

Likewise, the Filter may also be used to search for numeric values. For example, putting the value >100 into the Base Fee column filter will return all fees with a base fee greater than $100.00.

The column filters work in conjunction with each other, so entering >100 and *Admin* would return all Fees with the word Admin somewhere in the description that are over $100.

Copy to Spreadsheet

The ability to copy all of the details out to a spreadsheet has also been provided.
Position your cursor into the grid and 'right mouse click'.
Select Copy All from the context menu.
You can then paste directly into Excel.

! Please note that there is NO import function back from the spreadsheet. All maintenance must be done within Pathway. This function is provided for ease of checking.

Saving and updating the Schedule of Fees

Details of the schedule can be saved and maintained until you are happy with the new charges and rates.

Once you are happy with the schedule the **Update Fee Parameters** button can be used to create the new fee periods within each of the fee parameters for the new charges.

When the schedule is updated to the parameters the date applied field will be populated on the schedule and no further changes to the schedule will be allowed.

Deleting a Schedule of Fees

Prior to updating, a Schedule in its entirety may be deleted at any time.
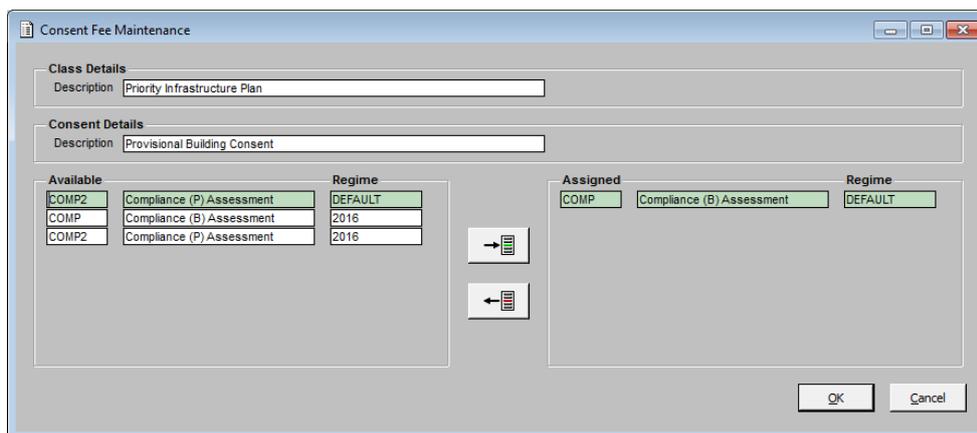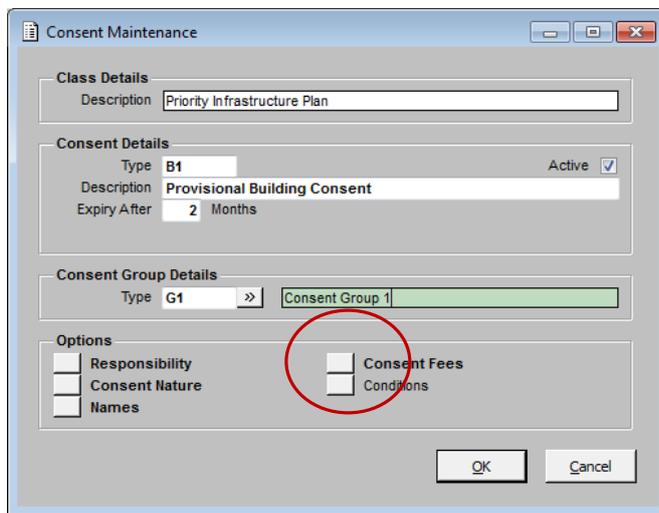
Application Type – Fee Assignment

The Regime has been added to the "Assign Application Fee Maintenance" form which is accessed via Application Parameters >> Application Type >> Options >> Application Fee.

The list of fees are sorted by Regime then Alphabetically by Fee Code.
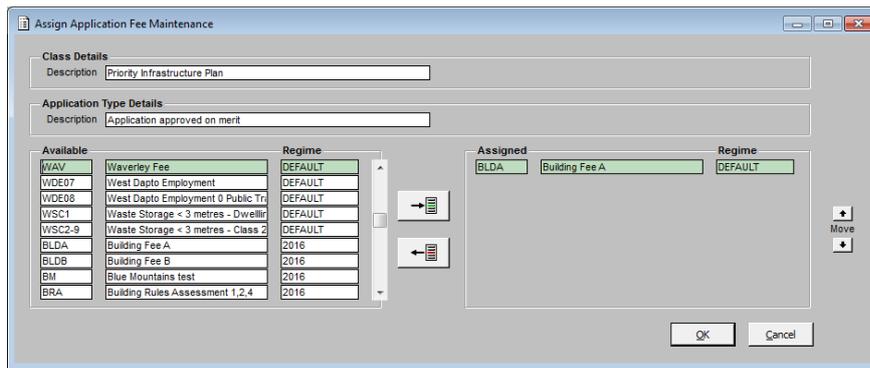
Consent Type – Fee Assignment

The Regime has been added to the Consent Fee Maintenance form accessed via Application Parameters >> Consent >> Options >> Consent Fees


Inspection Type >> Fee Pop Up

The Regime has been added to the Inspection Pop Up which is accessed via Inspection Parameters >> Inspection Types >> Inspection Type Maintenance >> Options >> Fees
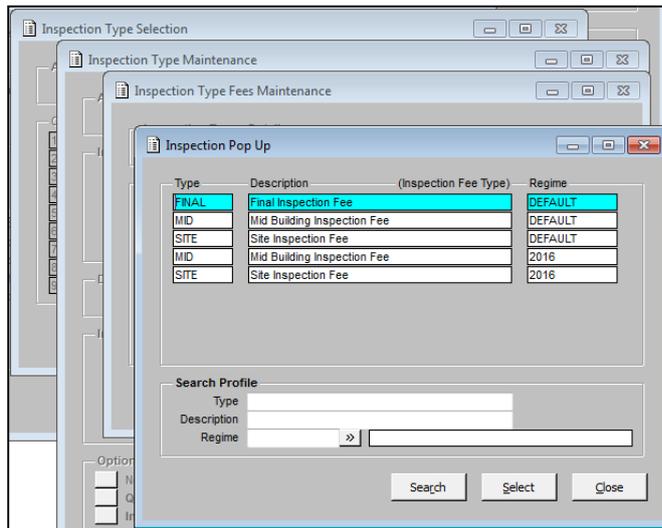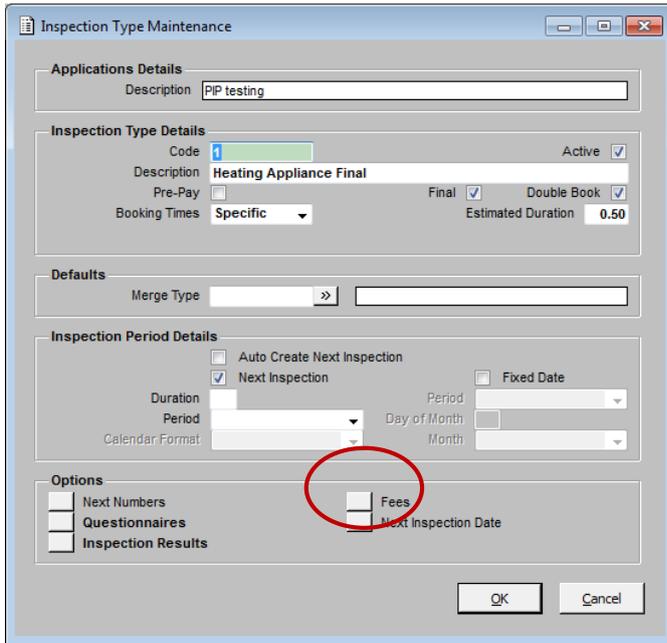
Fees Letter Extract – Fees Filter

The Regime has been added to the Fees Filter Form which is accessible via Application Parameters >> Extracts >> FEES – Application/Contribution Fees >> Additional Filter >> Insert
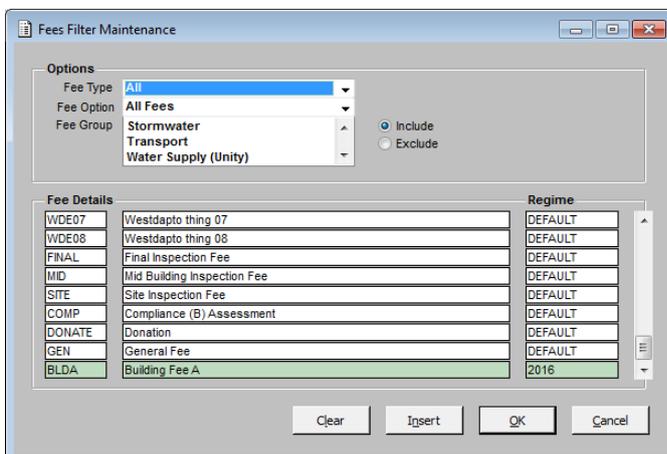
Fees Report

The Regime has been added to the Fees Report which is available via Applications >> Batch

The Application Fee select box will be filtered depending on the Regime selected.

Contribution Plan Fee Update Control

The update schedule option has been removed from the Contribution Plan Fee Update Control form as the contribution plan fee parameters can now be updated directly from the schedule with a date that will take effect at some point in the future.

Fee Forms – General

The forms described above provide examples of the addition of the Regime to various Pop-ups and Control Forms.

The selection or display of the Regime has been applied across Pathway where Fees are displayed.

Development Category Fee Dimension Maintenance ET/Factor

The ET/Factor field on the Development Category Fee Dimension Maintenance form has been increased from 3 decimal places to 4 decimal places.

Core Financials Interface

Enhancements

Ledger Maintenance and Transaction Export

InforXtreme Incident:	DRN: 29707	Fix:
	KB:	

The Ledger Maintenance has been modified to include an End Date for Posting Periods to allow more than one period to be active and selectable for postings other than the current period when postings may relate to earlier posting periods that may still be open. Posting periods may now overlap.
The Transactions Export can now be selectable by Ledger Posting Periods. Defaulting to all Ledgers and all Posting Periods you may now remove from selection processing Posting Periods not required to be exported or reported upon.

Customer Service

Enhancements

Word Processing

InforXtreme Incident:	DRN: 29717	Fix:
SMART AND THICK CLIENT;	KB:	

WORD PROCESSING

The ANIMALS (Animals Against Customer Requests) extract list now includes the following four fields:

Second_Breed_Code
Second_Breed_Description
Second_Colour_Code
Second_Colour_Description

These fields contain the codes and descriptions associated with the new Secondary Breed and Secondary Colour field values in Animal Maintenance for each animal in the list.

Document Management

## Enhancements

TRIM Integration (Name and Address)

InforXtreme Incident: CGEY 9082564;	DRN: 29537	Fix:
SMART AND THICK CLIENT;	KB:	

PATHWAY – TRIM INTEGRATION (NAME AND ADDRESS)

Enhancements have been made to Pathway to extend the synchronisation between Pathway Name and TRIM Location, including the synchronisation of communication details against TRIM Location.

Communication Type Usage Maintenance

In order to expand the scope of meta data published by Pathway to include Communication details to TRIM, including "Business Phone", "Email Address", "Fax", "Mobile Phone" and "Home Phone", a new Communication Type Usage Maintenance screen is now available to allow Pathway user to nominate the "usage" mapping for Pathway Communication Types against personal and/or company identity. The screen is accessed via Name and Address Register >> Name and Address Parameters >> Communication Type Parameters >> "Type Usage" option. As shown below:
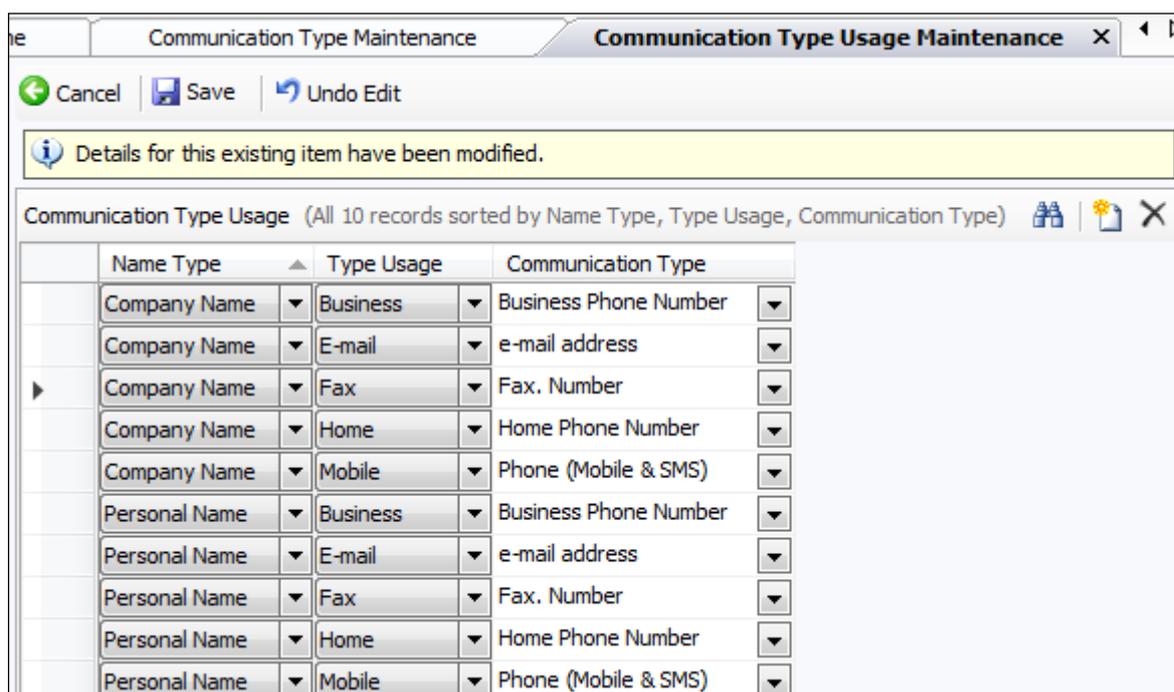
Information Type Usage Maintenance

A similar Information Type Usage mapping is also made available via the Information Type Maintenance's "Type Usage" option. As shown below:
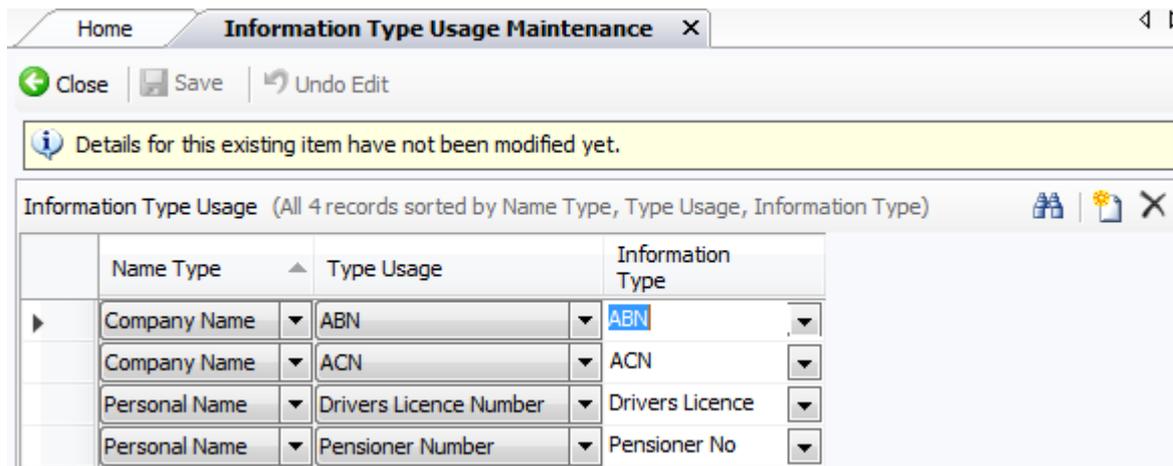
Pathway COM API's "CreateLink" method

For Pathway Name's CIF-1 role type only (i.e. for Document Management Product "TRIMCO" only), Pathway COM API's "CreateLink" method has been enhanced to return linked Name's Communication and Information details, along with Usage details, regardless the method is invoked in interactive or non-interactive mode. For each Communication/Information returned, if the Communication/Information Type has a usage record defined on the Usage Maintenance screen, then the usage details, for example, "USAGE=Mobile", is included as part of the meta data; Otherwise, "USAGE=" is returned. For example:

CNAPCOM=COMMTYPE=Business Phone NumberPERSONSEQ=10TPKCNAPCOM=123427U_VERSION="TFKCNAIDTY=1412TFKCNACOMT=41DESCR=568579679DESCRSRCH=568579679PERSONSEQ_N=DESCRDATE_N=ENTRYFORMAT_N=USAGE=BusinessCOMMTYPE=Phone (Mobile & SMS)PERSONSEQ=40TPKCNAPCOM=123425U_VERSION="TFKCNAIDTY=1412TFKCNACOMT=52DESCR=6856794679DESCRSRCH=6856794679PERSONSEQ_N=DESCRDATE_N=ENTRYFORMAT_N=USAGE=MobileCOMMTYPE=e-mail addressPERSONSEQ=50TPKCNAPCOM=123429U_VERSION="[TFKCNAIDTY=1412TFKCNACOMT=53DESCR=ken@geac.comDESCRSRCH=KEN@GEAC.COMPERSONSEQ_N=DESCRDATE_N=ENTRYFORMAT_N=USAGE=E-mail](#)

Name and Address Update Notification

Pathway notifies other Systems and other Pathway Modules that details pertaining to a Personal Name or Company Name have changed based on the Roles attached to the Name.

This notification was only performed when the Formatted Name or Default Address was changed as this was the only Pathway Name and Address information that was being retained by other Systems. These other Systems have been expanded to retain additional Pathway Name and Address information such as phone numbers, email addresses, ABN numbers, ACN numbers and therefore now need to be notified whenever there is any change to the Name details, the Communication details, the Information details, the default Address details and/or the Role Address details. As a result, almost any change to Name and Address details results in the notification process being performed and hence a potential degradation in the performance experienced by Pathway users performing Name maintenance. To avoid this potential interactive performance degradation, the Name and Address change notification process is now automatically submitted to the 'Business Event Job Queue' as defined within the System Administration >> System Parameters >> ESB Parameters menu option.

In summary the other Systems are now notified whenever any Name and/or Address details are changed but Pathway users performing interactive the Name and/or Address maintenance should not experience any performance degradation as the notification process is performed in the background.

As a result of this change any software components that are required by these other Systems may need to be installed on the computer where the 'Background Job Queue' is started.

Auto Create Pathway CIF-1 Name Roles and Matching TRIM Locations

A new "Auto Create Roles" checkbox has been added to the Document Management Module Maintenance (TRIMCO) screen to allow Pathway user to nominate whether or not a new CIF-1 name role needs to be automatically created and subsequently a matching TRIM Location automatically created in TRIM as well, when a new Pathway Name is created. As shown below:

Electoral Roll

Enhancements and Pre-Release Functionality

Electoral Roll Output

InforXtreme Incident: INTER 9764484;	DRN: 29692	Fix:
SMART AND THICK CLIENT;	KB:	

The Electoral Roll Output exported table LRPER02 has been enhanced to include the values of the Unit Prefix and Level Prefix fields from the Property address table LPAADDR.

e-Mailing

Enhancements

E-mailing

InforXtreme Incident: CCC 7236889; ACC 9787895;	DRN: 29543	Fix:
SMART AND THICK CLIENT;	KB:	

THICK CLIENT SMTP MESSAGING

To mitigate some issues using MAPI to interface with Microsoft Outlook and other email clients, a new Pathway setting allows universal use of SMTP for sending messages from thick client processes. To configure this, the *CEM_Protocol* entry has been added to the SetL.asn file (as found in the thick client's Pathway installation directory). This entry specifies the default protocol that will be used by thick client processes to send email messages. The possible values are:

- *MAPI* – Messaging Application Programming Interface
- *SMTP* – Simple Mail Transfer Protocol

Any value other than *SMTP* will be treated as *MAPI*. If a message cannot be sent via SMTP, there will be an attempt to send it via MAPI. The .NET Framework must be installed on client PCs that will send SMTP messages from thick client processes. The requirements for the .NET Framework are as specified in the separate *Pathway Certified Products* document distributed with release material. In addition, mail server details must have been entered via the System Administration >> System Parameters >> Mail and Fax Server Maintenance menu option, which is only available from the smart client. The mail server may also require extra security configuration to allow SMTP messaging from individuals and/or machines running thick client processes, but such configuration is server-specific, and beyond the scope of this document.

To provide flexibility when the CEM_Protocol setting is *MAPI*, a new option, *Try SMTP*, has been added to the E-mail Action Parameter Maintenance form, which is used to specify parameters for the Workflow *E-mail (MAIL)* system action, along with emailing parameters for various other system actions:

If this option is checked on, then during execution of the corresponding user action from a thick client process, there will first be an attempt to send the email message via SMTP, with the normal MAPI mechanism only used as a fallback. The use of SMTP allows for the sending of much longer messages than with MAPI.

E-MAIL HISTORY LOGGING

In previous releases, email messages sent from thick client processes were only logged within message history in certain circumstances. Messages related to Customer Service, Word Processing (electronic document delivery), Applications (via Workflow), and Licensing (also via Workflow) were the only ones logged, and the logging of content depended upon various parameter settings. Now, all messages sent from thick client processes are logged, and accessible from System Administration >> System Parameters >> E-mail Message Enquiry, along with various application-specific options such as the E-mail History option within Request Maintenance in Customer Service.

As a consequence, the following parameters are redundant, and have been removed:

- The *E-mail Parameters* option within Applications >> Application Parameters >> System Parameter Maintenance.

- The *Retain Audit History of PDF E-Mail Messages* and *Retain Message Body of PDF E-Mail Messages* flags on the PDF E-mail History Maintenance form within System Administration >> Customer Profile Parameters >> Application Function Maintenance.

Additionally, the E-mail Message Enquiry form has been redesigned so that the layout is more intuitive:

ePathway System

Enhancements

CBACommWeb Payment Gateway

InforXtreme Incident: BELM;	DRN: 30057	Fix:
SMART AND THICK CLIENT;	KB:	

CBACOMMWEB MOVING TO SHA256 ALGORITHM

CBACommWeb have issued a notice indicating the outdated MD5 hashing algorithm will no longer be acceptable as of 30/11/2016. As such, ePathway and Citywatch now use the SHA256 algorithm.

ePathway System

ePathway Animal Registration

Enhancements

Animal Registration

InforXtreme Incident:	DRN: 29774	Fix:
	KB:	

ALTERNATE BREED AND COLOUR

Two new fields have now been made available for ePathway Animal Registration. Animal Alternate Breed and Animal Alternate Colour may now be collected from customers lodging an Animal Registration Online. Once lodged, this data is available in Pathway.

In order to utilise these new fields, Council must ensure that the fields are 'active' and available for the Animal Class. This can be done via the following menu option:

System Menu >> System Administration >> ePathway >> Animal Registration Parameters >> Animal Type and Class Maintenance

In order for these fields to be made available within Page Layout configuration (in ePathway) an Animal Registration Export (from Pathway) must be done via following menu option:

System Menu >> System Administration >> ePathway >> System Processing >> Web Server Export

Since, these fields are optional it is advised that when configuring Page Layout that these fields have the 'Dropdown Select' flag switched ON. This will ensure that the first item in the list (e.g. Alt Breed) is not automatically selected/presented, and user will be prompted to select a value if desired.

Also, as per standard ePathway functionality, field labels can be modified in Page Layout configuration screen.

ePathway Receipting

Enhancements

Online Payments

InforXtreme Incident:	DRN: 29772 KB:	Fix:

INFRINGEMENT UNDERPAYMENT

Previously, a user was only allowed to pay the exact amount outstanding for an Infringement. Now, the 'Allow Underpayment' flag configured at the Infringement Type level (in Pathway) will be used to determine if a payment of less than the amount outstanding is permitted. Furthermore, 'overpayments' will also be accepted online in accordance with Pathway logic.

Due Date in My Accounts

InforXtreme Incident:	DRN: 29773 KB:	Fix:

DUE DATE IN MY ACCOUNTS

There was a business requirement to display the payment 'due date' in My Accounts.
Due date is only deemed relevant in the following ePathway Payments modules:

- o   Rates
- o   Debtors
- o   Infringements
- o   Animals

When a registered user signs into ePathway My Accounts, the new Due Date column will now be displayed. For example,

For Rates, instalments may be applicable. Clicking the 'Show Instalments' button will adjust the Due Date to reflect when the next instalment is due. For example,

The same functionality applies to CityWatch MyAccounts. For example:

Please note that the Due Date field is not editable.

ePathway General Enquiry

Enhancements

General Enquiry Licensing and Responses

InforXtreme Incident:	DRN: 29672	Fix:
SMART AND THICK CLIENT;	KB:	

EPATHWAY LICENSING ENQUIRY AND RESPONSES

AUTHORISED FUNCTION

Overview

There is a business requirement for ePathway Licensing to allow for the following:

- **Requests for Information (RFI)**

   An RFI is necessary when a Council requires customers to provide further information (e.g. a licence renewal during the lifecycle of a licence).

- **Referrals**
   External Parties may be required to comment on (and/or approve) certain aspects of a licence during the Council's processing and assessment phase.

- **Objections**

   An Objection refers to the situation whereby customers provide feedback regarding an licence.

Please note that the same functionality has previously been developed for the Pathway/ePathway Applications module.

This enhancement is only available to Councils who implement 'ePathway Application/Licence Response Enhancement' authorised function. Additionally, Council will require the authority to access the existing 'ePathway General Enquiry ' functionality.

This enhancement caters for the following high level requirements:

- Requests for Information (RFI) initiated by Council
- Further Information initiated by customer
- Referrals for a licence initiated by Council
- Objection (invitations) for a licence initiated by Council
- Objection (or Support) for a licence initiated by customer

These requirements have been addressed in order to facilitate and expedite the processing of Council licences. Pathway currently caters for the workflow surrounding the initiation of requests and the handling of responses and payments (where relevant). For this reason, workflow processing and payments has not been considered in the scope of this enhancement.

Pathway has been adapted to allow an alternate means of gathering information from its customers. Utilising ePathway as the mechanism to relay information between Council and their customer base will allow for faster licence processing and greater flexibility. Existing Pathway Licence Responses, Letters and ePathway General Enquiry functionality form the foundation for this enhancement.

The proposed functionality is available for licences lodged in both ePathway and Pathway. The following diagram represents the interactions between the relevant actors within Pathway and ePathway with respect to this enhancement.

Figure 1 – High Level Flow Diagram
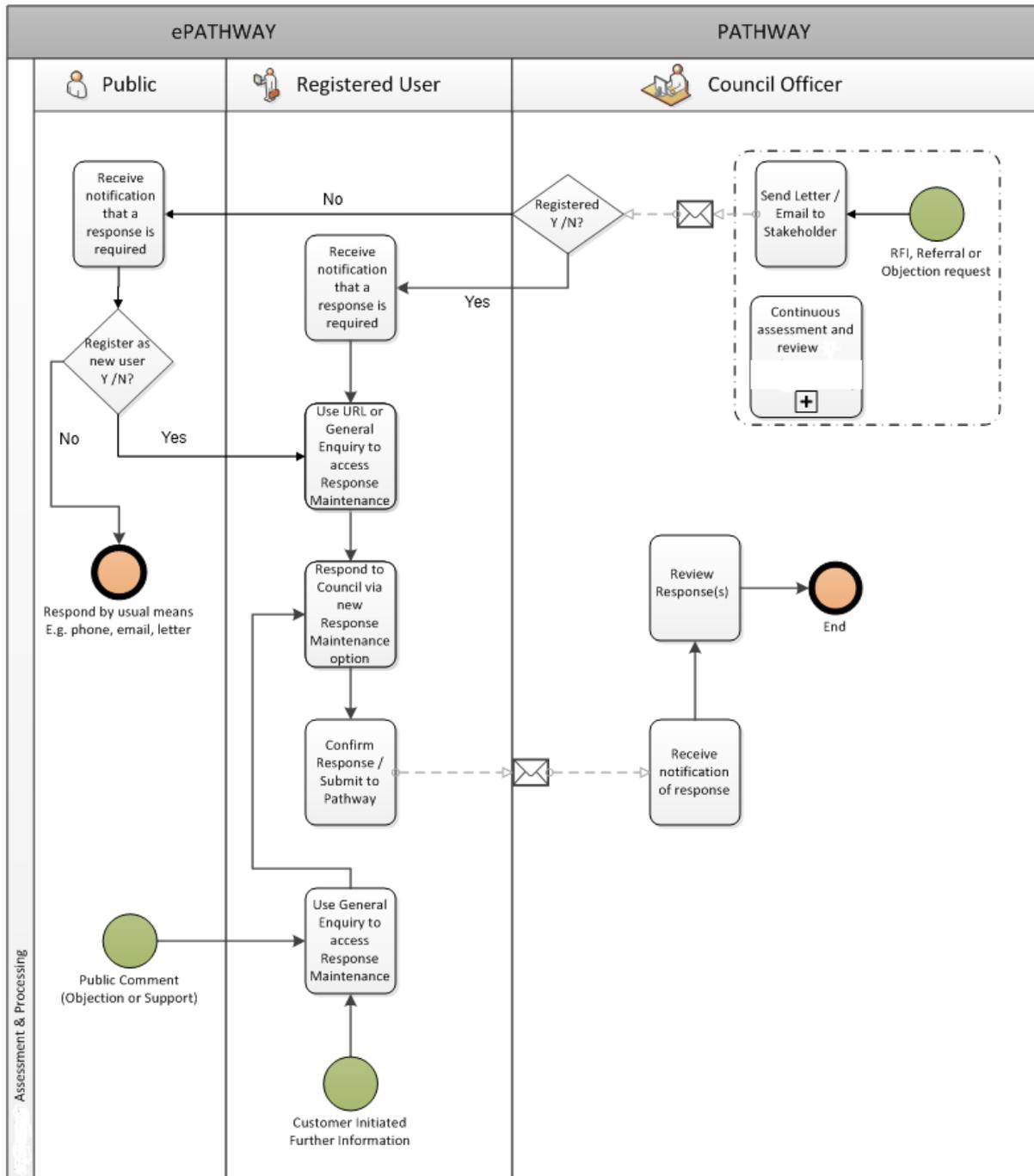
EPATHWAY GENERAL ENQUIRY LICENSING

Overview

The ePathway General Enquiry Licensing module has now been introduced and allows for RFIs, Referrals and Objections. The ePathway General Enquiry Licensing functionality mimics existing General Enquiry Applications functionality with extended 'responses' functionality to facilitate the transfer of additional licence related information between ePathway and Pathway.

The General Enquiry Licensing module allows ePathway users to search for and view information related to a filtered set of licences. It is highly configurable allowing for various search, display and security options.

Additional funtionality is available in order to cater for further information, referrals and objections.

Note: This section of the document contains some repeated content due to the similarity in functionality to address the three core requirements (Request for further information, referrals and objections). There are some important differences however that justify the separate sections within the specification.

Request for Information (RFI)

Overview

Councils often require customers to submit additional information during the processing and assessment of a licence. RFIs are intended for customers who have an interest in the licence (e.g. licensee, owner or other external agencies). Such customers may also be referred to as 'stakeholders'.

Some examples of an RFI could be missing (or incomplete) information or the requirement for the renewal of a licence. An RFI is initiated by the Council however the customer may also need to provide additional information ad-hoc (without receiving an RFI). The enhancement described within this section of the document caters for both volunteered information and requested information.

Note: Irrespective of the initiator, only registered users may provide further information via ePathway.

An RFI distributed by Council is normally provided in a letter (hard-copy) or email format. An email will contain the letter as an attachment.
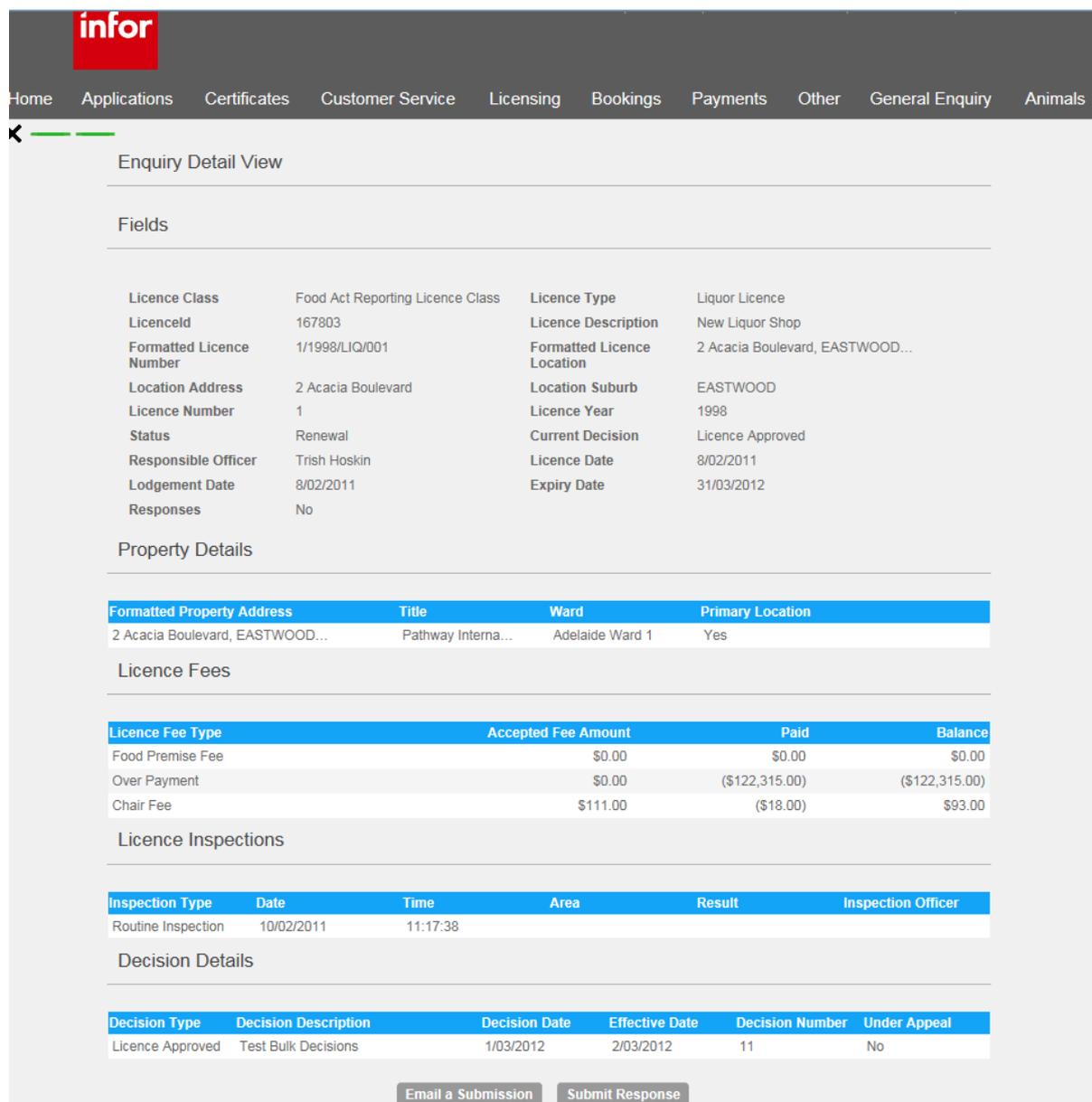
General Enquiry Licensing

Registered ePathway users are now able to provide additional information for any licences where they are a stakeholder with a relevant interest (e.g. Licensee).

The interest that a customer has in an licence, is determined by their Name Role. General Enquiry Lists can be configured to ensure that only licences relevant to the customer are accessible within General Enquiry. Specifically, the Council is able to configure whether or not a Name Role Type is considered a stakeholder. Details on this configuration are be contained later in this document.

A 'Submit Response' button is available (to stakeholders) at the bottom of the Enquiry Detail View screen. For example:

ePathway >> General Enquiry >> Licene Enquiry >> Summary View >> Detail View

Note: Customers are not be able to edit the details for licences displayed. The intention is purely to allow for additional information to be supplied to Council.

Further Information Maintenance

Clicking on the 'Submit Response' button on the Enquiry Detail View screen will present the customer with the Licence Response maintenance screen.

Email Access

The Further Information (Licence Response) maintenance screen may also be accessed via a URL link. If configured, when Councils issue an RFI, an email containing this URL will be issued to the customer. The customer is able to immediately access the maintenance screen (via an external request broker (ERB)) to provide further information. Details regarding how an RFI is initiated in Pathway appear later in this document.

Instructions within the email or letter may be configured to assist the customer in accessing the 'Further Information (Licence Response)' maintenance screen via ePathway General Enquiry. As per standard ePathway functionality, instructions are also configurable on the Further Information maintenance screen itself.

Since the licence lodgement process provides for validation on both mandatory and optional licence data, further information required would normally be in the form of attachments. The Further Information maintenance screen provides the customer with the ability to enter attachments, attachment descriptions and free format comments.

A Response Type may also be selectable depending on the Council configuration. Response Types are configurable at the Licence Type / Merge Type level. In the case where only one Response Type is available (e.g. RFI Response), a Response Type selection is not applicable and both ePathway and Pathway will account for this. The situation where multiple Response Types are applicable is explained in more detail later in this document as it is more relevant to Referrals and Objections.

Attachments are selected using the 'Browse' button and a description may be provided for each attachment. Multiple attachments are catered for dynamically, implying that once an attachment has been nominated, subsequent attachments may be nominated.

Note: If there are multiple RFIs for the same stakeholder on the same licence, the 'next' button will be available to provide multiple responses.

Once the customer has provided the further information, clicking the next button will result in a confirmation screen being displayed where the user can either confirm the details provided or return to the previous screen to modify the details.

As per ePathway licence lodgement, further information provided is not retained in ePathway. Once the information is submitted, Pathway is updated and the ability to provide subsequent 'further information' remains available.

A 'Response Expiry Period' parameter may be used to 'expire' the option to respond to a request for further information. This implies that the option to respond in ePathway will be removed after a configurable number of days.

Notification

Following confirmation, a notification email will be sent to:

1. The customer
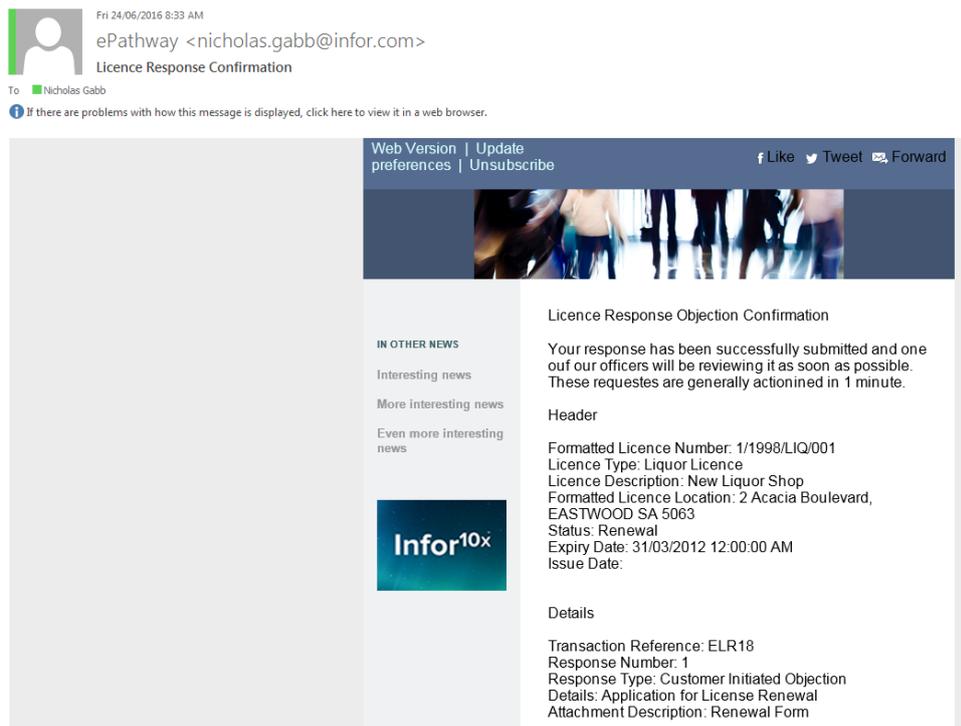
1. The Council officer who receives ePathway Licence Response emails.
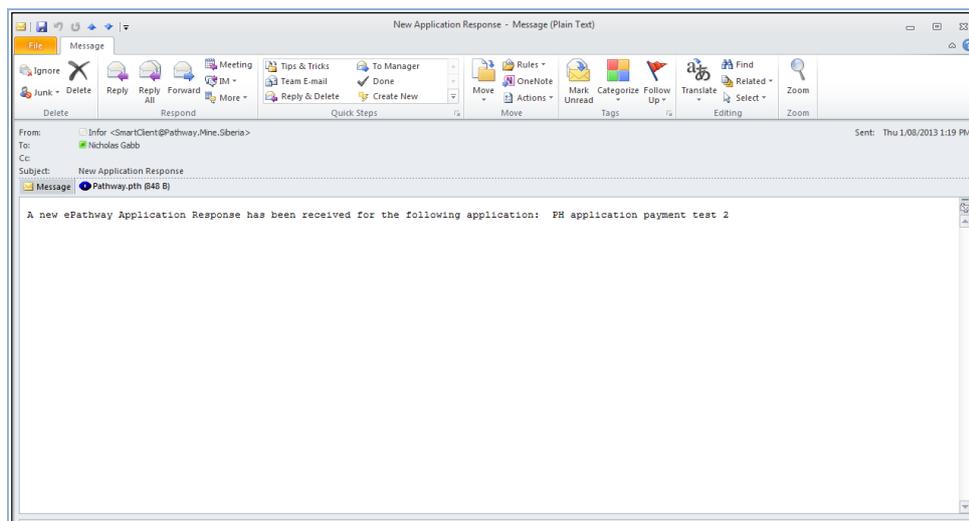
2. The Primary Responsible Officer defined on the Licence

Referrals

Overview

Councils may require external parties to submit a referral response during the processing and assessment of a Licence. Referrals are intended for customers who have a potential influence in the outcome of a licence (e.g. referral agencies such as utilities, external councils etc.). Such customers may also be referred to as 'stakeholders'.

For the scope of this enhancement, a referral is always initiated by the Council responsible for the licence. A referral distributed by Council is normally provided in a letter (hard-copy) or email format. An email will contain the letter as an attachment.

General Enquiry Licensing

As described previously, customers registered in ePathway are able to provide further information for any licences where they have an interest (e.g. Licensee). Customers are also able to provide a referral response for a licence that is relevant to them (e.g. External Council or Utility).

Similar to 'Further Info' functionality, a 'Submit Response' button will be available on the General Enquiry Detail form (where appropriate) however the option to supply a referral response is only available when the Council has requested a referral response from the customer. This ensures that a referral response is only provided upon Council request. Once the referral has been responded to for a licence, the option for the customer to provide a referral response is removed.

Referral Response Maintenance

Clicking on the 'Submit Response' button on the Enquiry Detail View screen will present the customer with the new Referral Response maintenance screen. This is essentially the same as the Further Information Response screen.

Email Access

The Referral Response maintenance screen may also be accessed via a URL link. If configured, when Councils issue a referral, an email containing this URL will be issued to the customer. The customer will be able to immediately access the maintenance screen (via an external request broker) on which they will need to provide a referral response. Details regarding how the referral is initiated in Pathway are detailed later in this document.

Instructions within the email or letter may be configured to assist the customer in accessing the 'Referral Response' maintenance screen via ePathway General Enquiry. As per standard ePathway functionality, instructions are also configurable on the maintenance screen itself.

The Referral Response maintenance screen provides the customer with the ability to enter attachments, attachment descriptions, free format comments and a Response Type (e.g. approve, reject or consider). These Response Types are configurable at the Licence Type / Merge Type level. Further details on this configuration appear later in this document.

Attachments may be selected using the 'Browse' button and a description may also be provided for each attachment. Multiple attachments are catered for dynamically, implying that once an attachment has been nominated, subsequent attachments may be nominated.

The appearance of the Referral Response maintenance screen is similar to the Further Information maintenance screen. For referral responses however, a Referral (Request) Letter attachment will always be evident and if multiple Response Types are applicable, a dropdown list will be available. The selections contained within the dropdown list are dependent on the Referral Type. Furthermore, optional / configurable Council generated comments and instructions may be displayed.

Note: If there are multiple referrals for the same stakeholder on the same licence, a 'next' button will be available for the customer to provide multiple responses.

Once the customer has provided the referral response, clicking the Next button will result in a confirmation screen being displayed where the user can either click Next to confirm the details provided or click Previous to return to the previous screen to modify the details.

Referral responses provided are not retained in ePathway. Once the information is submitted, Pathway is updated.

A 'Response Expiry Period' parameter is used to 'expire' the option to respond to a referral. This implies the option to respond in ePathway will be removed after a configurable number of days

Notification

Email notifications to the customer, Council Officer (configured for notification of all Licence Responses) and the Licence Responsible Officer will be issued in the same manner as per Further Information responses.

Objections

Overview

Councils often invite external parties to lodge any objections during the processing and assessment of a licence. For example, an alcohol licence may require the notification of those persons who have a relevant interest. Objections of this nature are intended for stakeholders such as neighbours (i.e. an 'affected property'), shopkeepers, landlords etc.

Whilst the term 'objections' is used throughout this document, it is also possible for a stakeholder to provide 'support' for a licence (or a certain aspect of a licence). The functionality allows customers to respond in 'objection' or in 'support'.

Both objections by Council invitation and objections 'open to the public' are catered for. Council initiated objections may be distributed by Council in a letter (hard-copy) or email format. Conversely, customer initiated objections will be available by public notification to a wider audience. Both registered and non-registered ePathway users are able to make an objection via a customised General Enquiry List.

Since the requirement for further information and referral responses targets registered users with specific Name Roles, one General Enquiry List would most likely be sufficient to secure that functionality. For objections however, Council would be required to configure an additional General Enquiry List to allow the general public to have access. This implies that there is an option to create two General Enquiry Lists – one for the public to make comment and one for Council invited objections.

General Enquiry Licensing

As detailed previously, 'registered ePathway users' are able to respond to invitations to make objections for any licences where they have an interest (e.g. owner of neighbouring property).

The option to make an objection will be available when the Council has requested a response from the customer. In this case, an objection response is only to be provided upon Council request. Once the objection response has been submitted, the option for the customer to provide a subsequent response is removed. Note: Objections may also be initiated by the customer – details provided later in this document.

The exception to this is a publicly accessible General Enquiry with no Name Role security. The option to object or support can be made available for all ePathway users in this case. Configuration of Enquiry Lists is detailed later in this document.

Objection Response Maintenance

Clicking on the 'Submit Response' button on the Enquiry Detail View screen presents the customer with the Objection Response Maintenance screen. This is essentially the same as the Further Information (and Referral) Response screen.

Email Access

The Objection maintenance screen may also be accessed via a URL link. If configured, when Councils issue an 'invitation to object', an email containing this URL will be issued to the customer. The customer will be able to immediately access the maintenance screen (via an external request broker (ERB)) on which they can provide an objection response. Details regarding how the objection (invitation) is initiated in Pathway is detailed later in this document.

Instructions within the email or letter may be configured to assist the customer in accessing the 'Objection' maintenance screen via ePathway General Enquiry. As per standard ePathway functionality, instructions are also configurable on the maintenance screen itself.

The Objection maintenance screen provides the customer with the ability to add attachments, enter attachment descriptions and free format comments.

A Response Type may also be selectable depending on the Council configuration. Response Types are configurable at the Licence Type / Merge Type level. In the case where only one Response Type is available (e.g. Objection Response), a Response Type selection is not applicable and both ePathway and Pathway account for this. In the case of objections it is likely that multiple Response Types (e.g. object, support or consider) are applicable. Further details on this configuration appear later in this document.

Attachments are selected using the 'Browse' button and a description may be provided for each attachment. Multiple attachments are catered for dynamically, implying that once an attachment has been nominated, subsequent attachments may be nominated.

The appearance of the Objection screen is similar for both Council and customer initiated objections. For objection responses however, an 'objection invitation' letter attachment will be available and if multiple Response Types are applicable, a dropdown list will be available. Furthermore, optional / configurable Council generated comments and instructions may be displayed.

Once the customer has provided the objection response, clicking the Next button will result in a confirmation screen being displayed where the user can either 'confirm' the details provided or return to the previous screen to modify the details.

Note: If there are multiple objection invitations for the same stakeholder on the same licence, the 'next' button will present the customer with the opportunity to respond to all objection invitations.

Customer Initiated Objections

The letter attachment and Response Type dropdown will not be visible on the Objection Response screen for customer initiated objections. Since the Council did not request the information, there is no request letter or common set of responses.

A single Response Type must be defined for each licence Class / Type to cater for these ePathway responses. Details on this configuration appear later in this document.

For customer initiated 'PUBLIC' user objections, the customer will be prompted for additional details on the confirmation screen. Email Address is mandatory in order for Council to be able to identify and/or create the person in Pathway if required.

Note: These Respondent name fields are be derived from the existing User Registration fields. This assumes that the same details required for a new user are also required for each respondent.

Since Council may want a company who is not registered in ePathway to object to an licence, the Given Names field is optional.

Objections provided are not be retained in ePathway. Once the information is submitted, Pathway is updated and the facility to provide subsequent objections only becomes available upon Council initiating a subsequent objection request.
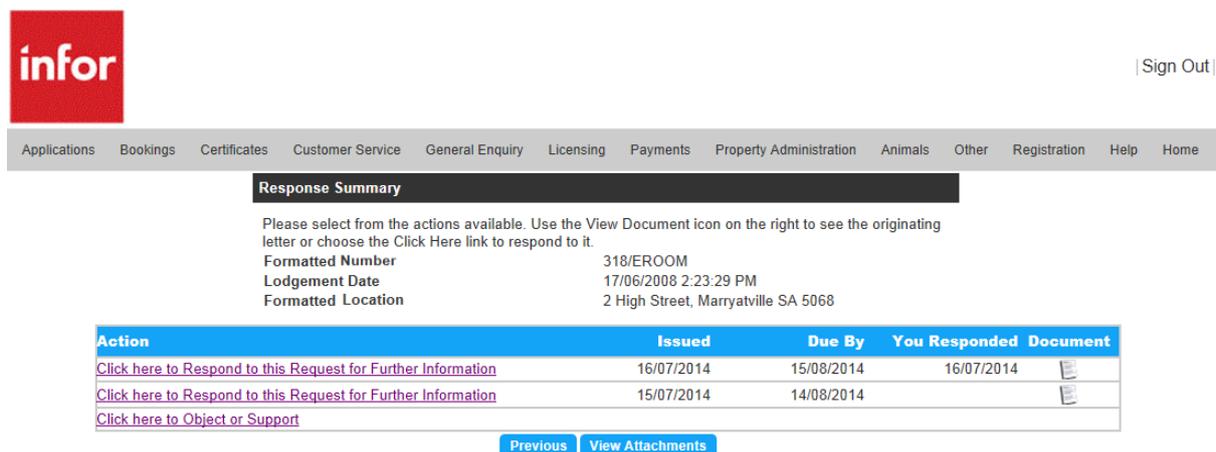
A 'Response Expiry Period' parameter may be used to 'expire' the option to object to an licence. This implies that the option to object in ePathway will be removed after a configurable number of days.

Notification

Email notifications to the customer, Council Officer (configured for notification of all Licence Responses) and the Licence Responsible officer will be issued in the same manner as per Further Information responses.

WORKED EXAMPLE

Where applicable, a Submit Response button on the ePathway Licence Enquiry Detail form will be available. Clicking the button presents a Responses summary form which lists all Licence Responses that the customer can view or respond to. For example,

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

Also, for the purpose of demonstration, ePathway is configured so that this licence also allows for objection or support.

The document icon in the last column can be clicked to allow the initiating letter to be viewed.

Clicking the link in the first column initiates the Response entry form.

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.

Note: The 'View Attachments' button allows for user to view any attachments associated to the licence. The types of attachments visible to stakeholders (and potentially 'the public') is controlled by parameters against the General Enquiry Licensing module. Details included later in this document.

Once a Response is submitted (and if a Reference has been defined in parameters) then the Transaction Reference shown on the Submission form will be linked to the Licence when the Response is lodged.

Please note that all buttons, field labels and headers have been defined as Text in ePathway and can therefore be modified to appear as desired.

PATHWAY LICENSING

Overview

The Pathway Licensing module has been enhanced to allow for RFIs, referrals and objections. Existing Pathway Licensing functionality has been maintained, however further options are now

available (to relevant users) in order to facilitate the transfer of additional licence related information between ePathway and Pathway.

The scope of this enhancement is to capture the information in Pathway Responses. Council is responsible for the processing and work flow surrounding this information once received in Pathway.

Note: This section of the document contains some repeated content due to the similarity in functionality that has been implemented to address the three core requirements (RFIs, referrals and objections). There are some important differences however that justify the separate sections within the specification.

Request for Further Information

RFIs are intended for customers who have an interest in the licence (e.g. licensee, builder, and other external agencies).

Licence Letter – RFI

An RFI distributed by Council is normally provided in a letter (hard-copy) or email format and is initiated from the Letters option in the Pathway Licensing module.

Licensing >> Licence Maintenance>> Options >> Letters

Current functionality has been maintained with respect to Letter generation. The relevance of this enhancement is that a letter or an email notifies the customer(s) of the requirement to provide further information.

A Council officer initiates the RFI by nominating the relevant Letter / Merge Type and selecting a Delivery Method. In order to allow for more specific details of the RFI to be conveyed to ePathway, the 'Summary of Request' field may be utilised. The information entered in this field will appear above the letter attachment in the new ePathway Further Information (Licence Response) screen.

Multiple RFIs

Subsequent RFI letters issued to the same customer for the same licence have been catered for using the following logic:

If the new RFI letter is the same Merge Type as a letter that has not been responded to:

> The new RFI letter effectively supersedes the previous letter in ePathway.

If the new RFI letter is a different Merge Type to a letter that has not been responded to:

> The RFI letter is treated as an additional RFI for which a separate RFI response can be expected. Within ePathway there is the facility to enter multiple responses per stakeholder licence.

Additional Merge Document and eMail template fields

For the Email Delivery Method, some additional validation has now been included to allow for the insertion of a dynamic URL link. Licence Letters now include additional Merge Fields which are available upon configuration of a Letter Email Template so that a configurable URL is inserted in this position within each notification email. This allows the customer immediate access and the ability to provide additional information via ePathway. For example:

Licensing >> Licence Parameters >> Class Maintenance >> Options >> Merge Types

The *ELC_FurtherInfo_Resp_URL* merge field can be embedded using right-click to select from the list of merge fields (so it will use the *{{ MERGEFIELD: ePathway_Registration_URL }}* notation as shown in the screen image above). This will translate to the appropriate URL link within the e-mail so the user can access the ePathway form directly.

Since a customer may not necessarily be registered in ePathway, Council may also utilise an *ePathway_Registration_URL* merge field (again using right-click to select from the list) to allow for a static URL link to the ePathway 'New User' (or 'Automatic User') registration screen.

As per current Pathway word processing, HTML is available for flexible and fancy email formatting. As an example, the following HTML Body can be used to produce the result shown below it:

```
<table width="100%" border="0" cellspacing="0" cellpadding="10" bgcolor="#cccccc">
  <tr>
    <td>
      <table width="600" border="0" align="center" cellpadding="10" cellspacing="5" style="font-family:Arial, Helvetica, sans-serif;
color: #5b656b; font-size: 12px; border: 1px solid #999999; border-collapse: collapse;" bgcolor="#ffffff">
      <tr>
       <td colspan="2" height="70" bgcolor="#000033">
<span style="font-size: 20px; font-weight: bold; color: #ff6600; font-family:Arial, Helvetica, sans-serif;">Infor City Council - RFI
Notice</span>
       </td>
     </tr>
     <tr>
       <td colspan="2" height="10" bgcolor="#ff6600"></td>
        <tr>
          <tr>
           <td width="450" align="left" valign="top">
<p>You have been invited to provide further information with regards to licence:  <p><span style="font-size: 18px; font-weight:
bold; color: #666666; font-family:Arial, Helvetica, sans-serif;">     {{ MERGEFIELD: Licence_Number
}}</span></p></p><p></p>
<p>Currently not registered to use Council Online Services? </p>
<div align="right"><a href="{{ MERGEFIELD: ePathway_Registration_URL }}" style="color: #ff6600; text-decoration: none;"
target="_blank">Click here to register for Online Council Services</a></div>
            </td>
          </tr>
          <tr>
           <td width="450" align="left" valign="top">
<p>If you are already registered you may provide information to council online: </p>
<div align="right"><a href="{{ MERGEFIELD: ELC_FurtherInfo_Resp_URL }}" style="color: #ff6600; text-decoration: none;"
target="_blank">Registered users click here to provide further information</a></div>
            </td>
         </tr>
         <tr>
          <td colspan="2" bgcolor="#cccccc">
<span style="font-size: 10px; font-weight: bold; color: #666666; font-family:Arial, Helvetica, sans-serif;">Copyright 2013 All
Rights Reserved.</span>
          </td>
        </tr>
      </table>
    </td>
  </tr>
</table>
```
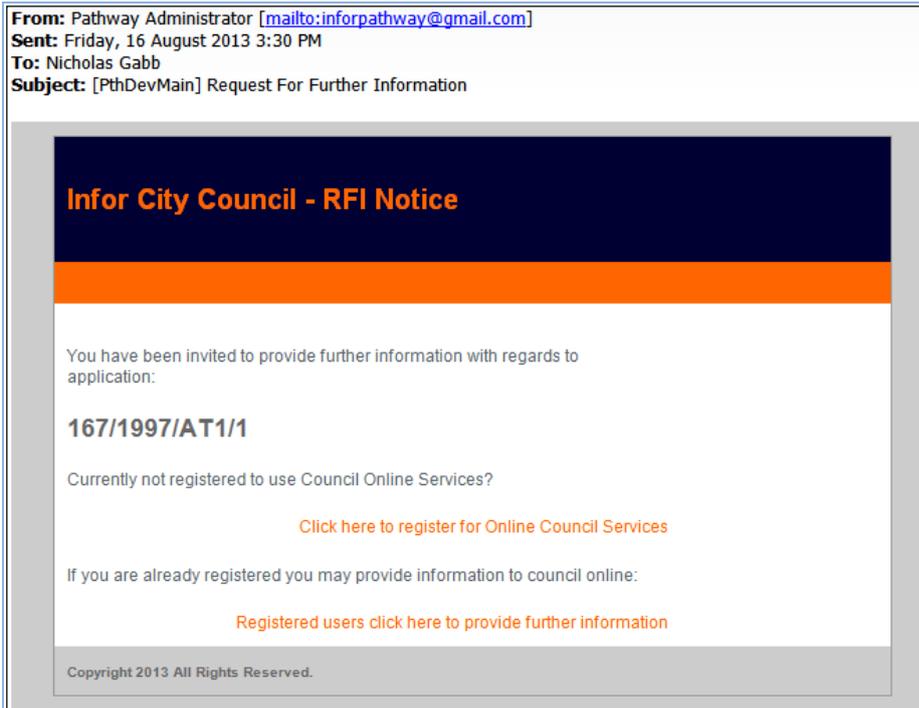
Licence Letter - Response

All further information provided by the ePathway user will be automatically updated on the Pathway licence within a standard Letter Response. For example:

Licensing >> Licence Maintenance >> Options >> Letters
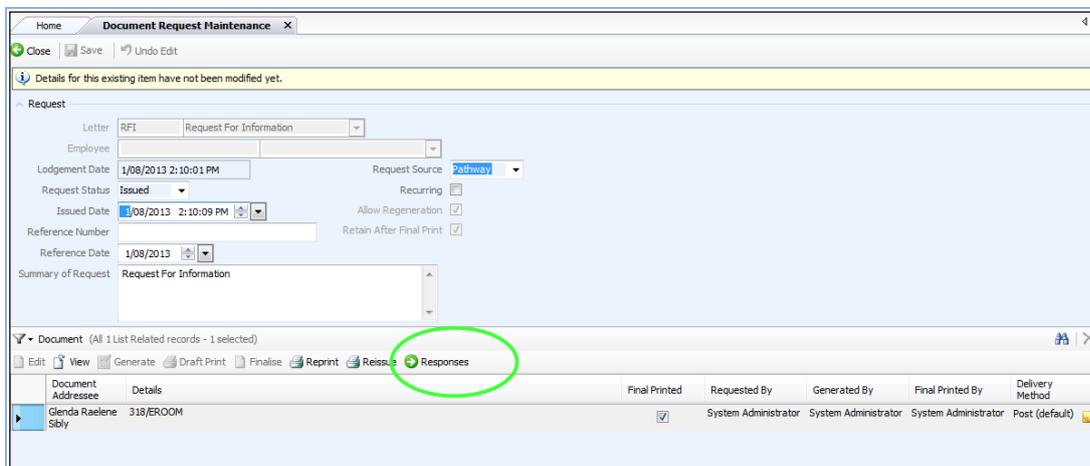
The Response Type for RFIs is automatically set to either:

- The Response Type selected by the customer in ePathway (in the case where multiple Response Types are available) or,

- The available Response Type (in the case where only one is available)

The Summary of Response will be populated with the comments entered by the customer in ePathway. The Respondent and Respondent Address Fields will be populated based on the registered user's name and address details stored in Pathway. The Response Date will be populated with the date that the response was received via ePathway.

An Attachments option allows Pathway officers to view attachments relevant to the response. This provides Council with a list of all attachments supplied by the 'Respondent' (i.e. customer) on the 'Response Date'. These attachments provided by the Respondent in ePathway will have been automatically created and linked to the Licence Response in Pathway.

The attachments provided by the customer in ePathway are also linked to the licence record in Pathway. Standard Paperclip Attachment functionality provides the linking mechanism and the Attachment Type nominated for Pathway Licence is used. For example:
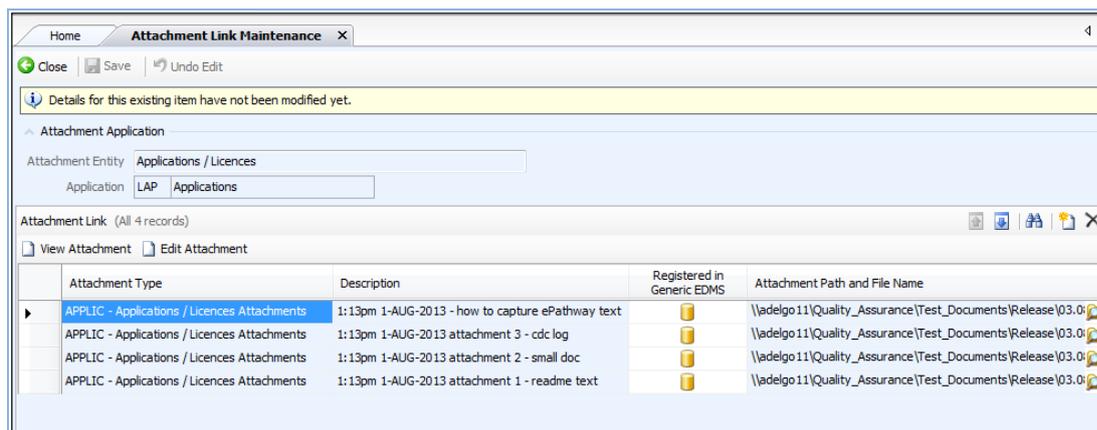
Note: Where configured, all attachments are registered in EDMS where 'GENCON' is in use.

It should be noted that manual entry and maintenance of Pathway Letter Responses remains unchanged in Pathway.

Customer Initiated Further Information

In the case where a customer volunteers further information (without an RFI) via ePathway, the information will be automatically updated to the licence in Pathway via the Responses option.

In a similar fashion to RFI responses, the date that the further information was supplied and the comments supplied will be populated in the Responses Maintenance screen. The name of the Respondent and the Respondent's Address will be populated based on the registered user's name and address details stored in Pathway.

The Response Type will be populated with the 'Customer Initiated Further Information Response Type' configured at the Licence Class / Type level. Further details on this configuration appear later in this document.

An Attachments option allows Pathway officers to view the relevant attachments. This will provide Council with a list of all attachments supplied by the Respondent on the Response Date.

The Response Search Profile enables Council officers to easily filter response records for searching.

As per standard functionality, clicking the 'Modify' button opens the relevant Response. Any attachments relating to this response are accessible via the Paperclip Attachments option.

Note: There are no letter details associated with these responses as they are initiated by the customer.

Referrals

External parties are often required to comment on (and / or approve) certain aspects of a licence during the Council's processing and assessment phase. Referrals may now be catered for with functionality similar to that for RFIs.

Councils can currently initiate a referral via Pathway Licence Letters functionality.

Licence Letters - Referral

A referral may be distributed by Council in a letter (hard-copy) or email format from within the Letters option (perhaps via a Workflow Task) in the Pathway Licence module. For example:

Licensing >> Licence Maintenance >> Options >> Letters

In order to allow for more specific referral information to be conveyed to ePathway, the Summary of Request field may be utilised. The information entered in this field will appear above the letter attachment in the new ePathway Referral Response screen.

Multiple Referrals

Subsequent referral letters issued to the same customer for the same licence are catered for using the following logic:

If the new referral letter is the same Merge Type as a letter that has not been responded to:

> The new referral letter effectively supersedes the previous letter in ePathway.

If the new referral letter is a different Merge Type to a letter that has not been responded to:

> The referral letter is treated as an additional referral for which a separate referral response can be expected. Within ePathway there is the facility to enter multiple responses per stakeholder licence.

For the Email, some additional validation is now be included to allow for the insertion of a dynamic URL link. A merge field (the ELC_FurtherInfo_Resp_URL) is available upon configuration of a Letter Email Template and can be embedded using right-click. A configurable URL will be inserted in this position within each notification email. This allows the customer immediate access and the ability to provide a referral response via ePathway. For example:

Licensing>>Licence Parameters>>Class Maintenance >>Option>>Merge Types

Since a customer may not necessarily be registered in ePathway, Council may also utilise the *ePathway_Registration_URL* merge field (again using right-click to select from the list) to allow for a static URL link to the ePathway 'New User' (or 'Automatic User') registration screen.

Licence Letter Response

The referral response provided by the ePathway user will be automatically updated on the Pathway licence within a standard Letter Response.

Licensing >> Licence Maintenance >> Options >> Letters

As with RFI responses, the Response Type for referrals will be set to either:

- The Response Type selected by the customer in ePathway (in the case where multiple Response Types are available) or,

- The available Response Type (in the case where only one is available)

The Summary of Response is populated with the comments entered by the customer in ePathway. The Respondent and Respondent Address fields are populated based on the registered user's name and address details stored in Pathway. The Response Date is populated with the date that the response was received via ePathway.

An Attachments option allows Pathway officers to view attachments relevant to the response. This will provide Council with a list of all attachments supplied by the 'Respondent' (i.e. customer) on the 'Response Date'. The attachments provided by the customer in ePathway will have been automatically created and linked to the Licence Response record in Pathway.

Licence Objections

Customers and external parties are often invited to object to (or support) a licence (or certain aspects of a licence) during the Council's processing and assessment phase. Objections are now catered for with functionality similar to that proposed for RFIs and referrals.

Licence Letters – Affected Properties

An objection distributed by Council is normally in a letter (hard-copy) or email format and is normally initiated from the Affected Properties / Letters option (perhaps via a Workflow Task) in the Pathway Licensing module. For example:

Licensing -> Licence Maintenance -> Options -> Affected Properties
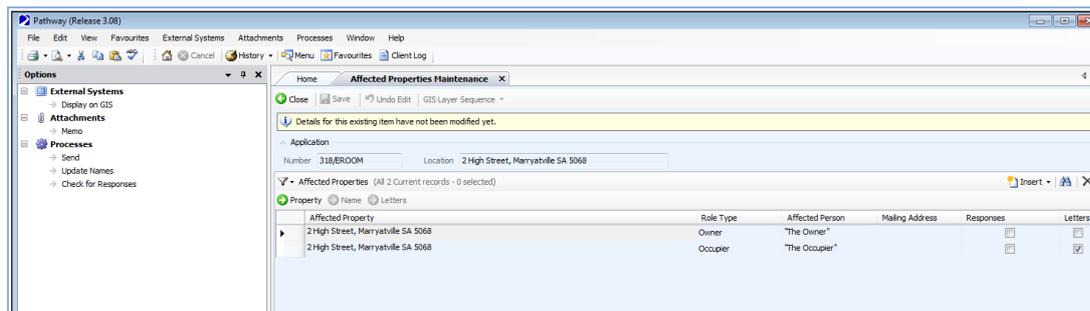
Clicking on the Letters option within Affected Properties Maintenance takes the Pathway officer to the Document Request Maintenance screen. For example:
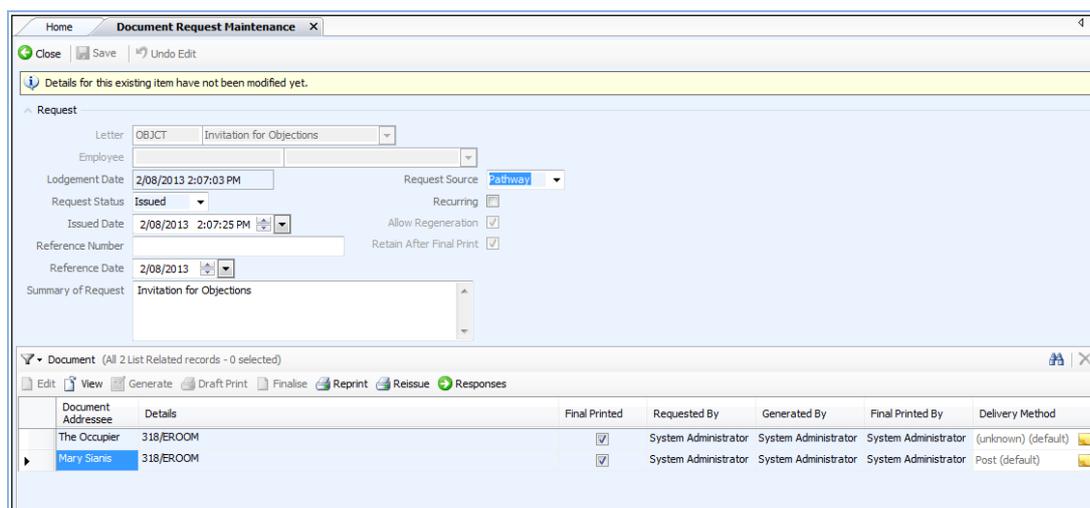
Current functionality has been be maintained with respect to Affected Properties and Letter generation. A letter or an email notifies the customer of the licence proposal and their rights and responsibilities.

A Council officer initiates the objection invitation by nominating the relevant Letter / Merge Type and selecting a Delivery Method. In order to allow for more specific objection (invitation) information to be conveyed to ePathway, the Summary of Request field may be utilised. The information entered in this field will appear above the letter attachment in the new ePathway Objection screen.

Multiple Objections

Subsequent objection (invitation) letters issued to the same customer for the same licence is catered for using the following logic:

If the new objection (invitation) letter is the same Merge Type as a letter that has not been responded to:

> The new objection (invitation) letter effectively supersedes the previous letter in ePathway.

If the new objection (invitation) letter is a different Merge Type to a letter that has not been responded to:

> The objection (invitation) letter is treated as an additional objection (invitation) for which a separate objection can be expected. Within ePathway there is the facility to enter multiple responses per stakeholder licence.

For the Email, some additional validation now allows for the insertion of a dynamic URL link. A merge field (*ELC_Objection_Resp_URL*) is available upon configuration of a Letter Email Template and can be embedded using right-click. A configurable URL will be inserted in this position within each notification email. This allows the customer immediate access and the ability to provide additional information via ePathway. For example:

Licensing >> Licence Parameters >> Class Maintenance >> Options >> Merge Types

Since a customer may not necessarily be registered in ePathway, Council may also utilise the *ePathway_Registration_URL* merge field (again using right-click to select from the list) to allow for a static URL link to the ePathway 'New User' (or 'Automatic User') registration screen.

Licence Letter Response

An objection response provided by the ePathway user will be automatically updated on the Pathway licence within a standard Letter Response. For example:

Licensing >> Licence Maintenance >> Options >> Letters
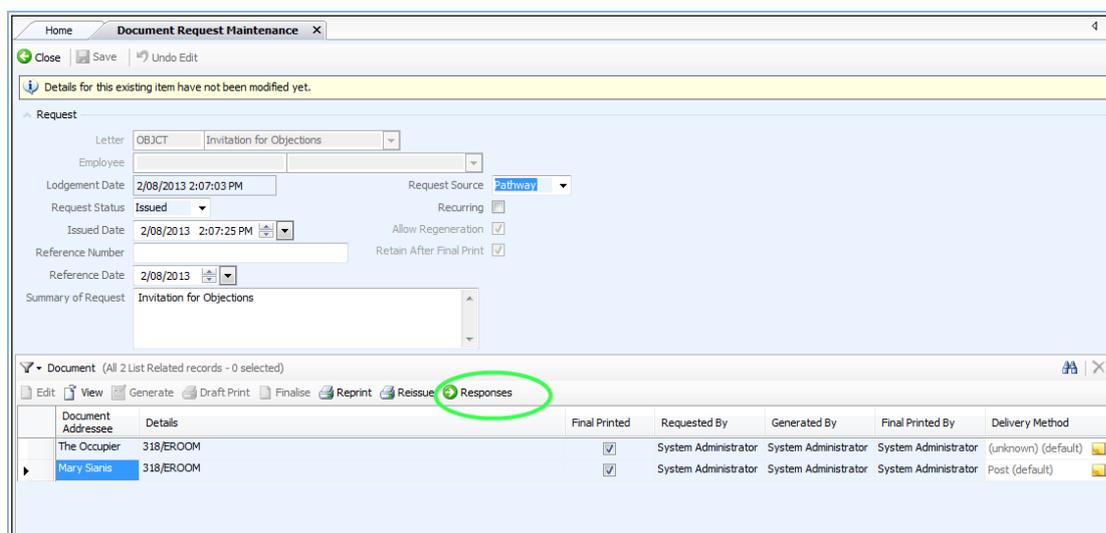
As with RFIs and Referrals, the Response Type for objections will be set to either:
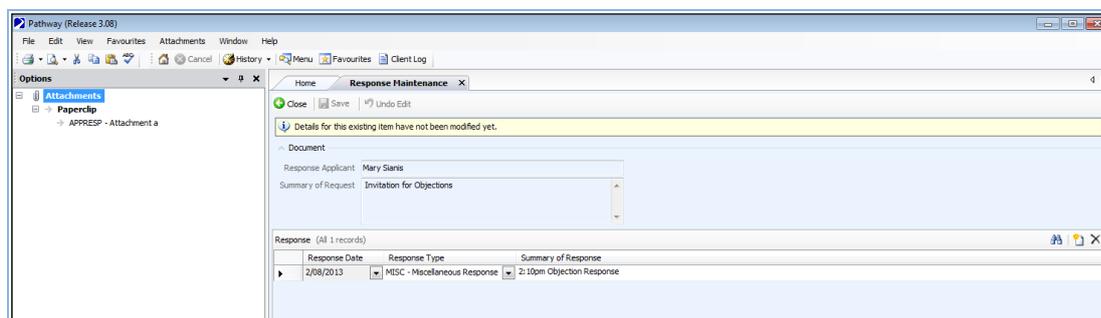
- The Response Type selected by the customer in ePathway (in the case where multiple Response Types are available) or,
- The available Response Type available (in the case where only one is available)

The Summary of Response is populated with the comments entered by the customer in ePathway. The Respondent and Respondent Address will be populated based on the registered user's name and address details stored in Pathway. The Response Date will be populated with the date that the response was received via ePathway.

An Attachments option allows Pathway officers to view attachments relevant to the response. This provides Council with a list of all attachments supplied by the 'Respondent' (i.e. customer) on the 'Response Date'. These attachments provided by the customer in ePathway will have been automatically created and linked to the Licence Response record in Pathway.

Customer Initiated Objections

Councils may require that members of the public are invited to object, support or comment on licences.

In the case where a customer (registered or not) makes an objection via ePathway, the information will be automatically created as a Licence Response in Pathway.

The date of the objection and any comments supplied are populated in the Response Date and Summary of Response fields (respectively) within the Responses Maintenance screen.

The Response Type is populated based upon 'Customer Initiated Objection Response Type' configured at the Licence Class / Type level. Further details on this configuration are provided later in this document.

It should be noted that there will be no letter associated to these responses as they are initiated by the customer.

For a customer **registered** in ePathway:

> The Respondent and Respondent Address fields will be populated based on the name and address details stored in Pathway.

For a **public** user:

> The Respondent field will not be populated in the case of a public user. All of the personal details provided by the public user will appear in the Summary of Response Field.
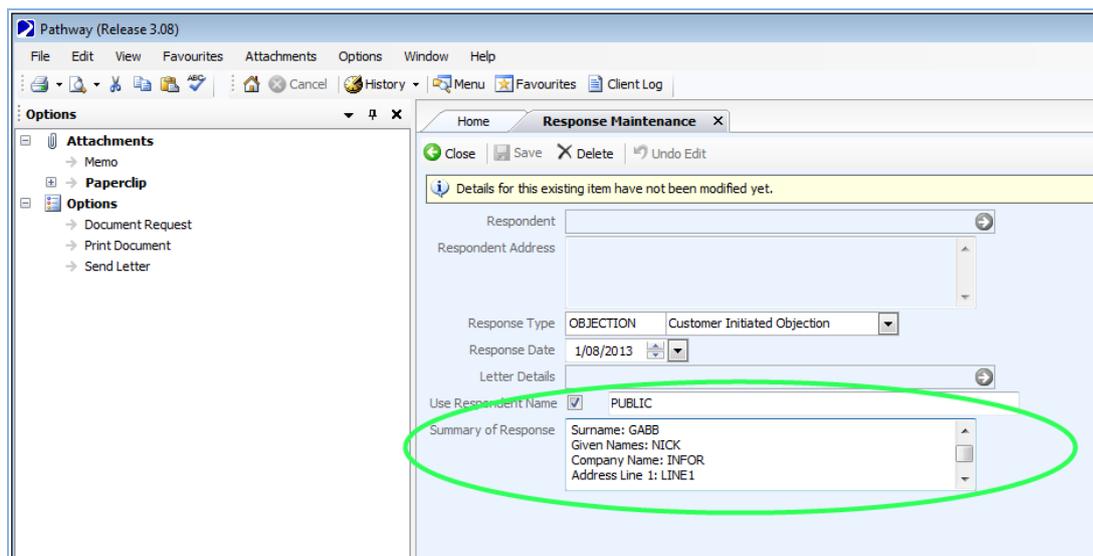
PARAMETERS AND CONFIGURATION

Pathway Parameters

System Menu >> System Administration >> ePathway >> General Enquiry Parameters >> Licensing Enquiry Menu
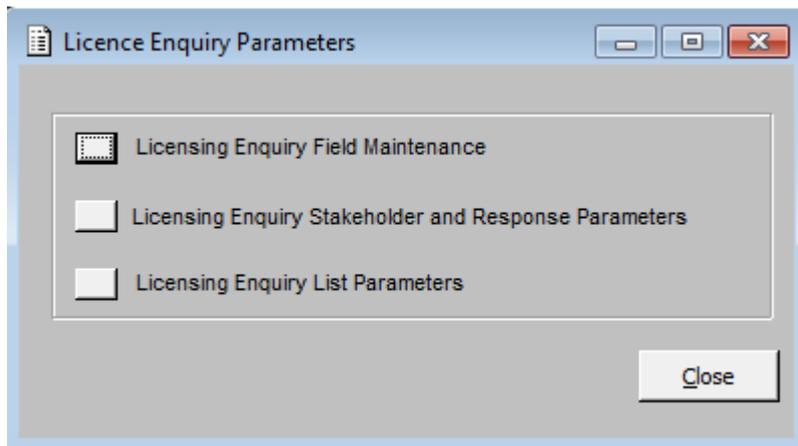
Click on 'Licensing Enquiry Stakeholder and Response Parameters'
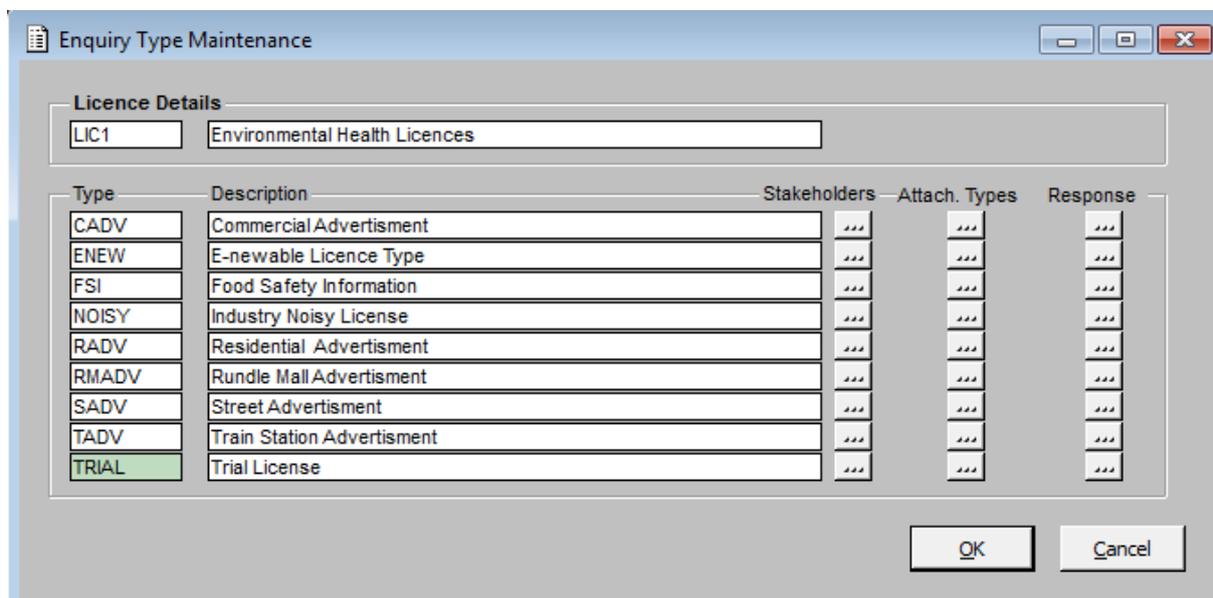
Stakeholders

For each Licence Type, Council can choose what Stakeholder roles are available.

The available Stakeholder roles appear on the left hand list and may be assigned to the right hand list.

For example, the LAP 8 Affected Person role type could be nominated as a stakeholder and would be sourced from the Affected Properties maintenance option on the Licence.

Stakeholders are individual web users who are able to view 'secured' elements within a Detail View or Summary View.

The ePathway user has a Pathway Customer Profile to which a Pathway Name record is attached. The Name record may also be associated with one or more licences via Name Roles (e.g. Licensee) Certain Name Roles can be configured as stakeholder roles for particular licence types.
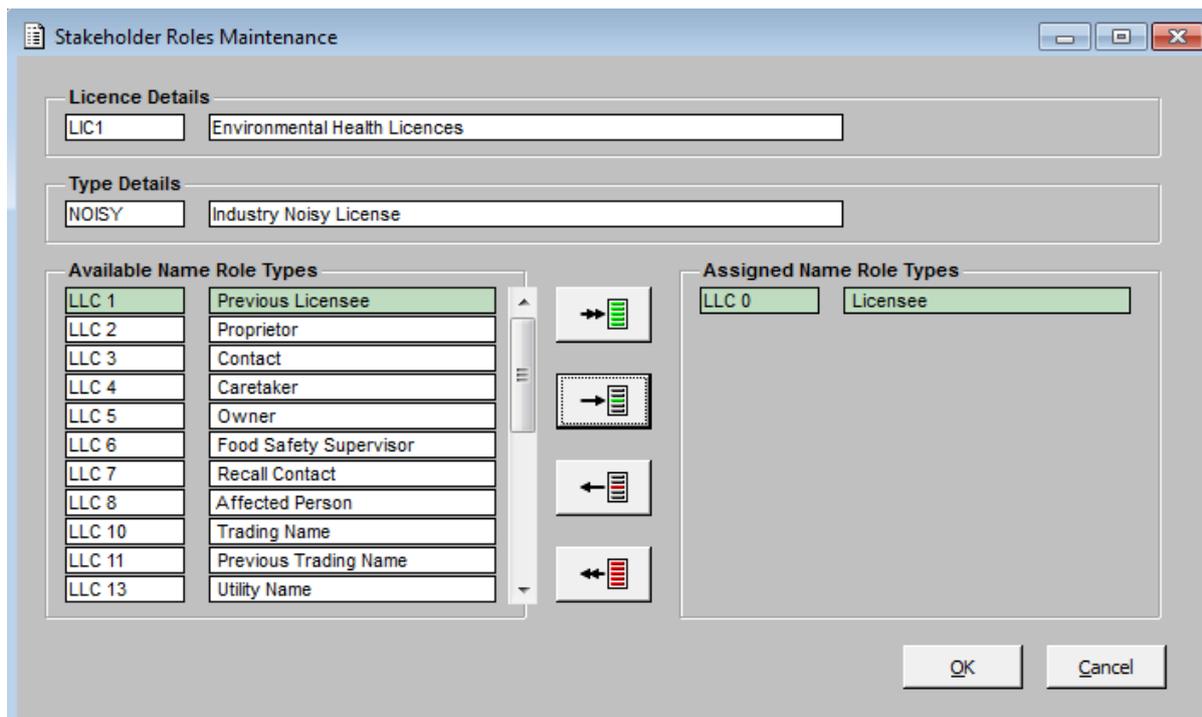
Prior to presenting the ePathway user with licence data, the following decision logic is applied:

- What is the licence type of the licence to be displayed?
- What stakeholder Name Roles are assigned to that licence type?
- Does the ePathway User have a Name Role associated to that licence and is it one of the stakeholder name roles?

If yes, then display secured elements, otherwise suppress secured elements.

Attachment Types

In order to control what Attachments are visible to Stakeholders and potentially the Public, a parameter form is available where these Attachment types can be nominated for use with ePathway General Enquiries.
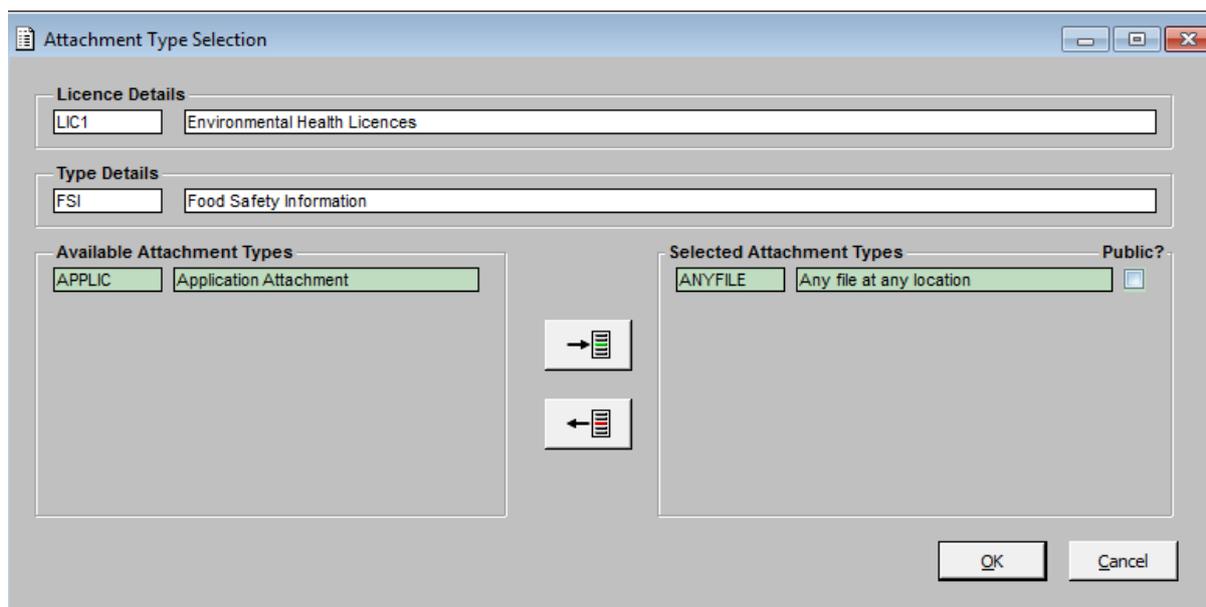
The Attachment Types assigned (right side of the form) will be accessible by all Stakeholders. Those marked as Public will be accessible by all users regardless of whether they are Stakeholders. The available Attachment Types (left-hand side of the form) will remain private and not seen in ePathway.

Note: Nothing needs to be exported to ePathway or configured on the ePathway side once the above parameters are established. The General Enquiry Detail View for Licences does an ad hoc call to Pathway to determine the current user accessibility so it can be controlled in real time.

If there is at least one viewable Attachment Type, then an Attachments link will be visible on the General Enquiry form, otherwise the link will be hidden.

Response Parameters

Licence Responses functionality is available for licences lodged in both ePathway and Pathway. In alignment with this, the ePathway General Enquiry module supports the display of information pertaining to an licence irrespective of where the licence was lodged.

A detail button adjacent each Licence Type allows configuration of the Licence Response Maintenance screen.

URL Definitions

The ePathway External Request Broker has been modified to allow direct URL links to a Licence Response. This allows Council to define the URL links that will appear within the Licence Letters email functionality. RFI Response, Referral Response, and Objection URLs will allow customers immediate access to the respective ePathway Response Maintenance screens for the licence. The User Registration URL will allow direct the customer to an ePathway User Registration screen (e.g. New User Registration or Automatic User Registration).

As previously mentioned, existing or new URL Merge Fields can be placed within the E-Mail templates (or other Merge Type documents). These Merge Fields are:

- ELC_FurtherInfo_Resp_URL   Request for Further Information URL
- ELC_Referral_Resp_URL   Referral Response URL
- ELC_Objection_Resp_URL   Objection URL
- ePathway_Registration_URL   ePathway Registration URL

The basis for the URL is defined on the Response Maintenance form.

Each URL is required for their External Request Broker (ERB) and the associated General Enquiry List Type code e.g.
http://*sitedomain*/ePathway/*Production*/Web/GeneralEnquiry/ExternalRequestBroker.aspx?Type=*EnquiryListType*

The system will add each of the other query string parameters required by the ERB when it resolves the Merge Field value.

For example, on the screen image above, the RFI Response URL is defined as:
http://auadwlg13v2/ePathway/Rel0310/Web/GeneralEnquiry/ExternalRequestBroker.aspx?Type=ENQLIST

So if there is an E-Mail template with {{ MERGEFIELD: ELC_FurtherInfo_Resp_URL }}, the system will take that URL and add to it the required Query String parameters for the ERB to present the correct form (see the ERB documentation provided with this fix for full details of the ERB parameters) which may result in the following example URL:

http://auadwlg13v2/ePathway/Rel0310/Web/GeneralEnquiry/ExternalRequestBroker.aspx?Type=ENQLIST&Module=EGELLC&Class=FOOD&ResponseType=FINFO&LicenceId=187132&ForceLogin=true

The User Registration Merge Field (ePathway_Registration_URL) is resolved unmodified from that entered on the above form. And so should be entered as the URL required for user registration, which in this example would be:

http://auadwlg13v2/ePathway/Rel0310/Web/Registration/Register.aspx

Customer Initiated Response Types

There are two Customer Initiated Response Type parameters that allow grouping of customer supplied information not requested by Council (i.e. where there was no RFI or where there was no Objection invitation). Both Further Information and Objections may be customer initiated and in order to automatically populate these in Pathway Licence Responses, these parameters are required.

Licence Type and Further Information Maintenance

Since RFIs are initiated within the Pathway Licensing Letters option, Merge Types effectively govern the different types of RFI available. Furthermore, the way in which the further information provided by the customer are classified based on the type of RFI.

To assign more than one type of RFI, use the Licence Type and Further Information Maintenance option. Then the RFI Merge Types and their associated Response Types for use within ePathway can be defined.
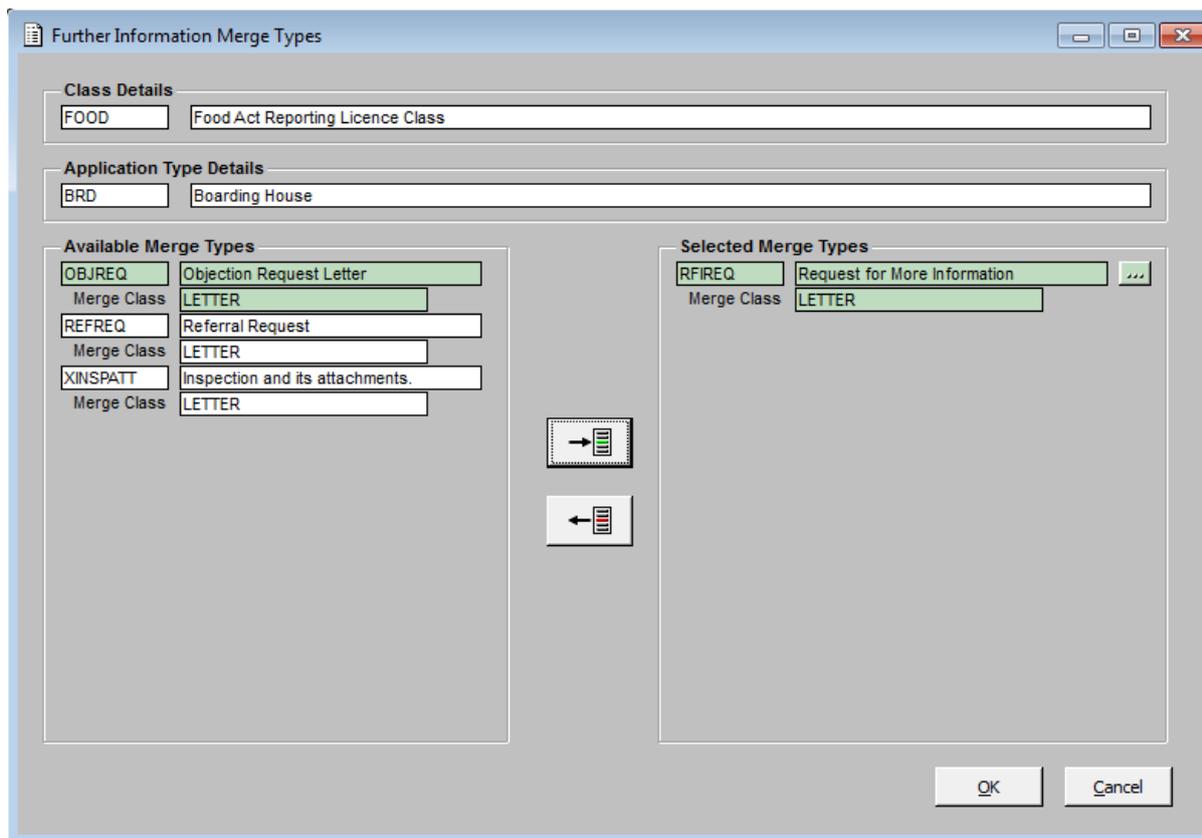
For each Merge Type selected, the detail button adjacent allows for configuration of valid Response Types. This will determine the Response Types that will be selectable within ePathway for the particular Merge Type / Letter. Subsequently, if one Response Type is assigned then it will be the automatic selection for a response to an RFI.
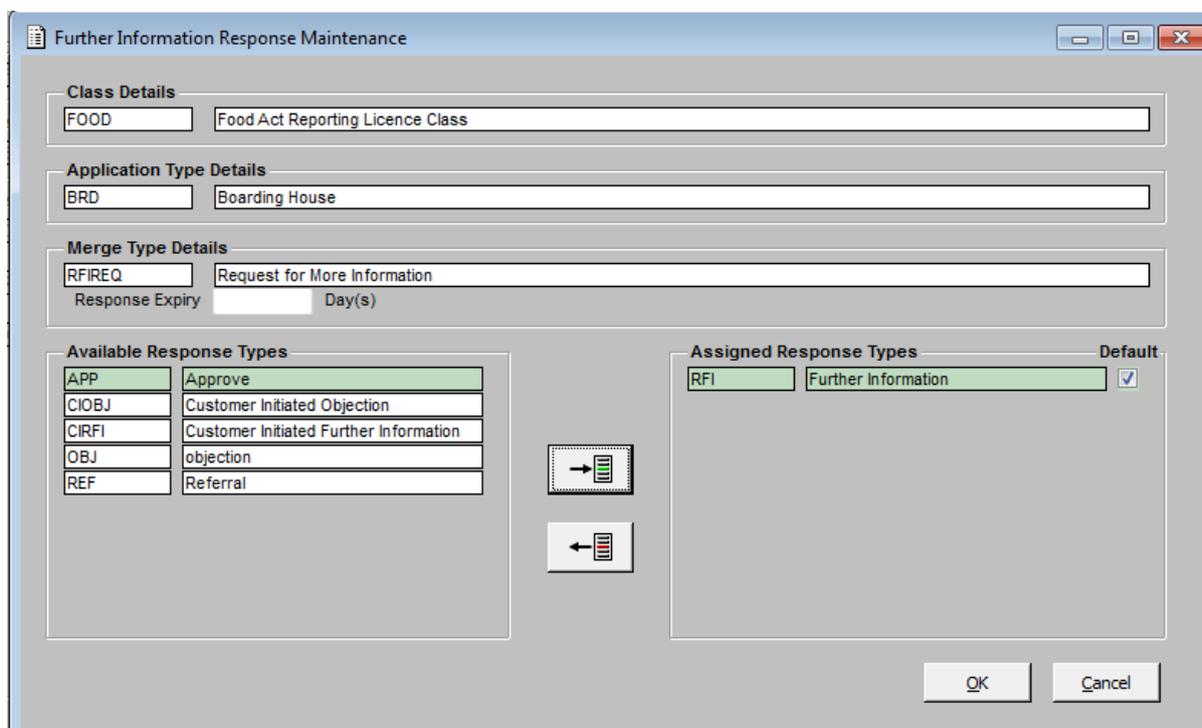
A 'Response Expiry' parameter is available to 'expire' the option to respond to a request. The option to respond to an RFI in ePathway will be removed after the configured number of days. This parameter should be aligned to any workflow processes surrounding the licence's progress.

The Expiry date calculation:

ExpiryDate = LetterIssueDate + ExpiryDays
If (ExpiryDate < Today) Then Treat as Expired

An expiry period of 1 day would be as follows:

Assuming "today's" date is 10th October 2013
If the issue date of the document is 9th October 2013
The Expiry becomes 10th October 2013 and the Response would be unavailable from midnight on 10th October 2013.

The 'Default' flag will determine which Response Type is selected by default when the user first enters the Further Information (Licence Response) Maintenance screen in ePathway.

Licence Type and Referral Response Maintenance

Since referrals are initiated within Pathway Licence Letters option, Merge Types effectively govern the different types of referral available. Furthermore, the way in which the referral response provided by the customer are classified based on the type of referral.

To assign more than one type of referral, use the Licence Type and Referral Response Maintenance option. Then the Referral Merge Types and their associated Response Types will be available for use within ePathway.

For each Merge Type selected, the detail button adjacent allows for configuration of valid Response Types. This determines the Response Types that will be selectable within ePathway for the particular

Merge Type / Letter. Subsequently, if one Response Type is assigned then it will be the automatic selection for a response to a Referral.

A 'Response Expiry Period' parameter is also available as per and works in the same manner as for RFIs.

The 'Default' flag will determine which Response Type defaults when the user first enters the Referral (Licence Response) Maintenance screen in ePathway.

Licence Type and Objection Maintenance

Since objections are initiated within the Pathway Licence Letters option (normally via Affected Properties), Merge Types effectively govern the different types of objection invitations available. Furthermore, the way in which the objection provided by the customer is classified is based on the type of objection.

To assign for more than one type of objection, an Objection Maintenance option is available. Councils are able to define the Objection (invitation) Merge Types and their associated Response Types for use within ePathway.
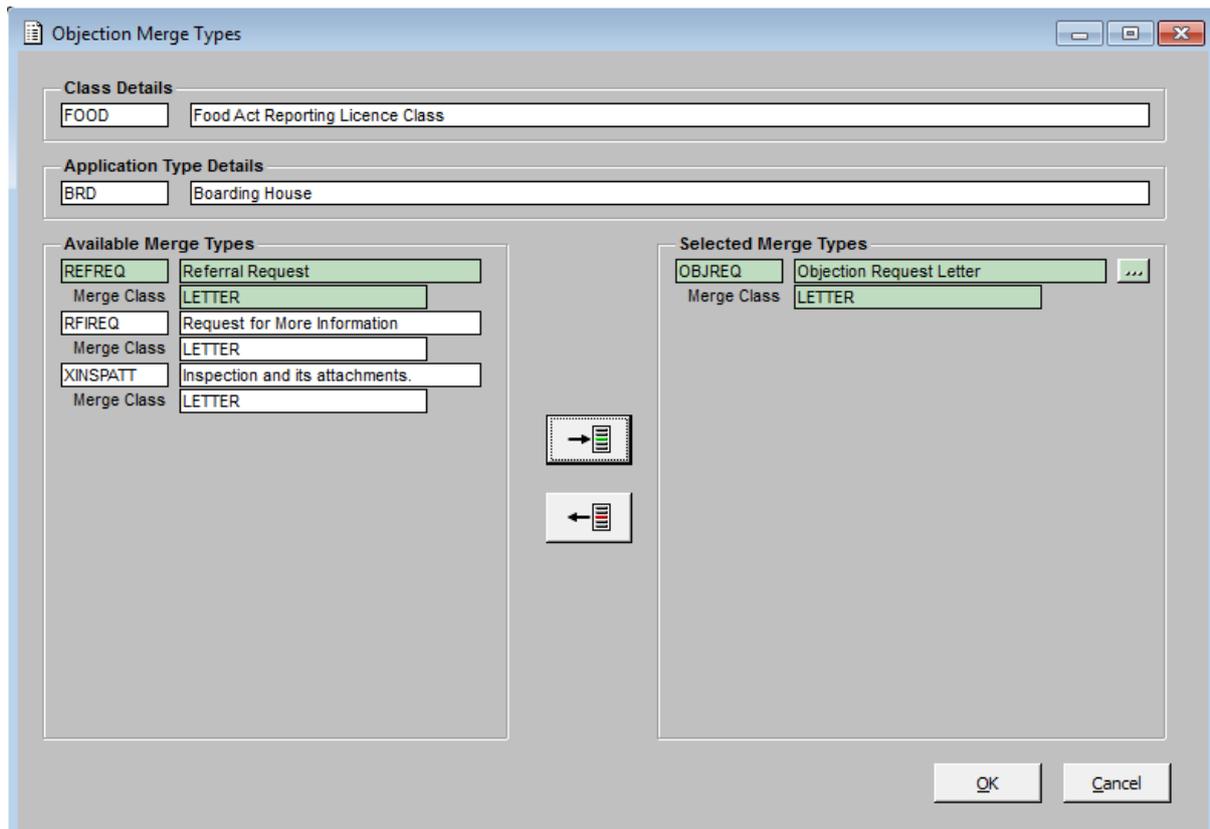
For each Merge Type selected, the detail button adjacent allows for configuration of the valid Response Types. This will determine the Response Types that will be selectable within ePathway for this particular Merge Type / Letter. Subsequently, if only one Response Type is assigned then it will be the automatic selection for a response to an Objection.
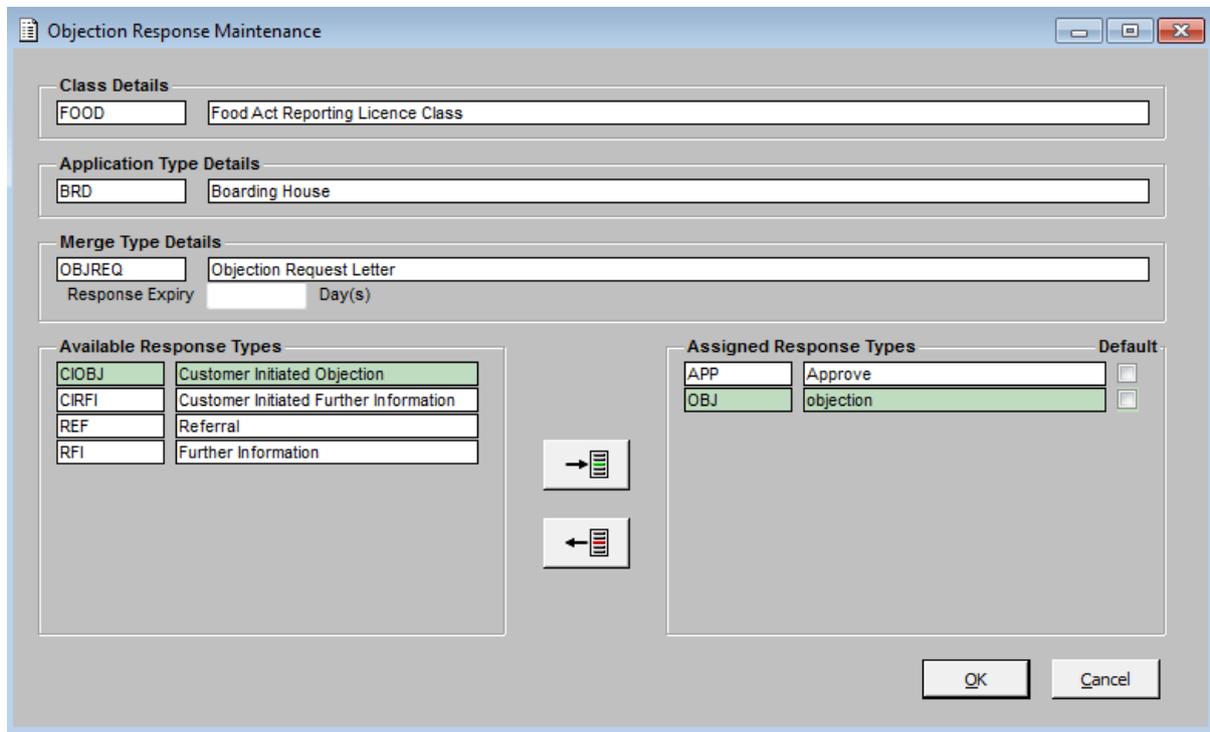
A 'Response Expiry' parameter is available to 'expire' the option to respond to a request. The option to respond to an RFI in ePathway will be removed after the configured number of days. This parameter should be aligned to any workflow processes surrounding the licence's progress.

The 'Default' flag will determine which Response Type is selected by default when the user first enters the Objection (Licence Response) Maintenance screen in ePathway.

ePathway General Enquiry Lists

The Licensing Enquiry parameters control the display and accessibility of licences in ePathway. General Enquiry Lists may be configured to suit the needs of Councils and their customers.

New options are available within General Enquiry List Maintenance to allow Councils to activate the Licence Responses functionality.

System Administration >> ePathway >> General Enquiry Parameters >> Licensing Enquiry Parameters >> Licensing Enquiry List Parameters

The 4 checkbox parameters, "Allow Further Information", "Allow Referral Response", "Allow Objection" and "Allow Public Objection" determine whether or not ePathway supports the function. If these flags are checked ON, the General Enquiry Licensing module will make available the response option(s) appropriate scenario.

The concept of General Enquiry 'stakeholders' becomes relevant when considering user authorities applicable within General Enquiry.

Allow Further Information
If this flag is checked on then the ability for Stakeholders (e.g. Licensee) to supply further information via the Enquiry List is available.

Allow Referral Response
If this flag is checked on then the ability for Stakeholders to supply responses to Referrals via the Enquiry List is available.

Allow Objection
If this flag is checked on then the ability for Stakeholders as well as Affected Properties Names (via the Affected Properties function) to lodge 'Objection' responses via the Enquiry List is available.

Allow Public Objection
If this flag is checked on the ability for PUBLIC users to lodge 'Objection' responses via the EnquiryList will be available.
NOTE: Infor recommends that a separate Enquiry List is established for this "Public Objection" Enquiry List.

Paperclip Attachment Parameters

A Responses Paperclip Attachment Type has been created to allow for the creation of Licence Response document links.

This Attachment Type will be linked to the new 'CWPRESP' Attachment Entity.
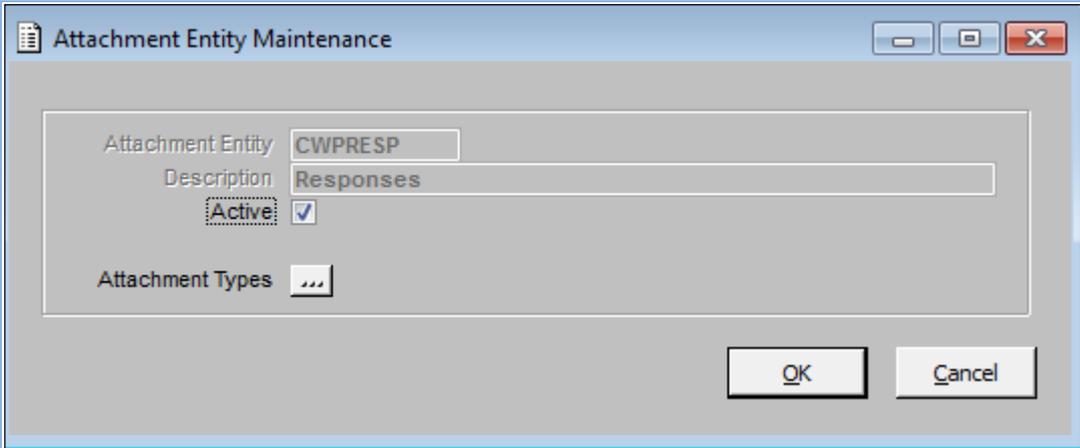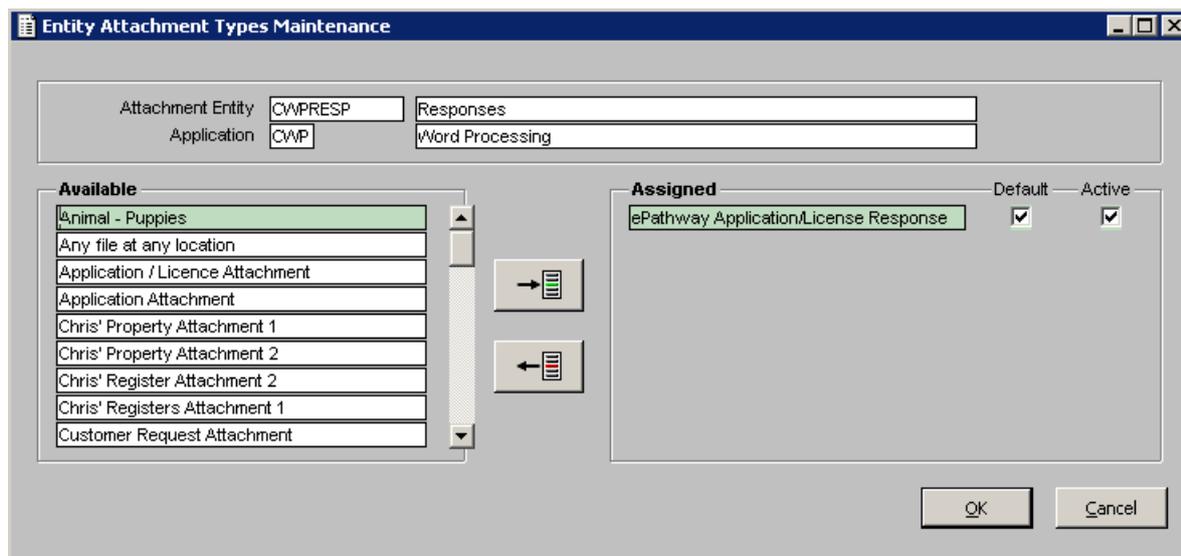
NOTE: The attachment file path nominated for the new Responses Attachment Type will need to match the default (paperclip) Attachment Path nominated for Pathway Licences.

ePathway System Parameters

Service Request

For each Licence Type in ePathway, Council may configure the email contents and a recipient to govern who gets an email each time a response is made online.   Additionally, as per standard ePathway functionality, Customer Service Request parameters may be maintained.
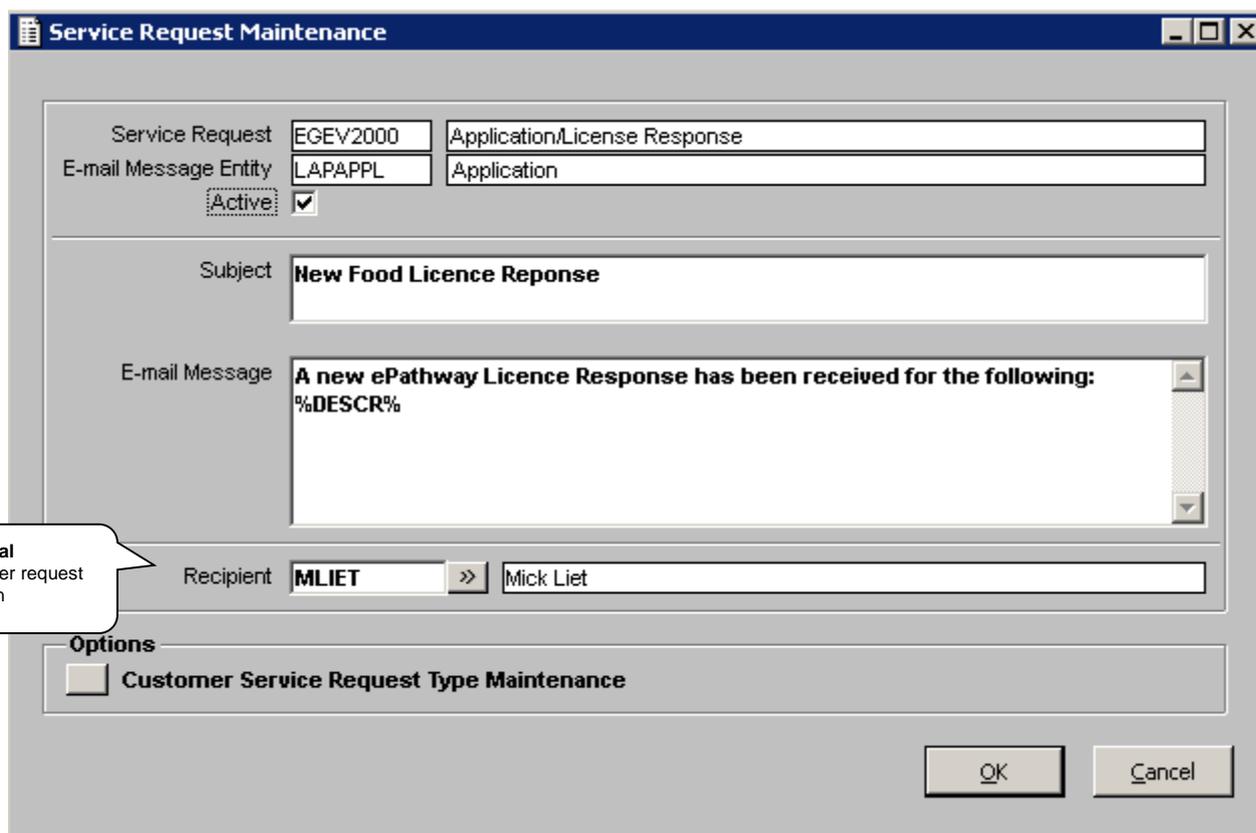
This ePathway Service configuration is also maintainable at a system level (within ePathway System Parameters) however Licence Type level parameters when configured will take precedence.

Export

An ePathway Export will be required in order to relay the necessary parameter information to ePathway. Specifically, the existing 'General Enquiry – Licensing' and two new 'Response' specific exports are required to keep Pathway and ePathway aligned.
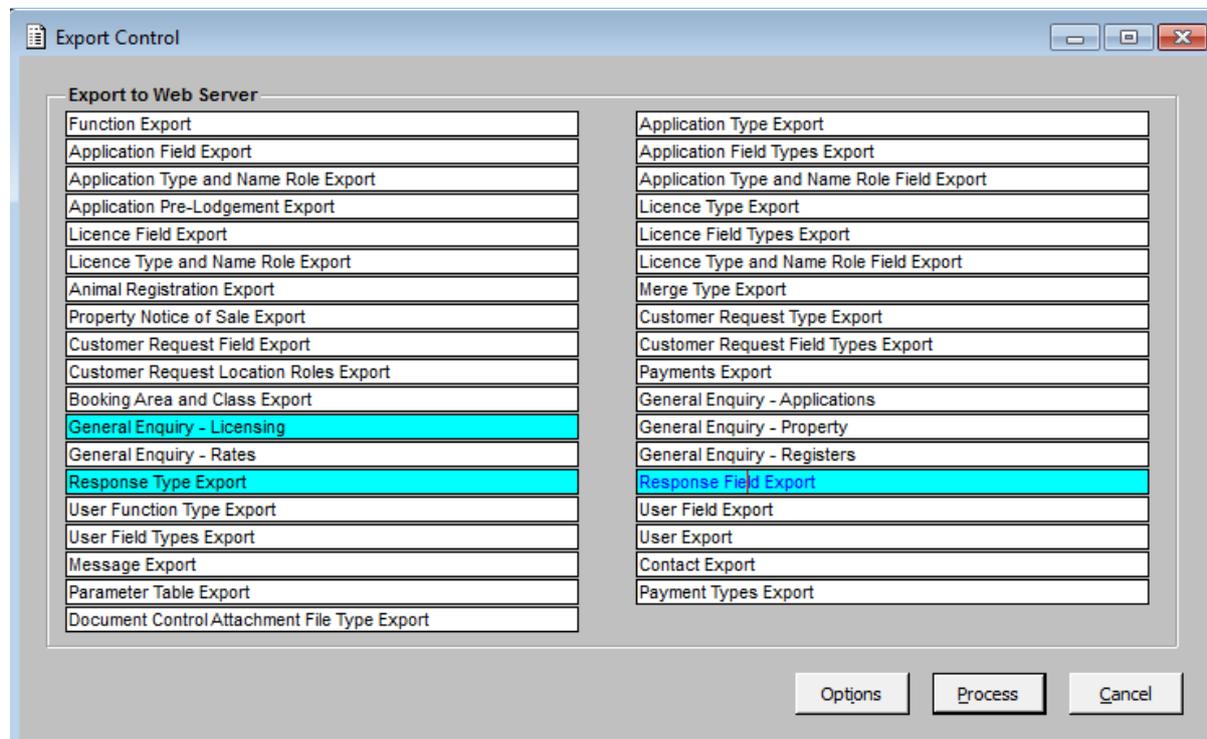
ePathway Configuration

Licence Response Page Layout

The Page Layout for the new Licence Response pages and associated emails is configurable according to ePathway standard functionality however some features of this enhancement will remain static and enforced by the system.

All labels on the new ePathway maintenance screens and buttons are configurable.

Page Layout

The following page layout configurations are available for the ePathway system administrator to customise.

A new 'ePathway Licence Response' module hyperlink will be available.

Clicking on the 'ePathway Licence Response' hyperlink allow the system administrator to configure the standard ePathway 'Instructions', 'Agreement', 'Text' and 'Layout' parameters.

The three Licence Response Functions are available for configuration:

- Further Information
- Referral Response
- Objection

Councils can configure an optional 'End User Agreement' for each response function.

The header and footer of the email received by the customer is configurable as well as instructions for the confirmation and submission screens.

The standard ePathway page layout options are available for the system administrator to control the page layout for the maintenance of a response. For example:

It should be noted that each of the four fields are 'system' defined and therefore automatically nominated for Page Layout configuration. Response Type is system defined as 'mandatory' however in the case where only one valid Response Type is available for a given response, the system will recognise this and a selection will not be required.

Intelligent Handling of Public Name Details

A Names linking feature on Responses is required override the generic public user with either an existing Pathway Name or a new Name utilising the details supplied during entry (which are summarised into the Response Notes). The Pathway External Names functionality has been introduced to the Response Maintenance form to allow for this functionality.

The Response Search Profile will now distinguish External Respondent as applicable.

The user then has access to a new "External Name Details" button on the Response Maintenance form which will only be present if there is an unmatched external name against the Response as shown below.

Pressing the "External Names Details" button will then open the existing External Names Maintenance form used by Licensing to display the details and then allow Search and/or subsequent entry of a new name and role. The displayed data can be used to select/add a Name and Name Role.

ePathway Online Direct Debits

InforXtreme Incident:	DRN: 29674	Fix:
	KB:	

EPATHWAY ONLINE DIRECT DEBITS

Overview
There was a business requirement for ePathway to allow ratepayers to set up Direct Debit payments of their Rates Assessments (from a non-credit card account). This has been made available by extending the functionality of the existing ePathway General Enquiry. Ratepayers can:

- **Create Due Date Direct Debits**
  To pay the amount in full each time the rates are due.
- **Create Period Direct Debits**
  To pay the amount outstanding on a schedule that the ratepayer nominates.
- **Amend Direct Debits**
  Modify the details of an existing Direct Debit
- **Cancel Direct Debits**
  Cancel an existing Direct Debit.

To process these payments, a direct debit extract is run regularly by Council (as required).

Confirmation of the request for a direct debit is sent to the ratepayer.

Note: Direct Debit creation, amendment or cancellation performed online via ePathway will be referred to in this document as a Direct Debit Request (DDR).

EPATHWAY GENERAL ENQUIRY RATES PARAMETERS

The Rates Enquiry Parameters forms now include controls to determine the behaviour and availability of the new Direct Debit Request functionality.

The General Enquiry Rates Parameter Maintenance form has been reorganised and expanded to include the numerous Direct Debits parameter controls.

System Menu >> System Administration >> ePathway >> General Enquiry Parameters >> Rates Enquiry Parameters >> Rates Enquiry Parameters

The new parameter fields within the Direct Debits options above are:

Request Direct Debit

If this flag is checked on then ratepayers will be able to create new Direct Debits against an Assessment via the ePathway General Enquiry.

Amend Direct Debit

If this flag is checked on then ratepayers will be able to amend an existing Direct Debit against an Assessment via the ePathway General Enquiry.

Cancel Direct Debit

If this flag is checked on then ratepayers will be able to cancel an exsiting Direct Debit against an Assessment via the ePathway General Enquiry.

Validate BSB During Entry

If this flag is checked on then the BSB Number entry field will be validated against the BSB Numbers in Pathway. If this is not checked then we need to rely on users entering the correct numbers without validation.

Allow Weekly / Allow Fortnightly / Allow Monthly / Allow Quarterly / Allow Half Yearly

This set of flags determines which payment frequencies are available to the ratepayer when entering or maintaining a Periodic payment based Direct Debit (known as a Scheduled type of Direct Debit within Pathway).

Direct Debit Types

This field allows sites to determine whether Due Date, Periodic or Both types of Direct Debit are allowed to be created from ePathway.

Periodic Direct Debit Type

This field allows sites to select the Direct Debit Type (System Menu >> Rates Accounting >> Parameters >> Direct Debit Type Maintenance) to be used for Periodic based Direct Debits created from ePathway. Note that only *Scheduled* based types can be selected and it is highly recommended that a specific type be created for online entry only to allow easier processing for Direct Debit recalculation purposes.

Due Date Direct Debit Type

This field allows sites to select the Direct Debit Type (System Menu >> Rates Accounting >> Parameters >> Direct Debit Type Maintenance) to be used for Due Date based Direct Debits created from ePathway. Note that only *Current* or *Nett* based types can be selected.

Generation Run

This field allows sites to determine the Generation Run will be associated with Due Date based Direct Debits when they are created. Initially this needs to be set to the relevant Generation Run. From that point this value should automatically be updated to the new Generation Run during rates generation post processing (Rates Accounting >> Batch Processing Functions >> Rates Generation Selection). Note that it is still worth making it a part of councils rating period procedures to check this value after having performed a new Rates Generation to ensure it does reflect the new code.

DDR Transaction Reference

As per all request/lodgement entry within ePathway, a system generated reference id is created. This is provided to the ePathway user on screen and via the confirmation e-mail. If this field is set then it will also be created as a Pathway Refernece and subsequently be used for Reference searches within Pathway by council officers.

It should be noted that system generated Request, Amend, and Cancel reference values will each have a different prefix. Ie.

>   EDDR – For Direct Debits Requests. Eg. EDDR123
>   EDDA – For Direct Debits Amendments. Eg. EDDA124
>   EDDC – For Direct Debits Cancellations. Eg. EDDC125

Days Notice

This field allows sites to determine how many days notice are required (before payment due date) to create/change/cancel a direct debit arrangement. It is also used to determine the Start/Commencement date for a create/change. Eg. If todays date is the 25th of August and the Days

Notice value is set to 5 days, then the earliest Start Date that can be entered for a new DDR is the 30th of August.

Direct Debit Service Request

An internal Email and/or Customer Request may optionally be created for each DDR processed online. This implies that council can receive details and notification of all DDRs automatically lodged (online) into Pathway. The Service Request will be similar to the 'Arrangements to Pay' service request and is completely optional. See next section for more detail.

Some council may prefer to utilise the Pathway Dashboard as an alternative to this option if they do not wish for individual alerts. See section later in this document for sample Dashboard setup.

SERVICE REQUEST MAINTENANCE FOR DIRECT DEBIT REQUESTS

As per other forms of lodgement within ePathway, an email can be set to be sent to a nominated council officer and a Customer Service Request can be optionally created.

System Menu >> System Administration >> ePathway >> General Enquiry Parameters >> Rates Enquiry Parameters >> Rates Enquiry Parameters >> Direct Debit Service Request

For DDR's the field tokens which can be placed within the email Subject and Message text are:

Token	Value
%ACTION%	Type of DDR Action performed: • Direct Debit Request • Amend Direct Debit • Cancel Direct Debit
%ASSESSMENTID%	Internal Key of the Assessment
%ASSMNUMBER%	Assessment Number
%ASSMCHECK%	Assessment Number Check Digit
%SCHEDTYPE%	Schedule Type of the DDR. Ie. Due Date or Periodic.
%FREQUENCY%	For Periodic payments, this is the payment frequency. Ie. Weekly, Fortnightly, Monthly, Quarterly, or HalfYearly

Token	Value
%DAYOFMONTH%	For Periodic Monthly, Quarterly, or HalfYearly payments, the day of the month the payment should fall upon.
%DAYOFWEEK%	For Periodic Weekly, or Fortnightly payments, the day of the week the payment should fall upon.
%ENDDATE%	The end date of the DDR. Note that for Requests and Amend actions, this will always be shown as the Period End date. For Cancel actions this will be the current date.
%STARTDATE%	The start date of the DDR.
%TOTAL%	The total outstanding on the assessment.
%AMOUNT%	The periodic payment amount.
%NUMPAYS%	The number of payments (always 1 for Due Date based DDR)
%USERNAME%	The ePathway user name
%EMAILADDRESS%	The users email address
%PAYMENTS%	The schedule of payments for Periodic schedule types

The above exmaple with Subject of:

%ACTION% for Assessment: %ASSMNUMBER%(%ASSMCHECK%)

And Message text of:

%ACTION% for Assessment: %ASSMNUMBER%(%ASSMCHECK%)

DIRECT DEBIT DETAILS:

Schedule Type: %SCHEDTYPE%
Frequency: %FREQUENCY%
Day of Month: %DAYOFMONTH%
Day of Week: %DAYOFWEEK%
Start Date: %STARTDATE%
End Date: %ENDDATE%
Outstanding Total: $%TOTAL%
Periodic Payment: $%AMOUNT%

Schedule of Payments:
%PAYMENTS%

Might appear as:

Direct Debit Request for Assessment: 7(9)

DIRECT DEBIT DETAILS:

Schedule Type: Due Date
Frequency: n/a
Day of Month: n/a
Day of Week: n/a
Start Date: 11-Aug-2016
End Date: 30-Jun-2017
Outstanding Total: $980.00
Periodic Payment: $n/a

Schedule of Payments:
n/a

PERSISTING DIRECT DEBITS FOR SUBSEQUENT RATES GENERATION

Direct Debits created online will be created as per Direct Debits created by council officers within Pathway. This means that they will be processed as per the existing behaviour for the assigned Direct Debit Types.

For Direct Debits created online as Due Date based, their Direct Debit Types within Pathway are either Nett or Current based and will therefore be automatically updated by the Rates Generation post processing and have their Generation Run, Start Date and End Dates automatically adjusted as per existing Pathway processing. It should be noted that the Rates Generation will also update the ePathway parameters for Direct Debits with the new Generation Run.

For Direct Debits created online as Periodic based, however, it will be up to council to initiate the update to ensure the Direct Debits persist into the next Rates generation by running the Direct Debit Recalculation (Rates Accounting >> Batch Processing Functions >> Direct Debit Recalculation). For this reason it is recommended that councils wishing to allow their ratepayers to utilise Periodic Direct Debits that a specific Direct Debit Type be used for online entry to more easily allow recalculation processing for those Assessments. It is recommended councils perform the Periodic recalculation after the Rates Generation is complete for the Due Date based Direct Debits.

DIRECT DEBIT FUNCTION AND WEB SERVER EXPORT

A new Direct Debit applications function has been added.
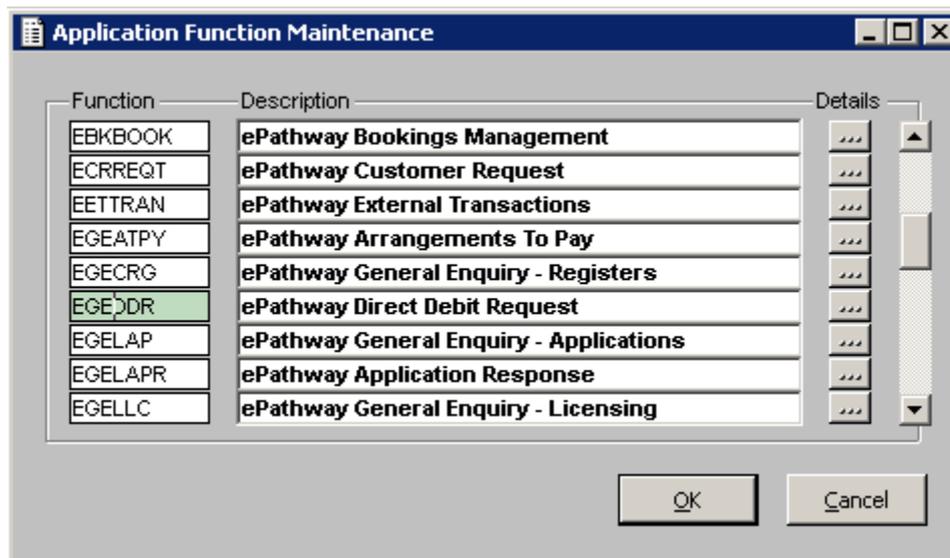
System Administration >> Customer Profile Parameters >> Application Function Maintenance

To use the function it needs to be assigned to the Web User or the Web Users Customer Types as per other ePathway functions.
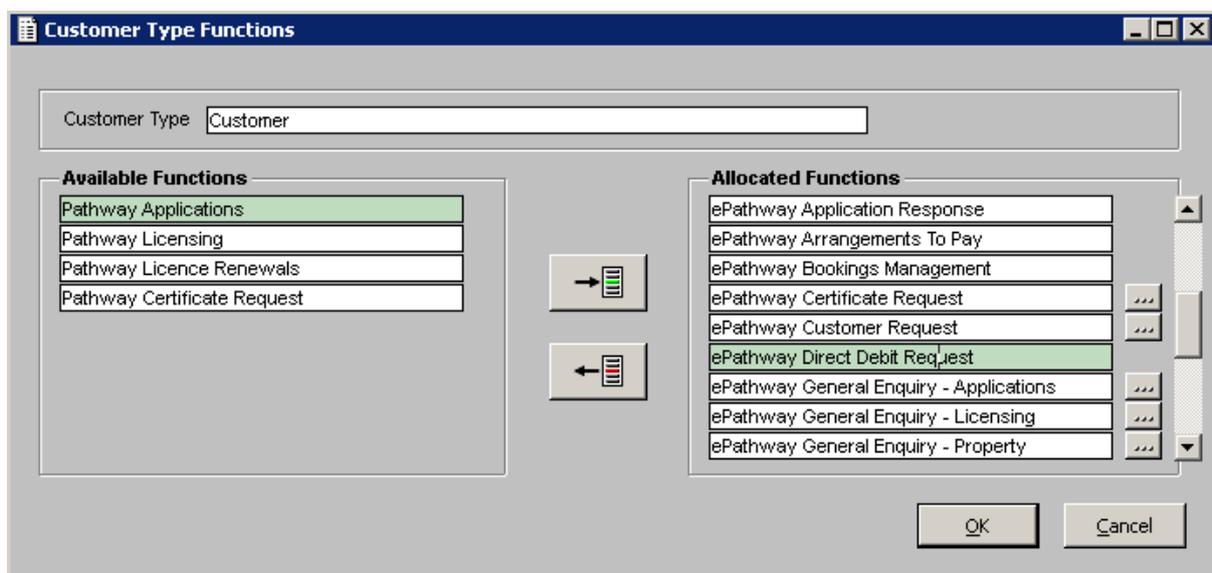
System Administration >> Customer Profile Parameters >> Customer Type Maintenance

Once all Direct Debit parameters have been setup and functions assigned to appropriate Customer Types, etc. the Web Export will need to be performed to ensure all new settings established are exported to ePathway.

The following items specifically will need to be exported:
- Function Export
  To export the new Direct Debit function. This is best exported before any Customer Type or User level function changes are made so their automatic export can be matched to the new function.
- General Enquiries – Rates
  To establish new fields and layouts.
- Message Export
  Required for new warning/error messages.
- Parameter Table Export
  Required for BSB validation.
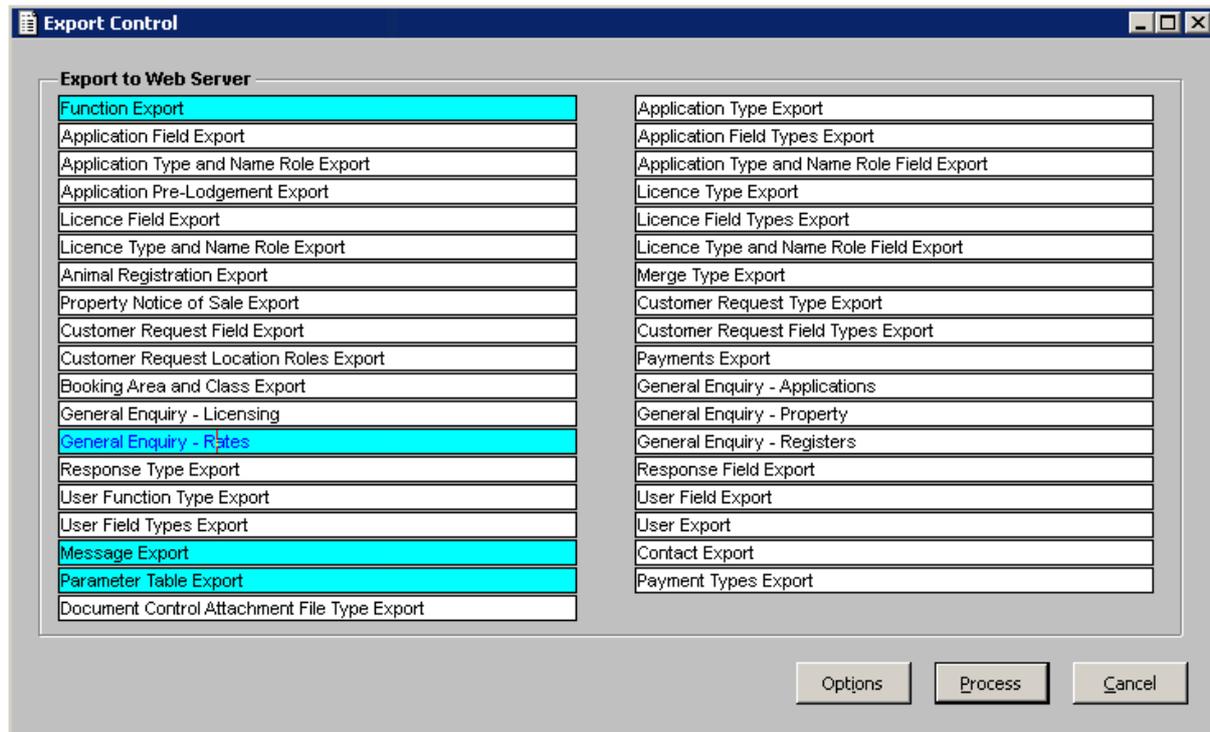
System Administration >> ePathway >> System Processing >> Web Server Export

EPATHWAY DIRECT DEBITS PAGE LAYOUT

Once the Function Export is performed from Pathway (see previous section), the ePathway Direct Debit Request module will appear on the Page Layout form.

Page Layout

This page allows you to define the dynamic page layout for the relevant modules.

Module	Request Receipt	Default	
ePathway Animal Registration	☑	No	Metadata Text
ePathway Application Lodgement	☑	No	Metadata Text
ePathway Application Pre-Lodgement			Metadata Text
ePathway Application Response			Metadata Text
ePathway Arrangements To Pay			Metadata Text
ePathway Bookings Management	☑	No	Metadata Text
ePathway Certificate Request	☑	No	Metadata Text
ePathway Core			Metadata Text
ePathway Customer Request			Metadata Text
ePathway Direct Debit Request			Metadata Text
ePathway General Enquiry - Applications			Metadata Text
ePathway General Enquiry - Licensing			Metadata Text
ePathway General Enquiry - Property			Metadata Text
ePathway General Enquiry - Rates			Metadata Text
ePathway General Enquiry - Registers			Metadata Text
ePathway Licence Entry	☑	Yes	Metadata Text
ePathway Licence Response			Metadata Text
ePathway My Accounts			Metadata Text
ePathway Payments	☑	Yes	Metadata Text
ePathway Property Notice of Sale			Metadata Text
ePathway User Registration			Metadata Text

Update

Layout >> Page Layout

There are four fixed Direct Debit types as shown on the maintenance form below.

Direct Debit Requests Types

This page allows you to maintain the Dynamic Layout for the Direct Debit Requests Types.

Code	Description	Instructions	
PERIODIC	Periodic Direct Debit Request	**Periodic** For Periodic Direct Debits, Rate account payments to	Agreement Text Layout
DUEDATE	Due Date Direct Debit Request	**Due Date** Due Date based direct debits are processed by	Agreement Text Layout
AMEND	Amend Direct Debit		Agreement Text
CANCEL	Cancel Direct Debit		Agreement Text

Cancel   Update

Layout >> Page Layout >> ePathway Direct Debit Request

Both the PERIODIC and DUEDATE types allow Layout definition. This is to allow separate field label definition for Due Date based Direct Debits and Periodic Direct Debits. The Description and Instructions (if provided) are presented during Direct Debit Request entry and similarly the Agreement and Text details are able to be specified separately.

The AMEND and CANCEL types are present to allow relevant Desciption and Instructions definition and also to allow separate Agreement and Text details to be specified for Direct Debit amendments and cancellation.

PAGE LAYOUT AGREEMENT FORM

Below is a sample agreement form for Direct Debit amendments.

Layout >> Page Layout >> ePathway Direct Debit Request >> Agreement

PAGE LAYOUT TEXT FORM

Below is a sample Text form for Direct Debit Requests. Each form allows either simple Email Text header and footer definition or HTML Email definitions. If provided, Confirmation and Submission form instructions can be specified.

Text

This page allows you to define text for the selected module/type.

* HTML email formatting requires ePathway to be running in Web Services communication mode
** Available Placeholders can be inserted into the HTML body simply by double-clicking the
placeholder and dragging the highlighted text to the desired position in the HTML

Email Format

HTML ∨

HTML Email

```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD XHTML 1.0 Transitional //EN" "http://www.w3.org/TR/xhtml1/DTD/xh
<meta content="text/html; charset=utf-8" http-equiv="Content-Type">
<meta name="viewport" content="width=320, target-densitydpi=device-dpi">
<style type="text/css">
/* Mobile-specific Styles */
@media only screen and (max-width: 660px) {
table[class=w0], td[class=w0] { width: 0 !important; }
table[class=w10], td[class=w10], img[class=w10] { width:10px !important; }
table[class=w15], td[class=w15], img[class=w15] { width:5px !important; }
table[class=w30], td[class=w30], img[class=w30] { width:10px !important; }
table[class=w60], td[class=w60], img[class=w60] { width:10px !important; }
table[class=w125], td[class=w125], img[class=w125] { width:80px !important; }
table[class=w130], td[class=w130], img[class=w130] { width:55px !important; }
table[class=w140], td[class=w140], img[class=w140] { width:90px !important; }
table[class=w160], td[class=w160], img[class=w160] { width:180px !important; }
```

Available Placeholders:
FieldsPlaceHolder
HeaderPlaceHolder

Preview

Confirmation Instructions

Submission Instructions

AGLS Metadata Title Prefix

Back   Continue

Layout >> Page Layout >> ePathway Direct Debit Request >> Text

PAGE LAYOUT LAYOUT FORM

The Layout forms for both Due Date and Periodic types allow the Field Labels and widths to be tailored. It should be noted that the field presence or order is predefined and cannot be tailored.

The details specified on these forms are used for all Direct Debit entries. Ie. The field labels specified here for Due Date entry are used for creation, amendment and cancellation of Due Date based Direct Debits.

Direct Debit Request Details Fields

This page shows you all the direct debit request details fields.

Sequence	Field Label	Width	Mandatory
10	Commencement Date	100	☑
20	End Date	100	☑
30	Schedule Type	100	☑
40	Frequency	100	☑
50	Amount of payment	100	☑
60	BSB	100	☑
70	Account Number	120	☑
80	Account Name	250	☑
90	Day Of Week	100	☑
100	Day Of Month	40	☑
110	End Date of Rating Period	100	☑
120	Total Outstanding	100	☑
130	Total Payments	100	☑

Cancel   View the Result   Continue

Layout >> Page Layout >> ePathway Direct Debit Request >> Layout

EPATHWAY GENERAL ENQUIRY RATES LAYOUT CHANGES

The ePathway General Enquiry Rates layout now also allows the inclusion of a Direct Debits column and its associated Layout.

Enquiry List Page Groups

This page shows the Enquiry Lists for your selected Pathway Module.

Module: LRA Pathway Module
List: Rates Accounting (Detail View)

Seq.	Title	Image	Instructions	Type	Label Width	Label Alignment	Omit Null	Child Group		Delete
1	User Rating Periods	Url Text		Column			☐	☐	Layout	☐
2	Original	Url Text		Field	150	Left ⌄	☑	☐	Layout	☐
3	Rates Payments	Url Text		Column			☐	☑	Layout	☐
4	Rates Charges	Url Text		Column			☐	☐	Layout	☐
6	Previous Periods	Url Text		Field	150	Left ⌄	☐	☐	Layout	☐
10	Direct Debits	Url Text		Column			☑	☐	Layout	☐

Cancel
Add a group into this enquiry list
Field
Column (User Rating Periods)
Column (Instalment Summary)
Column (Valuation Summary)
Column (Rates Charges)
Column (Rates Payments)
Column (Rates Name Roles)
Column (Direct Debits)
URL
    Update

Layout >> Page Layout >> ePathway General Enquiry – Rates >> Detail

Enquiry List Page Group Layout

This page defines layout for your selected Enquiry List Page Group.

Module: LRA Pathway Module
List: Rates Accounting (Detail)
Group: Direct Debits
Add Fields: ◉ All Fields ○ Remaining Fields only

Seq.	Field Label	Label O'ride	Data Type	Width	Hover Text	Alignment	Wrap/ Height	Boolean Display	Sort Field	Sort Order	Display Total	Delete
1	Start Date	☐	Date	50		Left ⌄						☐
2	Total Due	☐	Money	200		Left ⌄					☐	☐
3	Total Outstanding	☐	Money	200		Left ⌄					☐	☐

Cancel   View the Result   Add Fields (choose from the following box)   Add Placeholder   Continue

Account Number
Account Title
End Date
Schedule Type

Layout >> Page Layout >> ePathway General Enquiry – Rates >> Detail >> Layout

This might appear on the Enquiry form as:

Direct Debits

Start Date	Total Due	Total Outstanding
11/08/2016	$245.00	$980.00

The fields that can be included in the above layout include:

Field Name	Description
Start Date	Start/commencement date
End Date	End date. Note that this will show as the Rating Period end date for all Direct Debits created online that have not been cancelled.
Total Due	Amount of Direct Debits that are due now. Ie. Total of extract amounts up to and including todays date that have not yet been extracted.
Total Outstanding	Total outstanding for the Assessment for this rating period (including arrears)
Total Payments	Total payments (extracts) made for this assessment this rating period.
Frequency	Frequency of payments for Periodic Direct Debit
Payment Amount	Periodic payment amount (which will be zero for Due Date based Direct Debits).
Last Debit	Amount of most recent extract performed this period.
Next Debit Due	Amount of next extract due to be processed for a Periodic Direct Debit.
Day of Week	Day of week for a Periodic Direct Debit which is either Weekly or Fortnightly.
Day of Month	Day of month for a Periodic Direct Debit which is either Monthly, Quarterly or Half Yearly.
Schedule Type	For Periodic Direct Debit only – Indicates if periodic amount was calculated from the amount Outstanding or whether it was determined by Date Range.
BSB	BSB Number for banking details
Account Number	Account number for banking details
Account Title	Account title for banking details

EPATHWAY GENERAL ENQUIRY RATES

The General Enquiry Rates details form within ePathway will now optionally have these buttons available at the bottom of the form:

Button	Description
Request Direct Debit	If parameters allow and no existing Direct Debit arrangements exist for the assessment.
Amend Direct Debit	If parameters allow and an existing Direct Debit arrangement exists which was created online.
Cancel Direct Debit	If parameters allow and an existing Direct Debit arrangement exists.

Note: If the assessment has multiple listed ratepayers associated with it, then only the user that created the exsiting DDR will be able to Amend or Cancel it. If an assessment changes hands (ie. change of ratepayer), then Amend will not be available and Cancel will only be available if there is a single ratepayer on the assessment. Any other more complicated scenarios will require the ratepayer to contact council.

The Enquiry form below shows an assessment which has no active Direct Debit arrangements and therefore allows the user to Request Direct Debit.

Enquiry Detail View

Change the Rating Period   16/17   ⌄

Original

Ratepayer Address	CEO, 7 Woodside Rd, NAIRNE SA...	**Assessment Number**	7
Assessment Check Digit	9	**Formatted Assessment Number**	79
Valuation Number	01/11111111/A	**Rateable Value**	0
Formatted Property Address	Centrifugal Shopping Plaza, 5 Fan...	**Legal Property Description**	Lot 4123 DP 23423
Primary Location	Centrifugal Shopping Plaza, 5 Fan...	**Location of the Rating Unit**	Centrifugal Shopping Plaza, 5 Fan...
Current Rating Period	16/17	**Current Rating Period Description**	2016/2017
Arrears/Previous Period	$980.00	**Deferred Rates**	$0.00

[Previous] [Attachments] [Rates Notices] [Show Existing Arrangements To Pay] [Request Direct Debit]

DIRECT DEBIT REQUEST ENTRY

Depending upon the parameter setup, either Due Date or Periodic DDR's can be entered.
Due Date entry is the default and is a two stage entry process. First the Commencement Date is entered.

Assessment

This is the Assessment for the Direct Debit.
Assessment Number   7
Ratepayer Names   Tim Holton and Michael James Liet
Formatted Property Address   Centrifugal Shopping Plaza, 5 Fanclub Drive, EASTWOOD SA. 5063
Current Rating Period   16/17

Total Outstanding $980.00
End Date of Rating Period   30/06/2017

Due Date Direct Debit Request

Due Date
Due Date based direct debits are processed by Council for the amount due on the due date of the notice or on the commencement date specified.
Periodic
For Periodic Direct Debits, Rate account payments to Council will be automatically deducted from you bank account for the frequency and amount you have/will nominated below.
Denotes that the field is mandatory.

Schedule Type *   [Due Date   ⌄]
Commencement Date *   [11/08/2016 📅]

[Previous] [Next]

Upon pressing Next, the Amount of payment is calculated. Note that this amount is the Total Outstanding on the Assessment for Due Date DDR's. The amount is shown and then the Bank Account Details section is presented for entry.

Assessment

This is the Assessment for the Direct Debit.
Assessment Number   7
Ratepayer Names   Tim Holton and Michael James Liet
Formatted Property Address   Centrifugal Shopping Plaza, 5 Fanclub Drive, EASTWOOD SA. 5063
Current Rating Period   16/17

Total Outstanding $980.00
End Date of Rating Period   30/06/2017

Due Date Direct Debit Request

Due Date
Due Date based direct debits are processed by Council for the amount due on the due date of the notice or on the commencement date specified.
Periodic
For Periodic Direct Debits, Rate account payments to Council will be automatically deducted from you bank account for the frequency and amount you have/will nominated below.
* Denotes that the field is mandatory.

Schedule Type   DueDate
Commencement Date   11/08/2016
Amount of payment $980.00

Bank Account Details

Please enter the bank account details for the Direct Debit below.
BSB *   `123456`
Account Number *   `87654321`
Account Name *   `Account Name`

[Previous]   [**Next**]

Once the Next button is pressed, the Confirmation form will be displayed (see later section).

For Periodic DDR entry, this form requires three stages of entry. The first is to prompt for the Commencement Date (as per above), but when the Schedule Type is Periodic, The Frequency details are promtped. Once the Frequency details are entered, the system will calculate the Amount of Payment based upon the frequncy and present the Bank Account Details section for entry.

The final/third stage of Periodic DDR entry is shown on the sample screen below.

Assessment

This is the Assessment for the Direct Debit.
Assessment Number   7
Ratepayer Names   Tim Holton and Michael James Liet
Formatted Property Address Centrifugal Shopping Plaza, 5 Fanclub Drive, EASTWOOD SA. 5063
Current Rating Period   16/17

Total Outstanding $980.00
End Date of Rating Period   30/06/2017

Periodic Direct Debit Request

Periodic
For Periodic Direct Debits, Rate account payments to Council will be automatically deducted from you bank account for the frequency and amount you have/will nominated below.
Due Date
Due Date based direct debits are processed by Council for the amount due on the due date of the notice or on the commencement date specified.
* Denotes that the field is mandatory.

Schedule Type   Periodic
Commencement Date   11/08/2016
Frequency *   Quarterly   ⌄
Day Of Month *   11   ⌄
Amount of payment $245.00

Bank Account Details

Please enter the bank account details for the Direct Debit below.
BSB *   123456
Account Number *   87654321
Account Name *   Periodic Payment Person   ×

[Previous] [Next]

DIRECT DEBIT AMENDMENT

Direct Debit amendments are a two stage process where first the details of the Direct Debit are able to be changed. It should be noted that a ratepayer cannot change a Direct Debit from being a Due Date based DDR to Periodic or vice versa. If they wish to do so, they will need to cancel the existing DDR and then create a new DDR arrangement.

Assessment

This is the Assessment for the Direct Debit.
Assessment Number   7
Ratepayer Names   Tim Holton and Michael James Liet
Formatted Property Address   Centrifugal Shopping Plaza, 5 Fanclub Drive, EASTWOOD SA. 5063
Current Rating Period   16/17

Total Outstanding $980.00
End Date of Rating Period   30/06/2017

Amend Direct Debit

Please enter the new values for the Direct Debit
* Denotes that the field is mandatory.

Schedule Type	DueDate		
Commencement Date	11/08/2016	to	11/08/2016

[Previous] [Next]

Upon pressing Next, the Bank Details can then be changed.

Assessment

This is the Assessment for the Direct Debit.
Assessment Number   7
Ratepayer Names   Tim Holton and Michael James Liet
Formatted Property Address   Centrifugal Shopping Plaza, 5 Fanclub Drive, EASTWOOD SA. 5063
Current Rating Period   16/17

Total Outstanding $980.00
End Date of Rating Period   30/06/2017

Amend Direct Debit

Please enter the new values for the Direct Debit
* Denotes that the field is mandatory.

Schedule Type	DueDate		
Commencement Date	11/08/2016	to	11/08/2016
Amount of payment	$980.00		

Bank Account Details

Please enter the bank account details for the Direct Debit below.

BSB	123456	to	123456
Account Number	87654321	to	87654321
Account Name	Account Name	to	Account Name Changed

[Previous] [Next]

DIRECT DEBIT CANCEL

When cancelling a Direct Debit, no fields are available for entry.

The End Date is set to todays date. When the request is submitted the Direct Debit will be marked as Historic.

Assessment

This is the Assessment for the Direct Debit.

Assessment Number   7
Ratepayer Names   Tim Holton and Michael James Liet
Formatted Property Address Centrifugal Shopping Plaza, 5 Fanclub Drive, EASTWOOD SA. 5063
Current Rating Period   16/17

Total Outstanding $980.00
End Date of Rating Period 30/06/2017

Cancel Direct Debit

Please enter the date after which all Direct Debits should be halted
Denotes that the field is mandatory.

Commencement Date   11/08/2016
Amount of payment $980.00
End Date   11/08/2016

Bank Account Details

BSB   123456
Account Number   87654321
Account Name   Account Name Changed

[Previous] [Next]

DIRECT DEBIT CONFIRMATION

Below are sample confirmation forms. The first is for a Direct Debit Amend and the second confirmation shows how the individual payments are included for Periodic DDRs.

Amend Direct Debit

Assessment Number	7
Ratepayer Names	Tim Holton and Michael James Liet
Formatted Property Address	Centrifugal Shopping Plaza, 5 Fanclub Drive, EASTWOOD SA. 5063
Current Rating Period	16/17

Confirm Your Direct Debit Amendment Request

Below are the details of your Direct Debit Amendment Request. Click the Next button to continue once you are sure that all of the details have been completed correctly.

Schedule Type	DueDate
Commencement Date	11/08/2016
Total Outstanding	$980.00
BSB	123456
Account Number	87654321
Account Name	Account Name Changed

By confirming the changes made on this form the rate payer recognises that these changes will be applied to all subsequent Direct Debit payments as per the details entered. The rate payer also recognises that Direct Debit processing will continue for subsequent future rates due which will be subject to latter criteria until such a time that the rate payer cancels Direct Debit processing either via this site or by contacting council directly.

☑ I hereby agree the above details are correct and have read and understood the disclaimer above

[Previous] [Next]

Periodic Direct Debit Request

Periodic
For Periodic Direct Debits, Rate account payments to Council will be automatically deducted from you bank account for the frequency and amount you have/will nominated below.
Due Date
Due Date based direct debits are processed by Council for the amount due on the due date of the notice or on the commencement date specified.

Assessment Number	7
Ratepayer Names	Tim Holton and Michael James Liet
Formatted Property Address	Centrifugal Shopping Plaza, 5 Fanclub Drive, EASTWOOD SA. 5063
Current Rating Period	16/17

Confirm Your Periodic Direct Debit Request

Below are the details of your Periodic Direct Debit Request. Click the Next button to continue once you are sure that all of the details have been completed correctly.

Schedule Type	Periodic
Commencement Date	11/08/2016
Frequency	Quarterly
Day Of Month	11
Total Outstanding	$980.00
Amount of payment	$245.00
BSB	123456
Account Number	87654321
Account Name	Periodic Payment Person

Sequence	Payment Date	Payment Amount
1	11/08/2016	$245.00
2	11/11/2016	$245.00
3	11/02/2017	$245.00
4	11/05/2017	$245.00

I hereby agree that the details I have entered for Periodic Direct Debits are desired.

☑ OK

Previous   Next

DIRECT DEBIT CONFIRMATION EMAIL

Below are sample Confirmation emails. The first is a plain text email of a Direct Debit Amend. The second is a HTML based e-mail for the creation of a Periodic Direct Debit Request.

ePathway <nicholas.gabb@infor.com>   ■ Has Last

Amended Direct Debit Confirmation

Amended Direct Debit Details

Assessment Details:
Assessment Number   7
Ratepayer Names   Tim Holton and Michael James Liet
Formatted Property Address   Centrifugal Shopping Plaza, 5 Fanclub Drive, EASTWOOD SA. 5063
Current Rating Period   16/17

Amended Direct Debit Details:

Transaction Reference   EDDA118
Schedule Type   Due Date
Commencement Date   11/08/2016
BSB   123456
Account Number   87654321
Account Name   Account Name Changed
Total Outstanding $980.00

If you have any enquiries, please contact the Customer Service Centre on (02) 9875 9100. Sincerely, Infor City Council

DIRECT DEBIT SUBMIT

Below is a sample submission screen presented after a Direct Debit Request confirmation.

The transaction reference displayed is included in the email sent to the ratepayer. A Reference is also added to the Assessment within Pathway.

PATHWAY DIRECT DEBIT MAINTENANCE/ENQUIRY

The Pathway Direct Debit Maintenance/Enquiry forms have had a change made to show the origin/source of a Direct Debit.

The selection form displays the source, where those created online have a source of ePathway versus those created from Pathway by a council officer:

Rates Accounting >> Assessment Maintenance >> Direct Debit

The actual maintenance form now also shows the new source field as shown below.

Rates Accounting >> Assessment Maintenance >> Direct Debit >> [Select]

PATHWAY DASHBOARD SAMPLES

The Pathway Dashboard can be utilised for visual alerts within Pathway. The new Source field added to the Direct Debits table can be used with a new Created Date field to create charts to suit council. Below is a very simple sample showing three charts to give a council officer a means of identifying Direct Debits created in the last 30 days and the uptake over the past year.
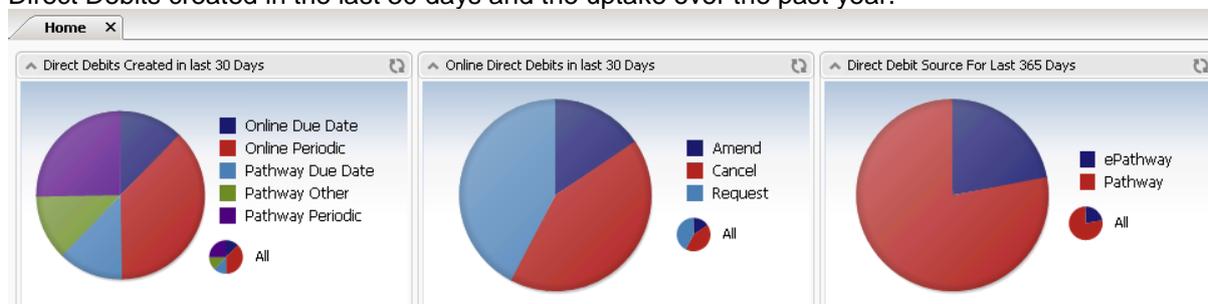
The Query definition used for the first chart is shown below:

Query >> Query Maintenance

Query >> Query Maintenance > Advanced

The Chart definition is also very basic.
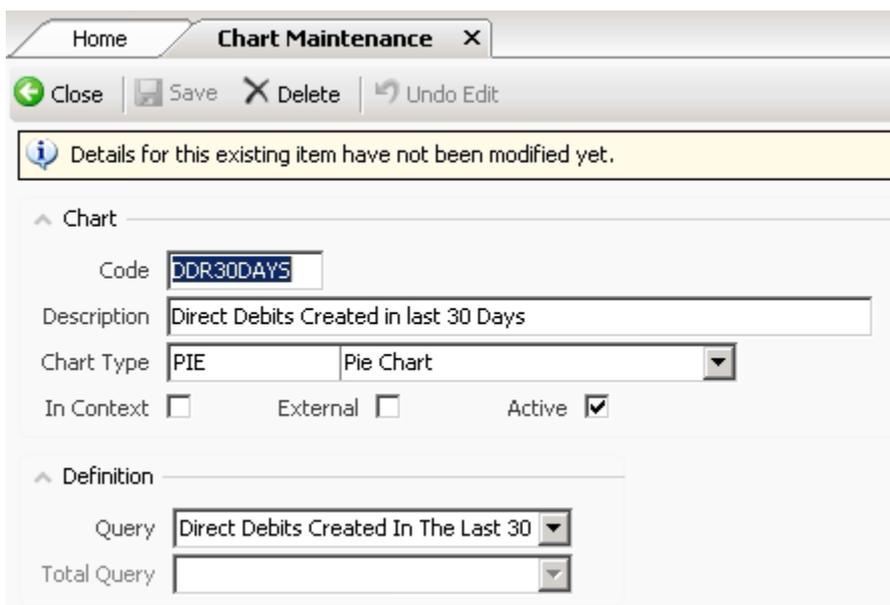
System Administration >> System Parameters >> MyPathway Charts

And because we have defined the main assessment table for the Query table, we can drill down via the graph.
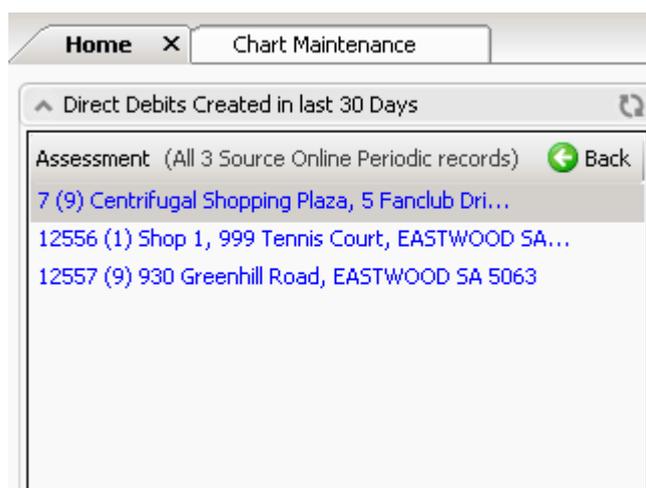
Clicked upon the Online Periodic pie slice on the first chart

The Query SQL for all three charts are shown below for reference.

Chart	Query SQL
Direct Debits Created in last 30 Days	insert into CQYSLCT select distinct {{Query_Result_TPK}}, replace(replace(isnull(dd.source,'P'),'P','Pathway'),'E','Online') + ' ' + CASE t.ddarrange WHEN 'S' THEN 'Periodic' WHEN 'C' THEN 'Due Date' WHEN 'N' THEN 'Due Date' ELSE 'Other' END + ';', LRAASSM.TPKLRAASSM FROM LRAASSM, lraddbt dd, lraddty t WHERE tpklraassm = dd.tfklraassm and dd.createddate > (GETDATE()-30) and dd.status = 'C' and dd.tfklraddty = tpklraddty

Chart	Query SQL

Online Direct Debits in last 30 Days	insert into CQYSLCT select distinct {{Query_Result_TPK}},
	  CASE WHEN CRFREFR.refnumber like 'EDDC%' THEN 'Cancel' WHEN CRFREFR.refnumber like 'EDDR%' THEN 'Request'
	  WHEN CRFREFR.refnumber like 'EDDA%' THEN 'Amend' ELSE 'Other' END + ';',
	CRFREFR.TPKCRFREFR
	from lraassm a, lraddbt dd, egelist e, CRFREFR, crfrole o
	where
	a.tpklraassm = dd.tfklraassm and dd.createddate > (GETDATE()-30) and dd.source = 'E' and e.cdeegelist = 'LRA'
	and CRFREFR.tfkcrftype = e.tfkcrftype_2 and o.tfklocl = tpkcrfrefr and o.tfkappl = a.tpklraassm
	and CRFREFR.refnumber like 'EDD%' and CRFREFR.statusdate > (GETDATE()-30)

Direct Debit Source For Last 365 Days	insert into CQYSLCT select distinct {{Query_Result_TPK}}, replace(replace(isnull(rtrim(LRADDBT.SOURCE), 'P'), 'P', 'Pathway'), 'E', 'ePathway') + ';', LRADDBT.TPKLRADDBT from LRADDBT where (LRADDBT.STATUS = 'C' and LRADDBT.CREATEDDATE >= (getdate()-365))

DIRECT DEBIT TEXT CODES

The Admin user for ePathway can tailor the text on the new Direct Debit screens by the standard text maintenance forms provided within ePathway.

Ie. Layout >> Text >> Direct Debit Requests (Module Group)

Text Code	Where used	Default Value
Button.DirectDebitDetail	Submission form	Assessment Details
DirectDebits.AmendButton	Enquiry Detail form	Amend Direct Debit
DirectDebits.AmendDetails	Email text (heading)	Amended Direct Debit Details
DirectDebits.AmendDirectDebitHeading	Amend entry	Amend Direct Debit
DirectDebits.AmendDirectDebitInstruct	Amend entry	Please enter the new values for the Direct Debit
DirectDebits.AmendTo	Amend entry	to
DirectDebits.AssessmentDetails	Heading on Email and Confirm forms	Assessment Details
DirectDebits.AssessmentDetailsHeading	All Entry forms	Assessment
DirectDebits.AssessmentDetailsInstruct	All Entry forms	This is the Assessment for the Direct Debit.
DirectDebits.BankAccountDetailsHeading	All Entry forms	Bank Account Details
DirectDebits.BankAccountDetailsInstructions	All Entry forms	Please enter the bank account details for the Direct Debit below.
DirectDebits.CancelButton	Enquiry Detail form	Cancel Direct Debit
DirectDebits.CancelDetails	Email text (heading)	Cancelled Direct Debit Details
DirectDebits.CancelDirectDebitHeading	Cancel Entry	Cancel Direct Debit
DirectDebits.CancelDirectDebitInstruct	Cancel Entry	Please enter the date after which all Direct Debits should be halted
DirectDebits.ConfirmAmendHeading	Amend confirmation	Confirm Your Direct Debit Amendment Request

Text Code	Where used	Default Value
DirectDebits.ConfirmAmendInstructions	Amend confirmation	Below are the details of your Direct Debit Amendment Request. Click the Next button to continue once you are sure that all of the details have been completed correctly.
DirectDebits.ConfirmCancelHeading	Cancel confirmation	Confirm Your Direct Debit Cancellation Request
DirectDebits.ConfirmCancelInstructions	Cancel confirmation	Below are the details of your Direct Debit Cancellation Request. Click the Next button to continue once you are sure that all of the details have been completed correctly.
DirectDebits.ConfirmDueDateHeading	Due Date DDR confirmation	Confirm Your Direct Debit Request
DirectDebits.ConfirmDueDateInstructions	Due Date DDR confirmation	Below are the details of your Due Date based Direct Debit Request. Click the Next button to continue once you are sure that all of the details have been completed correctly.
DirectDebits.ConfirmPeriodicHeading	Periodic DDR confirmation	Confirm Your Periodic Direct Debit Request
DirectDebits.ConfirmPeriodicInstructions	Periodic DDR confirmation	Below are the details of your Periodic Direct Debit Request. Click the Next button to continue once you are sure that all of the details have been completed correctly.
DirectDebits.DirectDebitDetails	All confirmations	Direct Debit Details.
DirectDebits.DueDate	Schedule type description	Due Date
DirectDebits.DueDateDetails	Email text (heading)	Due Date Direct Debit Request Details
DirectDebits.Email.AmendHeader	Email text	Amended Direct Debit Details
DirectDebits.Email.AmendSubject	Email text	Amended Direct Debit Confirmation
DirectDebits.Email.CancelHeader	Email text	Cancelled Direct Debit Details
DirectDebits.Email.CancelSubject	Email text	Cancelled Direct Debit Confirmation
DirectDebits.Email.DueDateHeader	Email text	Direct Debit Request Details
DirectDebits.Email.DueDateSubject	Email text	Direct Debit Request Confirmation
DirectDebits.Email.PeriodicHeader	Email text	Direct Debit Request Details
DirectDebits.Email.PeriodicSubject	Email text	Direct Debit Request Confirmation
DirectDebits.PaymentAmount	Periodic confirm and HTML email	Payment Amount
DirectDebits.PaymentDate	Periodic confirm and HTML email	Payment Date
DirectDebits.PaymentStatus	Periodic confirm and HTML email	Payment Status
DirectDebits.PaymentStatusCreated	Status description	Due
DirectDebits.PaymentStatusExtracted	Status description	Paid

Text Code	Where used	Default Value
DirectDebits.PaymentStatusToCancel	Status description	To Cancel
DirectDebits.PaymentStatusUpdated	Status description	Cancelled
DirectDebits.Periodic	Schedule type description	Periodic
DirectDebits.PeriodicDetails	Email text (heading)	Periodic Direct Debit Request Details
DirectDebits.RequestButton	Enquiry Detail form	Request Direct Debit
DirectDebits.RequestDirectDebitHeading	Request Entry	Direct Debit Request Details
DirectDebits.RequestDirectDebitInstruct	Request Entry	Please enter the desired Direct Debit details. Once satisfied with the Amount, Start, End and Frequency of payment the system will determine the schedule. Note that for a Monthly frequency the day of month must be specified, whereas for Weekly and Fortnightly the desired day of week is required.
DirectDebits.Sequence	Periodic confirm and HTML email	Sequence
DirectDebits.SubmissionAmendHeading	Amend submission	Direct Debit Amendment Request Submission
DirectDebits.SubmissionAmendInstructions	Amend submission	Your Direct Debit Amendment request has been submitted and will be processed shortly. You will receive an email verifying the details you have just submitted. As the request is processed. Please note your Transaction Reference (shown below) for any enquiries regarding this request.
DirectDebits.SubmissionCancelHeading	Cancel submission	Direct Debit Cancellation Request Submission
DirectDebits.SubmissionCancelInstructions	Cancel submission	Your Direct Debit Cancellation request has been submitted and will be processed shortly. You will receive an email verifying the details you have just submitted. As the request is processed. Please note your Transaction Reference (shown below) for any enquiries regarding this request.
DirectDebits.SubmissionDueDateHeading	Due Date submission	Direct Debit Request Submission

Text Code	Where used	Default Value
DirectDebits.SubmissionDueDateInstructions	Due Date submission	Your Direct Debit request has been submitted and will be processed shortly. You will receive an email verifying the details you have just submitted. As the request is processed. Please note your Transaction Reference (shown below) for any enquiries regarding this request.
DirectDebits.SubmissionPeriodicHeading	Periodic submission	Direct Debit Request Submission
DirectDebits.SubmissionPeriodicInstructions	Periodic submission	Your Direct Debit request has been submitted and will be processed shortly. You will receive an email verifying the details you have just submitted. As the request is processed. Please note your Transaction Reference (shown below) for any enquiries regarding this request.
DirectDebits.TransactionReference	Email and submission	Transaction Reference

General Enquiry Applications

	DRN: 29690	Fix:
	KB:	

DECISION DATE SEARCH PROFILE

A new 'Show Applications with Decision made within the last XX days' parameter is now available for Application General Enquiry Lists. This should be considered an optional filter that compliments the existing search profile options.

It should be noted a Pathway Export is not required when changing the new parameter. Validation occurs as a final step, implying that Decision Date is only validated once all other Enquiry List search profiles are satisfied. For this reason performance is not expected to be impacted.

ePathway General Enquiry Rates

InforXtreme Incident:	DRN: 29770	Fix:
SMART AND THICK CLIENT;	KB:	

RATES NOTICE ONLINE ACCESS

It is now possible to allow ratepayers to view Rates Notices (or other Letters sent to them) via the ePathway General Enquiry Rates detail form for sites that retain and/or attach notices within Pathway Rates.

Sites can control which types of Notices, Letters and Attachments are exposed to online users via the ePathway General Enquiry Rates detail form by selecting the desired Merge Types and Attachment Types.

System Administration >> ePathway >> General Enquiry Parameters >> Rates Enquiry Parameters >> Rates Enquiry Parameters >> Merge Types

System Administration >> ePathway >> General Enquiry Parameters >> Rates Enquiry Parameters >> Rates Enquiry Parameters >> Attachment Types

New buttons are displayed on the enquiry detail form if the Assessment being viewed has any retained Documents or Attachments that match those chosen in a similar manner to the existing Attachments form used by the Applications General Enquiry module.

Merge Types are restricted to RATENOTICE and RA_LETTER classes and only generated documents that have an issued date and were addressed to the registered user will be exposed. The user will be unable to view or know about documents sent to other recipients.

Note that as per most ePathway forms, the button, screen title and field labels can be customised via Text definition forms. The Text codes introduced in this change are:

TEXTCODE	PURPOSE	DEFAULT
GeneralEnquiry.RatesLetters	Title and button label for new Rates Notices and Letters form.	Rates Notices
GeneralEnquiry.RatesAttachements	Title and button label for new Rates Attachments form.	Attachments
GeneralEnquiry.LetterDescription	Title for column which contains the Notice/Letter description (which is taken from the Merge Type description).	Description
GeneralEnquiry.LetterIssueDate	Title for column which contains the Notice/Letter issue date. Only issued letters will be included.	Issue Date
GeneralEnquiry.LetterLink	Title for column which contains the link icon to view the actual Notice/Letter.	Link

PROPERTY ONLINE ACCESS

The ePathway General Enquiry Property form has also been modified to allow access to selected Merge Types and Attachment Types. These types are determined within the Property Enquiry List forms shown below.

The Merge Types are restricted to the LETTER, NOTICE and CERTIFICAT Merge Type classes for Property.
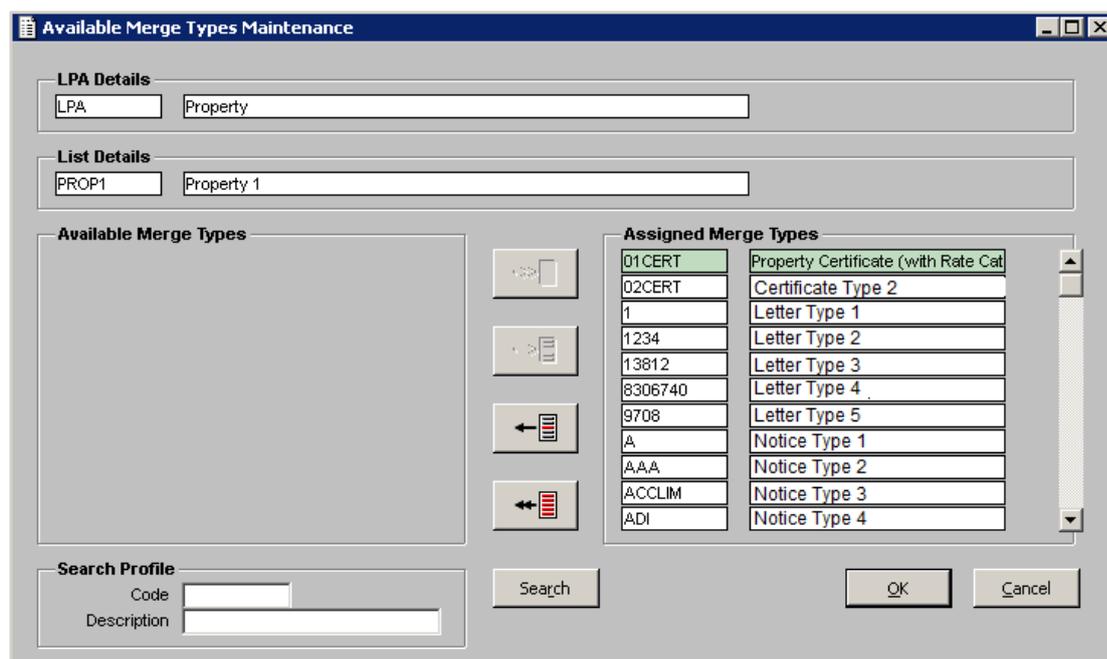
System Administration >> ePathway >> General Enquiry Parameters >> Property Enquiry Parameters >> Property Enquiry List Parameters >> [Select Code] >> Merge Types
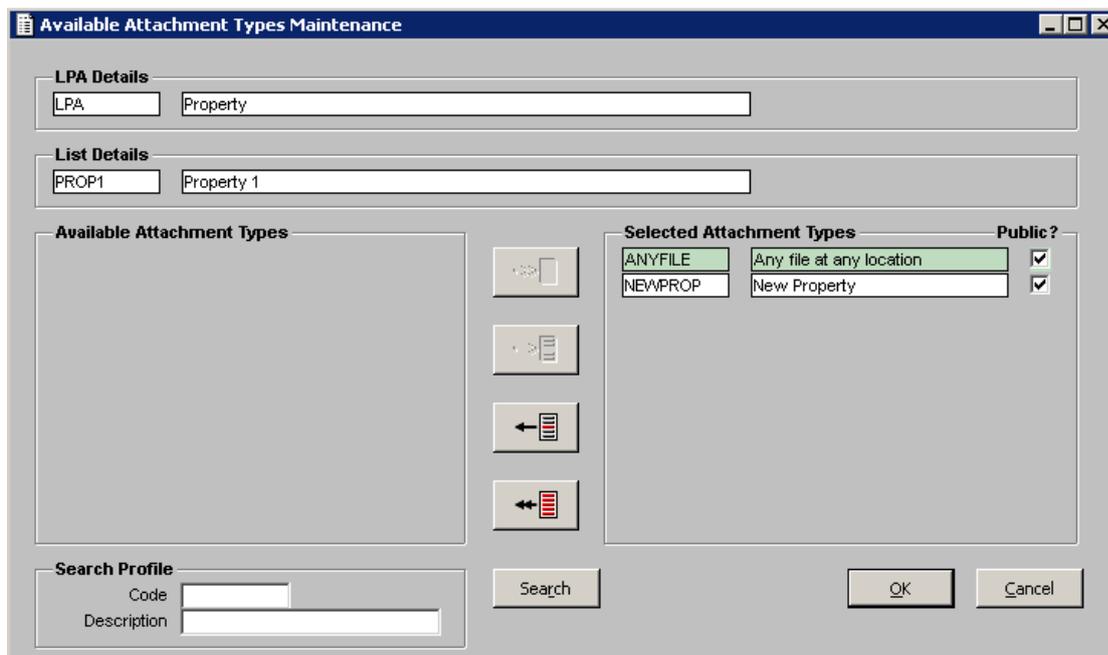
System Administration >> ePathway >> General Enquiry Parameters >> Property Enquiry Parameters >> Property Enquiry List Parameters >> [Select Code] >> Attachment Types

The Text codes additional to this change are shown below:

TEXTCODE	PURPOSE	DEFAULT
GeneralEnquiry.PropertyLetters	Title and button label for new Rates Notices and Letters form.	Letters
GeneralEnquiry.PropertyAttachments	Title and button label for new Rates Attachments form.	Attachments
GeneralEnquiry.ApplicationAttachments	Title and button label for existing Application Attachments form.	Attachments
GeneralEnquiry.LicenceAttachments	Title and button label for existing Licence Attachments form.	Attachments
GeneralEnquiry.Attachments	Superseded by the above module specific labels. Was used on both Applications and Licence forms.	Attachments

Infomart

Enhancements

Datamart - Infringements

InforXtreme Incident:	DRN: 29717	Fix:
SMART AND THICK CLIENT;	KB:	

INFRINGEMENT_ANIMAL_FACTS

Two fields, Secondary_Breed and Secondary_Colour, have been added to the Infringement_Animal_Facts table. More information can be found in the Infomart documentation.

Datamart - Animals

InforXtreme Incident:	DRN: 29717	Fix:
SMART AND THICK CLIENT;	KB:	

ANIMAL_FACTS

Three fields, Secondary_Breed_Key, Secondary_Colour_Code, and Secondary_Colour_Description, have been added to the Animal_Facts table. More information can be found in the Infomart documentation.

Rate_Transaction_Facts

InforXtreme Incident:	DRN: 29707	Fix:
	KB:	

The Rates DataMart rebuild process Rate_200 now includes the creation and population of the Effective_Date field that contains the date from which the transaction was effective.

Datamart - Applications

InforXtreme Incident:	DRN: 29593	Fix:
SMART AND THICK CLIENT;	KB:	

DEVELOPMENT CONTRIBUTIONS

The following tables have been added to the Applications datamart:
Application_Non_Cash_Contr
Application_NC_Agd_Val_Hst
Application_BG_Agd_Val_Hst
Please refer to the Infomart documentation for more details.

Rates DataMart

InforXtreme Incident:	DRN: 29619	Fix:
SMART CLIENT;	KB:	

RATES ACTIVITY FACTS

The Suspended Date on the Recovery Group Activity is now available in Infomart in the Activity Fact table.

Infringements

Enhancements

Secondary Animal Breeds and Colours

InforXtreme Incident:	DRN: 29717	Fix:
SMART AND THICK CLIENT;	KB:	

INFRINGEMENT ENTRY AND MAINTENANCE

Two optional fields have been added to the Infringement Ticket Entry, Maintenance, and Enquiry forms for the Animals (AN1) format in both the smart and thick clients. *Secondary Breed* holds the second-most dominant breed, if any, for a given animal, where the breed has been selected from the available breeds against the relevant infringement type, as defined within Infringement Type Parameters >> Animal Breed Maintenance. *Secondary Colour* holds the second-most dominant colour, if any, for a given animal, where the colour has been selected from the available colours against the relevant infringement type, as defined within Infringement Type Parameters >> Animal Colour Maintenance.

Within Infringement Ticket Entry or Maintenance, a warning is displayed if the Secondary Breed value is the same as the *Breed* value, or if the Secondary Colour value is the same as the *Colour* value. An error is displayed if a Secondary Colour value has been specified without a Colour value. Where a ticket is linked to an existing animal in Animal Registration, the Secondary Breed and Secondary Colour values are taken from the secondary breed and colour descriptions (if any) against the relevant animal.

Secondary Breed and Secondary Colour may also appear in infringement summary data where the existing breed and colour values appear.

HANDHELD DATA UPLOAD

There are four new fields available on the import entity (LRPIF18) for the Animals format:

```
ANSBTYPE      Secondary Breed
ANSBDESCR     Secondary Breed Description
ANSCTYPE      Secondary Colour
ANSCDESCR     Secondary Colour Description
```

If a value is supplied in ANSBTYPE, it is used to look up a breed type defined within Infringement Type Parameters >> Animal Breed Maintenance, and the corresponding description is used as the *Secondary Breed* value in Animal Infringement Ticket Maintenance. Otherwise, if a value is supplied in ANSBDESCR, it is used as the Secondary Breed value. If a value is supplied in ANSCTYPE, it is used to look up a colour type defined within Infringement Type Parameters >> Animal Colour Maintenance, and the corresponding description is used as the *Secondary Colour* value in Animal Infringement Ticket Maintenance. Otherwise, if a value is supplied in ANSCDESCR, it is used as the Secondary Colour value.

WORD PROCESSING

There are two new extract fields, *Animal_Secondary_Breed* and *Animal_Secondary_Colour*, available for use within Infringements merge types. These contain the values of the Secondary Breed and Secondary Colour fields respectively in Animal Infringement Ticket Maintenance for a given ticket.

Cycle Function Selection Interface

InforXtreme Incident:	DRN: 29700	Fix:
SMART AND THICK CLIENT;	KB:	

CYCLE FUNCTION – SPER VALIDATION & STATUS UPDATES

** QUEENSLAND SITES ONLY **

The Queensland Government Department of Justice and Attorney-General SPER Web Client now allows Councils the option of downloading Data Validation Reports and Status Reports as .csv text files. The Cycle Function has been enhanced to allow these files to be processed while retaining the capability to still process the corresponding fixed-format .dat text files.

VALIDATION

A File Format radio button group has been added to the SPER Validation Control form to allow the format of the incoming file to be selected:

Figure 1 SPER Validation Control (form LIFC9870)

Note that selecting the format of the incoming file only changes the default File Name on this form. The batch process will automatically determine the format of the incoming file from the file contents.

Figure 2 Sample default File Name if .DAT format is selected

Figure 3 Sample default File Name if .CSV format is selected

The .csv format default file name is constructed to match the file name suggested by the SPER Web Client when the file is downloaded (note that the name of the downloaded file may have been changed by the user when the downloaded file was saved).

The .csv Data Validation Report files are formatted as shown in this example from the SPER Design AA Interface document provided by the Queensland State Government SPER Project Team:

```
Validation Report on File:AA20060825001.dat

File Seq.  No,SPER Rec'd,Referring Agency,Version
76,25/08/2006,9999,1

Status,File Created,Reason
Processed,25/08/2006,
Description,

Trans ID,Issuing Auth,Infr.  No,Status,Reason
1,9999,4127,ACCEPTED,
2,9999,4128,ACCEPTED,
3,9999,4129,ACCEPTED,
4,9999,3489,REJECTED,ERROR COUNT : 1 Invalid offence code
5,9999,3492,ACCEPTED,
6,9999,4107,ACCEPTED,
7,9999,4109,ACCEPTED,
8,9999,4111,ACCEPTED,
9,9999,4116,ACCEPTED,
10,9999,4126,ACCEPTED,
11,9999,4122,ACCEPTED,
12,9999,4120,ACCEPTED,
13,9999,4119,ACCEPTED,

Total Accepted,12
Total Rejected,1
Total Transactions,13
```

The batch process for the SPER Validation has been enhanced to detect when a file in the above format is being processed, and extract the required data and process it in the same manner as the equivalent data extracted from files in the original .dat file format.

STATUS UPDATE

The .csv Status Report files are formatted as shown in this example from the SPER Design AA Interface document provided by the Queensland State Government SPER Project Team:

```
Status Report

Referring Agency,All
Issuing Authority,9999
Status Type,Both,,Status,All
Date From,25/08/2006,,Date To,30/08/2006
Infringement #,

Issuing Agency,Infringement #,Status,Status Date,Details,Current
Any City Council,2970,27/08/2006,Instalment Plan,,False
Any City Council,2971,27/08/2006,Instalment Plan,,False
Any City Council,2971,27/08/2006,Reminder letter issued,,True
Any City Council,2970,27/08/2006,Reminder letter issued,,True
Any City Council,3995,25/08/2006,Debt Satisfied,Debt finalised - Payment,True
```

The batch process for the SPER Status Update has been enhanced to detect when a file in the above format is being processed, and extract the required data and process it in the same manner as the equivalent data extracted from files in the original .dat file format.

Cycle Function - MVR Enquiry and Update

InforXtreme Incident:	DRN: 29718	Fix:
SMART AND THICK CLIENT;	KB:	

CYCLE FUNCTION – MVR ENQUIRY AND UPDATE

** QUEENSLAND SITES ONLY **

The Cycle Function has been enhanced to enable Queensland sites to generate MVR Enquiry files for, and process MVR Update files from, the Transport Authorities in New South Wales and Victoria. This feature will assist Queensland councils in pursuing drivers from interstate who have committed a parking infringement in the Council's jurisdiction.

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:

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 other States (and for any other parking Infringement Types, if any).

Vehicle Types

When generating MVR Enquiry files for the Transport Authorities in New South Wales 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:

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 for which an MVR Enquiry file is to be generated:

Figure 7 First MVR Enquiry Control (form LIFC7000)

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

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 New South Wales and Victoria if the 'home' State is Queensland.

Note that if 'QLD' 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, if any. If run in Extract and Report mode, only offences for Queensland registered vehicles will be extracted (although vehicles registered in other States will still be included in the report). The report can be used to determine which other States need to have a separate Extract run performed:

```
| Form: LIFR7000                    Development Environment                    Page:    1|
| User: PTURN                 LIFR7000 MVR Enquiry Extract Report      13-Jul-2016 15:31:41|
|                                  PT - QLD - Extract & Report                             |


| Search Profile                                                                          |
|                                                                                         |
|    Infringement Type: Queensland Parking Class                                          |
|         State Code: Queensland                                                          |
|         Next Action: 13-Jul-2016                                                       |
|            Job Type: Extract and Report     Report Content: Detailed                    |


| Query Result                                                                            |
|                                                                                         |
|         Description:                                                                    |


| Form: LIFR7000                    Development Environment                    Page:    2|
| User: PTURN                 LIFR7000 MVR Enquiry Extract Report      13-Jul-2016 15:31:41|
|                                  PT - QLD - Extract & Report                             |

  Ticket      Registration    Offence Date  Offence                                Balance

   503        107MWK(QLD)     03-Jan-2016   Exceeded time limit                      25.00
   501        399RMK(QLD)     03-Jan-2016   Parking in designated No Parking zone    30.00
   502        649VIQ(QLD)     03-Jan-2016   Parking in designated No Parking zone    30.00
   508        751NGD(QLD)     03-Jan-2016   Exceeded time limit                      25.00

| Form: LIFR7000                    Development Environment                    Page:    3|
| User: PTURN                 LIFR7000 MVR Enquiry Extract Report      13-Jul-2016 15:31:41|
|                                  PT - QLD - Extract & Report                             |

  Ticket      Registration    Offence Date  Offence                                Balance

   507        AS47AE(NSW)     03-Jan-2016   Parking in designated No Parking zone    30.00
                                            Comments: New South Wales
   506        BLG147B(NSW)    03-Jan-2016   Exceeded time limit                      25.00
                                            Comments: New South Wales

| Form: LIFR7000                    Development Environment                    Page:    4|
| User: PTURN                 LIFR7000 MVR Enquiry Extract Report      13-Jul-2016 15:31:41|
|                                  PT - QLD - Extract & Report                             |

  Ticket      Registration    Offence Date  Offence                                Balance

   505        DKC692(VIC)     03-Jan-2016   Parking in designated No Parking zone    30.00
                                            Comments: Victoria
   504        HDC580(VIC)     03-Jan-2016   Exceeded time limit                      25.00
                                            Comments: Victoria

     Total - Offences:    8  Amount:     220.00     Extracted - Offences:    4  Amount:    110.00


      The file/s C:\TEMP\MV000343.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 QLD as the State Code
2.   Run the Extract in Extract and Report mode, selecting QLD as the State Code
3.   Run the Extract in Extract and Report mode for each other State 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 for which an MVR Enquiry response file is to be processed:

Figure 10 First MVR Enquiry Control (form LIFC7010)

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

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 New South Wales and Victoria where the 'home' State is Queensland.

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.

Licensing

Enhancements

Word Processing

InforXtreme Incident: SMART AND THICK CLIENT;	DRN: 29717 KB:	Fix:

WORD PROCESSING

The ANIMALS (Licence Animals) extract list includes the following two new fields:

Animal_Secondary_Breed
Animal_Secondary_Colour

These fields contain the descriptions associated with the new Secondary Breed and Secondary Colour field values in Animal Maintenance for each animal in the list.

Licensing Parameters

InforXtreme Incident: DUNE 6404079; CCC 7707046;	DRN: 29598 KB:	Fix:

FEE REGIME MAINTENANCE

The ability to create fees under a particular regime has been added to the Licensing module. As many regimes as necessary can be created and named accordingly.

A Regime is a term used to identify the highest level grouping for fees. In most cases there will be only one Regime, however this functionality gives the Council the ability to completely separate Licensing Fees should new Legislation be adopted.

Within each Regime there can be one, or many, Fee Schedules.

Fees must now be allocated to a regime.

Fees are now able to be established with Effective Dates. This provides for the ability for customers to pre-load new charges prior to them being effective, making new financial year charges easier and more convenient to set up.

As Regimes are now mandatory the following fee regimes will be automatically created within Licensing during the Upgrade:

- Each Licence class with fees present will have a default application fee regime created and linked to the existing application fee records.

Classes created after the upgrade process will need to have a new fee regime created manually before fees can be defined.
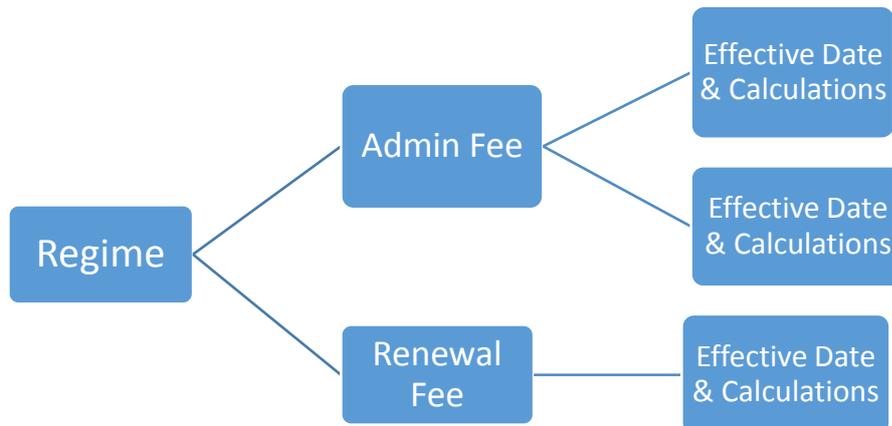
Fee Regime Parameters

A new option has been added to the Licensing Class Parameters form to allow the creation and maintenance of Licence Fee Regimes.

Before the fee regime parameters can be accessed they must be assigned to the appropriate responsibility group. From the Licensing Classes menu option assign the Licence Fee Regime option within the class and group parameters.
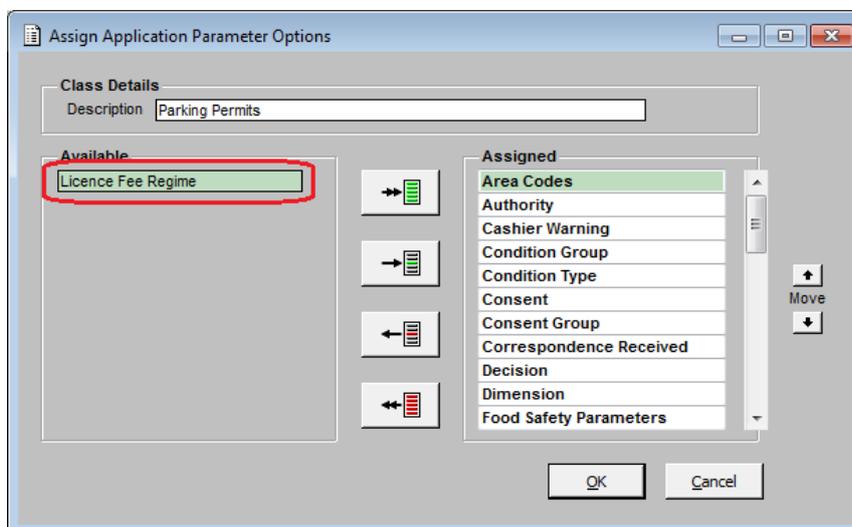
A new Licence Fee Regime option will then be available within the Smart Client version of Pathway.

The maintenance of Fee Regimes can only be done from the Smart Client. If a new class is created within the Thick Client version of Pathway a default fee regime will be created but additional regimes cannot be created unless using the Smart Client.

The forms below show an example of a default regime created during the upgrade process.

When creating a fee regime the Code, Description and Start Date fields are mandatory.

Start and End Date

The start and end date is used when fees have been assigned to load automatically, for example during lodgement. The fee will only be added if the system date is equal to or greater than the start date and less than or equal to the end date (if provided). If the system date is before the start date of the regime or after the end date of the regime the fee will not be added. The fee can however continue to be added manually from the fee maintenance form.

Default

The default flag allows the main fee regime to be specified. If a default regime has been specified, the fees displayed when manually adding a fee will initially be limited to fees within the default regime. Fees for other regimes can be selected by clearing the regime filter or by selecting a different regime.

Licence Fee Option

The Licence Fee option allows the fee parameters for the current licence fee regime to be maintained.
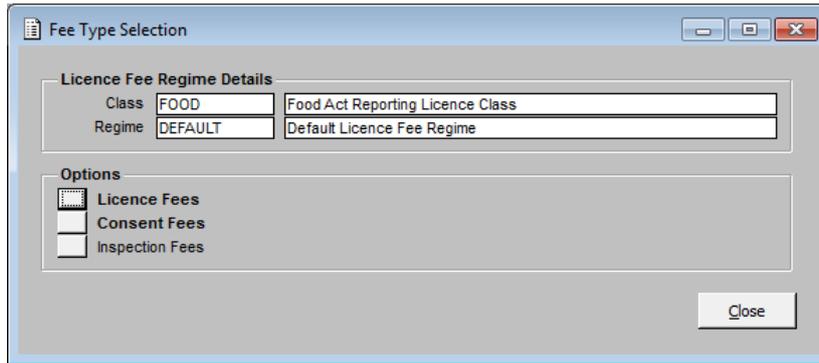
After selecting one of the fee type options the new Licence Fee Maintenance form will be displayed.
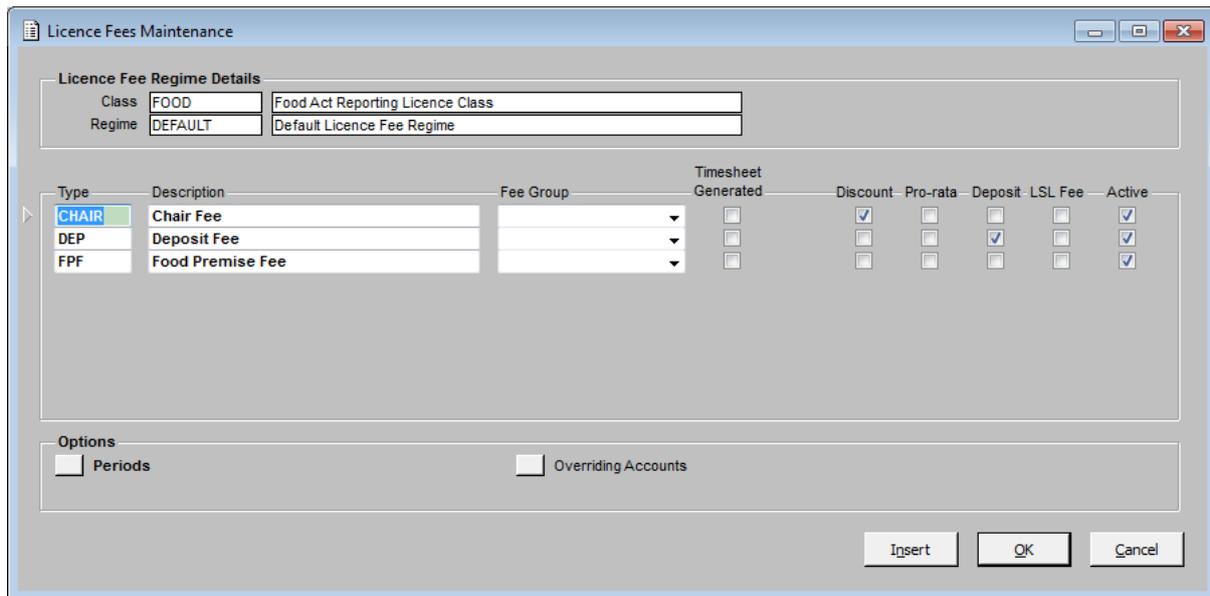
This form is similar to the previous Licence Fee Maintenance form except that the fields Base Fee and Minimum Fee and the options Dimensions, Calculation Formula and Licence Category have been moved to a new Periods option. Selecting the Periods option will display the Fee Period Maintenance form.

From the Fee Period Maintenance form the charges and rates for the fee can be specified to take effect from **Start of Business** on a particular date. New charge parameters can be entered with an effective date that is in the future and these charges will not be used until the system date is equal to the new effective date.

The Minimum Fee field is only available for fees with the Timesheet Generated flag turned on.

Copy Regime Option

The copy regime option can be used to create a copy of a regime. All active fees will be copied into the Regime however the Fee Period records will not be written.

The latest fee period for each fee will be copied to a Fee Schedule within the new Regime. Fee Schedules allow you to update the fee charges. Refer to Fee Schedules for more details later in this document.

After selecting the copy regime option, a new form will be displayed allowing the details of the new regime to be entered.

Fee Schedule Option

The fee schedule option allows the charges and rates for a regime to be displayed and maintained on a single form and then applied to the appropriate fees at a given effective date.

Fee Schedules may be created at any time. A Fee Schedule may be deleted provided it has not been updated.

Selecting the fee schedule option will display the Fee Schedule Search Profile form.

This form will display all of the schedules that have previously been applied to the regime and any schedules that are currently being worked on. Pressing the new button will create a new schedule.

When a new schedule is created the fee schedule maintenance form will be displayed with all active fees for the regime and the charges and rates will be populated from the latest fee period for each of the fees.

<u>Deleting a Fee from the Schedule</u>

If a fee is not required to be updated by the schedule the delete button on the schedule grid can be used to delete the fee from the schedule. This does NOT delete the Fee itself, it just removes it from the schedule.

Fees may be deleted in bulk from the Schedule by multi-selecting.

In this way you could establish multiple schedules with different fees in them and allocate them to different staff for updating.

Each of the values can be changed manually or indexation can be applied by entering the indexation details.

<u>Adding new Fees to the Schedule</u>

New Fees are created in the 'normal' way via Fee Maintenance.

For these Fees to be added to an existing (non-updated) schedule they must be created with a Period Date the same as the Effective Date of the Schedule.

The next time the Fee Schedule is opened a message will be displayed.

Answering 'Yes' will load all new Fees found (i.e. those that do not currently exist on the Schedule and have the same Period Date as the Schedule) into the Schedule.

Answering 'No' will not load the Fee into the Schedule.

Fees added into the Schedule may then be maintained via the schedule.

<u>Tips on using the Fee Schedule</u>

It is recognised that Councils may have hundreds of individual Fees and that working through this list could be laborious.

The Filter Button (as shown below) can be used on this form and will allow you filter in/out records by logical groupings. E.g. entering *Admin* in the filter field above Fee Type would return all Fees that contain the word Admin.

The Yellow 'post it' icon [icon] denotes that the value displayed is the default value that has been loaded from the latest fee period.
When values are changed (either manually or via the Indexation feature) a small information icon

[icon] will be displayed. Hovering over the icon will show you the previous value. Right mouse click, and select Undo from the context menu will put back the previous value.

Likewise, the Filter may also be used to search for numeric values. For example, putting the value >100 into the Base Fee column filter will return all fees with a base fee greater than $100.00.

The column filters work in conjunction with each other, so entering >100 and *Admin* would return all Fees with the word Admin somewhere in the description that are over $100.

Copy to Spreadsheet

The ability to copy all of the details out to a spreadsheet has also been provided.
Position your cursor into the grid and 'right mouse click'.
Select Copy All from the context menu.
You can then paste directly into Excel.

! Please note that there is NO import function back from the spreadsheet. All maintenance must be done within Pathway. This function is provided for ease of checking.

Saving and updating the Schedule of Fees

Details of the schedule can be saved and maintained until you are happy with the new charges and rates.

Once you are happy with the schedule the **Update Fee Parameters** button can be used to create the new fee periods within each of the fee parameters for the new charges.

When the schedule is updated to the parameters the date applied field will be populated on the schedule and no further changes to the schedule will be allowed.

Deleting a Schedule of Fees

Prior to updating, a Schedule in its entirety may be deleted at any time.

Fee Forms – General

The selection or display of the Regime has been applied across Pathway where Fees are displayed.

Licence Category Fee Dimension Maintenance ET/Factor

The ET/Factor field on the Development Category Fee Dimension Maintenance form has been increased from 3 decimal places to 4 decimal places.

Name and Address Register

Enhancements

Communication Type Maintenance

InforXtreme Incident: CGEY 9082564;	DRN: 29537	Fix:
SMART AND THICK CLIENT;	KB:	

COMMUNICATION TYPE USAGE MAINTENANCE

An Enhancement has been made to Pathway to allow users to nominate Pathway's Communication Type "Usage" against "Business (Phone)", "E-mail", "Fax", "Mobile (& SMS)", and "Home (Phone)", for Personal and/or Company identities.

The new Communication Type Usage Maintenance screen is accessed via Communication Type Maintenance's "Type Usage" option (Name and Address Register >> Name and Address Register Parameters >> Communication Type Parameters), as shown below:
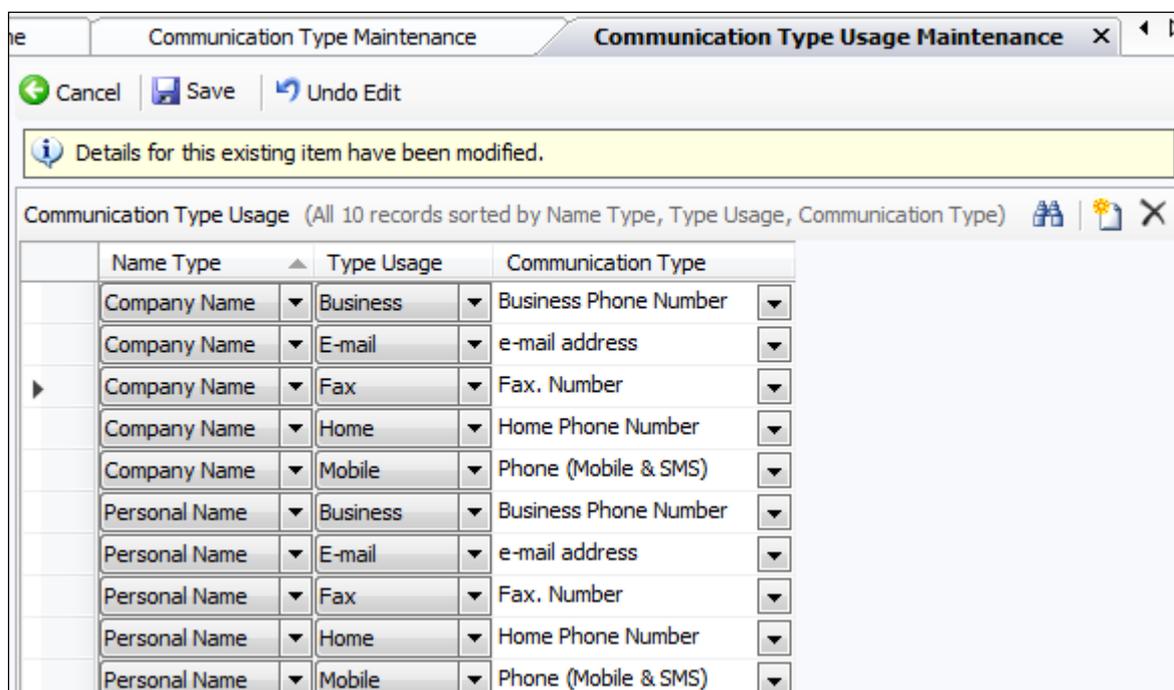
The Communication Type Usage records are initially sourced from Pathway's Customer Profile System Parameters (CCPPARM table) by the Pathway upgrade process. The usages are already internally used by Pathway Contact Management and ePathway, for mapping various "external" communication details with Pathway's "internal" Communication Types. With the additional mapping on "Business (Phone)" and "Home (Phone)" capacity, the usages are now also used for integration between Pathway and external software, for example, TRIM.

As a result of this enhancement, the Customer Profile System Parameters (CCPG9000), which is accessed via System Parameters >> Customer Profile Parameters >> System Parameters, is gradually phased out.

INFORMATION TYPE USAGE MAINTENANCE

A similar enhancement has also been made to Information Types to allow users to nominate Information Type "Usage" against "ABN", "ACN", "Drivers Licence Number", "Employee Number",

"Marital Status", "Medicare Number" and "Pensioner Number", for Personal and/or Company identities.

The new Information Type Usage Maintenance screen is accessed via Information Type Maintenance's "Type Usage" option (Name and Address Register >> Name and Address Register Parameters >> Information Type Parameters), as shown below:

NAME AND ADDRESS UPDATE NOTIFICATION

Pathway notifies other Systems and other Pathway Modules that details pertaining to a Personal Name or Company Name have changed based on the Roles attached to the Name.

This notification was only performed when the Formatted Name or Default Address was changed as this was the only Pathway Name and Address information that was being retained by other Systems. These other Systems have been expanded to retain additional Pathway Name and Address information such as phone numbers, email addresses, ABN numbers, ACN numbers and therefore now need to be notified whenever there is any change to the Name details, the Communication details, the Information details, the default Address details and/or the Role Address details. As a result almost any change to Name and Address details results in the notification process being performed and hence a potential degradation in the performance experienced by Pathway users performing Name maintenance. To avoid this potential interactive performance degradation, the Name and Address change notification process is now automatically submitted to the 'Business Event Job Queue' as defined within the System Administration >> System Parameters >> ESB Parameters menu option.

In summary the other Systems are now notified whenever any Name and/or Address details are changed but Pathway users performing interactive the Name and/or Address maintenance should not experience any performance degradation as the notification process is performed in the background.

As a result of this change any software components that are required by these other Systems may need to be installed on the computer where the 'Background Job Queue' is started.

Property Administration

Enhancements

Division Maintenance

InforXtreme Incident: SYDN 6227722; SYDN 6641164; THICK CLIENT;	DRN: 26435	Fix:
	KB:	

COPY APPLICATIONS/LICENSES TO NEW PROPERTIES DURING DIVISIONS

AUTHORISED FUNCTION

Enhancements have been made to the Property Division Maintenance function to copy Applications/Licenses that were linked to the Property being subdivided to new Properties when a property division is accepted.

Division Copy Component Maintenance

For authorized sites, two new Division Copy Components, i.e. "LAP" and "LLC" respectively, have been added to the "Division Copy Component Maintenance" screen, as shown below:

Division Maintenance

When a Division is accepted on the Division Maintenance form, if Application (with location type of Property) linkages exist on the Property being subdivided, then new Properties resulting from the division are added to these Applications as current locations while the Property being subdivided remains as a historic location. If the Property being subdivided is a primary location, then the primary location is moved to the first new Property resulting from the division.

(Note: The linkage between a new Property and an Application is added only if the new Property's property type is allowed to be linked to the Application's application class. To check whether or not a Property Type is allowed to be linked to an Application Class, go to Property Parameters >> Property Type Parameters >> Property Type Maintenance >> Property Type Application Link Maintenance)

The same functionality is available to licensing which is controlled by the "LLC" component shown above.

Note: This function will be available only to sites who have the required authority. Contact your Infor Inside Sales Representative and quote "Division Copy Component Links (LAP/LLC)" if your site requires this new functionality.

Transfer of Ownership Import

InforXtreme Incident: QBYN 4849560; SALS 5046194; THICK CLIENT;	DRN: 27481	Fix:
	KB:	

SALE DATE VALIDATION

An enhancement has been made to the thick client version of the Pathway Transfer of Ownership Import to ensure that a sale date is validated (if value provided), or a default value is populated (if a value is not provided) for a sale record.

An error will be issued to the report if the provided sale date value is not valid. If the sale date value is not provided, then it is populated with the transfer date. If neither sale date nor transfer date are provided, for SA, both sale date and transfer date are defaulted to the current system date of import, while for NSW, an error is issued on the report.

Rates Accounting

Enhancements

Arrangement Report

InforXtreme Incident:	DRN: 29600	Fix:
SMART CLIENT;	KB:	

ARRANGEMENT REPORT CONTROL

The Arrangement to Pay Report is now available as a Smart Client form.

In addition, the Arrangement to Pay Report has been enhanced to provide the ability to:

- "Cancel" (make historic) Arrangements that are defaulted. Previously this is only possible for Arrangements that are completed.

- Resume Debt Recovery Actions where an Arrangement has defaulted.

- Nominate a Tolerance Percentage when determining whether an Arrangement is defaulted. The ability to nominate a Tolerance Amount was already available.

- Nominate a Number of Grace Days when determining whether an Arrangement is defaulted.

The Arrangement to Pay Report is accessed via Rates Accounting >> Reports >> Arrangement Report.

Smart Client version of the Arrangement Control form

The following enhancements are only available in the Smart Client:

Making Defaulted Arrangements Historic

The "Make Arrangement Historic" and "Run Type" options which were previously only available when the Report Type was set to Completed are now also available when the Report Type is set to Defaulted.

Resuming Debt Recovery for Defaulted Arrangements

A new "Resume Debt Recovery Action" option has been added and is available when the Report Type is set to Defaulted. If chosen it will automatically resume Debt Recovery Action for Assessments which satisfy all the following:

   a) Meet the criteria of the Search Profile and Processing Parameters
   b) Have an Arrangement to Pay that has defaulted.
   c) A Current Recovery Group exists for which Debt Recovery Action have been suspended.

Note that the concept of being able to suspend and resume Assessment Debt Recovery Action has now been introduced as part of DRN 29619.

Tolerance Percentage

A new "Tolerance Percentage" option has been added and is available when the Report Type is set to Defaulted. If entered, it is used when determining whether an Arrangement has defaulted in a similar manner to the existing "Tolerance Amount" which works on the *total* amount due and the *total* amount paid.

Example 1: Report run on 8/6/2016.

Schedule Due Date	Schedule Amount $	Outstanding Amount $	Considered Due?
18/5/2016	100.00	0.00	Yes
25/5/2016	100.00	0.00	Yes
1/6/2016	100.00	9.00	Yes
8/6/2016	100.00	100.00	No
15/6/2016	100.00	100.00	No

The total amount paid for the Arrangement Schedule is $291 and the total amount due is $300. So the percentage that is still unpaid is 3% (100 * 9 / 300).

If the Tolerance Percentage is entered as 3% or greater the Arrangement to Pay will not be considered as defaulted because the due amounts have been paid within or equal to the tolerance.

If the Tolerance Percentage is entered as less than 3% the Arrangement to Pay will be considered as defaulted because the due amounts have not been paid within the tolerance.

Note that it is not be possible to enter both a "Tolerance" Amount and a "Tolerance Percentage".

Number of Grace Days

A new "Number of Grace Days" option has been added and is available when the Report Type is set to Defaulted. If entered, only schedule amounts due more than the entered number of days earlier than the run date are considered when determining whether an Arrangement is defaulted.

Example 1: Report run on 8/6/2016 with Number of Grace Days set to 0.

Schedule Due Date	Considered Due?
18/5/2016	Yes
25/5/2016	Yes
1/6/2016	Yes
8/6/2016	No
15/6/2016	No

Example 2: Report run on 8/6/2016 with Number of Grace Days set to 7.

Schedule Due Date	Considered Due?
18/5/2016	Yes
25/5/2016	Yes
1/6/2016	**No**
8/6/2016	No
15/6/2016	No

It is possible to enter both a "Number of Missed Payments" and a "Number of Grace Days". In this situation only schedule amounts that are considered due *after* taking into account the "Number of Grace Days" are able to be considered as missed payments.

A correction has also been made so that the Report Totals now print the totals when the "Generate Letter" option is being used.

Rates Transaction Posting Periods

| InforXtreme Incident: | DRN: 29707 | Fix: |
| | KB: | |

Rates System Parameter

A new Rates System Parameter "Posting Period Allocation Method" has been added to the Rates Parameter Maintenance (3 of 3) form. The available settings are:

Transaction Posting Date:	This allows current processing of posting to the relevant posting period to continue.
Transaction Effective Date:	This allows Rates Transactions like reversals, that may relate to prior General Ledger Posting Periods to be posted to a prior period.

Rates Transactions

Rates Transactions will now record the date that a transaction is effective when related to a transaction that is being reversed. Online rebates raised after the rates generation where the date effective may be entered will also record the transaction effective date.

Community Title functionality

| InforXtreme Incident: | DRN: 29587 | Fix: |
| SMART AND THICK CLIENT; | KB: | |

Changes have been made to allow a site to define details for a Community Title. These details include the Assessments that are related to a Community Title as well as the proportion each Assessment should receive of the overall charge for general rates and waste charges.

System Parameter Maintenance

A Community Titles in use flag has been added to the Rates System Parameters form (menu option: Rates Accounting>> Parameters>> System Parameter Maintenance). Check this parameter on, if the Community Title functionality is required.

Community Title Maintenance/Enquiry

Two new menu options have been provided under Rates Accounting to allow the Community Title details to be entered and maintained or enquired upon. The enquiry option behaves the same way as the maintenance option except that details cannot be added or maintained. When the Community Title Maintenance option is requested the following form is shown:
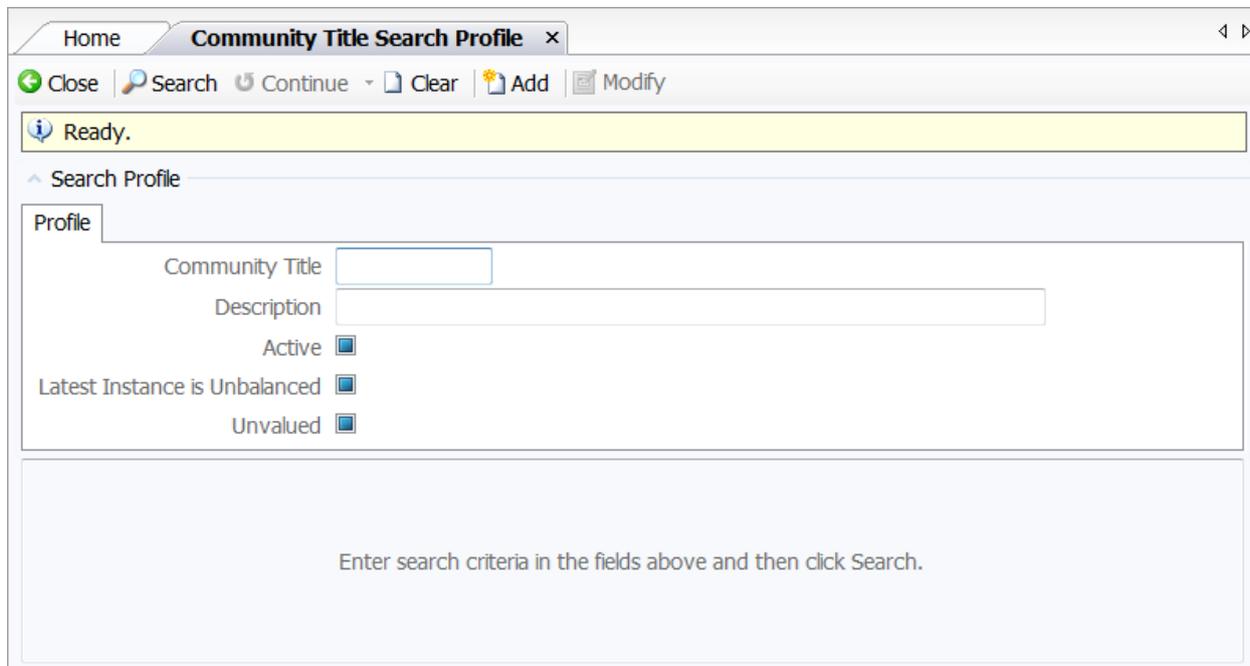
The Add button can be used to add a new Community Title. The Search button can be used to show the existing Community Titles. Every Community Title must have at least one Instance.

The following details are displayed for Community Titles:
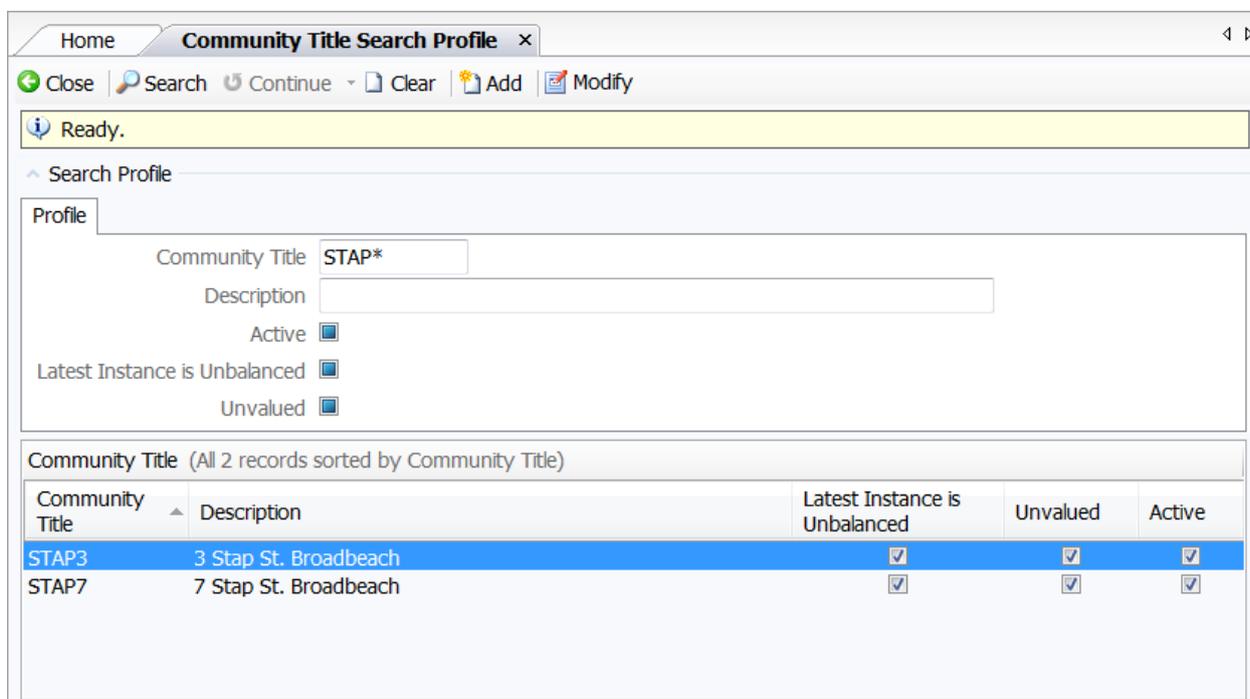
FIELD	DESCRIPTION
Latest Instance is Unbalanced:	This will advise if the latest instance of the Community Title does not have any Assessments assigned or that the units for child Assessments do not match the total number of units for their parent. Further details below.
Unvalued:	An Unvalued Community Title is one where a VG Number is not linked to the Community Title.
Active:	Advises if the Comuntity Title is active or not.

Checkboxes have been included as fields in the Profile to allow a user to find the Community Titles whose latest instance is unbalanced and/or for which a VG Number has not been created and linked to the Community Title.

The following form is shown when creating a new Community Title or maintaining an existing one:

This allows details to be nominated for the Community Title. If a VG Number has been linked to the Community Title then the VG Number is shown.

Multiple Instances can be created to accommodate the possibility of the structure of a Community Title changing over time.

Pressing the Detail button shows the following form:

Pressing the Insert button presents the below Assessment Search Profile form which allows a user to search for and select Assessments that are to be part of the structure of Assessments for that Instance. Assessments can be searched for using property details by using the Property Option.

It is suggested that Assessments are added to the structure in phases:

1. Add the single 'highest-level' parent Assessment.
2. Add the Assessments that are children of the parent Assessment. By only having the 'highest-level' parent Assessment in the structure, any Assessments added in this phase will be added as children to that parent Assessment.
3. If the Community Title has subsidiary schemes then further Assessments will need to be added as child Assessments to an existing child Assessment. Do this by focussing on the child Assessment row that is to be the parent Assessment of the Assessments to be added and press the Insert button to add the new Assessments into the structure.

It is suggested that for the Community Title's Instance all the relevant Assessments should be present and the hierarchial structure set correctly before unit vales are entered.

After the Assessments for phases 1 and 2 have been added, the structure could look as follows:

Enter Total Units and Units as required. Total Units can only be entered for parent Assessments and Units can only be entered for child Assessments:

If the Units for the child Assessments do not add up to the Total Units for their parent Assessment a warning message is shown for the parent Assessment:

The structure can be saved even if it is 'unbalanced' or does not have any Assessments nominated.

If the Community Title has a subsidiary scheme the structure could look as follows:

An Assessment can be placed in the correct level by one of the following actions.

- Dragging the Assessment onto the Assessment that is to be the parent.
- Focussing on the row and right clicking to use the Cut and Paste functions.
- By using the up and down buttons.

Levels can be collapsed or expanded by clicking on the Minus or Plus button shown at the start of a parent Assessment.

An Assessment cannot be linked to more than one Community Title. If an Assessment is selected for a Community Title but belongs to another Community Title then an error message is shown when Save is pressed:

Within the maintenance option it is possible to copy the details of one Instance into a new Instance by using the Copy Instance process button in the Options panel:
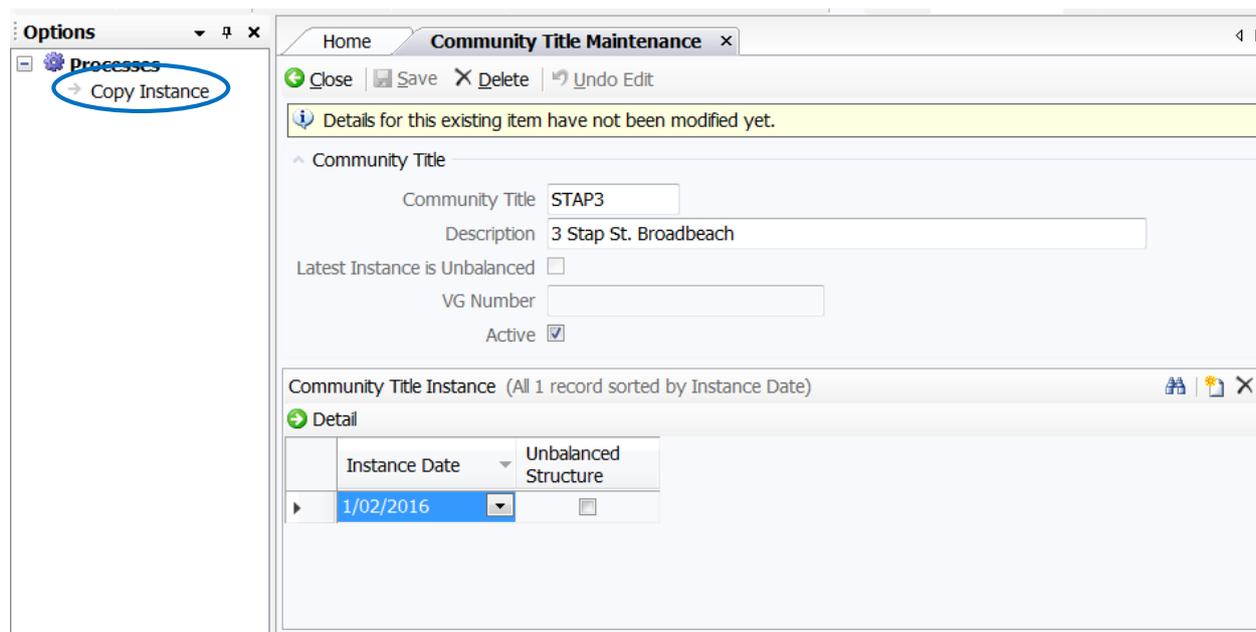
The copying process will copy the details of the latest Instance that has Community Title Structure records to the latest instance that has no Community Title Structure records. For example, to copy the details of the 1/02/2016 instance into a new Instance perform the following steps.

1. Create the new 1/9/2016 Instance
2. Press Save
3. Select the Community Title again to be on the Community Title Maintenance form:
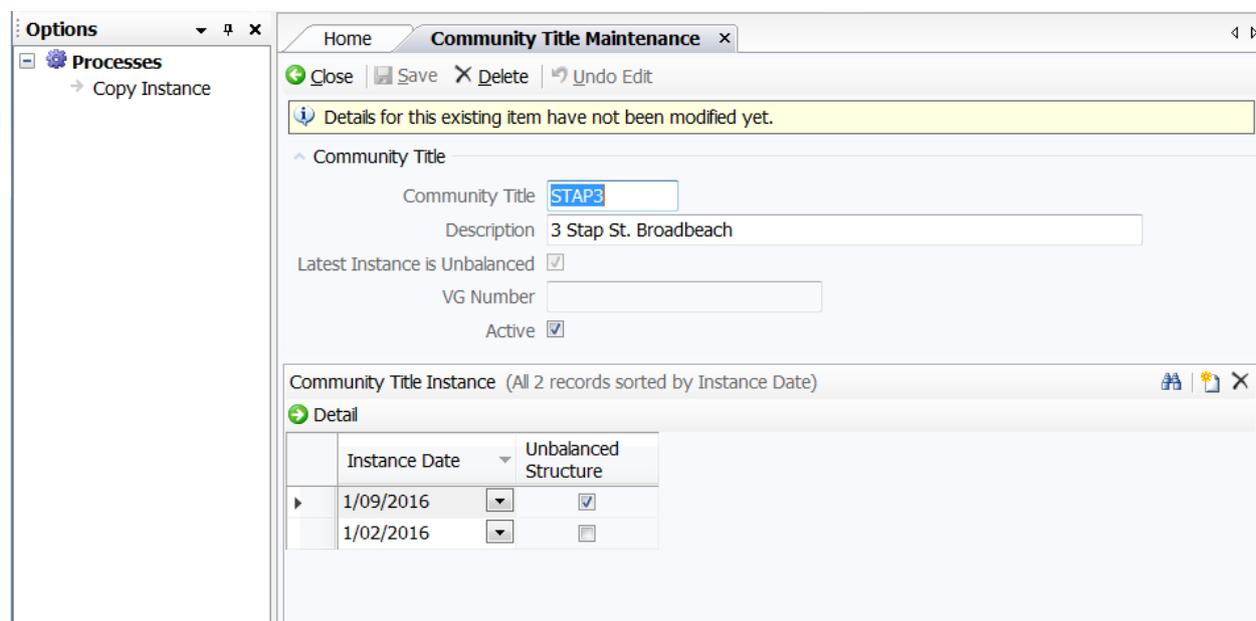
4. Double-click the Copy Instance button. This will copy the details from the 1/02/2016 instance to the new 1/09/2016 instance.

A message will be displayed advising that the details have been copied. Error messages are displayed if an Instance to copy from or an Instance to copy to are not present.

Valuation Maintenance

The Valuation Maintenance form has been changed to allow a Community Title to be selected for a VG Number:

The Community Title field is only available if the 'Community Titles in use' Rates system parameter is checked on. Only Active Community Titles not already linked to a Current VG Number will be able to be chosen. Once Rateable Valuations have been created for a VG Number with a Community Title, the Community Title cannot be maintained.

Rateable Values Generation

This function has been enhanced to cater for where Community Titles are used so that these details are used to determine each underlying Assessment's rateable valuation when the 'Community Titles in use' system parameter is checked on.

If an error situation is found, an exception message is issued and rateable valuations will not be generated for the Assessments associated with that VG Number.

If the VG is linked to a Community Title, then the distribution of the VG's values to associated Assessments is determined from the Entitlement Percentages for each Assessment belonging to the Community Title's latest Balanced Instance. For this scenario exception messages are issued for the following situations:

- No Balanced Instance can be found for the Community Title.
- An Assessment that has an Entitlement Percentage exists in the Community Title but the Assessment is not linked to the VG Number.
- This VG #'s Community Title's latest balanced Instance has Entitlement Percentage incorrectly defined.

If the VG is not linked to a Community Title, then a check is made if the VG is linked to only one Assessment in which case the rateable valuation will be generated on 100% of the VG's valuation. If the VG is linked to multiple Assessments, then an exception message is issued advising that the VG is not linked to a Community Title.

Community Title Waste Charges

| InforXtreme Incident: | DRN: 29591 | Fix: |
| SMART CLIENT; | KB: | |

Community Title Waste Charges

Changes have been made to allow a site to raise Rates based on Services and apportion the charges across Assessments according to a Community Title.

Rates will be raised by the Rates Generation process for the Services already in place and by Supplementary Rates for Services that are added, changed or removed during the Rating Period.

System Parameter Maintenance

The new 'Community Titles in use indicator' on the Rates System Parameter Maintenance (2 of 3) form is used to determine whether this functionality is implemented.
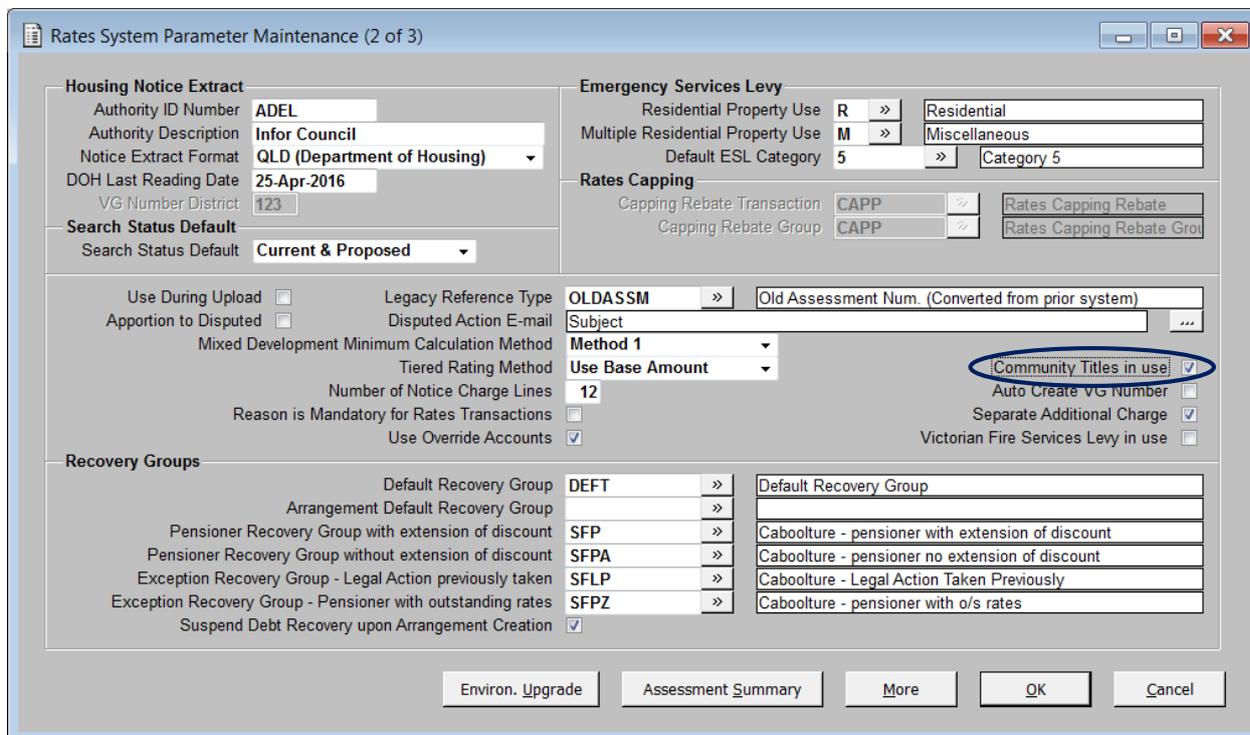
The following instructions indicate how to implement the Community Title Waste Charges functionality.

Supplementary Rates Parameter Maintenance

The following Supplementary Rates Parameters must be set on for the Waste Rate Type Verification Report to run:
- Online Supplementary Calculation
- Allow Date Effective for Rate Types
- Allow Earlier Date Effective
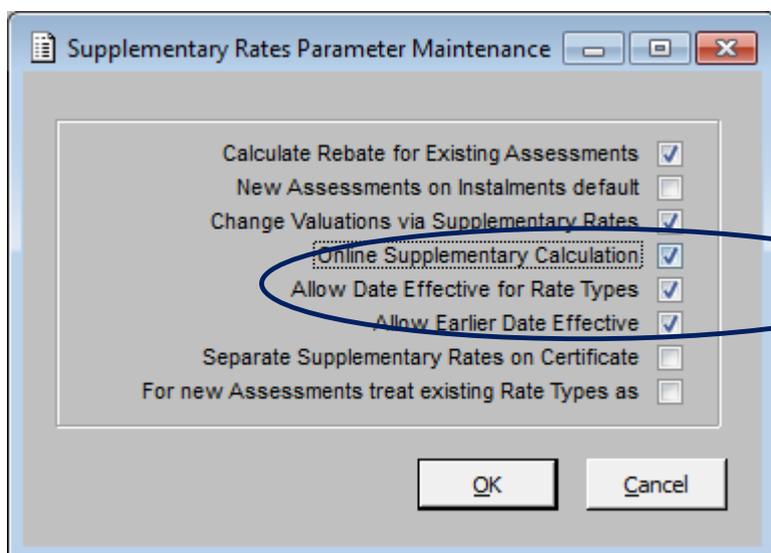
Property Service Code and Service Frequency Parameters

The combination of the Service Code and Frequency Code associated with a Service is used to determine the Rate Type on which the Rates are raised for a given period. The combined length of the Service and Frequency Codes cannot exceed the 10-character maximum length of the Rate Type Code. If there are three Service Codes and seven Frequency Codes, then 21 'Service-Frequency' Rate Types will be required.

The Service Code indicates the type of bin such as 'Standard Refuse', 'Commercial Recycle', and 'Green Waste'.

The Frequency Code indicates the collection frequency such as 'Sunday Service', 'One Collection per Week', 'Two Collections per Week', 'Three Collections per Week', etc.
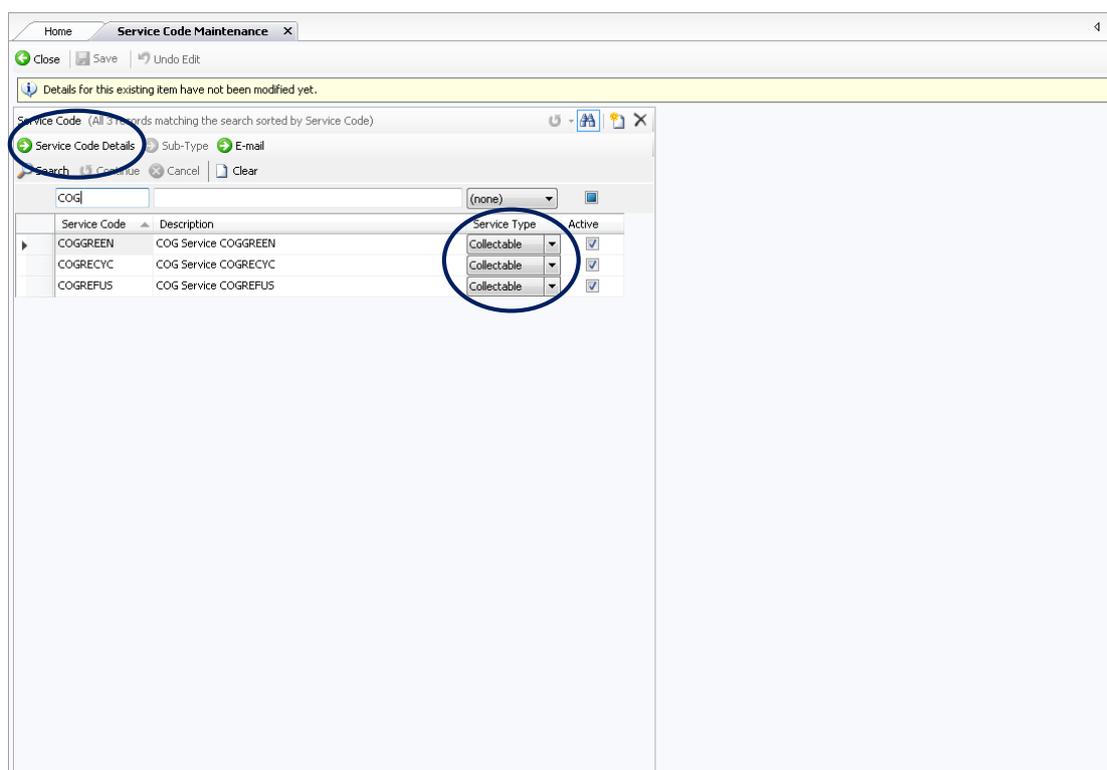
Note: only Services with a 'Collectable' Service Code will have Rates raised.

The 'Unique Reference' value must be checked off on each Service Code. This allows the same Reference to be used on more than one Service.

When a Service has a unique Reference it is considered to be an individual service that is charged to a single Assessment irrespective of whether the Assessment is part of a Community Title.

When more than one Service has the same Reference then it is considered to be a shared service that is charged to multiple Assessments within the same Community Title. All the Services with the same Reference number must have identical details apart from the Assessment to which they apply.
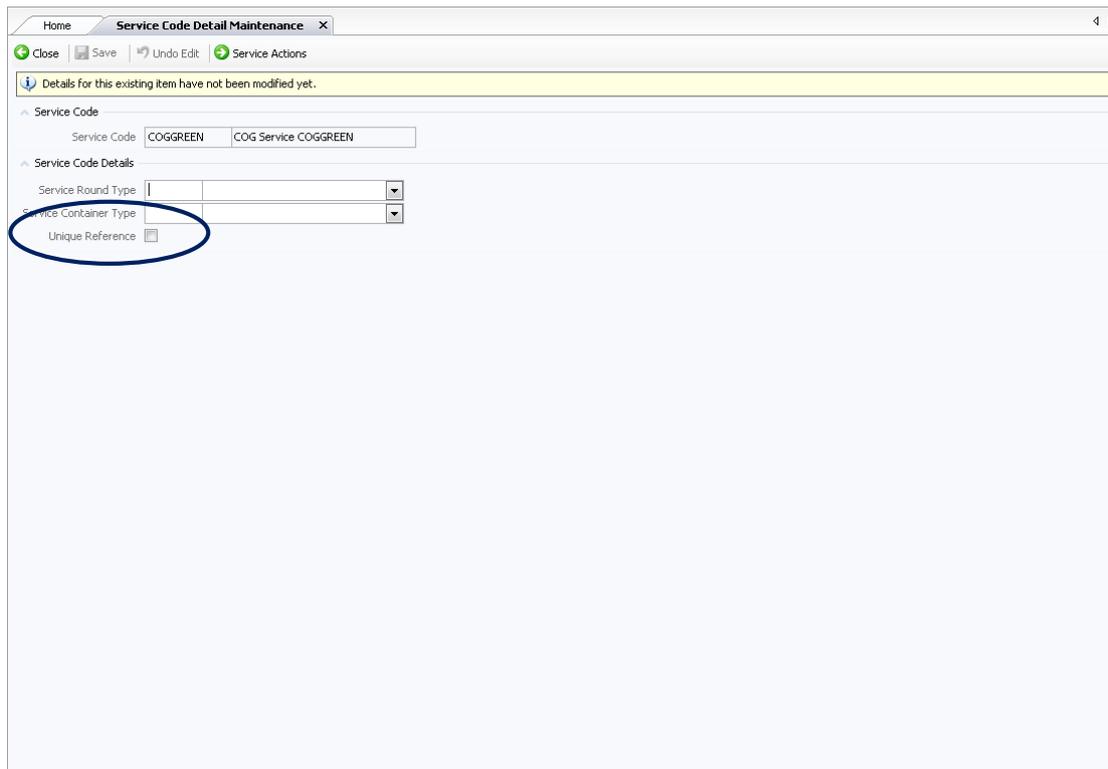
Note that the 'Unique Reference' is checked off.

The Frequency Code indicates the collection frequency such as 'Sunday Service', 'One Collection per Week', 'Two Collections per Week', 'Three Collections per Week', etc.
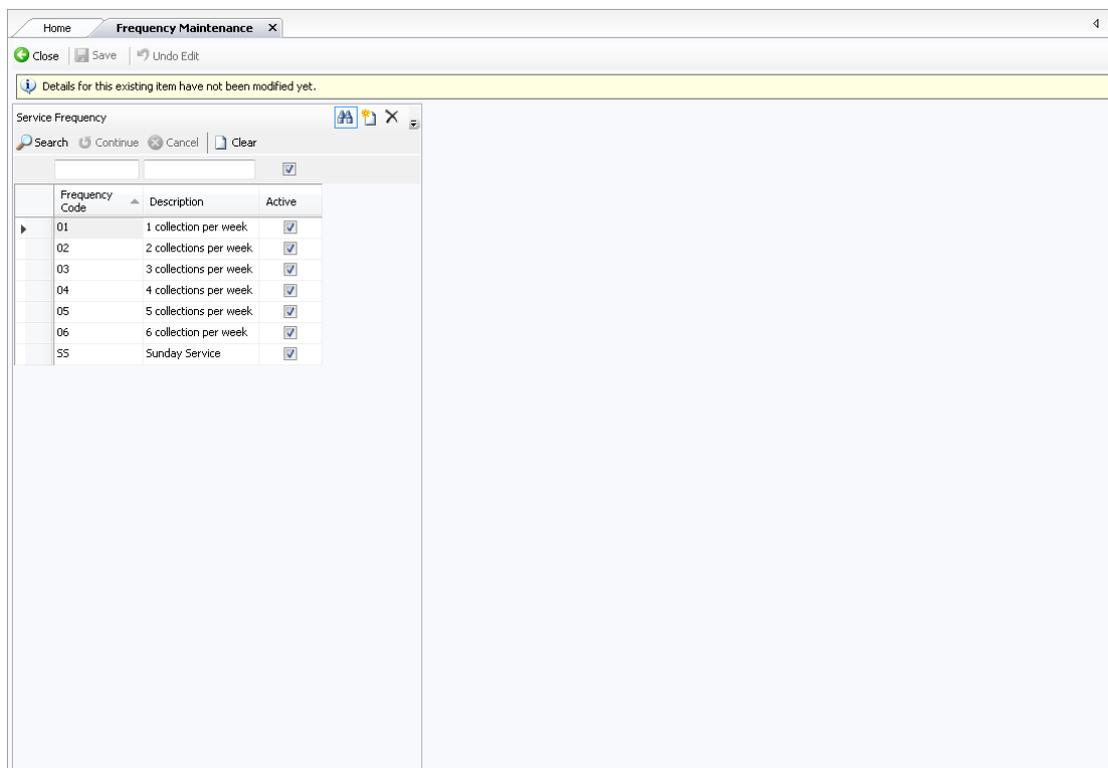
Batch Processing Parameters

The Waste Rate Type Verification batch process periodically checks all current Rates Assessments for any new, removed and changed Services. If the number of Assessments that need to be processed is significant then this batch process should have 'Threading Queues' assigned.
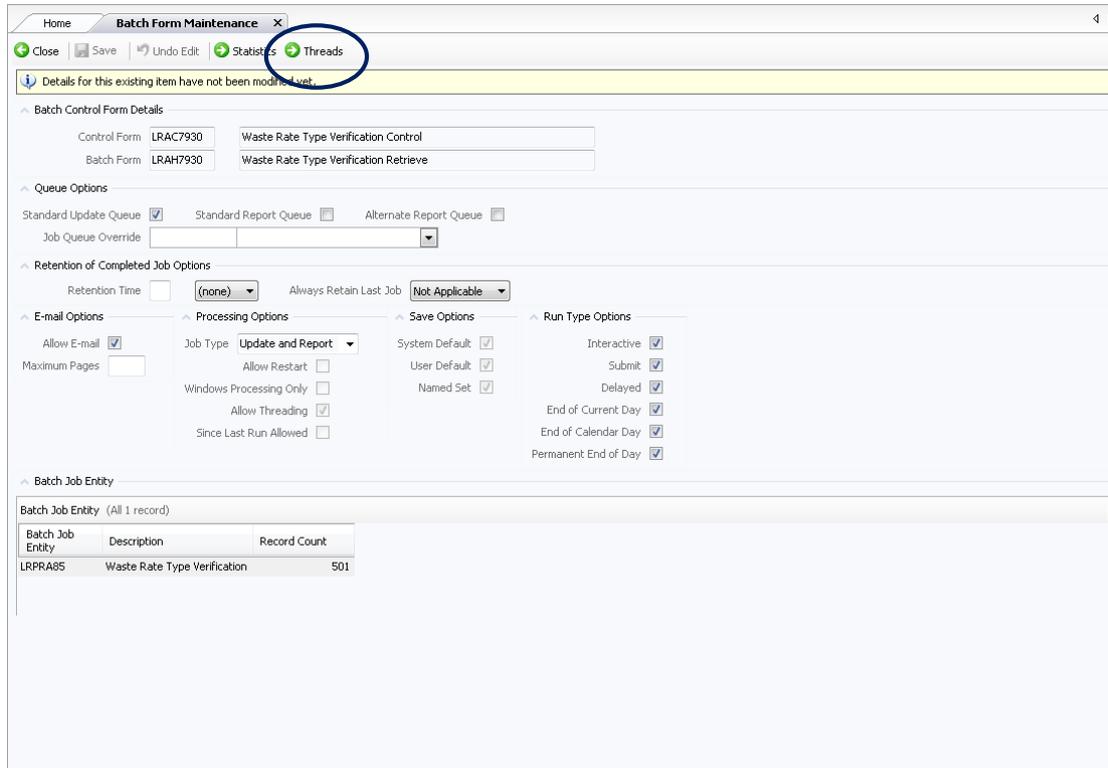
Select [Threads] button and assign as many Queues as deemed necessary.
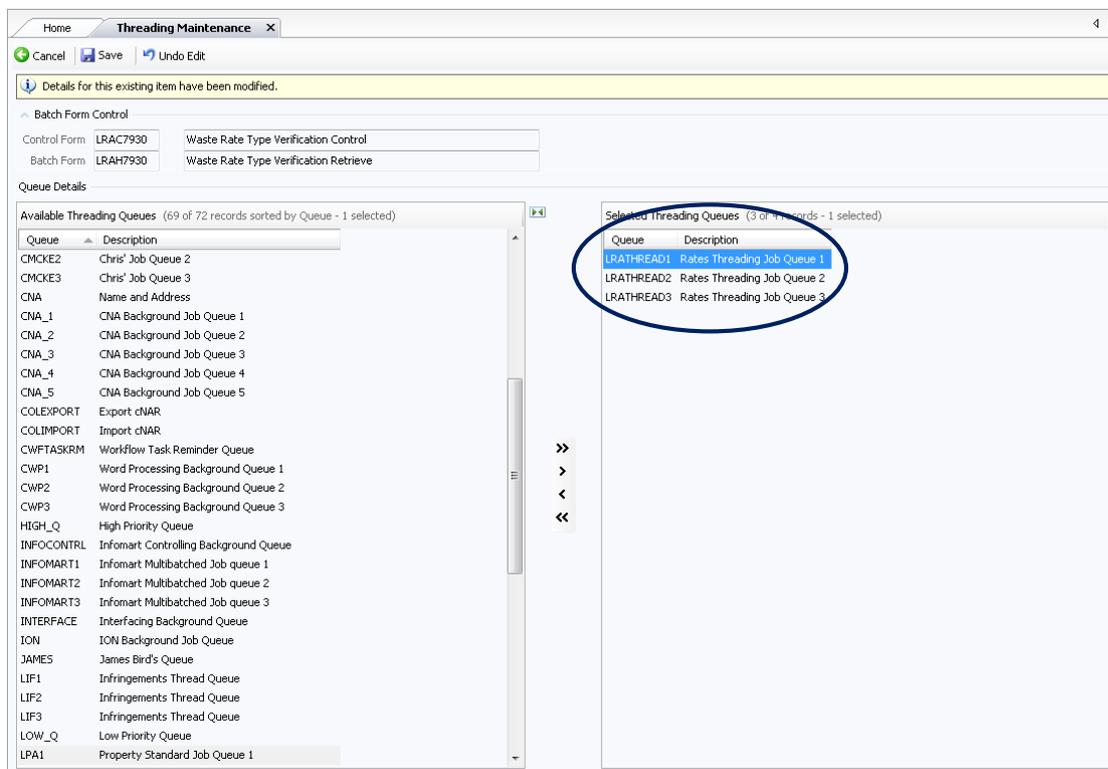
Query Parameters

The Waste Rate Type Verification batch process periodically checks all current Rates Assessments for any new, removed or changed Services. A Query needs to be defined to select all current Rates Assessments.

Rate Category Parameters

The number of Rate Types corresponds to the number of Service Codes and Frequency Codes. The Rates for these individual Rate Types are accumulated into 'Grouping Rate Types' that are established through the use of 'Rate Categories'.

A 'Rate Category' should be defined for each Service Code such as 'Standard Refuse', 'Commercial Recycle', and 'Green Waste'. The Rate Types that correlate to a Service Code and Frequency Code combination will accumulate into these Grouping Categories.

An overall 'Rate Category' should be defined for the 'Grouping Rate Types' that will retain the accumulated Rates and be issued on Notices.
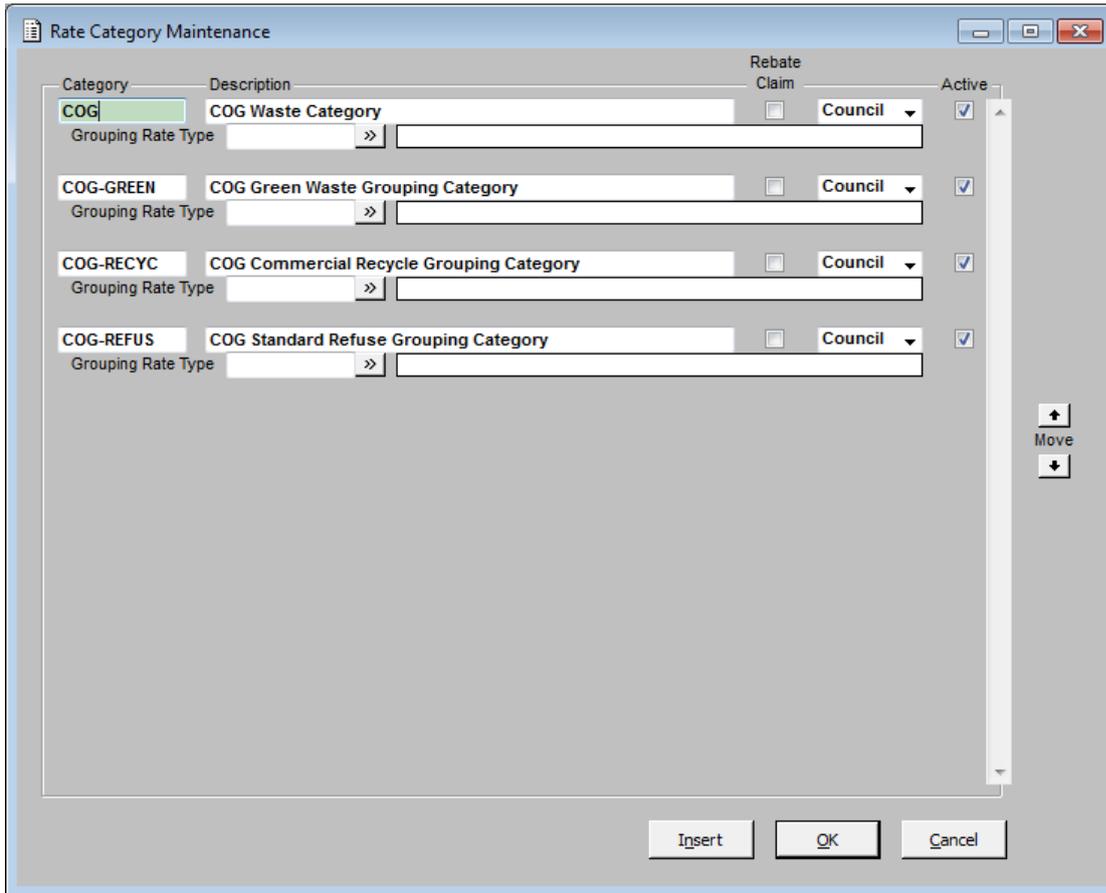
Rate Type Parameters

A 'Rate Type' must be defined for each Service Code that will retain the accumulated Rates and be issued on Notices.
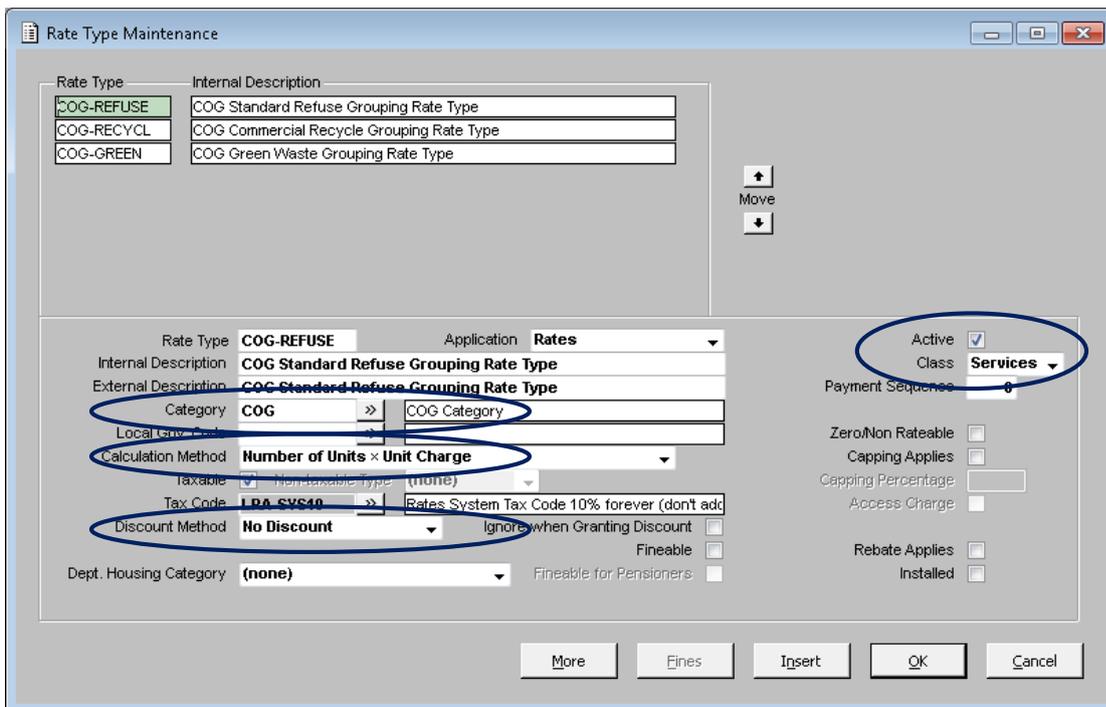
Note that these Service 'Grouping Rate Types' refer to:

- the overall Rate Category
- have a unit based calculation method
- have no discount.

A 'Rate Type' must be defined for each Service Code and Frequency Code combination.

Note that these Service 'Rate Types' refer to
- their appropriate Grouping Rate Category
- have a unit based calculation method
- have no discount.

Rate Category Parameters

As the 'Rate Types' have been established each 'Grouping Rate Category' must be revised to indicate the 'Grouping Rate Type'.

Rating Period Rate Type Parameters

A 'Rating Period Rate Type' must be defined in the Current Rating Period for each 'Grouping Rate Type'.

Note that the 'Unit Charge' is '1.000000' and a 'Minimum Charge' may be specified. Although the 'Unit Charge' has to be set, it is not applicable as Rates are calculated based on the 'Unit Charge' on the 'Service-Frequency Rate Type' and accumulated into the 'Grouping Rate Type'.

A 'Rating Period Rate Type' must be defined in the current period for each 'Service-Frequency Rate Type'.

Note that the 'Unit Charge' is the rate per unit at which the Service is to be charged in the Current Rating Period. The 'Minimum Charge' is not applicable as the minimum charge is applied on the accumulated Rates within the 'Grouping Rate Type'.

Waste Rate Type Verification

Having established the Service Codes, Frequency Codes, Rate Categories, Rate Types and Rating Period Rate Types, it is necessary to ensure that all 'Collectable' Services on all current Rates Assessments have valid information.

The initial Waste Rate Type Verification process should be performed over all current Rates Assessments that will be selected by a Dynamic Query on the previously defined Query.

Use the following settings:

Check Rate Types without Supplementary Rates:	ON
Job Type:	Report Only
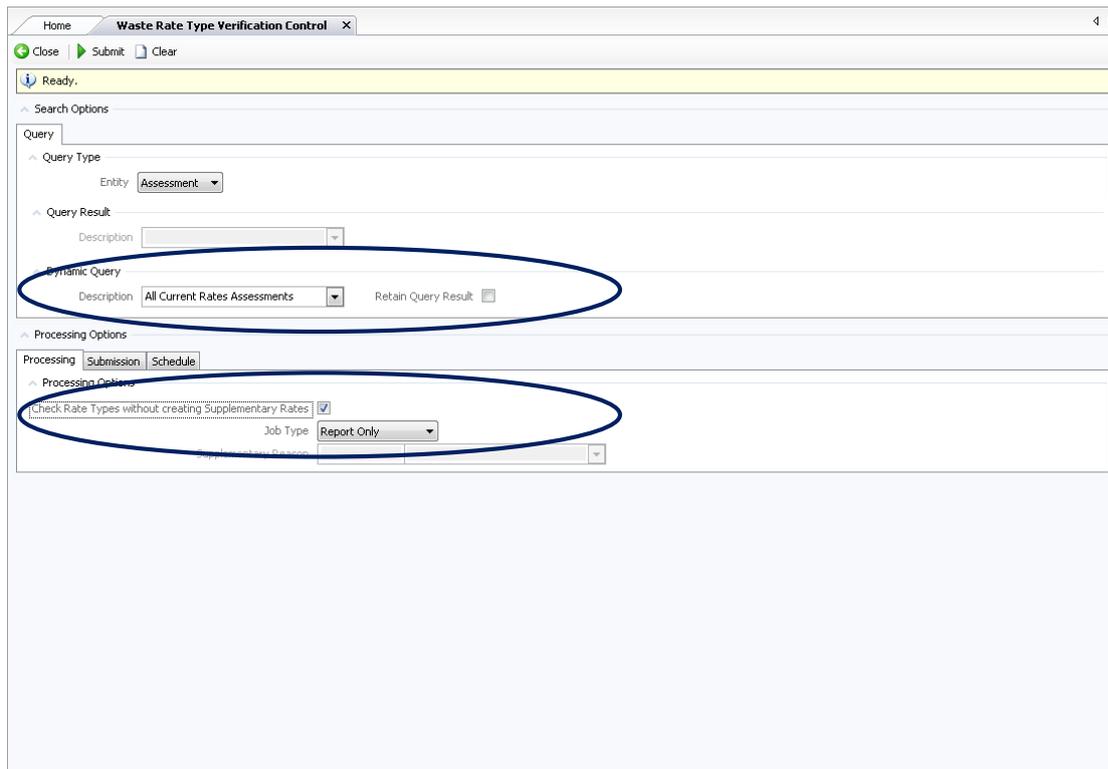
Select 'Immediate' or 'Submit' as the 'Run Type' and a suitable 'Printer' for the report.
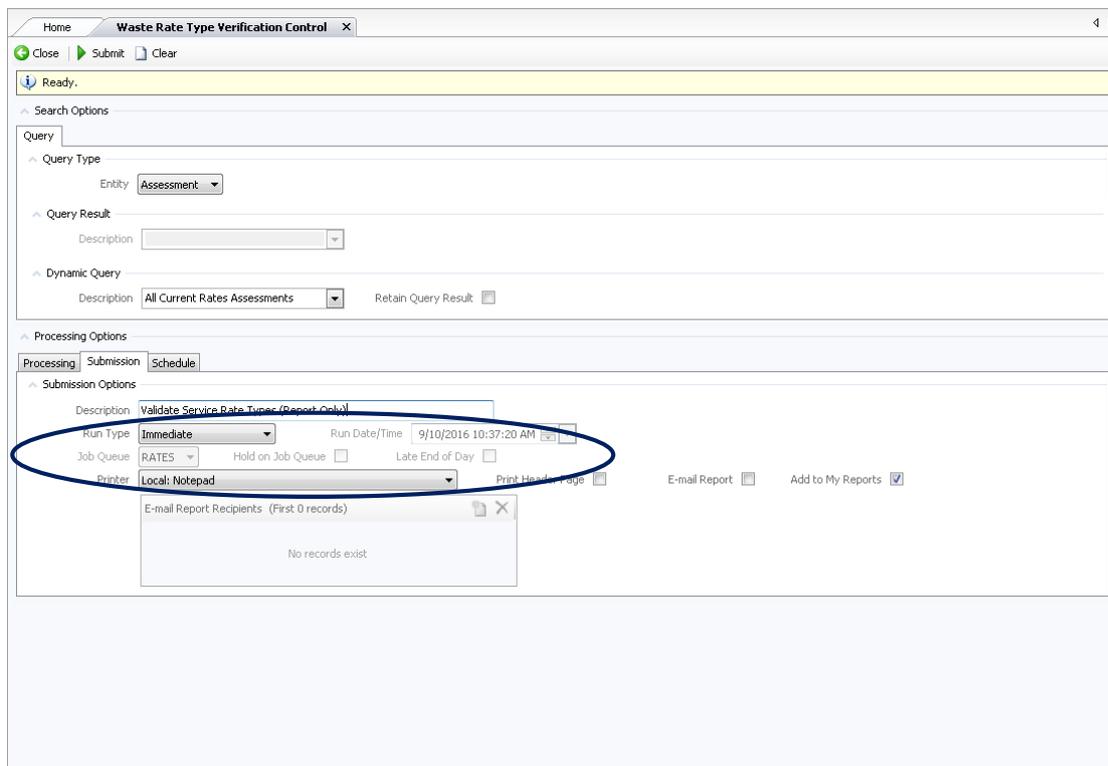
The process performs a comprehensive validation of all current Rates Assessments and the Services on the associated Primary Properties and Parcels.

The Waste Rate Type Verification Process Report will list 'Error' and 'Information' messages and the summary will indicate the overall situation, i.e.
　　Assessments Processed　　#####

Error Messages   #####
Information Messages   #####

If any Error Messages are reported, perform the action required to correct the situation and repeat the Waste Rate Type Verification process with the following settings:

Check Rate Types without Supplementary Rates:	ON
Job Type:	Report Only

When no Error Messages are reported then perform the Waste Rate Type Verification process with:

Job Type:	Report and Update

This process will not generate any Supplementary Rates but will record an initial image of the Services. This image is used by subsequent Waste Rate Type Verification processes to determine the Services that have been added, removed or changed and generate the appropriate Supplementary Rates. The subsequent Waste Rate Type Verification processes will detect changes to Services irrespective of whether they have been manually entered or imported from another system via ION.
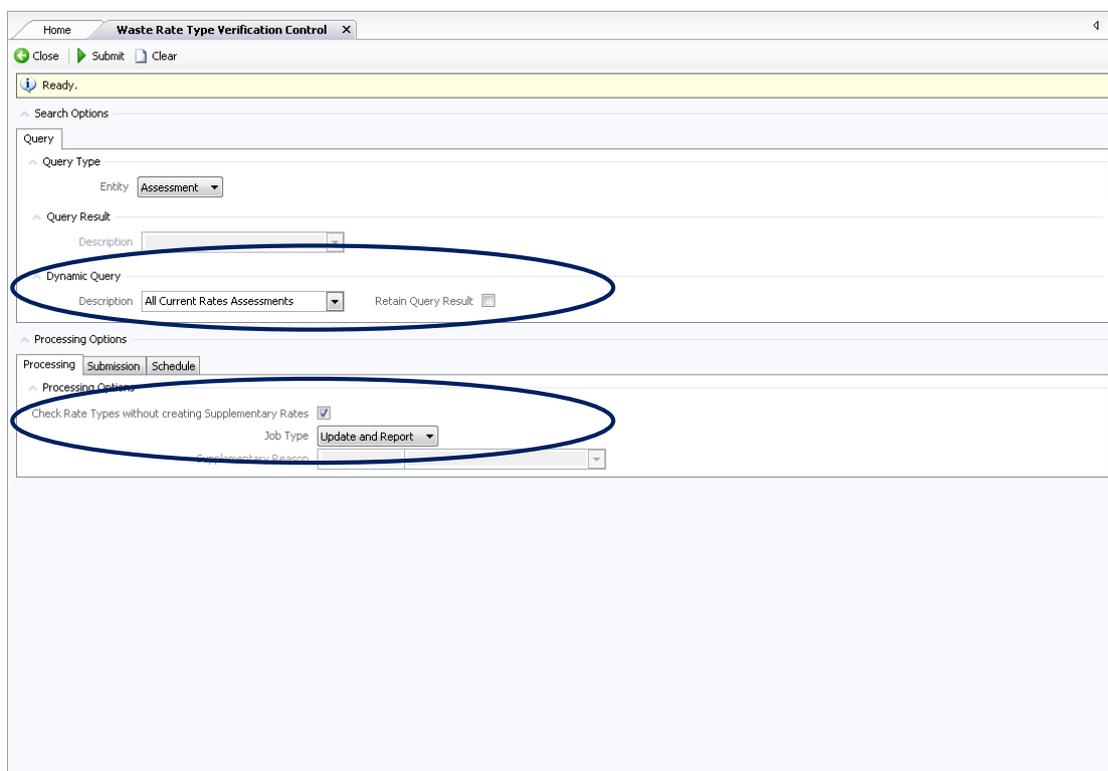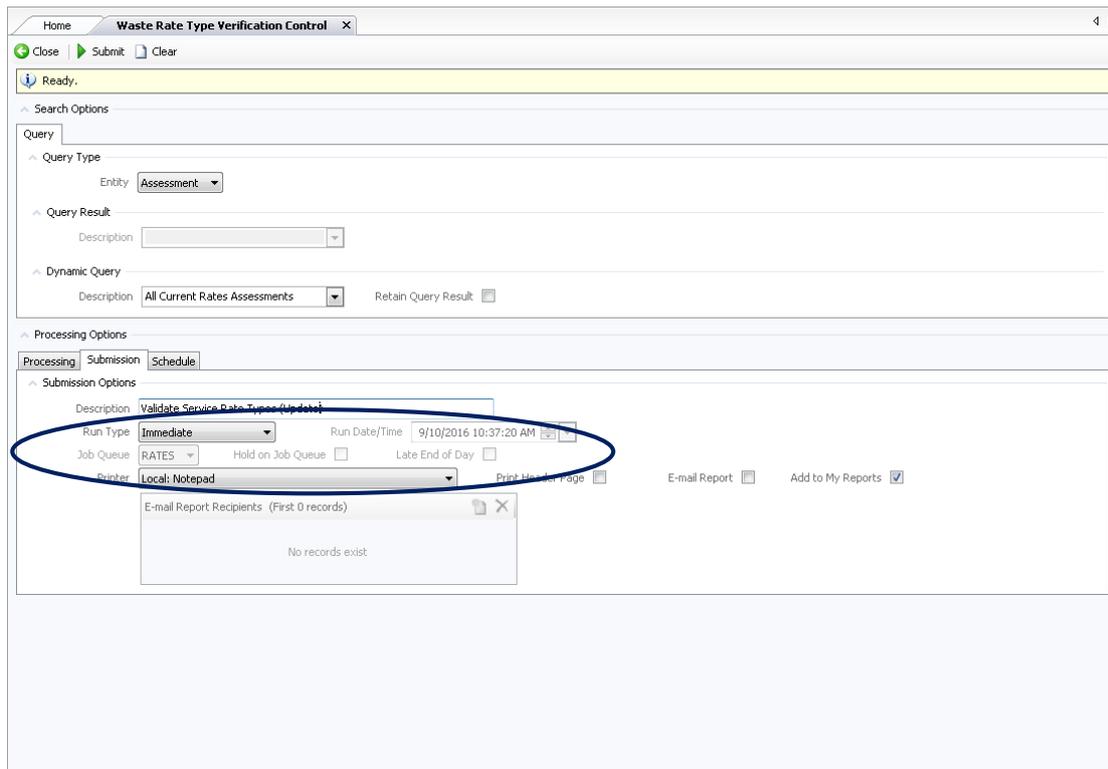
To confirm that the initial image of the Services has been recorded, perform the Waste Rate Type Verification process with the following settings:

Check Rate Types without create Supplementary Rates	OFF
Job Type:	Report Only
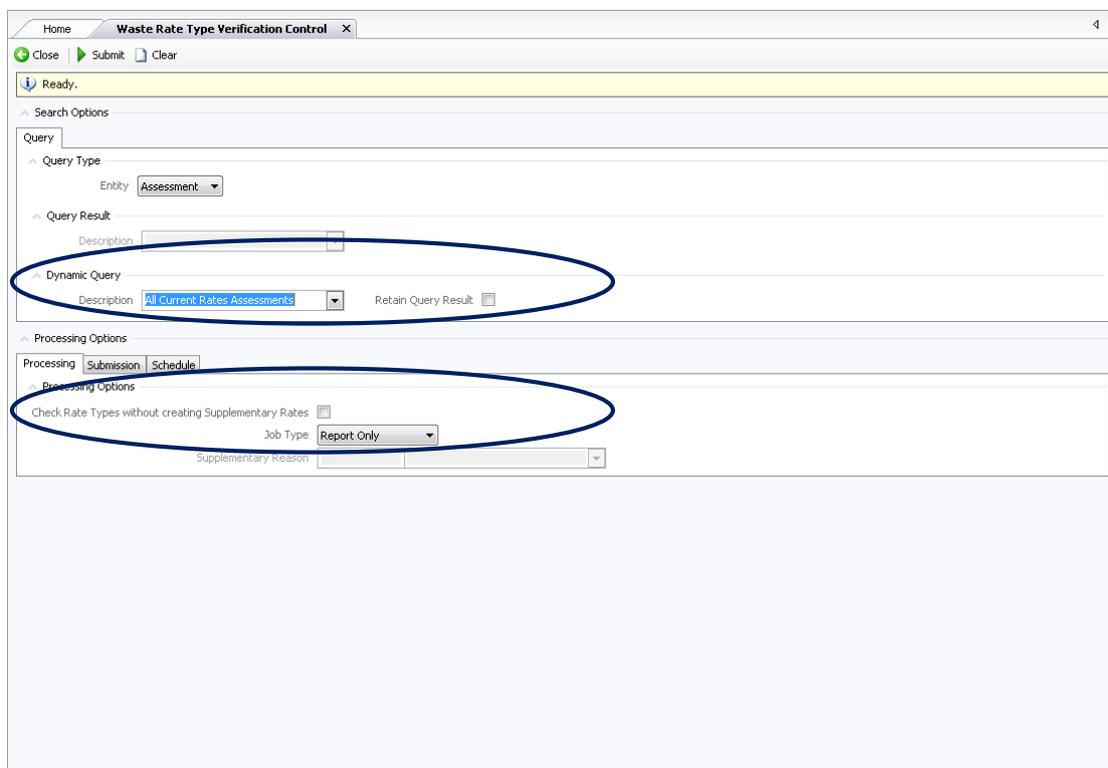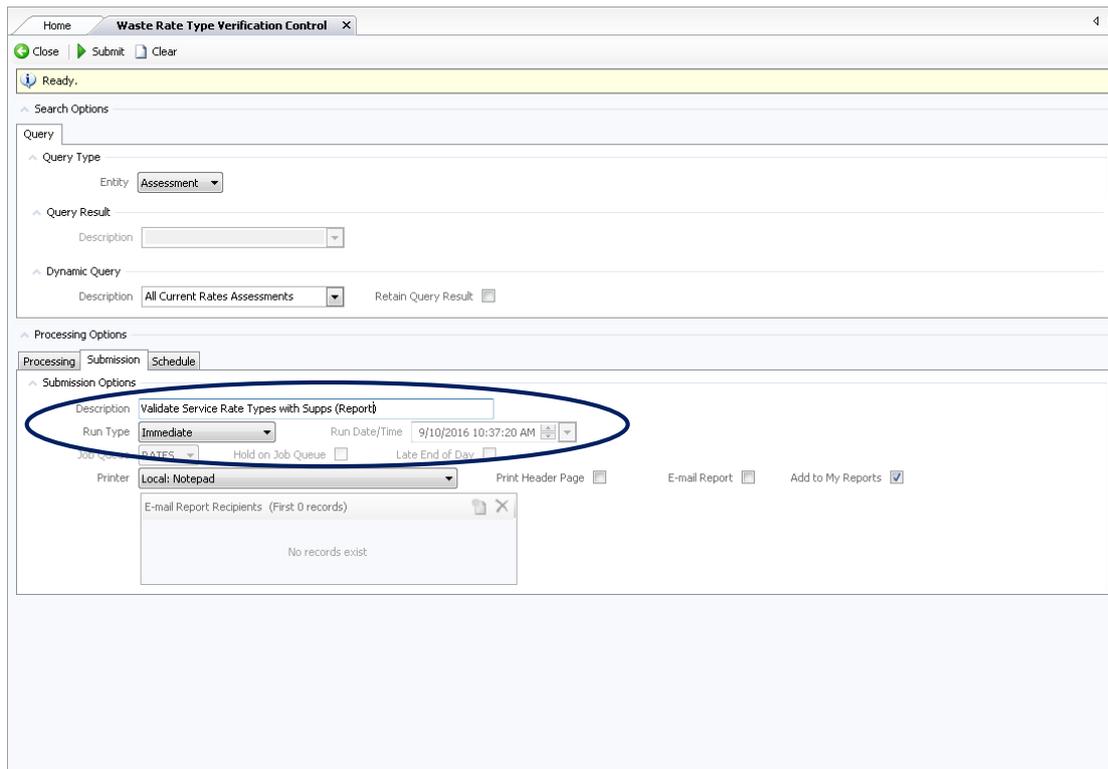
If the initial image was recorded, then this Waste Rate Type Verification process should indicate that no Service changes were detected and therefore no Supplementary Rates are required.

If Services are sourced from another system and imported into Pathway, then it is not recommended that Services are maintained within the Pathway system itself as these manual modifications may be over written by subsequent imports.

The appropriate Council Property and Council Parcel security options can be used to prevent Services being maintained directly within Pathway.
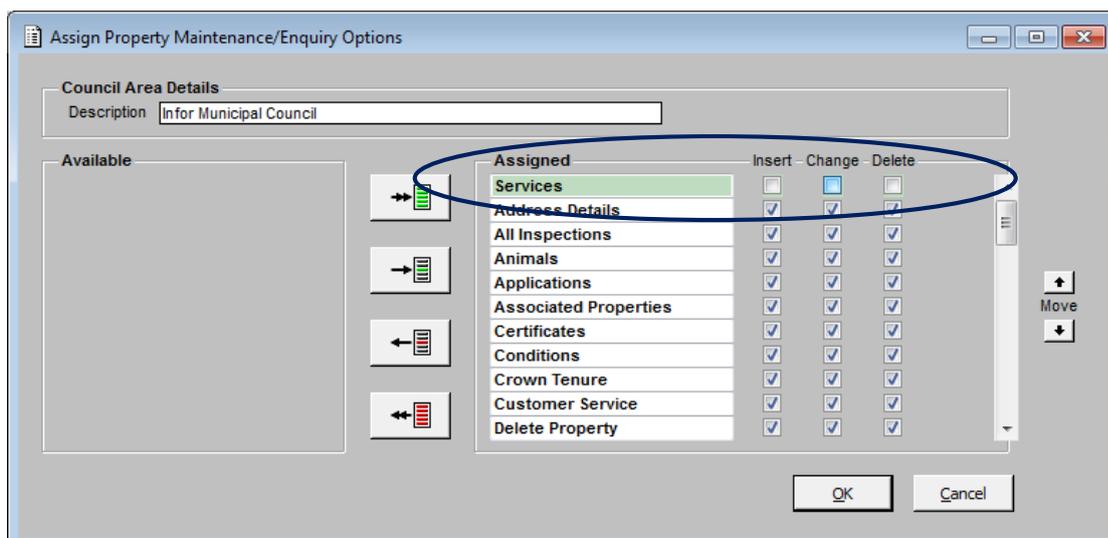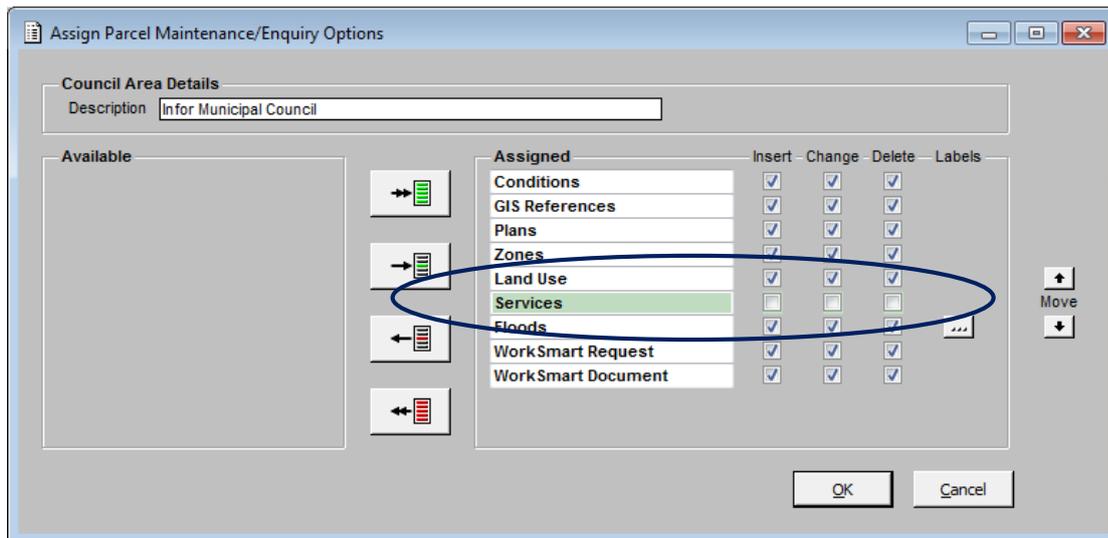
Supplementary Reason Parameters

Create a 'Supplementary Reason' that will be assigned when Supplementary Rates are created when the Waste Rate Type Verification process detects that Services have been added, removed or changed.
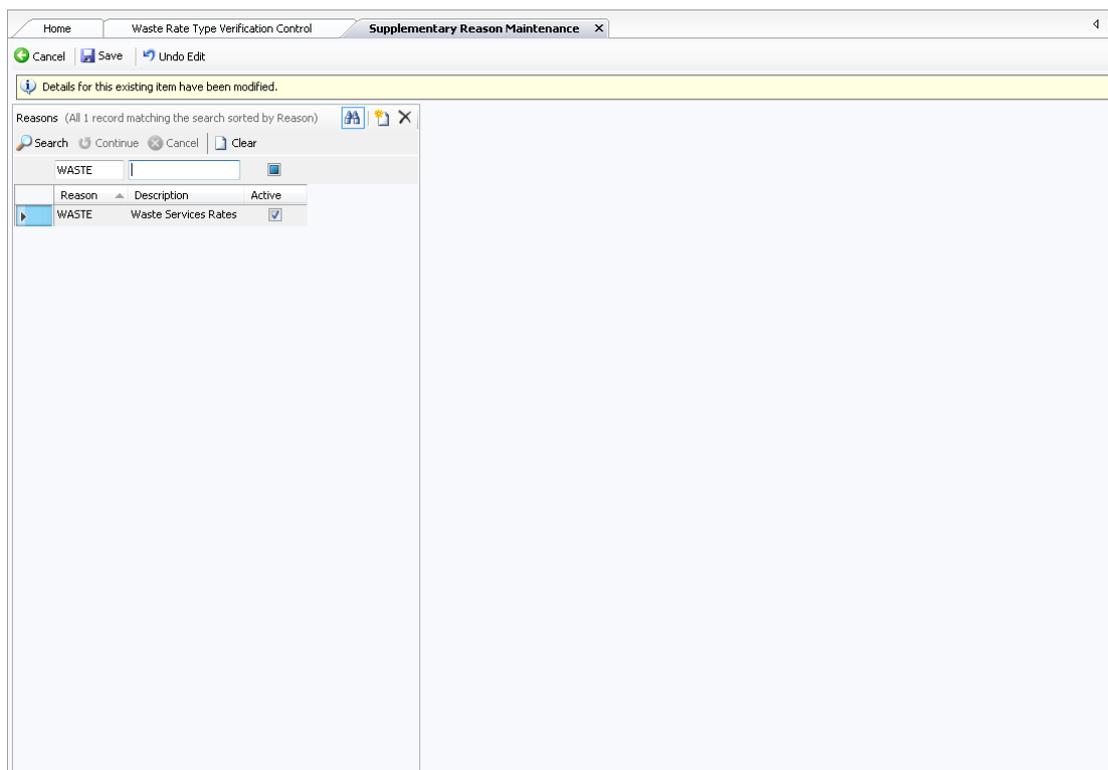
Supplementary Batch Maintenance

Create a Supplementary Batch with a 'Status' of 'Open' and 'Default' checked on. Supplementary Rates that are created when the Waste Rate Type Verification process detects that Services have been added, removed or changed will be assigned to the 'Open' 'Default' Supplementary Batch.
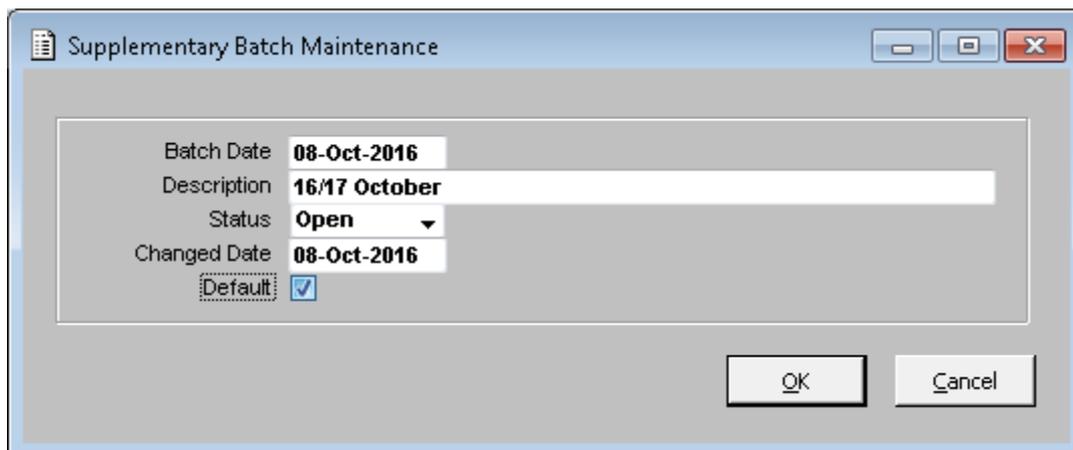
Generation Run Maintenance

Create a Generation Run that will be used for Supplementary Rates that have been created when the Waste Rate Type Verification process detects that Services have been added, removed or changed.
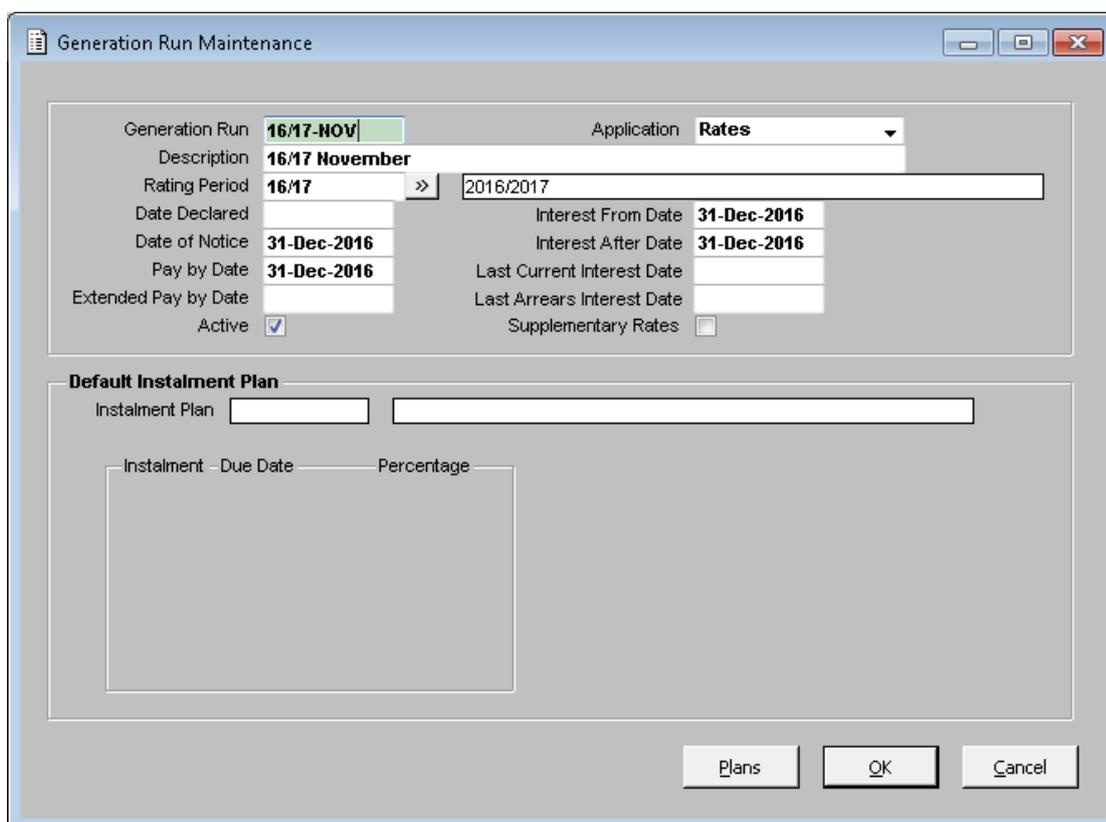
Online Supplementary Calculation System Parameter Maintenance

The Online Calculation System Parameters option is enabled when the Waste Rate Type Verification process is about to be executed with the following settings:

Check Rate Types without create Supplementary Rates	OFF
Job Type:	Report and Update
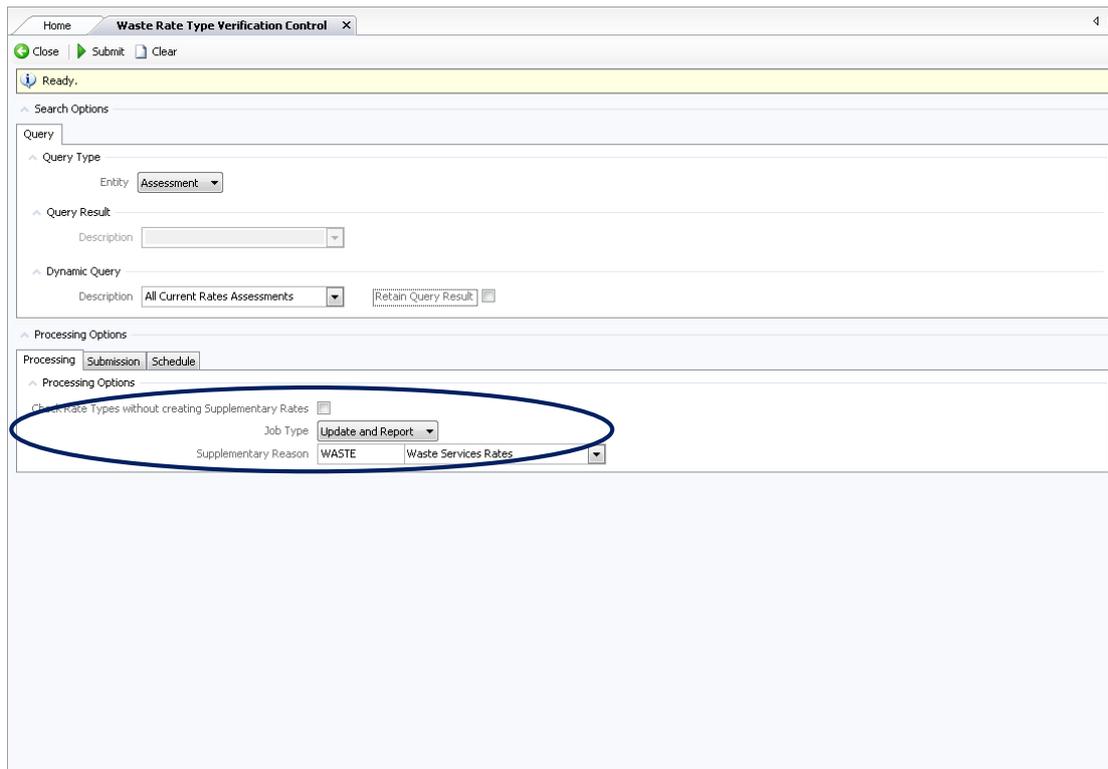
Double click the Online Calculation System Parameters option.
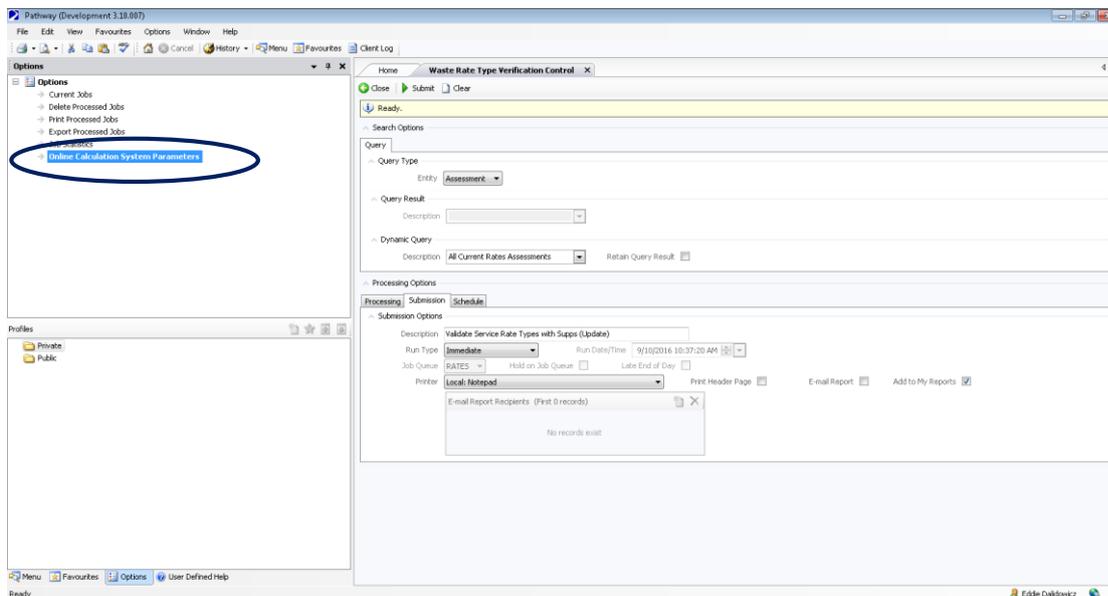
Assign the parameters that will be used when Supplementary Rates are created when the Waste Rate Type Verification process detects that Services have been added, removed or changed.

Perform the first Waste Rate Type Verification with Supplementary Rate creation process as an ad-hoc job.
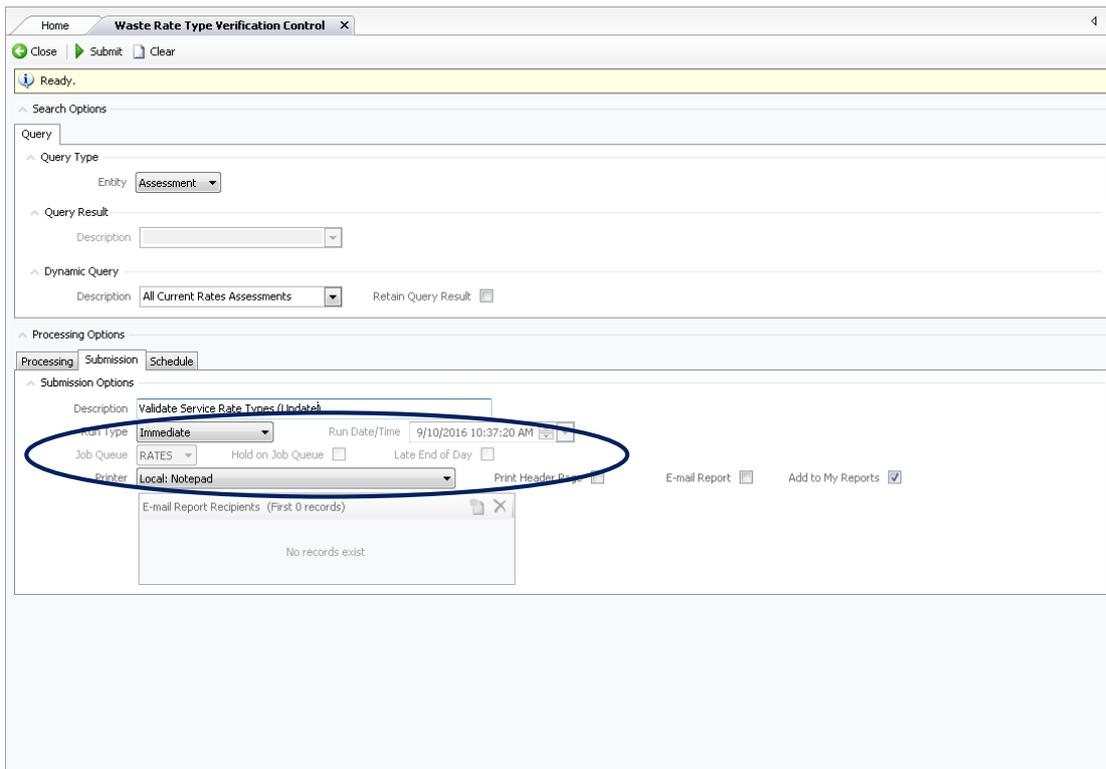
If this Waste Rate Type Verification process results in no errors, then schedule the process to be executed automatically.

Checking Supplementary Rates

The scheduled Waste Rate Type Verification process will send a report via e-mail to the nominated user, indicating whether Supplementary Rates have been created due to Services having been added, removed or changed.

A search on the current 'Open' 'Default' Supplementary Batch will list all the Supplementary Rates that have been created. Select the Assessment that was reported as having a Supplementary Rate created.
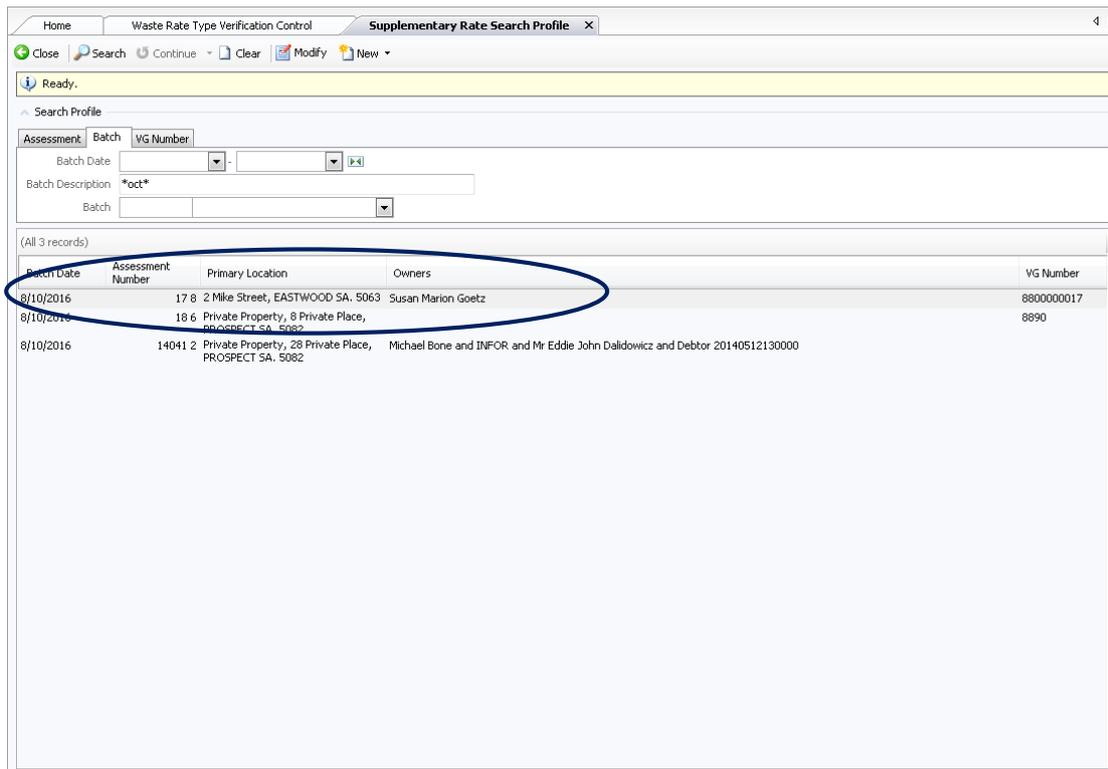
Select the 'Calculation Results' option.
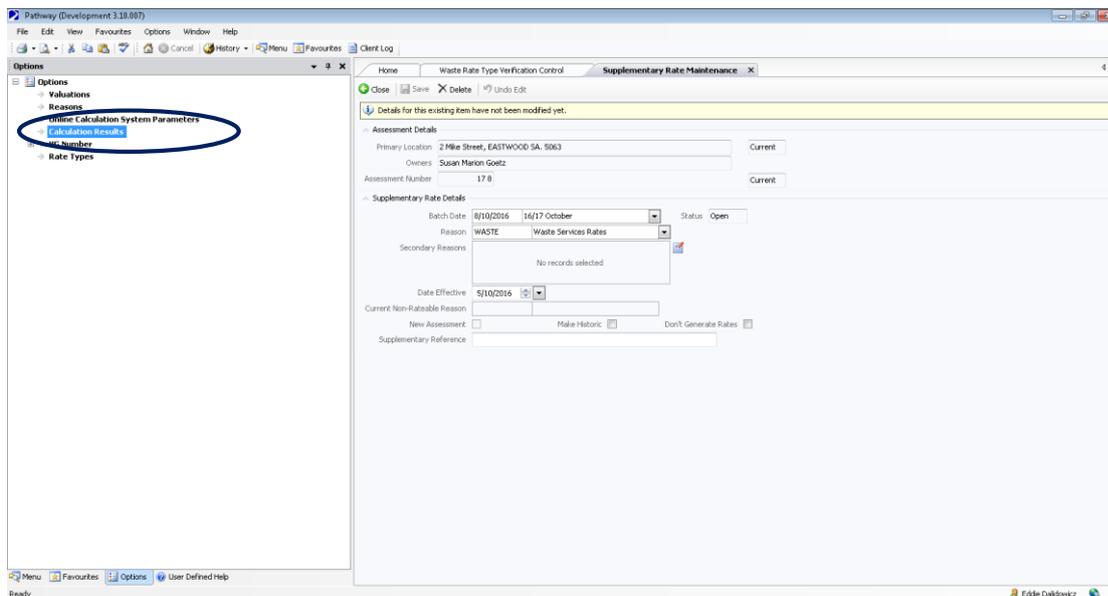
The Supplementary Rate Calculation Results form will list all the Rate Types associated with the Assessment. The Supplementary Rate associated with the Service change will be assigned to a 'Grouping Rate Type' and have a non-zero amount. The amount on the 'Grouping Rate Type' is an accumulation of the amounts on the 'Service-Frequency Rate Types'.
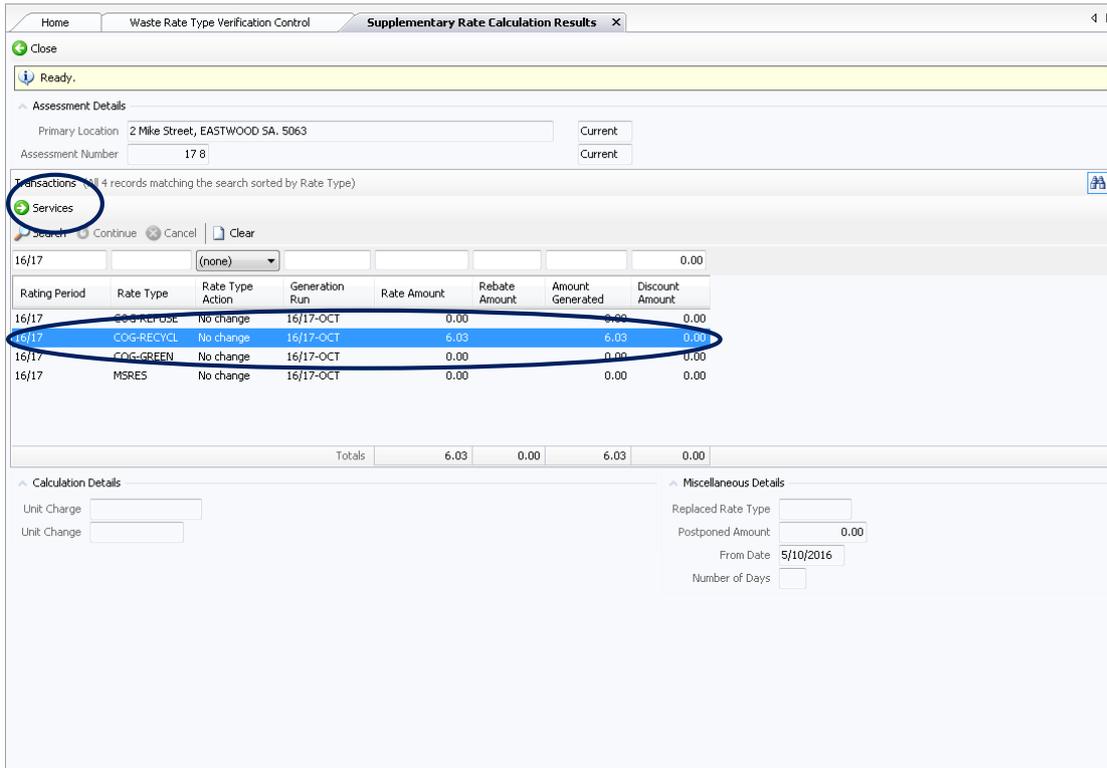
Select the [Services] button to display the 'Supplementary Rate Calculation Service Enquiry' form. The Supplementary Rate associated with the Service change will have a non-zero Calculated Amount.
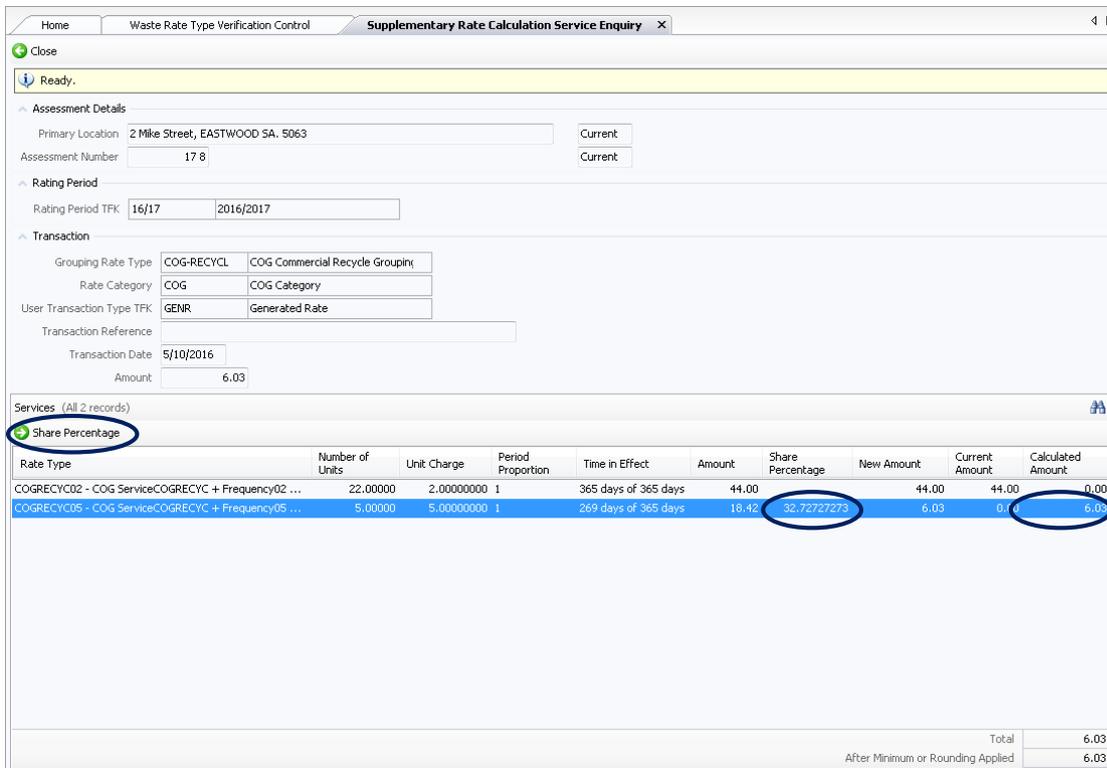
When more than one Service has the same Reference then it is considered to be a shared service that is charged to multiple Assessments within the same Community Title. A shared service is indicated by a non-blank Share Percentage.

Select the [Share Percentage] button to display the 'Supplementary Rate Calculation Service Share Enquiry' form. The Supplementary Rate Calculation Service Share Enquiry form shows all the Assessments that have a Service with the same Reference and the calculation method that has been used to determine the amount payable by each Assessment.

	Contribution Description	Contribution Result	Share Percentage	Calculated Amount
18 (6) Private Property, 8 Private Place, PROSP...	3/5 × 6/8	3.60000000	49.09090909	9.04
17 (8) 2 Mike Street, EASTWOOD SA. 5063	2/5 × 6/8	2.40000000	32.72727273	6.03
14041 (2) Private Property, 28 Private Place, P...	2/3 × 2/8	1.33333333	18.18181818	3.35
	Total	7.33333333	Total	18.42

Rate Type: COGRECYC05 COG ServiceCOGRECYC + Freque
Amount: 6.03

Select the 'Rate Types' option.

The Supplementary Rate Type Maintenance form will list all the Rate Types associated with the Assessment. The Supplementary Rate associated with the Service change will be assigned to a 'Grouping Rate Type' and have non-zero New Units and Current Units values.

Select the [Services] button to display the 'Supplementary Rate Type Service Enquiry' form to show the details of the Services that were accumulated into the 'Grouping Rate Type'.
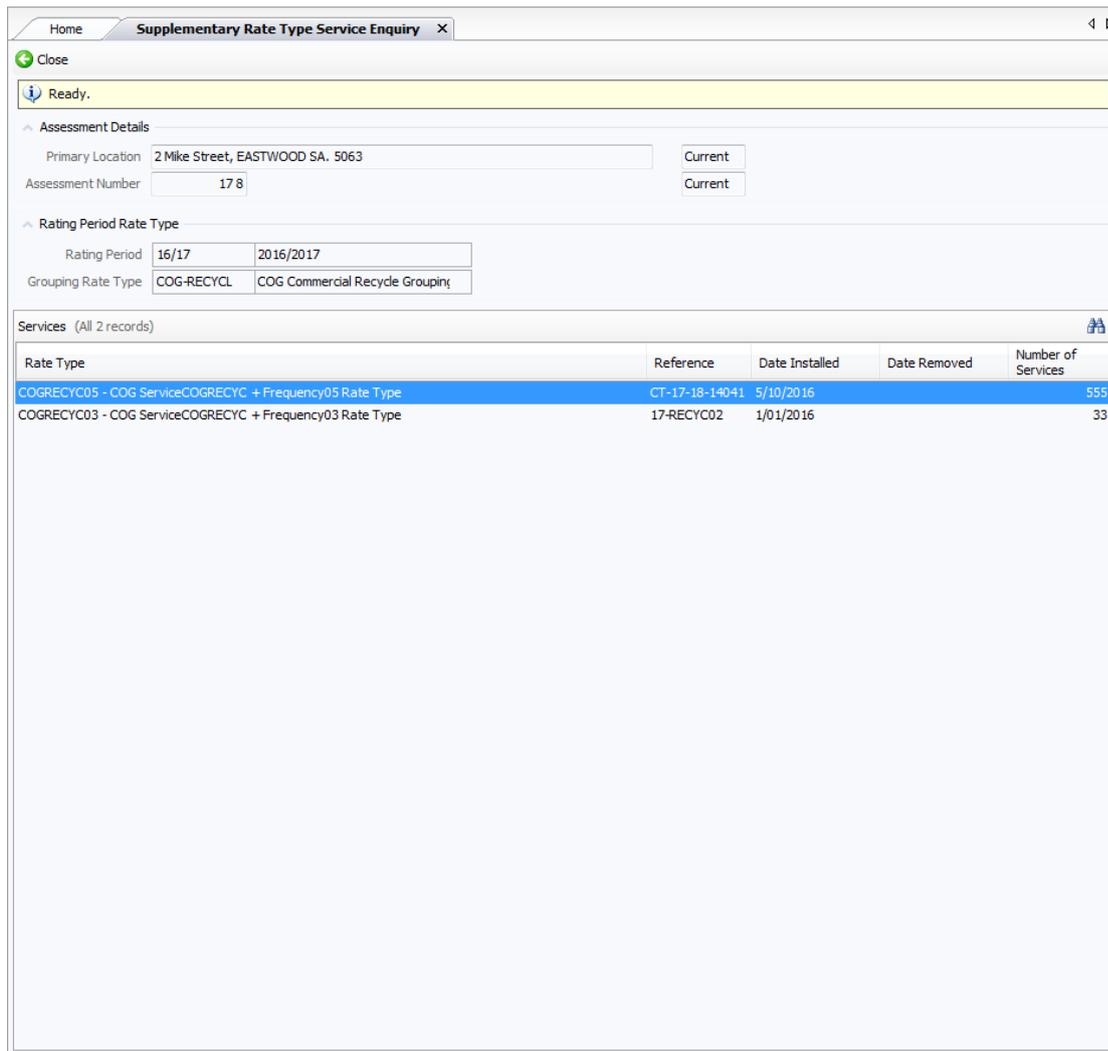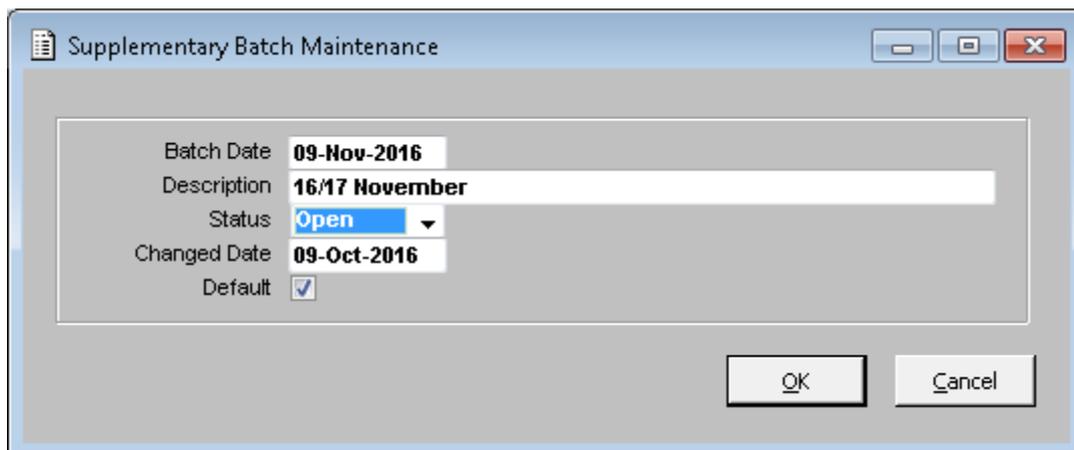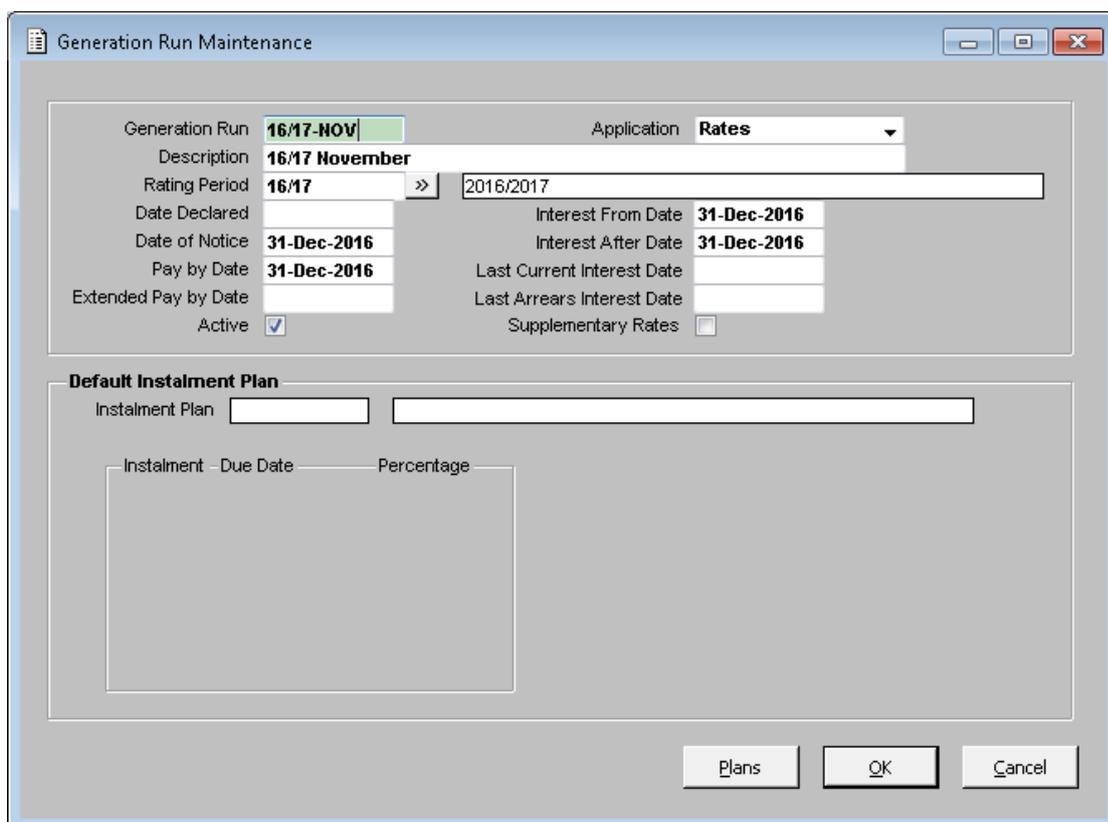
Supplementary Rates Generation - Preparation

Approve the current 'Open' 'Default' Supplementary Batch.
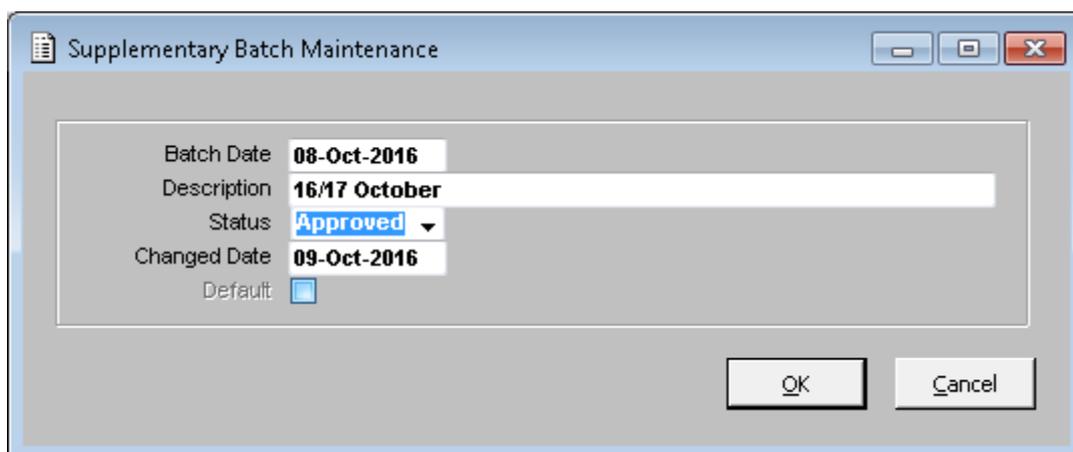
Create the next current 'Open' 'Default' Supplementary Batch.
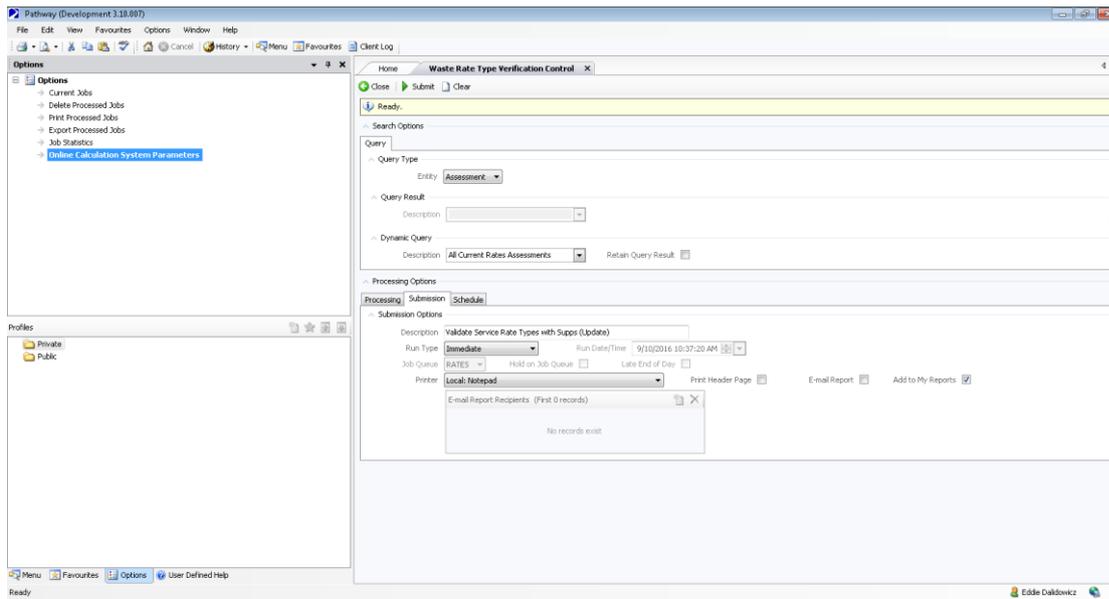
Create the next Supplementary Generation Run.

The Online Calculation System Parameters option is enabled when the Waste Rate Type Verification process is about to be executed with the following settings:

Check Rate Types without create Supplementary Rates	OFF
Job Type:	Report and Update

Double click the Online Calculation System Parameters option.

Assign the next Supplementary Generation Run and other parameters that will be used when Supplementary Rates are created when the Waste Rate Type Verification process detects that Services have been added, removed or changed.
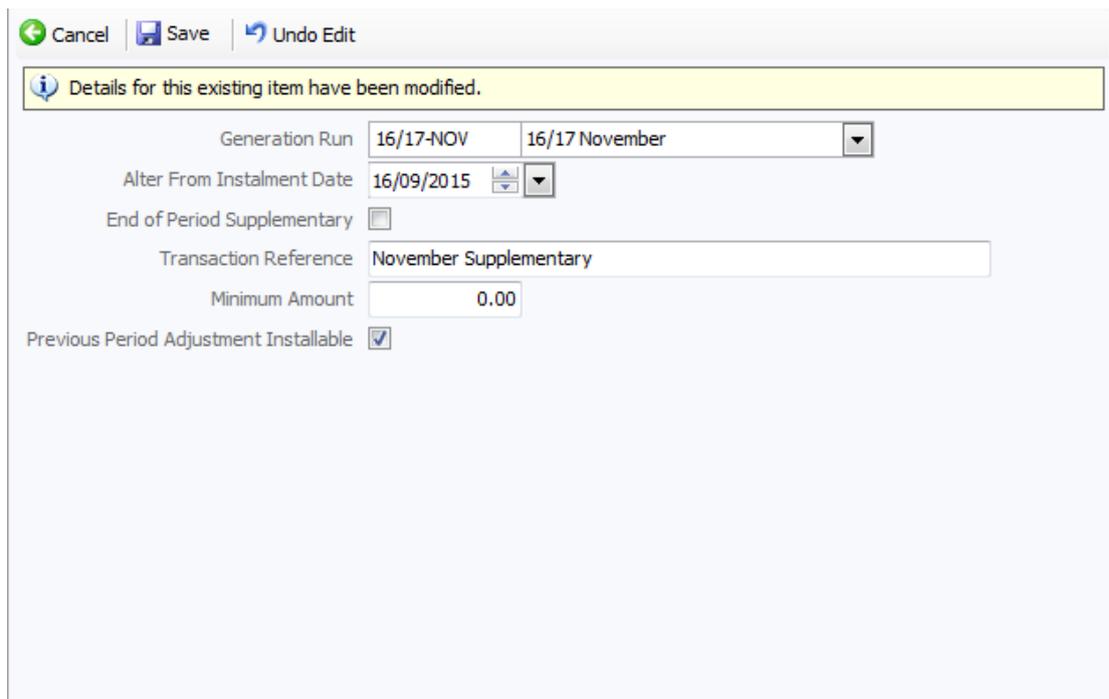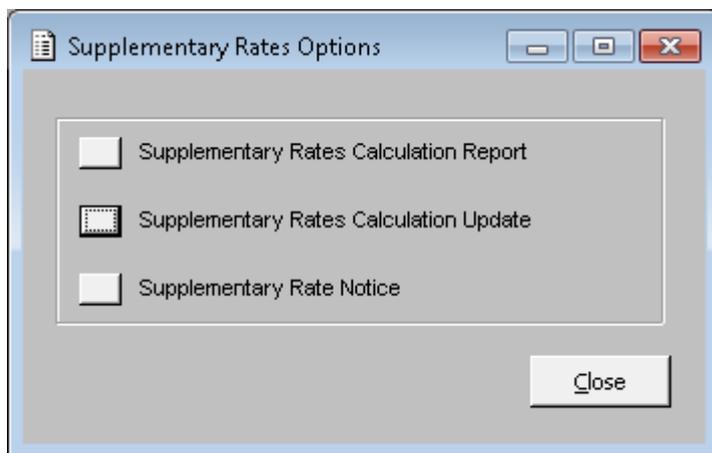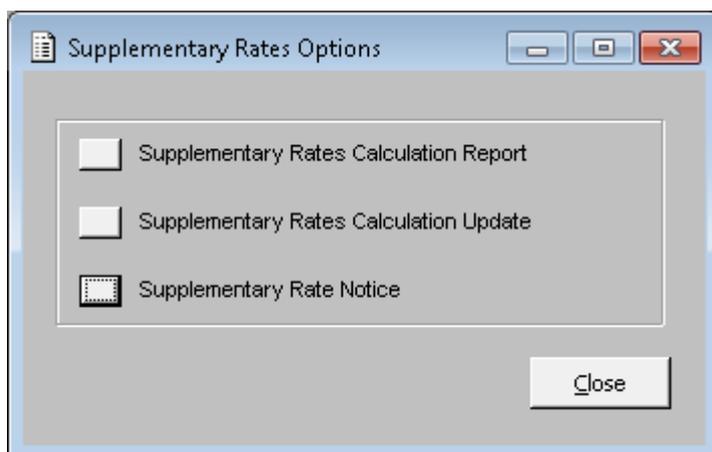

Supplementary Rates Generation

Perform the Supplementary Rates Calculation Report.
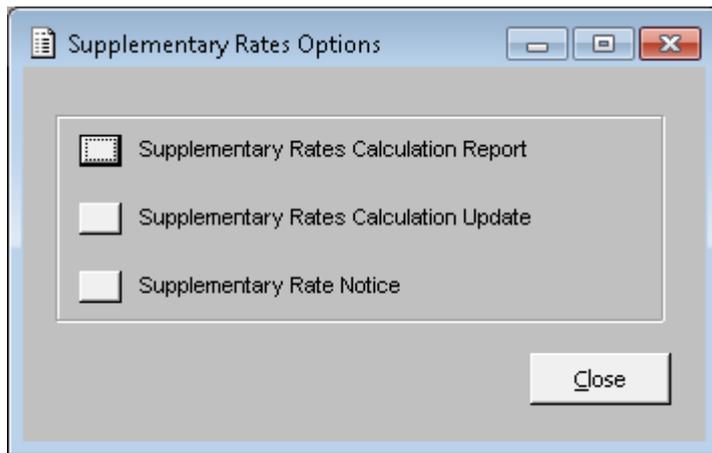
Perform the Supplementary Rates Calculation Update.

Perform the Supplementary Rate Notice.

Assessment Transactions

The Supplementary Rates Calculation Update will transfer the Supplementary Rate Transaction to Assessment Transactions that can be assessed from the 'Transactions' option.

The 'Transaction Reference' indicates the transactions that were created by the Generation Run for the Supplementary Rates Calculation Update.

The transaction associated with the Service change will be assigned to a 'Grouping Rate Type' and have a non-zero amount. The amount on the 'Grouping Rate Type' is an accumulation of the amounts on the 'Service-Frequency Rate Types'.

Select the [Services] button to display the 'Transaction Service Enquiry'.

When more than one Service has the same Reference then it is considered to be a shared service that is charged to multiple Assessments within the same Community Title. A shared service is indicated by a non-blank Share Percentage.

Select the [Share Percentage] button to display the 'Transaction Service Share Enquiry' form. The Transaction Service Share Enquiry form shows all the Assessments that have a Service with the same Reference and the calculation method that has been used to determine the amount payable by each Assessment.

End of Period Roll

Process all pending Supplementary Rates by performing a Supplementary Rates Generation before commencing the End of Period Roll and Rates Generation processes.

The scheduled Waste Rate Type Verification process must be removed to avoid Supplementary Rates being created due to Services changes while the End of Period Roll functions are performed. Select the 'Current Jobs' option.
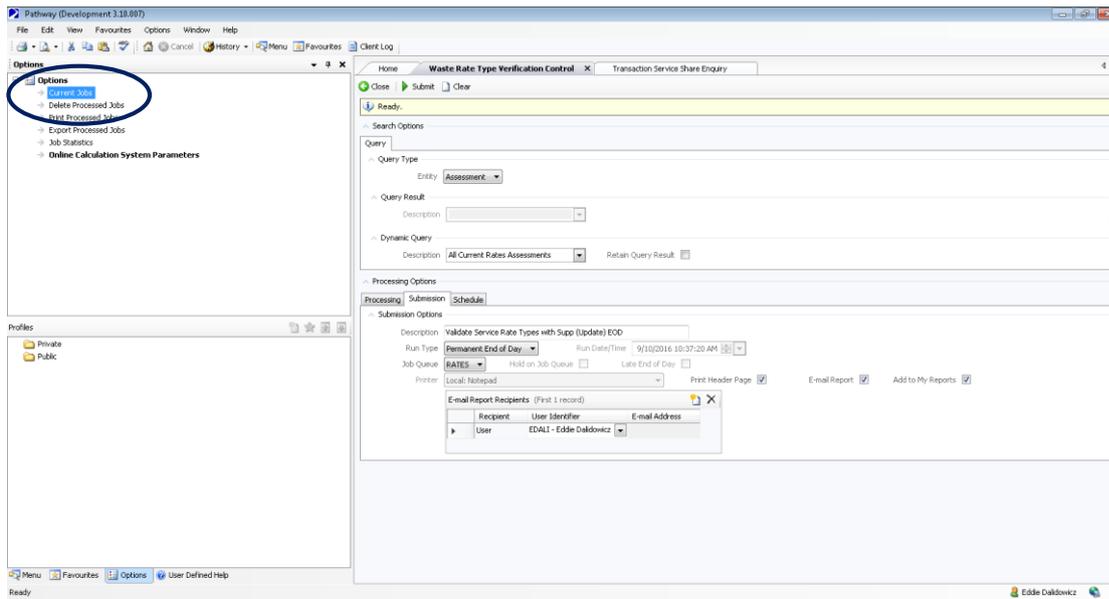
Select the [Scheduled Jobs] tab and remove the Permanent End of Day Waste Rate Types Verification.
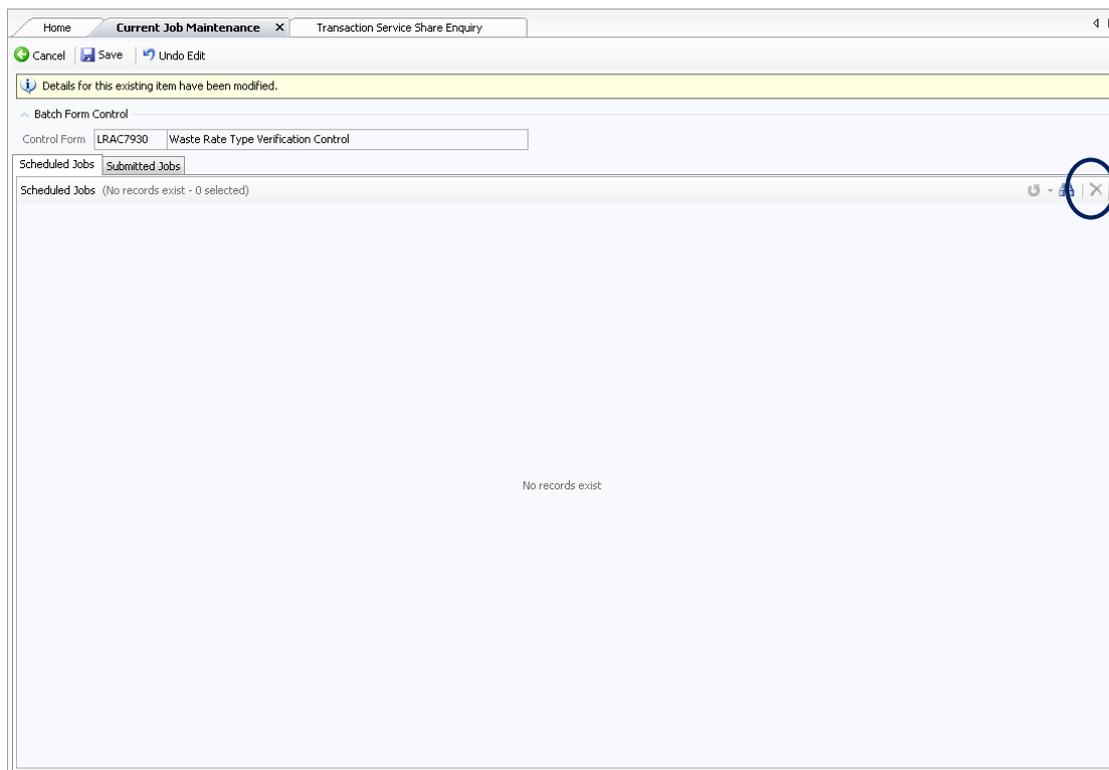
Perform all the standard End of Period functions such as copying the 'Rating Period Rate Type' to the new Current Rating Period.

The Waste Rate Type Verification process needs to be performed to record an image of the Services from which to calculate Rates. Process with the following settings:

Check Rate Types without Supplementary Rates	ON.
Job Type	Report Only
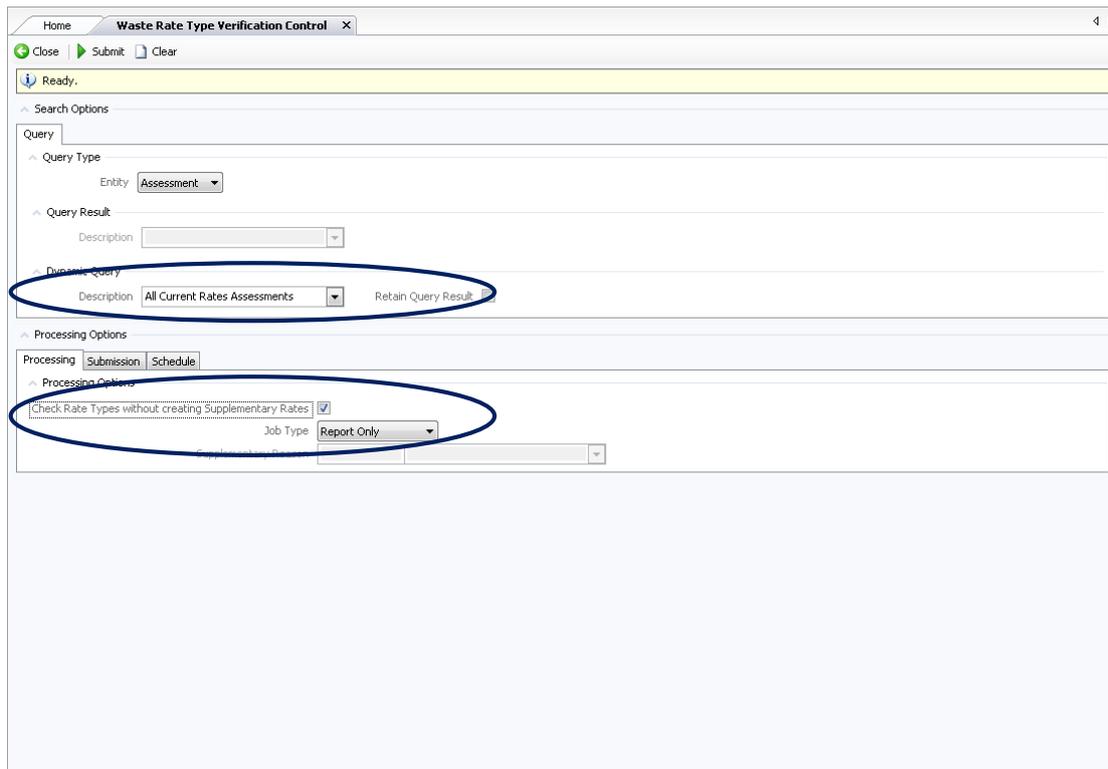
Select 'Immediate' or 'Submit' as the 'Run Type' and a suitable 'Printer' for the report.
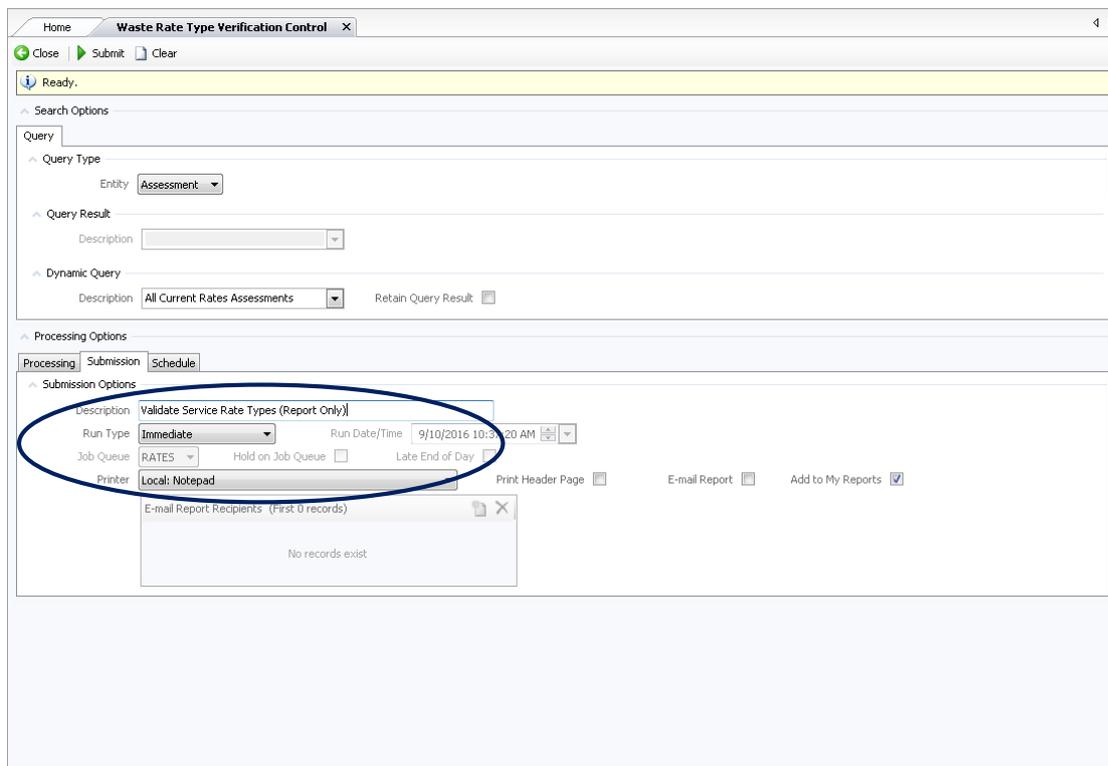
If any Error details are reported, perform the corrective action and repeat the Waste Rate Type Verification process.

When Information only details are reported, perform the Waste Rate Type Verification process with the following setting:

Job Type	Report and Update
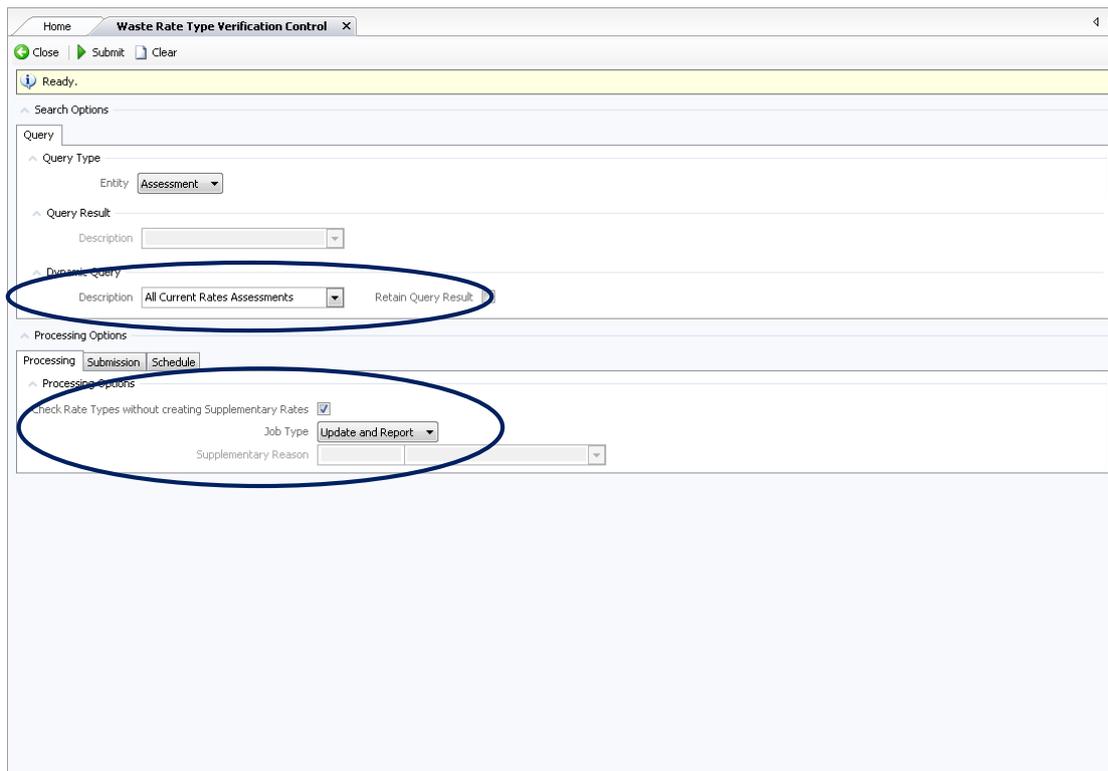
Select 'Immediate' or 'Submit' as the 'Run Type' and a suitable 'Printer' for the report.
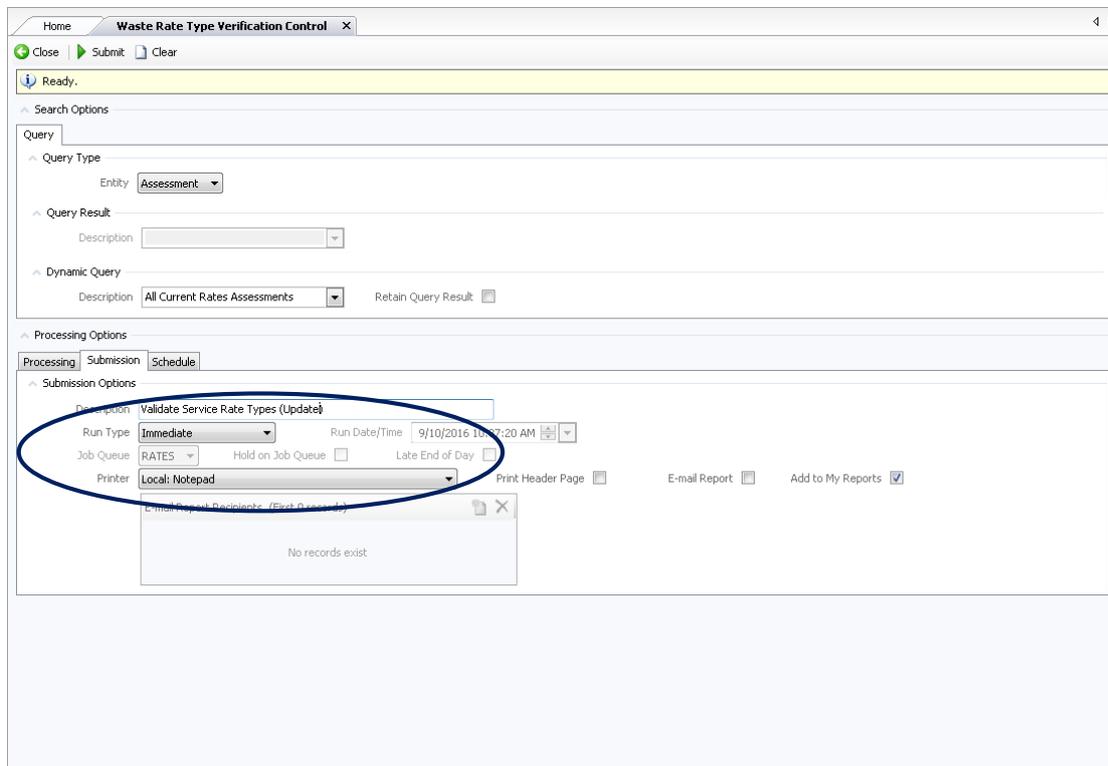
This records an image of the Services that will be used by the subsequent Rates Generation Process to calculate Rates.

Rates Generation

Note that Waste Rate Types are not included in Rates Prediction.

Perform the Rates Generation.
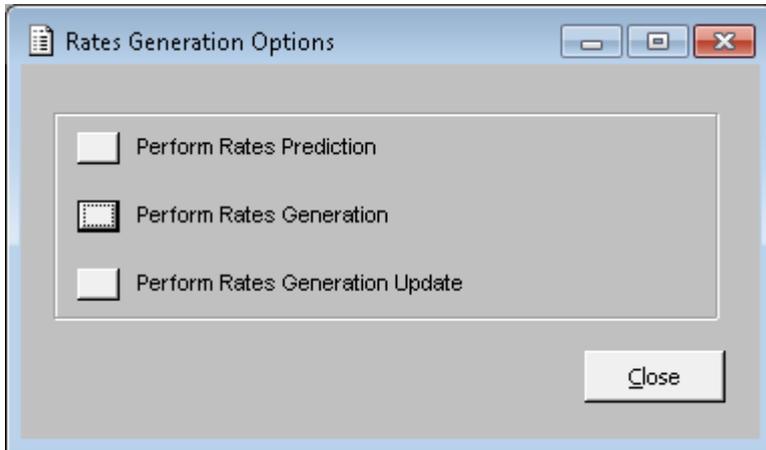
Perform the Rates Generation Update.
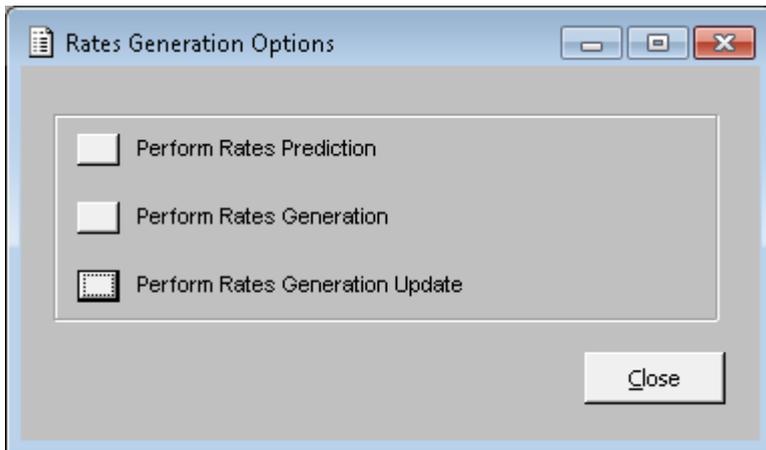
<u>Start of Period</u>

Schedule the Waste Rate Type Verification with Supplementary Rate creation process to be executed automatically.
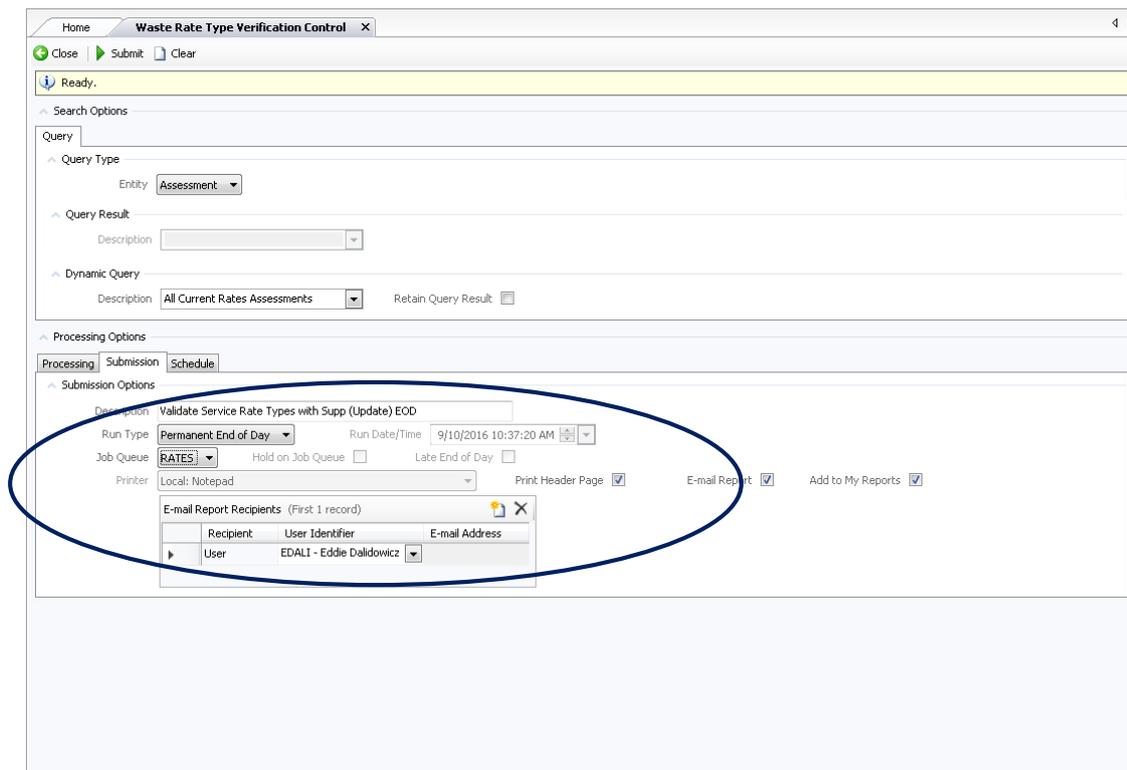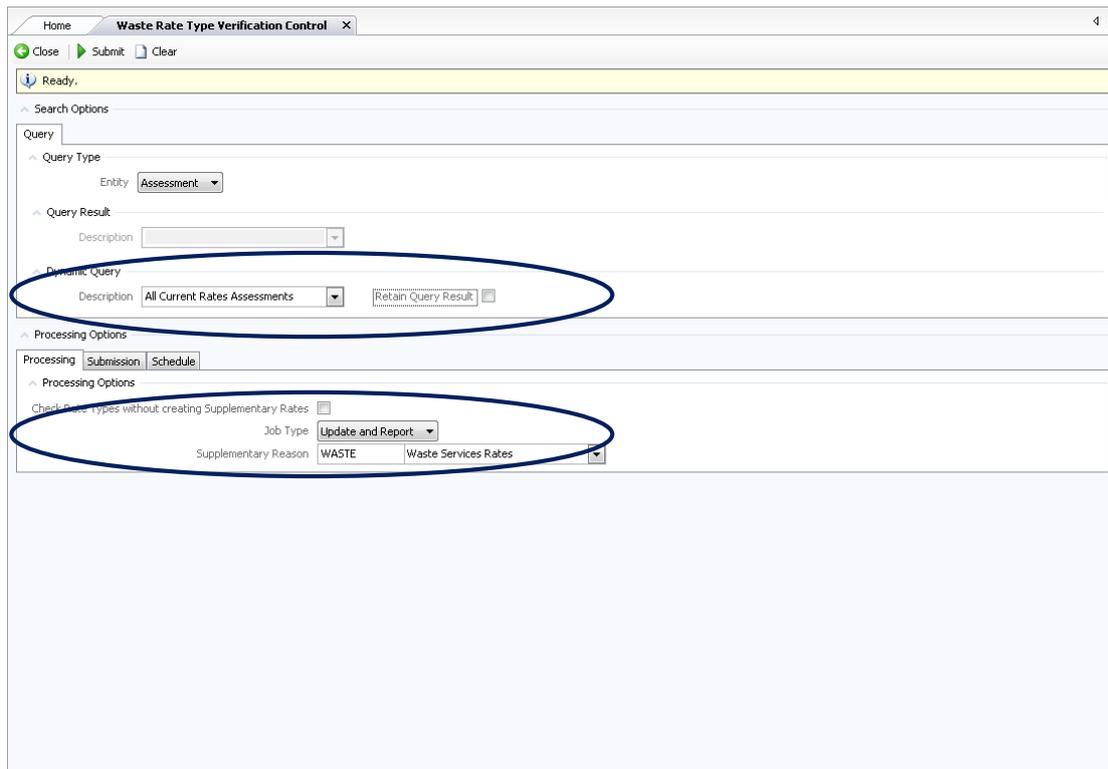
Debt Collection

Enhancements have been made to the Debt Collection functionality to allow for Recovery Group Activity to be suspended for an Assessment, and to allow for this to occur automatically upon the creation of an Arrangement to Pay. If a customer defaults on their Arrangement to Pay the Recovery Group Activity can then resume from the point at which it was suspended.

This functionality is only available in the Smart Client version of Pathway.

Rates System Parameters

A "Suspend Debt Recovery upon Arrangement Creation" parameter has been introduced on the second Rates System Parameter Maintenance form (accessed via the "More" button on the first form).

This parameter controls whether Debt Recovery Activity is suspended upon the manual creation of an Arrangement to Pay.

There are a number of functions which allow an Arrangement to Pay to be created for an Assessment:

- **Arrangement to Pay Maintenance**
- **Arrangement Re-Calculation**
- **ePathway**

Each of these has been enhanced to cater for automatically suspending Debt Collection Activity when an Arrangement to Pay is created.

Arrangement to Pay Maintenance

The Arrangement to Pay Maintenance form is accessed from the Arrangement to Pay option on the Assessment Summary form.

This form has been enhanced to do the following, subject to the new system parameter setting:

- During entry of a new Arrangement an informational message is displayed at the top of the form in the validation panel.

- When the new Arrangement is saved:
  - The latest Activity for the current Assessment Recovery Group has its Next Action Date removed (*) and its Suspended Date set to today's date.

  - A Note is automatically added to the Assessment Recovery Group recording the date and time, logged on user, and Activity details. For example:

The Next Action Date displayed is the value that was in place before it was removed.

(*) Removal of the Next Action Date ensures it is not considered by Tracking where a test on the Activity Next Action Date is in place.

Arrangement Report

The Arrangement Report has been modified to cater for automatically resuming Assessment Debt Recovery Activity if an Arrangement to Pay is in default. Please refer to the release notes for DRN 29600 for details.

Assessment Recovery Group Maintenance

The Recovery Group Maintenance form is accessed from the "Recovery Groups" option on the Assessment Summary form. It has been enhanced to allow for the suspension of Recovery Group Activity.

A read only column named "Activity Suspended Date" has been added which displays the Suspended Date of the latest Activity for a Recovery Group.

Assessment Debt Collection Activity Maintenance

The Debt Collection Activity Maintenance form is accessed from the Activities button on the Recovery Group Maintenance form.

A maintainable column named "Suspended Date" has been added between the Next Action Date and Creation Method to hold the date on which an Activity was suspended.

Even though the Suspended Date is available for all listed Activities it is always the most recent Activity that is used to determine whether Debt Collection is suspended.

Manual Debt Collection Suspension

To manually suspend Debt Collection Activity a Suspended Date can be entered against the most recent Activity. If this is done the Next Action Date will need to be removed.

Manual Debt Collection Resumption

To manually resume Debt Collection Activity the Suspended Date can be removed. If this is done a Next Action Date will need to be entered.

Validation

An Activity cannot have both a Next Action Date and a Suspended Date.

Debt Collection Generation

The Debt Collection Generation processes current Assessment Recovery Groups where the latest Activity has no Next Action Date by including them in the report with a Status of "Manual Update".

This has been enhanced to instead display a Status of "Suspended" if the latest Activity has a Suspended Date, as illustrated below for Assessment 15044.

```
-------------------------------------------------------------------------------------------------------
-     Form: LRAR7480                    Development Environment                       Page:   2 -
-     User: THOLTON                  Debt Collection Generation Report         18-May-2016 11:27:36 -
-                                          Debt Recovery Test                                        -
-------------------------------------------------------------------------------------------------------
            Current Action                     Next Action
            -------------------------------    -------------------------------
Assessment  Recovery    Activity   Next Action Recovery    Activity   Next Action Actions              Status
Number      Group                  Date        Group                  Date
--------------------------------------------------------------------------------------------------------
  15043 7   TDH1        TDH REC1   01-May-2016  TDH1        TDH REC2   20-May-2016 Send Letter          New Activity
                                                                                  Send E-mail
                                                                                  Set Cashier Warning
  15044 5   TDH1        TDH REC1                TDH1        TDH REC2   20-May-2016 Send Letter          Suspended
                                                                                  Send E-mail
                                                                                  Set Cashier Warning
--------------------------------------------------------------------------------------------------------
```

The Debt Collection Generation Update will not perform any processing on Assessment Recovery Groups where the latest Activity has a Suspended Date.

Assessment Summary

The Assessment Summary has been enhanced to make it obvious when Debt Collection Activity has been suspended for the current Recovery Group by appending "(Suspended)" to the Recovery Group text (e.g. "TDH2 – Recovery Group 2 (Suspended)"). This has been done for:

- The item displayed beneath the Recovery Groups option in the Options panel.

- The Recovery Group and Recovery Group Activity items in the Summary section (the presence of this information is controlled by system parameters).

Treatment of Suspended Debt Recovery

The introduction of the concept of suspending Activity on a current Assessment Recovery Group affects a number of existing functions. Most of these continue to treat a current Assessment Recovery Group as being current even if Activity has been suspended. Others have been modified to treat these Recovery Groups differently.

Suspended Debt Recovery treated as Current

The following existing functions continue to treat current Assessment Recovery Groups as being current regardless of whether or not Activity has been suspended:

ATP Report

When processing Arrangements to Pay that are "Completed" it is possible to automatically make the current Assessment Recovery Group historic.

Tracking

Assessment Recovery Groups can be added using the standard Tracking option available in a number of batch processes and reports. This functionality does not add a Recovery Group if an Assessment already has a current Recovery Group. The affected functions are:

- o Rates Accounting >> Reports >> Aged Period Report
- o Rates Accounting >> Batch Processing Functions >> Arrangement Re-Calculation
- o Rates Accounting >> Reports >> Arrangement Report
- o Rates Accounting >> Reports >> Outstanding Balances Report
- o Rates Accounting >> Reports >> Rate Notice Report
- o Rates Accounting >> Supplementary Rates >> Supplementary Rate Notice Report
- o Water Billing >> Reports >> Water Usage Notice
- o Water Billing >> Reports >> Aged Trial Balance Report

ePathway

The ability to allow customers to create their own Arrangement to Pay can be conditioned upon whether the Assessment in question has a specific current Recovery Group.

Property Workflow

The Property based "Rates - Check for Current Debt Recovery Group" system action can be used to perform certain actions depending on whether an Assessment has a current Recovery Group.

Suspended Debt Recovery treated differently

The following existing function has been modified to treat current Assessment Recovery Groups differently if Activity has been suspended:

Rate Notice Report

It is possible to make a current Assessment Recovery Group historic and add a new one using this function. This functionality has been modified so that this will not be done if Activity has been suspended.

Receipting

Enhancements

Receipt Maintenance

InforXtreme Incident:	DRN: 29707	Fix:
	KB:	

A new Receipting Authority called "Change Receipt Reversal Date' has been created. When a user is authorised to the new "Change Receipt Reversal Date' Receipting Authority, the Receipt Maintenance function will be presented with a Reversal Date field for entry on the Receipt Reversal Reason form.

External Receipts

InforXtreme Incident:	DRN: 29617	Fix:
SMART AND THICK CLIENT;	KB:	

AUTOMATED EFT RECEIPT REVERSAL

Enhancements have been made in Receipting to facilitate the importing and processing of electronic payment reversals.

Previously, the External Receipts Import skipped reversals in external payment files or treated reversals as payments. Now the External Receipts Import is capable of importing and validating reversals, based on a supplied value of Payment Instruction Type in an import file.

Note: This functionality requires externally supplied Receipting data to be in a predefined format, i.e. either in a user defined file format which includes two newly available import fields, or in the Pathway Standard External Receipt Format (GEAC). Both formats are detailed below.

Import Fields Maintenance

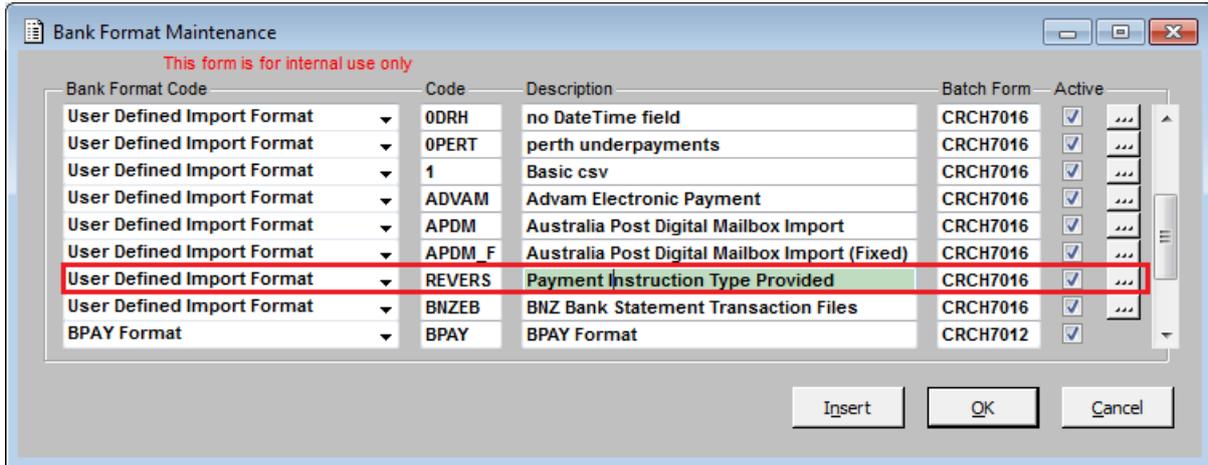There are two new import fields available for user defined file formats:

- PAYINSTTYP – Payment Instruction Type
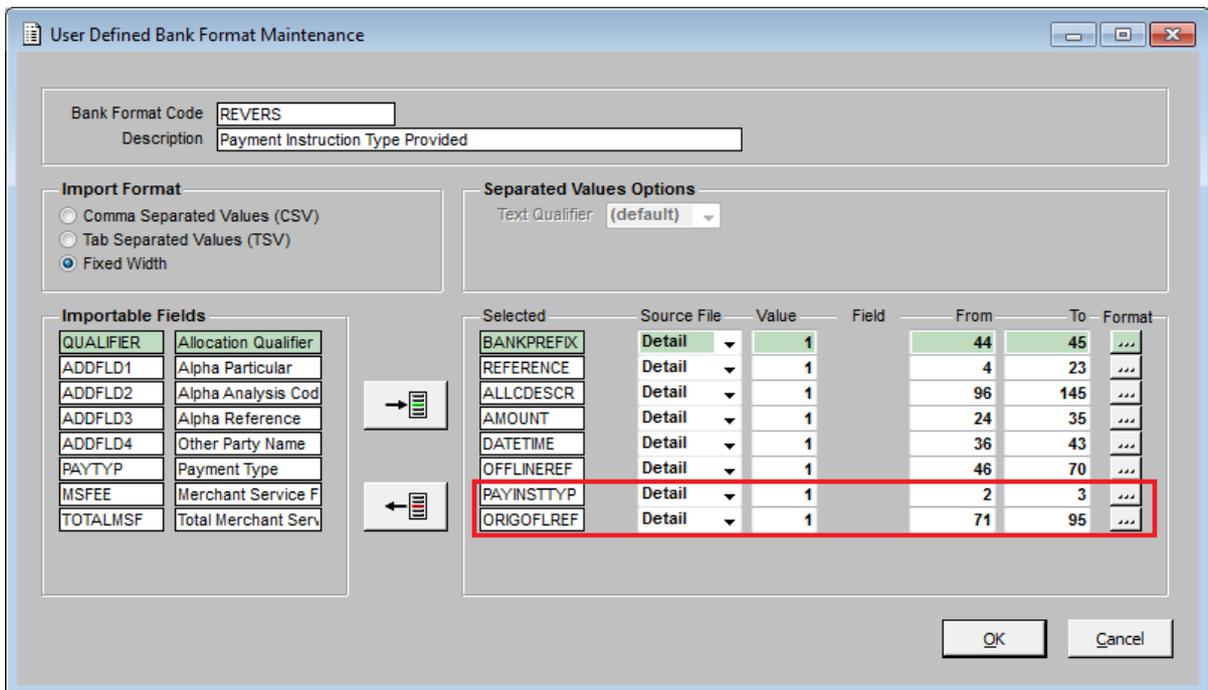- ORIGOFLREF – Original Offline Reference
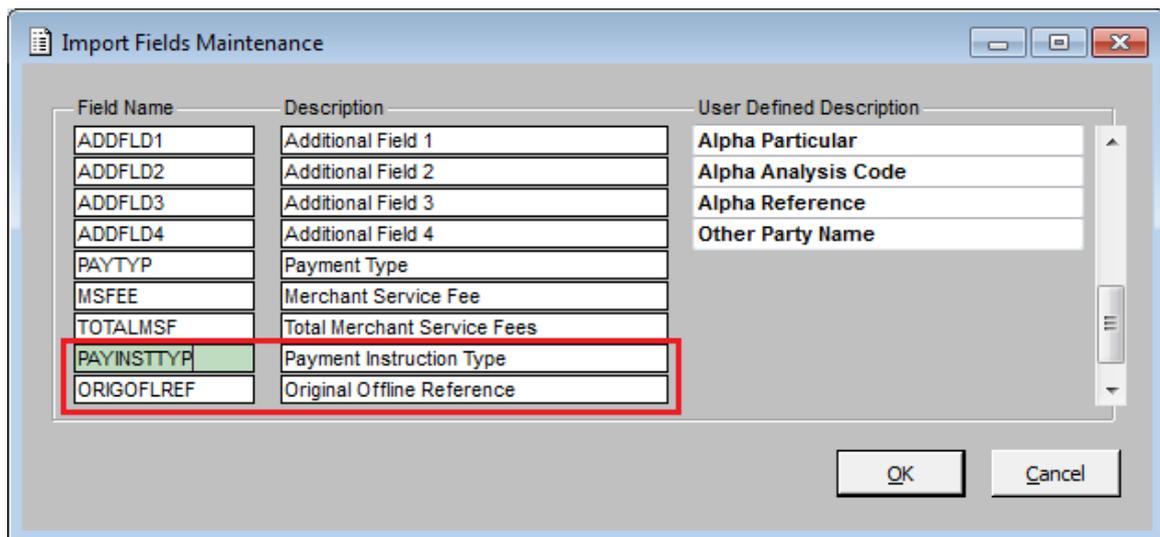
Import Fields Maintenance

User Defined Bank Tape Formats

When creating or maintaining a user-defined format, the two new importable fields are available for selection and mapping:
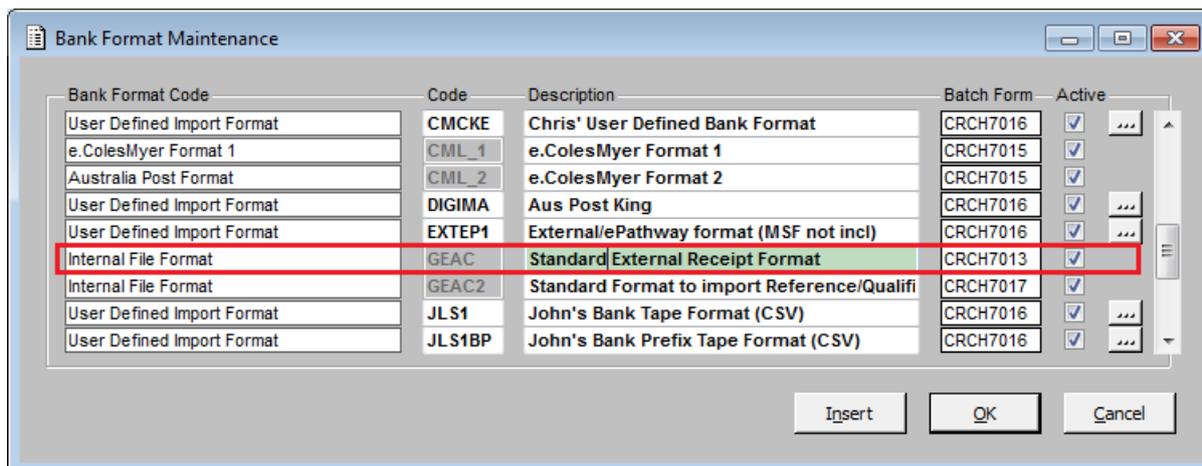

Bank Format Maintenance

User Defined Bank Format Maintenance

Standard External Receipt Format

The above changes for the importable fields are also reflected in the Pathway Standard External Receipt format (i.e. GEAC).

Bank Format Maintenance

The existing definition of the standard format (GEAC) already includes the value of Payment Instruction Type field which is from character positions 2-3 on a detail line record, however it has not previously been used/imported.

There was no provision for an Original Offline Reference value within the standard format previously. This field is now available and its value is taken from character positions 71-95, directly after the existing Offline Reference value.

Additionally, the standard format can now support an External Transaction Description field value. Its value is taken from character positions 96-145, directly after the new Original Offline Reference value. The field can be used, for example, to supply a reason for a reversal. It can be treated as an equivalent field to the ALLCDESCR field within a user defined format.

External Receipt Import

As implied by the availability of two new import fields, Payment Instruction Type and Original Offline Reference values are now to be held against external receipts.

If Payment Instruction Type is not selected/mapped, or a value not provided, the default Payment Instruction Type is set to "05" (payment) for all file formats, regardless of whether the format is user defined or system defined.

The External Receipt Import will report an error if the value of Payment Instruction Type (PAYINSTTYP) is provided but it is not one of the following:

'05' – Payment
'15' – Error Correction
'25' – Reversal

When the value of Payment Instruction Type is '15' or '25', and if the provided value of Original Offline Reference (ORIGOFLREF) contains more than 25 characters, the import will also report an error.

Process External Receipt Control

The Process External Receipt Control form now includes a No. of Reversals column in the batch details grid, which is the total of the number of Error Correction and Reversal transactions imported.

The batch processing also includes a Reason for Reversal field, which serves the same purpose as the corresponding field in Bulk Receipt Reversal. It is only enabled when updating a batch. When a value of External Transaction Description (standard format) or a value of ALLCDESCR (user format) is provided, the value provided by the import file will supersede the "Reason for Reversal" field value entered on this form when performing the reversal.

External Receipt Selection

The External Receipt Selection form now includes a No. of Reversals field that matches the one on the Process External Receipt Control form. It also includes an Instruction Type column in the External Receipt grid, displaying the description of the Payment Instruction Type value against each external receipt.

External Receipt Maintenance

The External Receipt Maintenance form now includes fields to display the new Payment Instruction Type and Original Offline Reference values held against external receipts.

The Original Offline Reference value is maintainable as per the Offline Reference value, but only for Error Correction and Reversal instruction types. Any changes to the Original Offline Reference number however will invalidate a validated reversal and will result in the reversal being unlinked from the matched receipt.

There is also a Matched Receipt Number link box control to enable the display and selection of a receipt to be reversed. This option is only available for Error Correction and Reversal instruction types. The matched receipt can either be selected by a user, or automatically linked by the validation process.

If a user manually selects a receipt, it must meet the following criteria for the match to be successful:

- It must not already have been reversed, voided or suspended.
- It must have only one allocation line (barring merchant service fees) and the values of the application and reference fields must match those of the reversal. In addition, if a qualifier value has been provided by the external receipt, then the receipt qualifier must match this value as well.
- There is a warning if the receipt amount does not match the reversal amount.
- There is a warning if the Original Offline Reference value does not match the Offline Reference value against the receipt.
- There is a warning if the original receipt qualifier has a value however the external receipt does not provide a qualifier value.

Once a user successfully selects a receipt against a reversal, the reversal is considered validated, i.e. the "Validate" process will only validate the status of the selected receipt, and will then bypass the information checks on all allocation lines.

External Allocation Line Maintenance

Any change to application code, reference, or qualifier for a validated reversal allocation line, via the External Allocation Line Maintenance, will invalidate the reversal, and unlink any matched receipt.

Validation

The validation process for normal payments remains as it is. External transactions with instruction types of Error Correction and Reversal are both treated as requests to reverse a receipt, and are validated as follows:

- If there is no Matched Receipt Number:

    o If an Original Offline Reference value has been provided for a reversal:

        ▪ And there is an existing receipt with a matching Offline Reference value:

            ✓ There is a validation error if the receipt has already been reversed, voided or suspended.
            ✓ There is a validation error if the application, reference, and/or qualifier values don't match those of the reversal.
            ✓ There is a validation error if the receipt amount does not match the reversal amount.

    ✓ Otherwise, the receipt will be successfully matched to the reversal.

    ▪ If there is no existing receipt with a matching Offline Reference value, a validation error is received.

    o If no Original Offline Reference value has been provided for a reversal, the validation process searches for the most recent receipt with an allocation matching application, reference, and qualifier values:

        ▪ If a matching receipt can be found:

           ✓ There is a validation error if the receipt has already been reversed, voided or suspended.
           ✓ There is a validation error if there is more than one allocation line (barring merchant service fees) against the receipt.
           ✓ There is a validation error if the receipt amount does not match the reversal amount.
           ✓ Otherwise, the receipt will be successfully matched to the reversal.

        ▪ If no receipt exists with an allocation matching application, reference, and qualifier values, there is a validation error.

• If there is a value of Matched Receipt Number:

    o There is a validation error if the receipt has already been reversed, voided or suspended.
    o Otherwise, the receipt will be successfully matched to the reversal.

Update

When updating an external receipt reversal transaction, the function performs a reversal of the linked (matched) receipt as per existing Pathway functionality.

Reporting

In the validation report, extra information is now provided regarding the external receipt reversal status, including:

- A new "Rev" column indicating an allocation line is a reversal.
- Displaying the value of Reason for Reversal which is entered by a user on the control form. (The Reason for Reversal, regardless of whether it is supplied by an imported file or entered by a user, is stored as allocation line description which can be viewed on the Receipts Enquiry screen for a reversed receipt. (see screenshot below)
- Reversals are grouped by Reversal Validation/Update Status.
- Displaying sub-totals for Reversal Validation/Update Status.
- Displaying Net Amount.

```
    Form: CRCR8082                      Development Environment                              Page:    1
    User: XILIU                     External CRC Validation Report              16-Aug-2016 11:11:44
    Reprint: 31-Aug-2016 15:48:26              Process Reversals


 Search Profile
          Batch Number  Batch Imported

                  7108 16-Aug-2016 10:56:11


 Processing Options
              Process: Validate & Update
          Report Type: Detailed
  Reason for Reversal: Reason for All


    Form: CRCR8082                      Development Environment                              Page:    2
    User: XILIU                     External CRC Validation Report              16-Aug-2016 11:11:44
    Reprint: 31-Aug-2016 15:48:26              Process Reversals



  Batch Number: 7108
  Batch Imported: 16-Aug-2016 10:56:11                        Source:

 Reversal Line(s) with Validation Error(s)

 Ext.          Appli Allocation Reference  Qualifier  Offline        Amount  Rev  MSF  Tax   Description
 Reference No. catio                                  Reference
               n

    156893  RA    16                                  CBA2016081     -50.00  R                No matching Receipt with Offline
                                                      3709930                                 Reference CBA20160812810330.


 Reversal Line(s) Validated, and Receipt(s) Reversed

 Ext.          Appli Allocation Reference  Qualifier  Offline        Amount  Rev  MSF  Tax   Description
 Reference No. catio                                  Reference
               n

    156891  RA    13280                               CBA2016081    -300.50  R                The matching Receipt Number
                                                      3709910                                 1234586179 has been reversed.
    156892  RA    13271                               CBA2016081    -250.00  R                The matching Receipt Number
                                                      3709920                                 1234586180 has been reversed.



 Batch Total For Batch Number 7108             Count    Amount   (less MSF)      MSF  MSF(less Tax)    MSF Tax

       Reversal Line(s) with Validation Error(s):     1    -50.00     -50.00     0.00       0.00         0.00
 Reversal Line(s) Validated, and Receipt(s) Reversed: 2   -550.50    -550.50     0.00       0.00         0.00

       Total Allocation Line(s) (Exclude Reversals):  0      0.00       0.00     0.00       0.00         0.00
                      Total Reversal Line(s):          3   -600.50    -600.50                0.00
                            Net Amount:                3   -600.50    -600.50     0.00       0.00         0.00

    Form: CRCR8082                      Development Environment                              Page:    3
    User: XILIU                     External CRC Validation Report              16-Aug-2016 11:11:44
    Reprint: 31-Aug-2016 15:48:26              Process Reversals


 Report Total                                  Count    Amount   (less MSF)      MSF  MSF(less Tax)    MSF Tax

                         Number of Batches:       1
       Reversal Line(s) with Validation Error(s):     1    -50.00     -50.00     0.00       0.00         0.00
 Reversal Line(s) Validated, and Receipt(s) Reversed: 2   -550.50    -550.50     0.00       0.00         0.00

       Total Allocation Line(s) (Exclude Reversals):  0      0.00       0.00     0.00       0.00         0.00
                      Total Reversal Line(s):          3   -600.50    -600.50     0.00       0.00         0.00
                            Net Amount:                3   -600.50    -600.50     0.00       0.00         0.00
```

Home	Receipt Enquiry ✕	

G Close

ⓘ Ready.

⌃ Receipt

Receipt Number	1234586179	Drawer ID	XXV	
Recipient Name		Cashier Name	Xiang Liu	
Address		Date/Time	12/08/2016 12:00:00 AM	
Receipt Status	Unbanked Reversed	Reversal Drawer ID	XXV	
Bank Reference	CC	Cashier Name	Xiang Liu	
Source	External	Reversal Date/Time	16/08/2016 11:11:49 AM	
Offline Reference	CBA20160812810310	Bank Reference		
Receipt System Date	16/08/2016	Reversal Cashier	Xiang Liu	

Receipt Line (All 4 records)

G Detail

Application Code	Reference	Qualifier	Description	Processed	Payment Type	Amount
RA	13280		Rates Receipt	✓		300.50
			Payment Line		Visa	-300.50
RA	13280		Reason provided by file.	✓		-300.50
			Reason provided by file.		Visa	300.50

Amount Paid	0.00
Amount Tendered	0.00
Change	0.00

Smart Mobile CityWatch

Enhancements

CityWatch Home Page

InforXtreme Incident:	DRN: 29933	Fix:
	KB:	

APPENDING USER DEFINED BUTTONS TO THE HOME PAGE

There is now a standard way to append buttons to the CityWatch home page. The main page will run additional code in a function called appendMainPage, and this function can be added to the User.Pathway.MobileComputing.CityWatch.js file.

An example for loading the ePathway Application Lodgement option from CityWatch:

1. Add the following to the User.Pathway.MobileComputing.CityWatch.js file, and alter the {environment name} to match the actual environment name.

```
function appendMainPage(numberOfButtons, buttonWidth) {
    var element;
    numberOfButtons += 1;
    if (numberOfButtons % buttonWidth === 1)
        block = 'a';
    else if (numberOfButtons % buttonWidth === 2 || buttonWidth === 2)
        block = 'b';
    else
        block = 'c';
    // Add create request button
    element = $('<div class='ui-block-' + block + ''><a href='#' class='ui-btn ui-btn-m'
id='applicationlodgementButton'><img src='images/icons-48-applicationlodgement.png'
alt='Application Lodgement' style='width:48px;'><br/><b>Application
Lodgement</b></a></div>').on('click', function () {
        var appURL = '/ePathway/{enviromenet name}/Web/Applications/NewApplication.aspx';
        var win = window.open(appURL, '_blank');
        if (win)
            win.focus();
    });
    $('#mainPage #mainMenu').append(element);
}
```
----
2. Update the manifest file and reload the app (or alternately, run the ePathway Web Server setup wizard)

Result: The new button is displayed following the standard CityWatch Home Page options.

Smart Mobile Citywatch Requests

InforXtreme Incident:	DRN: 29946	Fix:
	KB:	

MANDATORY MODULE LINKS

Request Types with Mandatory Name and Property module Links are no longer filtered (from list of available types). Also, if a user is not logged in, Name and Property Links are now created and assigned to the Public user.

Smart Mobile Citywatch User Registration

InforXtreme Incident:	DRN: 29699	Fix:

KB:

CITYWATCH USER REGISTRATION

Several new User Maintenance functions have been introduced into Citywatch. These include:

- New User Registration (Standard)
- New User Registration (Auto)
- Edit User Registration (Standard)
- Edit User Registration (Direct)
- Change User Password

New User Registration (Standard)

In Citywatch click on the Register button:

This will bring up the User Registration form:

Submitting this page will fire off a New User Request.

New User Registration (Auto)

The Auto Registration form is similar to the Standard form but contains Auto Registration Name and Auto Registration Name ID fields:

The Auto Registration fields are based on the Name Key and Legal Name fields on the Personal Name record in Pathway.

Submitting this form will connect the generated ePathway user to the Person record in Pathway.

Edit User Registration (Standard)

In order to Edit a User Registration, log into to ePathway/Citywatch and click on the UserName under the Sign Out button. Alternatively, it can be reached via a direct URL (see Configuration section).

As per ePathway functionality, this type of registration sends a Edit User Request to Pathway.

Edit User Registration (Direct)

Doing a Direct Edit on a User Registration is very similar to a Standard Registration. However, the data is immediately persisted in Pathway. For this reason, the Address is selected via an Address Selector rather than free text. Also the "On Behalf of Company Name" is a read only field.

Surname/Company Name *	Smith
Given Names	Mark
On Behalf of Company Name	4 FRONT FOODSTORE
Customer Type *	Customer
Formatted Address	20 Greenhill Rd, Wayville SA, Australia Select
Email Address	Test@infor.com
Email Address Confirmation	Test@infor.com
Home Phone Number	0812345678
Mobile Phone Number	0123456789
Builders Licence No.	Bld123
Occupation	Teacher
Delivery Method *	Email
Payment Method *	Credit Card

Cancel   ✔ Submit

Change User Password

A Header URL can be setup to change password via Citywatch:

Mobility/CityWatch/index.html?Module=ESYUREG&Mode=CHANGEPASSWORD&RedirectURL=../../Default.aspx

This link will only be displayed if logged into ePathway.

Configuration

Web.config

In the ePathway web.config file, there are 2 new settings in the SmallScreen section

```
<MobileUserRegistrationOn>True</MobileUserRegistrationOn>
<ForceMobileUserRegistrationOn>False</ForceMobileUserRegistrationOn>
```

Setting `MobileUserRegistrationOn` to True will cause all Menu Items under the Registration Menu Group to use the Citywatch version of the function if on a Mobile device.

Setting `ForceMobileUserRegistrationOn` to True will cause all Menu Items under the Registration Menu Group to use the Citywatch version regardless of what device is being used.

Config.js

In the Citywatch Config.js file, there are 2 new settings – autoEditRegistration and autoUserRegistration.

```
autoEditRegistration: true, // Enables User Registration details to be processed immediately (ChangeUser)
autoUserRegistration: false, // Switches New User Registration to AUTO mode (NewUser)
```

Setting the autoUserRegistration value to **false** will cause the Citywatch New User function to issue a New User Request. These Requests will then need to be manually processed. Setting it to **true** will put New User Registration in Auto mode, which behaves in the same way as ePathway Auto mode (i.e. an Activation Code is issued to the user)

Preferences

All new forms are configured via Pathway Preferences (System Administation >> Integration >> Smart Mobile Preferences >> Citywatch Preferences Maintenance), where fields can be hidden and resequenced.

reCAPTCHA

The reCAPTCHA mechanism for detecting whether the user is human (and not a bot) is implemented for New User Registration (both Standard and Auto modes). This is switched on/off based on the presence of both Captcha.PrivateKey and Captcha.PublicKey System Parameters (configured in ePathway)

Disclaimer

New User Registrations will also display Disclaimers if they have been set up in ePathway (Layout >> Page Layout >> ePathway User Registration)

Directly linking from ePathway

URL's can be constructed to link directly into the Citywatch User Registration functions:

- Mobility/CityWatch/index.html?Module=ESYUREG&Mode=NEW&RedirectURL=../../Default.aspx
- Mobility/CityWatch/index.html?Module=ESYUREG&Mode=CHANGE&RedirectURL=../../Default.aspx
- Mobility/CityWatch/index.html?Module=ESYUREG&Mode=AUTO&RedirectURL=../../Default.aspx
- Mobility/CityWatch/index.html?Module=ESYUREG&Mode=CHANGEPASSWORD&RedirectURL=../../Default.aspx
- Mobility/CityWatch/index.html?Module=ESYUREG&Mode=ENQUIRY&RedirectURL=../../Default.aspx
- Mobility/CityWatch/index.html?Module=ESYUREG&Mode=SIGNON&RedirectURL=../../Default.aspx

The 6 **Mode** values available are NEW, CHANGE, AUTO, CHANGEPASSWORD, SIGNON and ENQUIRY:

The **Module** will always be ESYUREG for all User Registration functions.

Setting the **RedirectURL** parameter will cause the user to be returned to ePathway on completion/cancelling of the process.

The Url's can then be used in Layout >> Header Urls to display direct links from the header in ePathway.

These links will also be used in MenuItems (populated by the Installer) so that menu items under the Registration Menu Group will redirect to the associated Citywatch User Registration apps. This is of course dependant on whether it has been configured to do so in ePathway's web.config SmallScreen section.

Citywatch My Accounts

InforXtreme Incident: NESA 9150924;	DRN: 29357	Fix:
	KB:	

INSTALMENT AMOUNTS DISPLAYED

A button has been added to the MyAccounts form to allow Instalment amounts to be displayed in the grid.

Smart Mobile Inspections

Enhancements

Smart Mobile Inspections Letter Generation

InforXtreme Incident: WTOR 9720914; CAMP 9754001; SMART AND THICK CLIENT;	DRN: 29947	Fix:
	KB:	

SMART MOBILE INSPECTIONS ADHOC EMAIL ADDRESSEE FOR LETTERS

The Smart Mobile Inspection Letter Preferences now includes an Additional Ad hoc Email Address flag for all modules (was previously just Applications) to indicate whether the system should prompt a user 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.

Inspection Document Generation

InforXtreme Incident: SYDC 10112391; SMART AND THICK CLIENT;	DRN: 30054	Fix:
	KB:	

INSPECTION DOCUMENT GENERATION WITH EDMS USER IMPERSONATION

Changes have been made to the Smart Mobile Inspections modules to enable User Impersonation for EDMS products such as Trim. During Document Generation the system will now refer to the network user name nominated via the User Preferences in order to determine the network user name to use for the attachment.

For Councils wanting to implement User Impersonation, each User Id should have an Network User associated via:

System Administration >> Menu >> User Maintenance >> [USERID] >> User Preferences

Where this is not setup for a User Id, the system will revert to using the network user that was used to start the application server service (which is typically, 'SYSTEM').

NOTE: This is an extension to the change introduced in an earlier release of Pathway.

Water Billing

Enhancements

Debt Collection

InforXtreme Incident:	DRN: 29619	Fix:
SMART CLIENT;	KB:	

RECOVERY GROUP MAINTENANCE

Enhancements have been made to allow Recovery Group Activity to be suspended for an Assessment. Please refer to the Rates Accounting section of the Release Notes for further details.

DRN Index

Infor Xtreme Incident Index