

# Pathway

## SPRINT NOTES

### 2025.01

The logo for Infor, consisting of the word "infor" in a white, lowercase, sans-serif font, centered within a solid red square.

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<https://www.infor.com/en-au/products/pathway>

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## Introduction

This document describes the Fixes and Software Corrections made in Sprint 2025.01 of the Pathway ePathway and Pathway Smart Mobile software.

Included in this document are the following sections:

### Online Help

This includes an overview of how to access Pathway Help.

### Modules

Each module which has undergone modifications is included in this documentation. The related information is now contained in the following documents:

- Infor Pathway Sprint Notes 2025.01.pdf
- Infor Pathway Sprint Notes Summary 2025.01.xlsx

## Online Help

Help documents can be accessed from within the Pathway UX Client by going to My Account >> Help.

This will take you to the Infor Documentation page.

Click on the Title Infor Pathway UX User and Administration Documentation Library (Cloud and On-Premises).

Help is split between Administrator and User Topics. Modules can be accessed from the Administrator and User headings.

## System - Functionality

### Applications Gateway Conversion

Case:	Work Item: 1306
UX Client	ERS:

#### APPLICATIONS CONVERSIONS

Application Conversions has been updated to use Pathway UX user interface standards.

### Conditions Gateway Conversion

Case:	Work Item: 1307
UX Client	ERS:

#### CONDITIONS CONVERSIONS

The Conditions Conversion has been updated to use Pathway UX user interface standards.

### Debtors Gateway Conversion

Case:	Work Item: 1320
UX Client	ERS:

#### DEBTORS CONVERSIONS

The Debtors Conversion has been updated to use Pathway UX user interface standards.

### Infringements Conversion

Case:	Work Item: 1314
UX Client	ERS:

#### INFRINGEMENTS CONVERSIONS

Infringement Conversions has been updated to use Pathway UX user interface standards.

### Inspections Gateway Conversion

Case:	Work Item: 1319
UX Client	ERS:

#### INSPECTIONS CONVERSIONS

Inspections Conversion has been updated to use Pathway UX user interface standards.

## Licensing Gateway Conversion

Case:	Work Item: 1306
UX Client	ERS:

### LICENSING CONVERSIONS

Licensing Conversions has been updated to use Pathway UX user interface standards.

## Memos Gateway Conversion

Case:	Work Item: 1283
UX Client	ERS:

### MEMOS CONVERSIONS

The Memos Gateway Conversion has been updated to use Pathway UX user interface standards.

## Rates Gateway Conversion

Case:	Work Item: 1308
UX Client	ERS:

### RATES CONVERSIONS

The Rates Conversion has been updated to use Pathway UX user interface standards.

## Register Gateway Conversion

Case:	Work Item: 1282
UX Client	ERS:

### REGISTER CONVERSIONS

Register Gateway Conversion has been updated to use Pathway UX user interface standards.

## Water Billing Gateway Conversion

Case:	Work Item: 1317
UX Client	ERS:

### WATER BILLING CONVERSIONS

The Water Billing Conversion has been updated to use Pathway UX user interface standards.

## Application Function Maintenance

Case:	Work Item: 62734
UX Client	ERS:

### APPLICATION FUNCTION MAINTENANCE

The System Administration >> Customer Profile Parameters >> Application Function Maintenance menu options have been updated to use Pathway UX user interface standards.

## Attribute Maintenance

Case:	Work Item: 62967
UX Client	ERS:

### ATTRIBUTE MAINTENANCE

The System Administration >> Customer Profile Parameters >> Attribute Maintenance menu options have been updated to use Pathway UX user interface standards.

## Maintain Options Entities

Case:	Work Item: 61581
UX Client	ERS:

### APPLICATION CODE ENQUIRY

The Responsibilities >> Maintain Options Entities menus have been updated to use Pathway UX user interface standards.

### SECURITY MODULE MAINTENANCE

The System Administration >> Responsibility Parameters >> Security Module Maintenance menu has been updated to use Pathway UX user interface standards.

## MyPathway Charts

Case:	Work Item: 60566
UX Client	ERS: 78327

### CHART PARAMETER MAINTENANCE

Changes have been made to allow the default drill down result descriptions displayed on Home page charts and Summary in context charts to be customised for each chart when required.

The System Administration >> System Parameters >> MyPathway Charts menu option is used to maintain the definitions of all charts. The search profile now also provides the ability to search by Chart Type, Figure 1.

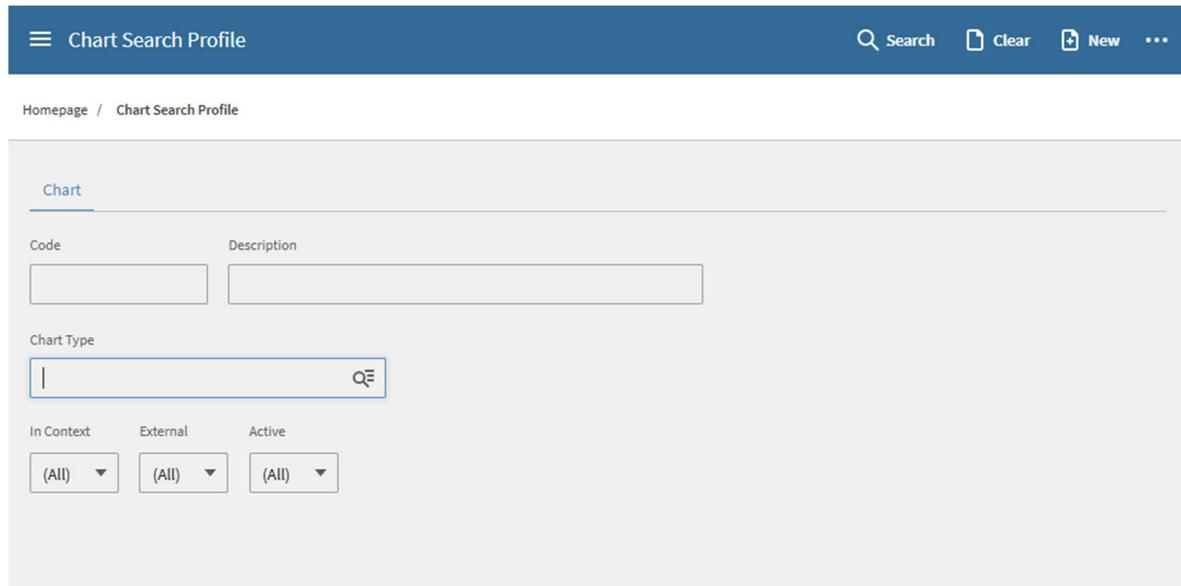


Figure 1

Custom result descriptions are defined via the Chart Parameters option from Chart Maintenance and are not available for any image chart or external chart that sources data from an external Chart Driver implemented using the Pathway Dashboard SDK, Figure 2.

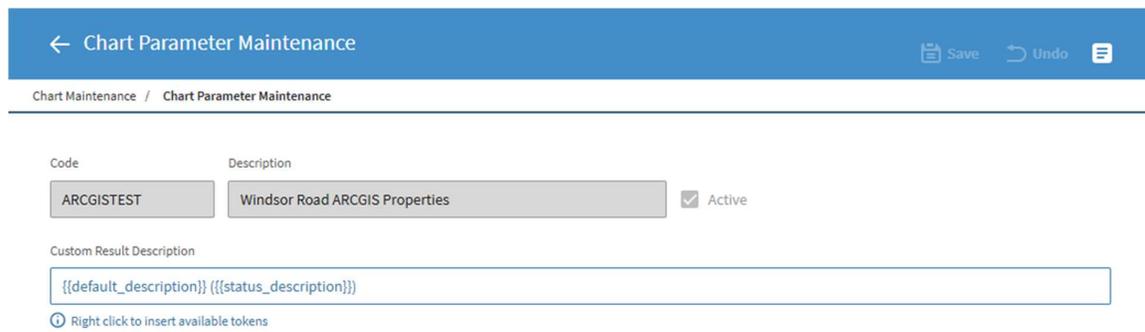


Figure 2

When the Custom Result Description field is left empty the default description is used in the drill down results displayed in the chart.

A custom result description is constructed by using a combination of static text and substitution tokens. A simple example can be seen in Figure 2 above for a chart that displays Properties (LPAPROP records). This example uses two substitution tokens the existing default description and appends the description of the Property Status in brackets which is not in the default description.

A right click context menu is available to display all available substitution tokens and when one is selected it is inserted at the current cursor position in the Custom Result Description field or replaces any selected text in the field with the selected token.

When tokens are displayed for selection, they do not contain the {{ and }} token characters, Figure 3, to make them easier to read in the context menu but these are inserted into the field to make them valid tokens that can be substituted with the required values by the chart.

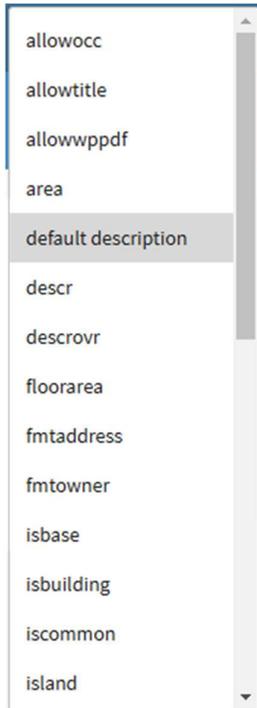


Figure 3

The tokens available are any field value in the database for the result records being displayed. In Figure 3 the Properties substitution tokens for any field on the LPAPROP database table are available with the addition of a few more.

The default description token provides the same description that would be provided without any custom result description being defined. As mentioned, this can be used in combination with other tokens to add additional value(s) to the default result description.

For some fields like status, for example on LPAPROP, the value in the database might be a C to represent a Current property. These types of fields are normally displayed in Pathway as a drop-down list. When it is possible to do so an additional token is also made available called status description i.e. the field name followed by the word description. In this example, using the status token will substitute the value C and using the status description token will substitute the value Current which is a more intuitive for the user of the chart.

**NOTE:** The constructed result description will be truncated when displayed by the chart if longer than 500 characters.

What if the data you want displayed in the result is not directly available on the result record being displayed but comes from another database table related to the result record?  
I'm glad you asked.

It is possible to use a SQL substitution token to get data from a related database table. When defined they appear in the context menu list of tokens prefixed with sql::, as shown in Figure 4.

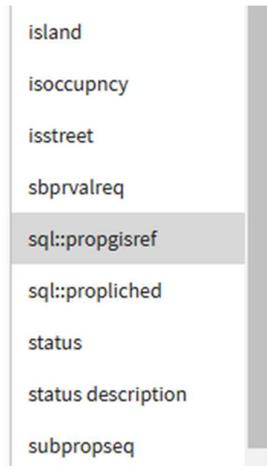


Figure 4

The SQL statement for the SQL substitution token must be defined with the separate System Administration >> SQL Processing >> SQL Script Search Profile menu option, Figure 5.

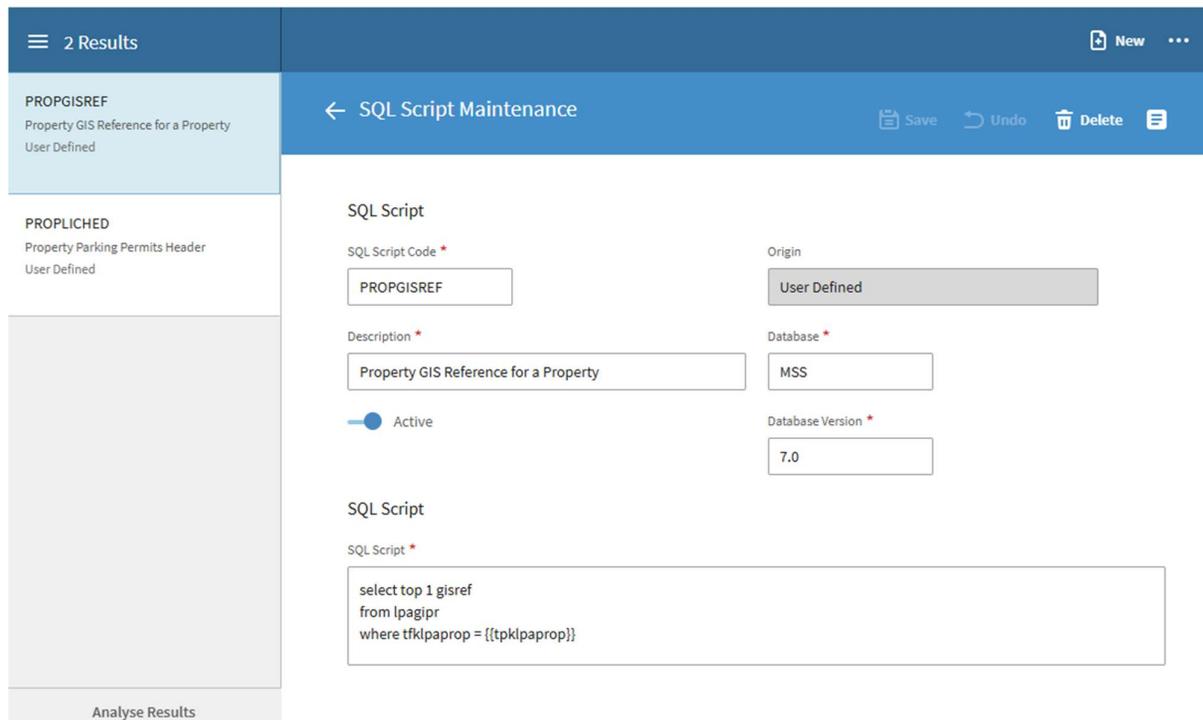


Figure 5

Care must be taken to ensure the SQL script defined returns only a single column and a single row otherwise the substitution will not work as expected. The SQL script shown in Figure 5 contains a substitution token itself, in this example it is {{tpklpaprop}}, to enable it to identify the correct value for each Property being displayed in the chart drill down result list.

**NOTE:** Only results of SQL Scripts that start with Select will be executed by the substitution process.

Once the SQL is defined, as shown in Figure 5, the SQL Script Code of PROPGISREF can be used as a SQL substitution token, in this example {{sql::propgisref}}.

The Pathway Services Team can be engaged to assist with defining any required SQL statements for SQL substitution tokens if required.

## Keyboard Shortcut

Case: UX Client	Work Item: 64445 ERS:
--------------------	--------------------------

CTRL+Z

The control z keyboard combination is no longer mapped to the undo button within Pathway UX and will use the browser's standard functionality.

## External Web Service Fee Enquiry

Case: UX Client	Work Item: 61039 ERS: 96419
--------------------	--------------------------------

EXTERNAL WEB SERVICE - FEEENQUIRY (APPLICATIONS AND LICENSING)

The Pathway External Web Services SDK has had a new service made to calculate a breakdown of Fees for a specific Application/Licence Type.

See the External Web Services SDK documentation for specific details for the service.

Summary of changes in this version:

- Added new Applications and Licensing Method service:
  - CIFV5085.FeeEnquiry: Provides the capability to enquire about Fee details related to a specific Application/Licence Type.

## External Web Service - ION Methods

Case: UX Client	Work Item: 64853 ERS:
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The Pathway External Web Services SDK has new ION Methods to provide rudimentary Infor Data Lake functionality.

The functionality is limited to providing a means of creating, updating, deleting and retrieving BOD instances via web service requests initiated from ION Flows.

See the External Web Services SDK documentation for specific details for the methods.

ION Methods:

- CIFV5840.Put: Provides the capability for an ION Flow to create or update a BOD instance.
- CIFV5840.Delete: Provides the capability for an ION Flow to delete a BOD instance.
- CIFV5840.Get: Provides the capability for an ION Flow to retrieve a BOD instance.

## External Web Services FindInspections

Case: UX Client	Work Item: 64678 ERS:
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INSPECTIONS SEARCH METHODS

Additional inspection data, including <inspectionDate/>, <inspectionTime/>, <inspectionDuration/> and <inspectionEndTime/>, have been made available within each of the <inspection/> element with the RESPONSEDATA, for the following inspections search methods:

- FindInspectionsByProperty
- FindInspectionsByPropertyId
- FindInspectionsByAddressLine
- FindInspectionsByApplication
- FindInspectionsByApplLocation
- FindInspectionsByLicence
- FindInspectionsByLicnLocation.

## External Web Services NameRoleSearch

Case: UX Client	Work Item: 64941 ERS:
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NAMEROLESEARCH EXTERNAL WEB SERVICE NOW INCLUDES PARCEL ID IN EXTRA DETAILS FOR PROPERTY DETAILS

The NameRoleSearch now includes the Parcel Id (value is TPKLPAPARC) for each parcel included within the role details for Property details.

E.g.

```

<roledetail>
  <fieldlabel>Parcel Header</fieldlabel>
  <fieldvalue>Parcel(s):</fieldvalue>
  <fieldtype>H1</fieldtype>
</roledetail>
<roledetail>
  <fieldlabel>Parcel Id</fieldlabel>
  <fieldvalue>13618</fieldvalue>
  <fieldtype>H2</fieldtype>
</roledetail>
<roledetail>
  <fieldlabel>Parcel</fieldlabel>
  <fieldvalue>Lot 16B DP 11 of 55sqm</fieldvalue>
  <fieldtype>H2</fieldtype>
</roledetail>
</roledetails>
</identityrole>

```

## External Web Services Responses

Case: UX Client	Work Item: 64717 ERS:
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EXTERNAL WEB SERVICES - RESPONSES (APPLICATIONS AND LICENSING)

The Pathway External Web Services SDK has had some changes made to available services to obtain and update Application and Licensing response details.

See the External Web Services SDK documentation for specific details for each service.

Summary of changes in this version:

- Modified Licensing Read Licence service (CIFV5550.ReadLicence)  
Added licenceExpiryDate element in ResponseData to aid in determining when a licence is due for renewal.
- Modified Applications and Licensing Type Parameters Method service (CIFV5090.TypeParameters).

Added responsetypes element structure in ResponseData to return a list of possible response types.

- Modified Applications and Licensing Create Response Method service (CIFV5550.CreateResponse).

Added hidepersonal element to RequestData to determine if the newly created response will be flagged to hide personal details by default.

Added onlinereference element to RequestData to specify a reference value to be associated with the newly created response.

- Added new Applications and Licensing Method services:
  - CIFV5550.FindResponses: Obtain details of existing responses for a given Application/Licence.
  - CIFV5550.ReadResponse: Obtain details of a specific response for a given Application/Licence.
  - CIFV5550.FindResponseTypes: Obtain details of letters sent to a person for response and whether customer initiated responses are accepted for a given Application/Licence.
  - CIFV5550.UpdateResponse: Update the hidepersonal setting on an existing response for a given Application/Licence.

## Pathway UX COM API

Case: MARO CS0441106  
UX Client

Work Item: 65043  
ERS:

### CREATE CUSTOMER SERVICE REQUEST (CREATEACRREQUEST METHOD)

Corrections have been made to the UX COM API's CreateACRRequest method to ensure that a newly created Customer Service Request is unlocked before sending Request details back to the external caller.

# Applications

## Application Parameters

Case: WELL 16903984  
UX Client

Work Item: 60337  
ERS:

### EXTRACT TYPE MAINTENANCE

Previously during the creation of a new Extract Type, when the Edit button was clicked to create the template, the Additional Filter Details were being deleted.

Also, the Additional Filter Option was greyed out but was not disabled. If the Additional Filter Option is disabled, it should not navigate to Filter Maintenance.

## Application Maintenance

Case: WODO CS0427952  
UX Client

Work Item: 61205  
ERS:

### TRANSACTION MAINTENANCE

Previously, it was not possible to add a comment to an Application Fee Transaction, instead an error was displayed.

## Application Maintenance

Case: MARO CS0316799  
UX Client

Work Item: 64579  
ERS:

### MAJOR DEVELOPMENT CATEGORIES MAINTENANCE

#### Data Duplication Detection:

- Major Development Category Maintenance has been updated to detect and handle data duplication for single-answer questions. If multiple answers are detected, only the first record will be retained and the rest will be deleted.
- This update addresses a previous issue where data duplication caused exceptions when opening in Smart Client.
- Users will need to update the answer in UX and save it to correct any existing duplicated data.

#### Comment Control Correction:

- A correction has been made to the Comment control functionality. Previously, if the text was modified multiple times before saving, it was not updating correctly.
- This fix ensures that all modifications made to comments are properly saved and reflected in the interface.

## Application Maintenance

Case: KSTN CS0152458, KNOX CS0422562, BALL CS0443997 UX Client	Work Item: 64883 ERS:
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### EXTENSIONS MAINTENANCE

Previously, it was not possible to add an Extension to an Application. An error was displayed when the Extension was saved. Extensions can now be successfully saved.

## Application Maintenance

Case: UX Client	Work Item: 64904 ERS:
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### RESPONSE MAINTENANCE

Corrections have been made to Application Response Maintenance to ensure that the New button and Bulk switch are visible after saving a new Response.

## Application Maintenance

Case: UX Client	Work Item: 65181 ERS: 104818
--------------------	---------------------------------

### LOCATION EXTRACT

The location extract now extracts the Formatted Address and Alternative Address information for the associated property/s.

## Application Maintenance

Case: TOOW CS0501318 UX Client	Work Item: 65284 ERS:
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### DEVELOPMENT CATEGORY QUESTIONNAIRE

The skip questions will only evaluate if the question is enabled, as this may have resulted in not all questions being correctly skipped.

## Application Maintenance

Case: TOOW CS0444147, TOOW CS0540657 UX Client	Work Item: 65324 ERS:
---	--------------------------

### PERMITS AND CERTIFICATES LOCATIONS MAINTENANCE

The locations can now be assigned and de-assigned correctly.

# Batch Processing

## Batch Processing

Case: GLAD CS0391736  
UX Client

Work Item: 65019  
ERS:

### EXPORT ENTITY SELECTION

Export Processed Jobs now correctly exports the selected Processed Job(s), rather than the row that was previously exported.

E.g. Rates Accounting >> Reports >> Transaction Listing - Options - Export Processed Jobs.

# Customer Service

## E-mail Policy and Procedure Documents

Case: LATR 17879423  
UX Client

Work Item: 62410  
ERS:

### E-MAIL POLICY AND PROCEDURE DOCUMENTS

Previously, inactive Document Groups were displayed.  
Also, the ordering of the displayed documents has been updated to order by the Document Sequence.

# Debtors

## Direct Debit Extraction

Case: WAIK CS0563676  
UX Client

Work Item: 65401  
ERS:

### DIRECT DEBIT EXTRACTION

Previously, the following problems occurred.

- If the Direct Debit Extract encountered a Direct Debit with an inactive Direct Debit Type, then either all or a subset of Direct Debits would not be extracted. The workaround for this problem was to ensure that all Direct Debit Types were active. This workaround should no longer be required.
- If there were no Current, Nett or Instalment based Direct Debit Types defined in the Direct Debit Type parameters then an **Object not found** error would be displayed when the Submit button was pressed and the Extract could not be submitted. The workaround for this problem was to ensure that a dummy Current, Nett or Instalment based Direct Debit Type (e.g. named DUMMY) was defined. This workaround should no longer be required.
- If no records were processed, the Direct Debit Extraction Report would incorrectly report the number of Direct Debits Extracted as 1 instead of 0. Also, the monetary Report Totals were not formatted with a thousands comma separator.
- A warning message relating to the Date Range was not always displayed when it should have been. This message has now been reworded as The Current, Nett, Instalment and Due Date Direct Debit Types will extract Current Balances that are due. Are you sure you have selected the correct Date Range? and implemented as a confirmation pop up message that is displayed when the Submit button is pressed.

# ePathway System

## ePathway Core

Case: FRNK 16874230, YARA CS0058097, RAND CS0437941 UX Client	Work Item: 58003 ERS:
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### ANTIFORGERY TOKEN FIX FOR OPENING PAGES IN NEW TAB

The Security.AntiCSRFTokens system setting activates a security measure designed to prevent Cross-Site Request Forgery (CSRF) attacks. However, there was an issue with opening pages in separate tabs that could trigger a warning and cause the user's session to timeout.

## System Parameters (Advanced)

Case: MARO CS0047718 UX Client	Work Item: 64116 ERS:
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The five Data Manager xxxTraceLevel parameters can now accept values of 0 and are correctly validated to prevent values outside the range 0 to 4.

## ePathway Health Monitor

Case: UX Client	Work Item: 65097 ERS:
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### SECURITY SUGGESTIONS ADDED TO HEALTH MONITOR

Extra security suggestions have been added to the ePathway Health Monitor page to ensure new security settings have been switched on in System Settings:

- Security.ServiceHashChecks
- Security.ValidateFileContent
- Security.VirusScanWithAMSI
- Security.VirusScanWithWindowsDefender
- Registration.LoginAssistPreventUsernameDiscovery.

## ePathway Core

Case: UX Client	Work Item: 65249 ERS:
--------------------	--------------------------

### FUTURE HANDLING OF NEW TLS VERSIONS

A code change has been made to handle future versions of TLS dynamically. This will remove disruption from ePathway's interaction with third party webservices when future versions are rolled out.

# ePathway Animal Registration

## Animal Registration Field Maintenance

Case:	Work Item: 57698
UX Client	ERS:

### ANIMAL REGISTRATION FIELD MAINTENANCE

The System Administration >> ePathway >> Animal Registration Parameters >> Animal Registration Field Maintenance menu options have been updated to use Pathway UX user interface standards.

## Animal Class Selection

Case:	Work Item: 62953
UX Client	ERS:

### ANIMAL CLASS SELECTION

The System Administration >> ePathway >> Animal Registration Parameters >> Animal Type and Class Maintenance and System Administration >> ePathway >> Animal Registration Parameters >> Animal Gender Maintenance menu options have been updated to use Pathway UX user interface standards.

# ePathway Applications

## ePathway Lodgements

Case:  
UX Client

Work Item: 64053  
ERS:

This change resolves an issue where a customer was unable to progress through an ePathway Application Lodgement due to a validation failure for a Date or DateTime field, that should have been skipped, due to the value of an answer given in an earlier question. ePathway now correctly skips Date or DateTime fields when appropriate.

## ePathway General Enquiry

### Property Enquiry

Case: INFO 18197672, HORN CS0427943 UX Client	Work Item: 63322 ERS:
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#### IMPROVED VALIDATION WHEN SEARCHING BY ADDRESS DURING GENERAL PROPERTY ENQUIRY

The General Enquiry > Property Enquiry function does not support an address search based solely on the suburb, but in previous releases there was no validation failure message to prevent such a search being attempted. In that case, the no results message (by default: There were no results returned for the selected enquiry list) was displayed which was misleading.

A validation failure message is now displayed unless valid search criteria is supplied i.e. a single-line address, a street name, a property name or a ward.

Validation failure messages are no longer displayed on the Enquiry Search page when selecting Address Search or switching between Address Search modes: Single Line Address, Component or Advanced.

The no results message is no longer displayed when switching between search controls: Title, Address, Parcel etc, or Address Search modes: Single Line Address, Component or Advanced.

### ePathway General Enquiry

Case: UX Client	Work Item: 65330 ERS:
--------------------	--------------------------

#### EPATHWAY GENERAL ENQUIRY VIEW RESPONSES ACTION

An internal caching issue has been rectified that could result in the View Responses option on the ePathway enquiry detail screen displaying the responses of a previously viewed Application instead of its own if the web user enquired upon multiple Applications in the same browser session.

# ePathway Receipting

## ePathway MyAccounts

Case: COGC CS0052966  
UX Client

Work Item: 62949  
ERS:

### NEGATIVE PAYMENT AMOUNTS IN MY ACCOUNTS

When making payments through My Accounts, it was possible to enter a negative amount in the Payment Amount field. A validation check has been added to ensure that only positive amounts are permitted.

## ePathway Payments

Case:  
UX Client

Work Item: 63844  
ERS:

### EXTRA INFORMATION IN PAYMENT VALIDATOR TEXT

For certain payment validation warnings, a generic error message was being displayed. Error descriptions have now been added to the generic message where possible.

## ePathway Payments

Case: BALL CS0494752  
UX Client

Work Item: 65326  
ERS:

### IPV6 ADDRESSES FAIL IN FRAUDGUARD

Secure Pay and NAB Transact integrate with their Fraud Guard to restrict certain IP Addresses. However, Fraud Guard does not support the IPv6 format. ePathway submits the client's IP address that it tries to obtain from either the X\_HTTP\_FORWARDED\_FOR header or the REMOTE\_ADDR server variable. If the IP address obtained from either of these sources is in IPv6 format, ePathway will now return the value obtained from HttpContext.Current.Request.UserHostAddress instead, so the payment can be processed successfully.

# Integration

## GIS Integration

Case: UX Client	Work Item: 65332 ERS:
--------------------	--------------------------

### GIS INTEGRATION - ALL PRODUCTS

A change has been made to validate GIS layer names supplied by external GIS software, via Pathway's COM API GISCommand method, when requesting properties to be displayed in Pathway. Previously if a lowercase layer name was provided this would cause an invalid URL to be constructed resulting in an obscure error being displayed to a user. Pathway will now accept uppercase, lowercase and mixed case layer names for the display request and will also now display a much more friendly message to the user if the GIS software requests an invalid layer name.

## UXWS and ARCPRO UX client only GIS Integration

Case: KING CS0316753, KING CS0547393, HORN CS0590183 UX and Smart Clients	Work Item: 65400 ERS:
---	--------------------------

### MIXED GIS PRODUCTS

Pathway supports the ability to nominate a default GIS product for all User Accounts and allows these to be overridden per User Account, to allow some to have GIS integration to different GIS software at the same time.

Pathway UX supports two GIS products in the UX client only. These products are:

- ARCPRO - ArcGIS Pro and
- UXWS - Web Service and URL.

It was found that when an individual User Account had one of these products nominated as an override, for testing of UXWS in the UX Client, this had unintended side effects on other User Accounts in Smart Client where the **The UXWS GIS interface is only supported in the UX client.** error message was randomly displayed, even though those User Accounts were using the default GIS Product which was supported in Smart Client.

Pathway Smart Client and Thick Client have been changed to no longer issue the error message for UX client only GIS products, those are now treated as if the User Account has no GIS integration. In the UX client the integration for these products is available for the same User Account.

## Infringements

### Withdrawal from Collection Upload

Case: ATA CS0299864  
UX Client

Work Item: 64369  
ERS:

#### WITHDRAWALS FROM COLLECTION UPLOAD CONTROL

Previously, the Withdrawal From Collection function was not updating the Next Action Date. Now when Withdrawal From Collection is run, the Next Action Date is set to the run date. Also, the Infringement Types drop-down has been changed to a swap-list.

### Agent's Rates Schedule

Case: WODO CS0324327  
UX Client

Work Item: 64413  
ERS:

#### VARIOUS PROCESSED JOBS OPTIONS

Previously, Delete Processed Jobs, Export Processed Jobs and Print Processed Jobs (accessed via Options) would not load.

### Property Maintenance

Case: RRC CS0470266  
UX Client

Work Item: 65030  
ERS:

#### INFRINGEMENTMENT ROLE SELECTION

Navigation from a Property to an Infringement via the infringement role selection has been corrected.

### Infringement Entry

Case: TOOW CS0498108  
UX Client

Work Item: 65161  
ERS:

#### INFRINGEMENTS ENTRY

Previously, during Infringement Entry, the Allow Underpayments flag of the Infringement Offence(s) was not being set correctly. The Allow Underpayments is now defaulted from the Infringement Type Parameters.

**NOTE:** Please check Infringements previously created via UX have the correct Allow Overpayments flag.

## Infringement Maintenance

Case: TOOW CS0498108  
UX Client

Work Item: 65161  
ERS:

### ADDITIONAL OFFENCE TYPE MAINTENANCE

Previously, when adding Additional Offences to an Infringement, the Allow Underpayments flag was always defaulted to true, when it should have been defaulted from the Infringement Type Parameters.

**NOTE:** Please check Infringements previously created via UX have the correct Allow Overpayments flag.

## Home (Dashboard Chart)

Case: WODO CS0343995, BALL CS0503696  
UX Client

Work Item: 65204  
ERS:

### LETTERS MAINTENANCE

Previously, when an Infringement was accessed from the Dashboard Chart or a Customer Request module link, the Printer field was missing.

## Home (Dashboard Chart)

Case: WHIT CS0550563  
UX Client

Work Item: 65363  
ERS:

### LETTERS MAINTENANCE

Previously, when a Customer Request was accessed from the Dashboard Chart and an Infringement linked to the request was maintained, it was not possible to create an Infringement Letter.

# Licensing

## Licensing Parameters

Case: WELL 16903984  
UX Client

Work Item: 60337  
ERS:

### EXTRACT TYPE MAINTENANCE

Previously during the creation of a new Extract Type, when the Edit Button was clicked to create the template, the additional Filters Details were being deleted.

Also, the Additional Filter Option when greyed out, is no longer available for selection.

## External Web Service FeeEnquiry

Case:  
UX Client

Work Item: 61039  
ERS: 96419

### EXTERNAL WEB SERVICE - FEEENQUIRY APPLICATIONS AND LICENSING

The Pathway External Web Services SDK has a new service to calculate a breakdown of Fees for a specific Application/Licence Type. See the External Web Services SDK documentation for specific details for the service.

Summary of changes in this version:

- Added new Applications and Licensing Method service:
  - CIFV5085.FeeEnquiry: Provides the capability to enquire about Fee details related to a specific Application/Licence Type.

## Licensing Maintenance

Case: WODO CS0427952  
UX Client

Work Item: 61205  
ERS:

### TRANSACTION MAINTENANCE

Previously, it was not possible to add a Comment to a Licence Fee Transaction, instead an error was displayed.

## Licensing Maintenance

Case: MARO CS0316799  
UX Client

Work Item: 64579  
ERS:

### MAJOR LICENCE CATEGORIES MAINTENANCE

Data Duplication Detection:

- Major Licence Category Maintenance has been updated to detect and handle data duplication for single answer questions. If multiple answers are detected, only the first record will be retained and the rest will be deleted.
- This update addresses a previous issue where data duplication caused an exception when opening Major Licence Category Maintenance in Smart Client.

- Users will need to update the answer in UX and save it to correct any existing duplicated data.

Comment Control Correction:

- A correction has been made to the Comment control functionality. Previously, if the comment text was modified multiple times before saving, it was not updating correctly. All comment modifications are now correctly saved.

## Licensing Maintenance

Case:  
UX Client

Work Item: 65331  
ERS:

### LICENSING CORRESPONDENCE RECEIVED - LETTER EXTRACT

Changes have been made to Licensing's Correspondence Received Maintenance to enable the generation of letters against a response, in a similar way to Application's Response Maintenance.

To define a Merge Type to generate a letter with a particular Response detail, the following new Response related Merge Fields have been made available:

- Response\_Address
- Response\_Address\_1
- Response\_Date
- Response\_Name
- Response\_Summary
- Response\_Type\_Code
- Response\_Type\_Descr
- Total\_Response\_Received.

To facilitate extract all Responses against a License, a new Extract List RESPONSE has been made available.

New Extract List Type RESP\_ATT has been made available to enable the extraction of Correspondence Received Attachments into letters.

For generating a letter against a particular Correspondence Received (response), it works as a standard Extract Type that is added to a Merge Type.

For generating a letter that extracts a summary of all the Licence's responses and their attachments, RESP\_ATT works as an Associated Extract Type on the RESPONSE Extract Type. It is the RESPONSE Extract Type that is added to the Merge Type.

## Home (Dashboard Chart)

Case:  
UX Client

Work Item: 65410  
ERS:

### LICENSING SUMMARY LICENSING DATA MAINTENANCE

Previously, when a Customer Request was accessed from a Dashboard Chart and a License linked to the request was maintained, it was not possible to print the Licence details from the Licence Summary option menu Print.

Also, it was not possible to Print the Licence Cover Sheet from the Licensing Data Maintenance option menu.

# Name and Address

## Name and Address Maintenance

Case: MARO CS0473095  
UX Client

Work Item: 57553  
ERS:

### NAME MAINTENANCE

The Beneficiary option is available in Personal and Company Name Summary, Maintenance and Enquiry when the User Account is in a Responsibility Group that has been granted access to the Beneficiary item in Group Authorities, or the User Account has accessed via the Name and Address Maintenance menu option.

## Name and Address Maintenance

Case:  
UX Client

Work Item: 64691  
ERS:

### NAME SUMMARY

Name and Address Security settings govern access to the data elements, action buttons and options available in the Personal Name and Company Name Summary and sub-ordinate menus.

Corrections to Name and Address Security include:

- Prevent the modification of data elements in Enquiry.
- Prevent the creation of a name when Add Names Name/Address Authority has not been granted.
- Prevent the creation of an address when Add Addresses Name/Address Authority has not been granted.
- Prevent the copy of a name when Add Names Name/Address Authority has not been granted.
- Prevent the conversion of a Personal Name to a Company Name when Single/Multi Role Authority prevents modification of the Company Name, Surname, Given Names, Title, Gender, Date of Birth or Category.
- Prevent the conversion of a Company Name to a Personal Name when Single/Multi Role Authority prevents modification of the Company Name, Surname, Given Names, Title, Gender, Date of Birth or Category.
- Prevent the display of data elements when the Single/Multi Role Authority is Non-Display.
- Prevent the modification of data elements when the Single/Multi Role Authority is Enquiry Only.
- Prevent the modification of pre-existing data elements when the Single/Multi Role Authority is Conditional Maintenance.
- Implement security on the Preferred Notification Method data element.
- Hide the Date Requested data element when the Display Address Requested Date Effective setting in Name and Address Register >> Name and Address Parameters >> Name and Address System Parameters is not set.
- Consistent content in the Formatted Name and Default Address data elements on sub-ordinate forms.
- Display the Historic Date when dealing with a Historic Name Roles.

## Duplicate Address Component Maintenance

Case: SYDN CS0427902  
UX Client

Work Item: 64907  
ERS:

### DUPLICATE ADDRESS COMPONENT MAINTENANCE

The New button was incorrectly available in Duplicate Address Component Maintenance and has been removed.

Also, the Audit option has been removed as it isn't possible to audit.

## Name and Address Maintenance

Case:  
UX Client

Work Item: 65033  
ERS:

### NAME SUMMARY

A Preferred Notification Method item has been added to the Particulars part on the Personal Name Summary and Company Name Summary forms.

**NOTE:** Particulars only includes items where the assigned value differs from the default value (ie Email & SMS)

## Experian Address Validation and Delivery Point Identifier (DPID) Integration

Case:  
UX Client

Work Item: 65319  
ERS:

### DELIVERY POINT IDENTIFIER (DPID) ADDRESS VALIDATION FOR EXPERIAN

When the Lookup Search is enabled for this integration, it is necessary for the selected Address Template to be configured to be validated for the lookup search to function. A change has been made to disable the Experian Lookup Search in the Address Search Profile when the Address Template is set to not be validated by Experian.

# Property Administration

## Street Maintenance

Case: GEEL CS0460936, WODO CS0482641, TOOW CS0536960	Work Item: 64787
UX Client	ERS:

### STREET MAINTENANCE

Previously, when creating a new Street and the Save button was clicked, an **Access Denied** error was displayed. Now after saving a new Street the UX User Account will automatically be re-directed to the Street/Suburb Maintenance.

## Plan Maintenance

Case: DUNE CS0452173	Work Item: 64980
UX Client	ERS:

### PLAN MAINTENANCE

Previously, it was not possible to link an Application to a Plan. After an Application was selected and the Save button was clicked, the selected Application disappeared.

## Division Maintenance

Case:	Work Item: 65610
UX Client	ERS:

### DIVISION MAINTENANCE

User records that were missing EMAILADDR values could cause Email Workflow actions to produce an error.

# Rates Accounting

## Assessment Maintenance

Case:	Work Item: 59620
UX Client	ERS:

### RENTAL ANALYSIS MAINTENANCE/ RENTAL ASSESSMENT MAINTENANCE

Previously, the Rental Analysis and Rental Assessment options on the Assessment Summary would navigate to the Rental Analysis/Assessment Rating Period Selection, where a Rating Period must be selected before navigating to the Rental Analysis/Assessment Maintenance. Rental Analysis/Assessment Rating Period Selection is no longer required. The options on the Assessment Summary now navigate directly to the Rental Analysis/Assessment Maintenance, where the Rating Period can be selected from the Rating Period lookup.

Also, the Rental Analysis and Rental Assessment Maintenance will now default to the Next Rating Period.

## Bulk Transaction Reversal

Case:	Work Item: 62006
UX Client	ERS:

### BULK TRANSACTION REVERSAL CONTROL

Previously, when a Transaction Type, Rate Type or Generation Run has not been selected, the Bulk Transaction Reversal completed without creating a new Batch Header and the Transactions to reverse. All Transaction Types, Rate Types and Generation Runs will now be considered where none are selected.

## Batch Journal Maintenance

Case: WAI CS0114711	Work Item: 63594
UX Client	ERS:

### BATCH HEADER MAINTENANCE

Previously, when a Batch with a large number of Batch Transactions was deleted only the first 65,535 Batch Transactions would be deleted, leaving the remaining Batch Transactions in the database but not linked to a Batch Header. This has been corrected so that all the Batch Transactions will be deleted.

**NOTE:** If there is a very large number of Batch Transactions associated with a Batch Header e.g. more than a million, the deletion may take a while and result in the display of a timeout error. In this situation, the deletion of the Batch Header and its Batch Transactions will continue in the background and will eventually complete.

## Generation Run Maintenance

Case: MELV 17046344, WHIT CS0553401, LATR CS0150046 UX Client	Work Item: 63679 ERS:
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### INSTALMENT PLAN MAINTENANCE

Instalment Plan Maintenance accessed from Generation Run Maintenance have been updated to use the latest Pathway UX user interface standards.

## Additional Instalments Charges Generation

Case: SWAN CS0278448 UX Client	Work Item: 64269 ERS:
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### ADDITIONAL INSTALMENT CHARGES GENERATION CONTROL

Instalment Charges are now successfully calculated and Exception Messages, where necessary, are displayed in the report.

Also, the Notice Group swap-list will now assign all the Notice Groups by default.

## Rate Type Maintenance

Case: MACK CS0076724 UX Client	Work Item: 64328 ERS:
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### RATE TYPE MAINTENANCE

Previously, the Calculation Method could be automatically set to a different incorrect Calculation Method when clicking between Rate Type grid rows with different Application values (e.g. Rates vs Water Billing).

## Rebate Validation and Claims

Case: SWAN CS0264783 UX Client	Work Item: 64349 ERS:
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### REBATE VALIDATION AND CLAIMS

Previously, when the Rebate Validation and Claims report was run, the selected Activity was not added to the Assessments.

## Agent's Rates Schedule

Case: WODO CS0324327 UX Client	Work Item: 64413 ERS:
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### PRINT PROCESSED JOBS

Previously, Print Processed Jobs did not load when accessed from the Agent's Rates Schedule Control.

## Rate Type Maintenance

Case: UX Client	Work Item: 64577 ERS:
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### RATE TYPE MAINTENANCE

This function now consists of the following:

- Rate Type Search Profile:
  - This allows optional searching over Rate Type Code, Internal Description, External Description, Calculation Method and Active flag.
  - The Presentation Sequence Maintenance option allows access to modify the Presentation Sequence order of all Rate Types.
- Rate Type Maintenance:
  - This allows the selected Rate Type to be modified or a new Rate Type to be added.
  - When adding, there is a Presentation Sequence Position available to nominate whether the new Rate Type should initially be positioned first or last by Presentation Sequence.
- Rate Type Presentation Sequence Maintenance:
  - This is accessed from the option on the Search Profile and allows the Presentation Sequence order of Rate Types to be modified.

As part of these modifications, some problems with the previous version of Rate Type Maintenance have been addressed, such as the Save button incorrectly being enabled without changes having been made and the Calculation Method becoming corrupted after changing the Application and clicking on a different grid row (the grid is now obsolete).

## Journal Entry

Case: STHL CS0108785 UX Client	Work Item: 65318 ERS:
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### TRANSACTION ENTRY

Previously, when performing a Journal Entry, the Tax Amount was not being calculated correctly, now the Tax Amount is correctly calculated and saved.

## Rates Accounting Reports

Case: TOOW CS0544432 UX Client	Work Item: 65322 ERS:
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### PROFILING WHEN ALL ITEMS ARE ASSIGNED TO A SWAP-LIST

The following Rate Reports have been altered so the profile values are correct when all items are assigned:

- Transaction Listing
- Outstanding Balances Report
- Aged Period Report.

## Supplementary Rate Maintenance

Case: MELV CS0455135  
UX Client

Work Item: 65336  
ERS:

### SUPPLEMENTARY RATE TYPE MAINTENANCE

Previously, Supplementary Rate Types for a Supplementary Rate that spanned multiple Rating Periods could have become corrupt when they were modified. This corruption may not have been noticeable and could have caused problems when the Supplementary Rate was processed by the Supplementary Rate Generation and Update.

For example, if a Rate Type was added for one Rating Period and then immediately afterward another Rate Type in another Rating Period was modified e.g. the Rate Action changed from No Change to Suspended, the second Rate Type could have become corrupt. The workaround for this problem was to perform the Rate Type additions and Rate Type modifications separately (in separate saves). To fix corrupt data the Supplementary Rate needed to be deleted and recreated using the workaround. This workaround is no longer required.

## Capped Rates Import

Case:  
UX Client

Work Item: 65345  
ERS:

### CAPPED RATES IMPORT CONTROL

The ability to import Capped Rates Amounts in bulk has been added. This can now be done using the Capped Rates Import function (Rates Accounting >> Batch Processing Functions >> Rates Capping Options >> Capped Rates Import).

☰ Capped Rates Import Control
▶ Submit    🗑️ Clear    ⋮

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**Processing Options**

Import Format \*  
 🔍  
❗ Required

Import File \*  
 📁  
❗ Required

Job Type  
 ▼

**Submission**

Description \*  
  
❗ Required

Run Type  
 ▼

**Print Options**

Printer  
 ▼

Print Header Page  
 Add to My Reports  
 E-mail Report

### Import Format (mandatory)

This is the Import Format used to process the nominated import file.

Before attempting to run the Import, an Import Format must be defined that uses the new Capped Rates Import entity LRAICAP. The fields available for import are:

- **ASSMNUMBER** - Assessment Number (mandatory)  
This must match the Assessment Number (ignoring the Check Digit) of a Current Rates Assessment.
- **RTTYCODE** - Rate Type Code (mandatory)  
This must match the Rate Type Code of a Rate Type that allows Rates Capping. The matching Rate Type must also be on the Assessment for the Current Rating Period and must not be Suspended.
- **CAPGENOVR** - Projected Capped Rates Override Amount (optional)  
This is used to set or update the Projected Capped Rates - Override amount for the matching Assessment and Rate Type, as shown on Rates Capping Maintenance (Rates Accounting >> Batch Processing Functions >> Rates Capping Options >> Rates Capping Maintenance).  
If supplied this must be a positive amount. If an empty value is supplied any existing Projected Capped Rates - Override amount for the matching Assessment and Rate Type will be removed.
- **SUSPENDED** - Suspended Flag (optional)  
If you do not wish to update the Suspended flag set this to nothing (an empty value) or do not supply at all. If supplied this must be T or Y to indicate Suspended, or F or N to indicate Not Suspended. This is used to set or update the Suspended flag for the matching Assessment and Rate Type, as shown on Rates Capping Maintenance.

**Import File (mandatory)**

This is the path to the file that will be imported and processed.

**Job Type (mandatory)**

This allows the import to be performed in one of two different modes:

- Report Only - The import file will be imported and processed, and the reports will be produced but the existing live Rates Capping records will remain unchanged.
- Update and Report - The import file will be imported and processed, the reports will be produced, and the live Rates Capping records will be added/updated.

**Processing**

If a Rates Capping record already exists for the matching Assessment and Rate Type the Projected Capped Rates - Override amount and Suspended flag will be updated as described previously.

If a Rates Capping record does not already exist for the matching Assessment and Rate Type a Rates Capping record will be added (in which case an Amount must be supplied).

**Reports**

There are two reports produced.

- Capped Rates Import Exception Report  
Lists imported records that could not be processed along with the reason(s) why each record could not be processed.
- Capped Rates Import Detail Report  
Lists the matching details of imported records that could be processed, along the current and new/proposed values of the Projected Capped Rates - Override amount and Suspend Flag. The Action indicates whether a Rates Capping Record is updated or added (or neither if the existing details already match the imported details).

Each report also lists totals for the number of imported records, number of valid and invalid records, and number of added and updated records.

**Direct Debit Extraction**

Case: WAIK CS0563676  
UX Client

Work Item: 65401  
ERS:

**DIRECT DEBIT EXTRACTION**

Previously, the following problems occurred:

- If the Direct Debit Extract encountered a Direct Debit with an inactive Direct Debit Type then either all or a subset of Direct Debits would not be extracted. The workaround for this problem was to ensure that all Direct Debit Types were active. This workaround should no longer be required.
- If there were no Current, Nett or Instalment based Direct Debit Types defined in the Direct Debit Type parameters then an Object not found error would be displayed when the Submit button was pressed and the Extract could not be submitted. The workaround for this problem was to ensure that a dummy Current, Nett or Instalment based Direct Debit Type was defined. This workaround should no longer be required.
- If no records were processed the Direct Debit Extraction Report would incorrectly report the number of Direct Debits Extracted as one instead of zero.
- The monetary Report Totals are now formatted with a thousands comma separator.
- A warning message relating to the Date Range was not always displayed when it should have been. This message has now been reworded as The Current, Nett, Instalment and Due Date Direct Debit Types will extract Current Balances that are due. Are you sure you have selected the correct Date Range? and implemented as a confirmation pop up message that is displayed when the Submit button is pressed.

# Receipting

## Cashier Sign On

Case: IPSW CS0454859  
UX Client

Work Item: 65264  
ERS:

### BANK REFERENCE CHECK

The Cashier Sign On has been corrected so that it will check if the bank reference has been used and banked. Previously this would only work if the Authorised Function Add a Bank Reference Input Mask was enabled and configured within Receipting Parameters.

# Registers

## Register Entry Maintenance

Case: LATR CS0559877  
UX Client

Work Item: 65402  
ERS:

### REGISTER ENTRY MAINTENANCE

Register Entry Maintenance has been corrected to ensure that the Save button is enabled after data changes.

# Smart Mobile CityWatch

## Smart Mobile CityWatch Payments

Case: GLAD CS0553360  
UX Client

Work Item: 65355  
ERS:

### ILLEGAL ACCESS ERRORS FOR LOGGED IN USERS

Previously, logged in users were not able to make payments in CityWatch via the My Accounts function due to an **Illegal Access** error.

## Smart Mobile Customer Service

### Smart Mobile Customer Service

Case: COGC CS0247163  
UX Client

Work Item: 65059  
ERS:

#### NOTES TEXT CONVERTING APOSTROPHES TO QUESTION MARKS

Previously, if the Smart Punctuation was turned on in iOS it would cause apostrophes to appear as question marks in the Notes text after saving.

### Smart Mobile Customer Service Attachments

Case: BALL CS0472823  
UX Client

Work Item: 65241  
ERS:

#### BULK UPLOAD OF ATTACHMENTS FORCING APP INTO OFFLINE MODE

If a large number of big attachments were uploaded, the app would sometimes timeout after a few minutes, before switching to Offline Mode. A change has been made to better handle the bulk uploading of attachments.

# Smart Mobile Inspections

## Smart Mobile Inspections Attachments

Case: COGC CS0044245  
UX Client

Work Item: 60220  
ERS:

### ATTACHMENTS NOT SAVING IN SEQUENCE

When multiple attachments were added in Smart Mobile Inspections, they were being saved in a random order. Images should now be saved in the order in which they were added and sequenced as such when viewed via the attachments list.

## Smart Mobile Inspections

Case: COGC CS0247163  
UX Client

Work Item: 65059  
ERS:

### NOTES TEXT CONVERTING APOSTROPHES TO QUESTION MARKS

Previously, if Smart Punctuation was turned on in iOS it would cause apostrophes to appear as question marks in the Notes text after saving.

## Smart Mobile Inspections Attachments

Case: BALL CS0472823  
UX Client

Work Item: 65241  
ERS:

### BULK UPLOAD OF ATTACHMENTS FORCING APP INTO OFFLINE MODE

If a large number of big attachments were uploaded together, the app would sometimes timeout after a few minutes, before switching to Offline Mode. A change has been made to better handle the bulk uploading of attachments.

# Trade Waste

## Charge Type Maintenance

Case: UX Client	Work Item: 64577 ERS:
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### CHARGE TYPE MAINTENANCE

This function now consists of the following:

- Charge Type Search Profile:
  - This allows optional searching over Charge Type Code, Internal Description, External Description, Calculation Method and Active flag.
  - The Presentation Sequence Maintenance option allows access to modify the Presentation Sequence order of all Charge Types.
- Charge Type Maintenance:
  - This allows the selected Charge Type to be modified or a new Charge Type to be added.
  - When adding, there is a Presentation Sequence Position available to nominate whether the new Charge Type should initially be positioned first or last by Presentation Sequence.
- Charge Type Presentation Sequence Maintenance:
  - This is accessed from the option on the Search Profile and allows the Presentation Sequence order of Charge Types to be modified.

As part of these modifications, a problem has been corrected where the Save button was incorrectly being enabled without changes having been made.

# Word Processing

## Application Maintenance

Case: UX Client	Work Item: 64746 ERS:
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### Application Merge Fields

The All Prop Addresses, All Prop Addresses NSP, Primary Prop Address and Primary Prop Address NSP Merge Fields have been corrected to populate when an application location is a Parcel.

**NOTE:** NSP means the state and postcode are excluded from the address.

## Property Maintenance

Case: MACK CS0422803 UX Client	Work Item: 64874 ERS:
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### DOCUMENT REQUEST MAINTENANCE

Previously, the Document Number was not displayed in the result list when Document Request Maintenance was opened. Now a Document Number, that has been allocated to a document, is displayed in the result list.

# Workflow

## Application Maintenance

Case: MARO CS0218770  
UX Client

Work Item: 64045  
ERS:

PROCESSING CLOCK MAINTENANCE  
HOLD PROCESSING CLOCK MAINTENANCE  
EXTEND PROCESSING CLOCK MAINTENANCE  
STOP PROCESSING CLOCK MAINTENANCE

Previously, when maintaining a Processing Clock and the Duration Format in the Processing Clock System Parameter was set to Days, the time stamp of the Started Date, Stopped Date, Hold From Date, Hold To Date and Extension Date were incorrect. This was causing the validation to fail when the dates were updated.

Also, when the Duration Format was set to Days, the Started and Stopped Dates in Processing Clock Maintenance incorrectly allowed the selection of a Date and Time instead of a Date only.