Pathway

RELEASE NOTES

Enhancements

3.10.007

Feedback
Your suggestions and comments regarding this documentation are highly regarded. Please email or fax any suggestions to your Infor Public Sector office - lghelpdesk@infor.com.

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Pathway Release 3.10.007

Table of Contents

Introduction

This document describes enhancements and new functionality made available in Release 3.10.007 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 three separate documents as follows:

- Infor Pathway Release 3.10.007 Enhancements.pdf
- Infor Pathway Release 3.10.007 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

System

InforXtreme Incident:	DRN: 29597	Fix:
SMART CLIENT;	KB:	

ESB PARAMETERS

The PathwayRatesAssessment BODs have been provided for the Rates Assessment business object. Additional information is available in the 'IONGuideForPathway.pdf' document located in the 'ion' directory of the Pathway installation directory.

Accounts Receivable Interface

InforXtreme Incident: COGC 10416631;	DRN: 30197	Fix: 03107002;
THICK CLIENT;	KB:	

DEBTOR IMPORT

The Debtor Import batch process has been modified to reduce the processing time and memory requirements when importing a very large number of records. There has been no change to functionality.

Applications

Enhancements

Development Contributions

InforXtreme Incident:	DRN: 30079	Fix:
SMART CLIENT;	KB:	

BANK GUARANTEE AND BOND MAINTENANCE

The menu option for this function has been renamed from *Bank Guarantee Maintenance* to *Bank Guarantee and Bond Maintenance*.

The *Discharge Reason* field has been made mandatory whenever a *Discharge Date* value has been entered on the smart client version of the Bank Guarantee and Bond Maintenance form.

The *Available* amount and *Date* value are now included in role information for bank guarantees and bonds.

NON-CASH CONTRIBUTION MAINTENANCE

The *Available* amount and *Date* value are now included in role information for non-cash contributions.

Document Management

Enhancements

Inspection/Response Attachment EDMS Integration

InforXtreme Incident: CGEY 7435118; BMCC 7675469; MORE 8252591; UCC 9377598; RAND 9546364; BALK 8379326;	DRN: 26658	Fix:
SMART AND THICK CLIENT;	KB: 1585086;	

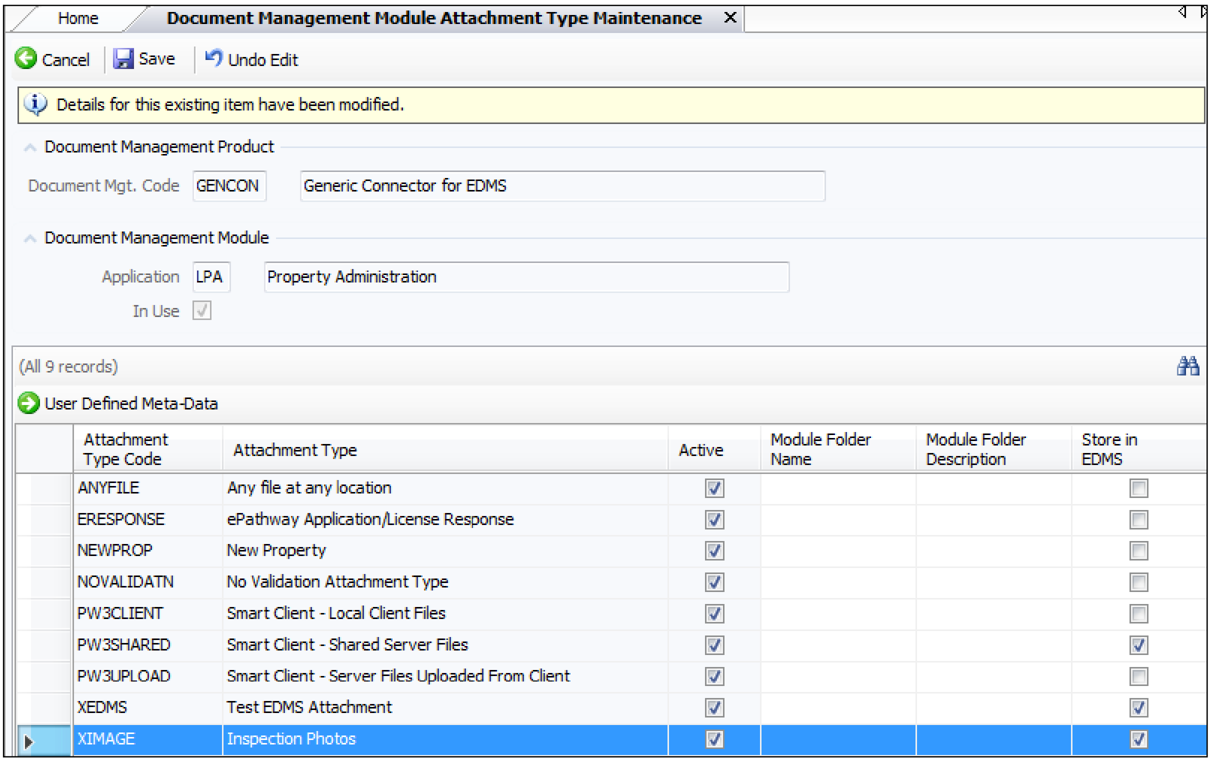
EDMS INTEGRATION FOR INSPECTION AND RESPONSE ATTACHMENTS

Enhancements have been made to Pathway to allow integration with Inspection and Response attachments with External Document Management Systems. Currently only Pathway Generic Connector (GENCON) and TRIMCO are supported. For sites using other EDMS products, for example, DataWorks, Infor strongly recommends to move to GENCON, as GENCON driver for DataWorks is already available.

For both Inspection and Response attachments, attachments are registered against their correspondent main business entity occurrence (i.e. LAPAPPL for Applications module, LPAPROP for Property module, ACRREQU for Customer Service Request module, etc.). For example, an attachment attached to an Application Inspection will be registered against the Application, an attachment attached to a Property Inspection will be registered against the Property; and attachment attached to an Application Response will be registered against the Application as well.

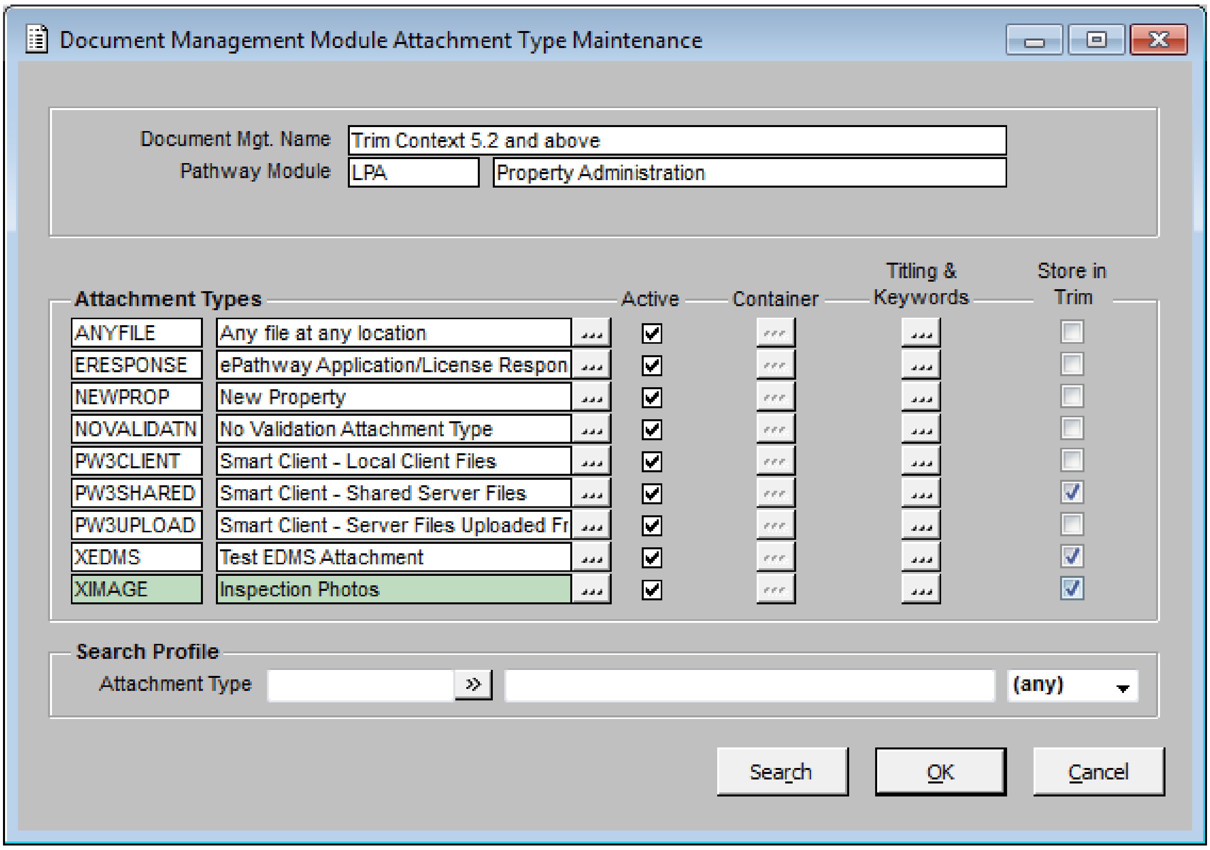
Document Management Attachment Type Configuration

Previously, only attachment types that were assigned to module's main business entity (for example, LAPAPPL for Applications module) were available for configuration on the Document Management Attachment Type Maintenance screen. Now Inspection attachment types and Response attachment types are also available for EDMS configuration, as shown below (Property module as an example):



Attachment Type Code	Attachment Type	Active	Module Folder Name	Module Folder Description	Store in EDMS
ANYFILE	Any file at any location	☑			☐
ERESPONSE	ePathway Application/License Response	☑			☐
NEWPROP	New Property	☑			☐
NOVALIDATN	No Validation Attachment Type	☑			☐
PW3CLIENT	Smart Client - Local Client Files	☑			☐
PW3SHARED	Smart Client - Shared Server Files	☑			☑
PW3UPLOAD	Smart Client - Server Files Uploaded From Client	☑			☐
XEDMS	Test EDMS Attachment	☑			☑
XIMAGE	Inspection Photos	☑			☑

GENCON Example – Attachment Type EDMS Configuration

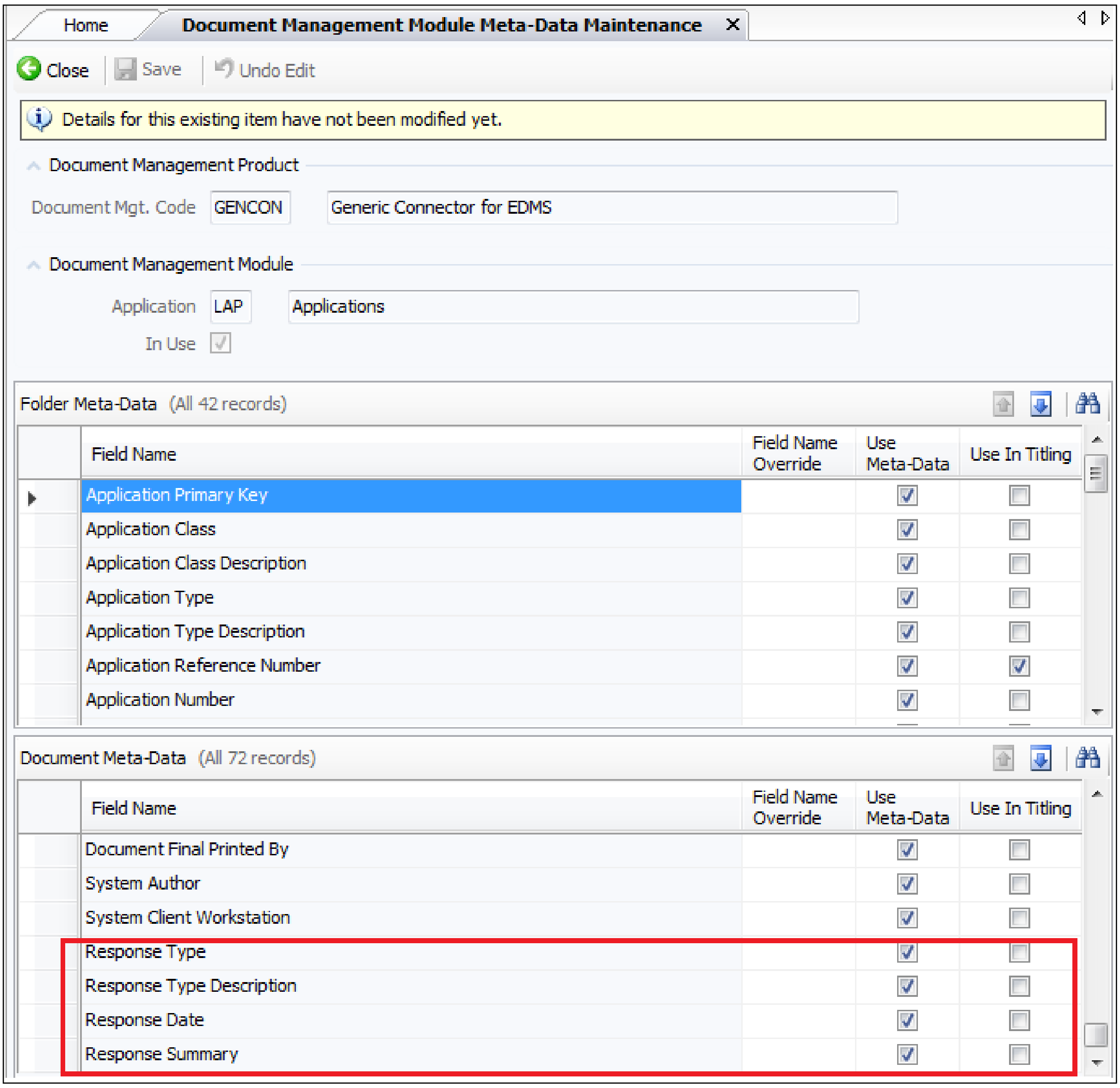


TRIM Example - Attachment Type EDMS Configuration

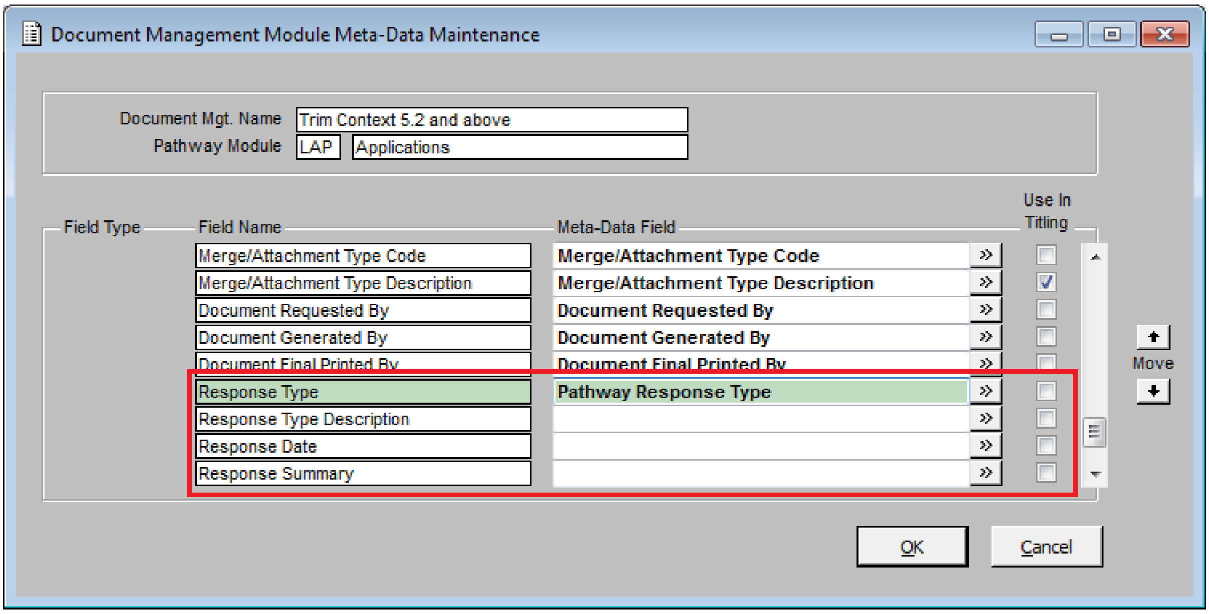
Common Document Meta-Data

Four EDMS configurable response related meta-data fields have been made available to modules that support Responses, including Applications, Licensing, Property Administration, Customer Service, etc. The new meta-data fields are listed and configuration examples are shown below (take Applications module as an example):

- Response Type
- Response Type Description
- Response Date
- Response Summary

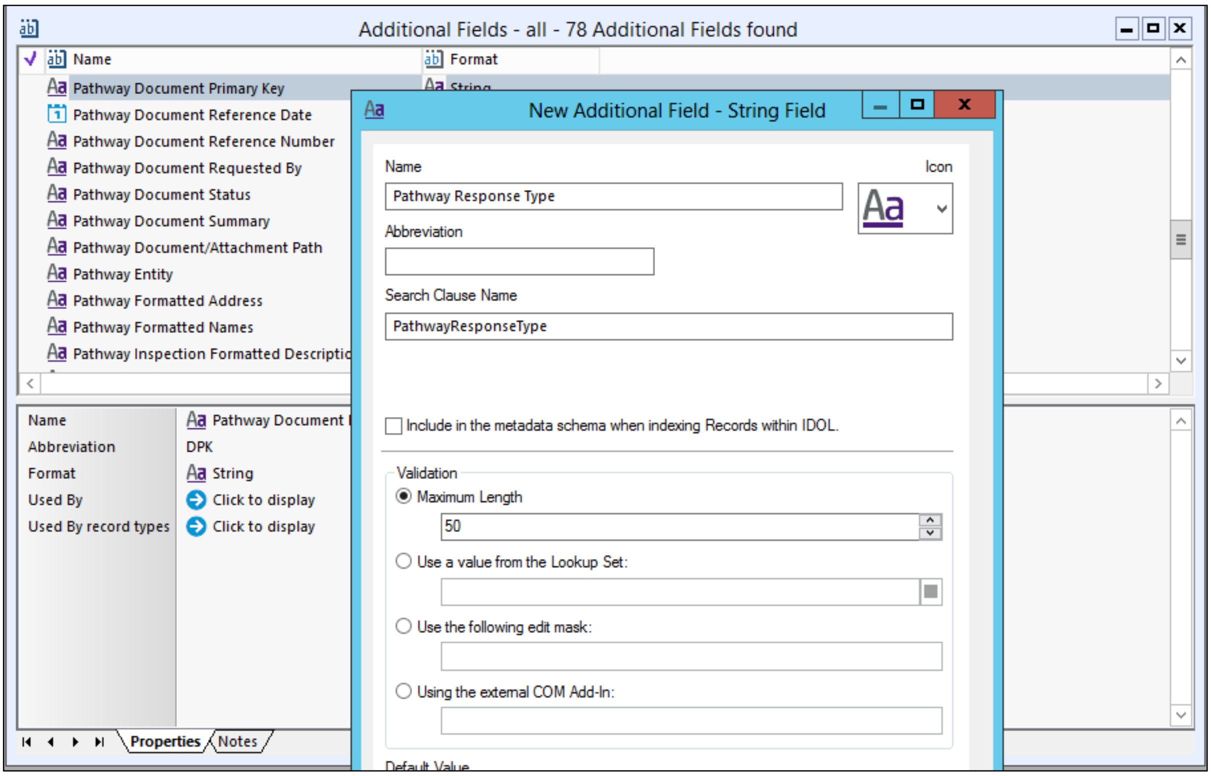


GENCON Example – Document Management Meta-Data Configuration



TRIMCO Example - Document Management Meta-Data Configuration

Note: For TRIMCO, if the site wishes to include the response data within the meta-data xml built by Pathway, then new Additional Fields will need to be created in TRIM respectively, then they need to be selected and mapped to the correspondent Pathway Meta-Data fields as shown for the above example:



HP Records Manager – Add new Additional Fields

ePathway System

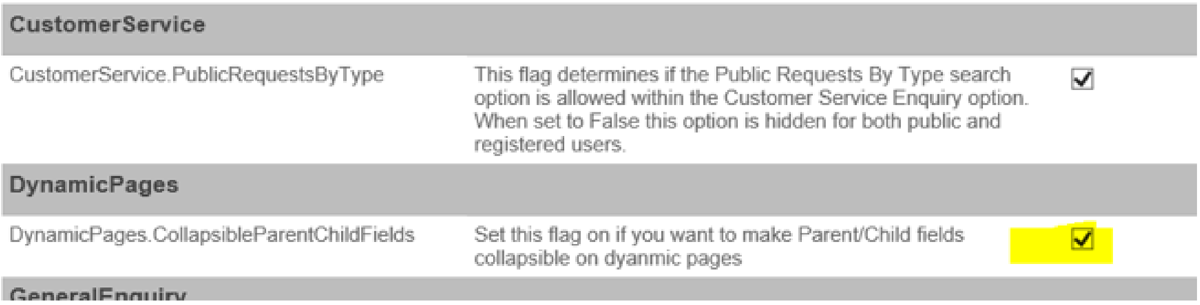
Enhancements

ePathway Dynamic Pages

InforXtreme Incident:	DRN: 30096 KB:	Fix:

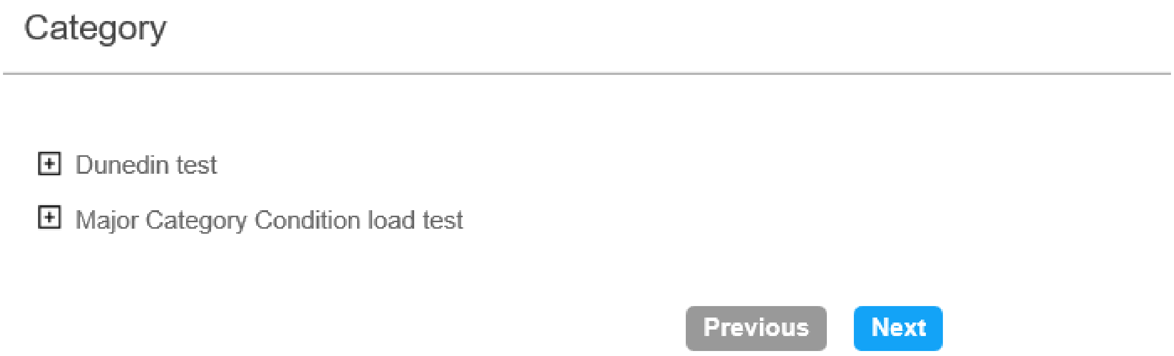
COLLAPSIBLE PARENT/CHILD FIELDS ON DYNAMIC FORMS

There is a new System Setting “DynamicPages.CollapsibleParentChildFields” which allows parent/child fields to be collapsed on dynamic forms in ePathway. This setting will be turned off by default.

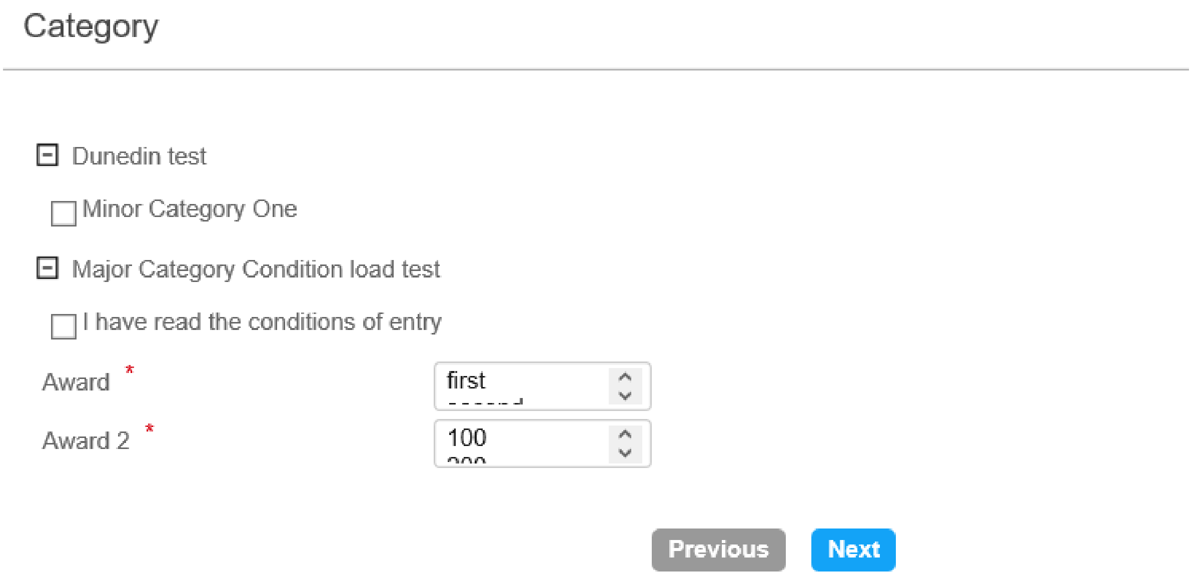


When this setting is turned off, Parent/Child fields will appear as they always have done:

Turning this setting on will enable the new expand/collapse capability on these fields:



The categories are collapsed by default but can be independently expanded as needed:



ePathway/CityWatch MyAccounts

InforXtreme Incident:	DRN: 30083 KB:	Fix:

OVERDUE PAYMENTS HIGHLIGHTED IN MYACCOUNTS

Any overdue payments are now highlighted in MyAccounts (Citywatch and ePathway). Also Merchant Service Fee (MSF) values are now detailed on the Payment Success screen in CityWatch.

ePathway Applications

Enhancements

Online 'Pay Later'/'Cash Invoice' Option

InforXtreme Incident:	DRN: 29673	Fix:
SMART AND THICK CLIENT;	KB:	

ONLINE 'PAY LATER'/'CASH INVOICE' PAYMENT OPTION FOR APPLICATIONS/LICENSING

This change allows the system to be configured to allow online council customers to opt to receive a tax invoice to pay later for an Application or License, rather than paying immediately via Card or Debtors Invoicing.

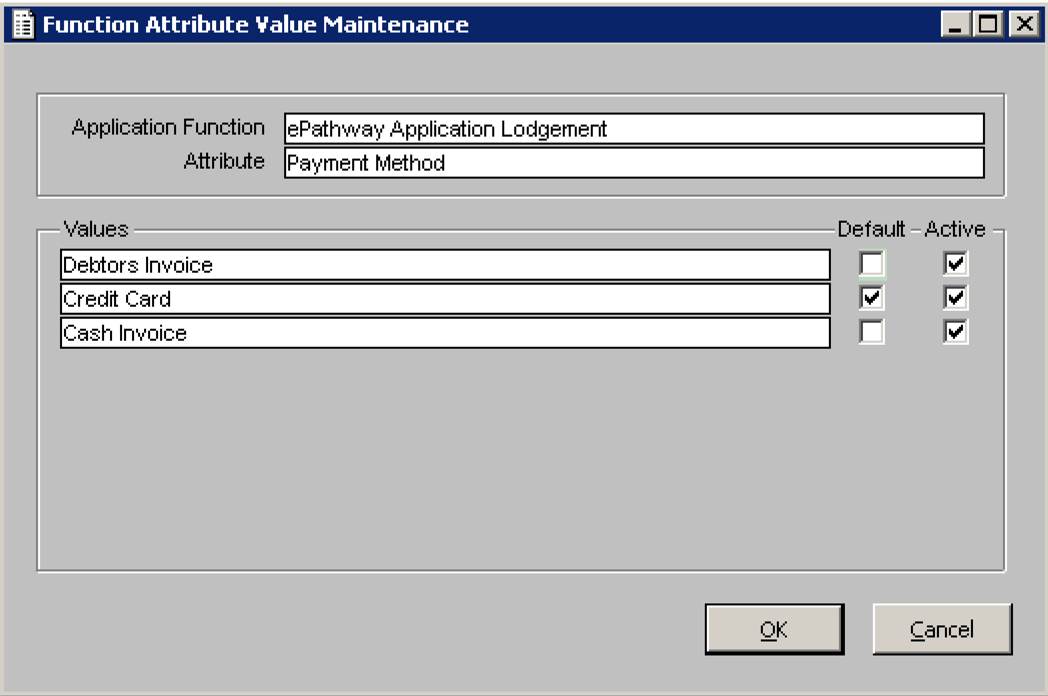
Please note that the terms "Pay Later" and "Cash Invoice" are interchangeable in this document and refer to the same thing. Council can configure the term displayed to the customer.

The new Pay Later option will only be available under the following conditions:

- The 'Cash Invoice' payment method (new parameter) is enabled for Applications/Licensing.
- The online user is 'registered' to use ePathway.
- The Application/License Class supports either a "Cash/Accrual" accounting method, or a mixed "Cash/Accrual and Debtors" accounting method.
- The 'Force Payment' option (new parameter) is not set for the Application/License Type.
- An Invoice Merge Type (new parameter) has been nominated for the Application/License Type.

FUNCTION ATTRIBUTE PARAMETER CHANGES

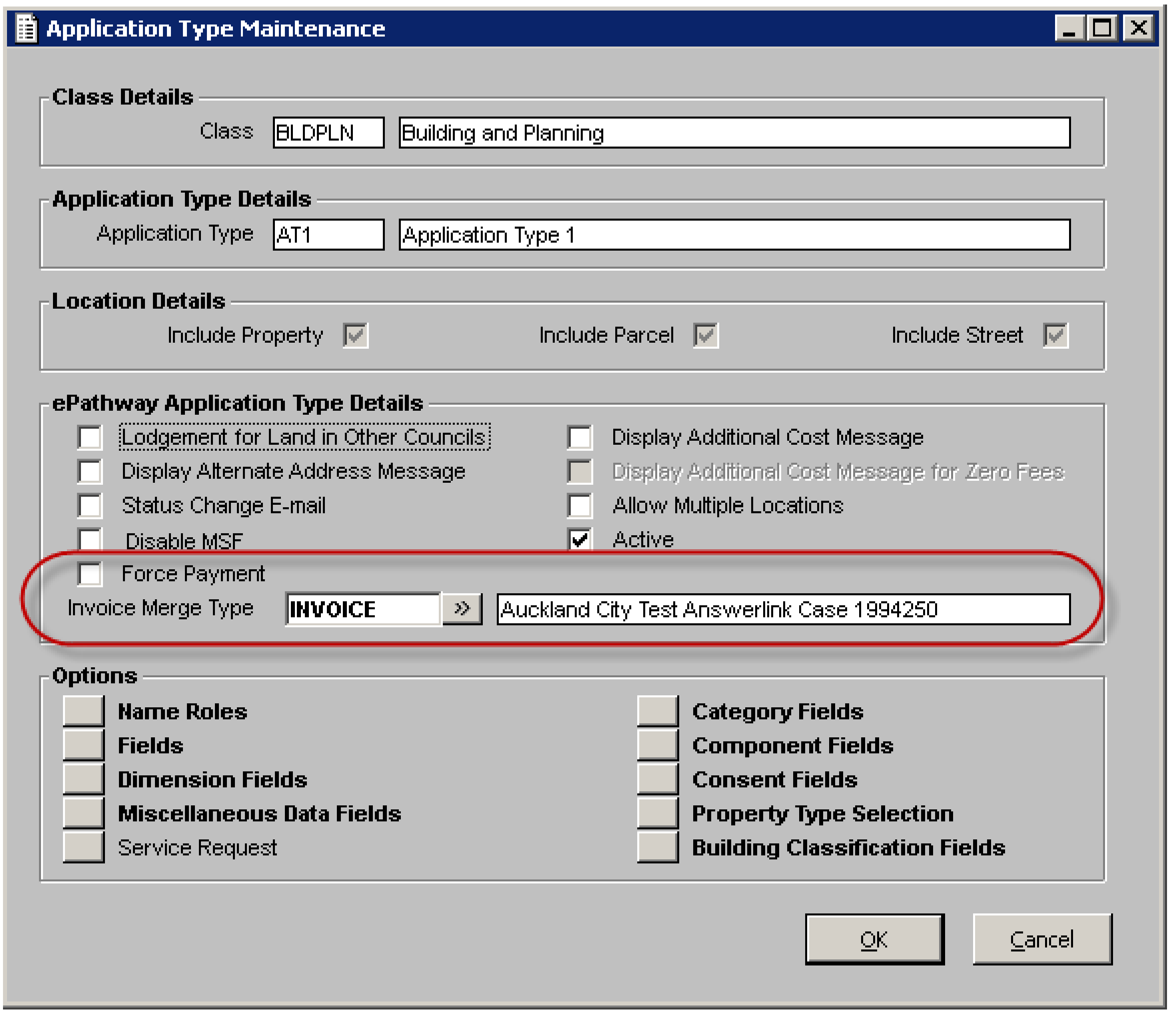
The Cash Invoice payment method is now available for ePathway Application/Licensing Lodgement and is active by default. Note that other parameters still need to be set in order for it to actually become available to an online customer as per the conditions listed in the previous section.



System Administration >> Customer Profile Parameters >> Application Function Maintenance >> EAPLODG/ELCLODG Details >> Attribute Options >> Profile >> Payment Method

EPATHWAY APPLICATION/LICENSE TYPE PARAMETERS

Both of the Application and License Type parameter forms for ePathway lodgements now allow a Force Payment and Invoice Merge Type field.



System Administration >> ePathway >> Application Lodgement Parameters (or License Entry Parameters) >> Application/License Class and Type Maintenance

The Force Payment field will default to OFF, but if checked then the new Cash Invoice payment method will not be available during online lodgement.

The Invoice Merge Type field must have a Merge Type nominated for the Cash Invoice payment method to be available. This Merge Type is used to produce the tax invoice to be delivered via email to the online customer if they choose the Cash Invoice/Pay Later payment option. If this field is left blank (default), then the Cash Invoice/Pay Later option will not be available for the nominated Application/License Type.

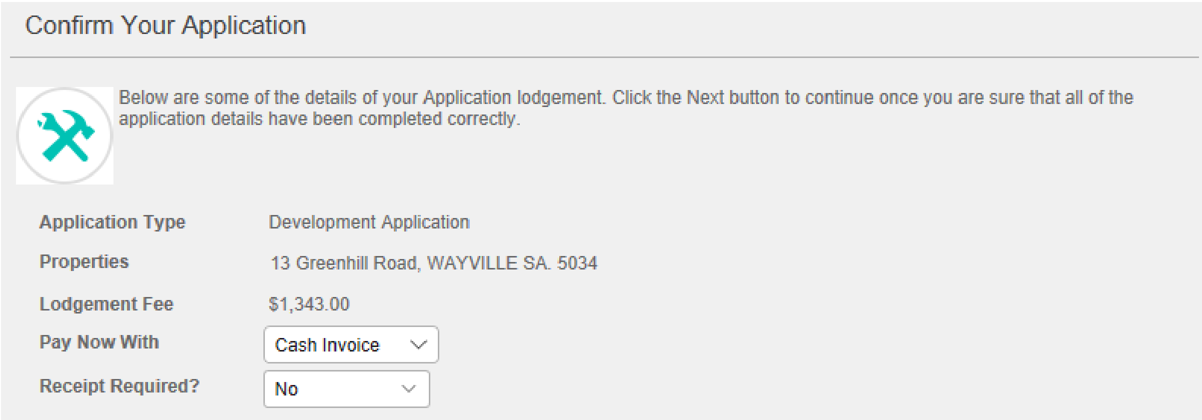
CONFIGURING THE CASH INVOICE/PAY LATER TERMINOLOGY PRESENTED ONLINE

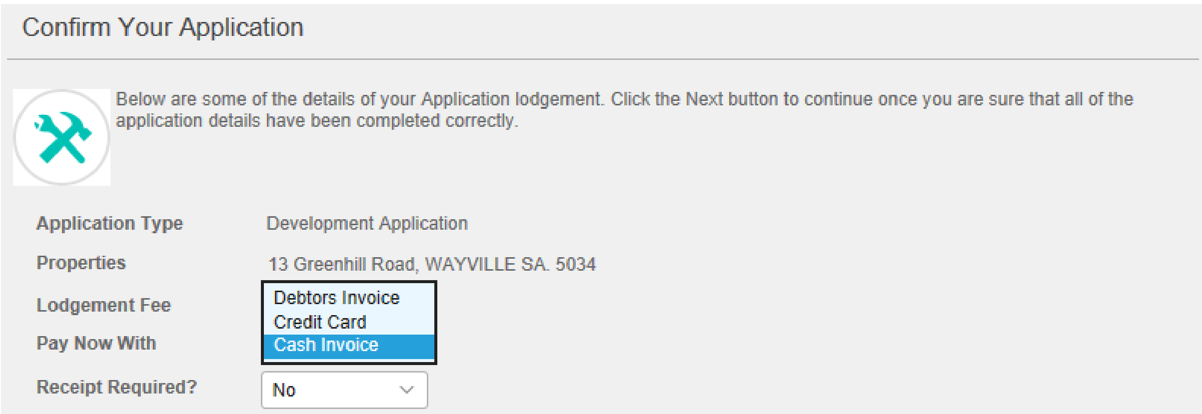
Internally, the parameter forms above refer to the new payment method as Cash Invoice. If council wishes to change the text displayed to the online user for this payment option and others (eg. ‘Cash Invoice’ to ‘Pay Later’), this can be done using the following ePathway Text fields configurable within ePathway (as the Admin user via *Layout* >> *Text* >> *Module Group* + *Payments*).

TEXT CODE	DEFAULT VALUE	COMMENT
Payments.PaymentMethod.CreditBalance	Credit Balance	Not used by Applications/Licensing.
Payments.PaymentMethod.CreditCard	Credit Card	
Payments.PaymentMethod.Invoice	Debtor Invoice	
Payments.PaymentMethod.CashInvoice	Cash Invoice	Also known as Pay Later.
Payments.PaymentMethod.ExternalDebtor	External Debtor	Not used by Applications/Licensing.
Payments.PaymentMethod.NotRequired	Not Required	Not used by Applications/Licensing.

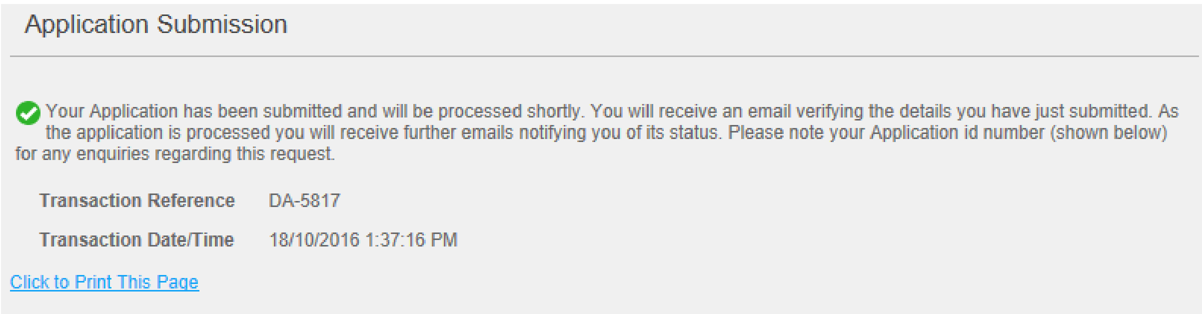
EPATHWAY ONLINE LODGEMENT

If the conditions outlined previously are satisfied, the Pay Later option will be available to the online customer at the end of the Application/License lodgement process.

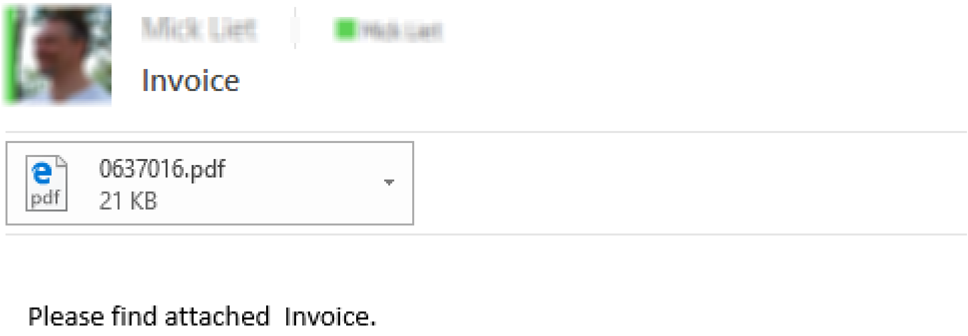




If Cash Invoice payment method is chosen, the Application/License is submitted to Pathway without the immediate requirement to pay.



However, as well as the confirmation email, an Invoice will also be sent to the customer using the Invoice Merge Type specified against the Application/License Type.



The status of the Application in Pathway will be determined by the Application Type (and Lodgement) parameters. The expectation is that business processes or workflow will determine the fate of the application once the invoice is issued.

ePathway Bookings

Enhancements

ePathway Bookings Accounting Methods

InforXtreme Incident:	DRN: 29673	Fix:
SMART AND THICK CLIENT;	KB:	

EPATHWAY BOOKING ACCOUNTING METHOD AND PAYMENT TYPE ADJUSTMENTS

A review of the ePathway Bookings processing was conducted to ensure sensible defaults for the creation of new bookings according to the payment methods and the accounting methods placed onto the booking.

As a result the following adjustments have been made:

- Cash Invoice is now a valid payment method when a Booking Class is Cash Accounting with a Debtor Invoice override.
- Cash Invoice payment bookings will default to a ‘Waiting’ status
- Credit payment bookings will create booking lines as Confirmed, whilst Cash Invoice and Debtors Invoice will be set to default so they inherit the header status.

ePathway General Enquiry

Enhancements

ePathway General Enquiry - Registers

InforXtreme Incident: MBRC 9191082;	DRN: 29962	Fix:
SMART AND THICK CLIENT;	KB:	

EPATHWAY REGISTERS GENERAL ENQUIRY

The ePathway Registers Enquiry now recognises filters placed on non-Search fields that are text field types.

Note that the value will be shown on the search form within ePathway, but as it is marked as non-searchable it will not be editable.

ePathway General Enquiry Water Billing Assessments

InforXtreme Incident: NESA 8556177;	DRN: 28508	Fix:
SMART AND THICK CLIENT;	KB:	

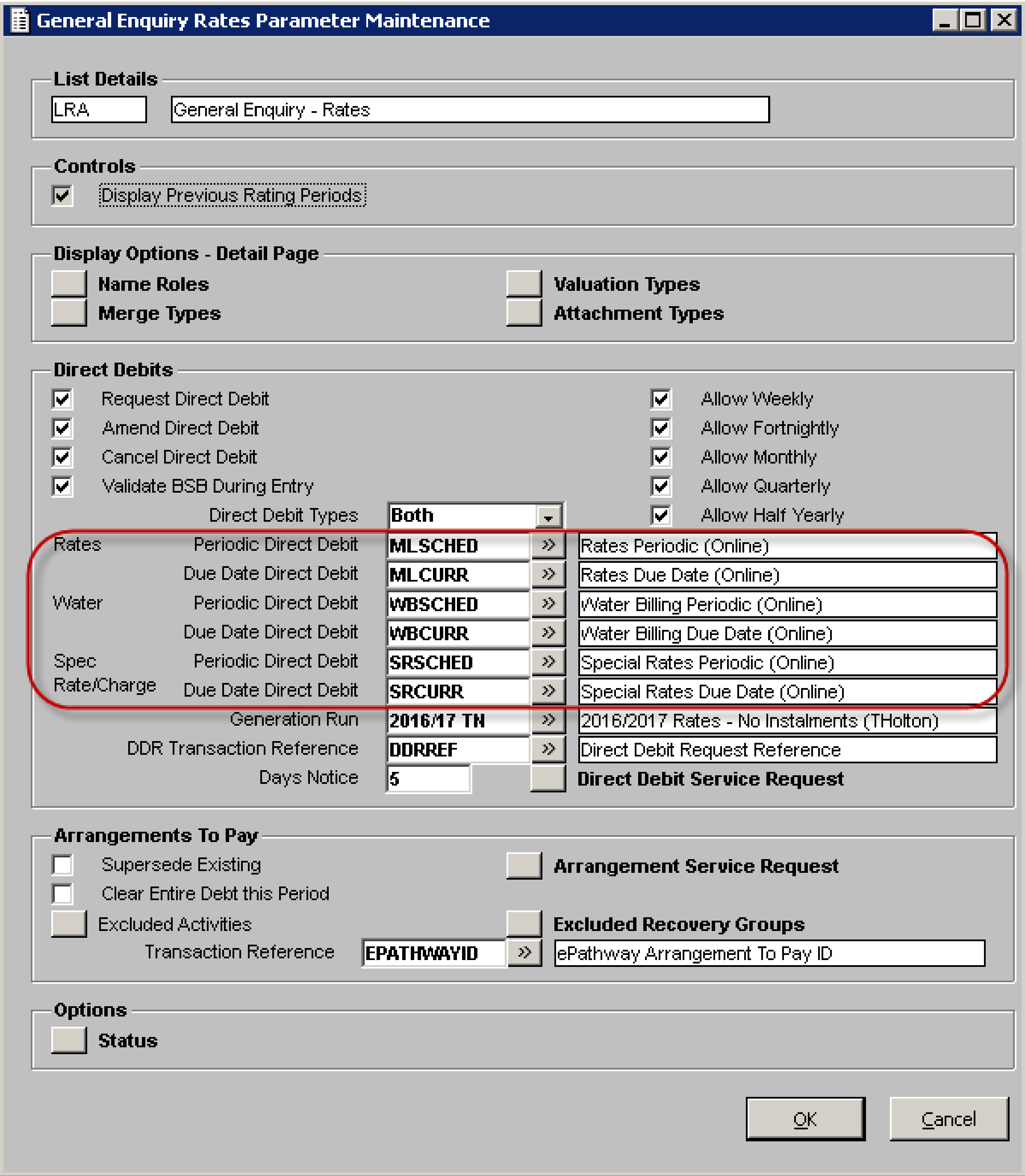
EPATHWAY GENERAL ENQUIRY RATES NOW INCLUDES WATER BILLING

Overview

There was a business requirement for ePathway to include Water Billing assessments and some related fields as part of the existing ePathway General Enquiry. The existing General Enquiry Rates function has been enhanced to now include Water Billing and other types of Pathway assessments. Water Billing related fields are also available for inclusion using General Enquiry Page Layout configuration.

EPATHWAY GENERAL ENQUIRY RATES PARAMETERS

The Rates Enquiry Parameters form now includes a selection of Direct Debit Types for both Water and Special Rates & Charges (in addition to the existing Rates Assessments). For councils not wishing to allow Direct Debit entry for Water or Special Rates & Charges, leaving both Direct Debit types blank will disable the functionality.



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

EPATHWAY GENERAL ENQUIRY RATES PAGE LAYOUT

The new Account Type field can now be included in the Summary layout and will give a short description of the Assessment type.

Enquiry List Page Group Layout

This page defines layout for your selected Enquiry List Page Group.
Module: LRA Pathway Module
List: Rates Accounting (Summary)
Group: Summary of Assessments

Seq.	Field Label	Label O'ride	Data Type	Width	Hover Text	Alignment	Wrap/ Height	Same Row	Boolean Display	Sort Field	Sort Order	Display Total	Delete
1	Assessment Number		Integer	100		Left							
2	Account Type		String	150		Left							
3	Current Rating Period		String	50		Left							
4	Ratepayer Names		String	200		Left							
5			PlaceHolder	300		Left	0	<placeholders can contain text, html (eg markup / images etc) or %CurrentDate% (insert date)>					
6	Formatted Property Addr		String	200		Left							

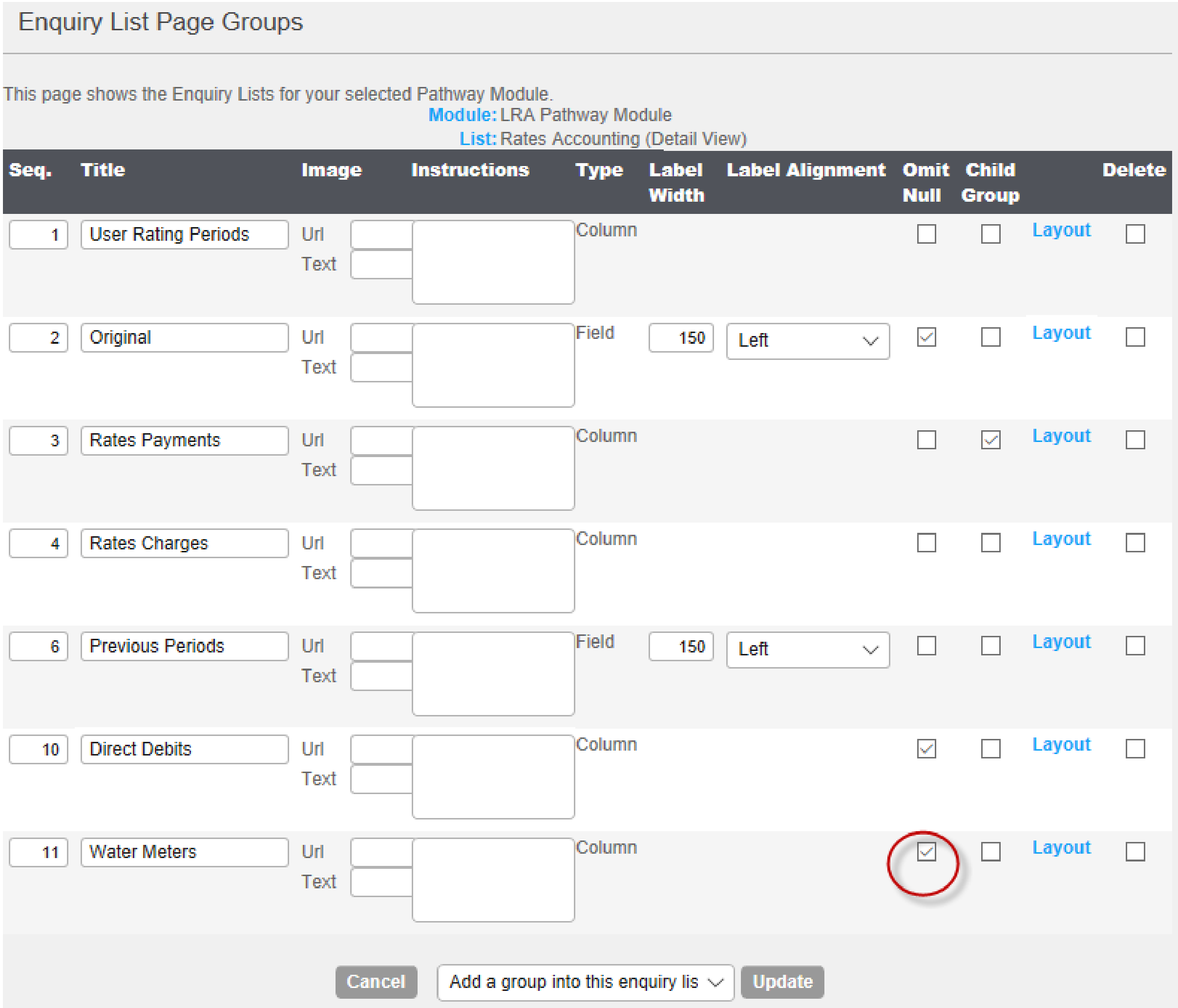
Layout >> Page Layout >> ePathway General Enquiry – Rates >> Summary >> Layout

This image below shows how the Account Type field is shown for the above layout.

Summary of Assessments

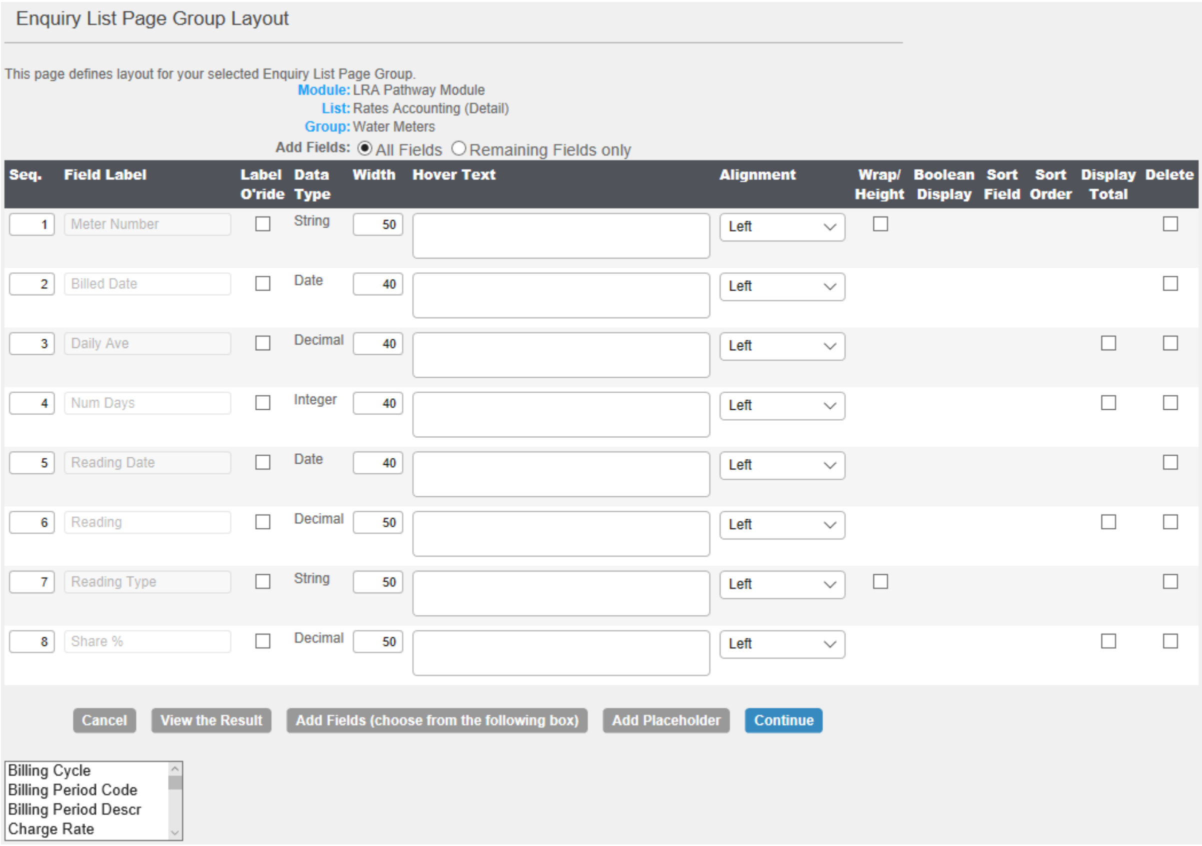
Assessment Number	Account Type	Current Rating Period	Ratepayer Names	Formatted Property Address
7	Rates & Water Billing	16/17	Tim Holton and Michael James Liet	Centrifugal Shopping Plaza, 5 Fan...
10008	Rates	16/17	Neill Hogg and Michael James Liet	'Ryecroft, 17 Renwick Streete, EA...
220790	Rates	16/17	David Farr and Michael James Liet	Unit 1, 11 Farr Parkway, AUCKLA...
234413	Rates	16/17	David Farr and Michael James Liet	101 Farr Parkway, AUCKLAND CE...
14044	Water Billing	16/17	Rita Sutton and Michael James Liet	1 Bath Streete, RUFUSVILLE SA
14046	Water Billing	16/17	Mr A Furber and Michael James Liet	807 Greenhill Road, EASTWOOD...
17137	Spec Rate/Charge	16/17	John Hamm and Michael James Liet	242D Mike Street, EASTWOOD S...
17166	Rates	16/17	Tim Holton and Michael James Liet	141 Woodside Road, NAIRNE SA...

The ePathway General Enquiry Rates layout now also allows the inclusion of a Water Meters column and its associated Layout. It is a good idea to ensure the “Omit Nulls” checkbox is ticked to ensure it is only shown when the assessment does in fact have water billing related data.



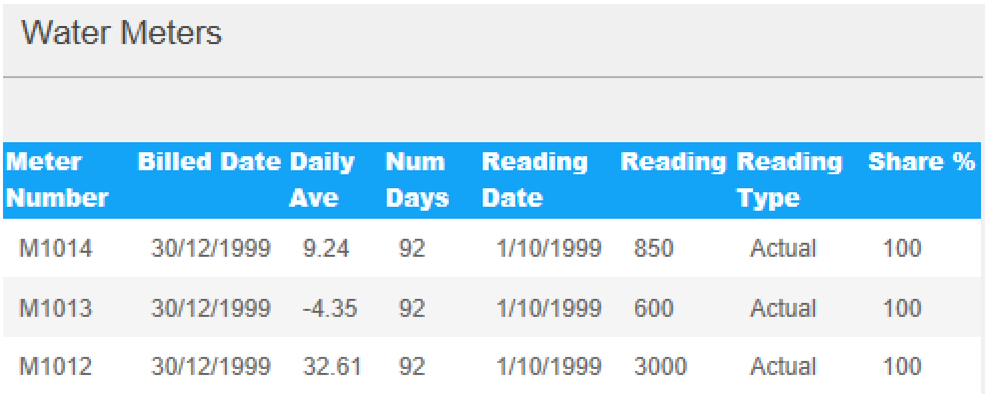
Layout >> Page Layout >> ePathway General Enquiry – Rates >> Detail

The Layout for Water Meters can include a number of field options, some shown here. A full list of available fields is shown later in this document.



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

The image below shows how the Water Meter layout above might be rendered.



Water Meters

Meter Number	Billed Date	Daily Ave	Num Days	Reading Date	Reading	Reading Type	Share %
M1014	30/12/1999	9.24	92	1/10/1999	850	Actual	100
M1013	30/12/1999	-4.35	92	1/10/1999	600	Actual	100
M1012	30/12/1999	32.61	92	1/10/1999	3000	Actual	100

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

FIELD NAME	DESCRIPTION
Meter Number	The Water Billing Meter number
Billing Cycle	Billing cycle number.
Billing Period Code	The billing period code as taken from Pathway parameters
Billing Period Descr	The billing period description as taken from Pathway parameters
Charge Rate	The charge rate(s), including tiered rates.
Billed Date	Last billed date from the Meter.
Daily Ave	Daily average usage (Consumption / Number of Days)
Num Days	Number of days between last reading and previous reading
Reading Date	Date of last reading
Reading	Last reading value
Reading Type	Type of reading (Eg. Actual, Initial, Final)

FIELD NAME	DESCRIPTION
Consumption	Consumption from previous billed reading to last billed reading
Allowance	Meter allowance
Meter Application	Meter application description
Serial Number	Meter Serial Number
Meter Type Description	Meter type description
Unit Type	Meter unit type
Previous Consumption	Consumption from the previous billing cycle
Previous Reading	Last billed reading from the previous billing cycle
Previous Reading Date	Last billed reading date from the previous billing cycle
Remaining Allowance	Remaining Meter allowance
Share %	For a shared meter, the percentage share. Otherwise, 100.
Special Reading	Latest unbilled reading
Special Reading Date	Latest unbilled reading date
End Billed Date	End billed date (If “Apply Tier Limit” parameter set in Water Billing system parameters then End/Interim/Start are loaded)
End Billed Reading	End billed reading
Interim Billed Date	Interim billed date
Interim Billed Reading	Interim billed reading
Start Billed Date	Start billed reading date
Start Billed Reading	Start billed reading

ePathway General Enquiry Rates Direct Debits

InforXtreme Incident: DRN: 30103 Fix:
SMART AND THICK CLIENT; 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 a calculated amount (based upon amount outstanding) or a specified/fixed amount 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).

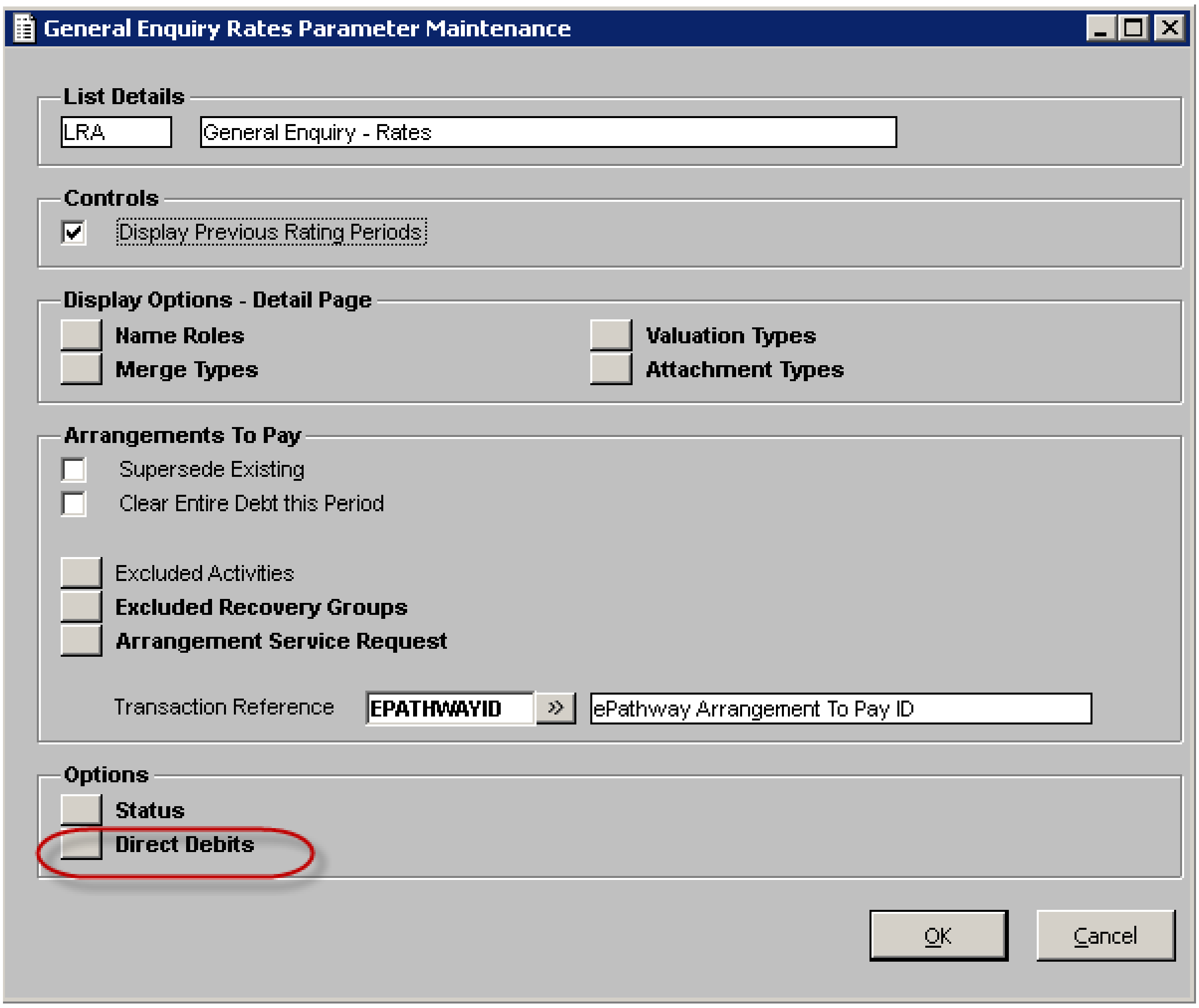
Confirmation of the request for a direct debit is sent to the ratepayer.

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

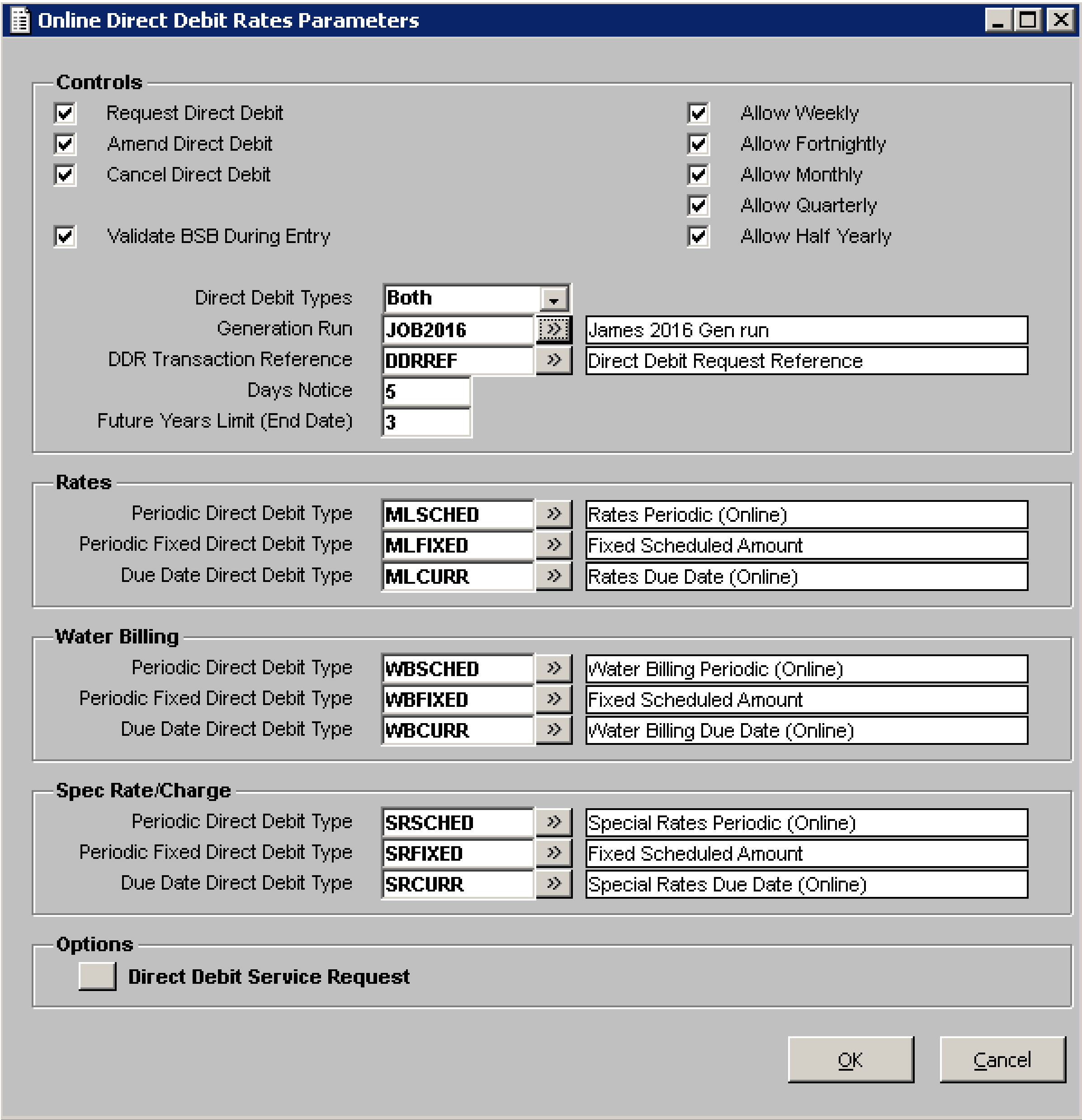
EPATHWAY GENERAL ENQUIRY RATES PARAMETERS

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 now includes a Direct Debit option with a separate form for the numerous Direct Debits parameter controls.



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



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

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.

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.

Future Years Limit (End Date)

This field allows sites to determine how many years into the future that the End Date for a Periodic Direct Debit for a fixed/specified amount can be set. This is only used for Periodic DDRs where the payment type is *Specified Amount*.

Eg. If todays date is the 14th of December 2016 and the limit is set to 3, then the maximum end date that a ratepayer can enter for a Periodic Specified Amount Direct Debit is 14th December 2019.

Rates, Water Billing and Special Rates/Charges Direct Debit Types

These sets of fields allow to select the Direct Debit Type (System Menu >> Rates Accounting >> Parameters >> Direct Debit Type Maintenance) to be used for Periodic, Periodic Fixed (aka Specified Amount) and Due Date based Direct Debits created from ePathway. Periodic Direct Debit type is for calculated Direct Debits where the system determines the amount to be paid, which is recalculated for each rating period and continues until cancelled. Periodic Fixed Direct Debit types is for a ratepayer specified amount and duration.

For both of the Periodic Direct Debit types 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 selection/separation for Direct Debit recalculation purposes.

For Due Date Direct Debit Types only *Current* or *Nett* based types can be selected.

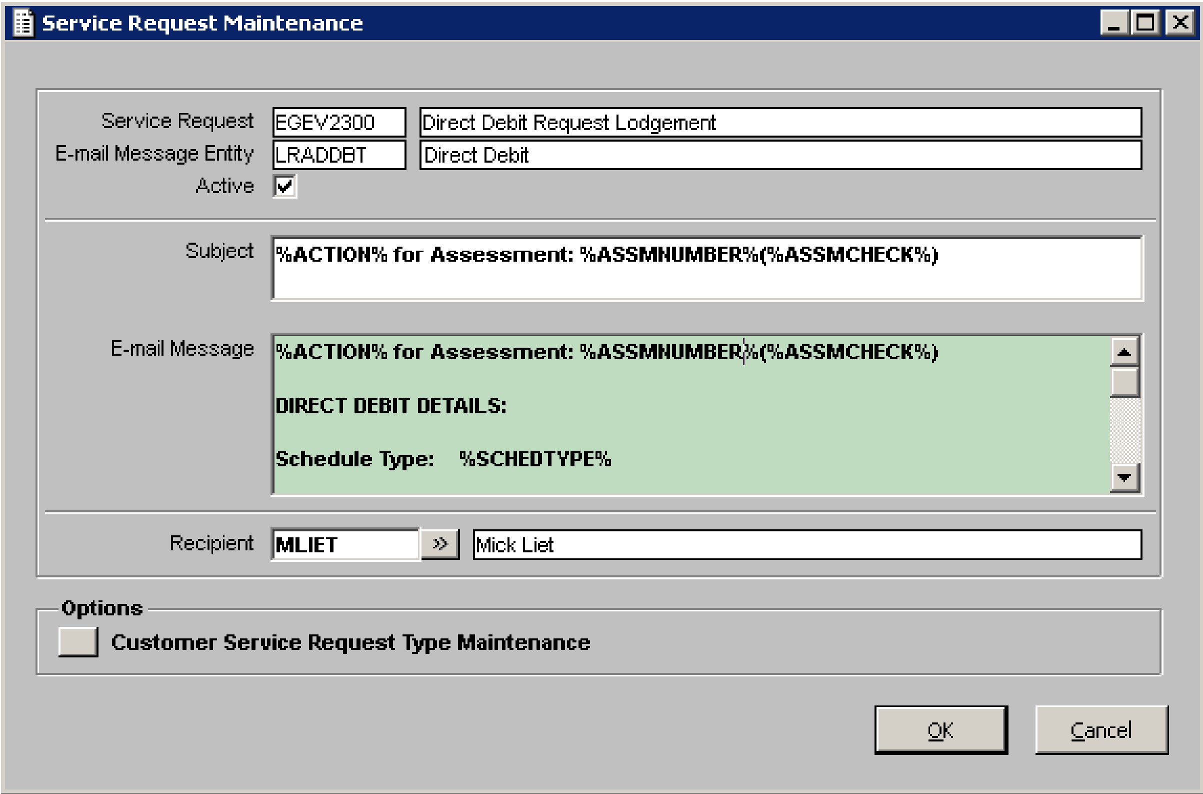
Direct Debit Service Request

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.
%PAYMENTTYPE%	Payment Type of Periodic DDRs. Ie. Calculated or Specified Amount (aka Fixed Amount).
%FREQUENCY%	For Periodic payments, this is the payment frequency. Ie. Weekly, Fortnightly, Monthly, Quarterly, or HalfYearly
%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 Request and Amend actions, the Ratepayer enters the end date for Periodic Specified Amount Requests. For Due Date and Periodic Calculated Requests, 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 example with Subject of:

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

And Message text of:

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

DIRECT DEBIT DETAILS:

Schedule Type: %SCHEDTYPE%
Payment Type: %PAYMENTTYPE%
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:

[Release 03.10.007 GC] Direct Debit Request for Assessment: 9(0)

Pathway.pth
783 bytes

Suggested Meetings

Direct Debit Request for Assessment: 9(0)

DIRECT DEBIT DETAILS:

Schedule Type: Periodic
Payment Type: Calculated
Frequency: Quarterly
Day of Month: 14
Day of Week: Monday
Start Date: 14-Dec-2016
End Date: 30-Jun-2017
Outstanding Total: $9,441.95
Periodic Payment: $3,147.30

Schedule of Payments:
1) 14-Dec-2016: $3,147.30
2) 14-Mar-2017: $3,147.30
3) 14-Jun-2017: $3,147.35

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.

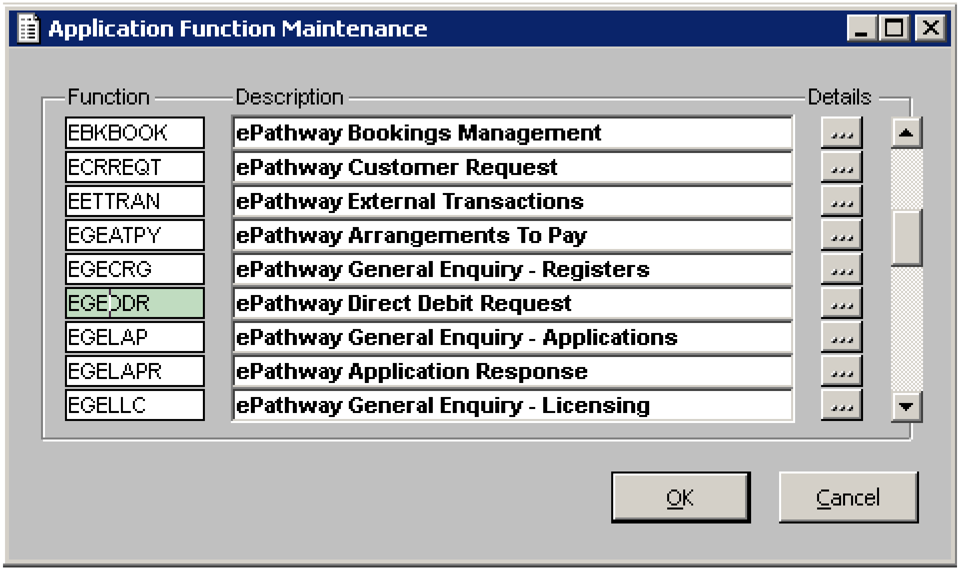
For Direct Debits created online as Due Date based, their Direct Debit Types within Pathway are either Nett or Current based and will therefore be automatically updated by the Rates Generation post processing and have their Generation Run, Start Date and End Dates automatically adjusted as per existing 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 Calculated 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 Calculated 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.

For Direct Debits created online as Periodic Specified Amount, the paid amount and duration is fixed and set by the ratepayer and requires no recalculation. It is important that the Direct Debit Type nominated for online entry be different to the Periodic Calculated Direct Debit Type, again, to ensure Specified Amount Direct Debits are not included in recalculations.

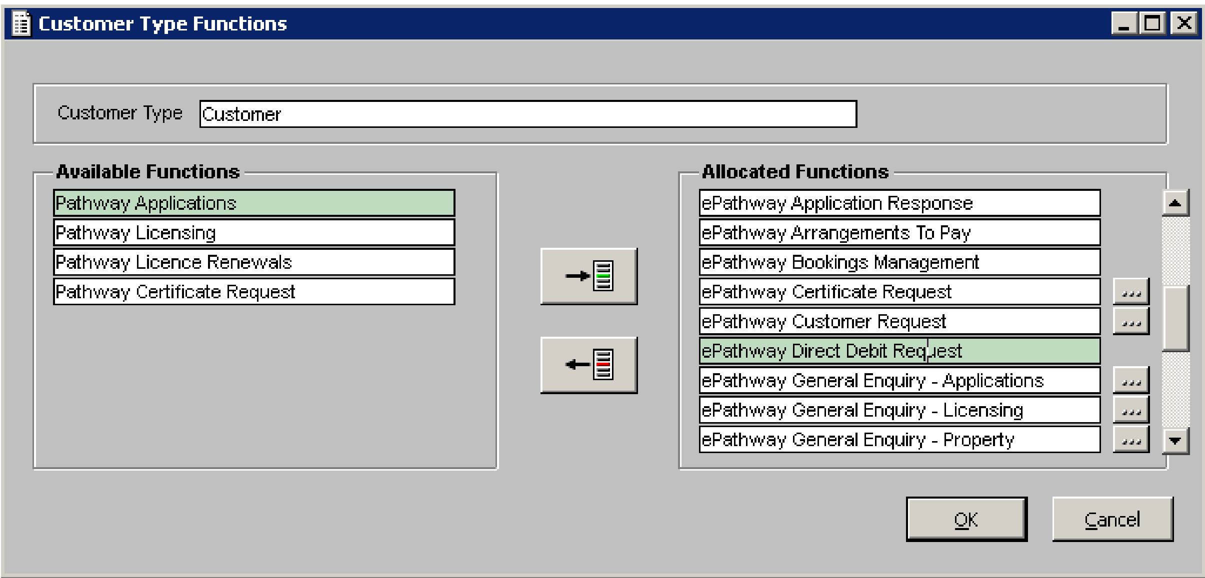
DIRECT DEBIT FUNCTION AND WEB SERVER EXPORT

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.



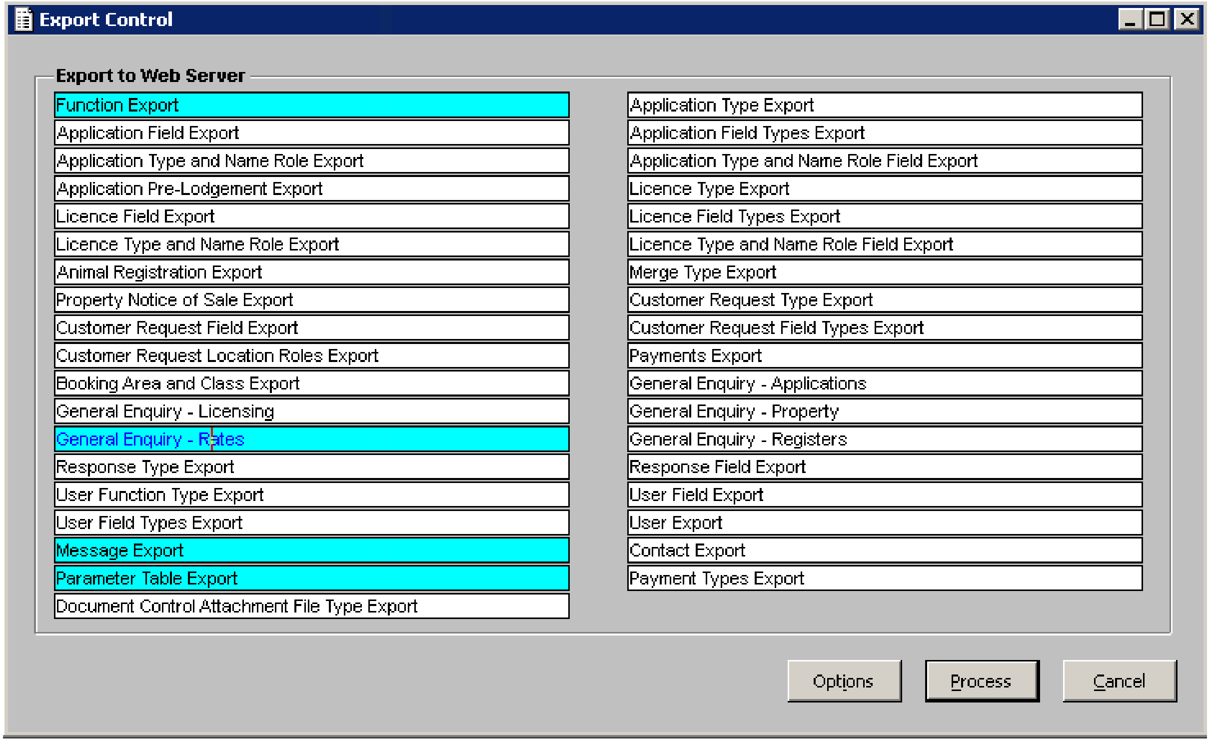
System Administration >> Customer Profile Parameters >> Customer Type Maintenance

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.

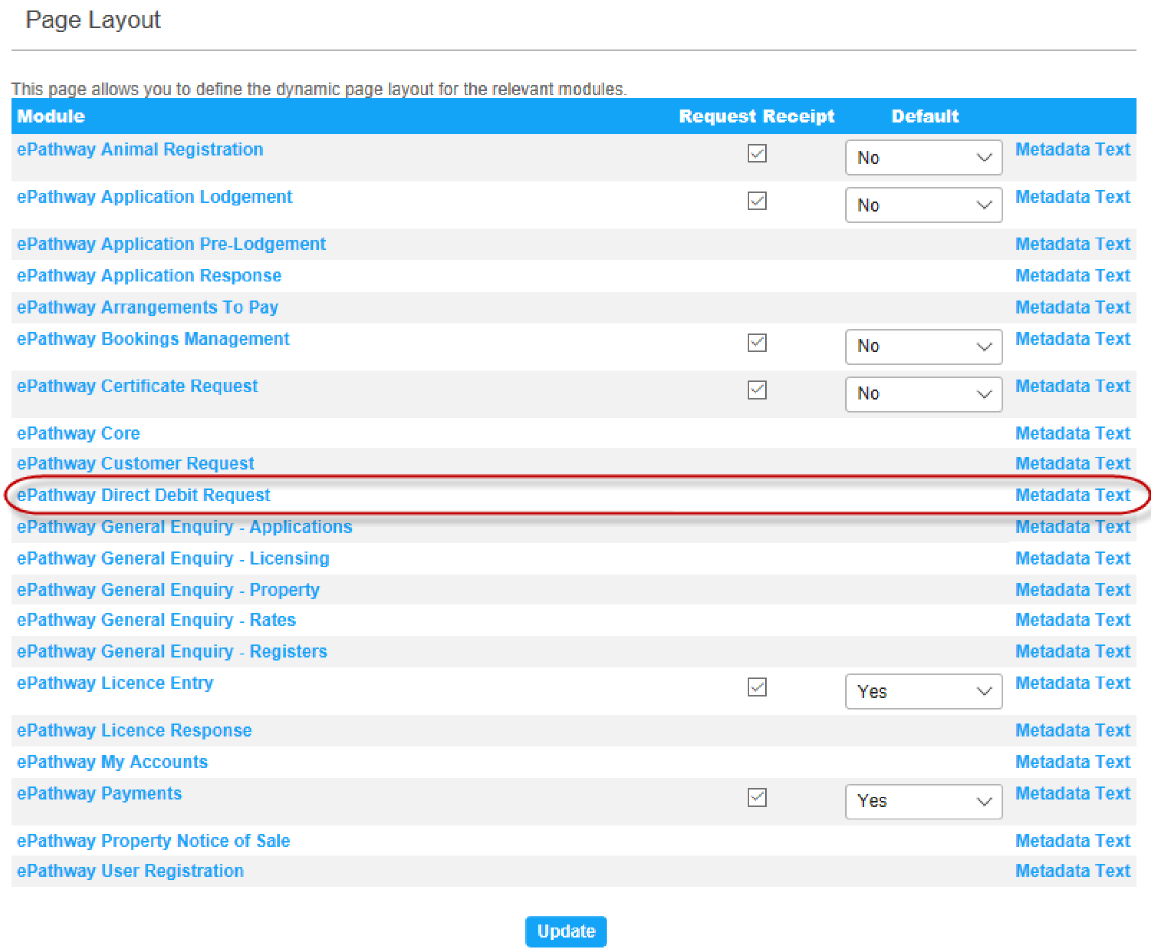
- Parameter Table Export
  Required for BSB validation.



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

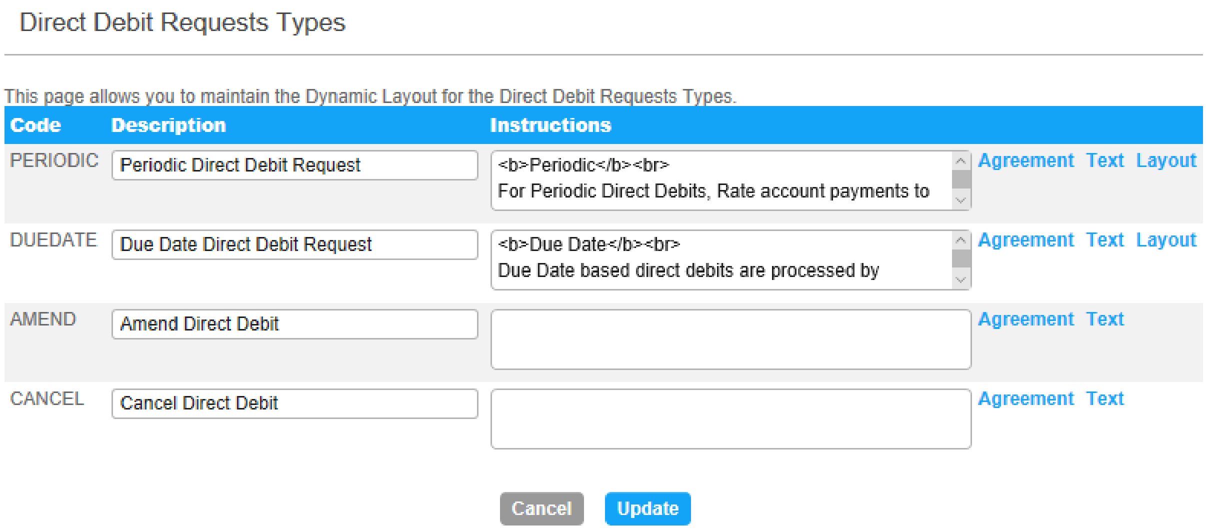
This page allows you to define the dynamic page layout for the relevant modules.

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

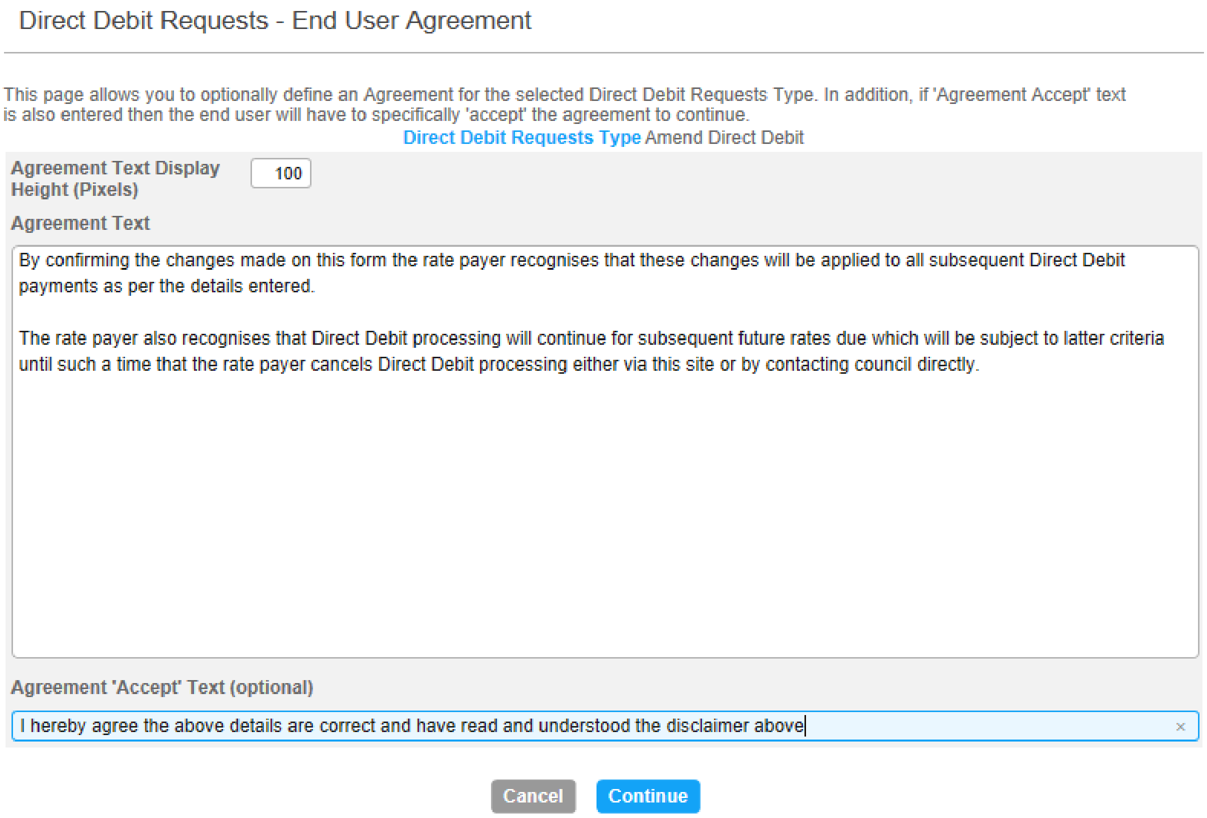
Layout >> Page Layout >> ePathway Direct Debit Request

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.



Direct Debit Requests - End User Agreement

This page allows you to optionally define an Agreement for the selected Direct Debit Requests Type. In addition, if 'Agreement Accept' text is also entered then the end user will have to specifically 'accept' the agreement to continue.

Direct Debit Requests Type Amend Direct Debit

Agreement Text Display Height (Pixels) 100

Agreement Text

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.

Agreement 'Accept' Text (optional)

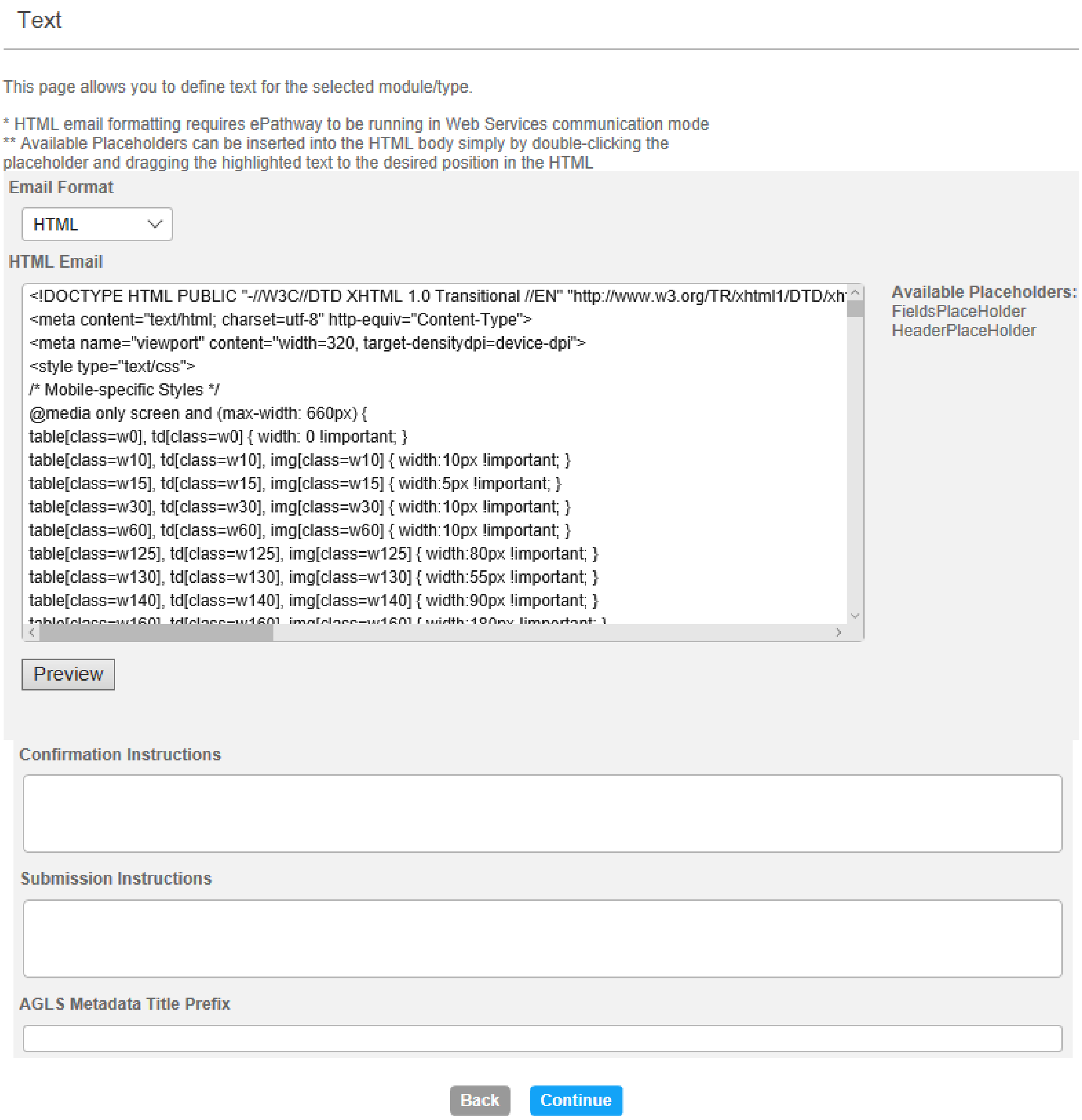
I hereby agree the above details are correct and have read and understood the disclaimer above

Cancel Continue

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; }
```

Available Placeholders:
FieldsPlaceHolder
HeaderPlaceHolder

Preview

Confirmation Instructions

Submission Instructions

AGLS Metadata Title Prefix

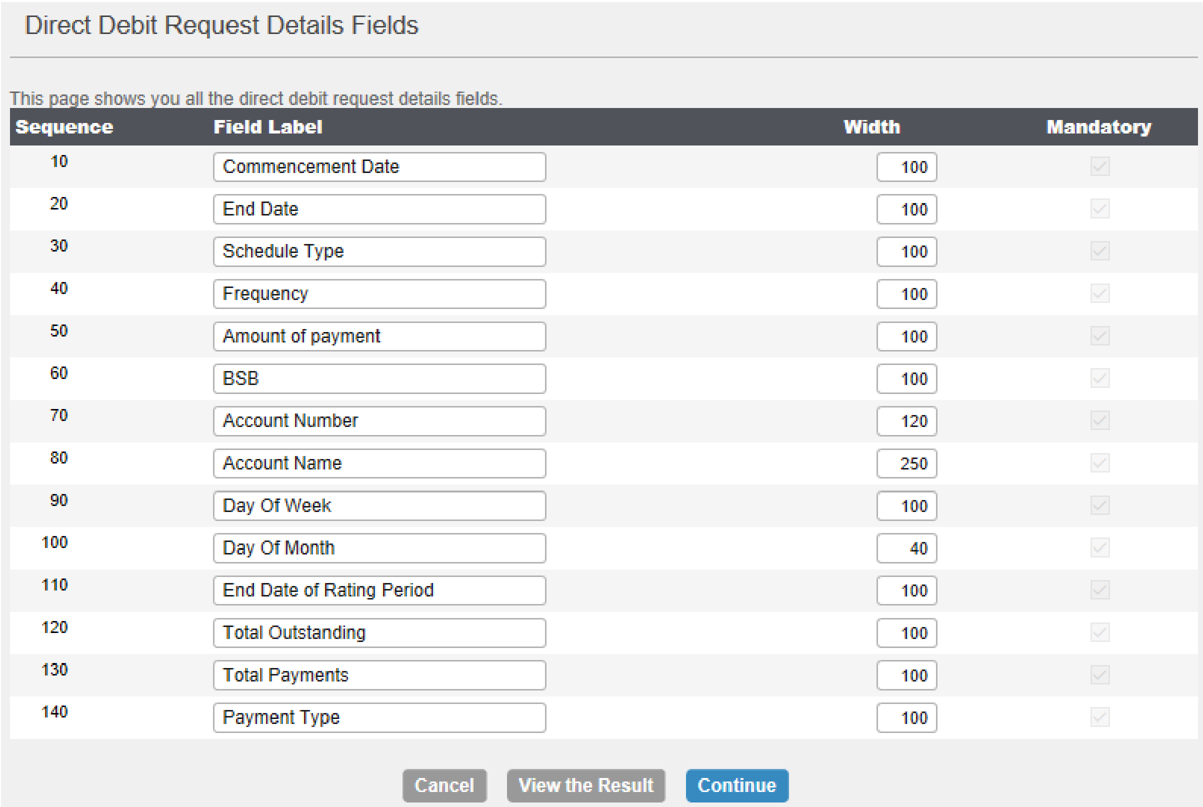
Back Continue

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	
140	Payment Type	100	

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 | Update

- 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

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

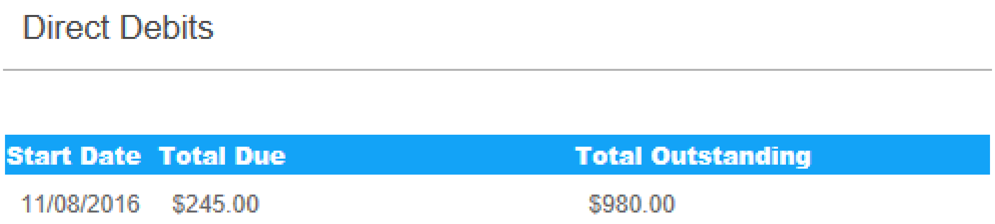
Seq.	Field Label	Label O'ride	Data Type	Width	Hover Text	Alignment	Wrap/ Height	Boolean Display	Sort Field	Sort Order	Display Total	Delete
1	Start Date	☐	Date	50		Left						☐
2	Total Due	☐	Money	200		Left					☐	☐
3	Total Outstanding	☐	Money	200		Left					☐	☐

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 Due Date and Periodic Calculated Direct Debits created online that have not been cancelled. For Periodic Specified Amount Direct Debits it will show the chosen end date specified by the rate payer.
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

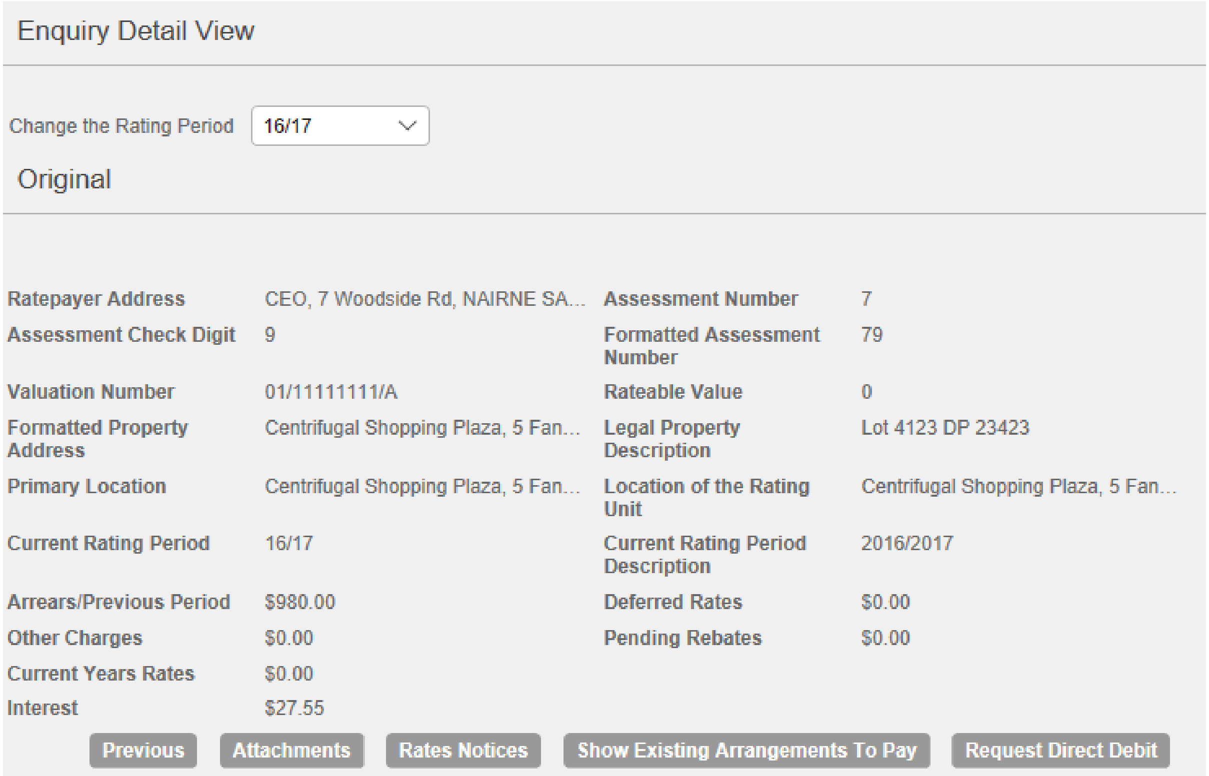
EPATHWAY GENERAL ENQUIRY RATES

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.

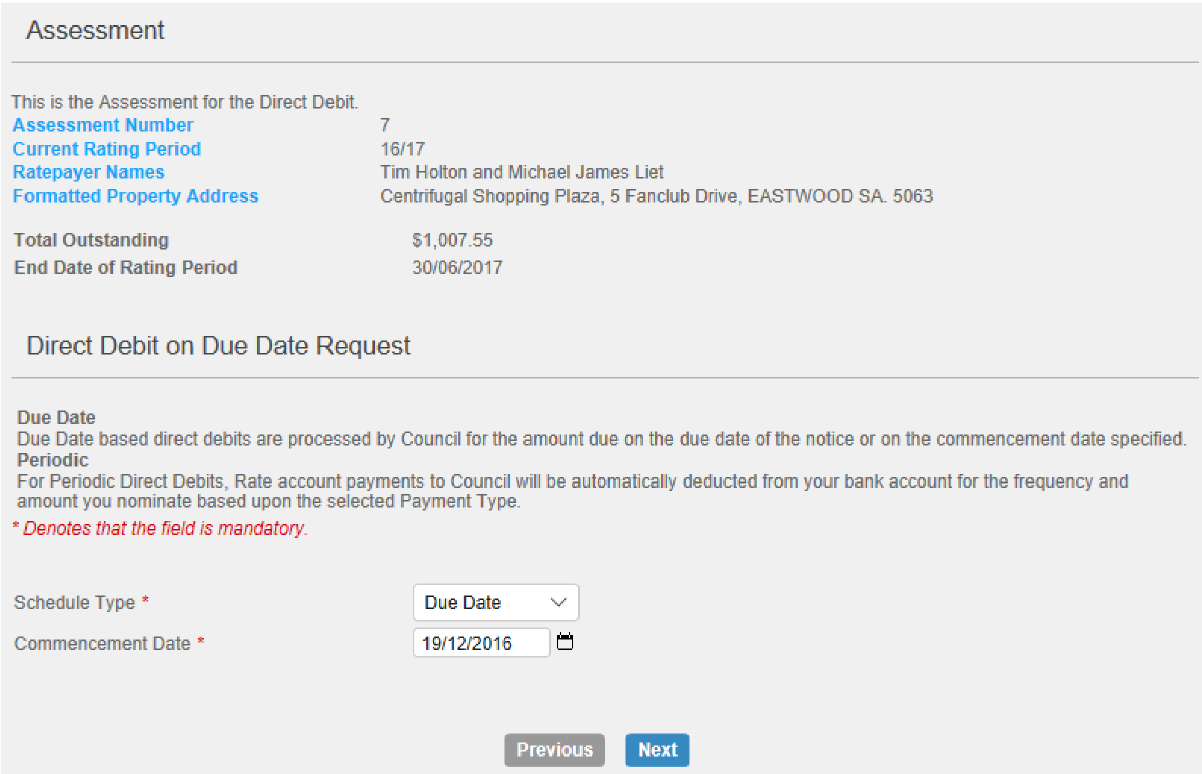
Note: If the assessment has multiple listed ratepayers associated with it, then only the user that created the exsiting DDR will be able to Amend or Cancel it. If an assessment changes hands (ie. change of ratepayer), then Amend will not be available and Cancel will only be available if there is a single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

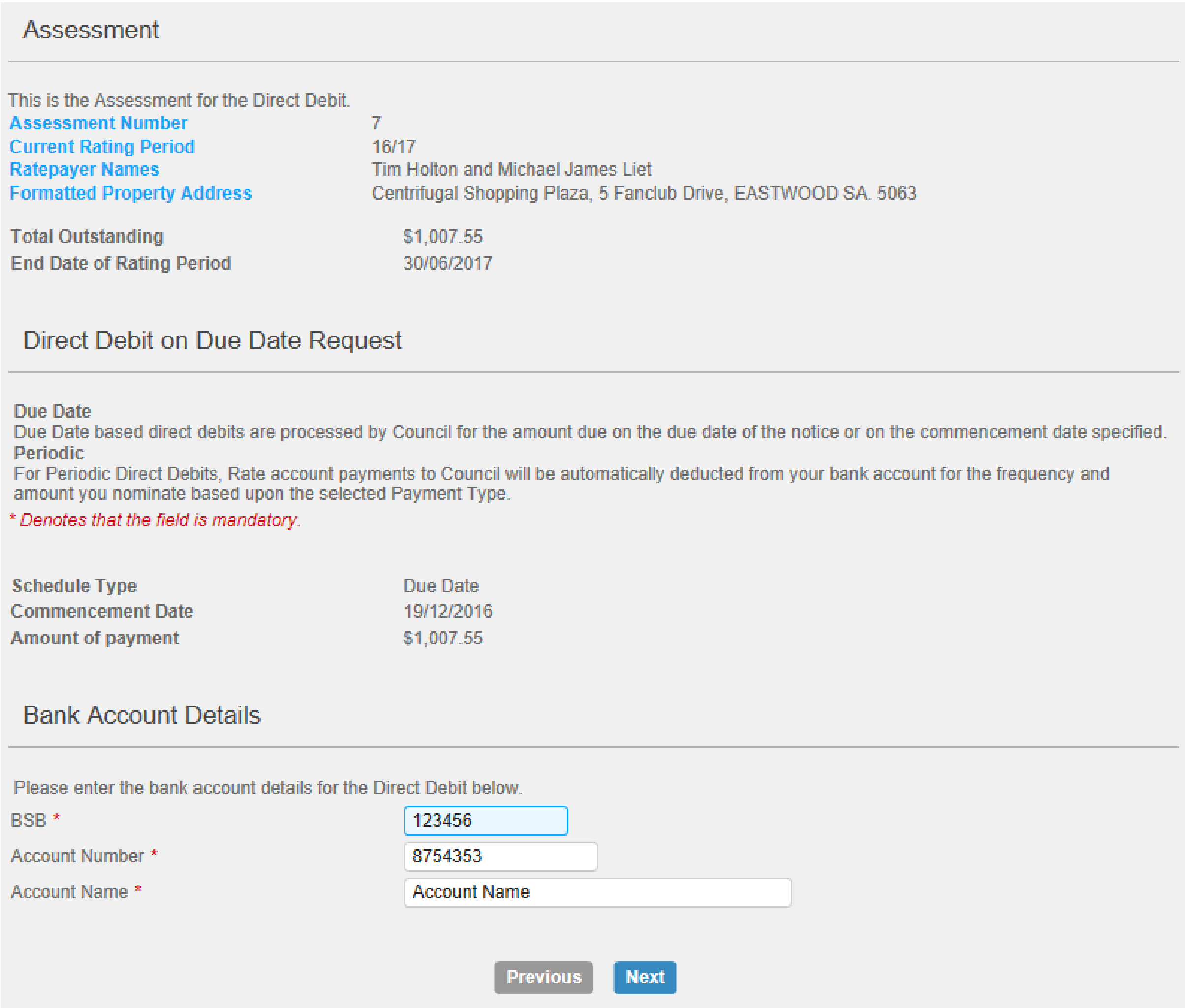


DIRECT DEBIT REQUEST ENTRY

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.



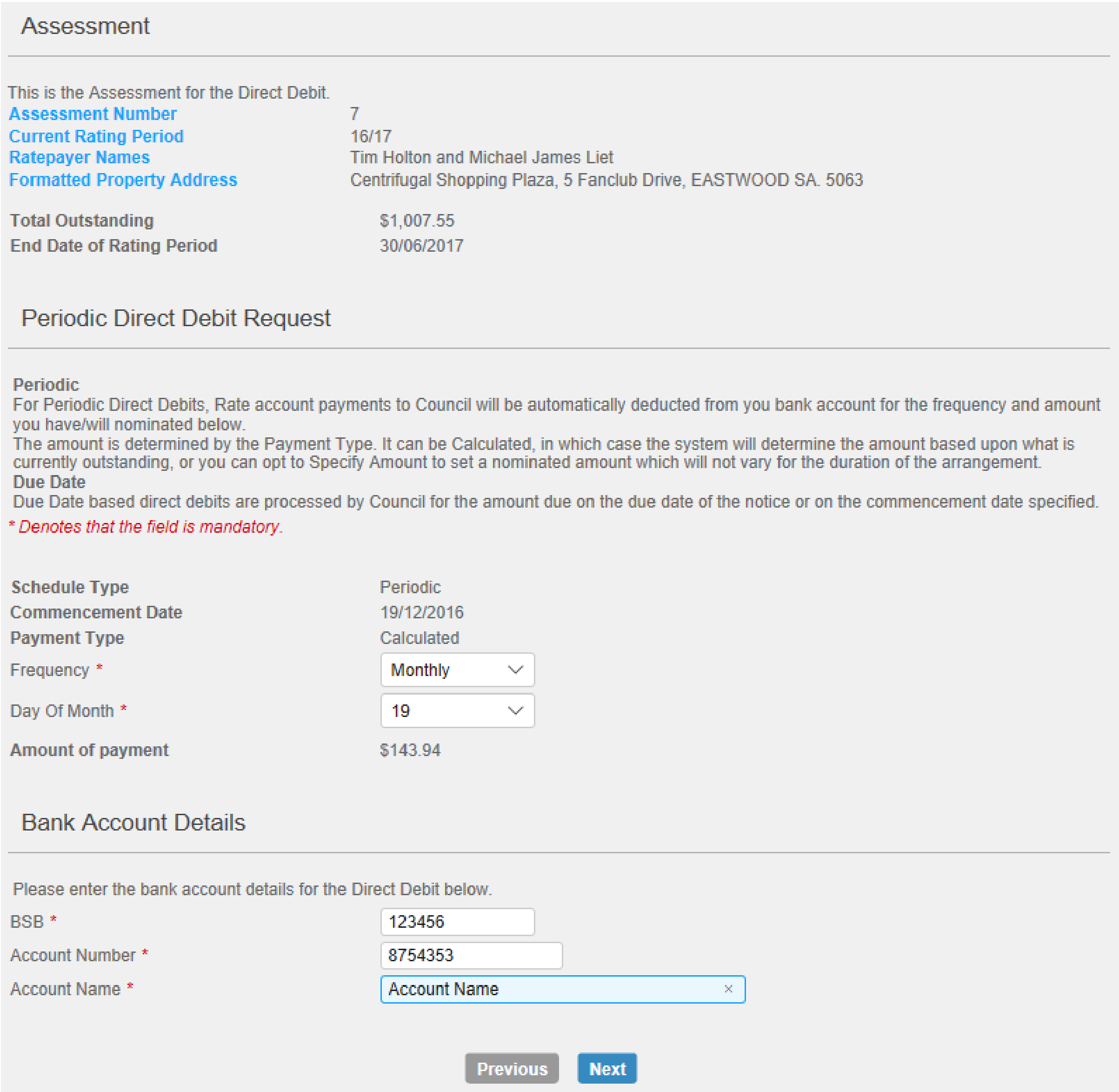
Upon pressing Next, the Amount of payment is calculated. Note that this amount is the Total Outstanding on the Assessment for Due Date DDR's. The amount is shown and then the Bank Account Details section is presented for entry.



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 Payment Type and Frequency details are promtped.

For Calculated Payment Types, 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.



Assessment

This is the Assessment for the Direct Debit.

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

Total Outstanding	$1,007.55
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.
The amount is determined by the Payment Type. It can be Calculated, in which case the system will determine the amount based upon what is currently outstanding, or you can opt to Specify Amount to set a nominated amount which will not vary for the duration of the arrangement.
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	19/12/2016
Payment Type	Calculated
Frequency *	Monthly
Day Of Month *	19
Amount of payment	$143.94

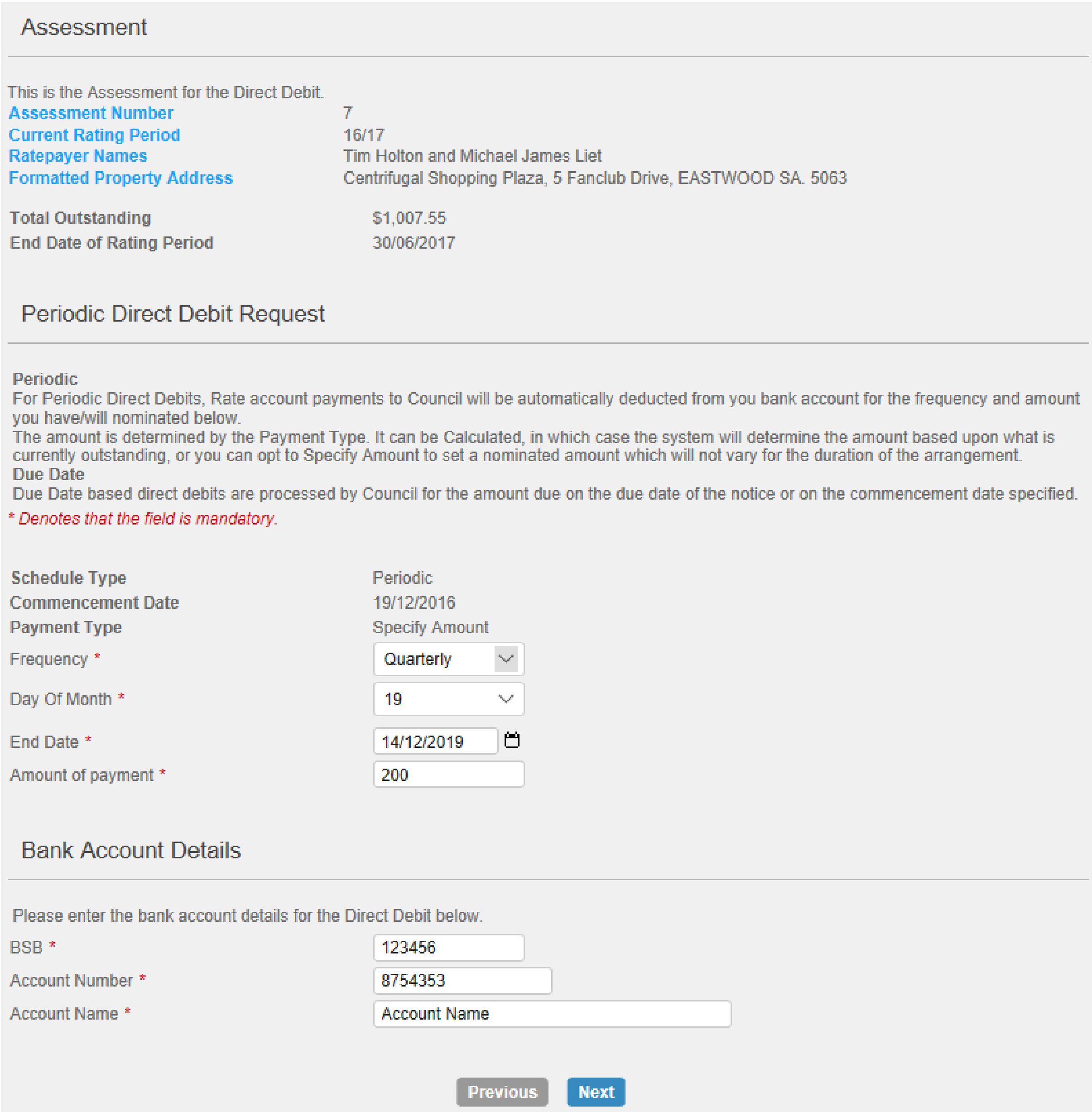
Bank Account Details

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

BSB *	123456
Account Number *	8754353
Account Name *	Account Name

Previous Next

For Specified Amount Payment Types, once the Frequency details are entered, the system will prompt for the End Date, allow entry of the Amount of Payment and present the Bank Account Details section for entry.



Assessment

This is the Assessment for the Direct Debit.

Assessment Number	7
Current Rating Period	16/17
Ratepayer Names	Tim Holton and Michael James Liet
Formatted Property Address	Centrifugal Shopping Plaza, 5 Fanclub Drive, EASTWOOD SA. 5063
Total Outstanding	$1,007.55
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.
The amount is determined by the Payment Type. It can be Calculated, in which case the system will determine the amount based upon what is currently outstanding, or you can opt to Specify Amount to set a nominated amount which will not vary for the duration of the arrangement.
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	19/12/2016
Payment Type	Specify Amount
Frequency *	Quarterly
Day Of Month *	19
End Date *	14/12/2019
Amount of payment *	200

Bank Account Details

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

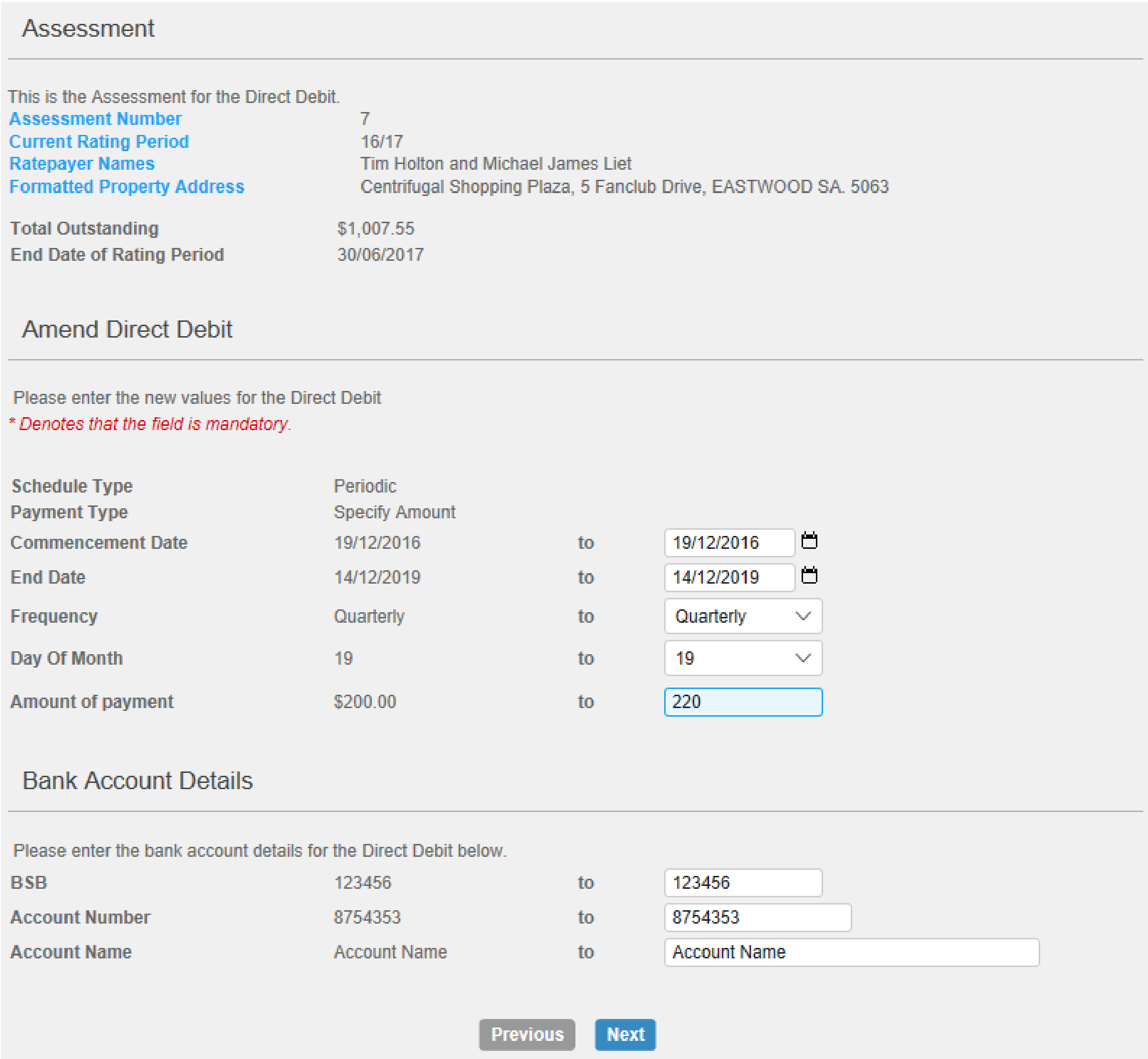
BSB *	123456
Account Number *	8754353
Account Name *	Account Name

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.

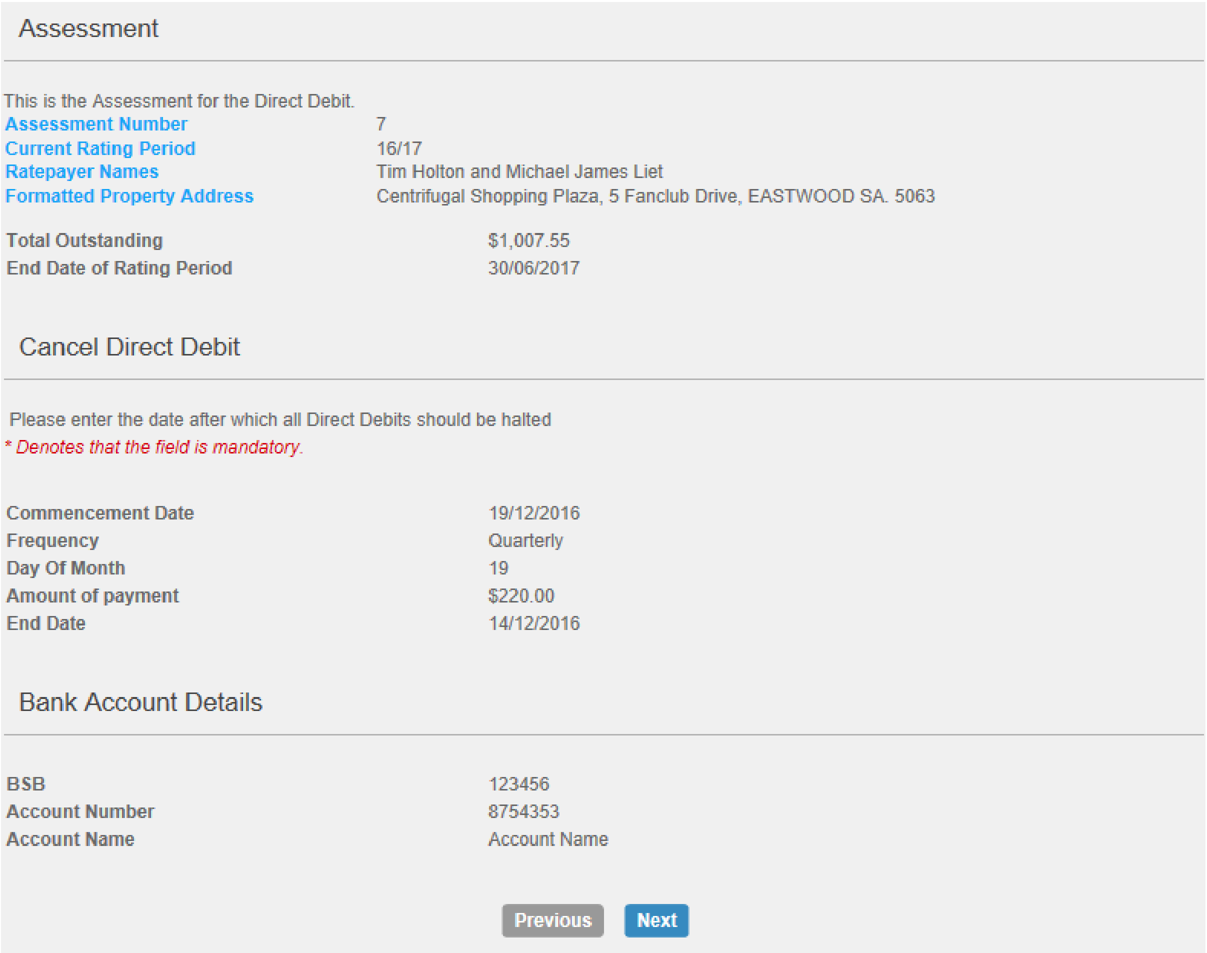
Upon pressing Next, the Bank Details can then be changed.



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

Total Outstanding	$1,007.55
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	19/12/2016
Frequency	Quarterly
Day Of Month	19
Amount of payment	$220.00
End Date	14/12/2016

Bank Account Details

BSB	123456
Account Number	8754353
Account Name	Account Name

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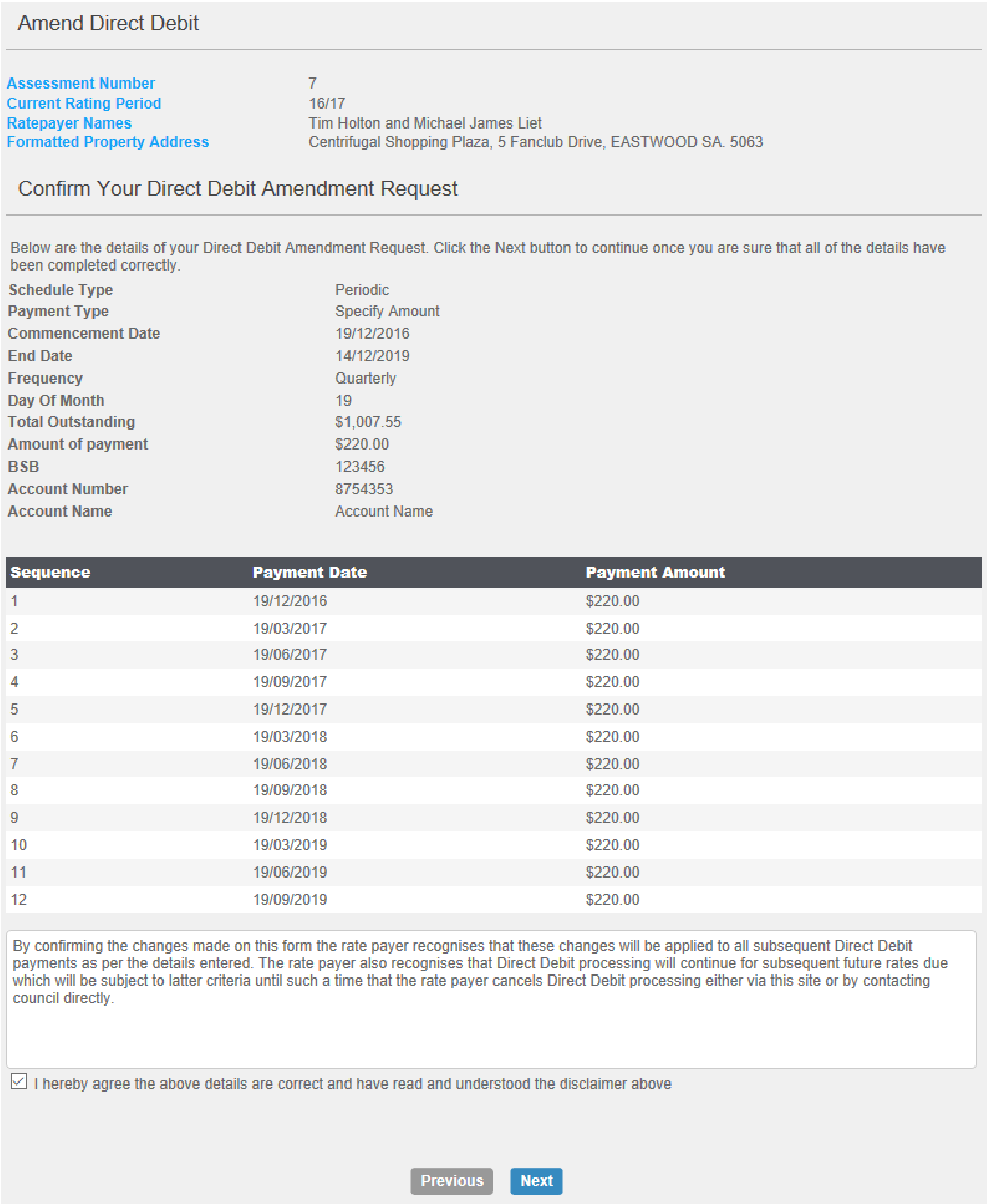
DIRECT DEBIT CONFIRMATION

Below is a sample confirmation form for a Direct Debit Amend. Note how for Periodic schedule type Direct Debits the schedule of payments is shown on the confirmation form.



Amend Direct Debit

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

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	Periodic
Payment Type	Specify Amount
Commencement Date	19/12/2016
End Date	14/12/2019
Frequency	Quarterly
Day Of Month	19
Total Outstanding	$1,007.55
Amount of payment	$220.00
BSB	123456
Account Number	8754353
Account Name	Account Name

Sequence	Payment Date	Payment Amount
1	19/12/2016	$220.00
2	19/03/2017	$220.00
3	19/06/2017	$220.00
4	19/09/2017	$220.00
5	19/12/2017	$220.00
6	19/03/2018	$220.00
7	19/06/2018	$220.00
8	19/09/2018	$220.00
9	19/12/2018	$220.00
10	19/03/2019	$220.00
11	19/06/2019	$220.00
12	19/09/2019	$220.00

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

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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.

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

11:12

Direct Debit Request Confirmation

If there are problems with how this message is displayed, click here to view it in a web browser.

Web Version | Update preferences | Unsubscribe

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More interesting news

Even more interesting news

Infor10x

Periodic Direct Debit Request Confirmation

Your Direct Debit Request has been successfully submitted and one of our officers will be reviewing it as soon as possible.

Header

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

Details

Periodic Direct Debit Request Details:

Transaction Reference	EDDR196
Schedule Type	Periodic
Payment Type	Specify Amount
Commencement Date	19/12/2016
End Date	14/12/2019
Frequency	Quarterly
Day Of Month	19
BSB	123456
Account Number	8754353
Account Name	Account Name
Total Outstanding	$1,007.55
Amount of payment	$200.00

Schedule of Payments Table - Specified Amounts

Sequence	Payment Date	Payment Amount
1	19/12/2016	$200.00
2	19/03/2017	$200.00
3	19/06/2017	$200.00
4	19/09/2017	$200.00
5	19/12/2017	$200.00
6	19/03/2018	$200.00
7	19/06/2018	$200.00
8	19/09/2018	$200.00
9	19/12/2018	$200.00
10	19/03/2019	$200.00
11	19/06/2019	$200.00
12	19/09/2019	$200.00

Edit your subscription | Unsubscribe

It should be noted that the HTML email format for Direct Debits (and also Arrangements To Pay) has style classes applied to the header and detail tables to allow CSS styles to be applied.

The class names are:

- header_type
- fields_table
- schedule_table

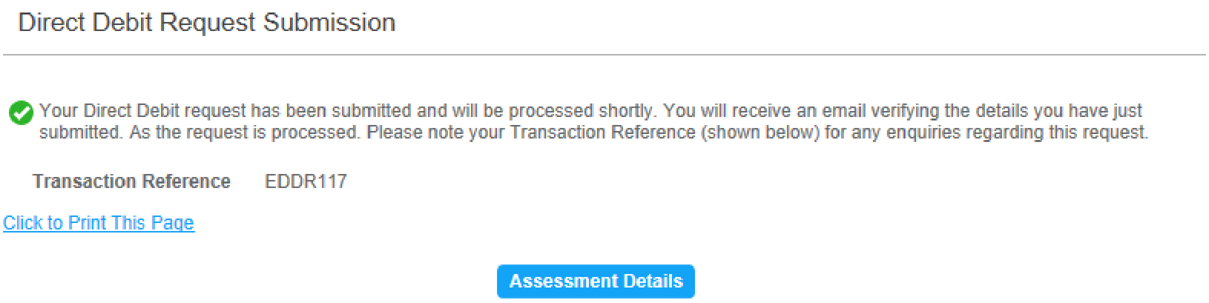
So in the above example, the HTML email contained the following within the <styles> section:

```
<style type="text/css">
table.header_table {
        font-family: verdana,arial,sans-serif;
        font-size:11px;
        color:#333333;
        border-width: 1px;
        border-color: #a9c6c9;
        border-collapse: collapse;
}
table.header_table td {
        border-width: 1px;
        padding: 8px;
        border-style: solid;
        border-color: #a9c6c9;
}
table.fields_table {
        font-family: verdana,arial,sans-serif;
        font-size:11px;
        color:#333333;
        border-width: 1px;
        border-color: #a9c6c9;
        border-collapse: collapse;
}
table.fields_table td {
        border-width: 1px;
        padding: 8px;
        border-style: solid;
        border-color: #a9c6c9;
}
table.schedule_table {
        font-family: verdana,arial,sans-serif;
        font-size:11px;
        color:#333333;
        border-width: 1px;
        border-color: #a9c6c9;
        border-collapse: collapse;
}
table.schedule_table th {
        border-width: 1px;
        padding: 8px;
        border-style: solid;
        border-color: #a9c6c9;
}
table.schedule_table td {
        border-width: 1px;
        padding: 8px;
        border-style: solid;
        border-color: #a9c6c9;
}
</style>
```

DIRECT DEBIT SUBMIT

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

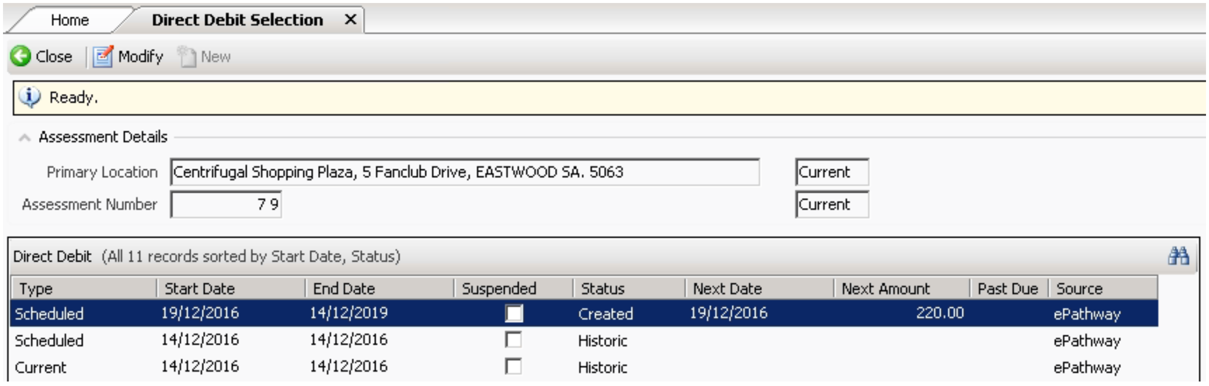
The transaction reference displayed is included in the email sent to the ratepayer. A Reference is also added to the Assessment within Pathway.



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.

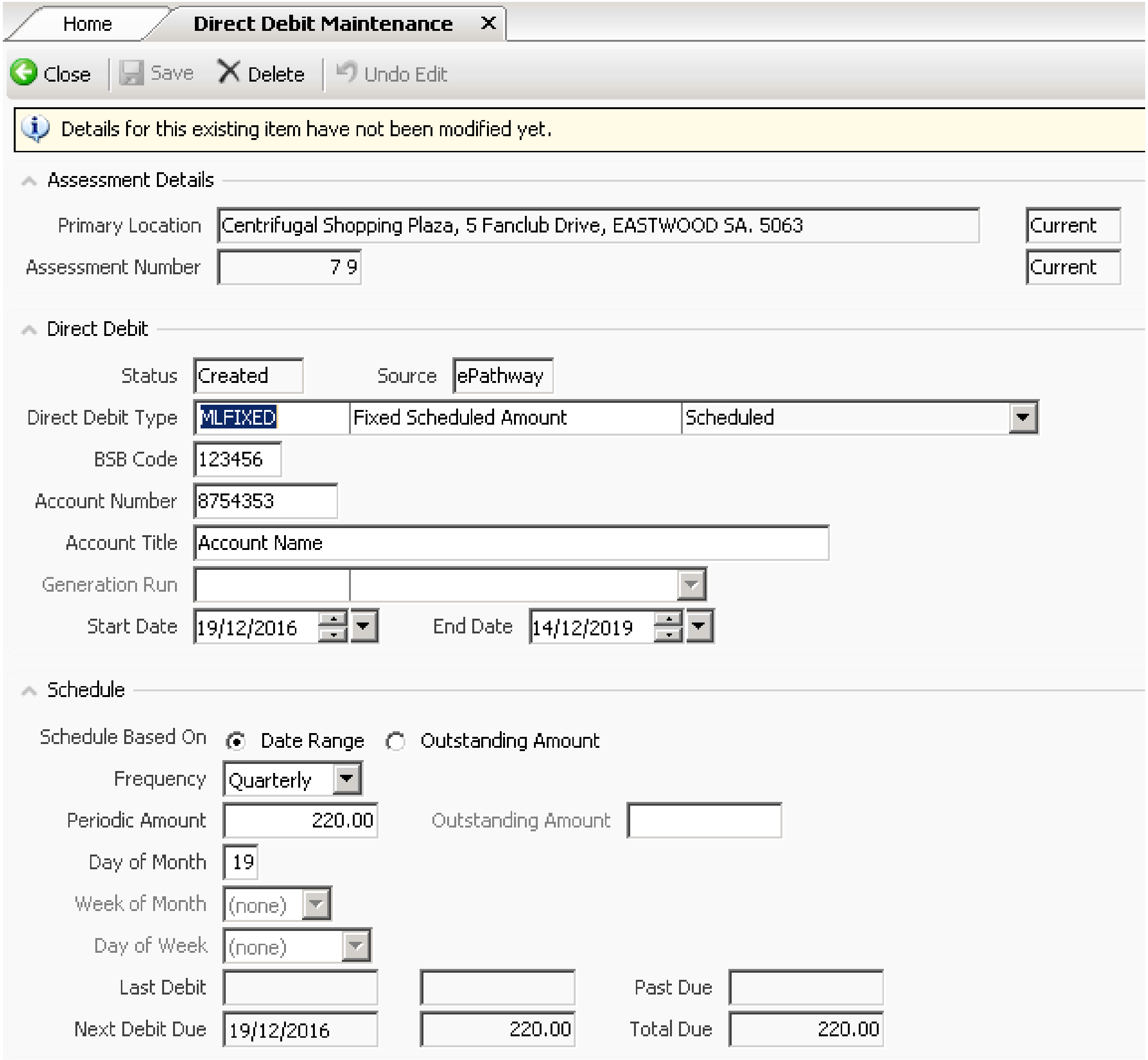
The selection form displays the source, where those created online have a source of ePathway versus those created from Pathway by a council officer:



Type	Start Date	End Date	Suspended	Status	Next Date	Next Amount	Past Due	Source
Scheduled	19/12/2016	14/12/2019		Created	19/12/2016	220.00		ePathway
Scheduled	14/12/2016	14/12/2016		Historic				ePathway
Current	14/12/2016	14/12/2016		Historic				ePathway

Rates Accounting >> Assessment Maintenance >> Direct Debit

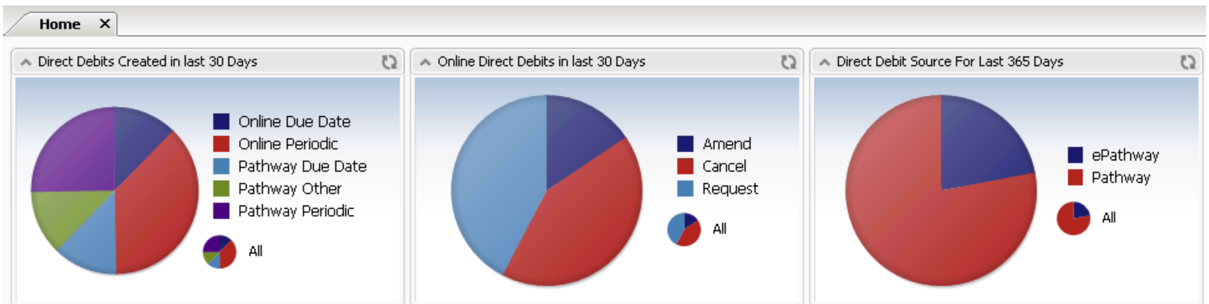
The actual maintenance form now also shows the new source field as shown below.



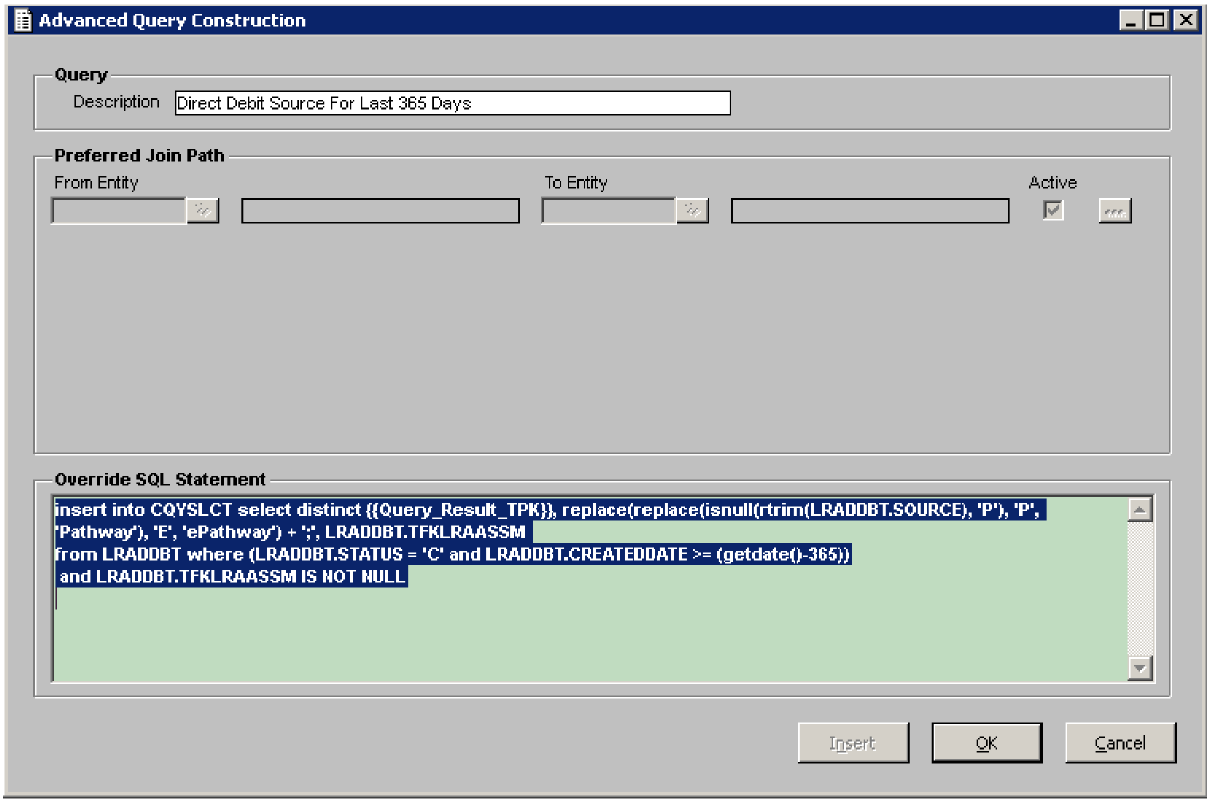
Rates Accounting >> Assessment Maintenance >> Direct Debit >> [Select]

PATHWAY DASHBOARD SAMPLES

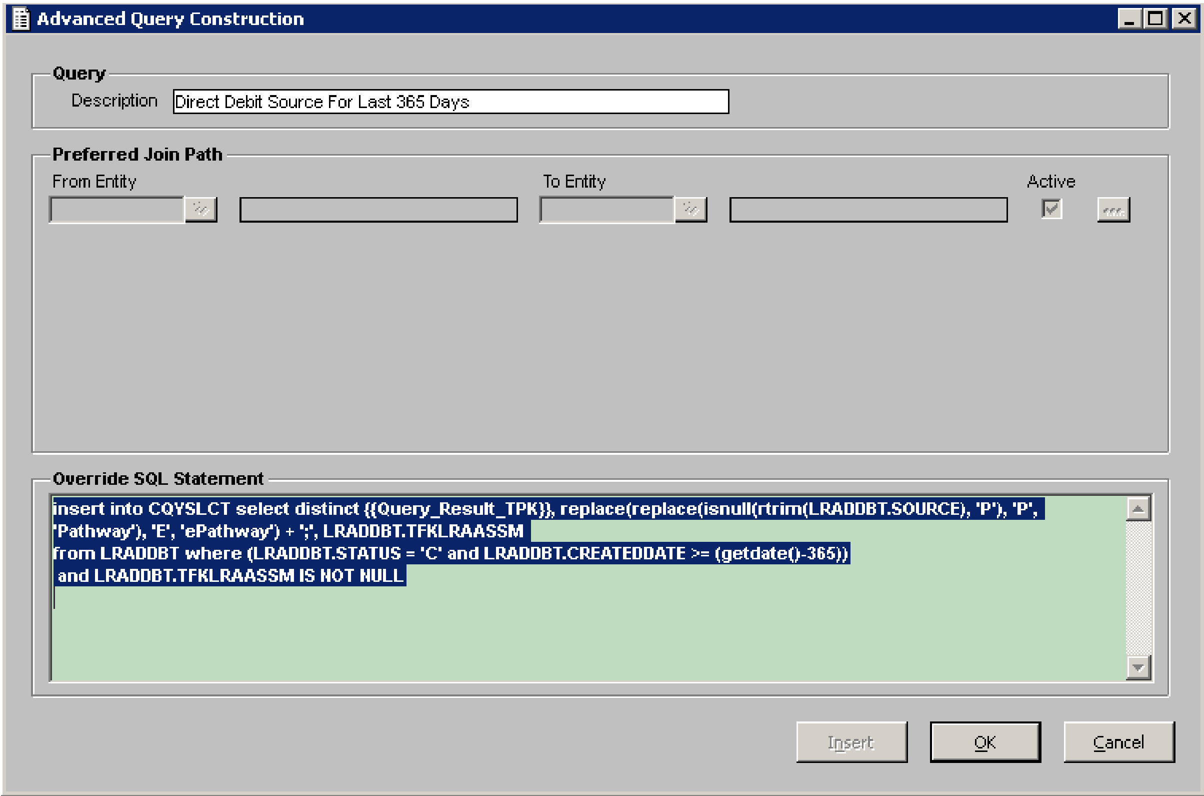
The Pathway Dashboard can be utilised for visual alerts within Pathway. The new Source field added to the Direct Debits table can be used with a new Created Date field to create charts to suit council. Below is a very simple sample showing three charts to give a council officer a means of identifying 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:

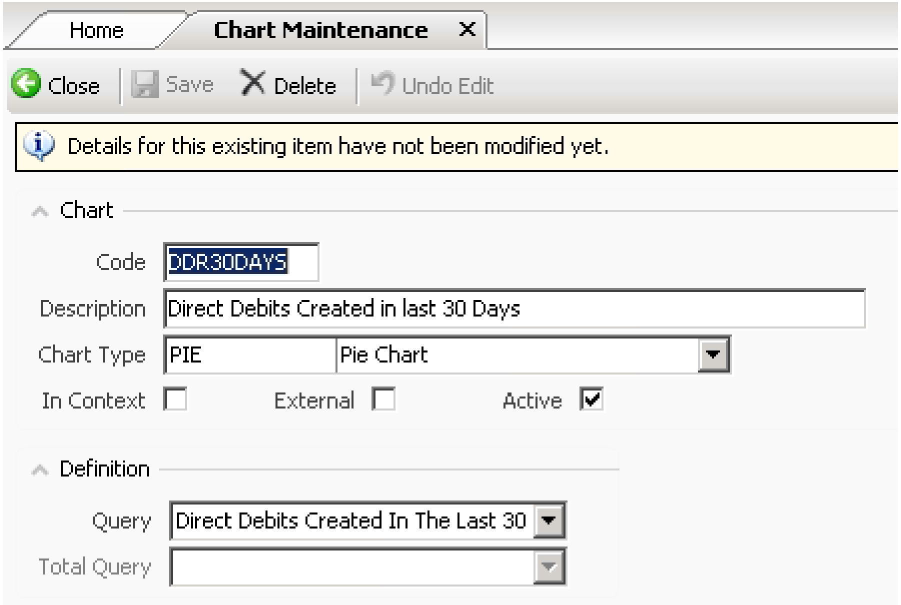


Query >> Query Maintenance



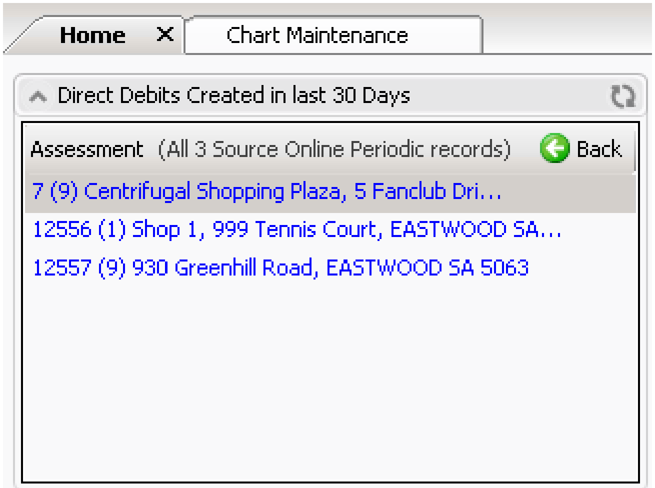
Query >> Query Maintenance > Advanced

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 + ';', a.tpklraassm 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.TFKLRAASSM from LRADDBT where (LRADDBT.STATUS = 'C' and LRADDBT.CREATEDDATE >= (getdate()-365)) and LRADDBT.TFKLRAASSM IS NOT NULL

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.Calculated	Payment Type description	Calculated
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

Text Code	Where used	Default Value
DirectDebits.Email.ScheduleCalculatedHeader	Email text	Schedule of Payments Table - Calculated Amounts
DirectDebits.Email.ScheduleSpecifyAmountHeader	Email text	Schedule of Payments Table - Specified Amounts
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
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.SpecifyAmount	Payment Type description	Specify Amount
DirectDebits.SubmissionAmendHeading	Amend submission	Direct Debit Amendment Request Submission

Text Code	Where used	Default Value
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
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

ePathway Receipting

Enhancements

ePathway Payments

InforXtreme Incident: PERT 10431763;	DRN: 30222 KB:	Fix:

ADVAM WEBBANK iFRAME

Previously, the ADVAM WEBBANK payment entry screen was embedded in an iFrame within ePathway. Due to unpredictable client side behaviour, ePathway now will redirect to the ADVAM WEBBANK payment screen rather than use the iFrame.

It should be noted that the payment entry page will now appear as a stand alone screen and council will need to liaise with ADVAM support in order to brand or style the look of this page.

Infomart

Enhancements

Datamart - Rates

InforXtreme Incident:	DRN: 29590	Fix:
SMART CLIENT;	KB:	

RATE_ARRANGEMENTS

A field Date_Entered has been added to extract the new Date Entered field on an Arrangement to Pay.

Infringements

Enhancements

Cycle Function Selection Interface

InforXtreme Incident: LOGA 3896948;	DRN: 30076	Fix:
THICK CLIENT;	KB:	

COURT EXTRACT CONTROL
** QLD SITES ONLY **

Queensland sites now have the ability to specify (via additional fields on the Court Extract (SPER) Control form) whether or not Ticket balances are to be written off during the Court Extract process. Previously, Ticket balances would always be automatically written off.

Name and Address Register

Enhancements

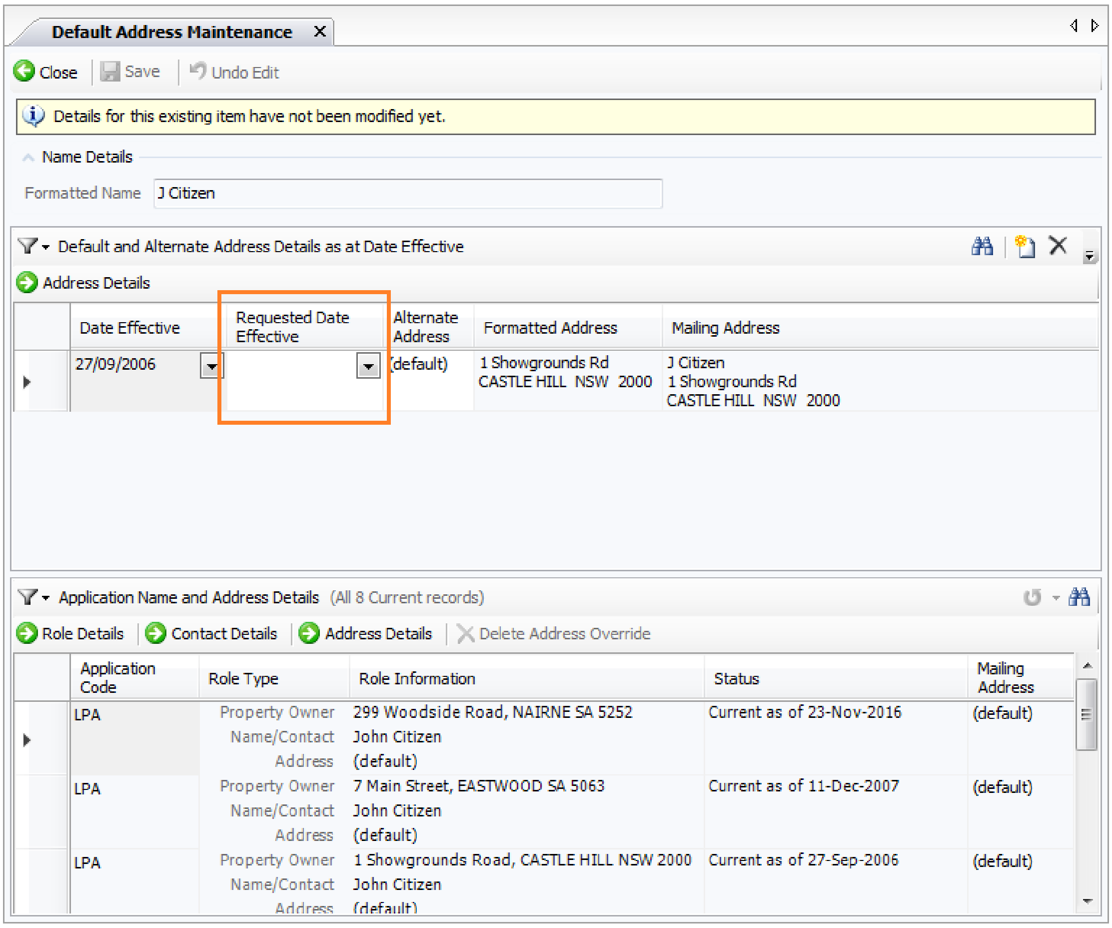
Default Address Maintenance

InforXtreme Incident:	DRN: 29590	Fix:
SMART CLIENT;	KB:	

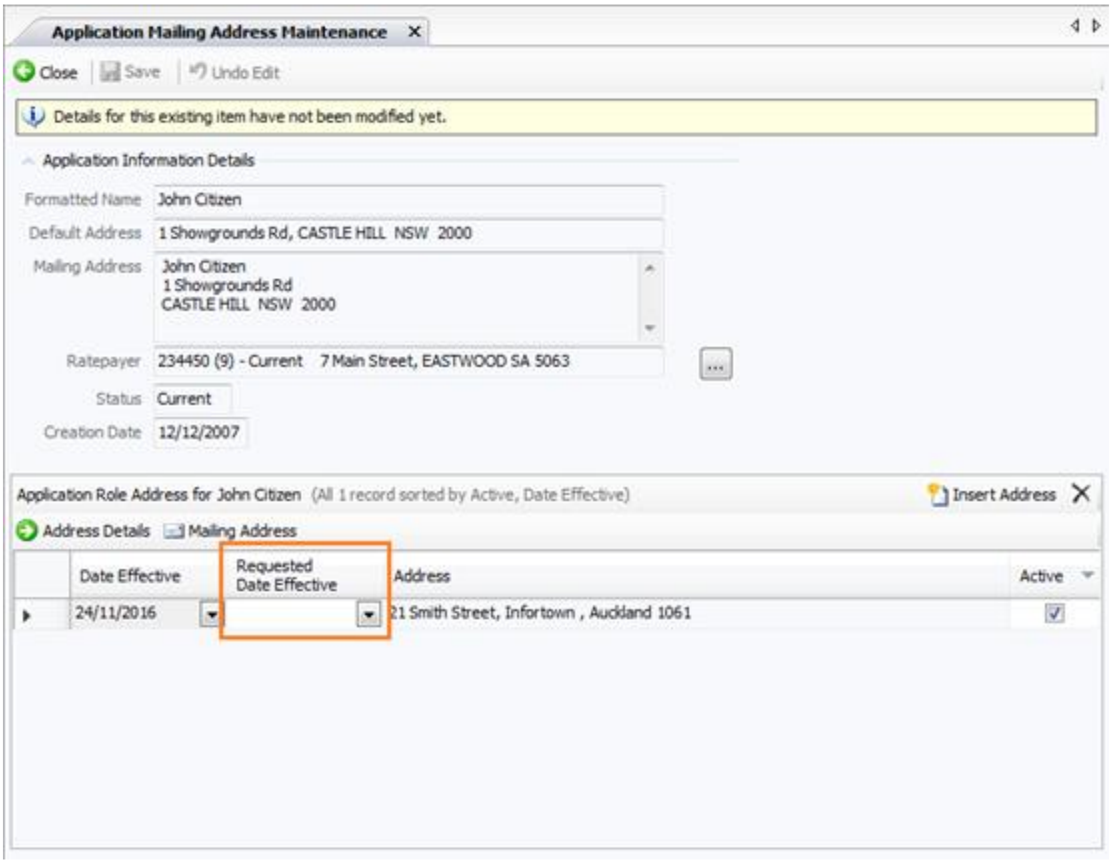
DEFAULT ADDRESS MAINTENANCE

An enhancement has been made to allow the date that a Mailing Address change was requested by a customer to be recorded.

Pathway does not allow entry of a Mailing Address Date Effective that is in the past. So to record the Date Effective that was requested by the customer a new “Requested Date Effective” has been added to the Default Address Maintenance form (where the default address for a Name is maintained), and to the Application Mailing Address Maintenance form (where an override mailing address for a Name Role is maintained).

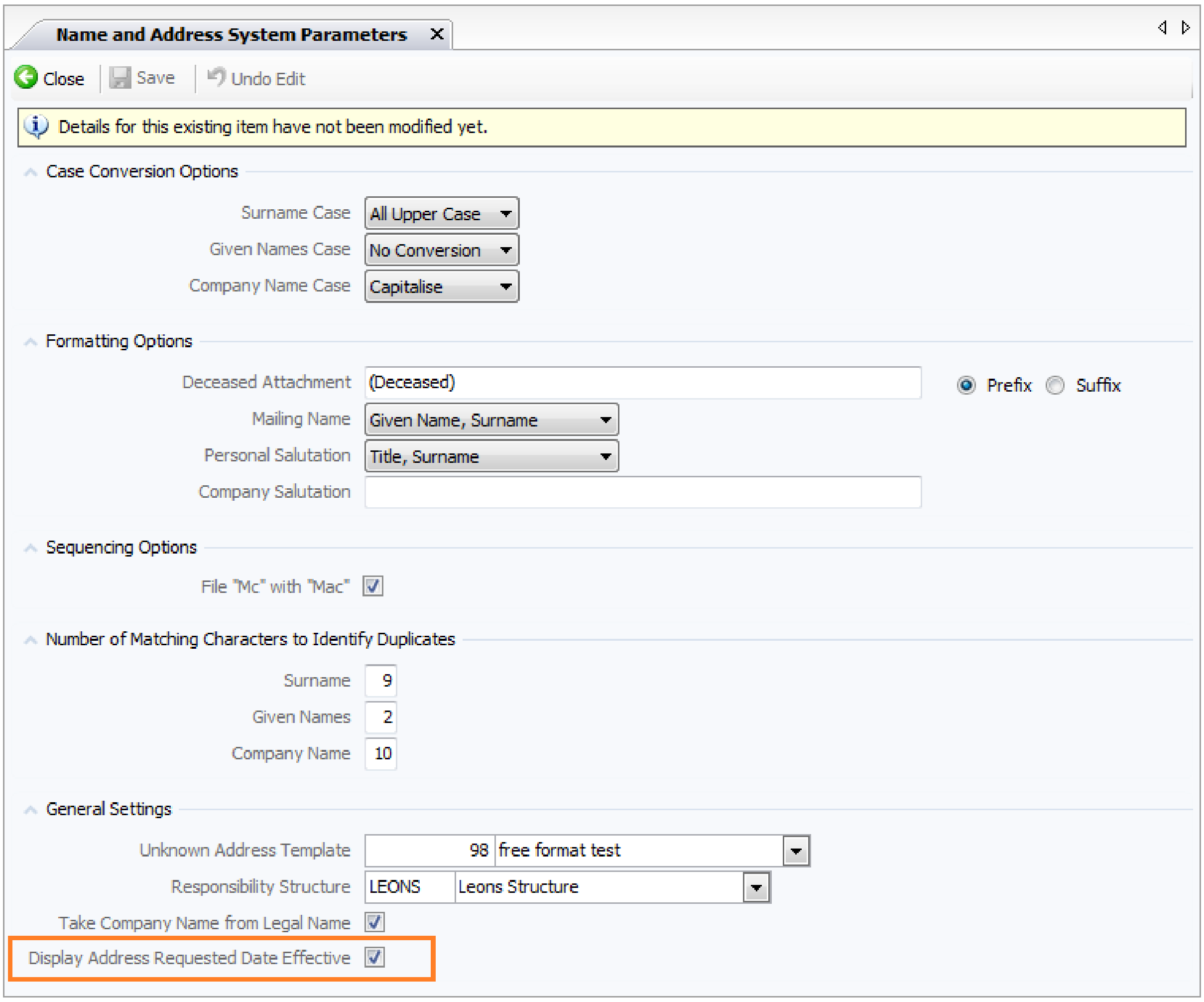


Default Address Maintenance – used when changing a Name Default Mailing Address



Application Mailing Address Maintenance – used when changing a Ratepayer Role Mailing Address

The new “Requested Date Effective” is optional and is only displayed if the new “Show Requested Date Effective” parameter in the General Settings of the Name and Address System Parameters is turned on.



Name and Address System Parameters with the new Display Address Requested Date Effective

Property Administration

Enhancements

Transfer of Ownership Import

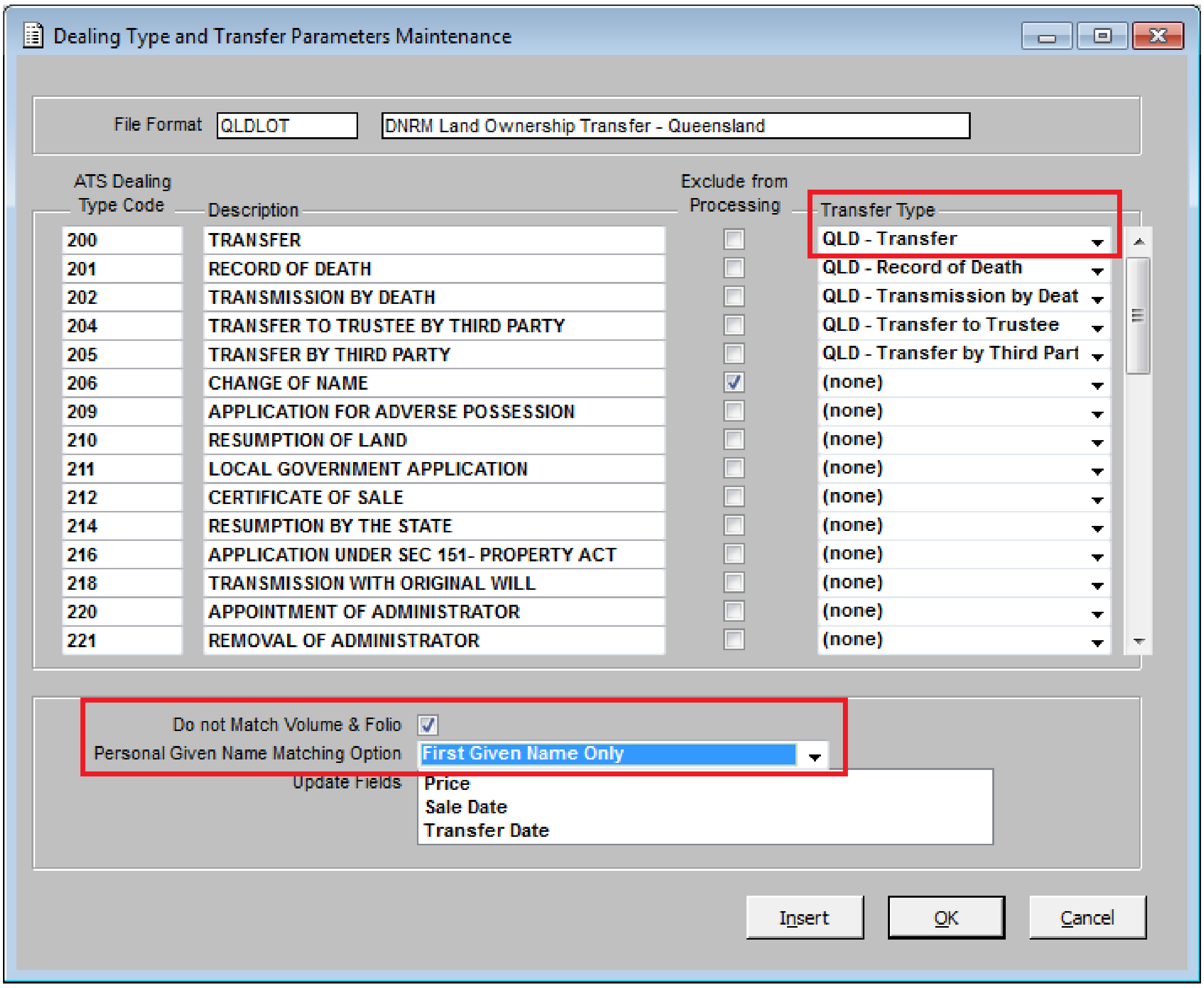
InforXtreme Incident:	DRN: 29689	Fix:
SMART AND THICK CLIENT;	KB:	

TRANSFER OF OWNERSHIP IMPORT (QLD)

Enhancements have been made to the “Property Transfer of Ownership Import” function to provide more automatic mapping and validation information during import and validation process for the file format of “QLDLOT (DNRM Land Ownership Transfer – Queensland)”.

Dealing Type and Transfer Parameters Maintenance

The “Dealing Type and Transfer Update Fields Maintenance” form has been renamed as “Dealing Type and Transfer Parameters Maintenance”, and three new fields have been added to this form, as shown:



The three new fields made available are listed as follows:

- Transfer Type – Council defined Transfer Type within Pathway’s property system, to which ATS Dealing Type will be automatically mapped during import process.

- Do not Match Volume & Folio – A Boolean flag indicates whether or not Council wishes not to match property with volume and folio values during validation process. The default value is false (i.e. validation process will match Pathway property with volume and folio values provided by DNRM).

- Personal Given Name Matching Option – Three options are available to allow Council to choose the tightening level of controlling given name matching when trying to match a provided name with a Pathway name during validation process:

  - First Given Name Only – Only match on the first given name
  - First & Second Given Name – Must match both the first and second given name
  - Full Given Names (from Legal Name) – Must match all of the given names. In this case, Pathway's full given name is extracted from a person's legal name.

When a name does not match in accordance with the matching option selected then –

- A *warning only* will be displayed in the validation stage but that will not cause the transfer record to be invalidated provided it can be matched on title (if configured to do so) and plan details.
- The existing non-matched owners will be retained in the transfer as new owners by default however this can be altered prior to the transfer being accepted.

Property Transfer Workflow

InforXtreme Incident:	DRN: 29689	Fix:
SMART AND THICK CLIENT;	KB:	

PROPERTY TRANSFER WORKFLOW

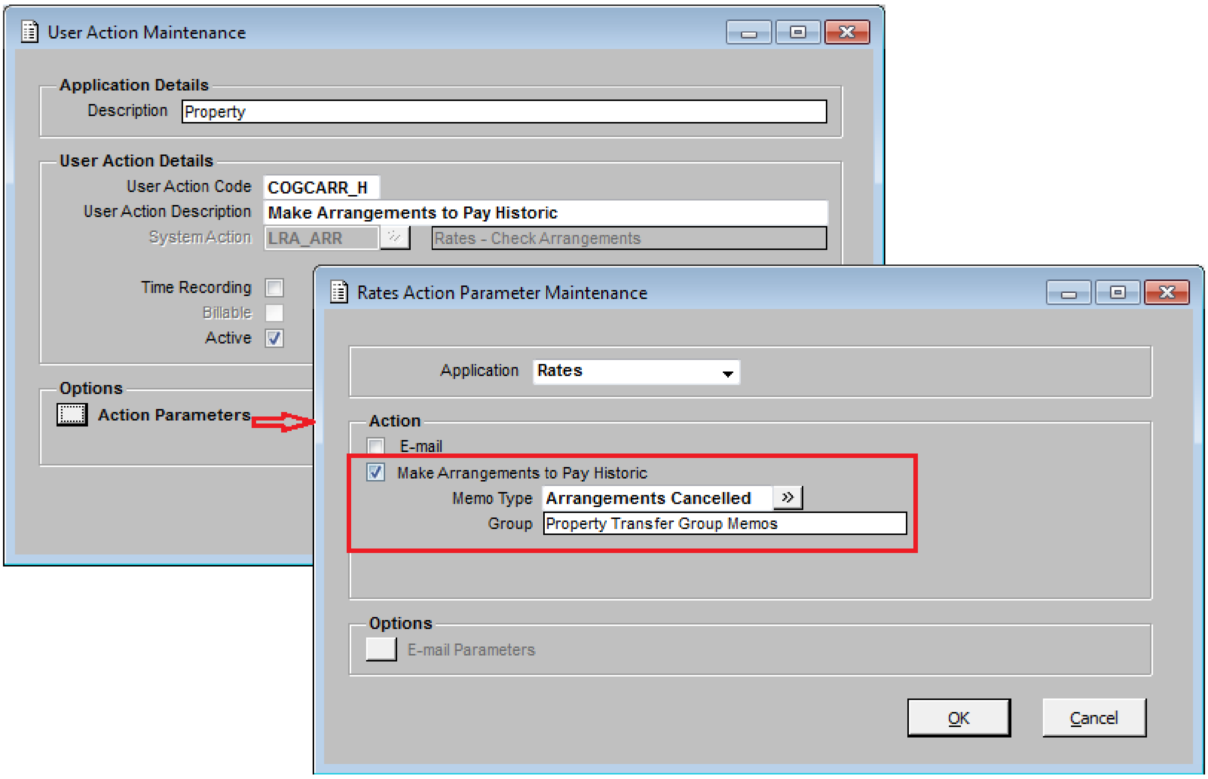
Enhancements have been made to Property Transfer Workflow to facilitate automatic removal of certain conditions pertain to previous owners and adding fee charge for processing transfer, including:

- Make Arrangements to Pay Historic
- Make Direct Debits Historic
- End Rebates
- Add Supplementary Rate

System Action LRA_ARR (Rates – Check Arrangements)

The existing workflow system action "LRA_ARR (Rates – Check Arrangements)" has been enhanced to support an additional action "Make Arrangements to Pay Historic" for Rates.

In addition, it allows Council optionally nominate a Memo Type which is used to record the updating details if any of the arrangements to pay has been made historic automatically by the workflow process, as shown below:



The two actions, “E-mail” and “Make Arrangements to Pay Historic” respectively, are mutually exclusive.

When a property has been transferred, if a workflow task has been nominated for property transfer, and a council defined user action (for example, the user action “COGCARR_H” as above) based on “LRA_ARR” has been assigned to the task, then check on arrangements to pay will be performed for the rates assessment associated with the transferred property. If there are arrangements to pay associated with the assessment:

- When the action “Make Arrangements to Pay Historic” is ticked on, then workflow will automatically make those arrangements to pay historic. And furthermore, if a Memo Type has been nominated, then a memo will be created to record the updating details for the associated assessment.

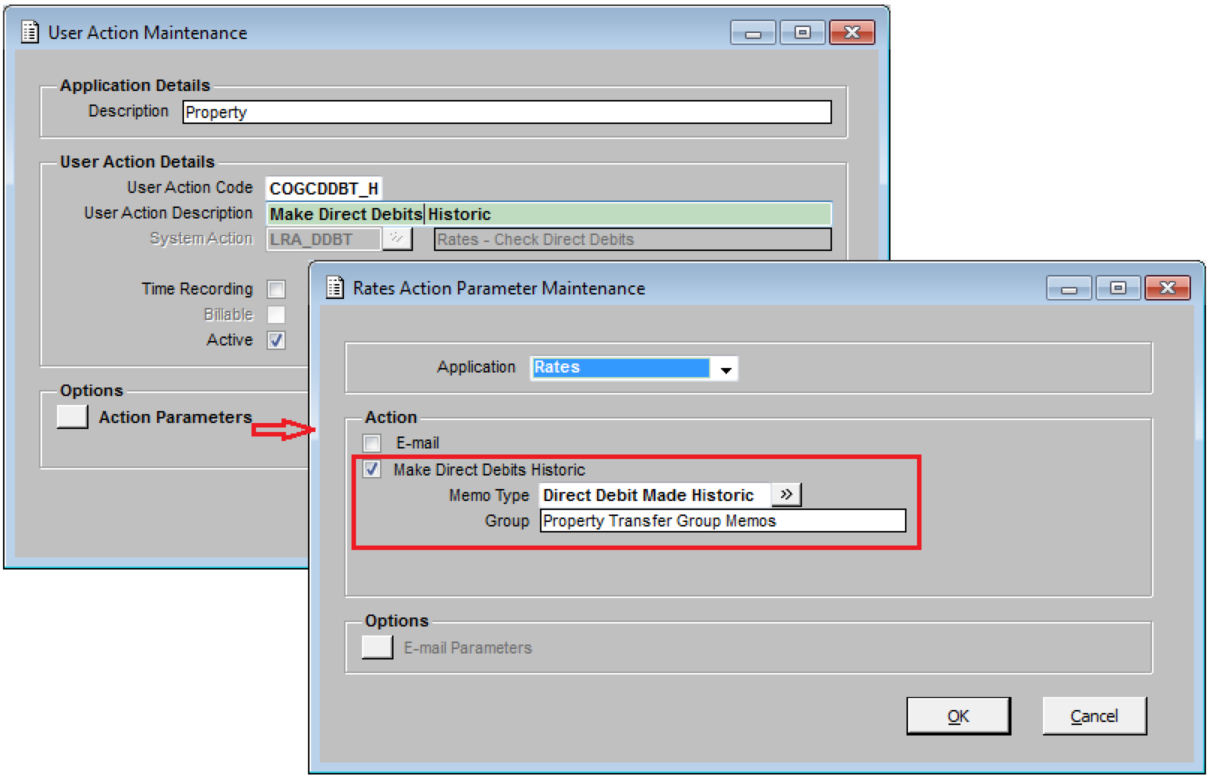
- When the action “E-mail” is ticked on, then email will be sent to the nominated recipient(s), as usual.

Note: The officer, who performs the property transfer which triggers the workflow execution, should have sufficient access to the Rates module and have authority to access the nominated Memo Type as well. This applies to all other workflow actions mentioned below.

System Action LRA_DDBT (Rates – Check Direct Debits)

The existing workflow system action “LRA_DDBT (Rates – Check Direct Debits)” has been enhanced to support an additional action “Make Direct Debits Historic” for Rates.

In addition, it allows Council optionally nominate a Memo Type which is used to record the updating details if any of the direct debits have been made historic automatically by the workflow process, as shown below:



The two actions, “E-mail” and “Make Direct Debits Historic” respectively, are mutually exclusive.

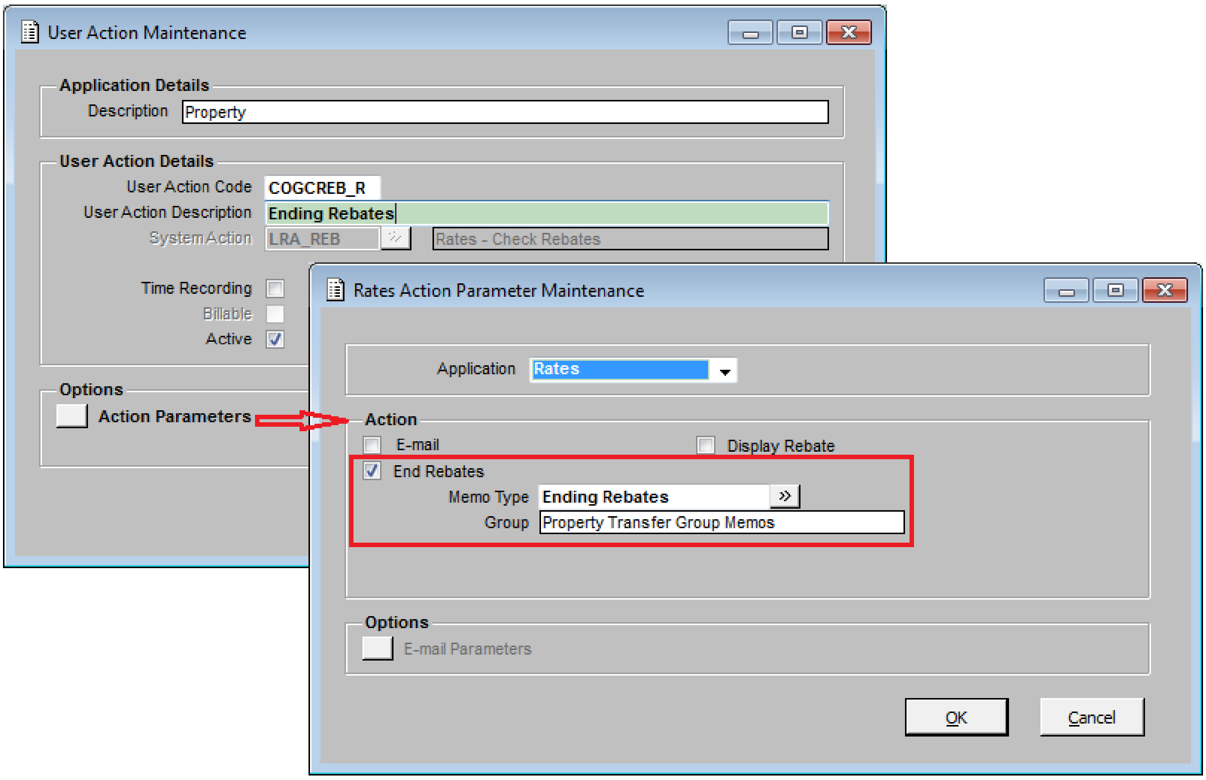
When a property has been transferred, if a workflow task has been nominated for property transfer, and a council defined user action (for example, the user action “COGCDDBT_H” as above) based on “LRA_DDBT” has been assigned to the task, then check on direct debits will be performed for the rates assessment associated with the transferred property. If there are direct debits against the assessment:

- When the action “Make Direct Debit Historic” is ticked on, then workflow will automatically make those direct debits historic. And furthermore, if a Memo Type has been nominated, then a memo will be created to record the updating details for the associated assessment.
- When the action “E-mail” is ticked on, then email will be sent to the nominated recipient(s), as usual.

System Action LRA_REB (Rates – Check Rebates)

The existing workflow system action “LRA_REB (Rates – Check Rebates)” has been enhanced to support an additional action “End Rebates” for Rates, in addition to the existing “E-mail” and “Display Rebate” actions.

Similarly, it allows Council optionally nominate a Memo Type which is used to record the updating details if any of the rebate groups and beneficiaries have been removed automatically by the workflow process, as shown below:



The three actions, "E-mail", "Display Rebate" and "End Rebates" respectively, are mutually exclusive.

The "End Rebates" action is only available under the following Rates system parameter settings:

- "Rebates Time Range" is set to "Days", or
- "Rebates Time Range" is set to "Quarter" while "Prorata Rebate Online" is turned off.

When a property has been transferred, if a workflow task has been nominated for property transfer, and a council defined user action (for example, the user action "COGCREB_R" as above) based on "LRA_REB" has been assigned to the task, then check on rebate groups and beneficiaries will be performed for the rates assessment associated with the transferred property. If there are rebate groups and beneficiaries against the assessment:

- When the action "E-mail" is ticked on, then email will be sent to the nominated recipient(s), as usual.

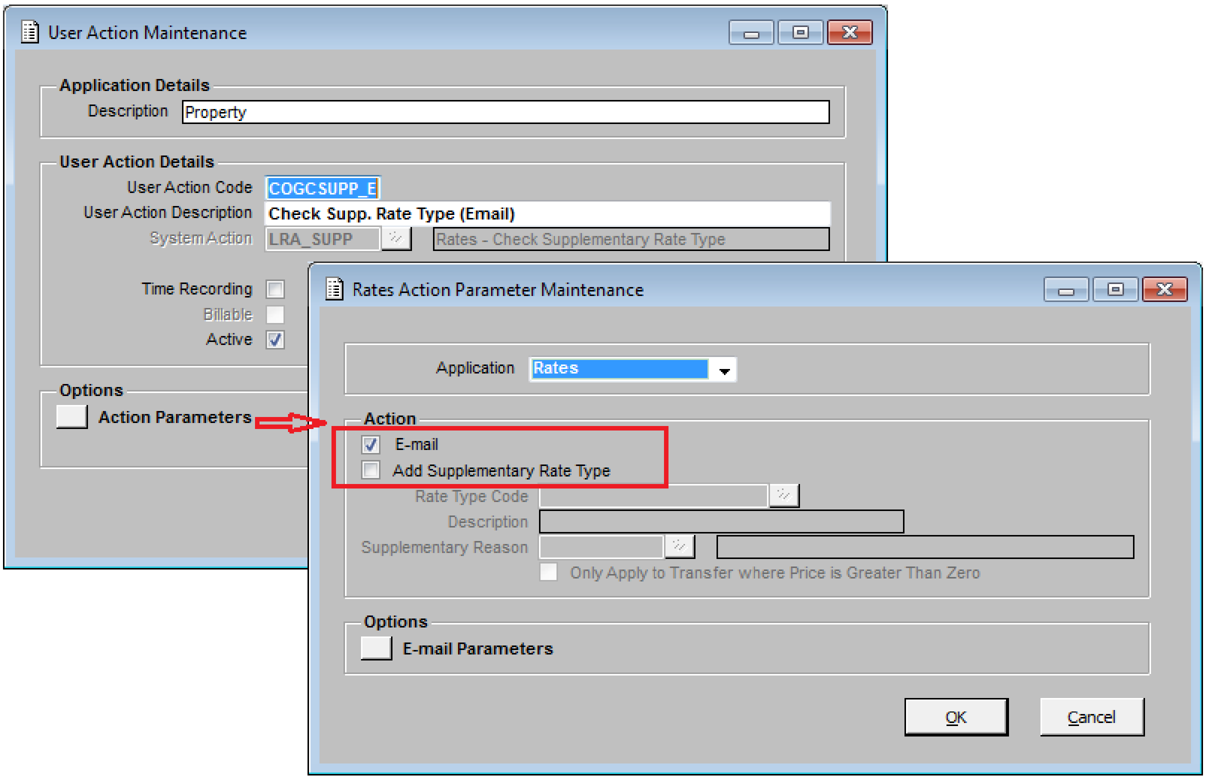
- When the action "Display Rebate" is ticked on, then the visual Rebates Maintenance form will be displayed to the user to allow manually maintain the rebates, as usual.

- When the action "End Rebates" is ticked on, then workflow will automatically end rebates from the transfer date, remove rebate groups and beneficiaries from the associated assessment. And furthermore, if a Memo Type has been nominated, then a memo will be created to record the updated details.

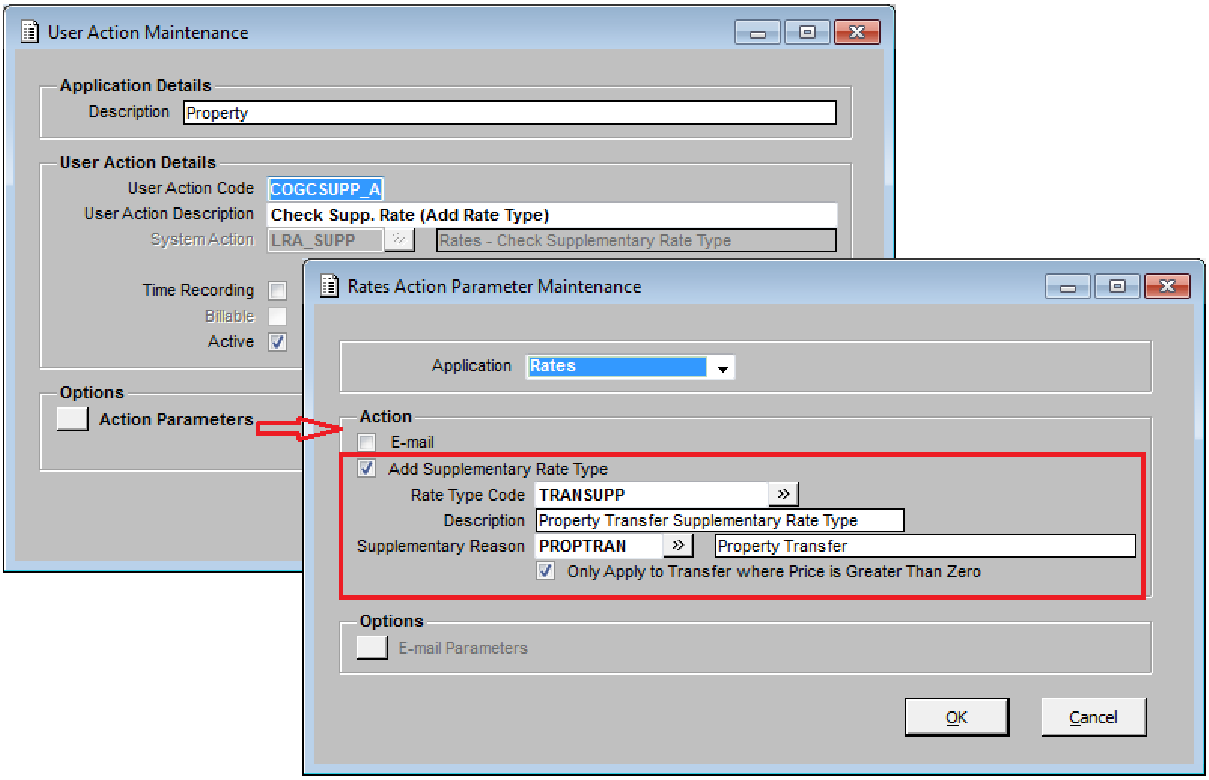
  Note: If a transfer date is earlier than the start date of the current rating period, then the end rebates will end the rebates for the current rating period, and a warning message will be displayed to the officer to notify this situation.

System Action LRA_SUPP (Rates – Check Supplementary Rate Type)

A new workflow system action "LRA_SUPP (Rates – Check Supplementary Rate Type)" has been made available to facilitate the ability of adding charges for processing property transfers. Two action choices, "E-mail" and "Add Supplementary Rate Type", are available for selection:



When the "Add Supplementary Rate Type" action is selected, it allows Council nominate a Rate Type and a Supplementary Reason. A checkbox "Only Apply to Transfer where Price is Greater Than Zero" is available to indicate whether or not that the nominated Rate Type is only applicable to property transfers where prices are greater than zero, as shown below:



When a property has been transferred, if a workflow task has been nominated for property transfer, and a council defined user action (for example, the user action "COGCSUPP_A" as above) based on

“LRA_SUPP” has been assigned to the task, then action on Supplementary Rates will be performed for the assessment associated with the transferred property:

- When the action is “E-mail”, then email will be sent to the nominated recipient(s) to remind officer(s), for example, to manually add a supplementary rate to the associated assessment to cover the fee for processing transfer.

- When the action is “Add Supplementary Rate Type”, then workflow will try to automatically add the nominated rate type to the current open supplementary batch for the associated assessment:

    - If the assessment already has a supplementary rates entry against a current open supplementary batch:

        - ❖ If the nominated Rate Type has not been added to the supplementary rates entry for the current rating period, then the nominated Rate Type will be added to the existing supplementary rates entry for the current rating period. The nominated Supplementary Reason will be added as a secondary supplementary reason, if not already presented.

        - ❖ Otherwise, i.e. the nominated Rate Type has already been added to the supplementary rates entry for the current rating period:

            - ➢ If the existing Supplementary Rate Type record is in suspended status, workflow will un-suspend it. And the nominated Supplementary Reason will be added as a secondary supplementary reason, if it is not already presented.

            - ➢ Otherwise, i.e. the nominated Rate Type already exists and is in active status for the current rating period, then a warning message “The nominated Rate Type is already presented in the assessment's Supplementary Rates. No update has been performed on the existing rate type” will be issued to notify this situation.

    - Otherwise, i.e. the assessment has no existing open supplementary rates entry, then a new supplementary rates entry will be created against the default supplementary batch for the assessment, the nominated Rate Type will be added to the new supplementary rates entry for the current rating period, and the nominated Supplementary Reason will become the primary supplementary reason.

Differential Rates functionality

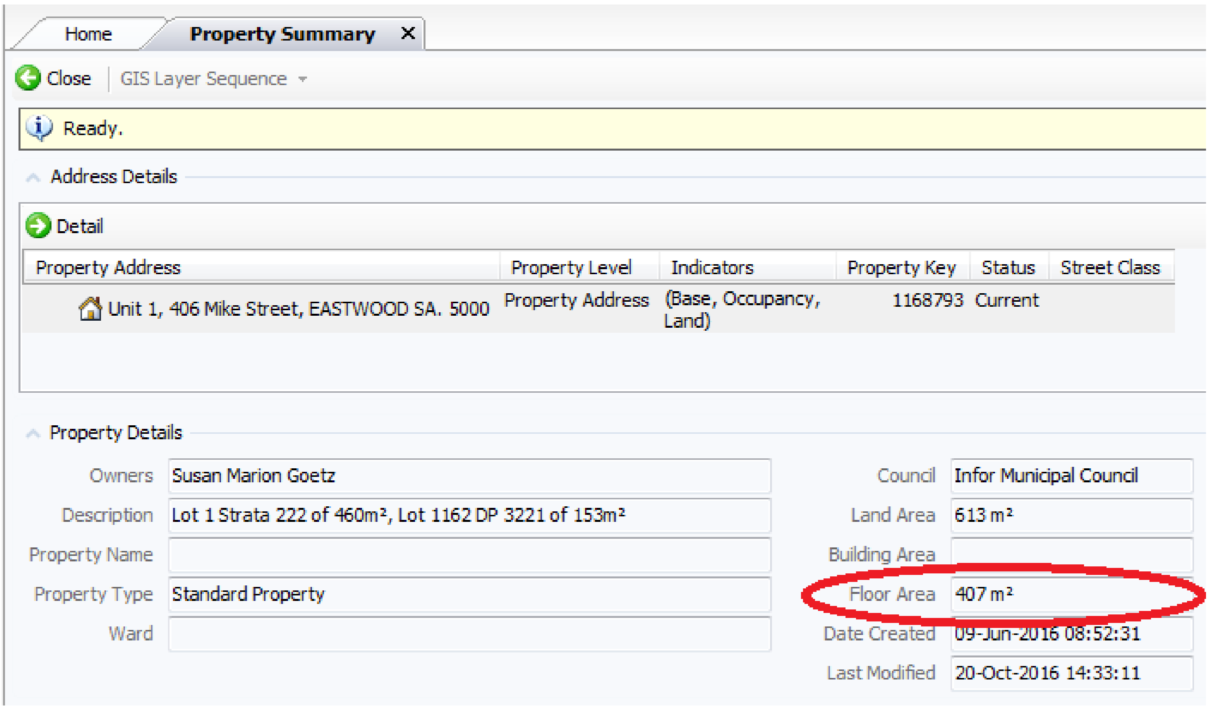
InforXtreme Incident:	DRN: 29588	Fix:
SMART AND THICK CLIENT;	KB:	

<u>Differential Rates functionality</u>

This functionality has been written specifically for Gold Coast City Council.

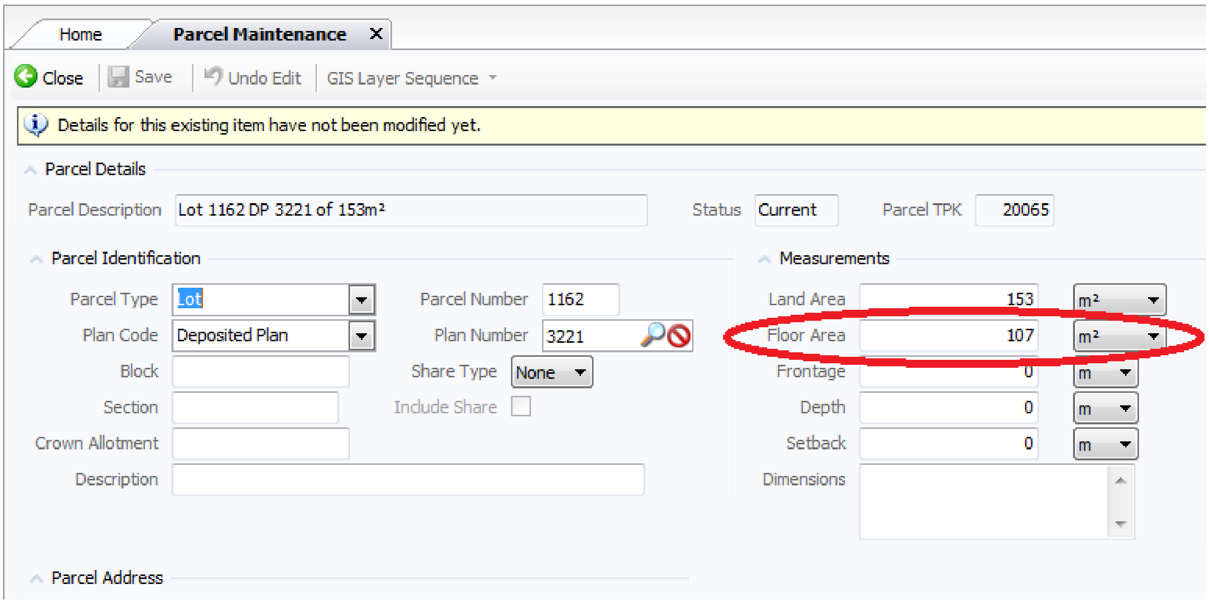
<u>Property Summary</u>

A new field has been added to the Property Summary form. It displays the total Floor Area for the Parcels on the Property.



Parcels Maintenance

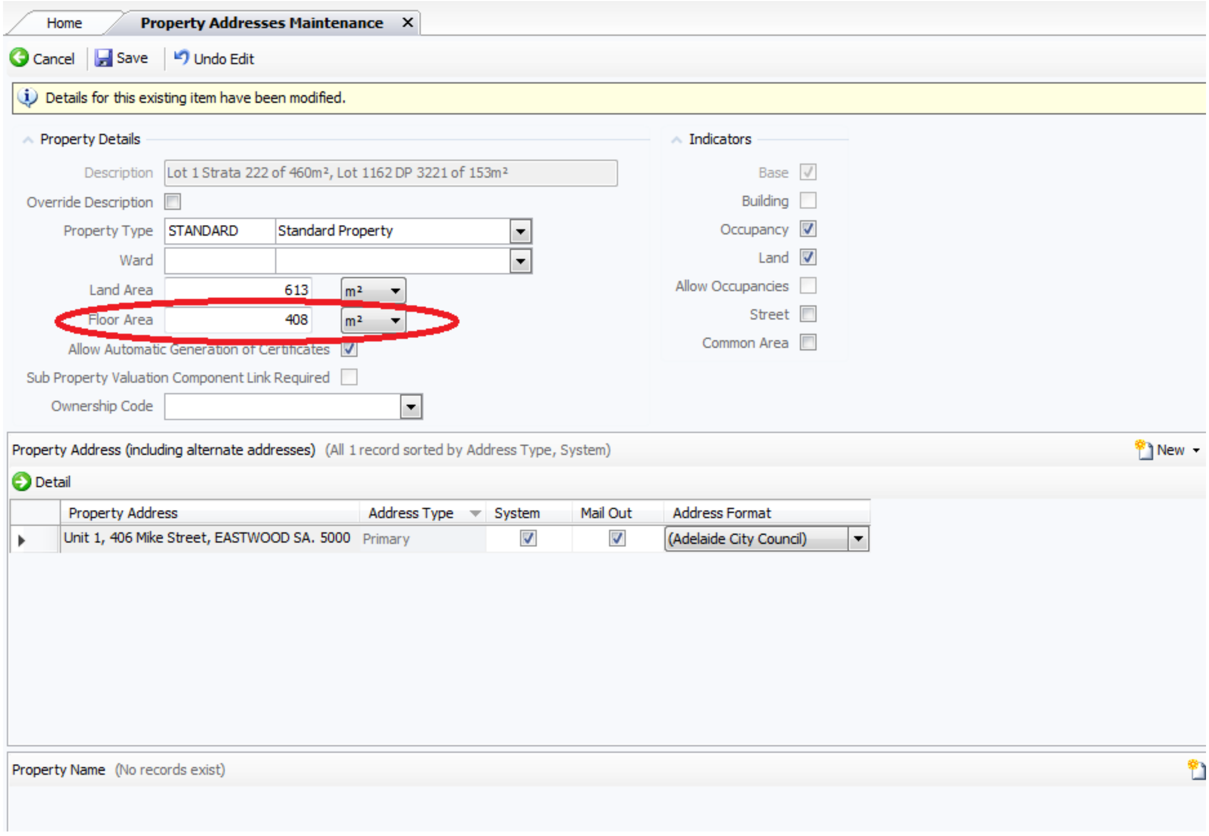
A new field has been added to the Parcel Maintenance form. It allows for the entry of the Floor Area.



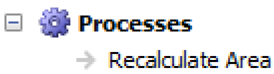
The Floor Area unit should be set to square meters as that is the unit used for Floor Area values in the Differential Rate Type matrix.

Property Addresses Maintenance

A new field has been added to the Property Addresses Maintenance form. It allows for the entry of the Floor Area.



Also note that the existing process Recalculate Area will recalculate both Land and Floor area.



Rates Accounting

Enhancements

Differential Rates functionality

InforXtreme Incident:	DRN: 29588	Fix:
SMART AND THICK CLIENT;	KB:	

DIFFERENTIAL RATES FUNCTIONALITY

This functionality has been written specifically for Gold Coast City Council. It allows Council to use various attributes of an Assessment/Property to derive the Rate Type that should be in effect for the charging of General Rates. Where an attribute of an Assessment/Property changes there is the ability to automatically generate a Supplementary Entry to adjust changes according to the change of Rate Type. As the rateable value is one of the attributes checked, changes have been made to the VG Update to be able to generate Supplementary Entries that causes the new value to eventually be placed on the VG/Assessment and to adjust changes according to the change of values.

System setup details

The following is a guide on how to setup the Rates and Valuation systems, so that Pathway operates as required. Changes to these suggestions may be required when the system is actually being set up as determined by Infor consultants etc.

The following Valuation Types are required:

Site Valuation Type:	Standard Queensland requirement.
Unimproved Valuation Type:	Standard Queensland requirement.
Average Valuation Type:	Used in calculating averaged values.
Developers Concession Valuation Type:	Used to support the requirement to charge a lower general rate for Assessments.

A Rateable Valuation Type is to be defined with the formula of Average Valuation Type minus the Developers Concession Valuation Type.

The Rates system parameters should be set as follows:

- The Annual Billing parameter should be Unchecked. This allows Rating Periods to be linked to Financial Years.

The Rates Supplementary Rates system parameters should be set as follows:

- The Online Supplementary Calculation parameter should be Checked.
- The Allow Date Effective for Rate Types should be Checked.

Valuation System Parameter Maintenance

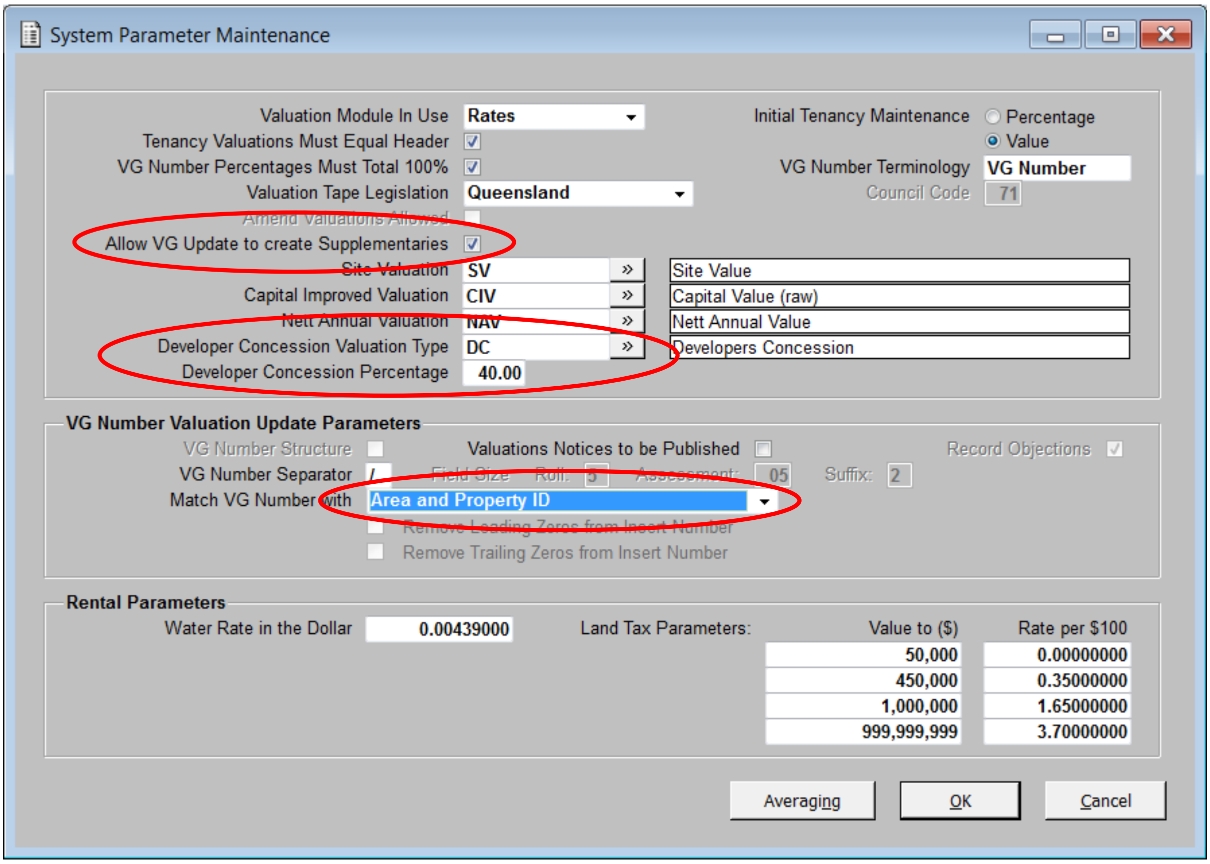
Three new parameters have been added to the Valuation System Parameters form:

PARAMETER	DESCRIPTION
Allow VG Update to create Supplementary entries	When this parameter is checked the VG Number Update process can be requested to create Supplementary Entries for changes in valuations rather than updating the Valuation system.
Developer Concession Valuation Type	Nominate the Valuation Type to be used to represent the valuation value offset given for Developers.

PARAMETER	DESCRIPTION
Developers Concession Percentage	The percentage of reduction of valuation given to Developers. To be set to 40%.

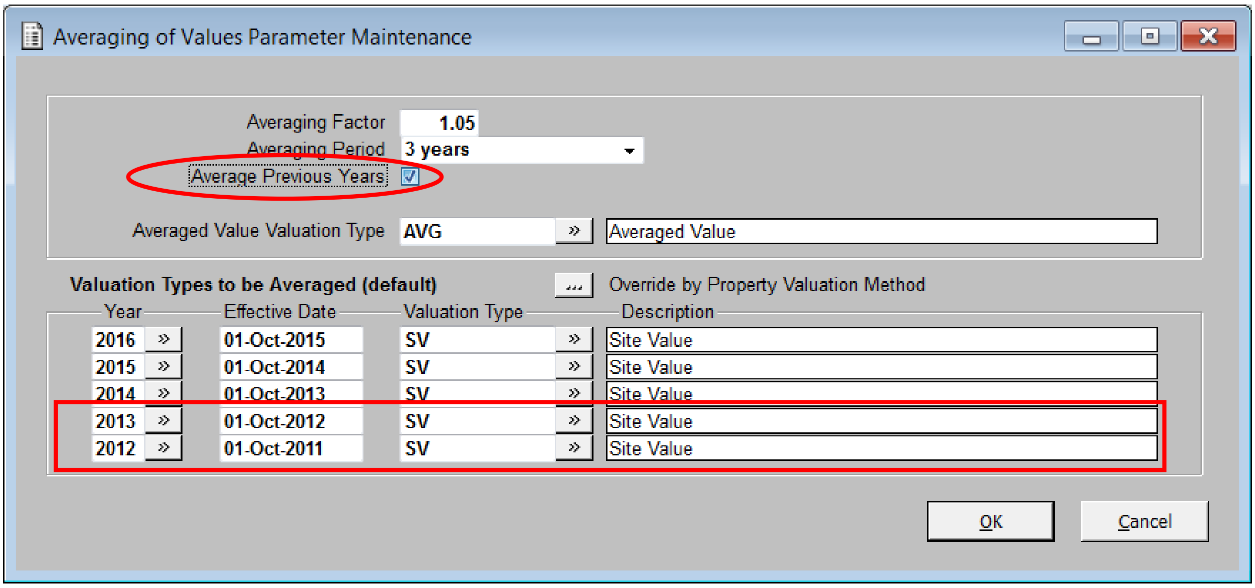
The 'Match VG Number with' parameter has an additional value to choose from:

PARAMETER	DESCRIPTION
Area and Property Id.	When this setting is chosen the VG Number Update function will use the Area and Property ID on the file to match to the VG number in Pathway. When Match VG # with is set to Area and Property ID a Separator is mandatory.

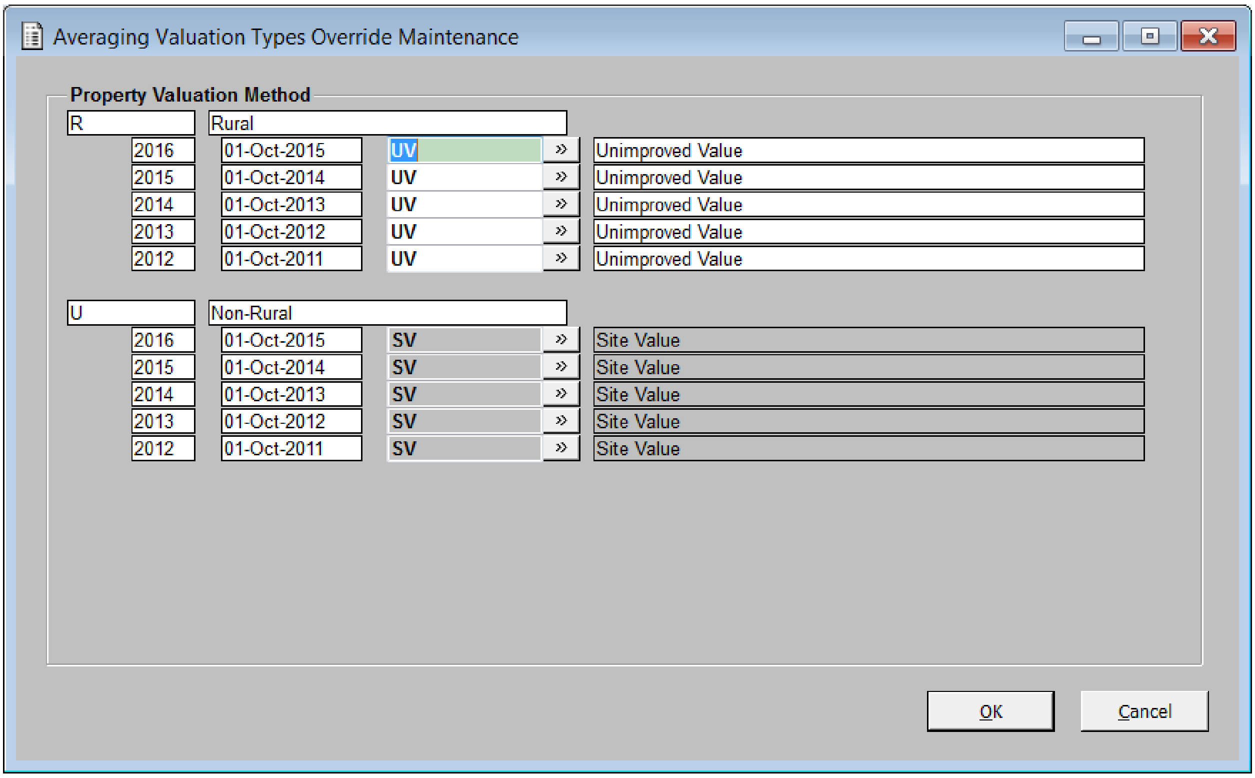


The Averaging of Values Parameter Maintenance form (accessed via the Averaging button on the above form) has the following new fields:

Average Previous Years check box:	This check box is only displayed when the Valuation Tape Legislation is set to Queensland. It also allows two extra years to be shown in the Valuation Types to be Averaged (default) section of the form. Previously the number of years shown was only set by the Averaging Period parameter setting: - e.g. if set to '3 years' then three years was shown. This has been changed so that if the Average Previous Years parameter is checked On then an extra two years are shown. Regardless of the Average Previous Years parameter setting, averaging will still only occur over 2 or 3 years as governed by the Averaging Period parameter. The purpose of allowing details to be defined for 2 extra years is to allow the VG Update to calculate an Averaged valuation when importing values for years that are previous to the current Valuation year; refer to the VG Update function for more details.



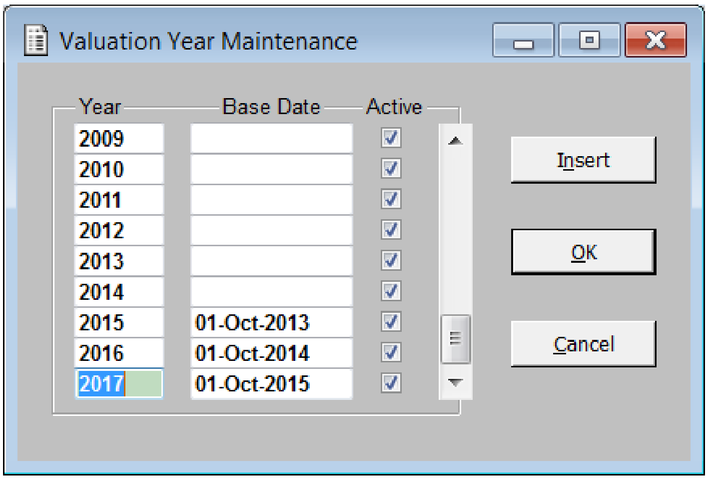
The Averaging Valuation Types Override Maintenance form (accessed via the Override by Property Valuation Method button on the above form) has been changed to also allow two extra years to be shown in the same manner:



The number of years shown on this form will match the number of years shown on the Averaging of Values Parameter Maintenance form.

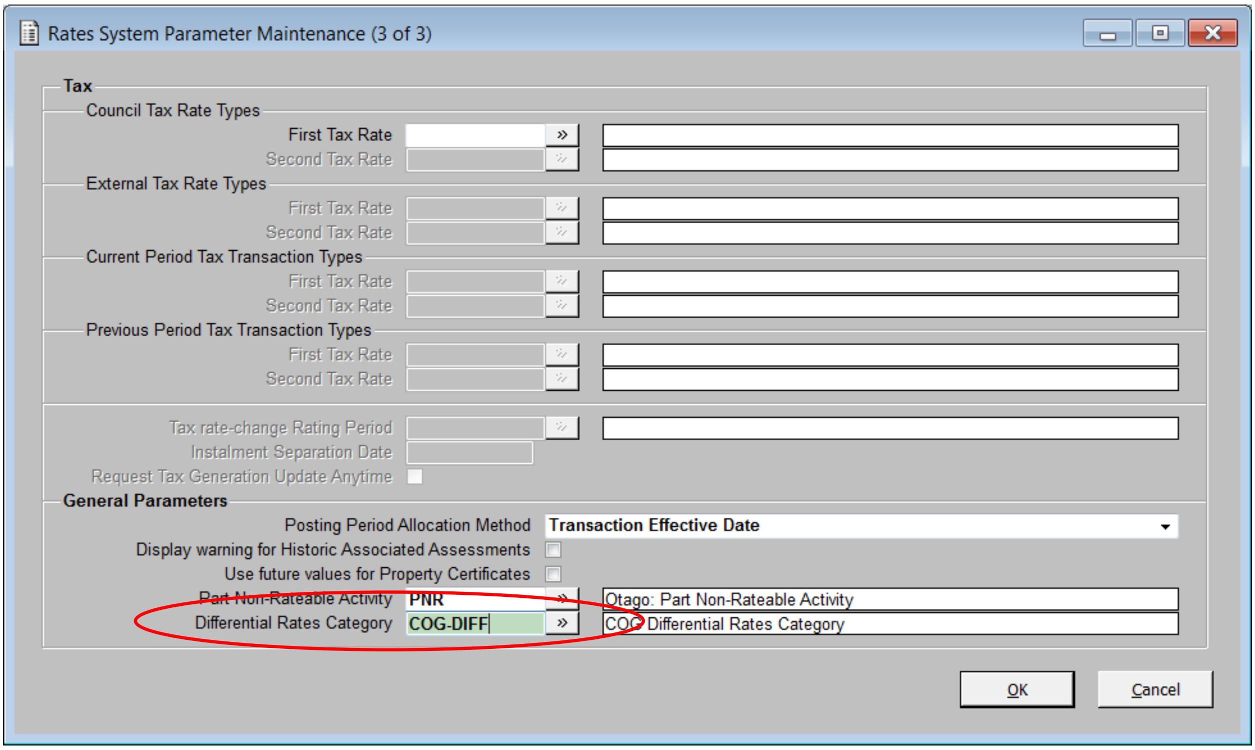
<u>Maintain Valuation Year</u>

The new Base Date field has been provided to support enhancements made to the VG Number Update function to load non-current year valuations. This should be set to a date that matches the DNRM file's Valuation Date that pertains to the year in question (envisaged to be 1st October with the year perhaps set as shown below).



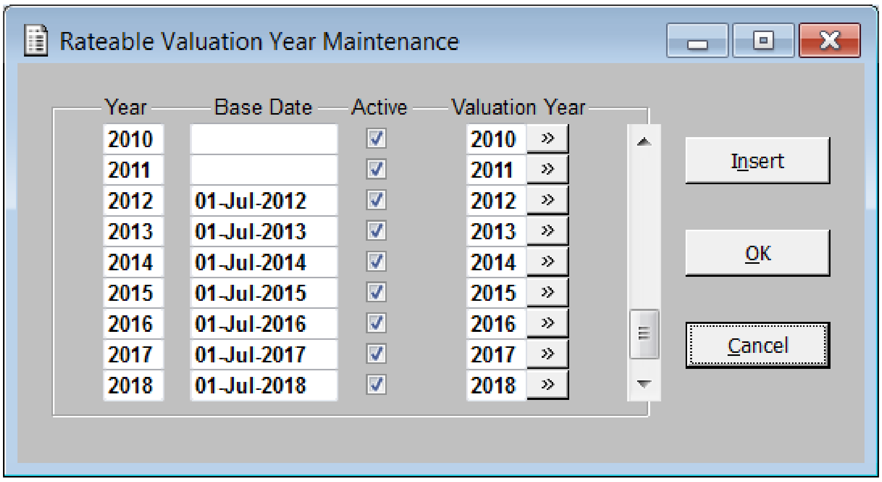
<u>Rates System Parameter Maintenance</u>

A new Differential Rates Category parameter has been provided to define the Rate Types that are Differential Rate Types. A Rates Category must be defined for this purpose and then nominated in this parameter. All Rate Types defined for Differential Rating purposes must be assigned to the Rates Category.



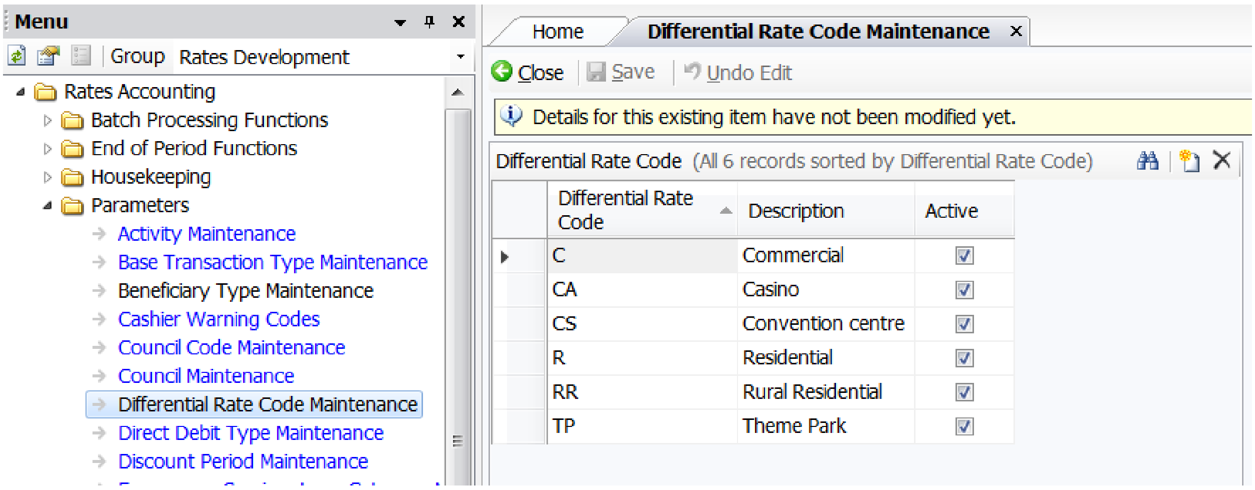
Maintain Rateable Valuation Year

The new Base Date field has been provided to support enhancements made to the VG Number Update function to load non-current year valuations. It is envisaged that the Base Date will be set to 1st July with the year set as shown below).



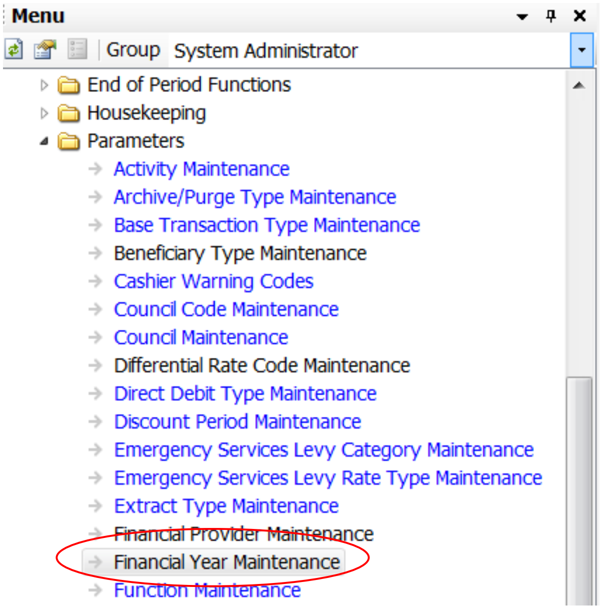
Differential Rate Code Maintenance

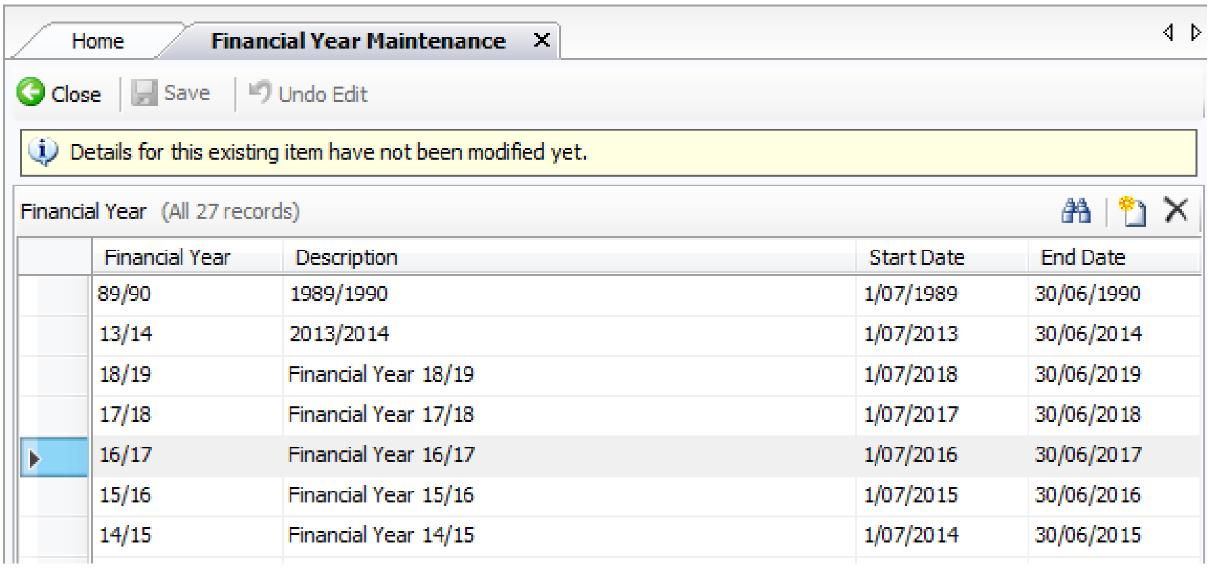
This new menu option, found under Rates>> Parameters, has been added to allow the Differential Rate Codes to be defined:

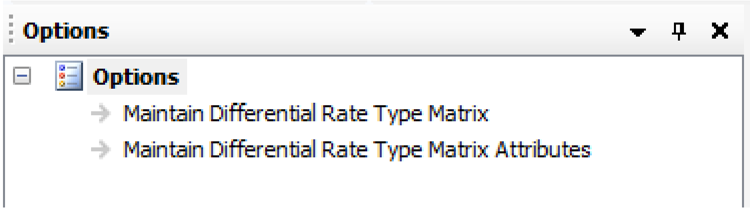


Financial Year Maintenance

The Financial Year Maintenance form has been smart client enabled. New options are to allow the definition of the Differential Rate Type Attributes and to record the matrix values.



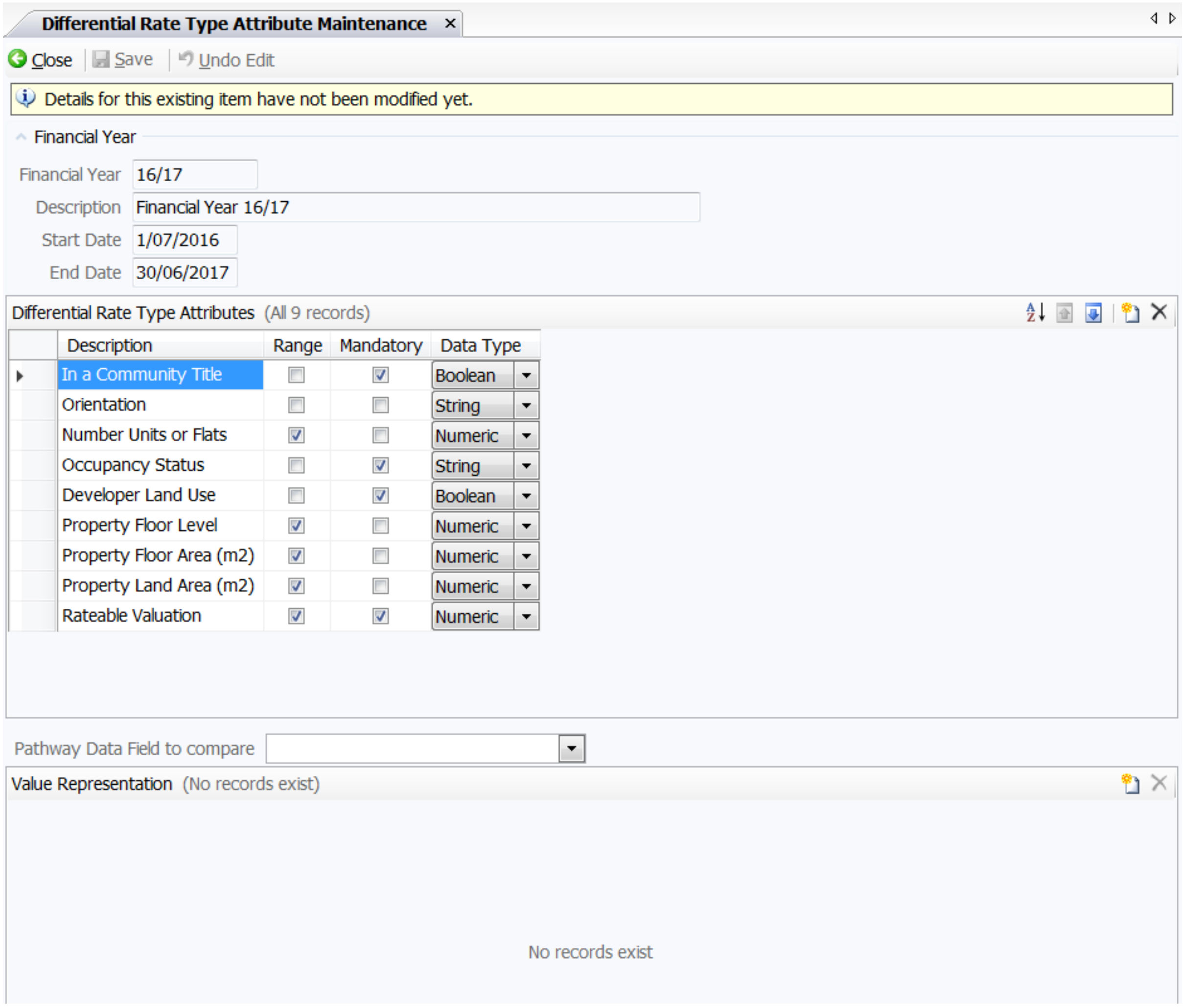




Maintain Differential Rate Type Matrix Attributes

This form will allow the creation and definition of the configurable Differential Rate Type Matrix Attributes for the related Financial Year. These are the equivalent the column definitions of the Differential Rate Type Matrix or the column headings on the equivalent Excel spreadsheet supplied by Gold Coast.

These attributes will need to be defined for a Financial Year before details can be entered in the Differential Rate Type Maintenance form. Enter the nine attribute details as shown below.

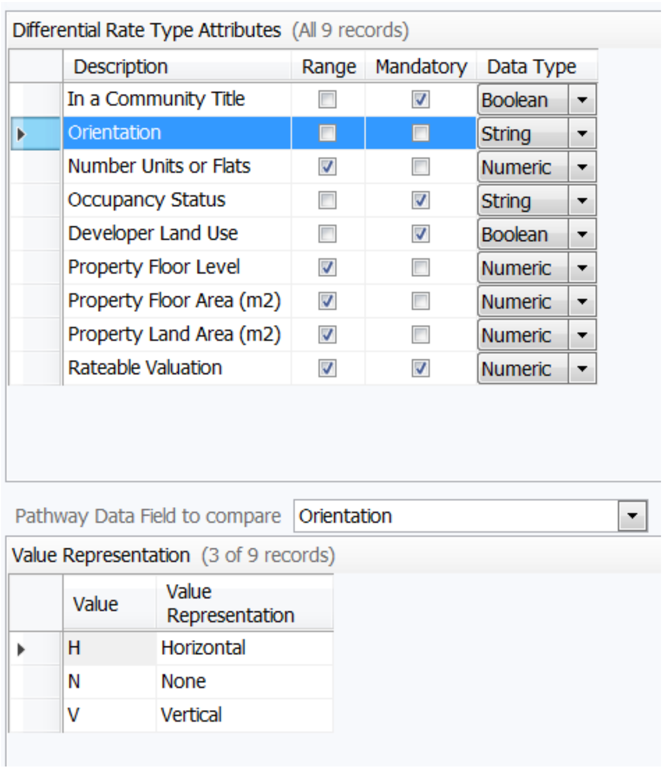


It is important that some of the above attributes listed in the table below are assigned the “Pathway Data Field to compare” by using the popup field. The Pathway fields to be assigned are included in the table below.

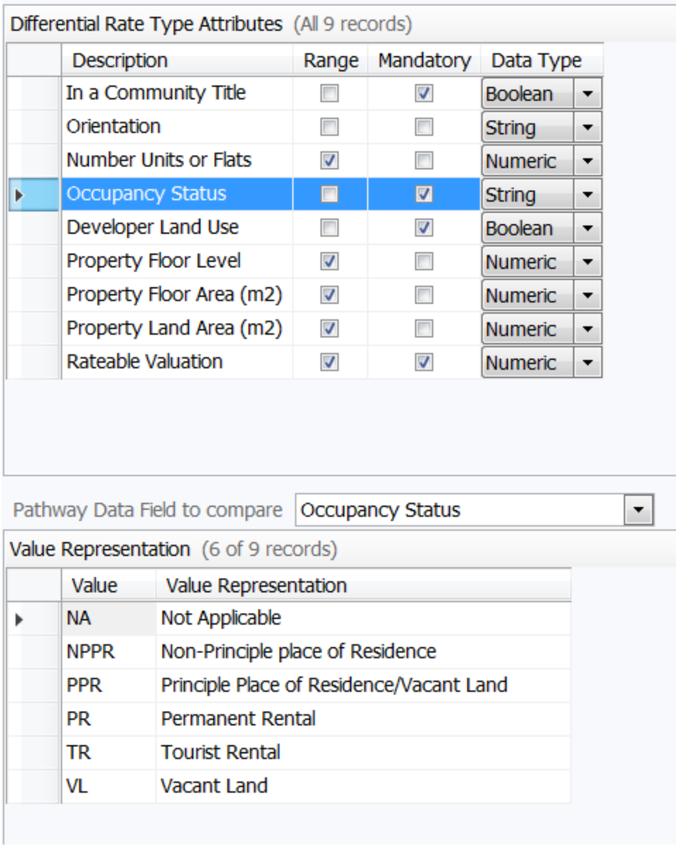
Attribute Description	***Pathway Field Name***	***Field Description***	***Pathway Entity Name***
Orientation	DRORIENTN	Orientation	LRAASSM

Attribute Description	Pathway Field Name	Field Description	Pathway Entity Name
Number Units or Flats	DRNOFORU	Number Units or Flats	LRAASSM
Occupancy Status	DROCCUP	Occupancy Status	LRAASSM
Developer Land Use	DRDLANDUSE	Developer Land Use	LRAASSM
Property Floor Level	STRLVLNUM	Property Floor Level	LPAADDR
Property Floor Area (m2)	FLOORAREA	Property Floor Area (m2)	LPAPROP
Property Land Area (m2)	AREA	Property Land Area (m2)	LPAPROP

When the Orientation attribute has been added, place focus on the Orientation attribute row and enter the following details in the bottom part of the form:



When the Occupancy Status attribute has been added, place focus on the Occupancy Status attribute row and enter the following details in the bottom part of the form:



Differential Rate Type Attributes (All 9 records)

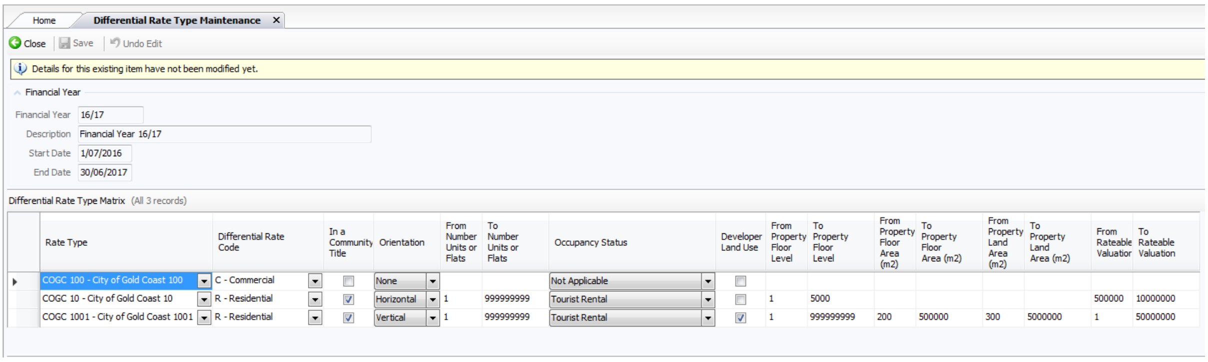
Description	Range	Mandatory	Data Type
In a Community Title	☐	☑	Boolean
Orientation	☐	☐	String
Number Units or Flats	☑	☐	Numeric
Occupancy Status	☐	☑	String
Developer Land Use	☐	☑	Boolean
Property Floor Level	☑	☐	Numeric
Property Floor Area (m2)	☑	☐	Numeric
Property Land Area (m2)	☑	☐	Numeric
Rateable Valuation	☑	☑	Numeric

Pathway Data Field to compare: Occupancy Status

Value Representation (6 of 9 records)

Value	Value Representation
NA	Not Applicable
NPPR	Non-Principle place of Residence
PPR	Principle Place of Residence/Vacant Land
PR	Permanent Rental
TR	Tourist Rental
VL	Vacant Land

Maintain Differential Rate Type Matrix



Home | Differential Rate Type Maintenance

Close | Save | Undo Edit

Details for this existing item have not been modified yet.

Financial Year

Financial Year: 16/17

Description: Financial Year 16/17

Start Date: 1/07/2016

End Date: 30/06/2017

Differential Rate Type Matrix (All 3 records)

Rate Type	Differential Rate Code	In a Community Title	Orientation	From Number Units or Flats	To Number Units or Flats	Occupancy Status	Developer Land Use	From Property Floor Level	To Property Floor Level	From Property Floor Area (m2)	To Property Floor Area (m2)	From Property Land Area (m2)	To Property Land Area (m2)	From Rateable Valuatior	To Rateable Valuation
COGC 100 - City of Gold Coast 100	C - Commercial	☐	None			Not Applicable	☐								
COGC 10 - City of Gold Coast 10	R - Residential	☑	Horizontal	1	999999999	Tourist Rental	☐	1	5000					500000	10000000
COGC 1001 - City of Gold Coast 1001	R - Residential	☑	Vertical	1	999999999	Tourist Rental	☑	1	999999999	200	500000	300	5000000	1	50000000

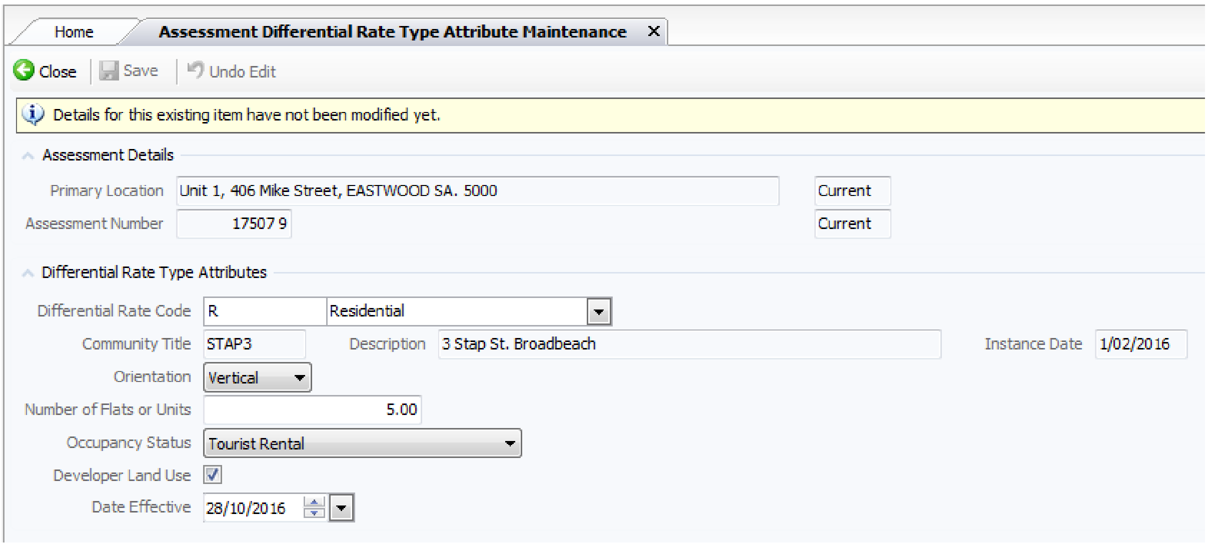
The Differential Rate Type Attributes form allows the creation of Differential Rate Type Attributes for the related Financial Year. These are the equivalent of the Differential Rate Type Matrix which more closely resembles the Excel spreadsheet supplied by Gold Coast.

This form is used to associate a specific Rate Type to a uniquely defined set of Attributes that will be used to compare Rates Assessment Differential rates attributes that match to one of these rows to select a Rate Type specific to each Assessment having these attributes.

Note: After changes have been made to the matrix, new online Pathway sessions should be started and batch queues should be stopped and restarted so that the new details are used.

Assessment Differential Rate Type Attribute Maintenance

This new Assessment Maintenance option will allow the definition of the attributes specific to an Assessment. This option will need to be assigned at both the Council Options and Group Options levels in Rates Accounting >> Parameters >> Council Maintenance.

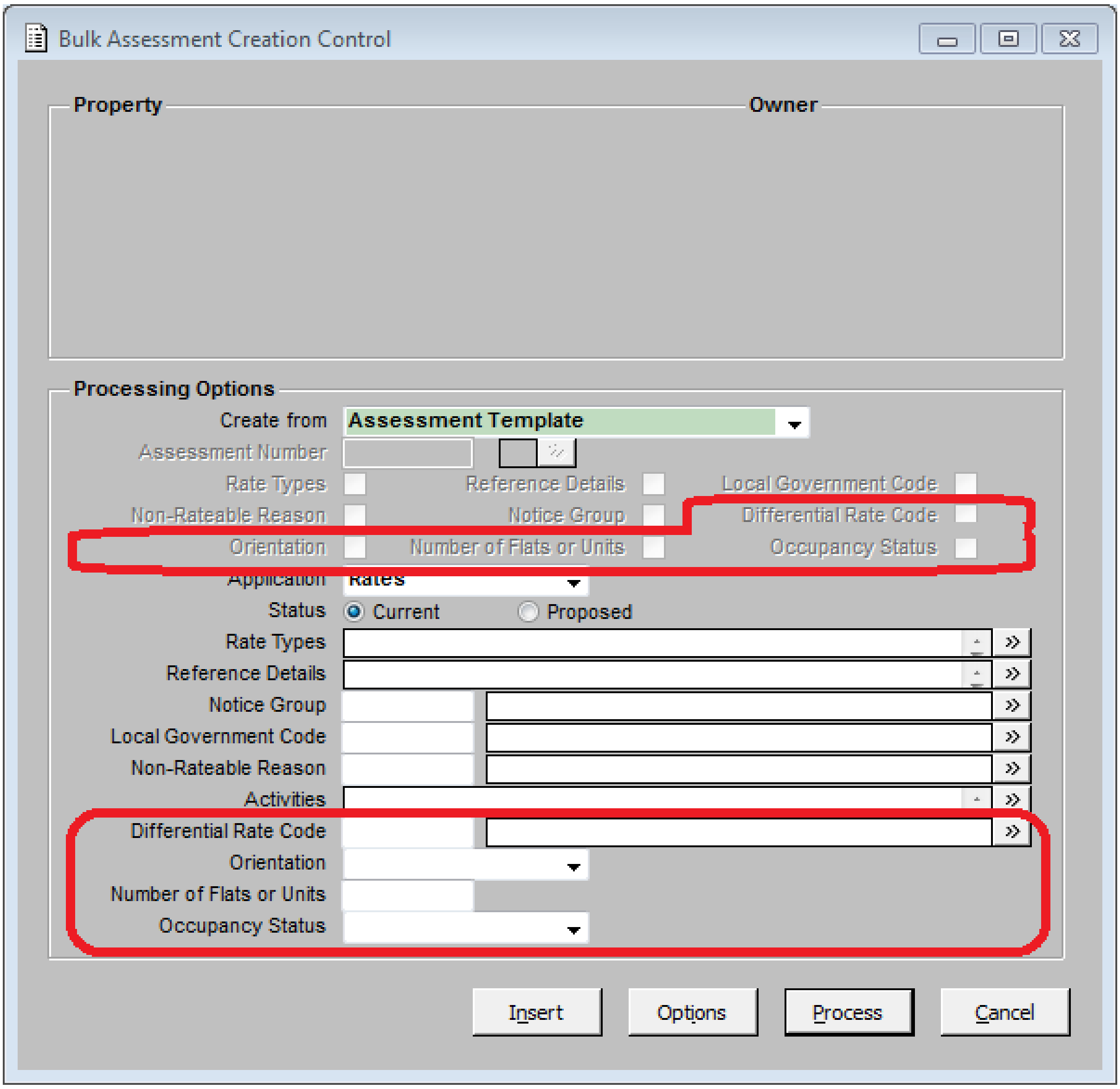


The Community Title details are automatically derived by the system by determining what Community Title the Assessment is linked to. The Instance Date shown is for the latest Balanced Instance of the Community Title.

If attributes are changed the date they are to be effective from is advised by the Date Effective which defaults to the current date.

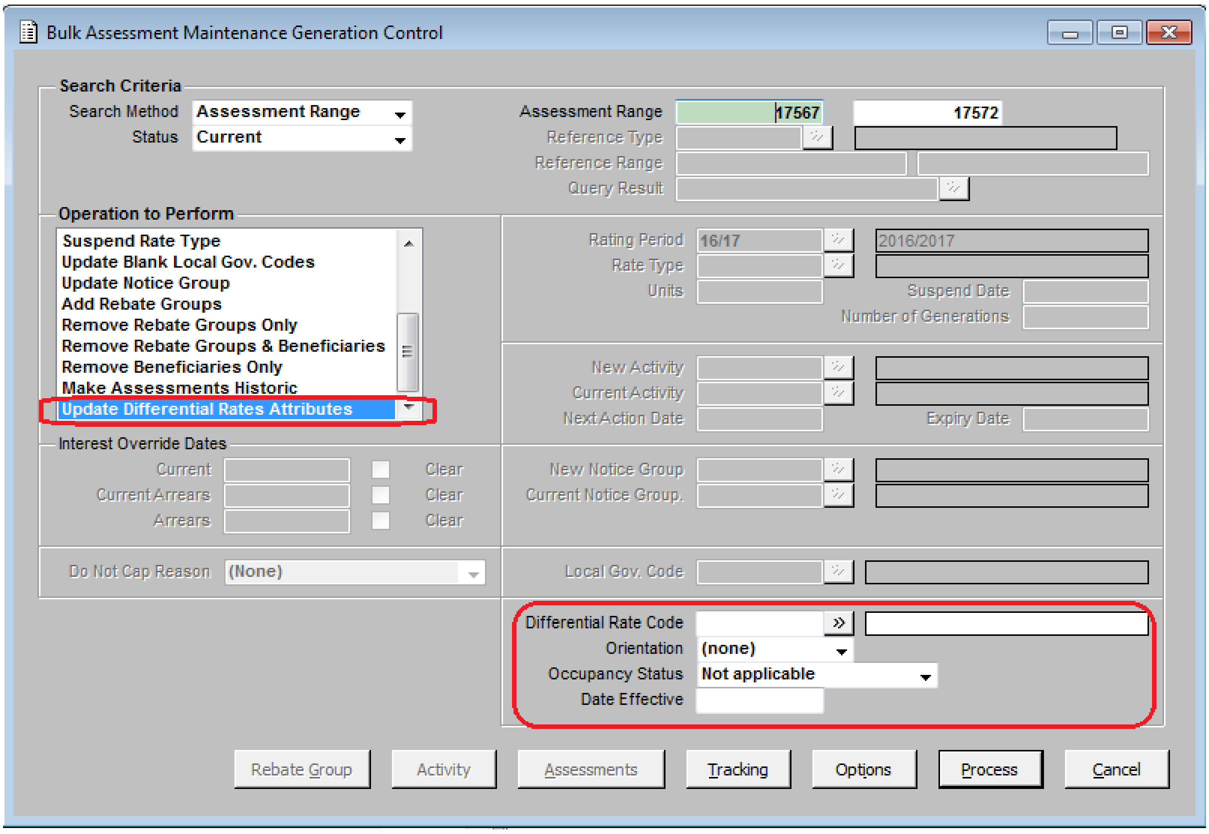
<u>Bulk Assessment Creation</u>

This function now has 8 new fields added to allow the Differential Rate Type Attributes to be defined on new assessments when they are created.



Bulk Assessment Maintenance

A new function called “Update Differential Rates Attributes” is provided to allow access to new fields. The 4 new fields have been added to allow maintenance of the Differential Rate Type Attributes added to assessments.



<u>Bulk Rate Type Copy</u>

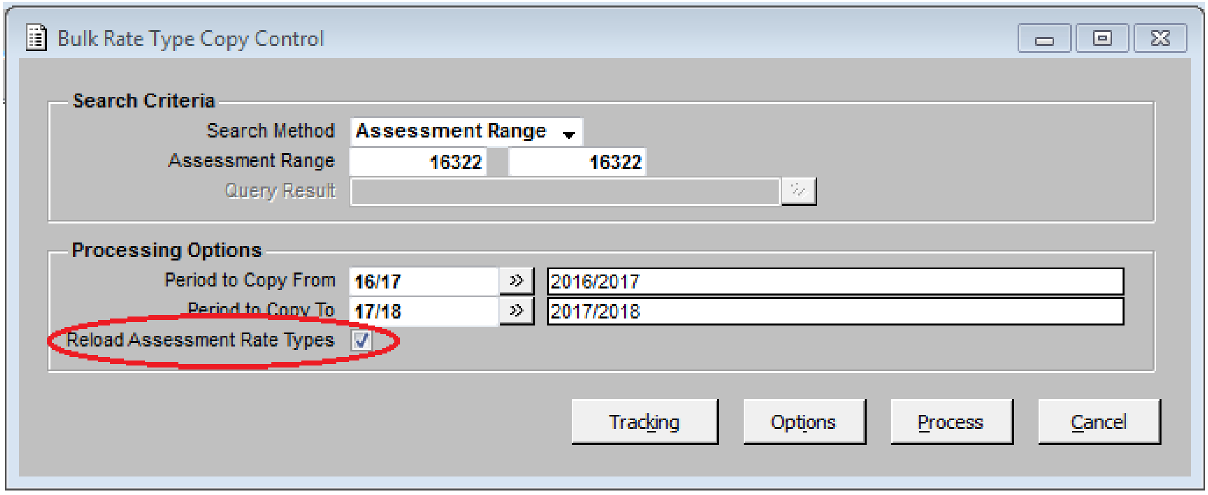
This function has been enhanced to allow reloading of Assessment Rate Types to the “Copy To Period”. A new “Reload Assessment Rate Types” checkbox has been added to the form. Running the function with the Reload Assessment Rate Types checked on, will allow the Assessment Rate Types in the future Rating Period to be refreshed, so that they match those in the Current Rating Period. This is required to allow rates predictions of non-waste Rate Types to be based on the up-to-date Rate Type set.

When the new “Reload” checkbox is not checked.

- The program will function the same as before this change
    - Rate Types from one Rating Period will be copied to another Rating Period for the Assessments.
    - Existing Assessment Rate Types in the “To Rating Period” are unchanged.
    - The Current Rating Period cannot be selected as the “To Period”.

When the new “Reload” checkbox is checked.

- The program will function the same as before but it will also remove Assessment Rate Types in the “To Period” that do not exist in the “From Period”, provided no transactions exist against the Rate Type in the “To Period”.
    - Rate Types from one Rating Period will be copied to another Rating Period for the Assessments.
    - Existing Assessment Rate Types in the “To Period” are removed, if they do not exist in the “From Period”. The remaining Rate Types exist in both Rating Periods.
    - The Current Rating Period cannot be selected as the “To Period”.

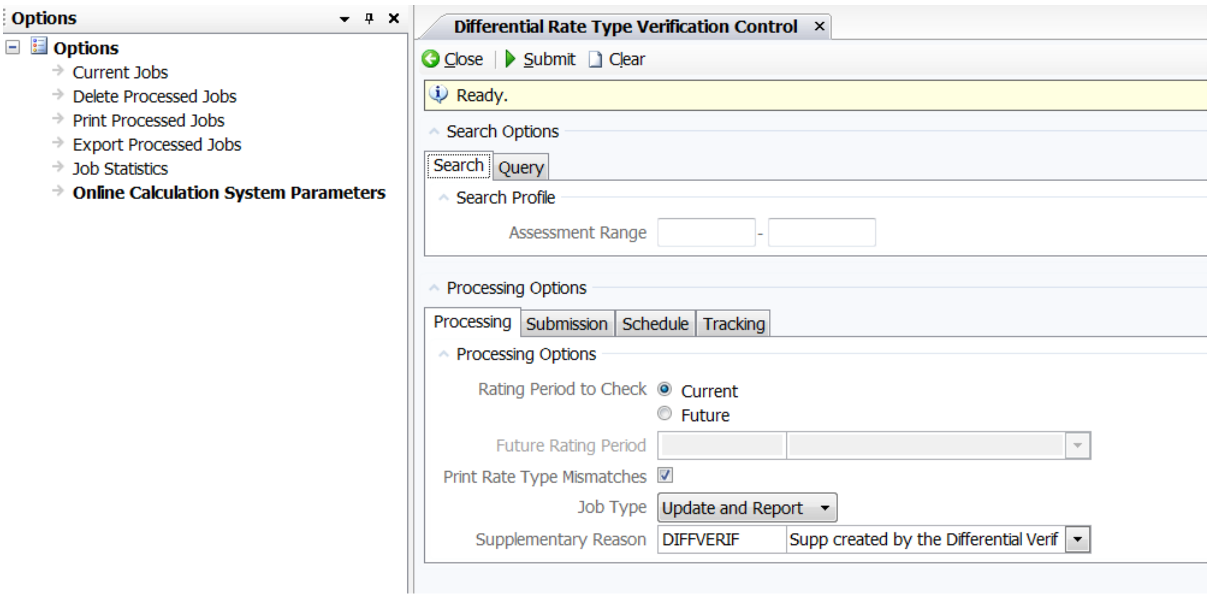


Differential Rate Type Verification

This new function, found under Rates>>Batch Processing Functions in the Smart Client only, has been provided to check if an Assessment's active Differential Rate Type matches the Rate Type pertaining to the Assessment's Differential Rating attributes.

This function will normally be run to check the Assessments Current Rate Type scenario: details can be reported and a Supplementary Entry can be created which in due course could cause extra charges or an adjustment to be made for the change in the Assessment's Rate Types as well as placing the correct Differential Rate Type on the Assessment. The function can also be run to check/update the Assessments Rate Types for a future period.

This function only processes current Rates Assessments which are Rateable (i.e. do not have a Non-Rateable Reason).



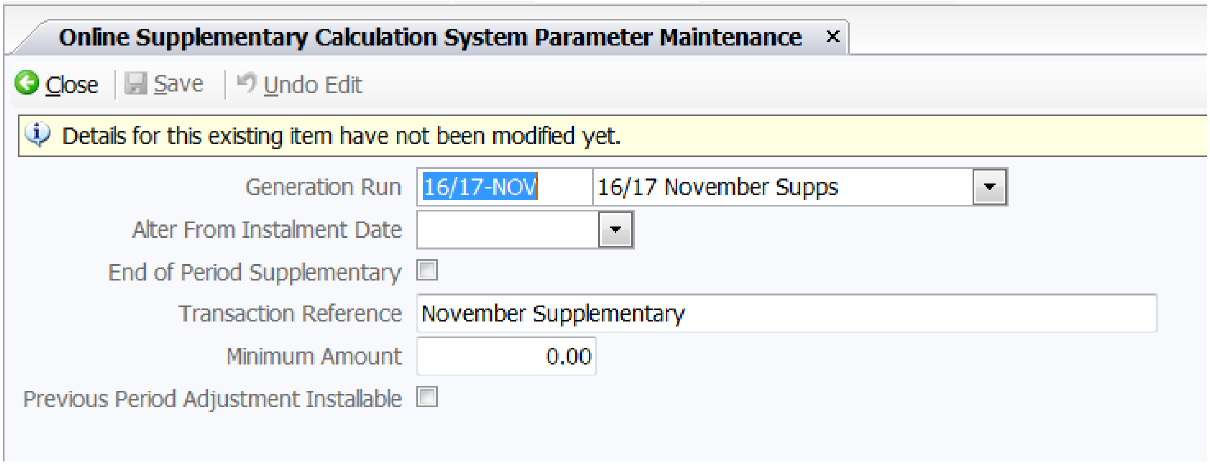
PARAMETER	DESCRIPTION
Search Profile	
Assessment Range Query	A subset of Assessments can be processed by using the Assessment Range or a Query, however normally all Assessments would be processed.
Processing Options	

PARAMETER	DESCRIPTION
Rating Period to Check	Current: The Assessment's current Rate Type situation is examined which will check the current period's Rate Types and if necessary check prior periods as well. If the Job Type is set to Update and Report, then Supplementary Entries will be created where necessary. Future: The Assessment's Rate Type situation for the Future Rating Period is checked. If the Job Type is set to Update and Report, then the Assessment's Rate Types for that Future Rating Period will be updated to have the correct Differential Rate Type. Supplementary Entries will not be created and no charges will be raised. This option will be used near the end of a Rating Period to set the Assessment's Rate Types for the future Rating Period so that each Assessment has the correct Differential Rate Type. This is required so that Rates Predictions can be performed.
Future Rating Period	This parameter is only available when Rating Period to Check is set to Future, in which case a future Rating Period must be selected. Only future Rating Periods can be selected. This parameter advises the Rating Period that is to have the Assessment Rate Types updated.
Print Rate Type Mismatches	This controls whether details advising which Assessment's Differential Rate Types are incorrect are to be printed. This function could be run in Report Only mode with this parameter checked on a) after initial data conversion has been done to check that for each Assessment the Differential Rate Type matches the Assessment's Differential attributes, or b) for other analysis.
Job Type	Report Only: A report is produced; no details will be updated in the system. Update and Report: A report is produced and the Rates system is updated (either the Supplementary Rates system or the Assessment's Rate Types for the Future Rating Period).
Supplementary Reason	Nominate the Supplementary Reason Code to be used on Supplementary Entries created by this function.
Tracking	
	The standard Tracking facility is provided to allow selection of Assessments according to the state of their Activities, as well as the ability to add an Activity to the Assessments updated.

Normally this function would be run over all Assessments however the option exists to process a subset of Assessments by nominating an Assessment Range or using a Query or using the standard Rates Tracking facility (via the Tracking tab in the Processing Options section).

This function has been written so that it can be run in multi-batch mode (i.e. processing occurs in multiple batch queues). To allow this to occur use the Batch Processing >> Batch Form Maintenance menu option for Control Form LRAC7860 to set the queues to be used, as well as ensuring that those queues are started (menu option Batch Processing >> Maintain Job Queues).

Before running this function, the Rates system must have the Generation Run that is to be used for Supplementary Rates defined. This can be set by using this function's Online Calculation System Parameters option which shows the following form:



When the function is run it firstly checks that the Rates system parameters are set as follows:

- Community Titles in Use = On
- A Differential Rates Category has been defined
- Within Supplementary Rates system parameters:
    - Online Supplementary Calculation = On
    - Allow Date Effective for Rate Types = On

It also checks that the following has been set up in the Rates system:

- Rate Types have been defined for the Differential Rates Category
- An Open Default Supplementary Batch has been defined
- Generation Run has been nominated in the Online Calculation System Parameters option

Error messages are printed on the report if any of the above has not be set up correctly.

When run in Rating Period to Check = Current mode the Differential Rate Types can be checked for periods prior to the current Rating Period if the date effective of the change to Differential Rating attributes is in a prior period. Refer to the Assessment Differential Rate Type Attribute Maintenance function and further explanation below.

When processing an Assessment this function firstly determines the Differential Rating attributes for that Assessment. The Property-type attributes will be determined from the Assessment's Primary Property. Certain details, being Rate Types and Rateable Valuation, will be determined from the required Rating Period(s) as governed by the 'Rating Period to check' and 'Future Rating Period' parameters, according to the date effective of the change of attributes. The Rateable Value for the system default Rateable Valuation Type (defined in the Rates System Parameters) is the value that is used for checking.

For each Assessment the pertinent Rating Periods are examined each in turn. For each relevant Rating Period the attributes for that period are compared to the attribute scenarios (termed the Matrix) defined in Differential Rate Type Attributes Maintenance form for the Financial Year pertinent to the Rating Period, to determine the Differential Rate Type pertaining to the Rating Period and attributes. If the determined Differential Rate Type is different to the active Differential Rate Type on the Assessment, then the process will do the following:

- If running in Rating Period to Check = Current and Job Type = Update and Report mode, the function will attempt to create a Supplementary Entry or update an existing one.
- If running in Rating Period to Check = Future and Job Type = Update and Report mode, the function will update the Assessment's Rate Types for the Future Rating Period nominated.

- The Differential Rate Type Verification Report will show, for each rating period, the current Differential Rate Type and the new Differential Rate Type that is proposed or updated to the system. For example:

Assessment	Date of Change	Rating Period	Current Rate Type	New Rate Type	Message Type	Message
17579 8	01-May-2016				Information	Create Supplementary Entry
17579 8	01-May-2016	15/16	GCG_1P	GCG_MS1		
17579 8	01-May-2016	16/17	GCG_1A	GCG_MS2		

When running in Rating Period to Check = Current mode the process, when trying to determine the Rateable Value to be used when matching to the Matrix as well as when determining the active Differential Rate Type, will firstly try to get these details from a Supplementary Entry that is in progress for the Assessment. If a Supplementary Entry does not exist or if one does exist but the Supplementary Entry does not contain the period concerned, then these details are determined from the Assessment.

The Matrix is checked as follows when identifying the Rate Type that matches the attributes:

- The Matrix for the Financial Year that pertains to the Rating Period being checked will be used.
- Floor Level Number: If the Property has a Level Number End Number then that will be used otherwise the Level Number Start Number will be used.
- The Assessment's attributes are matched in a precise manner to the Matrix. For example, if an attribute on the Assessment is not present (e.g. the Land Area is empty/zero) then the system will look for a matrix record where the Land also has not been nominated. If it does not find a match, then an error message is printed.

Details are printed on the report if the following scenarios are found:

- Rateable value not found for a Rating Period. The Assessment will not be processed.
- A Rate Type could not be found in the Matrix for the Assessment attributes. The Assessment will not be processed.
- More than one Rate Type was found in the Matrix for the Assessment attributes. The Assessment will not be processed.
- If a Supplementary Entry already exists for an Assessment that could not be updated. Details of the current and the required Rate Types are printed on the report regardless of the Print Rate Type Mismatches parameter so that the user can examine the existing Supplementary Entry and update it manually if suitable.
- Multiple active Differential Rate Types exist on the Assessment or Supplementary Entry. The Assessment will not be processed.

The following summary details are printed on the report:

- Assessments Processed: The number of Assessments processed.
- Assessments in error: The number of Assessments that had an error occur.
- Assessments with incorrect Rate Types: The number of Assessments whose Differential Rate Types are incorrect.
- Create Supplementary Entries: The number of Supplementary Entries that will be created (if running in Report Only mode) or have been created (if running in Update and Report mode).
- Update Supplementary Entries: The number of Supplementary Entries that will be updated (if running in Report Only mode) or have been created (if running in Update and Report mode).

- Error Messages: The number of error messages (Message Type 'Error') that have been printed.

When running in Rating Period to Check = Current and Job Type = Update and Report mode the function will attempt to create a Supplementary Entry if one does not exist for the Assessment (or update an existing one if one does exist) when the Differential Rate Type on the Assessment (or an existing Supplementary Entry) is incorrect.

When a Supplementary Entry is created it will have its Reason set to the Supplementary Reason nominated for the run. If a Supplementary Entry already exists and is amended the original Supplementary Reason is maintained. When a Supplementary Entry is created/updated it will be set so that the correct Differential Rate Type will be put into effect and the existing (and now obsolete) Differential Rate Type will be suspended. The dates used in the Supplementary to have the new Rate Type effective from (and if a Differential Rates Rate Type already exists the date that it is to stop being in effect) will be governed by what attributes have changed:

- Attributes maintained on the Differential Rates Details Maintenance form, being Differential Rate Code, Orientation, Number of Flats or Units, Residential Occupancy Status, Developer Land Use. The system will detect if any of these attributes have been changed since the Differential Rate Type Verification function was last run in Update mode for Rating Period to Check = Current. If they have, the Date Effective on the Differential Rates Details Maintenance form will be used to create/update the Supplementary. That date can be in the current or earlier Rating Periods. Where that date is in an earlier period the Supplementary will be created with details for periods from that earlier period through to the current period so that rates will be calculated for the changes in each period. This means that the Differential Rate Type for each period will need to be determined by using the Rateable Valuation pertaining to that period and by using the matrix pertaining to that period. All other attributes are independent of the Rating Period.

- If an attribute has changed but it is not one of the attributes mentioned in the previous point, then the current system date will be used as the Date Effective.

If a Supplementary Entry already exists for the Assessment, the date effective of the change to the Assessment's attributes are compared to the Supplementary Entry's Date Effective. If the dates do not match the Supplementary Entry will not be updated and details of the current and required Rate Types will be printed on the report.

After a Supplementary Entry has been created/updated a calculation is done for the Supplementary Entry to create unposted transactions.

When running in Rating Period to Check = Future and Job Type = Update and Report mode the function will update the Assessment's Differential Rate Types for the Future Rating Period so that the correct Differential Rate Type will be put into effect and the existing (and now obsolete) Differential Rate Type will be deleted.

<u>VG Number Update</u>

A file containing VG Number valuation changes can be received by Council on a frequent basis (e.g. fortnightly). This file contains VG valuation changes that have occurred since the last file was received.

The VG Number Update function has been enhanced to cater for this file so that when a file is processed, Supplementary Entries can be automatically created to cater for the changes in values. When doing so the following occurs:

a) when a change to the Rateable valuation occurs the system checks to see if a change in the Assessment's Differential Rate Type is required and the Supplementary Entry updated accordingly.

b) rates are adjusted as part of the Supplementary Entry due to the change of Rateable valuation regardless if the Differential Rate Type is being changed or not.

The Primary Land Use code advised in the file can also be used to set the Developer Land Use value on the associated Assessments for Differential Rates purposes.

Import File Formats

Gold Coast Council receives a file fortnightly from the Department of Natural Resources and Mines (DNRM) that contains current and previous years VG valuation changes that have occurred since the previous file was received. This file will be processed by the VG Number Update function with the Load Valuations To parameter set to ‘Supplementary Rates’ so that Supplementary Entries can be created. To allow the file to be imported into Pathway, file formats need to be defined in Pathway.

Note: A different set of file formats will be required if a Revaluation file is to be loaded into Pathway. That set will be the standard set used for Queensland councils, except for Record Type 51, which Gold Coast will also need to nominate the AREA field, as that item is used to construct the VG Number.

To define the file formats, go to System Administrator Menu >> Query >> Query Parameters >> Export/Import Format Maintenance for the LVLVGUD entity and amend/add records as required.

The following formats are based on the standard Queensland formats and have been altered to suit the loading of the fortnightly file.

RECORD TYPE 51

Gold Coast will use the Property Id format for Record Type 51.

Area and Property Id

Selected Field	Length	Positions
RECORD TYPE	2	1 – 2
PROPERTY ID	10	3 – 12
FILLER	19	13 – 31
AREA	7	32 – 38
FILLER	64	39 – 102
VALPROPTYPE	1	103
FILLER	50	104 – 153
PROPSTATUS	1	154
FILLER	118	155 – 272
LUC	4	273 – 276
FILLER	104	277 – 380
PRPVALMTHC	3	381 – 383

RECORD TYPE 55 - Property Valuation Details

Selected Field	Length	Positions
RECORD TYPE	2	1 – 2
PROPERTY ID	10	3 – 12
FILLER	81	13 – 93
VALDATE	10	94 – 103
VALEFFDATE	10	104 – 113
FILLER	53	114 – 166
VAL1	10	167 – 176

Note: The VALDATE in Record Type 55 above will actually contain the Issue Date (not the Valuation Date). This is because Gold Coast requires that the Issue Date be loaded to the created Supplementary Entry’s Reference field. The Valuation Date in this record is not required to be loaded to Pathway.

RECORD TYPE 56 - Non-Current Valuation Details

Selected Field	Length	Positions
RECORD TYPE	2	1 – 2
PROPERTY ID	10	3 – 12
FILLER	71	13 – 83
VALDATE	10	84 – 93
FILLER	10	94 – 103
VALEFFDATE	10	104 – 113
PRPVALMTHC	3	114 – 116
FILLER	50	117 – 166
VAL3	10	167 – 177

RECORD TYPE 59

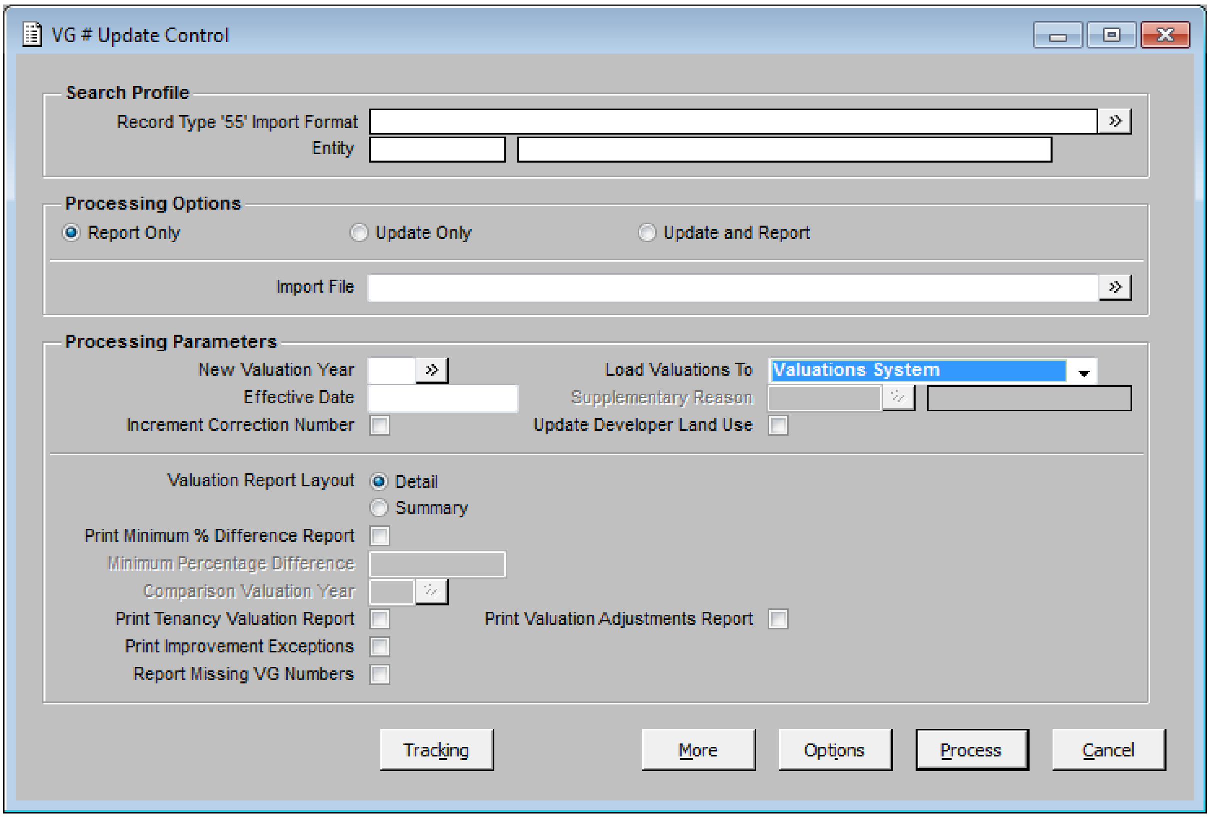
Gold Coast can define this format if this data is to be imported.

Selected Field	Length	Positions
RECORD TYPE	2	1 – 2
PROPERTY ID	10	3 – 12
FILLER	19	13 – 31
VALUATION DATE	10	32 – 41
EFFECTIVE DATE	10	42 – 51
UNADJUSTED SITE VALUE	10	52 – 61
OFFSET AMOUNT	10	62 – 71
OFFSET DIFFERENCE MULTIPLIER	5	72 – 76
OFFSET DIFFERENCE AMOUNT	10	77 – 86
SITE IMPROVEMENT DEDUCTION AMOUNT	10	87 – 96

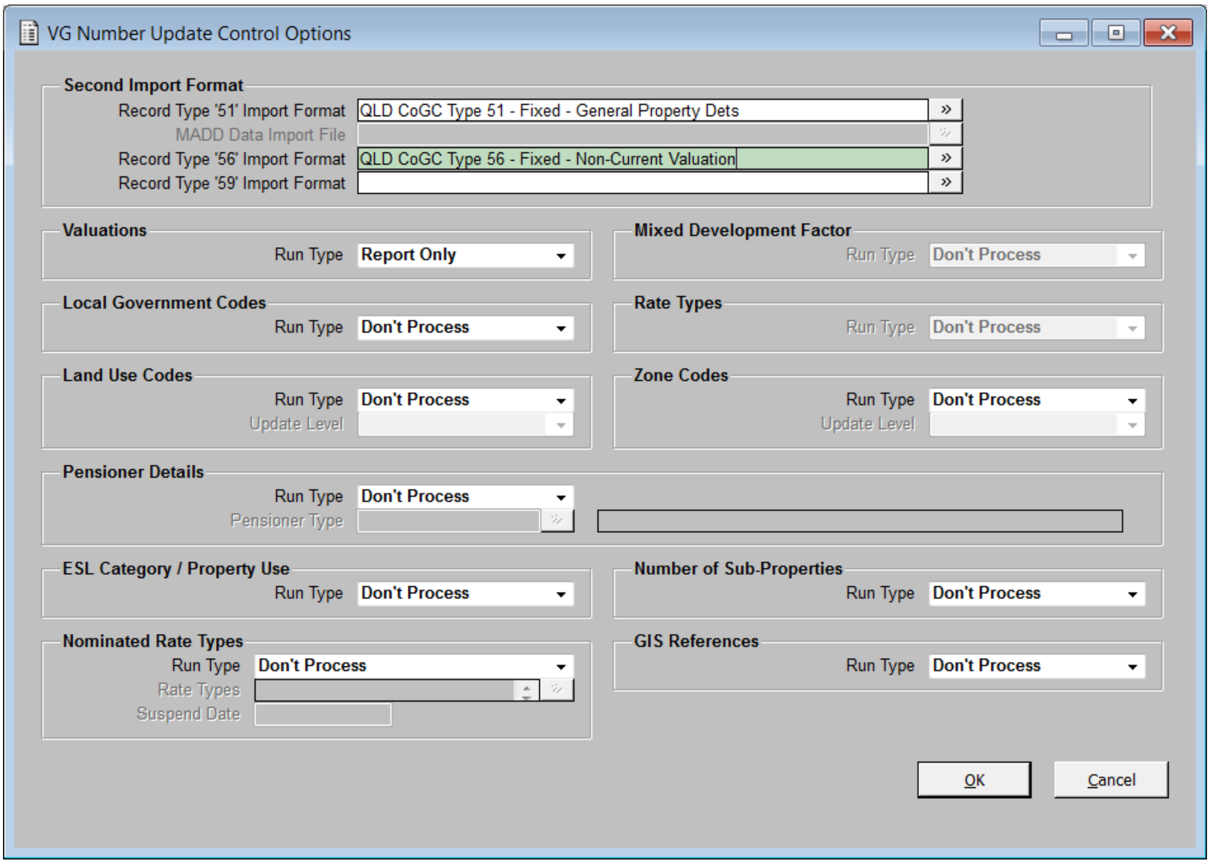
The following fields have been added to the VG Number Update Control form and will only be available when the:

- Valuation Tape Legislation system parameter is set to Queensland
- ‘Allow VG Update to create Supplementary Entries’ system parameter is checked On

FIELD	DESCRIPTION	
Load Valuations To	**Valuations System**	This option should be chosen when processing the ‘Revaluation’ file that contains valuations for all VG’s. This option causes the system to operate in the current way so that valuation details from the file are loaded to the VG Number in the Valuations system.
	Supplementary Rates	This option should be chosen when processing the fortnightly file that contains the changes to valuations. Valuation details will be loaded from the file into the created Supplementary Entries. Other details from the file will be loaded as currently occurs.
Supplementary Reason	When Supplementary Entries are created by this function they will created with the nominated Supplementary Reason. This will allow users to determine which function (the VG Number Update, Differential Rate Type Verification or the Waste Rate Type Verification) created a particular Supplementary Entry. This field is only available when the Load Valuations To parameter is set to Supplementary Rates.	
Update Developer Land Use	When this field is checked On, the Primary Land Use code on the VG file will used to set the Developer Land Use field on the Differential Rates Detail Maintenance form for an Assessment.	



Pressing the More button shows the form which can look as follows:



The new Record Type '56' Import Format parameter will be shown for Queensland Councils when the Load Valuations To is set to Supplementary Rates. This has been provided so that the details in the file of valuation changes for previous years can be processed and loaded to the Supplementary Entries created. Therefore, when a set of records for a VG Number that contains a record of Record Type 56 is processed it could result in the Supplementary Entry being created containing valuation changes for multiple years (the current year and a prior year) and Rate Type details for multiple Rating Periods.

When running this function in Supplementary Rates mode nominate the Import Formats that have been created for the processing of the fortnightly file.

When the function is run in Supplementary Rates mode it firstly checks that the Rates system parameters are set as follows:

- Community Titles in Use = On
- A Differential Rates Category has been defined
- Within Supplementary Rates system parameters that Allow Date Effective for Rate Types = On

It also checks that the following has been set up in the Rates system:

- Rate Types have been defined for the Differential Rates Category
- An Open Default Supplementary Batch has been defined
- Generation Run has been nominated in the Online Calculation System Parameters option

If any of the above has not be set up correctly error messages are printed on the Exception report and no further processing occurs.

When run in Supplementary Rates mode if there is a change to a VG's valuation or Developer Land Use a Supplementary Entry will be created so that:

a) Extra rates or adjustments can be created.

b) The new rateable valuation and/or new Differential Rate Type is updated to the Assessment when the Supplementary Batch is updated to the system.

Some background on the Supplementary Rates system: The Supplementary Rates system can have two types of Supplementary Entries:

- Assessment Supplementary Entry

- VG Supplementary Entry

A VG Supplementary Entry is only necessary when a valuation change has occurred for a VG that is linked to multiple Assessments (the value is shared between those linked Assessments). When VG Supplementary is created an Assessment Supplementary Entry is also created for each linked Assessment. Where a VG is only linked to a single Assessment and a valuation change has occurred then the system only needs to have an Assessment Supplementary Entry created as the valuation change only pertains to that Assessment; a VG Supplementary Entry for that VG number is not created for this situation.

When the 'Load Valuations to' parameter is set to Supplementary Rates then the following occurs:

- If a Supplementary Entry is to be <u>created,</u> it is created as follows:
    - The Supplementary Date Effective is set to the earliest 'Current Valuation' Valuation Effective Date of the VG's Record Type 55 or 56 records, which ensures that the Rating Period for that date and all subsequent Rating Periods are considered when calculating rates. According to the Supplementary Date Effective all the related Rateable Valuation years and Valuation Years are loaded to the Supplementary Entry so that raw values for all the relevant Valuation Years can be loaded to the Supplementary. Note: For some reason the Valuation Effective Date on the file is set to the 30th June of a year when in reality the effective date of that valuation is to be treated as effective from 1st July of that year. Therefore, the VG Update will need to transform this date before using it.
    - The Valuation and Rateable Valuation details created for a Supplementary Entry depend on what valuation detail Record Types are in the file for the VG being processed. There will either be a) one Record Type 55 record or b) one Record Type 55 record and one or more Record Type 56 records.

  - Loading of the Supplementary Entry's Valuation Year Date details: The Valuation Amount of each Record Type 55 and 56 are loaded to the matching Valuation Year in the Supplementary Entry which is determined by finding the Pathway Valuation Year whose Base Date matches the file's Valuation Date. The Supplementary Valuation record for each Valuation Year will have its Valuation Date set to the Base Date of the Valuation Year.
  - Loading of the Supplementary Entry's Rateable Valuation Year Date details: The earliest Rateable Valuation Year in the Supplementary has its Rateable Valuation Date set to the file's earliest Valuation Effective Date of the VG's Record Type 55 or 56 records. Subsequent Rateable Valuation Years (if any) have their Rateable Valuation Date set to the Base Date of the matching Rateable Valuation Year. Note: For some reason when a valuation for the whole current year is provided in Record Type 55 the Valuation Effective Date on the file is set to the 30th June of a year when in reality the effective date of that valuation is to be treated as effective from 1st July of that year. Therefore, the VG Update will need to transform this date before using it.

- If the VG is linked to multiple Assessments:
  - If a VG Supplementary is already in progress an exception message will be printed and the record will not be processed. The situation will need to be examined by a user and a decision made which could be to manually update the VG Supplementary in progress.
  - If the VG is linked to a Community Title (single-layer or multi-layered) a Supplementary Entry is created as follows: -
    - The VG Supplementary is created so that the proportion that each Assessment has of the VG is determined from the Community Title the VG is linked to; the Entitlement Percentages of the latest balanced instance will be used.
    - The file's raw values are loaded to the VG Supplementary.
    - The a) Average and b) Developer Concession raw values are calculated and loaded to the VG Supplementary. See details below.
    - Each Assessment Supplementary Entry has its Rateable value and Rate Types updated. See details below.
    - This process caters for creating new Assessment Supplementary Entries etc. or linking to existing Assessment Supplementary Entries.

- If the VG is for a single Assessment
  - If an Assessment Supplementary is already in progress, then the Supplementary Entry's Date Effective is checked. If that date is the same as the date effective advised by the file, then the Supplementary Entry is updated replacing the valuation values on that Supplementary Entry with the new values from the file. If the date is different an exception message is printed and the record is not processed. The situation will need to be examined by a user and a decision made which could be to manually update the Assessment Supplementary in progress.
  - If an Assessment Supplementary is not already in progress, then an Assessment Supplementary Entry is created as follows: -
    - The file's raw values are loaded to the VG Supplementary.
    - The a) Average and b) Developer Concession raw values are calculated and loaded to the VG Supplementary. See details below.
    - Each Assessment Supplementary Entry has its Rateable value and Rate Types updated. See details below.

- Averaged and Developer Concession value calculation: Calculations are done in two steps:
  - Averaged value calculation:
    - This is only required to be done if Averaging is required (set in the Valuation System Parameters). This process caters for multiple valuation years being represented in the Supplementary. The calculation is done in the same way as the existing Averaged Values function except that the values for each valuation year are determined from the Supplementary Entry if a valuation is present for that valuation year or from the VG if it is not.
    - This calculation also calculates Averaged values for prior valuation years when valuations for prior valuation years are supplied in the VG/DNRM file. Averaged values are only calculated for prior valuation years as far back as two years prior

    to the current valuation year. For example, say the current valuation year is 2015: Averaged values are able to be calculated for Valuation Years 2014 and 2013. Averaged values are not calculated for Valuation Years earlier than 2013 and instead an exception message is printed and manual intervention is required.
  - Developer Concession value calculation: This is only done if the Developer Concession Valuation Type has been nominated in the Valuation System Parameters. This calculation is only done if the VG is not linked to a Community Title (i.e. the VG is only related to one Assessment) – no Developer Concessions are given for a Community Title VG. If the VG's Assessment has Developer Land Use = Yes, then for each Valuation Year of the Supplementary a Developers Concession value is added/updated to the Supplementary for that Valuation Year. The Developers Concession value is calculated according to the Developers Concession Percentage parameter (advised to be set to 40%). This results in the Developers Concession value being calculated as 40% of the Averaged raw value.

- Updating an Assessment's Supplementary Entry's Rateable value and Rate Types:
  - The new Rateable value is calculated from the associated VG's values using the Rateable Valuation Type. In Gold Coast's scenario the formula will be Averaged Value Minus Developers Concession Value.
  - The Differential Rate Type is set according to the new Rateable value (this could result in an existing Rate Type being suspended and a new Rate Type being added). See the Updating the Differential Rate Type section below for more details.

- Note: When an Assessment Supplementary Entry is created or updated the Supplementary Reference (a field on the Supplementary Entry shown on the Supplementary Entry Maintenance form) is to be loaded with 'Issue Date xx/xx/xxxx' – with the xx/xx/xxxx set to the 'Issue date of current valuation' which is an item in the VG/DNRM file. If text already exists in the Supplementary Reference, then the Issue Date details are added to the end of that.

If a Supplementary Entry has been created or updated by this VG Number Update function, then a supplementary calculation is done to raise transactions reflecting the changes noted in the Supplementary Entry.

If the Land Use Code Update Level is set to Assessment, then the following occurs: -

- The Primary Land Use code in the file is used to set the Developer Land Use field on the Differential Rates Details Maintenance form as follows: - If the Primary Land Use code in the file is set to '72' then the Developer Land Use field is set to Yes, otherwise the field is set to No. All current Assessments currently linked to the VG are to checked. If there is a change between an Assessment's setting and the VG file setting, then the Assessment's field is updated and a Supplementary Entry created if it does not already exist.

- Note: Consider the following example where the Developer Land Use for an Assessment is set to Yes and the VG file has that Assessment's Primary Land Use set to some value other than '72': -
  - An Assessment currently has the Differential Rates 'Differential Rates Code' attribute set to SA and the Developer Land Use code set to Yes; the Assessment Rate Type would have the 6B Rate Type assigned (per the matrix).
  - The VG file had a record for that Assessment that advised that the Land Use code was a different value (e.g. '08').
  - When the VG file is processed the function will notice that the Assessment's Developer Land Use code has changed and a Supplementary Entry will be created. As part of this the process will try to check what Differential Rate Type is now pertinent by checking the matrix. As the Assessment's Differential Rates Code = SA and Developer Land Use code is now 'No' the process cannot determine what the Differential Rate Type should now be and issues an exception message advising this.
  - The Exception report should be examined and the user will determine what that Assessment's Differential Rates Code should be and sets it manually.
  - The next time the Differential Rate Type Verification function is run the Supplementary Entry would be updated to have the correct Differential Rate Type as the Assessment's attributes would now allow a Differential Rate Type to be determined from the matrix.

Updating the Differential Rate Type

After the Supplementary has been created and loaded with the new Rateable value the Supplementary is checked to see what Differential Rate Type should be put into effect according to the new Rateable value and the Assessment's attributes. This is done in the same way as occurs for the Differential Rate Type Verification function – refer to the release notes for that function above.

The 'VG Number Update - Supplementary Rates Report' is produced as part of this process:

```
      Form: LVLR8007                          Development Environment                          Page:    1
      User: USER                      VG Number Update - Supplementary Rates Report      12-Dec-2016 15:41:55
                                                        Test

 Assessment   Rating Period  Message Type  Message

     17583 0                 Information   Supplementary processed.
     17584 8  16/17          Error         Differential Rates comparison for assessment 17584 failed.  No Rate Type was returned.
     17584 8                 Error         Error in processing Supplementary

          Summary :  Update - Supplementary Rates Report
                     Supplementary Entries Processed : 2
                     Supplementary Entries processed successfully : 1
                     Errors occurred in processing Supplementary Entries : 1
                     Error Messages : 2
```

This report will advise any errors that have occurred as well as what Supplementary Entries have been processed. Summary counts are also printed.

Details are printed on the report if the following scenarios are found:

- Rateable value not found on the Supplementary for a Rating Period.
- A Rate Type could not be found in the Matrix for the Assessment attributes.
- More than one Rate Type was found in the Matrix for the Assessment attributes.
- Multiple active Differential Rate Types exist on the Supplementary Entry.

For each of these error situations the Supplementary will be created but the Rate Types will not be updated.

VG Number in the file doesn't exist in Pathway

For the situation where a VG Number exists in the import file but does not exist in Pathway then an exception message is printed and the valuation is not updated to Pathway.

The following steps are suggested for this situation:

- Run the VG Number Update in Report Only mode initially to identify the new VG Numbers.
- Manually create the new VG Numbers.
- Use existing 'Bulk VG Number Maintenance' function to link required Assessments to the VG Number.
- Manually link VG Number to Community Title if required.
- Run the VG Number Update in Update mode so that Supplementary Entries are created.

Interest Parameter Maintenance

InforXtreme Incident:	DRN: 29590	Fix:
SMART CLIENT;	KB:	

INTEREST PARAMETER MAINTENANCE
Enhancements have been made to allow interest (fines) to be automatically reversed in certain situations such as adjusted overdue rates and back-dated receipts. Refer to the rest of this release note for further information.

Note: The word "interest" has been used in this release note. The actual terminology used in Pathway is user definable depending on the Fine Terminology setting in the Rates System Parameters.

NB. Please be aware that this functionality is only available in the Smart Client.

City of Gold Coast Scoping Requirement (GRB0150): "The solution will not automatically reverse interest accrued on that part of an adjusted overdue rate or charge including receipting (e.g. backdated receipts)."

Restrictions and Requirements

The new functionality has a number of restrictions and requirements as follows:

Instalments

The new functionality will not process Assessments that are on instalments, and will not process "Current Arrears" (i.e. instalment based) interest.

Parameter Changes

When an interest recalculation/reversal occurs it uses the Interest Parameters that are present at the time the recalculation/reversal occurs. So if interest is raised based on a set of Interest Parameter values that later change, the recalculation/reversal calculation would only use the latest Interest Parameters. The Rates Accounting module does not currently hold a history of changes to Interest Parameters (such as the interest calculation methods, percentages and other settings).

For example, if the current interest calculation percentage changed from 11% to 12% on 12/08/2016, and a receipt with a receipt date of 27/7/2016 was processed on 13/08/2016, the entire interest recalculation will use the interest rate of 12% which may produce an inaccurate result.

Interest Parameter Settings

- The "Current Interest on Instalments Level" parameter must be set to "Instalment"
- The "Allow nomination of Number of Days" parameter must be turned off
- The "Allow use of Generation Run Last Interest Date" parameter must be turned off
- The "Use Interest Calculation Defaults" parameter must be turned on
- The "Annual Rates Generation Run" parameter in the Interest Calculation Defaults must be set to the Generation Run used for the main generation of rates for the Current Rating Period. This must be updated immediately after each End of Period Roll.
- The following "Interest Calculation Default" parameters used as default values for the existing Online Interest Calculation form are now also used by the new recalculation/reversal process:
    - Minimum Interest Amount
    - Number of Grace Days

Assessment Types

The new functionality is restricted to "Rates" and "Water Billing" Assessments. It does not apply to "Special Rates and Charges" Assessments.

Prior Rating Periods

If prior period interest has already been adjusted, it cannot be recalculated/reversed again. This situation is identified by the presence of a Previous Period Interest Adjustment (FINE-P) transaction dated on or later than the date from which interest is to be recalculated/reversed.

Supplementary Rates affecting Prior Rating Periods

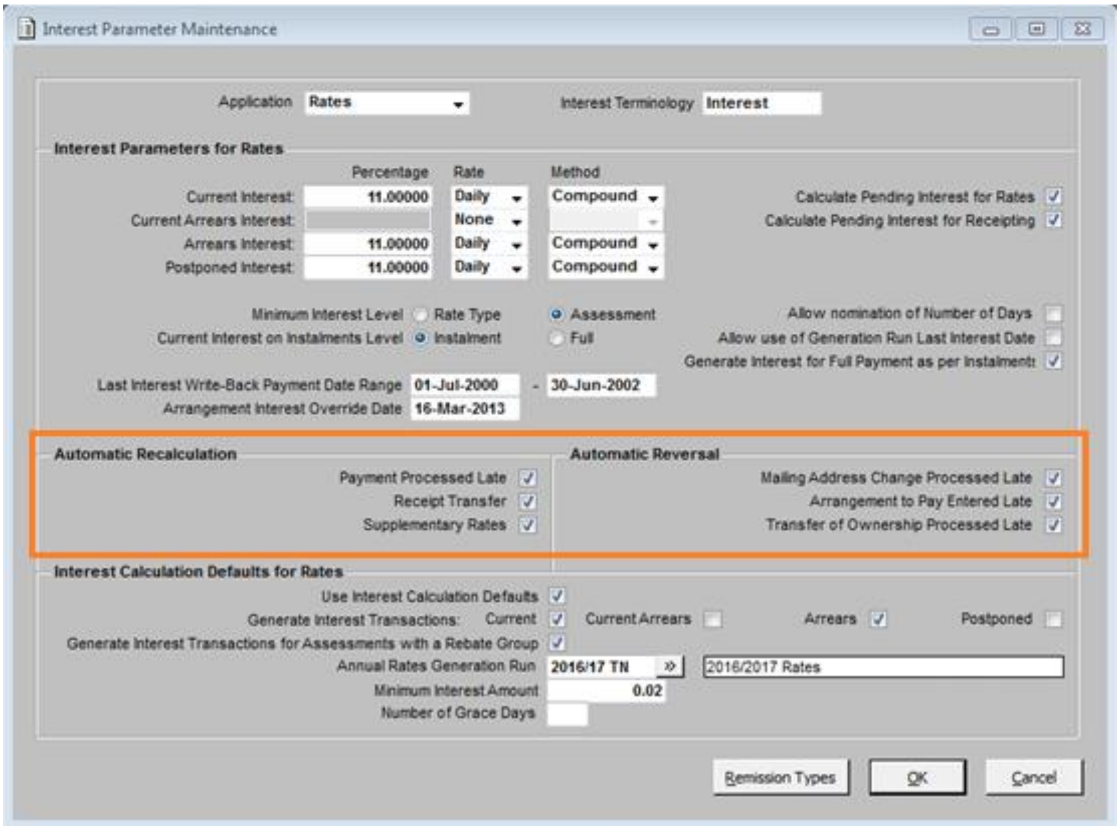
For Supplementary Rates, interest in prior rating periods cannot be recalculated/reversed. This only applies when a Supplementary Rate affects the charges in a prior rating period.

Background Job Queue

Some of the processes (e.g. automatic reversal of interest upon late change of Mailing Address) will use the Background Job Queue nominated for the Rates Accounting module, and therefore that queue will need to be running.

Rates System Parameters

The Interest Parameter Maintenance form is accessed via the “Interest” button in the Rates System Parameter Maintenance form.



Interest Parameter Maintenance form

This form has been enhanced to include options to control the automatic recalculation or reversal of interest. These parameters are held per Application* as per the existing parameters.

** Water Billing parameters are held in Water Billing >> Water Billing Parameters >> Water Billing Parameter Maintenance.*

Automatic Recalculation	
Payment Processed Late	Controls whether interest is automatically recalculated when a payment is processed late.
Receipt Transfer	Controls whether interest is automatically recalculated when a receipt is transferred.
Supplementary Rates	Controls whether interest is automatically recalculated when an existing charge is reduced in a Supplementary Rate.

Automatic Reversal	
Mailing Address Changed Late	Controls whether interest is automatically reversed when a mailing address change is processed late.
Arrangement Entered Late	Controls whether interest is automatically reversed when an Arrangement to Pay is entered late.
Transfer of Ownership Processed Late	Controls whether interest is automatically reversed when a transfer of ownership is processed late.

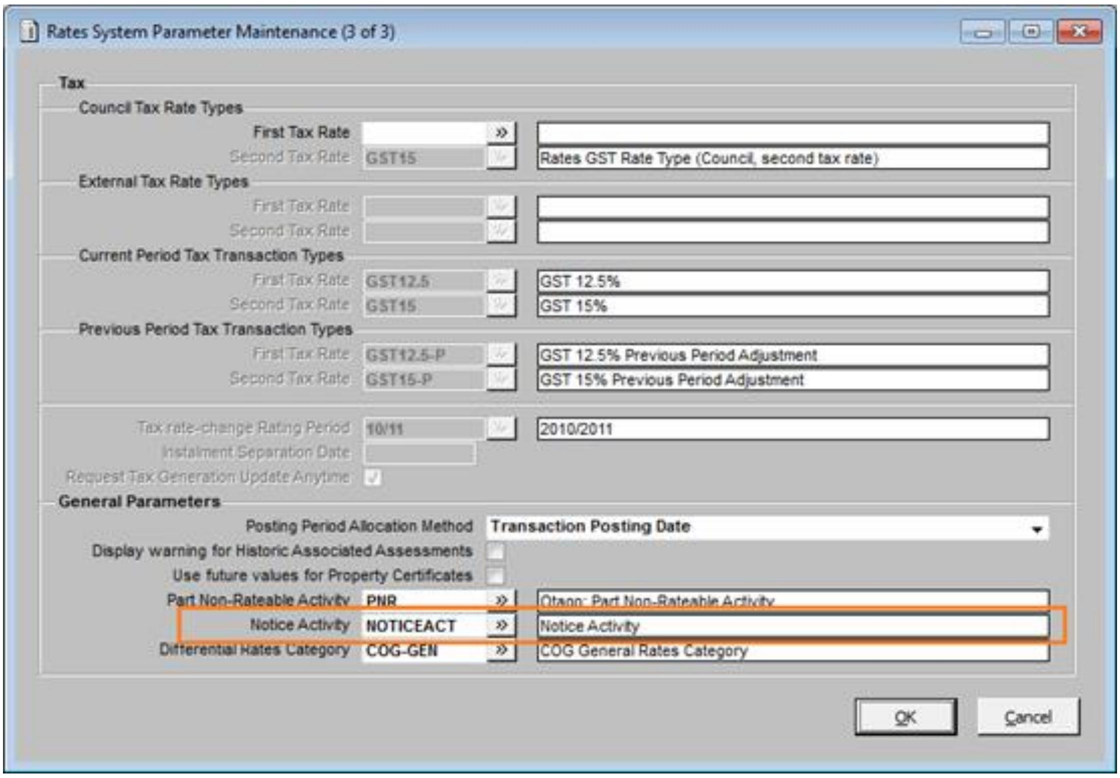
Annual Rates Generation Run

The "Annual" Rates Generation Run has been modified so that it is no longer restricted to Generation Runs that have a default instalment plan. This will now be allocated to Previous Period Interest Adjustment transactions raised by the Interest recalculation/reversal process.

Notice Activity Type

To facilitate the automation of the reversal of interest in scenarios such as Transfer of Ownership Processed Late and Change of Mailing Address Changed Late, the date upon which notices are issued for an Assessment need to be recorded. Since this information is not available when a notice file is generated and sent to an external printing bureau the following business procedure needs to be followed.

Define a new Rates Activity in Rates Accounting >> Parameters >> Activity Maintenance, and nominate the new Activity as the "Notice Activity Type" on the third Rates System Parameter Maintenance form.



This Activity must then be added to Assessments whenever a notice is generated for an Assessment. This can be done using the standard Tracking functionality available on the Notice functions (e.g. Rates Accounting >> Reports >> Rate Notice Report) at the same time that the Notices (or Notice file) are generated. When adding the Activity to an Assessment the following Activity attributes must be set:

- "Date Added" – Set to the date the notice was generated
- "Next Action Date" – Set to the Pay By Date of the notice
- "Expired Date" – Set to the date the notice was generated (to allow the same Activity to be added each time a notice is generated for an Assessment)

Recalculation of Interest – Payment Processed Late

A payment is processed late when it is processed in Pathway on a later date than the customer actually made the payment. In this case the Receipt Date will be earlier than the date it is processed.

An enhancement has been made so that when this occurs any existing interest is automatically reduced to reflect the interest that would have been present if the receipt had been processed on the date the payment was made.

The automatic recalculation of interest will only occur if the associated new Rates System Parameter is on.

If interest cannot be reversed for some reason a record will be written to the Action Log and the situation will need to be handled manually.

Recalculation of Interest – Receipt Transfer

A receipt transfer occurs when a payment is transferred to an Assessment from some other account. The reason for this may be that the receipt was originally applied to the wrong account, or the account was overpaid and the customer requested that the payment be applied to a different account.

An enhancement has been made so that when a receipt transfer is processed after the date of the original receipt, any existing interest on the Assessment to which the receipt has been transferred is automatically reduced to reflect the interest that would have been present if the receipt had been present on that Assessment on the date the payment was made.

The automatic recalculation of interest will only occur if the associated new Rates System Parameter is on.

Note that interest will not be automatically recalculated on the Assessment from which the receipt was transferred. However, if the receipt transfer meant that account now had outstanding debt the next Interest Generation would calculate interest on that debt, as per normal processing.

If interest cannot be reversed for some reason a record will be written to the Action Log and the situation will need to be handled manually.

Interest Recalculation Details – Payment Processed Late & Receipt Transfer

When interest is recalculated for an Assessment because of the late processing of either a Receipt or a Receipt Transfer, the following calculation will take place.
Interest is calculated up to the Receipt Date and applied to the Assessment as per current functionality.

Any existing interest that has been calculated up to a date later than the Receipt Date is recalculated as if all Receipts had been processed on their actual Receipt Date rather than the date they were actually processed or transferred. The existing interest is then reduced to match the recalculated interest amounts.

Note that existing interest will only ever be reduced. It will never be increased.

If interest exists in a prior Rating Period and is dated later than the date from which interest is to be recalculated, the associated interest adjustments are applied in the Current Rating Period using Previous Period Interest Adjustment (FINE-P) transactions. These are created per Rate Type and Rating Period, and are assigned a Transaction Date of the last date in the Rating Period for which they were calculated.

An interest recalculation cannot be performed if any Previous Period Interest Adjustments already exist dated later than the date from which interest is to be recalculated. This is because the reason for those existing transactions and how their amounts were determined, and hence how they should affect the current recalculation, is unable to be determined. In this situation a record is written to the Action Log.

All the examples in this specification assume the following:

- No rounding of transaction amounts
- Current Interest and Arrears Interest calculated Daily using Compound Interest at 11%
- Interest is to be raised on actual Current Interest and actual Arrears Interest transactions.

The following codes have been used:

FINA	Arrears Interest (calculated on outstanding arrears debt)
FINA-R	Arrears Interest Reversal (full or partial)
FINC	Current Interest (calculated on outstanding current debt)
FINC-R	Current Interest Reversal (full or partial)
GENR	Generated Rate (charges raised during Rates Generation and Supplementary Rates)
RCPT	Receipt (payment, or a payment that has been transferred to an Assessment)

Example A1: Full Payment processed late – All interest reversed

In this example an Assessment has outstanding rates, and interest has already been raised for September and October. Then in November a payment is received with an early Receipt Date which causes all interest to be reversed.

ID	Transaction Date	Type	Rate Type	Amount	Description
1	01/07/2016	GENR	R1	10,000.00	Interest applies from 20/9
2	30/09/2016	FINC	R1	33.20	End of Month Interest Generation for September raises Interest to 30/9 Interest on 10,000 GENR from 20/9 to 30/9 (11 days) = **33.20**
3	31/10/2016	FINC	R1	94.16	End of Month Interest Generation for October raises Interest to 31/10/2016 Interest on 10,033.20 (10,000 GENR + 33.20 FINC) from 1/10 to 31/10 (31 days) = **94.16**
A late full payment is then processed on 12/11/2016 with a Receipt Date of **05/09/2016**.					
4	05/09/2016	RCPT	-	-10,000.00	Late receipt processed on 12/11
This would automatically reverse the interest that was calculated from 05/09/2016 onwards by adding the following transactions:					
5	30/09/2016	FINC-R	R1	-33.20	Reduce existing current interest (ID 2) to zero to reflect current interest calculated on 0.00 (10,000 GENR – 10,000 RCPT) from 20/9 to 30/9 (11 days) = **0.00**
6	31/10/2016	FINC-R	R1	-94.16	Reduce existing current interest (ID 3) to zero to reflect current interest calculated on 0.00 (10,000 GENR – 10,000 RCPT) from 1/10 to 31/10 (31 days) = **0.00**

Example A2: Full Payment processed late – Part interest reversed

In this example an Assessment has outstanding rates, and interest has already been raised for September and October. Then in November a payment is received with an early Receipt Date which causes the interest to be partially reduced.

ID	Transaction Date	Type	Rate Type	Amount	Description
1	01/07/2016	GENR	R1	10,000.00	Interest applies from 20/9
2	30/09/2016	FINC	R1	33.20	End of Month Interest Generation for September raises Interest to 30/9 Interest on 10,000 GENR from 20/9 to 30/9 (11 days) = **33.20**
3	31/10/2016	FINC	R1	94.16	End of Month Interest Generation for October raises Interest to 31/10/2016 Interest on 10,033.20 (10,000 GENR + 33.20 FINC) from 1/10 to 31/10 (31 days) = **94.16**

ID	Transaction Date	Type	Rate Type	Amount	Description
A late full payment is then processed on 12/11/2016 with a Receipt Date of **25/09/2016**.					
4	25/09/2016	RCPT	-	-10,000.00	Late receipt processed on 12/11
This would automatically reduce this interest that was calculated from 25/09/2016 onwards by adding the following transactions:					
5	24/09/2016	FINC	R1	15.08	New current interest calculated on 10,000 for the period 20/09 to 24/09 (5 days) = **15.08**
6	30/09/2016	FINC-R	R1	-33.17	Reduce existing current interest (ID 2) of 33.20 by 33.17 to reflect current interest calculated on 15.08 (10,000 GENR + 15.08 FINC – 10,000 RCPT) from 25/9 to 30/9 (6 days) = **0.03**
7	31/10/2016	FINC-R	R1	-94.02	Reduce existing current interest (ID 3) of 94.16 by 94.02 to reflect current interest calculated on 15.11 (10,000 GENR + 15.08 FINC – 10,000 RCPT + 0.03 FINC) from 1/10 to 31/10 (31 days) = **0.14**

Example A3: Part Payment processed late – Part interest reversed

In this example an Assessment has outstanding rates, and interest has already been raised for September and October. Then in November a part payment is received with an early Receipt Date which causes the interest to be partially reduced.

ID	Transaction Date	Type	Rate Type	Amount	Description
1	01/07/2016	GENR	R1	10,000.00	Interest applies from 20/9
2	30/09/2016	FINC	R1	33.20	End of Month Interest Generation for September raises Interest to 30/9 Interest on 10,000 GENR from 20/9 to 30/9 (11 days) = **33.20**
3	31/10/2016	FINC	R1	94.16	End of Month Interest Generation for October raises Interest to 31/10/2016 Interest on 10,033.20 (10,000 GENR + 33.20 FINC) from 1/10 to 31/10 (31 days) = **94.16**
A late **partial** payment is then processed on 12/11/2016 with a Receipt Date of **25/09/2016**.					
4	25/09/2016	RCPT	-	-2,000.00	Late receipt processed on 12/11
This would automatically reduce this interest that was calculated from 25/09/2016 onwards by adding the following transactions:					
5	24/09/2016	FINC	R1	15.08	New current interest calculated on 10,000 for the period 20/9 to 24/9 (5 days) = **15.08**
6	30/09/2016	FINC-R	R1	-18.70	Reduce existing current interest (ID 2) of 33.20 by 18.70 to reflect current interest calculated on 8,015.08 (10,000 GENR + 15.08 FINC – 2,000 RCPT) from 25/9 to 30/9 (6 days) = **14.50**
7	31/10/2016	FINC-R	R1	-18.80	Reduce existing current interest (ID 3) of 94.16 by 18.80 to reflect current interest calculated on 8,029.58 (10,000 GENR + 15.08 FINC – 2,000 RCPT + 14.50 FINC) from 1/10 to 31/10 (31 days) = **75.36**

Example A4: Assessment with Interest Override Date

In this example an Assessment has outstanding rates and interest has been raised for September but not for October because a Current Interest Override Date of 01/12/2016 was entered in mid-October. The Override Date prevents any interest being raised until after the Override Date has passed.

ID	Transaction Date	Type	Rate Type	Amount	Description
1	01/07/2016	GENR	R1	10,000.00	Interest applies from 20/9

ID	Transaction Date	Type	Rate Type	Amount	Description
2	30/09/2016	FINC	R1	33.20	End of Month Interest Generation for September raises Interest to 30/9 Interest on 10,000 GENR from 20/9 to 30/9 (11 days) = **33.20**
-	-	-	-	-	End of Month Interest Generation for October does not raise Interest because the Current Interest Override Date of 1/12/2016 was in play
A late **partial** payment is then processed on 12/11/2016 with a Receipt Date of **25/09/2016**.					
3	25/09/2016	RCPT	-	-2,000.00	Late receipt processed on 12/11/2016
This would automatically reduce this interest that was calculated from 25/09/2016 onwards by adding the following transactions:					
4	24/09/2016	FINC	R1	15.08	New current interest calculated on 10,000 for the period 20/9 to 24/9 (5 days) = **15.08**
5	30/09/2016	FINC-R	R1	-18.70	Reduce existing current interest (ID 2) of 33.20 by 18.70 to reflect current interest calculated on 8,015.08 (10,000 GENR + 15.08 FINC – 2,000 RCPT) from 25/9 to 30/9 (6 days) = **14.50**

Note that once the Current Interest Override Date of 01/12/2016 has passed, the next Interest Generation would calculate interest on the outstanding amount of any overdue debt starting from the date up to which it was last calculated, as per existing Pathway functionality. So in this example, if $8000 of the GENR was still outstanding after 01/12/2016 it would calculate interest from 1/10/2016 onwards.

Recalculation of Interest – Supplementary Rates

The Supplementary Rates function has been enhanced so that when an existing charge is reduced any existing interest dated on or after the Supplementary Effective Date will be reduced to reflect the interest that would have been present if the charge had been reduced on the day it is effective.

The recalculation of interest will only occur if the associated new System Parameter is on, and the “Online Supplementary Calculation” System Parameter is on.

Interest is not recalculated if the Supplementary affects interest in a prior Rating Period. In this case, a message saying that the interest was not recalculated will appear on the Supplementary Rates Generation Exception Report and on the Supplementary Rates Update Exception Report.

Note that existing interest will only ever be reduced. It will never be increased.

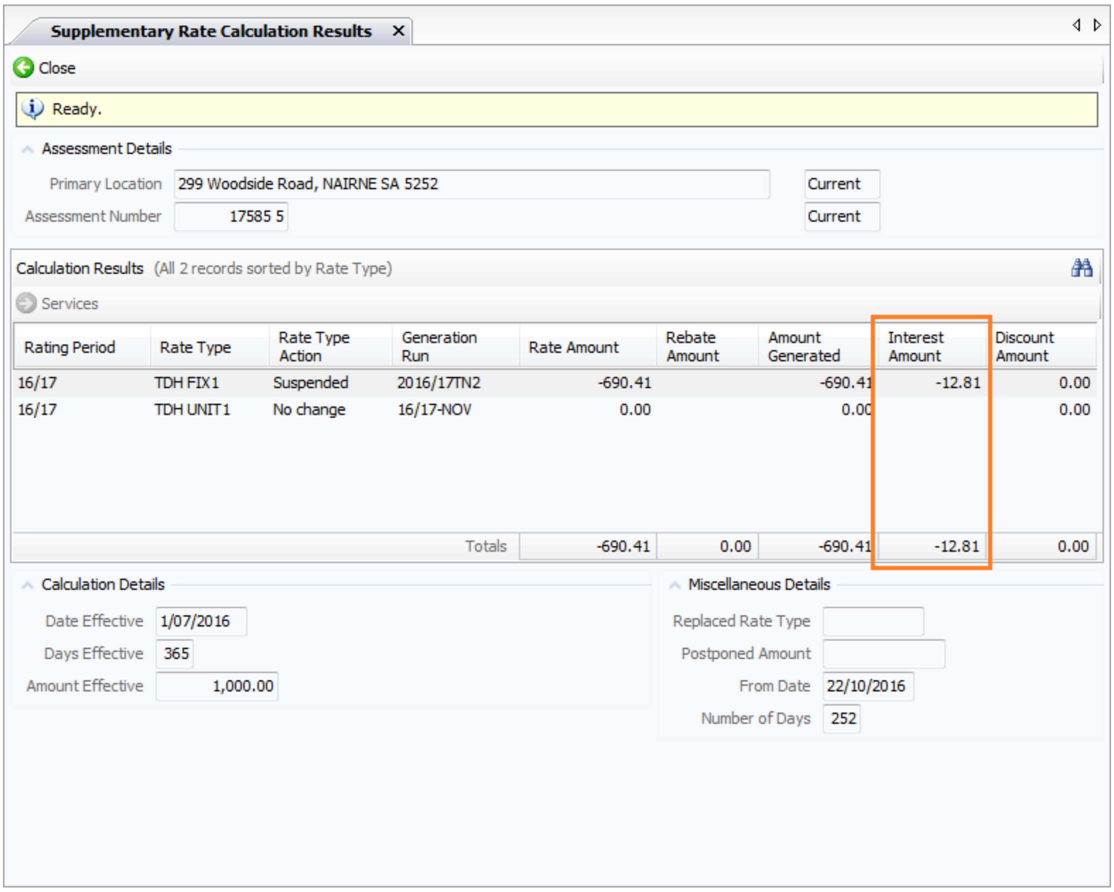
Note that in general, where a charge is increased or added as part of a Supplementary Rate a new charge for the extra amount is raised and is assigned a Pay By Date in the future. If the charge becomes overdue interest will be raised when the next Interest Generation is performed.

If an Assessment has charges for two Rate Types, it is possible that a reduction of the charge for one Rate Type might affect the interest on the other Rate Type. For example, if a Supplementary decreased the charge for one Rate Type and the associated reduction in interest freed up a payment which was then reapportioned to the charge for the other Rate Type, the interest on that other Rate Type might also be reduced.

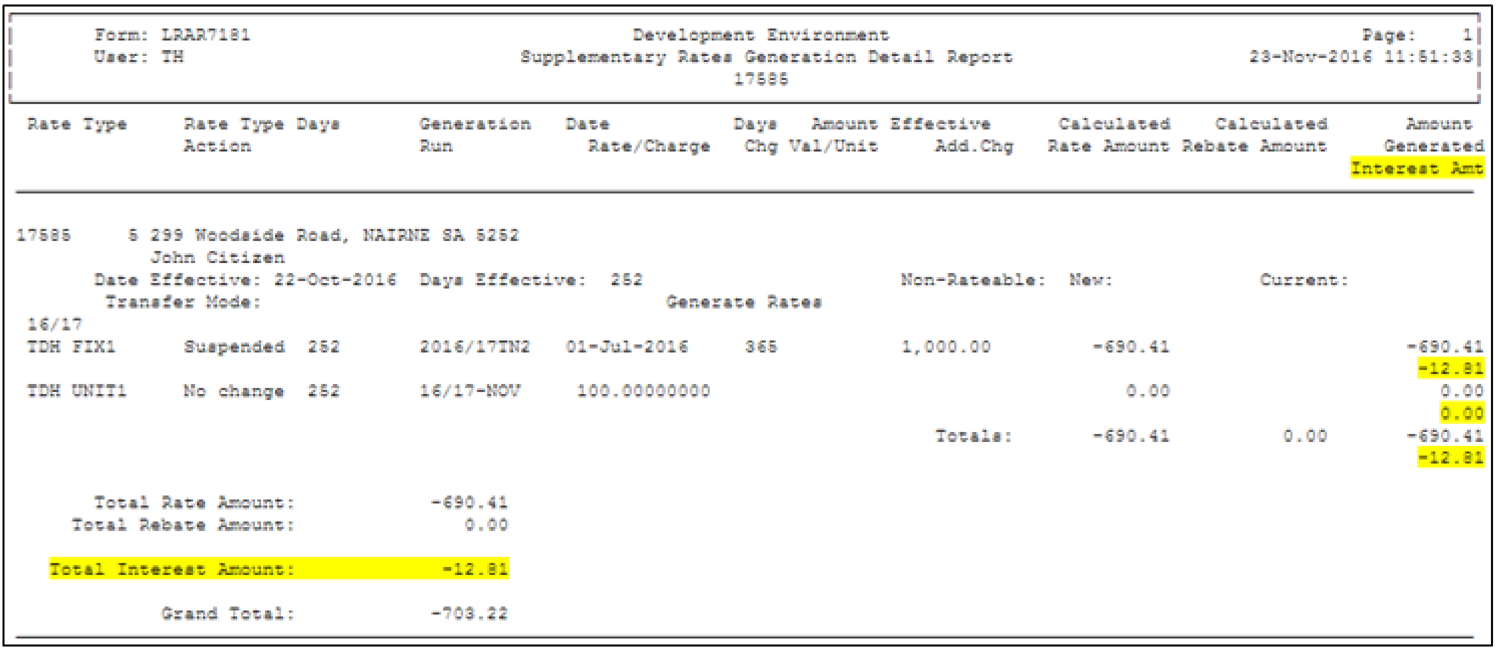
The calculated interest amount is displayed and reported on the unprocessed Supplementary Entry. It is not applied to the Assessment until the Supplementary Batch is processed using the Supplementary Generation Update.

To facilitate the new processing, the following functions have been enhanced:

The Supplementary Rates Calculation form has been enhanced to show the recalculated Interest Amount:



The Supplementary Rates Generation Detail Report has been enhanced to show the recalculated Interest Amount:



```
     Form: LRAR7181                          Development Environment                                  Page:     1
     User: TH                         Supplementary Rates Generation Detail Report                23-Nov-2016 11:51:33
                                                      17585

 Rate Type      Rate Type Days         Generation   Date            Days    Amount Effective     Calculated     Calculated          Amount
                Action                 Run            Rate/Charge    Chg  Val/Unit        Add.Chg   Rate Amount Rebate Amount        Generated
                                                                                                                                Interest Amt

17585      5 299 Woodside Road, NAIRNE SA 5252
             John Citizen
     Date Effective: 22-Oct-2016  Days Effective:   252                         Non-Rateable:  New:               Current:
      Transfer Mode:                                     Generate Rates
 16/17
 TDH FIX1       Suspended   252        2016/17TN2   01-Jul-2016     365           1,000.00          -690.41                          -690.41
                                                                                                                                    -12.81
 TDH UNIT1      No change   252        16/17-NOV     100.00000000                                     0.00                             0.00
                                                                                                                                      0.00
                                                                              Totals:           -690.41           0.00            -690.41
                                                                                                                                    -12.81

     Total Rate Amount:              -690.41
   Total Rebate Amount:                 0.00

  Total Interest Amount:              -12.81

           Grand Total:              -703.22
```

Supplementary Rate Notice Report

This report has been enhanced to show the recalculated Interest Amount Total when printing Supplementary Rates Only. The Interest will be included in the charge lines for the Notice using existing functionality.

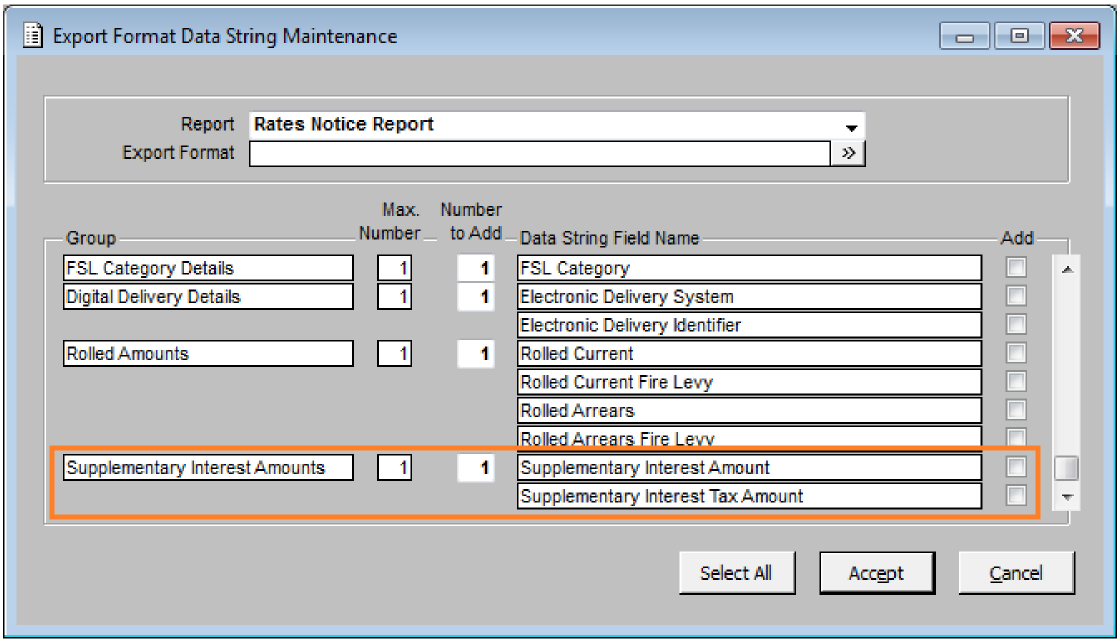
Rate Notice Report

The Rate Notice Report has been enhanced to include the following new merge fields for inclusion on Notice documents:

Ass_Supp_Fine_Amt	Total of Supplementary Interest transactions
Ass_Supp_Fine_Tax	Total tax of Supplementary Interest transactions

This information complements the other existing Ass_Supp_* fields.

This information is also available when exporting Notice data to an extract file for external printing. To facilitate this the Export Format Data String Maintenance function has been enhanced to allow the new Supplementary Interest Amounts to be added as export fields to a Rate Notice Export Format.



Property Certificates

Property Certificates have been enhanced to include the following new extract list fields for inclusion on Property Certificates:

Supplementary Rates Posted Transaction Details (Extract List Code “SUPPPOSTED”)
Fine_Amount Total of Supplementary Interest transactions that have been posted
Supplementary Rates Unposted Transaction Details (Extract List Code “SUPPUNPOSTED”)
Fine_Amount Total of Supplementary Interest transactions that are yet to be posted
All Assessments on a Property and Sub_Properties (Extract List Code “ALLASSM”)
Ass_Supp_Post_Interest Total of posted Supplementary Interest transactions
Ass_Supp_Unpost_Interest Total of unposted Supplementary Interest transactions
(The word “Interest” is used for consistency with existing ALLASSM extract list fields)

Interest Recalculation Details – Supplementary Rates

The following examples illustrate the automatic recalculation of interest when a Supplementary Rate is processed.

All the examples in this specification assume the following:

- No rounding of transaction amounts
- Current Interest and Arrears Interest calculated Daily using Compound Interest at 11%

- Interest is to be raised on actual Current Interest and actual Arrears Interest transactions.

The following codes have been used:

FINC	Current Interest (calculated on outstanding current debt)
FINC-R	Current Interest Reversal (full or partial)
GENR	Generated Rate (charges raised during Rates Generation and Supplementary Rates)

Examples

In all examples, an Assessment has a $600 charge raised at the beginning of the Rating Period (1/7/2016) which attracts interest from 20/9/2016 onwards. This charge remains outstanding until December so interest has been raised at the end of September, October and November.

ID	Transaction Date	Type	Rate Type	Amount	Description
1	01/07/2016	GENR	R1	600.00	Interest applies from 20/9
2	30/09/2016	FINC	R1	1.99	End of Month Interest Generation for September raises Interest to 30/9 Interest on 600 GENR from 20/9 to 30/9 (11 days) = **1.99**
3	31/10/2016	FINC	R1	5.65	End of Month Interest Generation for October raises Interest to 31/10/2016 Interest on 601.99 (600 GENR + 1.99 FINC) from 1/10 to 31/10 (31 days) = **5.65**
4	30/11/2016	FINC	R1	5.52	End of Month Interest Generation for November raises Interest to 30/11/2016 Interest on 607.64 (600 GENR + 1.99 FINC + 5.65 FINC) from 1/11 to 30/11 (30 days) = **5.52**

Example B1: Supplementary Rate – Charge fully reduced effective 1/7/2016

** If this situation is not relevant to council it can be ignored.*

In December, a Supplementary Rate with an Effective Date of 1/7/2016 is processed which fully reduces the charge for Rate Type R1 from $600 down to zero.

5	1/07/2016	GENR-R	R1	-600.00	Supplementary processed in December with Effective Date 1/7
This would automatically reduce the existing interest that is present from 1/7/2016 onwards by adding the following transactions:					
6	30/09/2016	FINC-R	R1	-1.99	Reduce existing current interest (ID 2) to zero to reflect current interest calculated on 0.00 (600 GENR – 600 GENR-R) from 20/9 to 30/9 (11 days) = **0**
7	31/10/2016	FINC-R	R1	-5.65	Reduce existing current interest (ID 3) of 5.65 to zero to reflect current interest calculated on 0.00 (600 GENR - 600 GENR-R + 1.99 FINC – 1.99 FINC-R) from 1/10 to 31/10 (31 days) = **0**
8	30/11/2016	FINC-R	R1	-5.52	Reduce existing current interest (ID 4) of 5.52 to zero to reflect current interest calculated on 0.00 (600 GENR - 600 GENR-R + 1.99 FINC – 1.99 FINC-R + 5.65 FINC – 5.65 FINC-R) from 1/11 to 30/11 (30 days) = **0**

Example B2: Supplementary Rate – Charge partially reduced effective 1/7/2016
** If this situation is not relevant to council it can be ignored.*

In December, a Supplementary Rate with an Effective Date of 1/7/2016 is processed which partially reduces the charge for Rate Type R1 from $600 down to $400.

5	1/07/2016	GENR-R	R1	-200.00	Supplementary processed in December with Effective Date 1/7
This would automatically reduce the existing interest that is present from 1/7/2016 onwards by adding the following transactions:					
6	30/09/2016	FINC-R	R1	-0.66	Reduce existing current interest (ID 2) of 1.99 by 0.66 to reflect current interest calculated on 400 (600 GENR – 200 GENR-R) from 20/9 to 30/9 (11 days) = **1.33**
7	31/10/2016	FINC-R	R1	-1.88	Reduce existing current interest (ID 3) of 5.65 by 1.88 to reflect current interest calculated on 401.33 (600 GENR - 200 GENR-R + 1.99 FINC - 0.66 FINC-R) from 1/10 to 31/10 (31 days) = **3.77**
8	30/11/2016	FINC-R	R1	-1.84	Reduce existing current interest (ID 4) of 5.52 by 1.84 to reflect current interest calculated on 405.10 (600 GENR - 200 GENR-R + 1.99 FINC - 0.66 FINC-R + 5.65 FINC - 1.88 FINC-R) from 1/11 to 30/11 (30 days) = **3.68**

Example B3: Supplementary Rate – Charge fully reduced effective 22/10/2016

** If this situation is not relevant to council it can be ignored.*

In December, a Supplementary Rate with an Effective Date of 22/10/2016 is processed which fully reduces the charge for Rate Type R1 from $600 down to zero.

5	22/10/2016	GENR-R	R1	-600.00	Supplementary processed in December with Effective Date 22/10
This would automatically reduce the existing interest that is present from 22/10/2016 onwards by adding the following transactions:					
6	31/10/2016	FINC-R	R1	-5.63	Reduce existing current interest (ID 3) of 5.65 by 5.63 to reflect current interest calculated on 1.99 (600 GENR - 600 GENR-R + 1.99 FINC) from 1/10 to 31/10 (31 days) = **0.02**
7	30/11/2016	FINC-R	R1	-5.50	Reduce existing current interest (ID 4) of 5.52 by 5.50 to reflect current interest calculated on 2.01 (600 GENR - 600 GENR-R + 1.99 FINC + 5.65 FINC – 5.63 FINC-R) from 1/11 to 30/11 (30 days) = **0.02**

Example B4: Supplementary Rate – Charge partially reduced effective 22/10/2016

** If this situation is not relevant to council it can be ignored.*

In December, a Supplementary Rate with an Effective Date of 22/10/2016 is processed which partially reduces the charge for Rate Type R1 from $600 down to $400.

5	22/10/2016	GENR-R	R1	-200.00	Supplementary processed in December with Effective Date 22/10

This would automatically reduce the existing interest that is present from 22/10/2016 onwards by adding the following transactions:					
6	31/10/2016	FINC-R	R1	-1.88	Reduce existing current interest (ID 3) of 5.65 by 1.88 to reflect current interest calculated on 401.99 (600 GENR - 200 GENR-R + 1.99 FINC) from 1/10 to 31/10 (31 days) = **3.77**
7	30/11/2016	FINC-R	R1	-1.84	Reduce existing current interest (ID 4) of 5.52 by 1.84 to reflect current interest calculated on 405.76 (600 GENR - 200 GENR-R + 1.99 FINC + 5.65 FINC – 1.88 FINC-R) from 1/11 to 30/11 (30 days) = **3.68**

Reversal of Interest – Change of Ownership Processed Late
This section deals with the specific situation where a notification of a change of ownership is not processed until a later date, and where notices have been issued to the previous owner(s) after the settlement date. In this case any interest added to the charges on the notice will be automatically reversed.

A property transfer of ownership records the Settlement Date (*) and the date the transfer of ownership was processed (the “Transferred On” date).

An enhancement has been made so that when a transfer of ownership occurs where the Settlement Date is in the past and the Assessment has had a notice issued since the Settlement Date, all interest raised since the Settlement Date is reversed. This is done for each Assessment related to the Property that is transferred.

Whether a notice has been issued is determined by the presence of a Notice Activity Type on the Assessment, with an Activity “Date Added” later than or equal to the Settlement Date. This relies on council adding the Notice Activity Type to Assessments when any Notices are generated. Refer to the earlier Parameters section of this text for further details.

For a transfer of ownership, the automatic reversal of interest is performed asynchronously so it may not complete immediately.

The automatic reversal of interest will only occur if the associated new System Parameter is on.

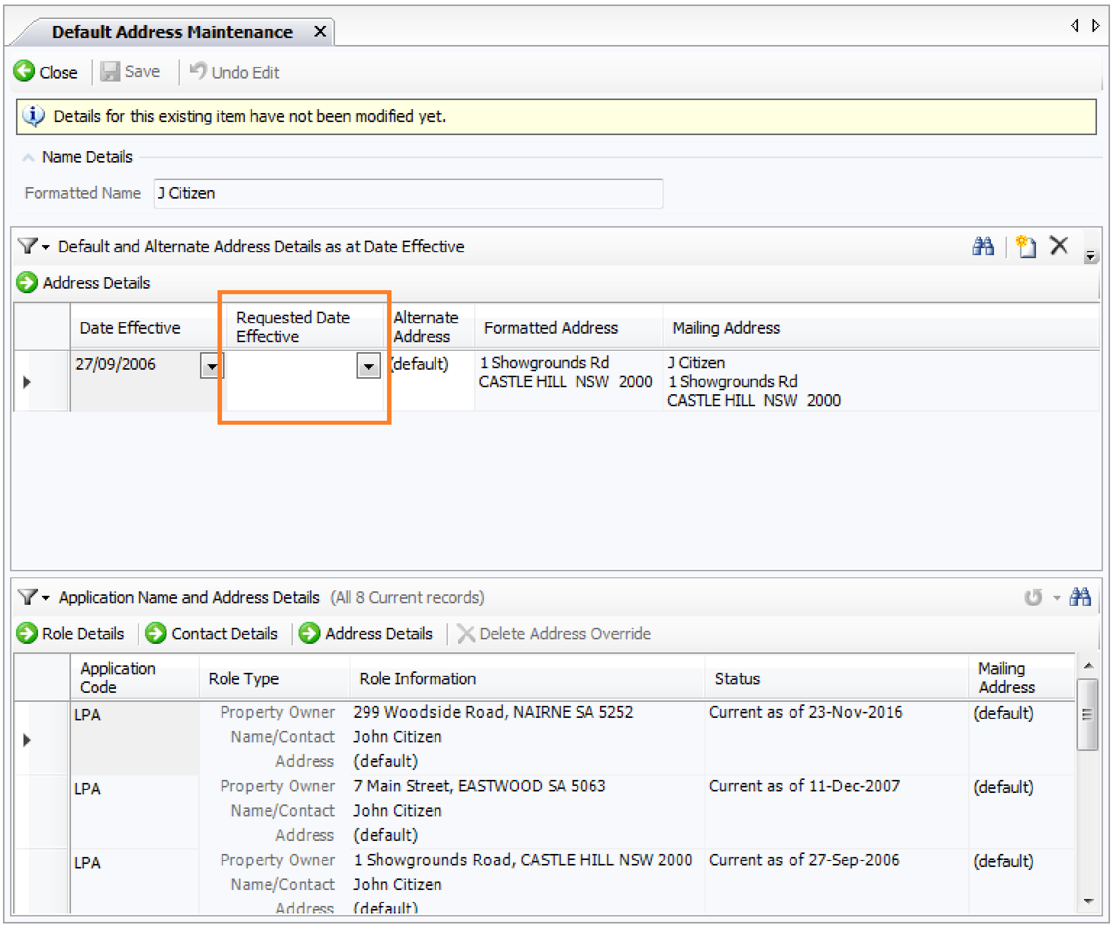
Note that the Thick Client version of the Transfer of Ownership form has been enhanced in the same way as the Smart Client version because it can be accessed from the Smart Client (via Property Administration >> Bulk Maintenance >> Transfer of Ownership Import >> Process External Transfers, using the “Transfer” button on the External Transfer Maintenance form).

If interest cannot be reversed for some reason a record is written to the Action Log and the situation will need to be handled manually.

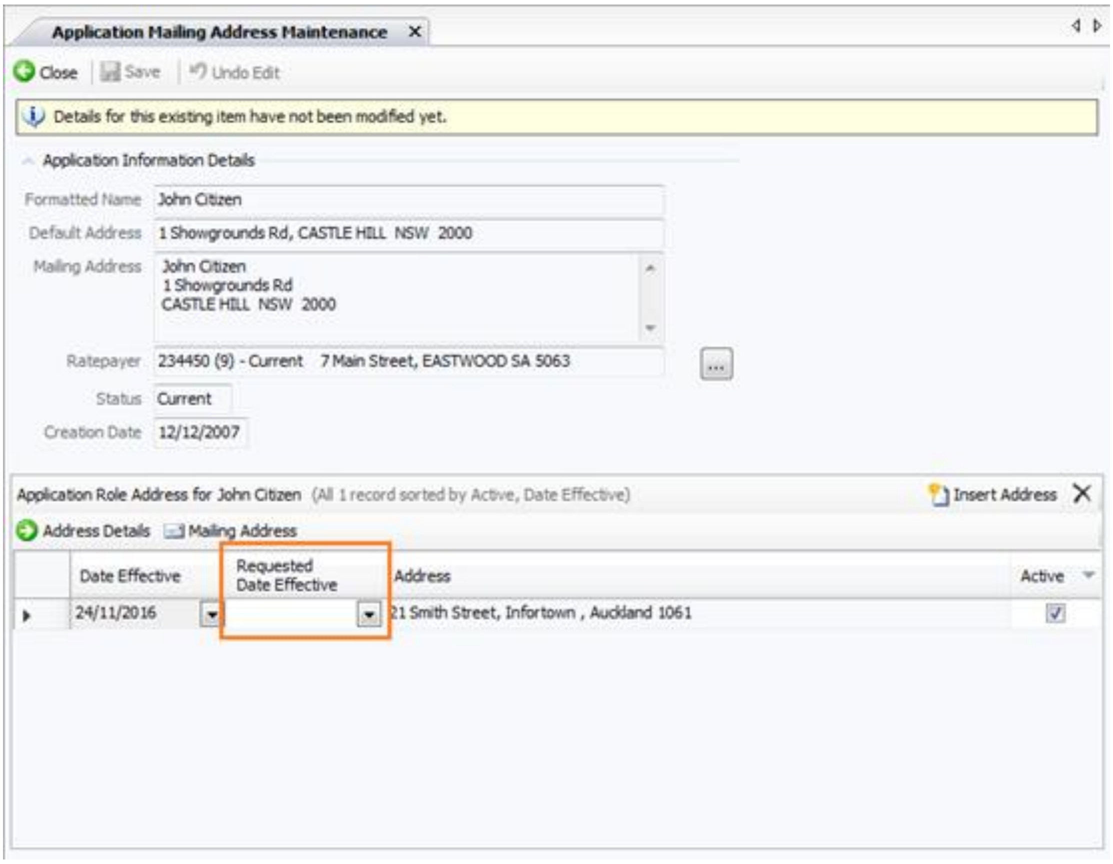
Reversal of Interest – Change of Mailing Address Processed Late

This section deals with the automatic reversal of interest when a change of mailing address is processed later than the requested effective date of the change, and interest has been raised on charges on notices issued after the effective date of the new mailing address.

Pathway does not allow entry of a Mailing Address Date Effective that is in the past. So to record the Date Effective that was requested by the customer a new “Requested Date Effective” has been added to the Default Address Maintenance form (where the default address for a Name is maintained), and to the Application Mailing Address Maintenance form (where an override mailing address for a Name Role is maintained).



Default Address Maintenance – used when changing a Name Default Mailing Address



Application Mailing Address Maintenance – used when changing a Ratepayer Role Mailing Address

The new “Requested Date Effective” is optional and is only displayed the new “Display Address Requested Date Effective” parameter in the General Settings of the Name and Address System Parameters is turned on.

An enhancement has been made so that automatic reversal of interest occurs when a new mailing address is added with a Date Effective of today and a “Requested Date Effective” that is in the past. In this case each related Assessment that has had a notice issued since the “Requested Date Effective” will have all interest reversed from the “Requested Date Effective”.

Whether a notice has been issued is determined by the presence of a Notice Activity Type on the Assessment, with an Activity “Date Added” later than or equal to the Settlement Date. This relies on council adding the Notice Activity Type to Assessments when any Notices are generated. Refer to the earlier Parameters section of this text for further details.

If a new mailing address is added for a Name, all Assessments for which the Name is the first Ratepayer are considered except those with an override Ratepayer Mailing Address.

If a new override mailing address is added for a Ratepayer Name Role, only the Assessment for which that override mailing address applies are considered (if that Name is the first Ratepayer on that Assessment).

For a change of mailing address, the automatic reversal of interest is performed asynchronously so it may not complete immediately.

The automatic reversal of interest will only occur if the associated new System Parameter is on, and only for Rates Assessments.

If interest cannot be reversed for some reason a record will be written to the Action Log and the situation will need to be handled manually.

Reversal of Interest – Payment Arrangement Loaded Late

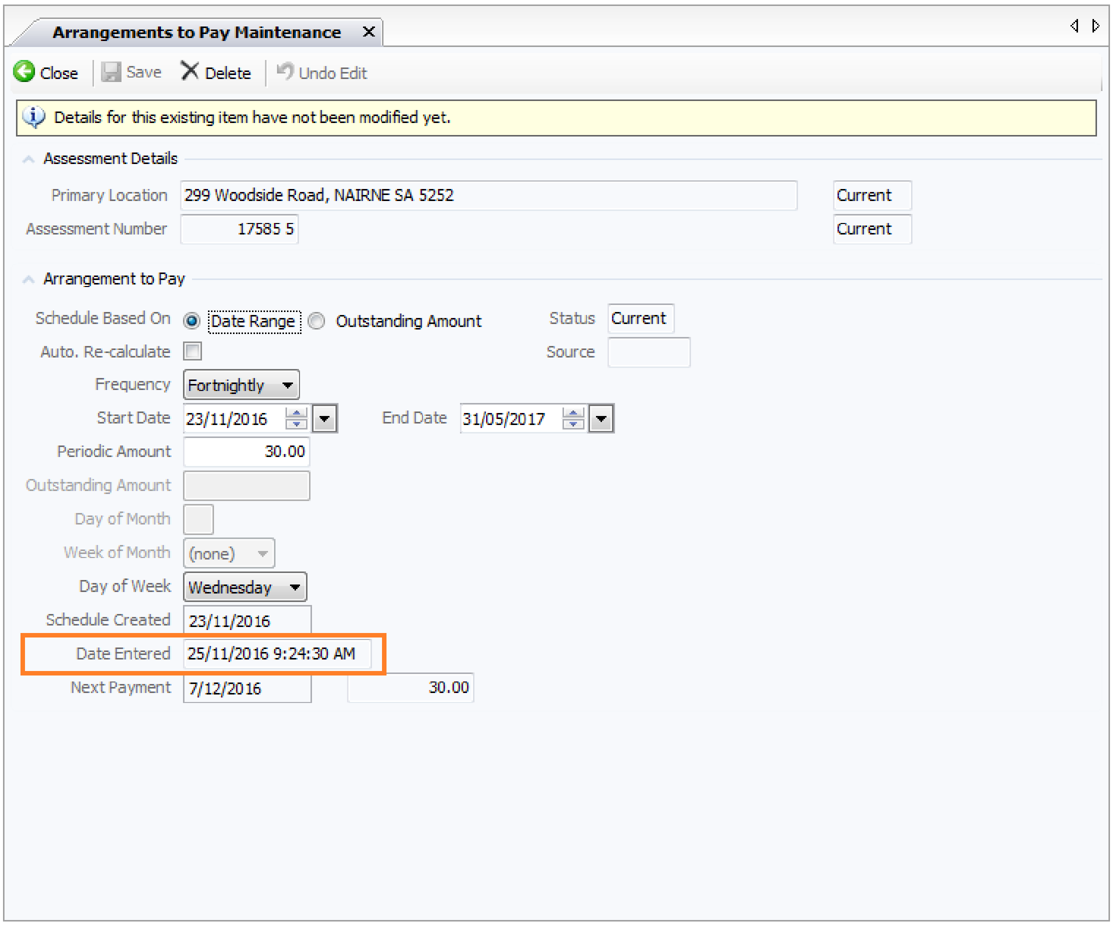
This section deals with the automatic reversal of interest when an Arrangement to Pay is entered into Pathway later than the date the request was made.

In this situation, when the Arrangement is entered the existing Arrangement “Schedule Created Date” would be manually changed from the system date to an earlier date. Doing this allows a schedule to be created starting from a date that has already passed.

An enhancement has been made so that if the Arrangement “Schedule Created Date” is earlier than the system date when the Arrangement is being entered, all interest on the Assessment is automatically reversed from the “Schedule Created Date”.

The automatic reversal of interest will only occur if the associated new System Parameter is on, and only for Rates Assessments.

In addition, a new Arrangement “Date Entered” field (read only) has been added to the Arrangement to Pay Maintenance form for informational purposes only. This is the date and time an Arrangement to Pay was created in Pathway, and is only displayed when maintaining existing Arrangements.



To prevent the reversed interest from being re-raised, the Interest Generation will need to exclude Assessments that have the Arrangement to Pay Activity Code present. This can be done using the existing Tracking facility within the Interest Generation function.

If there happens to be outstanding debt still present after the Arrangement to Pay is made historic (i.e. after the Arrangement is completed or has defaulted) then interest may be re-raised on the outstanding amount of the debt from the date interest was last calculated up to (if applicable).

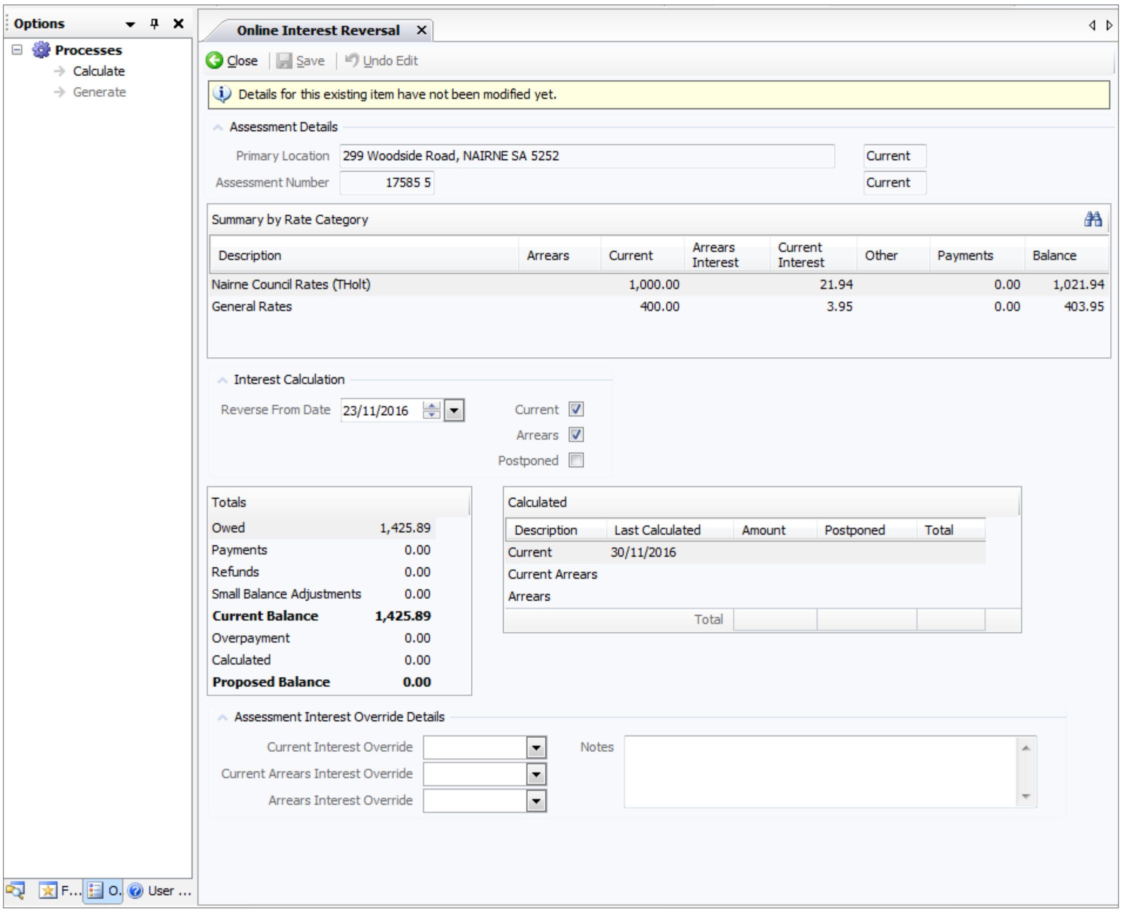
If interest cannot be reversed for some reason a record will be written to the Action Log and the situation will need to be handled manually.

Reversal of Interest – Online Interest Reversal

A new “Reverse Interest” option can now be accessed from the Assessment Summary form, to allow interest to be manually reversed for an Assessment on an ad-hoc basis.

To make this option available it must be assigned to the required Responsibility Groups and authority settings assigned using the Rates Accounting >> Parameters >> Council Maintenance function as per standard functionality.

The new option invokes the new “Online Interest Reversal” form.



This form operates in a similar manner to the existing Online Interest Calculation form, as follows:

1. Upon initial display of the form, the “Summary by Rate Category” section and “Totals” section reflect the current state of the Assessment.
2. After a Reverse From Date is entered and the Calculate option is pressed the calculated Interest reversal amounts are added to the “Calculated” section.
3. If the Generate option is then pressed it will move the last calculation from the “Calculated” section to the “Summary by Rate Category” section and “Totals” section to show the proposed state of the Assessment if the proposed calculations were to be saved.
4. At this point it is possible to enter another Reverse From Date and perform the Calculate and Generate options again to calculate extra reversals.
5. If the Save button is pressed all the calculations that were generated using the Generate button will be saved and the associated Interest adjustment transactions will be posted to the Assessment.

<u>Reverse From Date</u>

This allows entry of a date from which existing actual interest transactions will be reversed. It defaults to today’s date.

<u>Current, Arrears and Postponed</u>

These options control whether Current interest is to be reversed and/or Arrears interest is to be reversed, etc. The Postponed option is only displayed if postponed rates functionality is in use.

<u>Assessment Interest Override Dates</u>

The existing Assessment Interest Override Dates and Interest Override Note which are already maintainable on the Assessment Details option form are also maintainable on the new Online Interest Reversal form. The existing help text for these fields follows:

Current Interest Override Date

A date may be inserted in this field that will prevent Current Interest being raised on this Assessment. Once the date entered is passed Current Interest will be calculated from the last interest calculation.

Consider the following example on how this field can be utilized.
Interest override date of 29/3/13

If interest is being generated up to 15/03/13 then no interest will be generated. If, however interest is being generated up to 15/04/13 then interest will be generated as if no override date exists.

Arrears Interest Override Date

A date may be inserted in this field that will prevent Arrears Interest being raised this Assessment. Once the date entered is passed Arrears Interest will be calculated from the last interest calculation.

Consider the following example on how this field can be utilized.

Interest override date of 29/3/13

If interest is being generated up to 15/03/13 then no interest will be generated. If, however interest is being generated up to 15/04/13 then interest will be generated as if no override date exists.

Interest Override Details – Notes
This field contains a note on the reason for the date override on Interest for this Assessment.

Interest Reversal Details

This section refers to the reversal of interest in the following situations:

- Mailing Address Changed Late
- Transfer of Ownership Processed Late
- Arrangement Entered Late
- Online Interest Reversal

When interest is reversed as at an effective date the following calculation will take place.

- Any existing interest that has been calculated up to a date later than the effective date will be reversed.
- Interest will be calculated up to the effective date and applied to the Assessment.

This will only occur if the Assessment already has actual interest raised up to a date later than the effective date. If the Assessment has no such interest nothing will happen.

Note that existing interest will only ever be reduced. It will never be increased.

After reversing interest, if any portion of the debt upon which the original interest was calculated happens to still be outstanding the next Pending Interest Calculation (which would normally occur each night) or the next Actual Interest Generation would potentially re-raise the interest that was reversed.

If this is not desired, the existing Assessment Interest Override Dates could be used. These prevent interest being raised on an Assessment until such time as the entered Dates have passed. Once those dates have passed interest may be raised from the original Interest From Date on the portion of the debts that remains outstanding (if any).

If interest exists in a prior Rating Period and that interest is dated later than the date from which interest is to be reversed, the associated interest adjustments are applied in the Current Rating Period using Previous Period Interest Adjustment (FINE-P) transactions. These are created per Rate Type and Rating Period, and are assigned a Transaction Date of the last date in the Rating Period for which they were calculated.

An interest reversal cannot be performed if any Previous Period Interest Adjustments already exist dated later than the date from which interest is to be reversed. This is because the reason for those existing transactions and how their amounts were determined, and hence how they should affect the current reversal, is unable to be determined. In this situation a record will be written to the Action Log.

Example C: Reverse Current and Arrears Interest as at a Supplied Date
In this example an Assessment has outstanding arrears and outstanding current rates, and interest has already been raised for July and August. Then in September a request is made to reverse interest as of certain dates.

ID	Transaction Date	Type	Rate Type	Amount	Description
1	30/06/2016	RATE-A	R1	8,000.00	Interest applies from 1/7
2	01/07/2016	GENR	R1	10,000.00	Interest applies from 20/9
3	31/07/2016	FINA	R1	75.08	End of Month Interest Generation for July raises Arrears Interest to 31/07/2016 Interest on 8,000 RATE-A from 1/7 to 31/7 (31 days) = **75.08**
4	31/08/2016	FINA	R1	75.78	End of Month Interest Generation for August raises Arrears Interest to 31/8 Interest on 8,075.08 (8,000 RATE-A + 75.08 FINA) from 1/8 to 31/8 (31 days) = **75.78**
5	30/09/2016	FINA	R1	74.02	End of Month Interest Generation for September raises Arrears Interest to 30/9 Interest on 8,150.86 (8,000 RATE-A + 75.08 FINA + 75.78 FINA) from 1/9 to 30/9 (30 days) = **74.02**
6	30/09/2016	FINC	R1	33.20	End of Month Interest Generation for September raises Current Interest to 30/9 Interest on 10,000 GENR from 20/9 to 30/9 (11 days) = **33.20**
7	31/10/2016	FINA	R1	77.19	End of Month Interest Generation for October raises Arrears Interest to 31/10 Interest on 8,224.88 (8,000 RATE-A + 75.08 FINA + 75.78 FINA + 74.02 FINA) from 1/10 to 31/10 (31 days) = **77.19**
8	31/10/2016	FINC	R1	94.16	End of Month Interest Generation for October raises Current Interest to 31/10 Interest on 10,033.20 (10,000 GENR + 33.20 FINC) from 1/10 to 31/10 (31 days) = **94.16**

Example C1: Nothing to reverse after Reversal Date

On 23/11/2016 a request is made to reverse Current Interest and Arrears Interest from **10/11/2016**.

In this case nothing is adjusted because the Assessment does not have any actual interest raised after 10/11/2016.

Example C2: Partial Interest Reversal

On 23/11/2016 a request is made to reverse Current Interest and Arrears Interest from **22/10/2016**.
T
his would reverse the portion of interest that was calculated from 22/10/2016 onwards by adding the following transactions:

9	31/10/2016	FINA-R	R1	-77.19	Reverse the Arrears Interest for October (ID 7).
10	31/10/2016	FINC-R	R1	-94.16	Reverse the Current Interest for October (ID 8).
11	21/10/2016	FINA	R1	52.21	New Arrears Interest calculated on 8,224.88 (8,000 RATE-A + 75.08 FINA + 75.78 FINA + 74.02 FINA) from the period 1/10 to 21/10 (21 days) = **52.21**
12	21/10/2016	FINC	R1	51.26	New Current Interest calculated on 10,033.20 (10,000 GENR + 33.20 FINC) from 1/10 to 21/10 (21 days) = **63.69**

Example C3: Full Month and Partial Prior Month Reversal

On 23/11/2016 a request is made to reverse Current Interest and Arrears Interest from **25/09/2016**.

This would reverse the portion of interest that was calculated from 25/09/2016 onwards by adding the following transactions:

9	30/09/2016	FINA-R	R1	-74.02	Reverse the Arrears Interest for September (ID 5).
10	30/09/2016	FINC-R	R1	-33.20	Reverse the Current Interest for September (ID 6).
11	31/10/2016	FINA-R	R1	-77.19	Reverse the Arrears Interest for October (ID 7).
12	31/10/2016	FINC-R	R1	-94.16	Reverse the Current Interest for October (ID 8).
13	24/09/2016	FINA	R1	12.29	New Arrears Interest calculated on 8,150.86 (8,000 RATE-A + 75.08 FINA + 75.78 FINA) for the period 1/9 to 24/9 (24 days) = **12.29**
14	24/09/2016	FINC	R1	15.08	New Current Interest calculated on 10,000 GENR for the period 20/9 to 24/9 (5 days) = **15.08**

Example C4: Reversal Date in Prior Rating Period

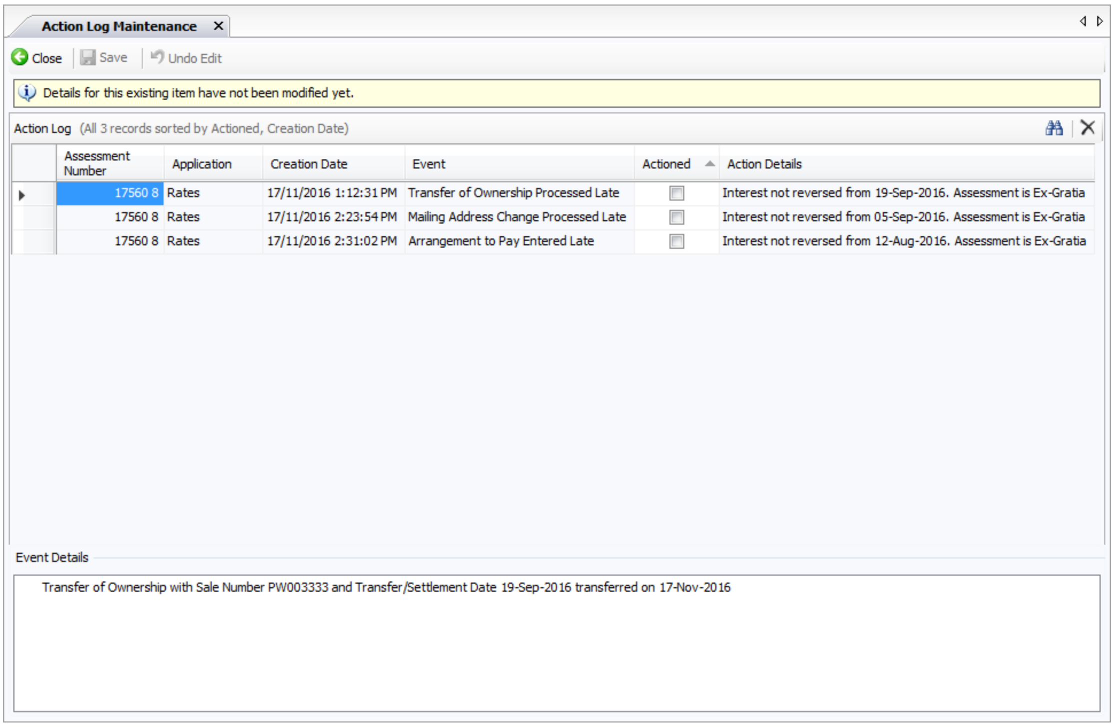
On 23/11/2016 a request is made to reverse Current Interest and Arrears Interest from **10/06/2016**.

In this case all the interest (Transaction ID's 3 through 8) would be fully reversed.

If there was any interest in the prior Rating Period dated later than 10/06/2016 Previous Period Interest Adjustment (FINE-P) transactions would be raised per Rate Type with amounts to offset the interest. These transactions would be dated 30/06/2016.

Action Log Maintenance

A new menu option (Rates Accounting >> Housekeeping >> Action Log Maintenance) has been added to allow Action Log entries to be viewed and maintained.



New Action Log Maintenance form

When an automatic interest recalculation or reversal occurs (e.g. due to a payment processed late) that could not be performed the request will be recorded as an Action Log entry so that the situation can be reviewed and handled manually if required.

Each entry shows the Assessment Number and Application, Creation Date/Time, Event Type, Actioned flag and Action Details.

Detailed event information pertaining to the currently selected entry is shown in the Event Details summary box at the bottom of the form.

The “Actioned” flag is maintainable and can be used to indicate whether an entry has been handled manually.

It is possible to define a dashboard chart that is driven by the data in the Action Log table (LRAALOG).

Journal Entry

The Journal Entry form has been modified to require entry of the Raised For Period when entering Previous Period Interest Adjustment transactions (Transaction Types FINE-P and FINP-P).

Gateway Conversions (Data Migration)

The following data migration requirements need to be met in order for the functionality described in this document to be able to work over migrated data:

- Interest Transactions converted into the current Rating Period must have their Transaction Date set to the date up to which interest was calculated. For example, if interest of $30 was calculated up to 31/08/2016 the transaction must have a Transaction Date of 31/08/2016. For an Assessment there must be individual Interest Transactions per Interest Type (Current FINC or Arrears FINA), Rate Type, Generation Run and Transaction Date.
- Rates Receipt Transactions (RCPT, RCPT-R) need to be linked to a converted Receipt with the correct Receipt Date in the Receipting (CRC) module. Specifically, the data in tables CRCRCPT, CRCLINE and CRCALLC data needs to be present, with the Receipt Date field on these tables populated.

In addition, the Rates Arrangement to Pay Gateway Conversion has been enhanced to cater for the new “Date Entered” field.

Registers

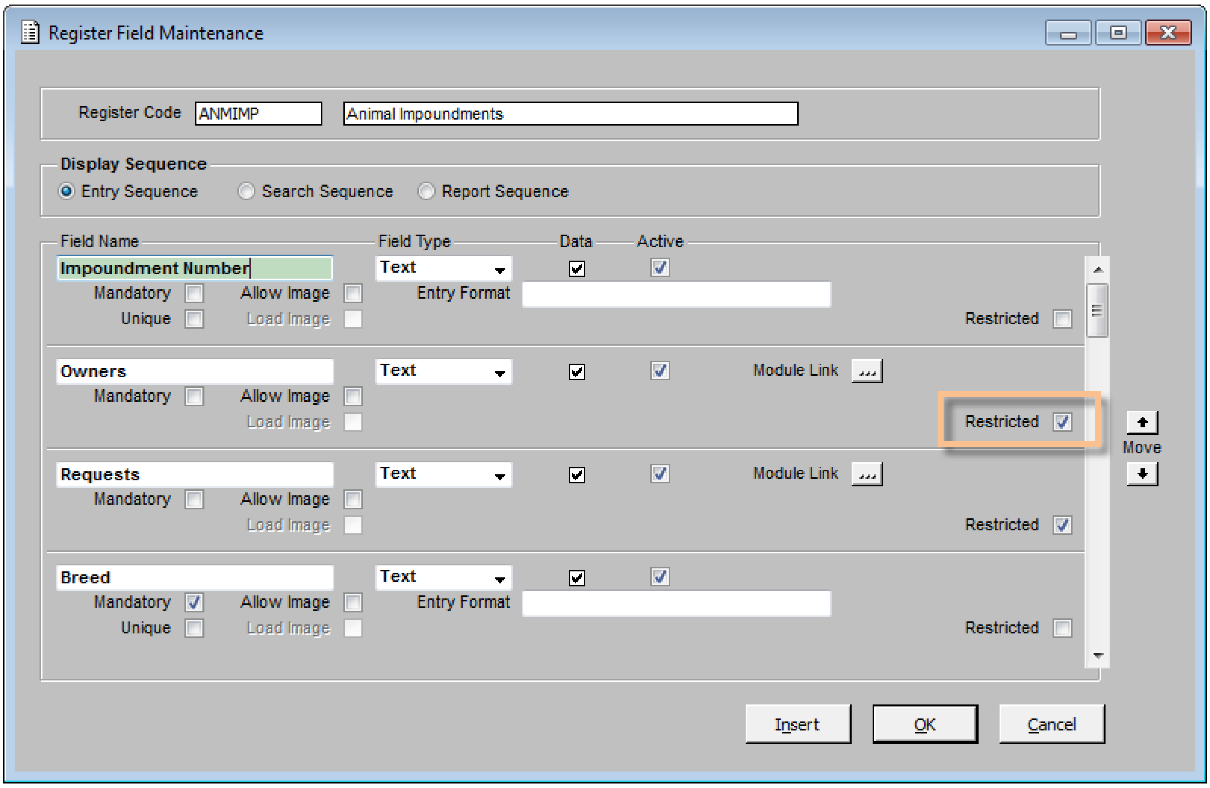
Enhancements

Restricted Fields

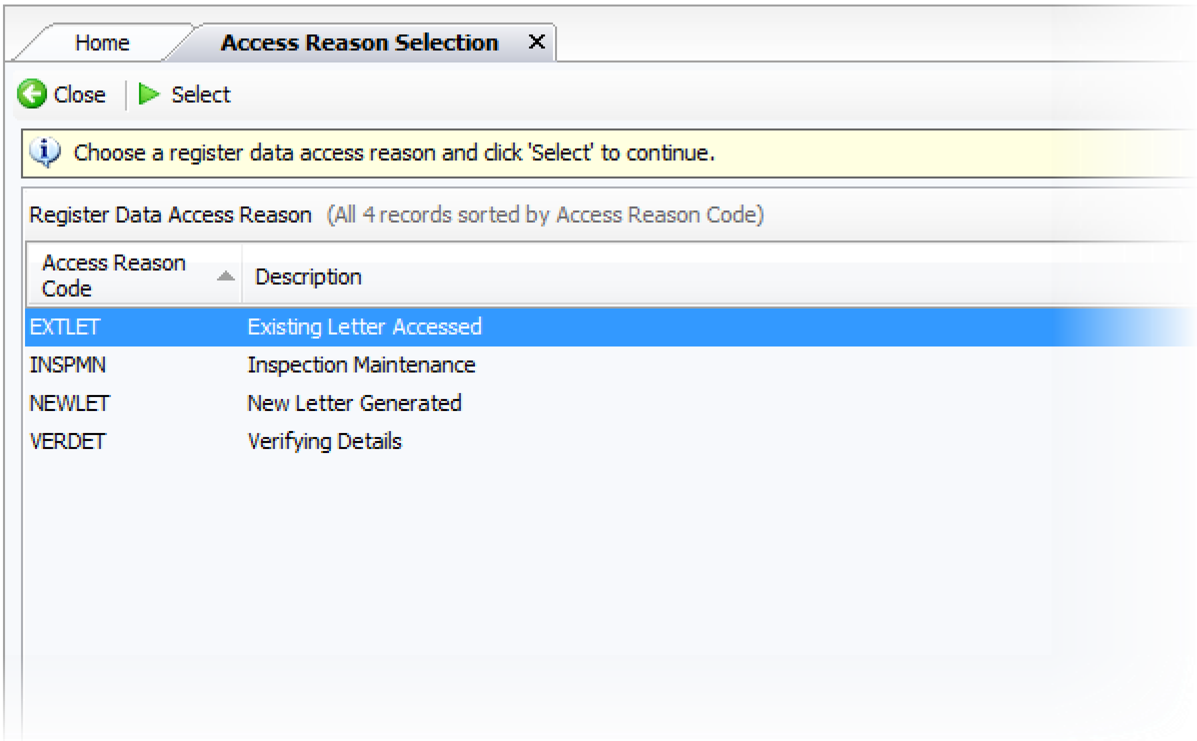
InforXtreme Incident:	DRN: 29731	Fix:
SMART CLIENT;	KB:	

RESTRICTED FIELDS

Within Register Parameter Maintenance, it is now possible to specify that a given register field is "restricted".

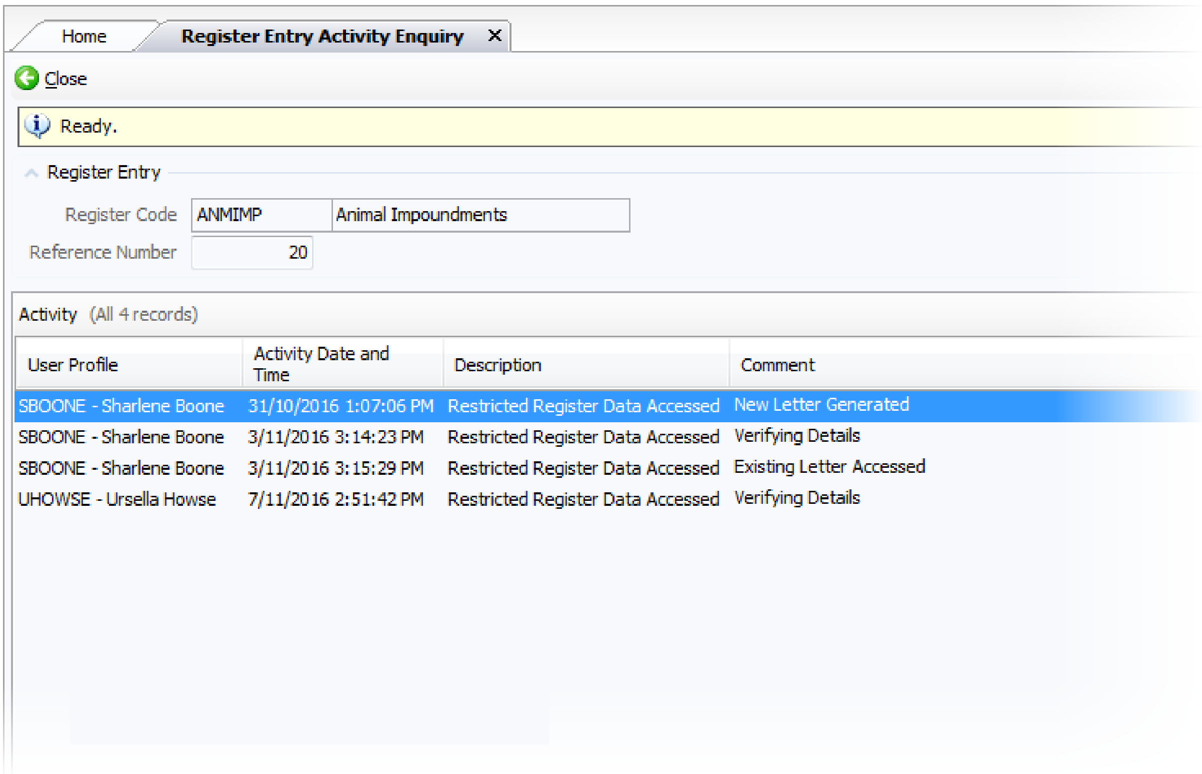


Values for restricted fields do not appear in register summary data in maintenance and enquiry screens. When there is an attempt to edit or view a register entry with any restricted fields via Register Entry Maintenance or Register Entry Enquiry, the user is first prompted for a reason for accessing the data. The reason is chosen from a pre-defined list:



If the user selects the Close button on the Access Reason Selection form, access to the relevant register entry is denied.

The register data access reasons are defined within a new menu option available from the smart client: Registers >> Parameters >> Register Data Access Reason Maintenance. Within Register Entry Maintenance and Register Entry Enquiry, there is a new *Activities* option available, also from the smart client only. This is currently limited to providing a history of access to restricted data.



The name of the accessing user, date and time of access, and reason given are shown for each instance of restricted data access.

Smart Mobile CityWatch

Enhancements

Smart Mobile CityWatch

InforXtreme Incident: SMART AND THICK CLIENT;	DRN: 30104 KB:	Fix:

CITYWATCH MY APPLICATIONS ENQUIRY AND ENQUIRY LISTS

The My Applications search within CityWatch previously required Application Types to be explicitly selected against the Enquiry Lists associated with the Public user. A change has been made so that if no Application Types are chosen, then all are assumed to be chosen (i.e. No Application Type filter will be applied).

Smart Mobile CityWatch Requests

InforXtreme Incident: MORE 9538186;	DRN: 29608 KB:	Fix:

PATHWAY STATUS VALUES ADDED TO REQUESTS

A second Status field has been added to the CityWatch Request Summary and Detail forms. It is configured in Pathway Preferences and displays the Pathway status value on the Request.

CityWatch Booking Attachments

InforXtreme Incident: MORE 9538197;	DRN: 29609 KB:	Fix:

CITYWATCH BOOKINGS

CityWatch Bookings now allow for paperclip attachments to be added.

Smart Mobile Customer Requests

Enhancements

Smart Mobile Customer Service

InforXtreme Incident:	DRN: 30105 KB:	Fix:

CHILD REQUEST TYPE FIELD

Request Types have been split into separate Parent and Child fields on the 'Find Request' and 'Add Request' forms within the Customer Service application. This will make it easier to find a Request Type if it is among a long list. Both fields can be turned on or off in Smart Mobile Preferences which will allow a single list to be used if preferred.

Word Processing

Enhancements

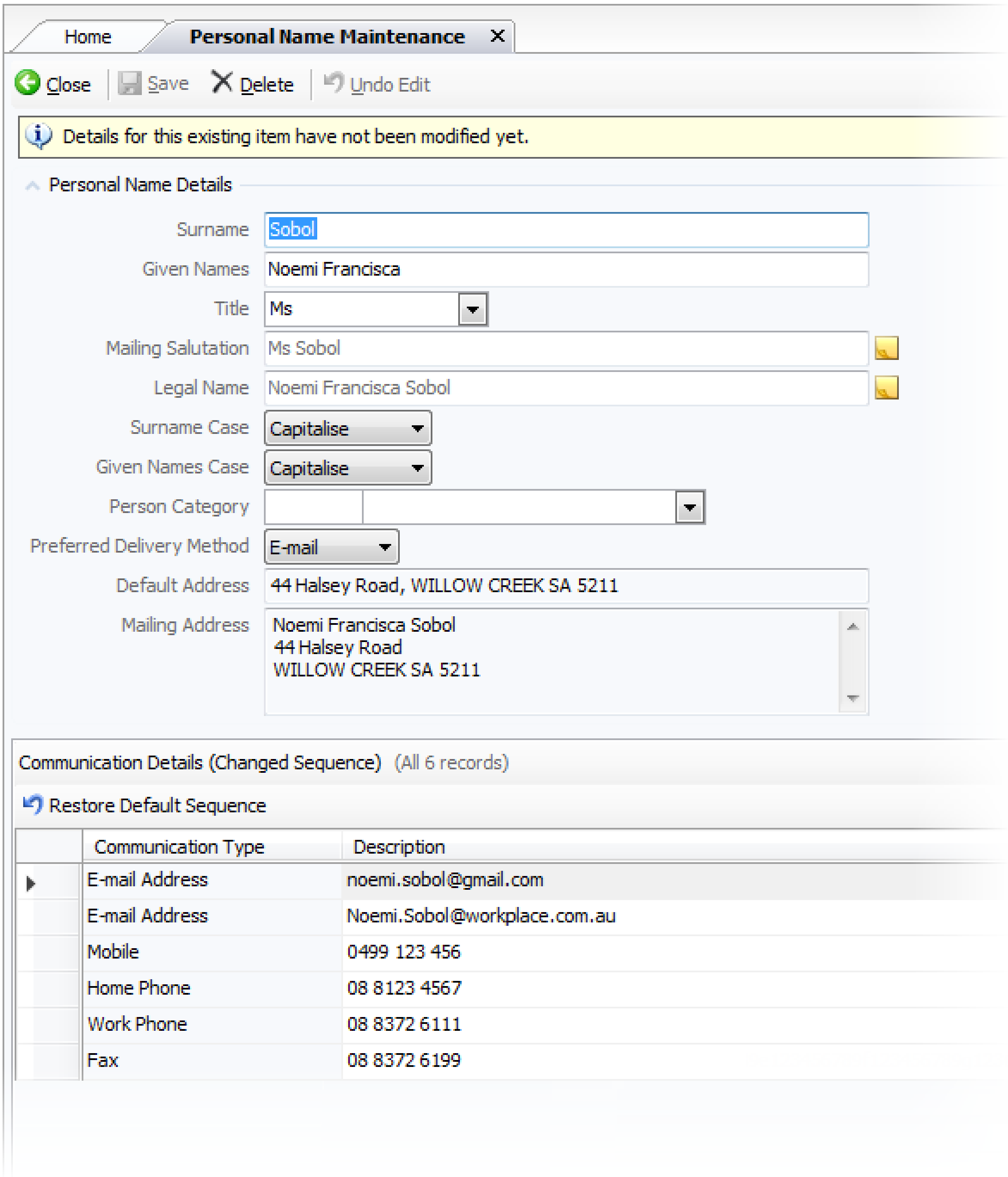
Electronic Document Delivery

InforXtreme Incident: MBRC 7584090; CCC 6812833; MORE 7788720; INTERN 7825719; MARO 5107619; MBRC 9568445; MBRC 9692256;	DRN: 29915	Fix:
SMART AND THICK CLIENT;	KB:	

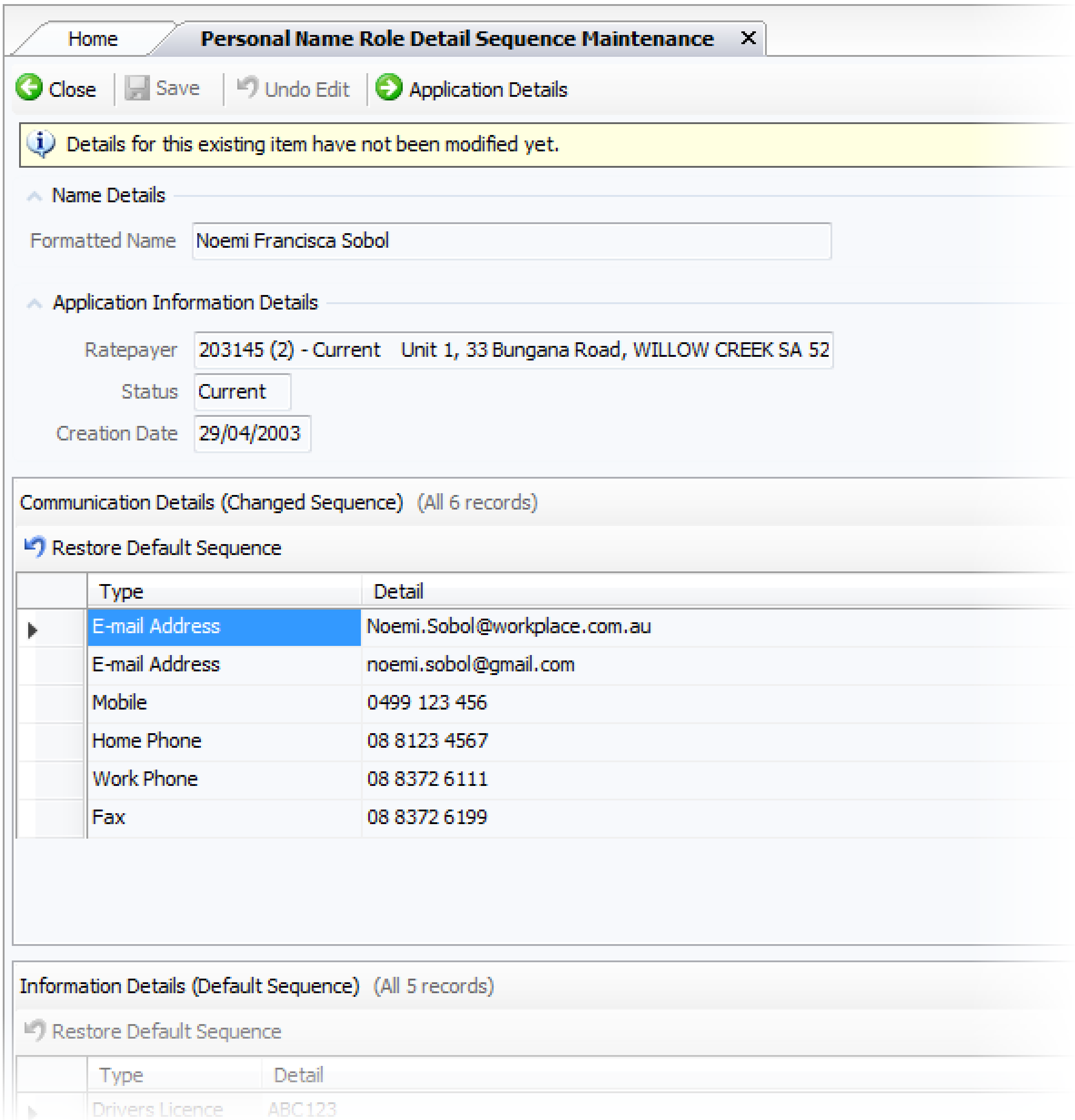
ELECTRONIC DOCUMENT DELIVERY

When determining the e-mail address or fax number to use for electronic document delivery, Pathway now honours the sequence of communication details against the name role that the document is associated with, if any. The first sequenced e-mail address or fax number against the relevant name role is the one used, and it may differ from the first sequenced e-mail address or fax number specified on the name record.

For example, given the name record in the following figure, documents would be delivered electronically to the address *noemi.sobol@gmail.com* by default, as that is the first sequenced e-mail communication detail.



However, based on the overriding e-mail communication detail sequence in the next figure, documents related to Noemi Sobol's role as ratepayer for assessment 203145 would be electronically delivered to the address *Noemi.Sobol@workplace.com.au*, as that is the first sequenced.



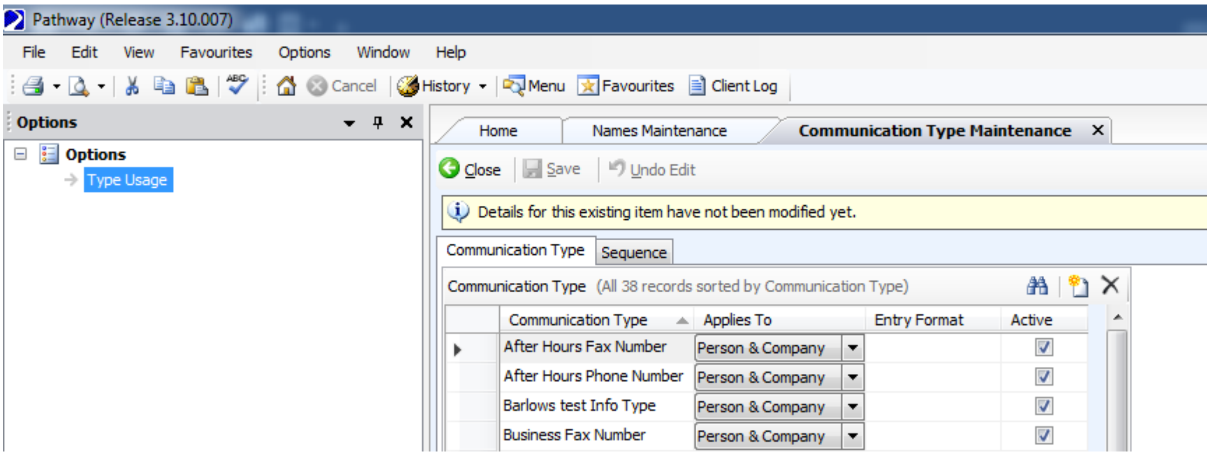
IMPORTANT: It should be noted that if the primary addressee for a document has a customer profile, and the document request is related to a Customer Profile function such as Property Certificate Request, the e-mail address to be used for electronic delivery **will be taken from the relevant Customer Profile settings.**

Overriding the Communication Type
For communication type usages such as E-mail and Fax, it is now possible to specify override communication types to use for given role types.

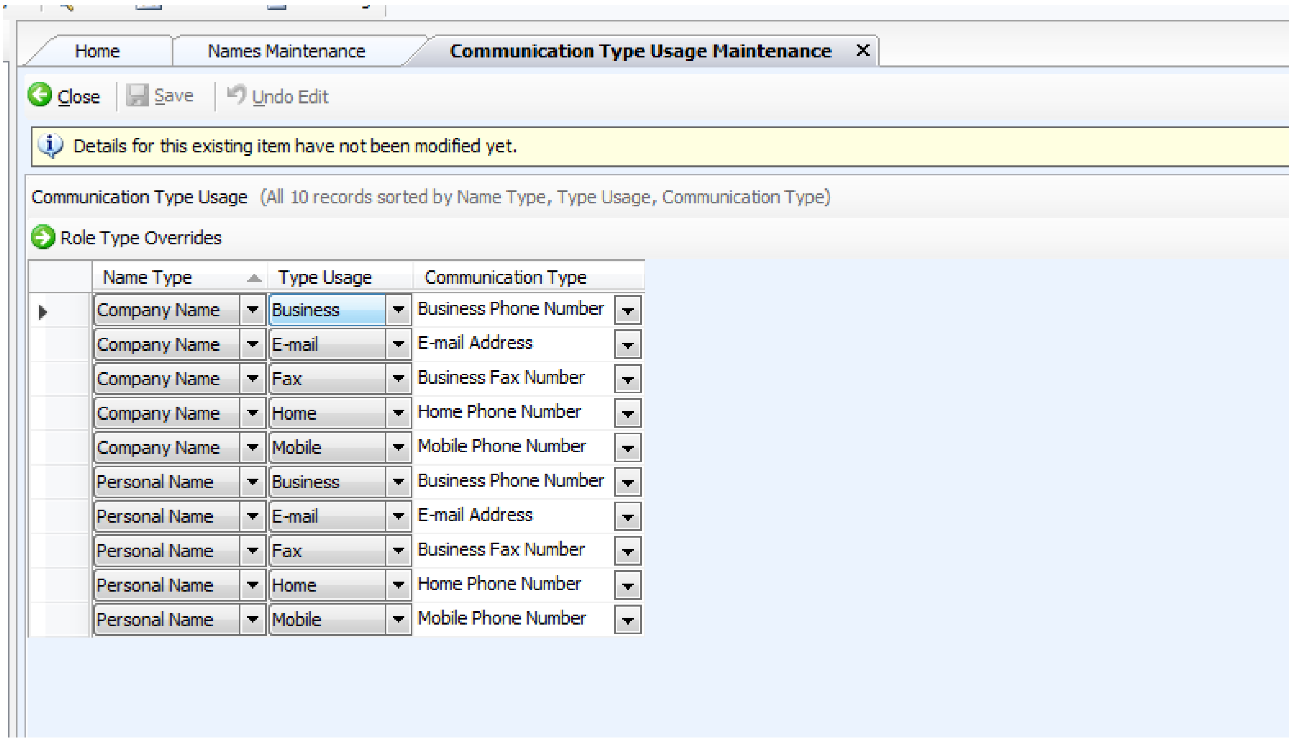
For example, if *E-mail Address* was the default communication type that determined e-mail addresses for electronic document delivery, it is now possible to specify that, say, *Ratepayer E-mail Address* should be the communication type that determines e-mail delivery addresses for documents associated with the Ratepayer role type.

This is done via Name and Address Register >> Name and Address Parameters >> Communication Type Parameters.

Select **Type Usage** from the Options pane.



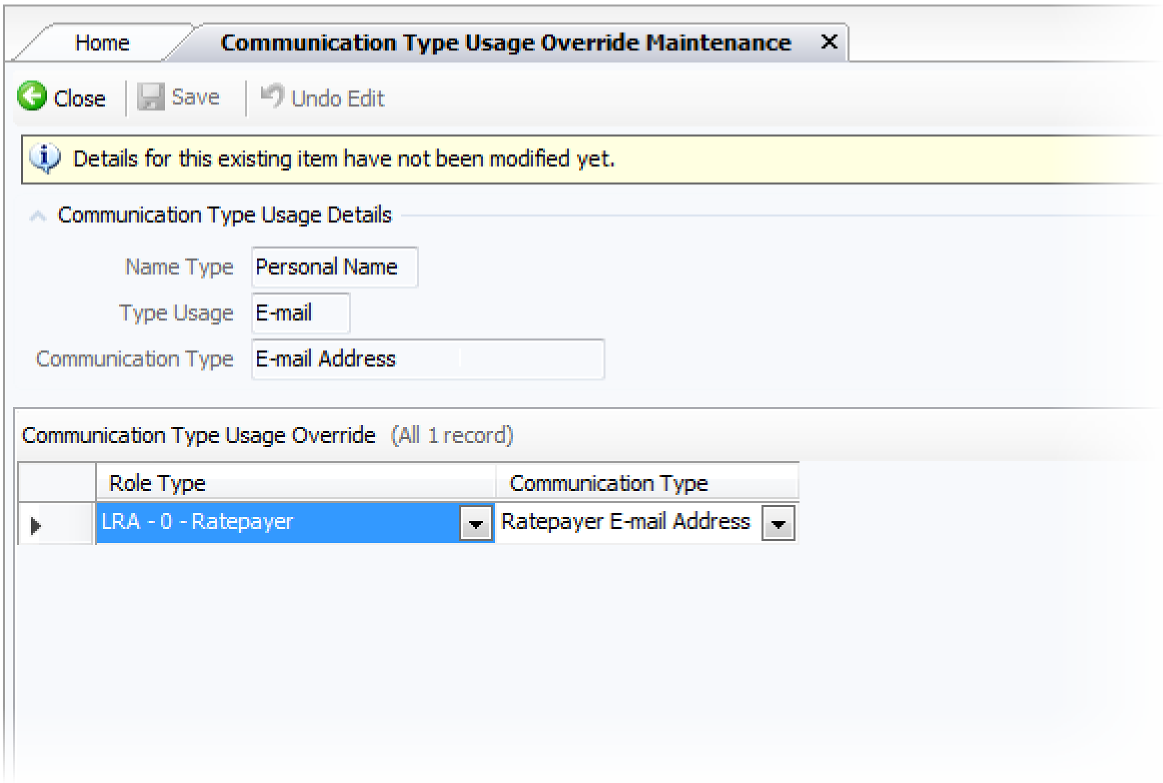
The following form is displayed.



If we wanted to override the Communication Type that is used for E-mailing Rates Letters/Notices then we get focus on Company Name with a Type Usage of E-mail, then click on the Role Type Overrides button.

The Communication Type Usage Override Maintenance form is displayed.

Click on the Insert Button to insert a row, then select the appropriate Role Type you wish to override, then select the Communication Type that should be used.



If a given name has no communication details corresponding to a particular override communication type, details for the default communication type (if any) are used instead.

Information type usages can also be overridden at the role type level.

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