ePathway

RELEASE NOTES

3.09

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Pathway Release 3.09

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Introduction

This document describes the changes, corrections and enhancements made in Release 3.09 of the ePathway software.

Whilst most of this documentation is for information purposes only, the sections labeled **Special Instructions** are required to be performed before or after installation of the software.

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

Included in this document are the following sections:

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

Modules
Each application which has undergone modifications is included in this documentation. The documentation is now contained in three separate documents as follows:

- Release Notes Enhancements and Software Corrections
- ePathway Release Notes
- Release Notes Special Instructions

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

InforXtreme Case Index
This includes a listing of the InforXtreme Cases addressed in this release of software, in alphabetical order with their associated page number for easy reference.

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 for easy reference.

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 for easy reference.

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User Guides and On-Line Help

All Pathway applications 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 applications is also available from the Contents option within the Help Menu. This can be accessed from any form within Pathway. Field and Form Help is also available by selecting Field Help or Form Help from the Help Menu on any form.

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

- The User Guides are stored in PDF format and therefore require that Adobe Reader be available for accessing 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)

Special Instructions

There are no Special Instructions that apply to the ePathway Module.

Enhancements and New Functionality

HTML Email Notifications

InforXtreme Incident: MELV 6644358; WILL 6671389; MBRC 6769034; WOLL 5038571;	DRN: 26672 KB:	Fix:

HTML Emails (ePathway)

There has been increasing demand for ePathway to provide a way to send HTML emails. Previously, email notifications have been restricted to plain text only, where the header and footer are able to be specified and the remaining data injected into the email at runtime. The following 6 modules now allow HTML emails to be sent from ePathway:

- Animal Registration
- Application Response
- Application Lodgement
- Customer Requests
- Licence Lodgement
- User Registrations

Other modules will be considered for future releases

Configuration

HTML emails are configured on the Page/Layout screen as follows:

1. On the Page Layout screen, select the module you want to set up and then click on the Text hyperlink

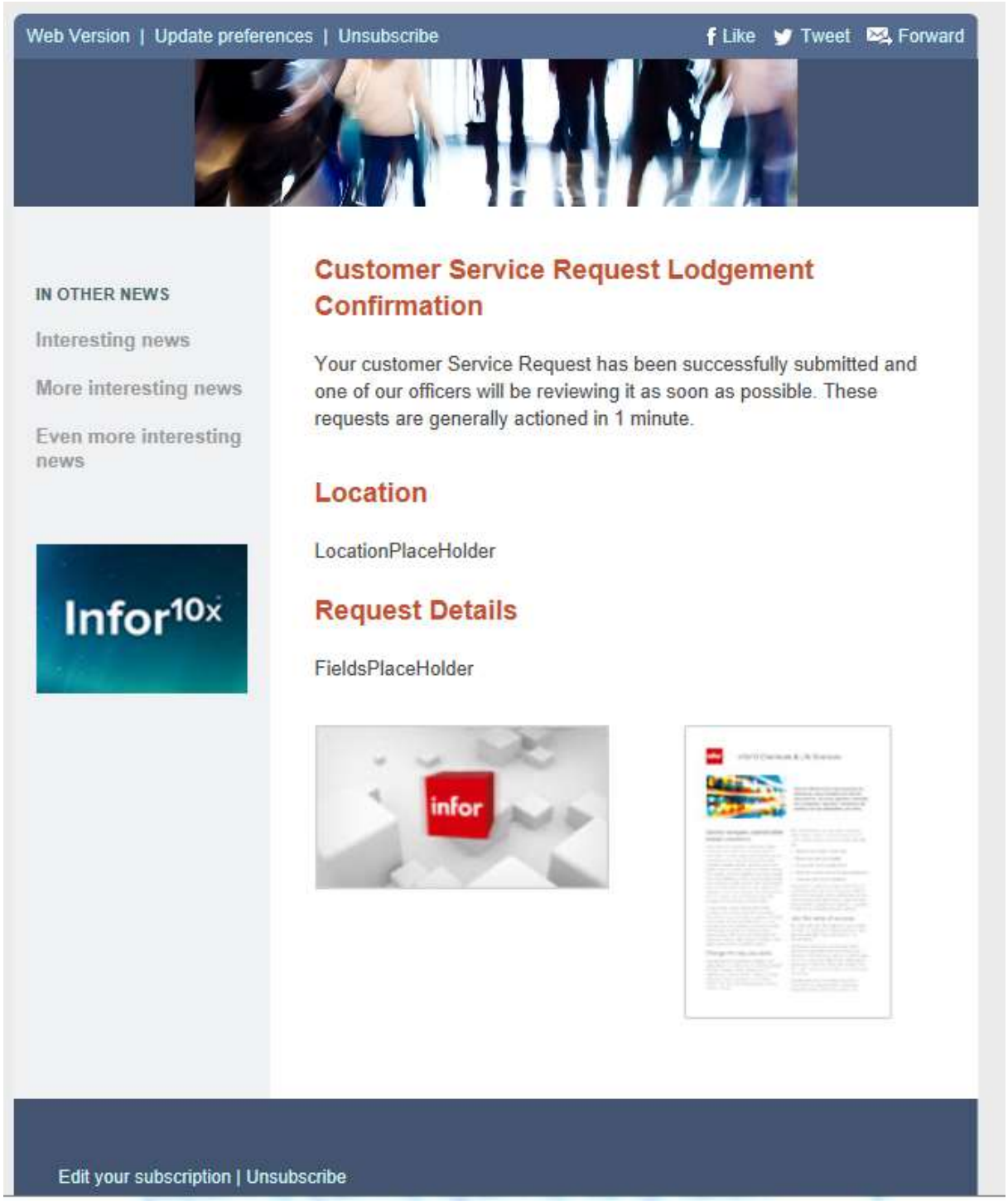
2. Select “HTML” in the Email Format dropdown list

3. Enter the HTML that you wish to be displayed in the email. The available placeholders for this module are displayed on the right. These placeholders need to be included in the HTML code and will be replaced with the relevant data for this email at runtime:

Note that there are a total of 5 placeholder types (not all are used on every module):

- HeaderPlaceHolder – Transaction References, Payment Methods, Lodgement Dates, etc.
- FieldsPlaceHolder - All dynamic data for the module
- LocationPlaceHolder - Location and Property details
- ApplicantsPlaceHolder - Applicant's name and address
- AdditionalCostsPlaceHolder – Any additional cost messages

4. Clicking the preview button will give you some indication of how your email will look (the HTML for this has been copied to Appendix A)



5. Click on the update button on layout screen and then reload the Layout Cache

Additional Changes for Text emails

Text emails allow Header/Footer details to be passed in via 2 main sources: System Text value (e.g. Application.Email.Header) and the Header/Footer values stored against each module type.

System Text Header/Footer value:

Module Type Header/Footer value:

Previously, emails would use either one or the other (or in some cases, both) of these values. This has now been changed so that only the Module Type Header/Footer values get inserted into the email body (text emails only). The System Defined Header/Footer values will only be used if the Module Type values are blank.

Limitation

HTML emails are only able to be sent when the site is configured to use WebServices. If a module is set to use HTML emails but is running under COM, the email will be sent using the Plain Text mechanism.

Appendix A – Sample HTML for Customer Service Request email

```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD XHTML 1.0 Transitional //EN" "http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd"><html><head><title></title>
<meta content="text/html; charset=utf-8" http-equiv="Content-Type">
<meta name="viewport" content="width=320, target-densitydpi=device-dpi">
<style type="text/css">
/* Mobile-specific Styles */
@media only screen and (max-width: 660px) {
table[class=w0], td[class=w0] { width: 0 !important; }
table[class=w10], td[class=w10], img[class=w10] { width:10px !important; }
table[class=w15], td[class=w15], img[class=w15] { width:5px !important; }
table[class=w30], td[class=w30], img[class=w30] { width:10px !important; }
table[class=w60], td[class=w60], img[class=w60] { width:10px !important; }
table[class=w125], td[class=w125], img[class=w125] { width:80px !important; }
table[class=w130], td[class=w130], img[class=w130] { width:55px !important; }
table[class=w140], td[class=w140], img[class=w140] { width:90px !important; }
table[class=w160], td[class=w160], img[class=w160] { width:180px !important; }
table[class=w170], td[class=w170], img[class=w170] { width:100px !important; }
table[class=w180], td[class=w180], img[class=w180] { width:80px !important; }
table[class=w195], td[class=w195], img[class=w195] { width:80px !important; }
table[class=w220], td[class=w220], img[class=w220] { width:80px !important; }
table[class=w240], td[class=w240], img[class=w240] { width:180px !important; }
```

```
table[class=w255], td[class=w255], img[class=w255] { width:185px !important; }
table[class=w275], td[class=w275], img[class=w275] { width:135px !important; }
table[class=w280], td[class=w280], img[class=w280] { width:135px !important; }
table[class=w300], td[class=w300], img[class=w300] { width:140px !important; }
table[class=w325], td[class=w325], img[class=w325] { width:95px !important; }
table[class=w360], td[class=w360], img[class=w360] { width:140px !important; }
table[class=w410], td[class=w410], img[class=w410] { width:180px !important; }
table[class=w470], td[class=w470], img[class=w470] { width:200px !important; }
table[class=w580], td[class=w580], img[class=w580] { width:280px !important; }
table[class=w640], td[class=w640], img[class=w640] { width:300px !important; }
table[class*=hide], td[class*=hide], img[class*=hide], p[class*=hide], span[class*=hide] { display:none !important; }
table[class=h0], td[class=h0] { height: 0 !important; }
p[class=footer-content-left] { text-align: center !important; }
#headline p { font-size: 30px !important; }
.article-content, #left-sidebar{ -webkit-text-size-adjust: 90% !important; -ms-text-size-adjust: 90% !important; }
.header-content, .footer-content-left {-webkit-text-size-adjust: 80% !important; -ms-text-size-adjust: 80% !important;}
img { height: auto; line-height: 100%;}
 }
/* Client-specific Styles */
#outlook a { padding: 0; }        /* Force Outlook to provide a "view in browser" button. */
body { width: 100% !important; }
.ReadMsgBody { width: 100%; }
.ExternalClass { width: 100%; display:block !important; } /* Force Hotmail to display emails at full width */
/* Reset Styles */
/* Add 100px so mobile switch bar doesn't cover street address. */
body { background-color: #ececec; margin: 0; padding: 0; }
img { outline: none; text-decoration: none; display: block;}
br, strong br, b br, em br, i br { line-height:100%; }
h1, h2, h3, h4, h5, h6 { line-height: 100% !important; -webkit-font-smoothing: antialiased; }
h1 a, h2 a, h3 a, h4 a, h5 a, h6 a { color: blue !important; }
h1 a:active, h2 a:active,  h3 a:active, h4 a:active, h5 a:active, h6 a:active {           color: red !important; }
/* Preferably not the same color as the normal header link color.  There is limited support for psuedo classes in email clients,
this was added just for good measure. */
h1 a:visited, h2 a:visited,  h3 a:visited, h4 a:visited, h5 a:visited, h6 a:visited { color: purple !important; }
/* Preferably not the same color as the normal header link color. There is limited support for psuedo classes in email clients, this
was added just for good measure. */
table td, table tr { border-collapse: collapse; }
.yshortcuts, .yshortcuts a, .yshortcuts a:link,.yshortcuts a:visited, .yshortcuts a:hover, .yshortcuts a span {
color: black; text-decoration: none !important; border-bottom: none !important; background: none !important;
}             /* Body text color for the New Yahoo.  This example sets the font of Yahoo's Shortcuts to black. */
/* This most probably won't work in all email clients. Don't include code blocks in email. */
code {
  white-space: normal;
  word-break: break-all;
}
#background-table { background-color: #ececec; }
/* Webkit Elements */
#top-bar { border-radius:6px 6px 0px 0px; -moz-border-radius: 6px 6px 0px 0px; -webkit-border-radius:6px 6px 0px 0px; -webkit-
font-smoothing: antialiased; background-color: #556c90; color: #d9fffd; }
#top-bar a { font-weight: bold; color: #d9fffd; text-decoration: none;}
#footer { border-radius:0px 0px 6px 6px; -moz-border-radius: 0px 0px 6px 6px; -webkit-border-radius:0px 0px 6px 6px; -webkit-
font-smoothing: antialiased; }
/* Fonts and Content */
body, td { font-family: 'Helvetica Neue', Arial, Helvetica, Geneva, sans-serif; }
.header-content, .footer-content-left, .footer-content-right { -webkit-text-size-adjust: none; -ms-text-size-adjust: none; }
/* Prevent Webkit and Windows Mobile platforms from changing default font sizes on header and footer. */
.header-content { font-size: 12px; color: #d9fffd; }
.header-content a { font-weight: bold; color: #d9fffd; text-decoration: none; }
#headline p { color: #d9fffd; font-family: 'Helvetica Neue', Arial, Helvetica, Geneva, sans-serif; font-size: 36px; text-align: center;
margin-top:0px; margin-bottom:30px; }
#headline p a { color: #d9fffd; text-decoration: none; }
#left-sidebar .toc-item { font-family: 'Helvetica Neue', Arial, Helvetica, Geneva, sans-serif; font-size: 12px; line-height: 16px;
color: #383735; margin-top: 0px; margin-bottom: 6px; }
#left-sidebar .toc-item a { color: #383735; text-decoration: none; }
#left-sidebar .toc-heading { font-family: 'Helvetica Neue', Arial, Helvetica, Geneva, sans-serif; font-size: 11px; line-height: 15px;
color:#3f6569; font-weight:bold; }
#left-sidebar .toc-heading a { color: #3f6569; text-decoration: none; }
#left-sidebar .left-column-heading { font-family: 'Helvetica Neue', Arial, Helvetica, Geneva, sans-serif; font-size: 11px; line-
height:15px; color: #3f6569; font-weight:bold; }
#left-sidebar .left-column-heading a { color: #3f6569; text-decoration:none; }
#left-sidebar .left-column-subhead { font-family: 'Helvetica Neue', Arial, Helvetica, Geneva, sans-serif; font-size: 13px; line-
height: 16px; color: #999999; font-weight: bold; margin-top: 0px; margin-bottom: 16px; }
#left-sidebar .left-column-subhead a { color: #999999; text-decoration:none; }
#left-sidebar .left-column-content { font-family: 'Helvetica Neue', Arial, Helvetica, Geneva, sans-serif; font-size: 12px; line-height:
16px; color: #3f6569; margin-top: 0px; margin-bottom: 16px; }
```

```
#left-sidebar .left-column-content a { color: #383735; text-decoration: none; }
.article-title { font-size: 18px; line-height:24px; color: #c25130; font-weight:bold; margin-top:0px; margin-bottom:18px; font-family: 'Helvetica Neue', Arial, Helvetica, Geneva, sans-serif; }
.article-title a { color: #c25130; text-decoration: none; }
.article-title.with-meta {margin-bottom: 0;}
.article-meta { font-size: 13px; line-height: 20px; color: #ccc; font-weight: bold; margin-top: 0;}
.article-content { font-size: 13px; line-height: 18px; color: #444444; margin-top: 0px; margin-bottom: 18px; font-family: 'Helvetica Neue', Arial, Helvetica, Geneva, sans-serif; }
.article-content a { color: #3f6569; font-weight:bold; text-decoration:none; }
.article-content img { max-width: 100% }
.article-content ol, .article-content ul { margin-top:0px; margin-bottom:18px; margin-left:19px; padding:0; }
.article-content li { font-size: 13px; line-height: 18px; color: #444444; }
.article-content li a { color: #3f6569; text-decoration:underline; }
.article-content p {margin-bottom: 15px;}
.footer-content-left { font-size: 12px; line-height: 15px; color: #d9fffd; margin-top: 0px; margin-bottom: 15px; }
.footer-content-left a { color: #d9fffd; font-weight: bold; text-decoration: none; }
.footer-content-right { font-size: 11px; line-height: 16px; color: #d9fffd; margin-top: 0px; margin-bottom: 15px; }
.footer-content-right a { color: #d9fffd; font-weight: bold; text-decoration: none; }
#footer { background-color: #425470; color: #d9fffd; }
#footer a { color: #d9fffd; text-decoration: none; font-weight: bold; }
#permission-reminder { white-space: normal; }
#street-address { color: #d9fffd; white-space: normal; }
</style>
</head>
<body>
<table id="background-table" border="0" cellspacing="0" cellpadding="0" width="100%">
<tbody>
<tr>
<td bgcolor="#ececec" align="middle">
<table style="MARGIN: 0px 10px" class="w640" border="0" cellspacing="0" cellpadding="0" width="640">
<tbody>
<tr>
<td class="w640" height="20" width="640"></td></tr>
<tr>
<td class="w640" width="640">
<table id="top-bar" class="w640" border="0" cellspacing="0" cellpadding="0" width="640" bgcolor="#425470">
<tbody>
<tr>
<td class="w15" width="15"></td>
<td class="w325" valign="center" width="350" align="left">
<table class="w325" border="0" cellspacing="0" cellpadding="0" width="350">
<tbody>
<tr>
<td class="w325" height="8" width="350"></td></tr></tbody></table>
<div class="header-content"><webversion>Web Version</webversion><span class="hide">&amp;nbsp;&amp;nbsp;|&amp;nbsp; <preferences lang="en">Update preferences</preferences>&amp;nbsp;&amp;nbsp;|&amp;nbsp; <unsubscribe>Unsubscribe</unsubscribe></span></div>
<table class="w325" border="0" cellspacing="0" cellpadding="0" width="350">
<tbody>
<tr>
<td class="w325" height="8" width="350"></td></tr></tbody></table></td>
<td class="w30" width="30"></td>
<td class="w255" valign="center" width="255" align="right">
<table class="w255" border="0" cellspacing="0" cellpadding="0" width="255">
<tbody>
<tr>
<td class="w255" height="8" width="255"></td></tr></tbody></table>
<table border="0" cellspacing="0" cellpadding="0">
<tbody>
<tr>
<td valign="center"><fblike><img border="0" alt="Facebook icon" src="https://img.createsend1.com/img/templatebuilder/like-glyph.png" width="8" height="14"=""></fblike></td>
<td width="3"></td>
<td valign="center">
<div class="header-content"><fblike>Like</fblike></div></td>
<td class="w10" width="10"></td>
<td valign="center"><tweet><img border="0" alt="Twitter icon" src="https://img.createsend1.com/img/templatebuilder/tweet-glyph.png" width="17" height="13"=""></tweet></td>
<td width="3"></td>
<td valign="center">
<div class="header-content"><tweet>Tweet</tweet></div></td>
<td class="w10" width="10"></td>
<td valign="center"><forwardtoafriend lang="en"><img border="0" alt="Forward icon" src="https://img.createsend1.com/img/templatebuilder/forward-glyph.png" width="19" height="14"=""></forwardtoafriend></td>
<td width="3"></td>
<td valign="center">
```

```
<div class="header-content"><forwardtoafriend lang="en">Forward</forwardtoafriend></div></td></tr></tbody></table>
<table class="w255" border="0" cellspacing="0" cellpadding="0" width="255">
<tbody>
<tr>
<td class="w255" height="8" width="255"></td></tr></tbody></table></td>
<td class="w15" width="15"></td></tr></tbody></table></td></tr>
<tr>
<td id="header" class="w640" bgcolor="#425470" width="640" align="middle">
<div style="TEXT-ALIGN: center" align="center"><img
src="http://www.infor.com/design2012/images/banner/hp/Home_Page_1200X294_HCM_IDCMarketspace_2_082213.jpg?view=
Standard" style="DISPLAY: inline" id="customHeaderImage" class="w640" border="0" align="top" src="/images/test.083421.jpg"
width="400" label="Header Image" editable="true"> </div></td></tr>
<tr id="twocolumn-content-row">
<td class="w640" width="640">
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<tbody>
<tr>
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<tbody>
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<td class="w140" height="15" width="140"></td></tr>
<tr>
<td class="w140" width="140">

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<tbody>
<tr>
<td width="3"></td>
<td valign="top">
<p class="toc-item" align="left"></p></td>
<td width="6"></td>
<td valign="top">
</td></tr></tbody></table></tableofcontents></td></tr>
<tr>

<td class="w140" height="15" width="140"></td></tr></tbody></table>
<table class="w140" border="0" cellspacing="0" cellpadding="0" width="140">
<tbody>
<tr>
<td class="w140" height="15" width="140"></td></tr>
<tr>
<td class="w140" width="140">
<div class="left-column-heading" align="left"><singleline label="Title">IN OTHER
NEWS</singleline></div></td></tr></tbody></table><repeater><layout label="Text only">
<table class="w140" border="0" cellspacing="0" cellpadding="0" width="140">
<tbody>
<tr>
<td class="w140" height="15" width="140"></td></tr>
<tr>
<td class="w140" width="140">
<p class="left-column-subhead" align="left"><singleline label="Title">Interesting news</singleline></p>
<p class="left-column-subhead" align="left"><singleline label="Title">More interesting news</singleline></p>
<p class="left-column-subhead" align="left"><singleline label="Title">Even more interesting news</singleline></p>
</td></tr></tbody></table></layout><layout label="Text with image">
<table class="w140" border="0" cellspacing="0" cellpadding="0" width="140">
<tbody>
<tr>
<td class="w140" height="15" width="140"></td></tr>
<tr>
<td class="w140" width="140">
<p class="left-column-subhead" align="left"><singleline label="Title"></singleline></p></td></tr>
<tr>
<td class="w140" width="140"><img class="w140" src="http://www.infor.com/design2012/images/nav/10x_103x73.jpg"
border="0" width="140" label="Image" editable="true"></td></tr>
<tr>
<td class="w140" height="15" width="140"></td></tr>
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Advanced Vehicle Search Auditing

InforXtreme Incident: ACC 6604249;	DRN: 26291	Fix:
	KB:	

EPATHWAY ADVANCED PAYMENT SEARCH BY REGISTRATION NUMBER AUDITING

An enhancement has been made to Payments within ePathway to allow auditing to be performed on the Advanced Search (search by Registration Number) feature. Now when a successful Search is performed, an Audit Entry under the Event Type 'Advance Search - Vehicle Registration Search' with a description similar to the following will be created:

'New Advanced Search enquiry performed on Rego Number: ABC123.'

Note that a Keyword search has also been added to the Audit Enquiry, which in the case of this Event Type will be loaded with the Registration number.

ePathway Animal Registration

InforXtreme Incident:	DRN: 25757	Fix: 03085644;
SMART AND THICK CLIENT;	KB:	

EPATHWAY ANIMAL REGISTRATION

It is now possible to register new animals via ePathway.The following is a high level overview of the Animal Registration Process. It resembles functionality for existing modules such as Applications and Licensing for a consistent online experience, but is tailored to be relevant for Animal Registration.

- Customer lands on the ePathway site
- Customer selects the Type, Class and appropriate Registration Period e.g. Dog Registration >> Normal Desexed >> Full Year
- Customer may be a Public or a Registered User.
- Customer enters property location.

- If a customer is a Public User then the name details will be displayed for entry.
- If a customer is a Registered User then relevant details from the Registered User will be defaulted into the name details and will be displayed for entry/modification.
- Customer enters animal details
- Customer attaches any required supporting documentation
- Customer may select to register another animal
- Customer pays (if necessary)
- Confirmation email and receipt is sent to customer
- Pathway Customer Request is created and sent to nominated council officer (as per Applications) - optional
- Animal registration record is sent to Pathway and the animal record created, registration record created and the receipt linked. Disc number will be blank.
- A special process is now available to enable disc allocation for Animals created from ePathway.
- Staff will review the records, create and link a name if necessary, change details on the animal record if necessary.
- When all data is correct Council will allocate a start and end disc number for the interim records and run the Update process.
- The disc numbers will be allocated to the Registration records and an optional Letter Request will be produced.
- Any invalid records will not be updated and will remain Not Yet Allocated until resolved.

EPATHWAY GENERAL FUNCTIONALITY

The following 'standard' ePathway Functionality for existing modules is included for Animal Registration:

- ePathway setup allows separate definition of parameters depending upon the Animal Type. For example, Dog Registrations are separate to Cat Registrations and can be tailored accordingly.

Each Animal Class has its own associated:

- Agreement Page
- Email Header and Footer
- Confirmation Instructions
- Submission Instructions
- AGLS Metadata Title Prefix

Each Animal Class has its own Page Layout which can be defined. As per existing modules this allows multiple pages and multiple page groups within. Each page and group has standard Sequence, Title, Image URL, Image Text and Instructions. Groups have Group Rules and Label Width definition.

- Each Animal Class for each page Group allows the sequencing and assignment of the required Fields with specific Labels, Hover Text, etc.

- Support is provided for all current Payment Gateways with by-pass where the calculated fee is zero. (e.g. Guide Dogs do not attract a fee).

- Support for the Shopping Cart functionality.

- Audit Event Notification for successful and unsuccessful registration of an animal record, with the ability to Monitor / not Monitor events.

- The use of the standard ePathway Property Search / Select facility.

- In-built use of the External Names Function.
- The Request Broker has been updated for Animal Registration.
- Help File URL's have been created for Animal forms.
- New Top Level Menu and associated menu Items e.g. New Animal, Edit Animal
- Maintain the text for System Images required by the Animal Registration pages.
- The creation of a Customer Service Request on lodgement of an Animal Registration (optional) as per other modules e.g. Application Lodgement.
- Use the ePathway Error Service to create a Customer Request where required (failures).
- Attachments function is included with a small enhancement to allow a description to be tailored and made Read Only.
- ePathway References are created upon successful submission.

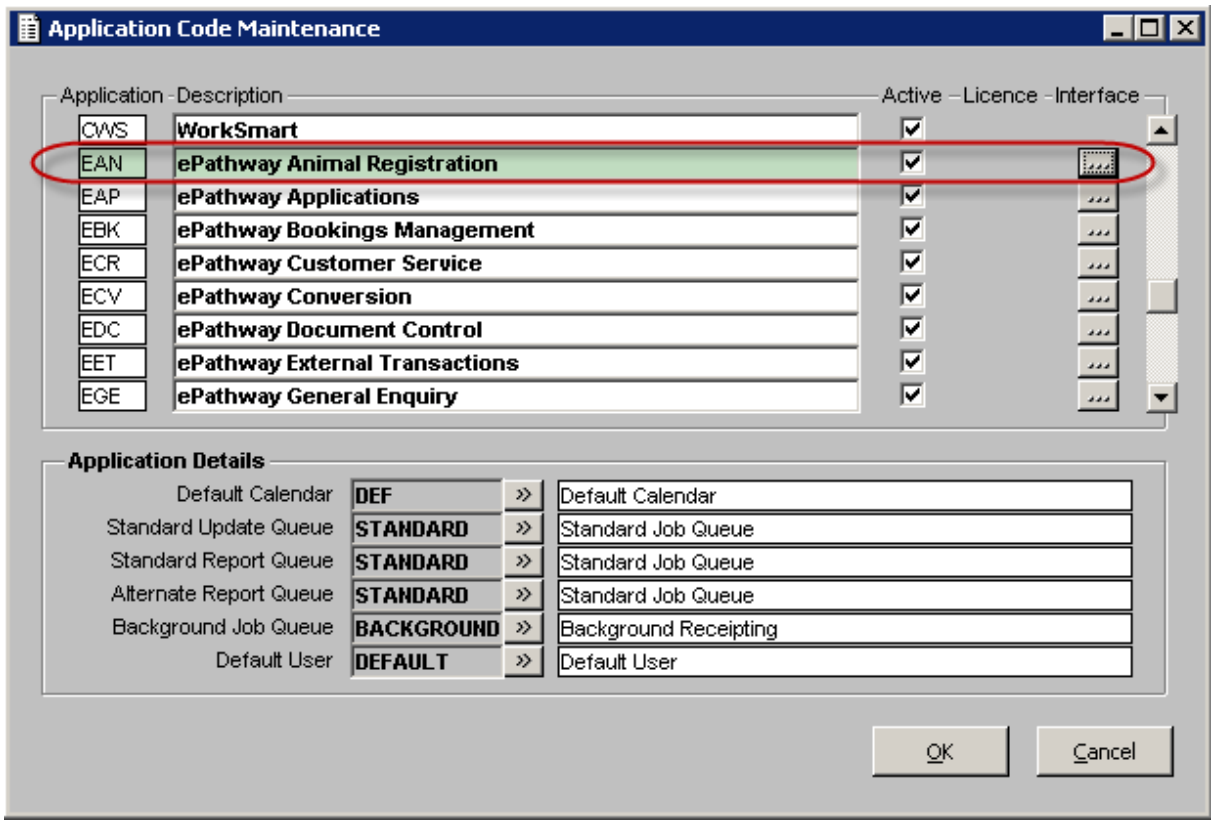
PATHWAY PARAMETERS FOR EPATHWAY

Authorised Function and the ePathway Animal Registration Module

Application Code Maintenance

The Application Code Maintenance form now includes the EAN module for ePathway Animal Registration. This needs to be Active in order for the new functionality to be available within Pathway.

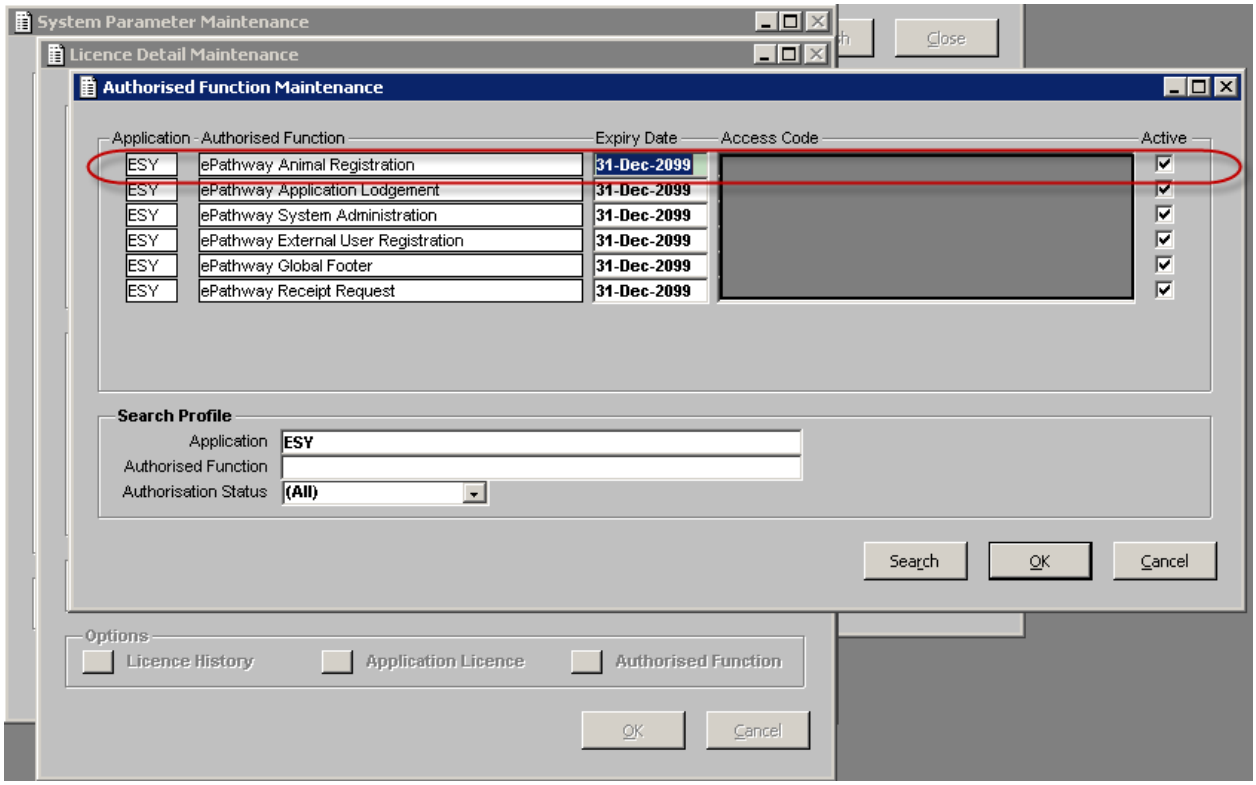
System Administration >> System Parameters >> Application Code Maintenance



Authorised Functions Maintenance

A new Authorised Function has been created for the ePathway System Module (ESY) which determines whether the ePathway Animal Registration function is licensed. This must have a valid Access Code and be Active in order for Animal Registration to be available for ePathway.

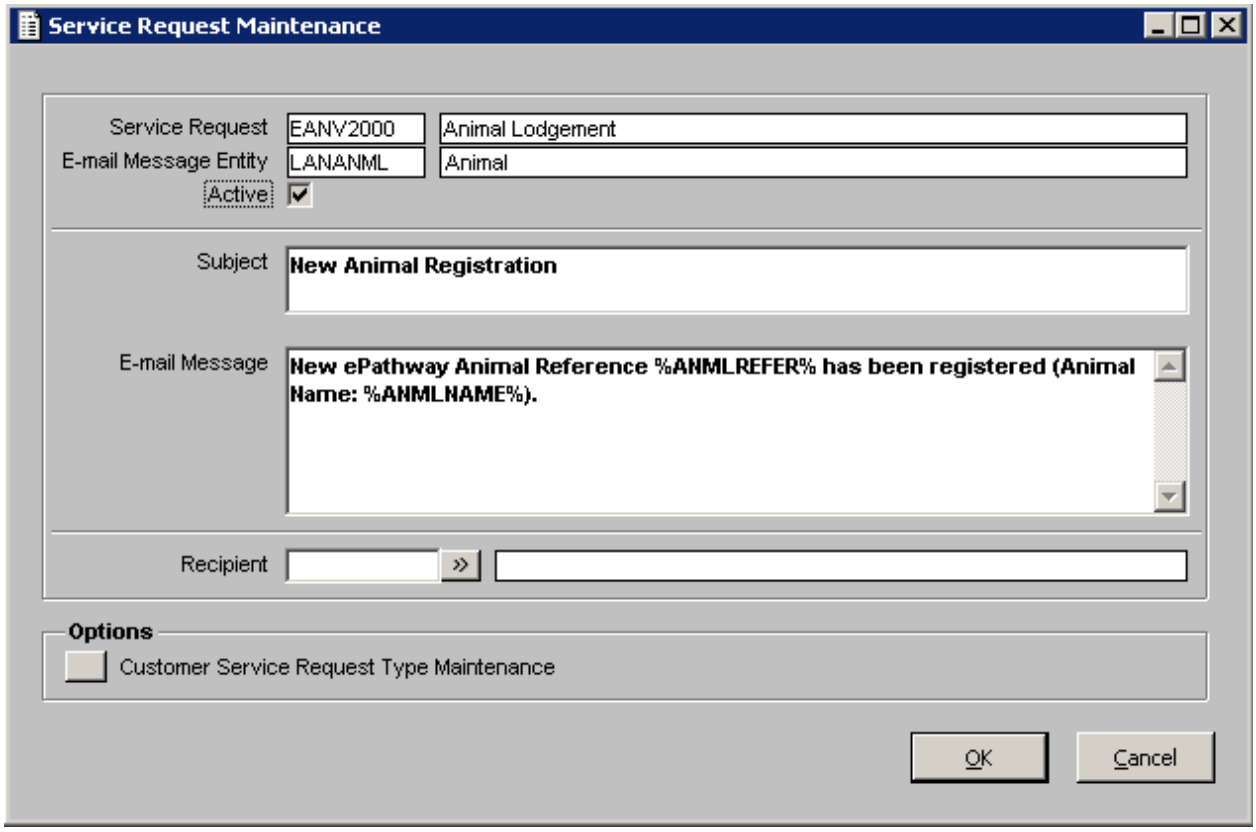
System Administration >> System Parameters >> System Parameter Maintenance >> License Details >> Authorised Function



Service Request Maintenance

A nominated Pathway User (or Group) will be notified when a new Animal Registration record has been submitted. The e-mail format and recipient can be set as well as whether a Customer Service Request will be generated (with the new animal as a linked Module).

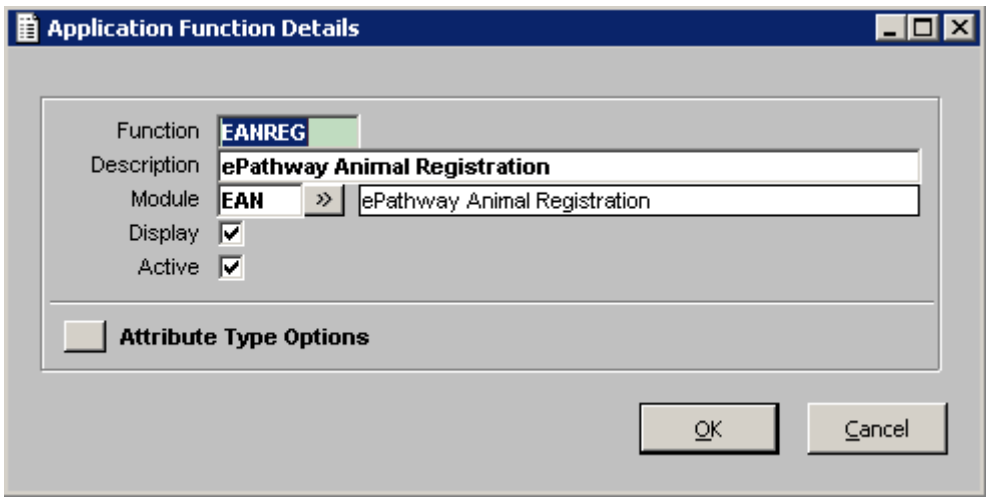
System Administration >> ePathway >> System Parameters >> Service Request Maintenance



Application Function Maintenance

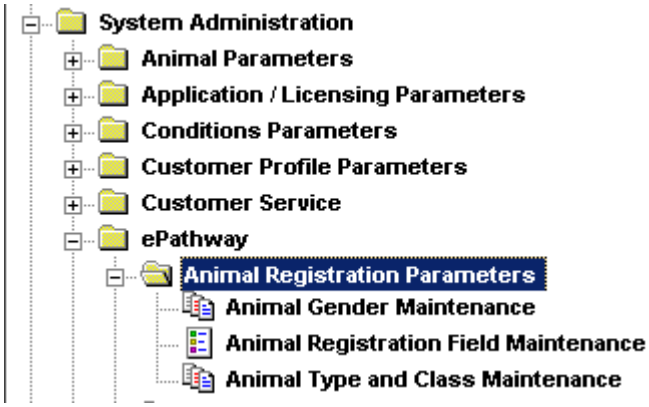
The new EANREG Application Function has been created for ePathway Animal Registration so it can be assigned to Customer Profiles (see later sections for screen image examples).

System Administration >> Customer Profile Parameters >> Application Function Maintenance >> [EANREG …]



Animal Registration Parameters

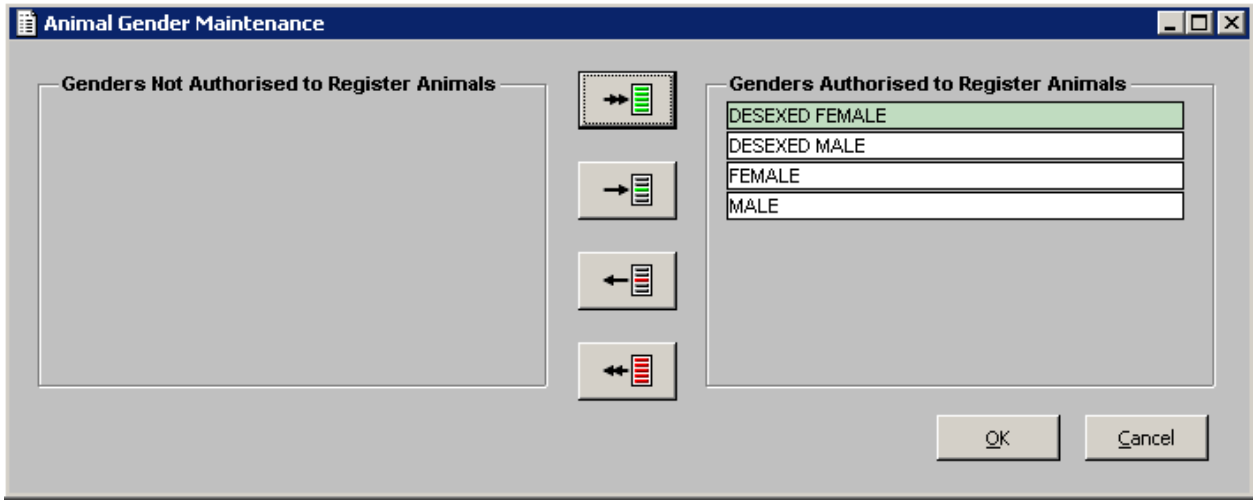
The parameters for ePathway Animal Registration are available via new menu options:



Animal Gender Maintenance

A new parameter form has been created to allow the selection of which Gender codes (already established for Animal Registration) are to be used for ePathway. Those selected are shown on the right-hand-side of the form. Only these Gender codes will be available in ePathway.

System Administration >> ePathway >> Animal Registration Parameters >> Animal Gender Maintenance



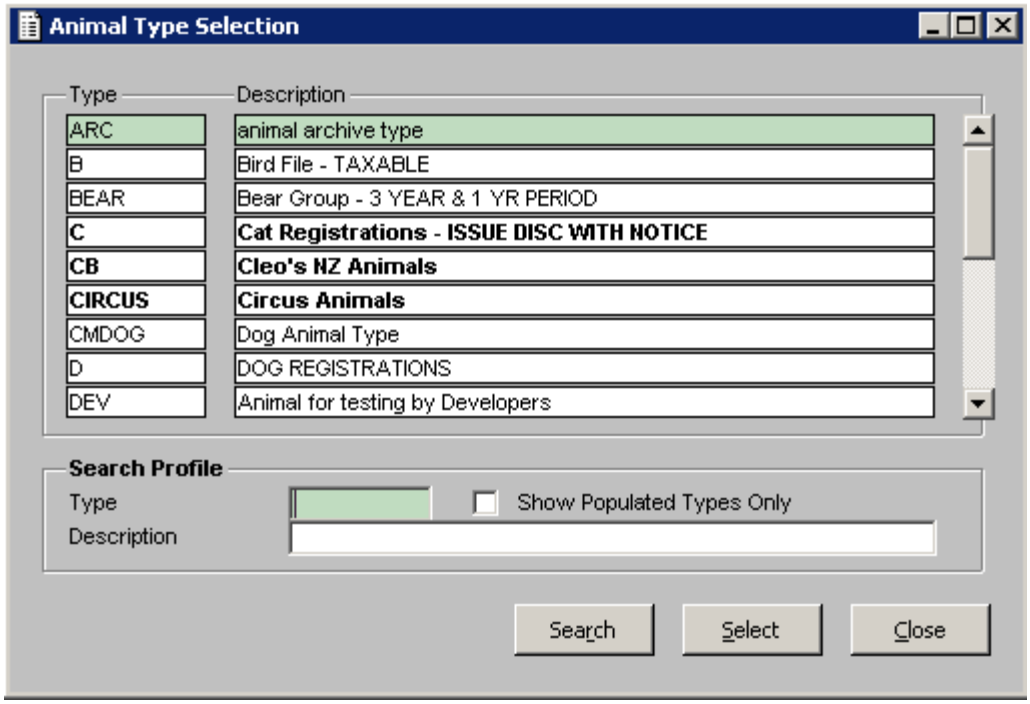
Animal Type and Class Maintenance

The selection of Animal Types, Classes and their associated parameters such as Colours, Breeds, Name Role parameters, etc. is done via the new Animal Type and Class Maintenance menu option.

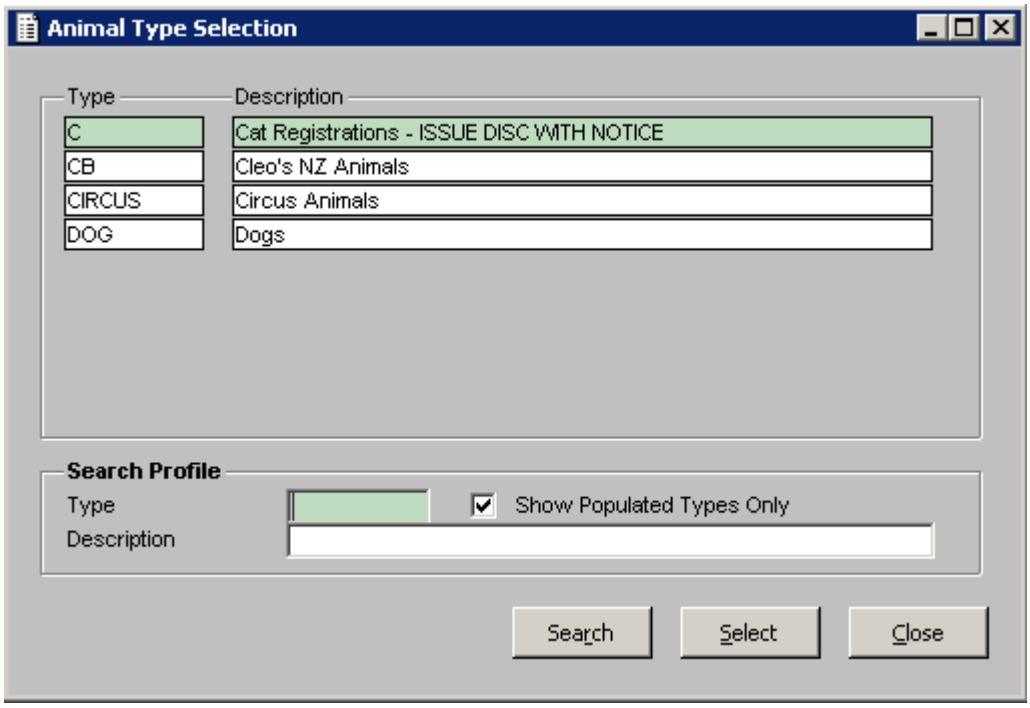
Animal Type Selection

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

Upon selecting the Animal Type and Class Maintenance menu option, the Animal Type Selection form is presented to show each of the potential Animal Types that can be defined for use with ePathway. By default none will be automatically selected, however as we define ePathway parameters for each Type, they will be bolded on the Selection form to show they have parameters defined behind them.



Note that the selection form can be filtered to only show types that have parameters behind them by checking the "Show Populated Types Only" check box and pressing the Search button. This may be useful for sites and test environments with a large number of types defined.

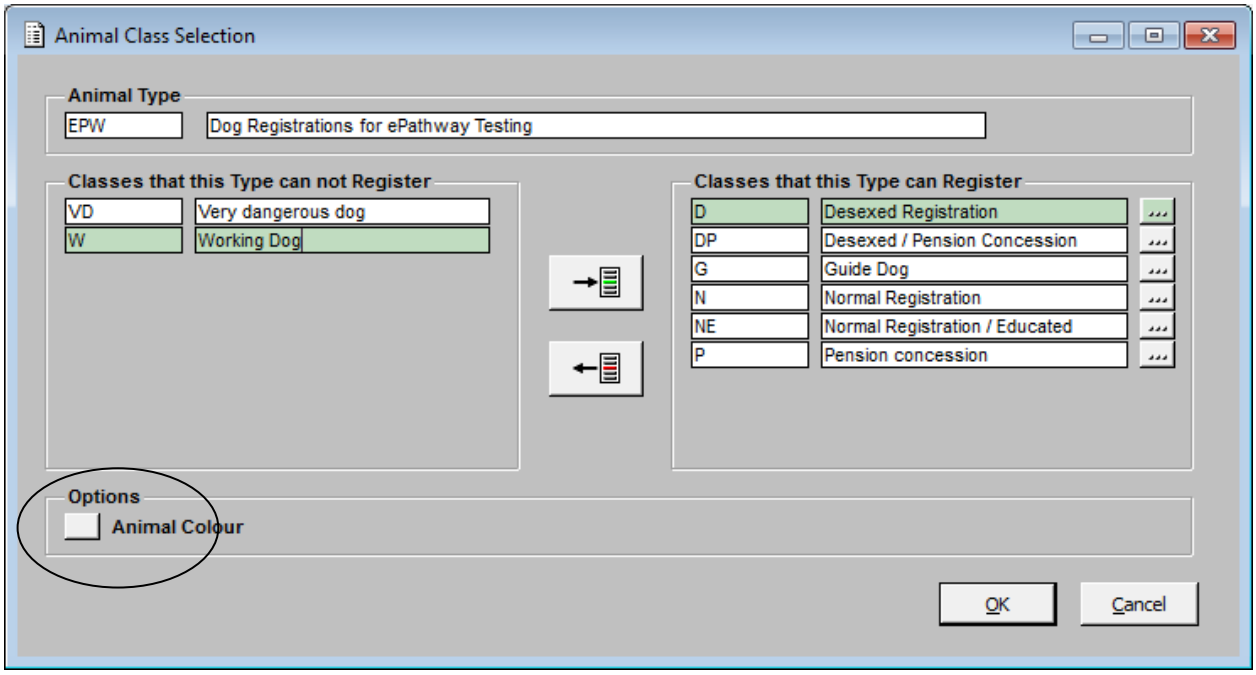


Animal Class Selection

Upon selecting an Animal Type the Animal Class Maintenance form is presented. Here it is possible to choose the associated Animal Classes to use for ePathway and access the Animal Class level parameters.

The Animal Colour selection form is also available on this form to determine the Colours that should be available for selection for this Animal Type. Animal Colours are selected at the type level:

System Administration >> ePathway >> Animal Registration Parameters >> Animal Type and Class Maintenance >> [Select Type].



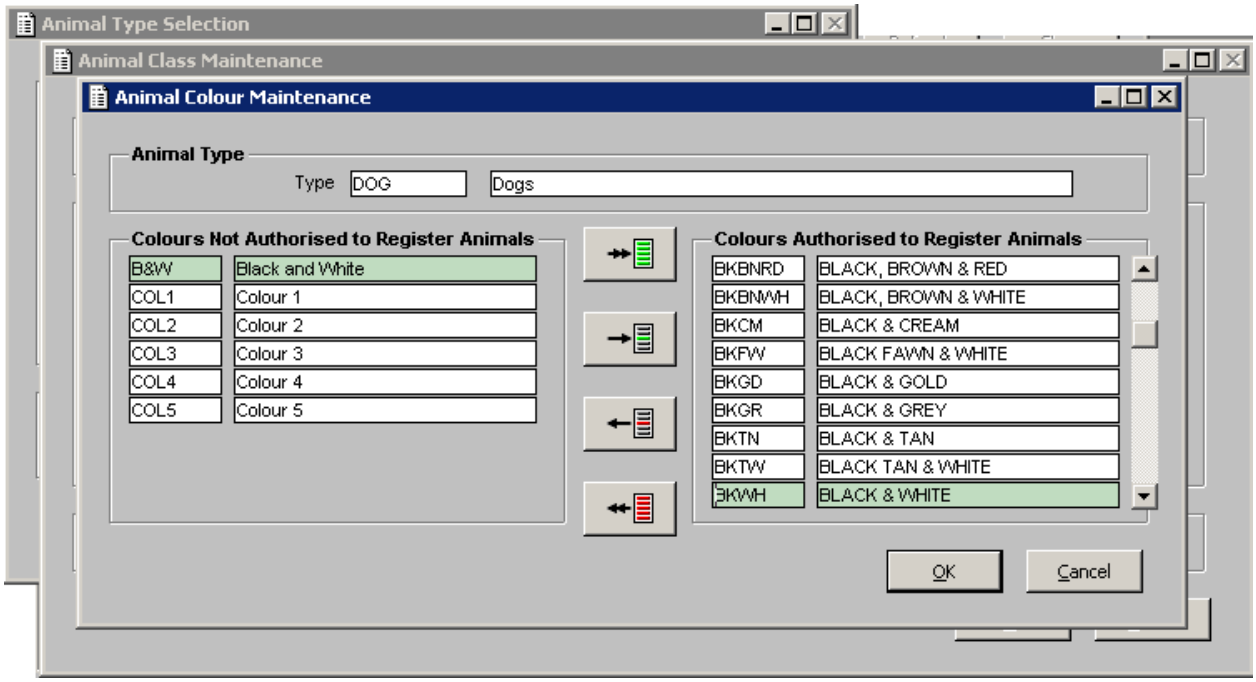
Once an Animal Class is selected (ie. On the right-hand-side of the selection part of the form), the parameters for the Animal Class can be established by pressing the detail button ... next to the Animal Class to present the following form.

Animal Colour Maintenance

The Animal Colour Maintenance form allows selection of Colours to be used by ePathway at the selected Animal Type level.

Note that this differs from the Pathway Animal Registration module where they are defined at the module level. This allows the choice of a subset of colours more relevant to the particular Animal Type to reduce the subsequent selections presented to online Customers. Eg. Some colours may be more relevant to Cats than Dogs. (E.g. Tortoiseshell)

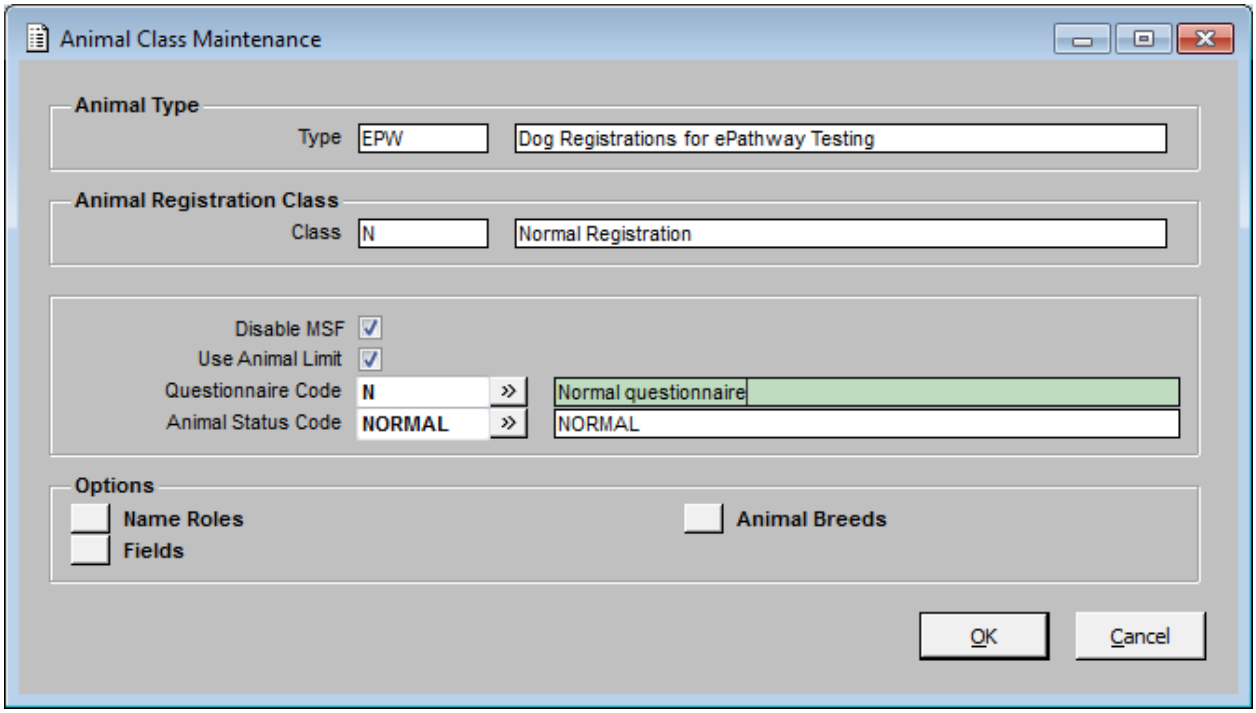
System Administration >> ePathway >> Animal Registration Parameters >> Animal Type and Class Maintenance >> [Select Type] >> [Animal Colour]



Animal Class Maintenance

Upon selecting the Animal Class details, the Animal Class level parameters including Name Roles, Fields and Animal Breeds is presented.

System Administration >> ePathway >> Animal Registration Parameters >> Animal Type and Class Maintenance >> [Select Type] >> [Class Details …]



Here the following fields can be determined:

Disable MSF

This field determines whether the Merchant Service Fee (MSF) will be used when calculating the final fee for the Animal Registration for this Animal Class. The Disable MSF only applies where the Authorised Function Merchant Service Fee - External and ePathway is in use.

Use Animal Limit

This field determines whether the number of Animals per property limit will be acknowledged during the ePathway Disc Allocation process in Pathway. It is NOT used in ePathway.

Questionnaire Code (Optional)

This field allows a Questionnaire to be associated with this Animal Class. The Questions from this Questionnaire can then be optionally used when defining the ePathway Page Layout in order to prompt the customer for Answers. The customer's response to the questions will then map back to the Animal Registration created when the Animal is submitted and be available through standard Pathway Questionnaire functionality (which has been introduced to the Animal Registration module as part of this enhancement).

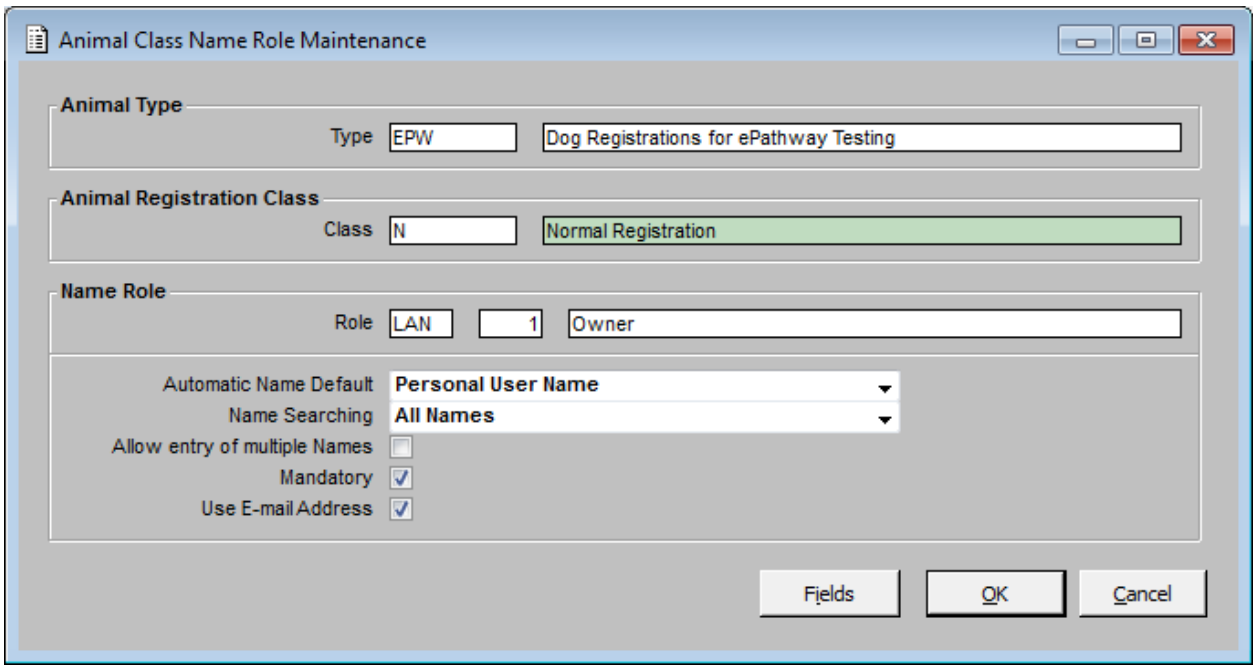
Animal Status Code

This field determines the status that will be applied to animals registered via ePathway.

Name Role Maintenance

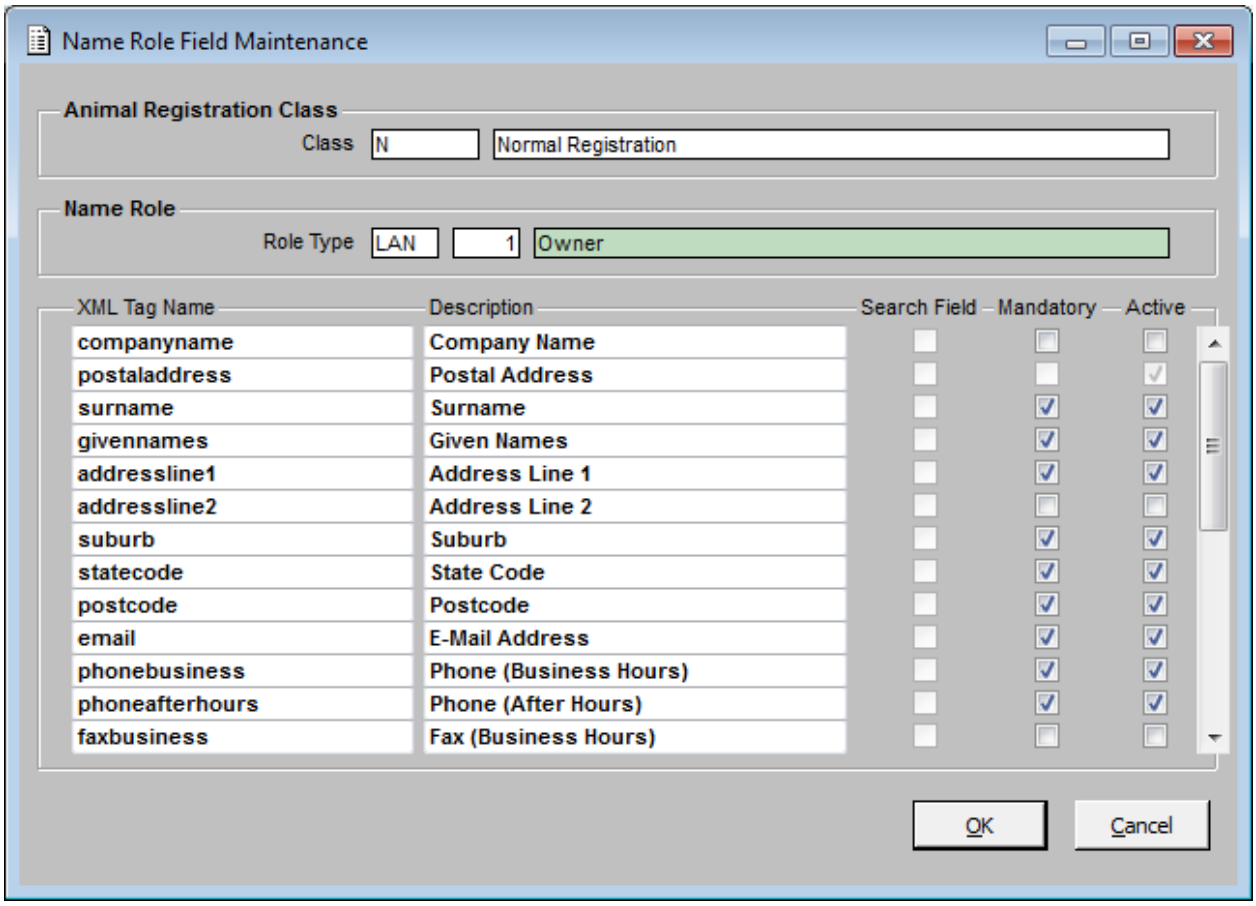
This form allows for the definition of the fields that make up the Owner Name details. This form is available at the Animal Class level. For example you may record different name details for pensioners as opposed to non-pensioners. Unlike other modules (such as Applications), Animals only allows for the one Name Role being the Owner.

System Administration >> ePathway >> Animal Registration Parameters >> Animal Type and Class Maintenance >> [Select Type] >> [Class Details …] >> [Name Roles]



The parameters on this form behave in the same manner as other modules (such as Applications and Licensing) and allow determination of the Name default, search filtering etc.
Important Note

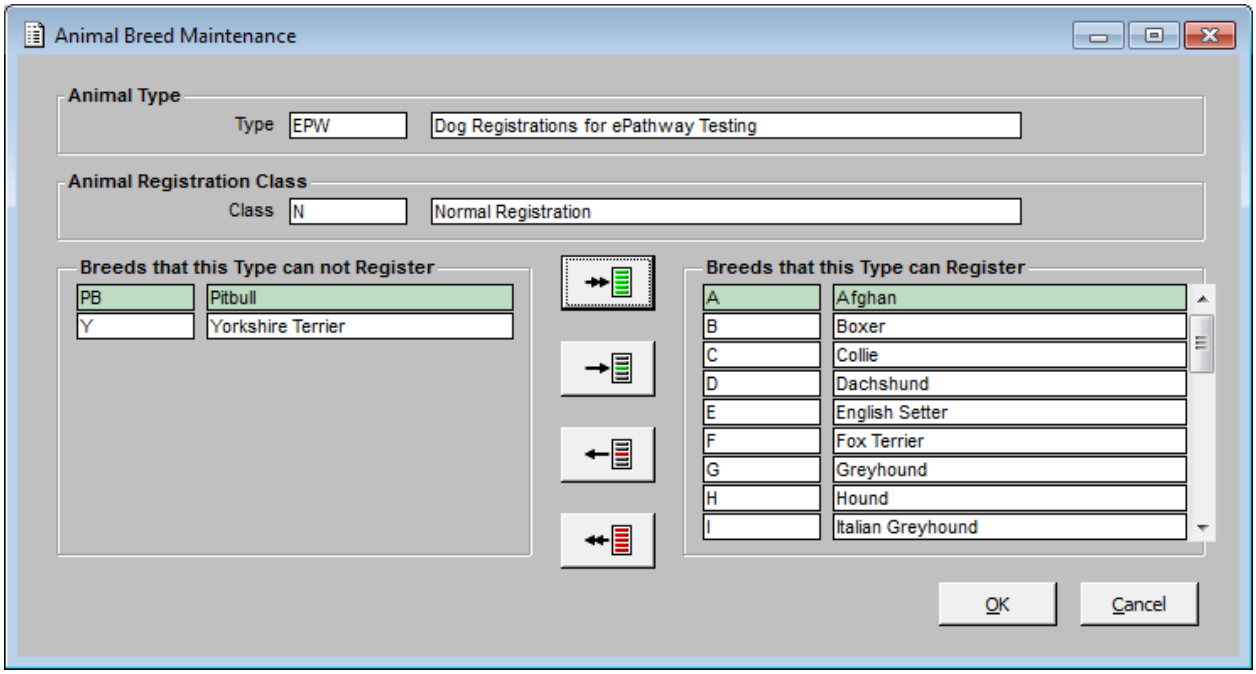
Choose the Fields button to access the Fields to be used for the Owner role. It is important to visit this form regardless of whether any fields are to be deselected as the initial list of chosen fields is created upon first entry into this form for an Animal Class.



Animal Breed Maintenance

In order to limit the number of Breeds being published to ePathway it is possible to select the breeds required for publication. This is done at the Animal Class level via the Animal Breed Maintenance form.

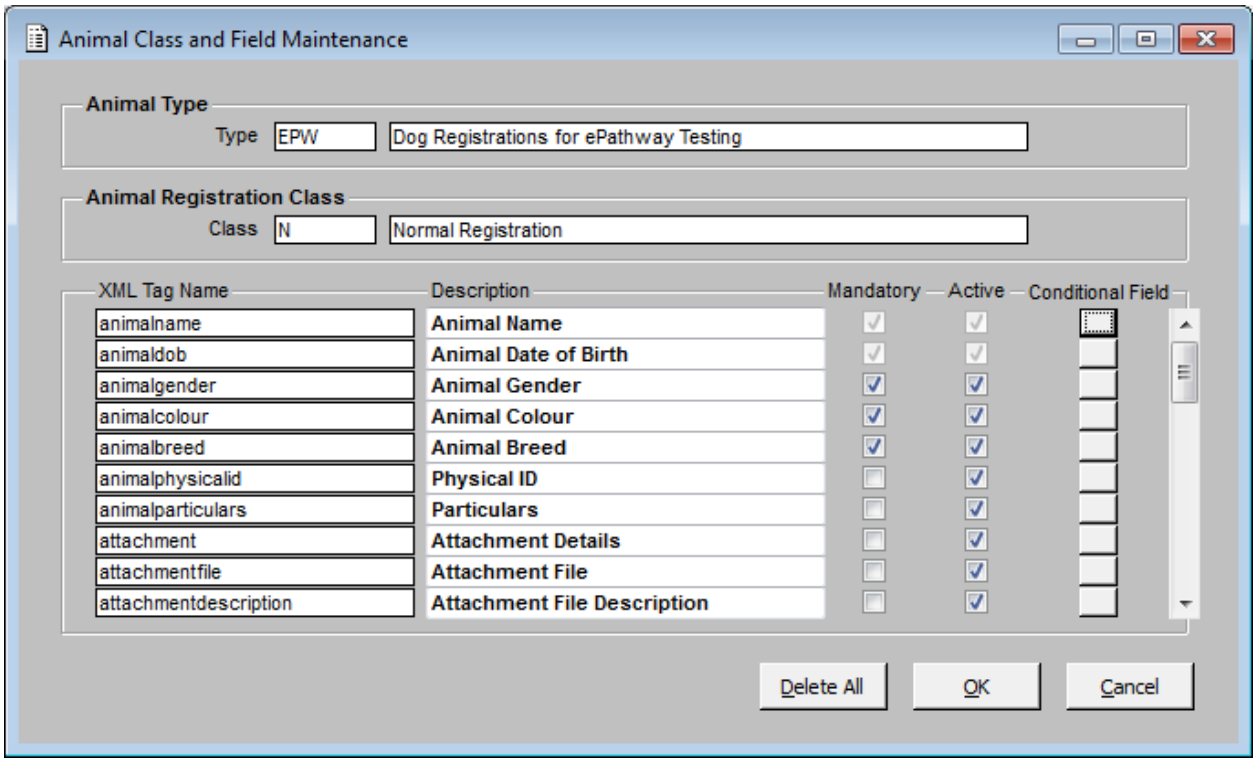
System Administration >> ePathway >> Animal Registration Parameters >> Animal Type and Class Maintenance >> [Select Type] >> [Class Details …] >> [Animal Breeds]



Fields Maintenance (Class Level)

The Fields Maintenance form contains the Animal Registration fields required at the Animal Class level for ePathway as well as their XML Tag Name.

System Administration >> ePathway >> Animal Registration Parameters >> Animal Type and Class Maintenance >> [Select Type] >> [Class Details …] >> [Fields]

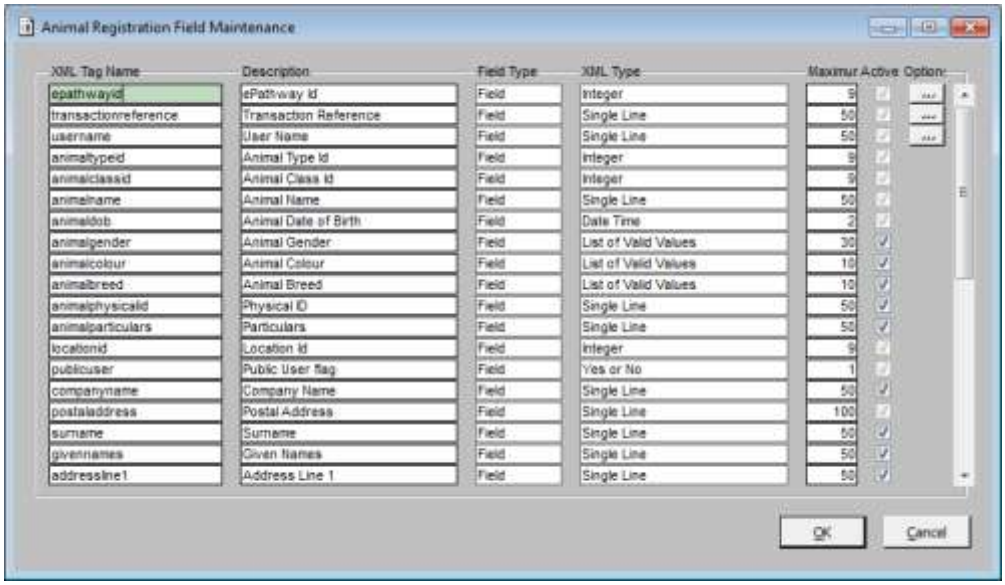


Animal Registration Field Maintenance (Module Level)

The system will pre-populate the main fields available for ePathway Animal Registration. Also, as fields are later assigned for each Animal Type/Class combination the field names will be automatically

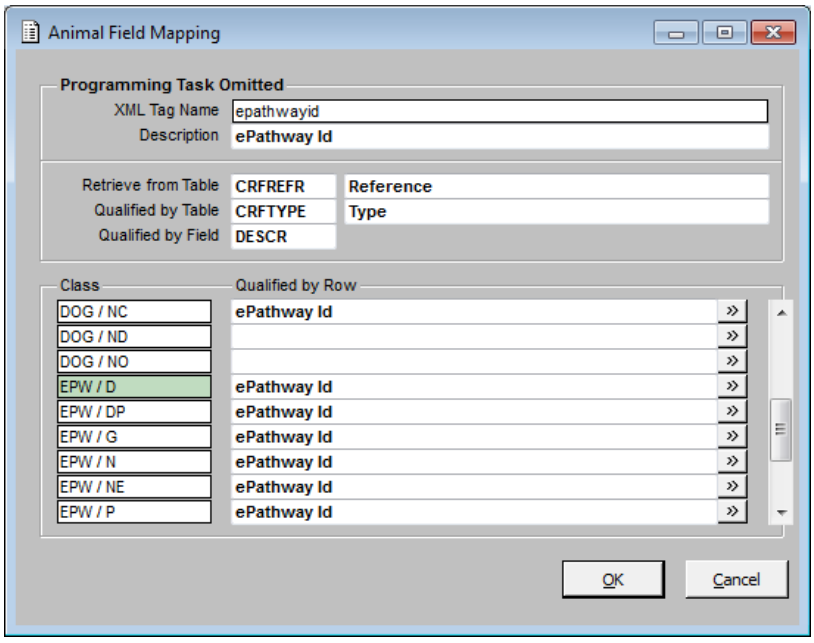
added to the list for References and Questionnaires, thus allowing selective choices regarding individual References and Questions to be made Active/Inactive for processing.

System Administration >> ePathway >> Animal Registration Parameters >> Animal Registration Field Maintenance



Detail out in the Options column to assign Reference Types (if required) to map to ePathway Fields.

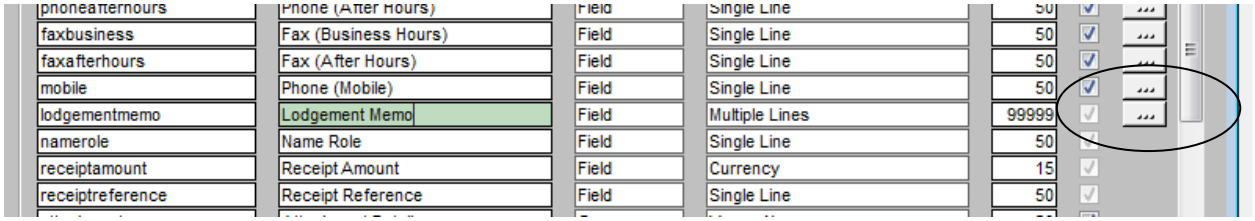
In this example the ePathway ID assigned to the Animal will be written to the Animal Reference identified as ePathway Id.

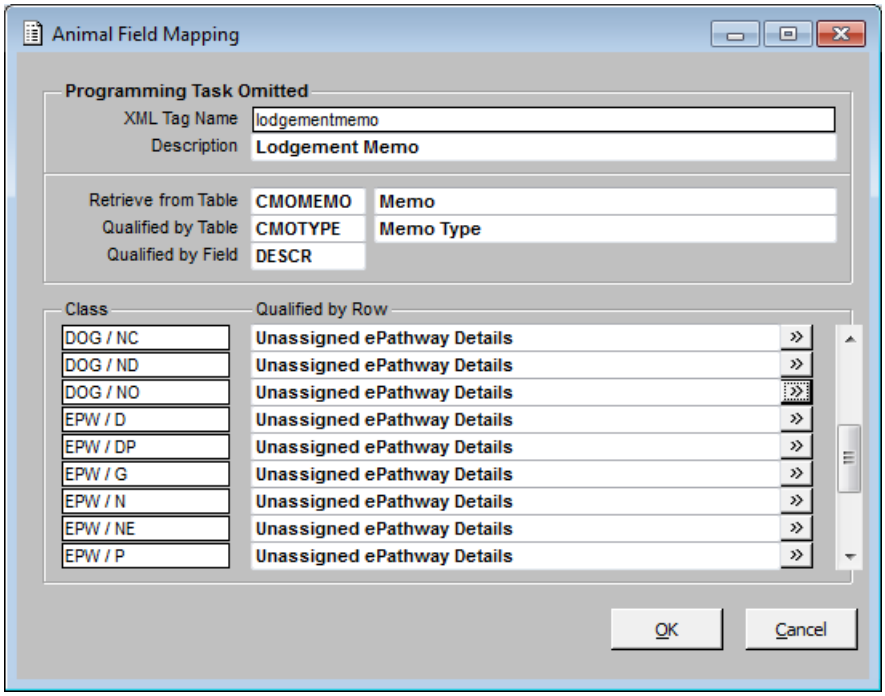


Important Note

If the External Names Authorised Function is **not** in use then you will need to create a Memo Type to hold the Name and Address Details entered by the customer.

Assign the memo type to the Field called Lodgement Memo.



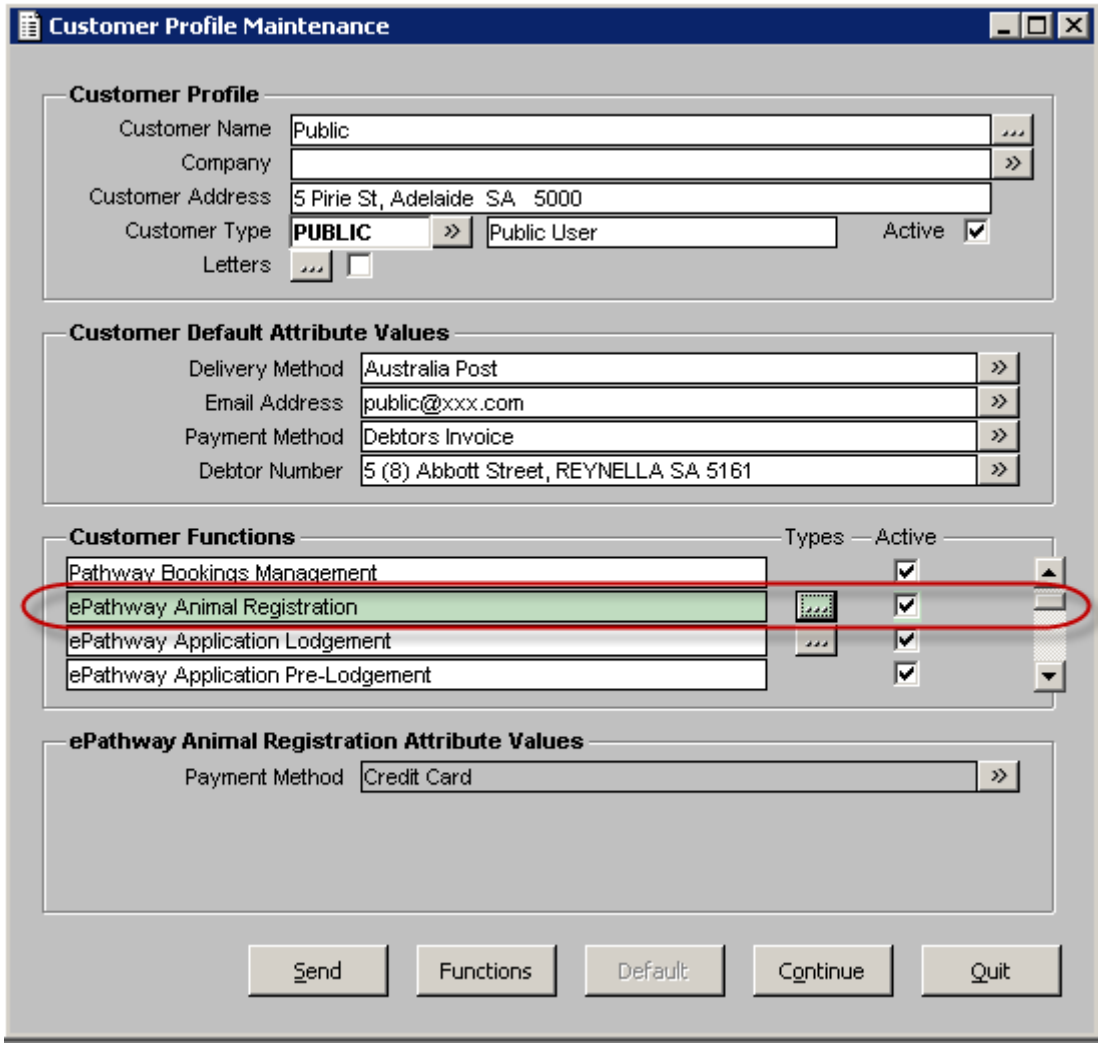


Customer Profile Maintenance / Web User Maintenance

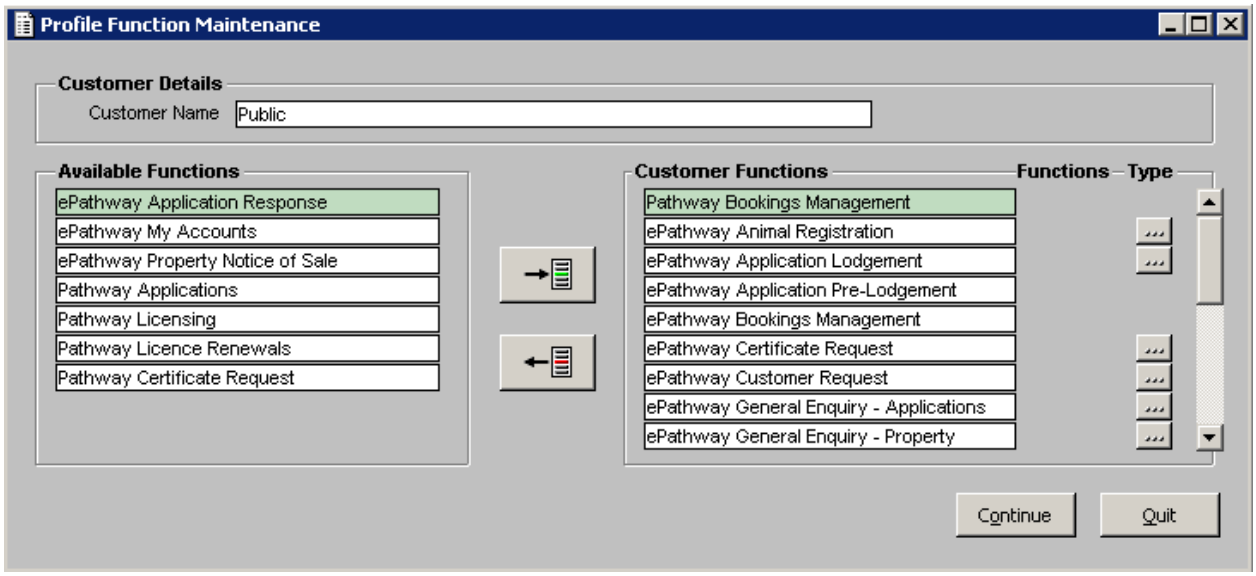
In order for users (including the Public ePathway user) to use ePathway Animal Registration the Web User will need to be setup to have permission for the ePathway Animal Registration function and also the Animal Types within.

Note that this can be established for multiple users by setting it up via the Customer Profile Customer Type as shown in subsequent sections of this document.

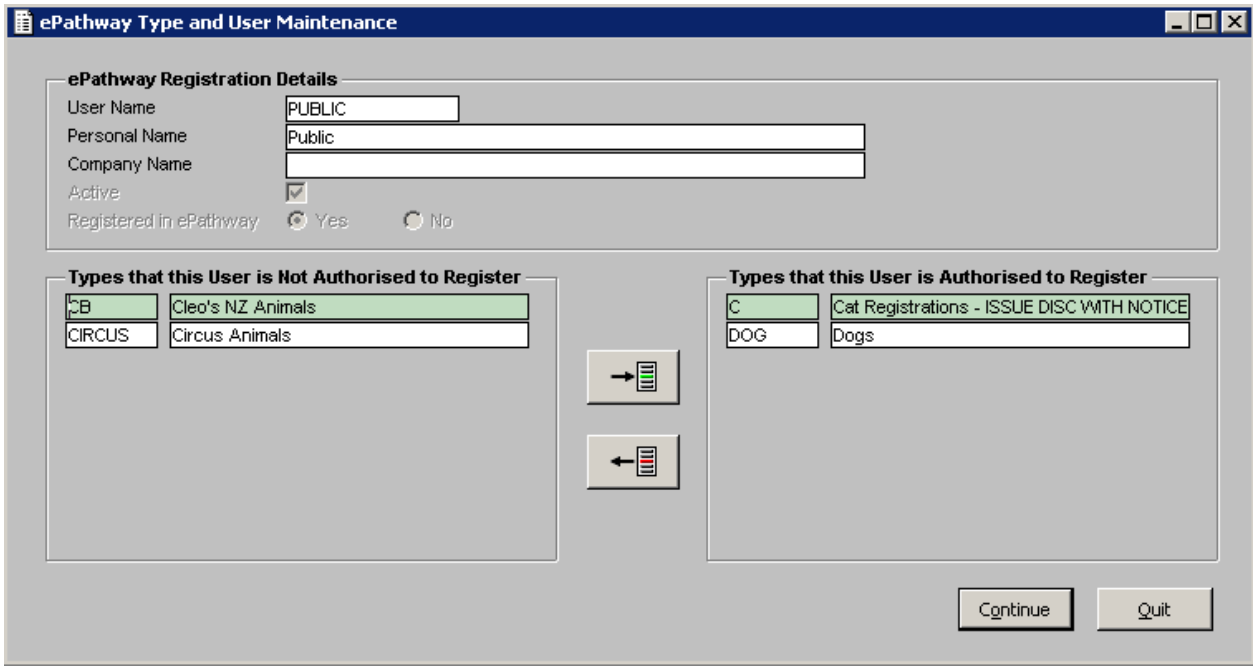
System Administration >> ePathway >> System Parameters >> Web User Maintenance >> [Search] >> Customer Profile



The Functions button can be used to assign ePathway Animal Registration to the user.



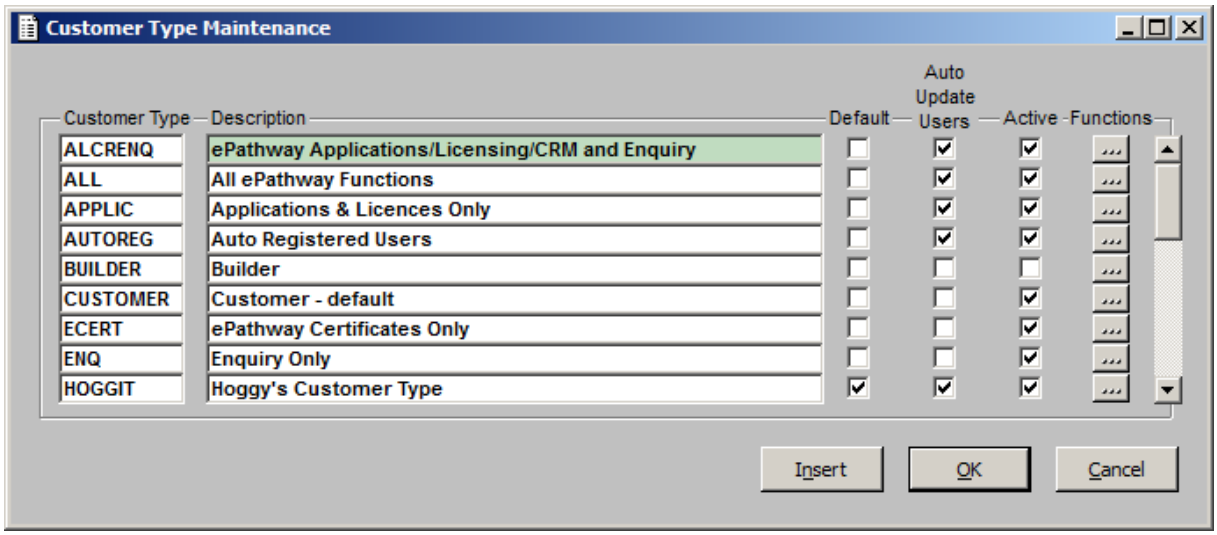
Once assigned, the detail button […] on the Customer Profile Maintenance form can be used to select the Animal Types available.



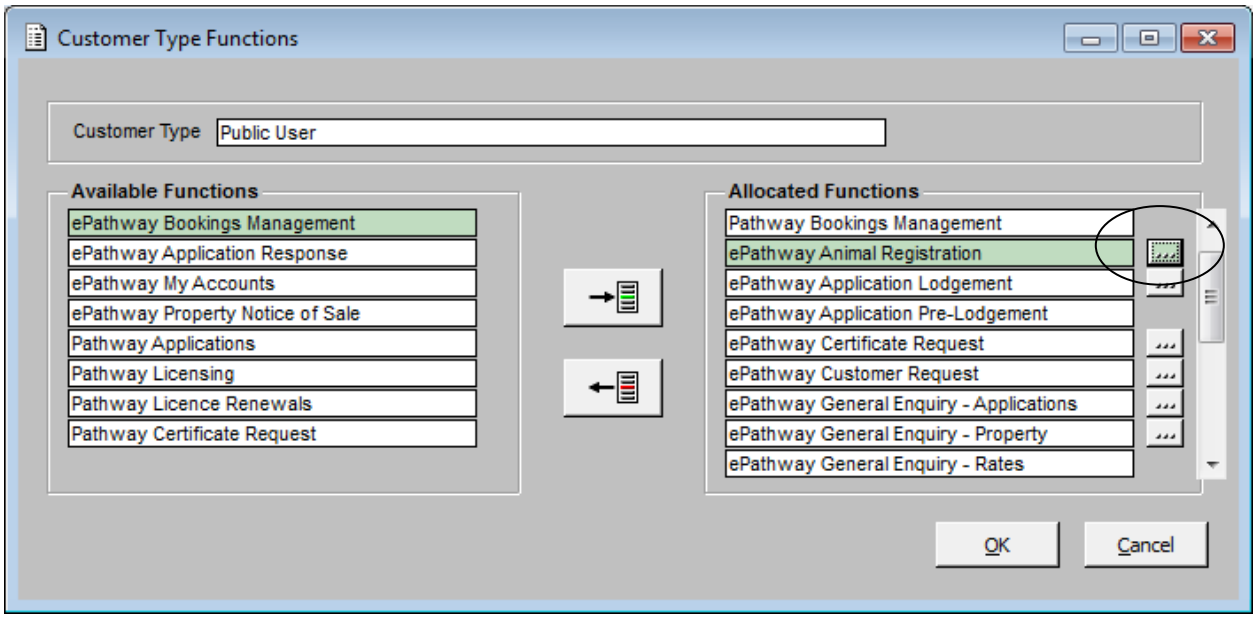
Customer Profile Customer Type Maintenance

In order for users (including the Public ePathway user) to use ePathway Animal Registrations, the web users will need to be setup to have permission to the ePathway Animal Registration function and the available Animal Types. Rather than do this for each user, the Customer Profile >> Customer Type Maintenance form can be used to set this for all users of a particular customer type.

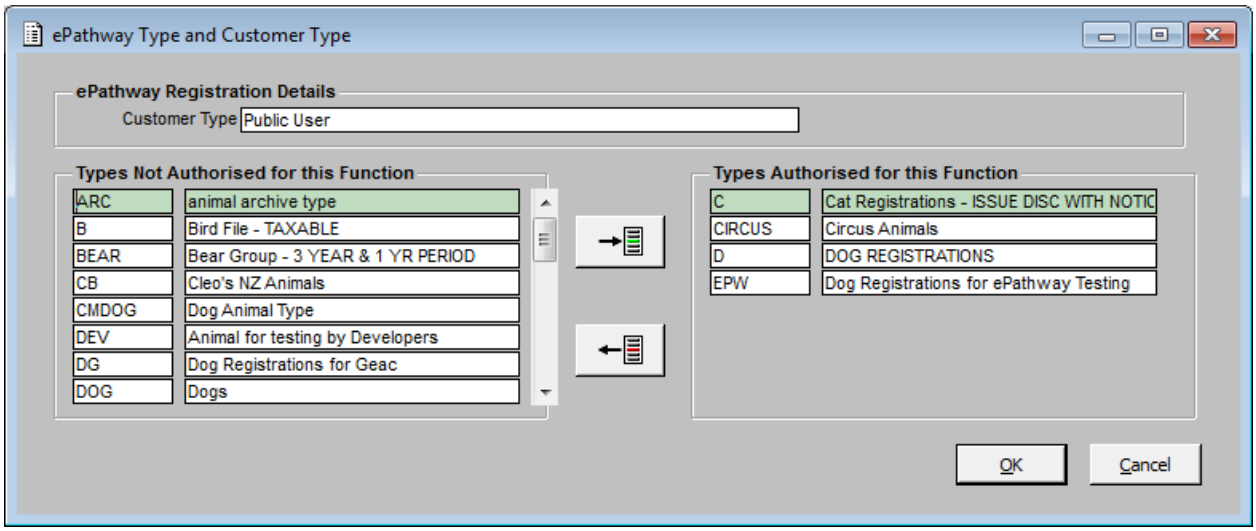
System Administration >> Customer Profile Parameters >> Customer Type Maintenance



The Functions detail button can be used to access the Functions form in order to assign the ePathway Animal Registration function.



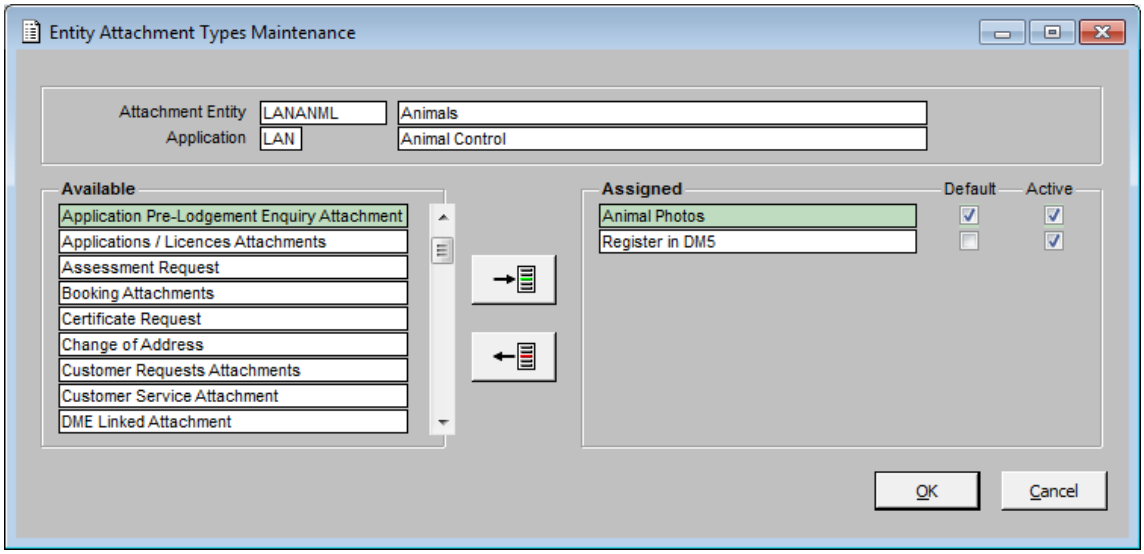
Once assigned, the Animal Types can be selected via the […] detail button.



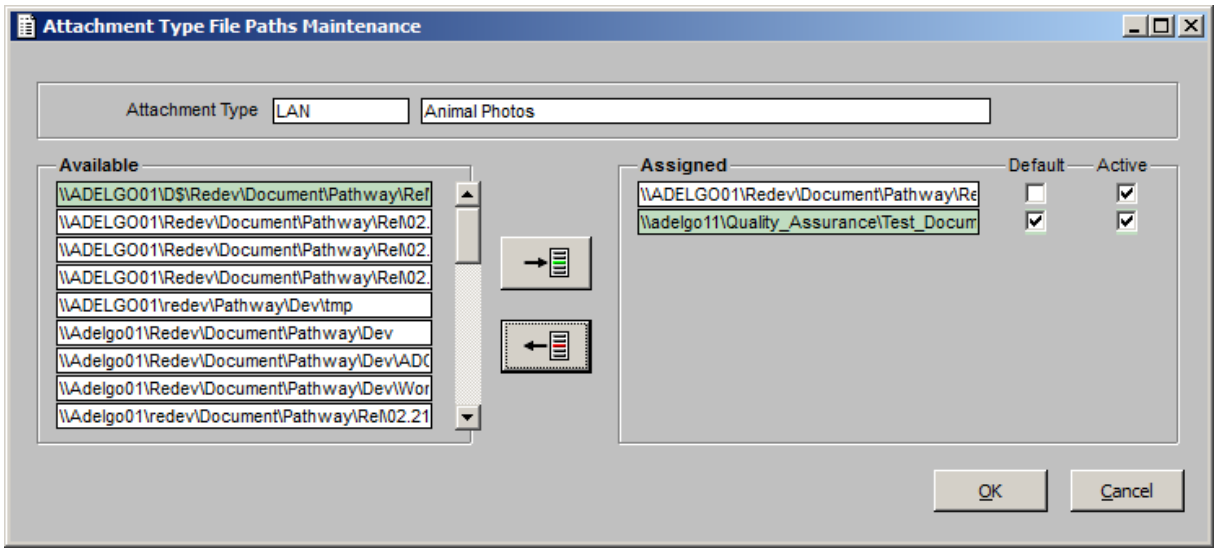
Attachment Folders

The final destination of attachments added by Customers when registering an animal is determined by the default File Path for the default Attachment Type assigned to the LAN/LANANML Attachment Entity parameters as shown on the screens below:

System Administration >> PaperClip Attachments >> Attachment Entity Maintenance >> [LANANML Modify] >> [Attachment Types]



System Administration >> PaperClip Attachments >> Attachment Type Maintenance >> [Search] >> [Assign File Paths]



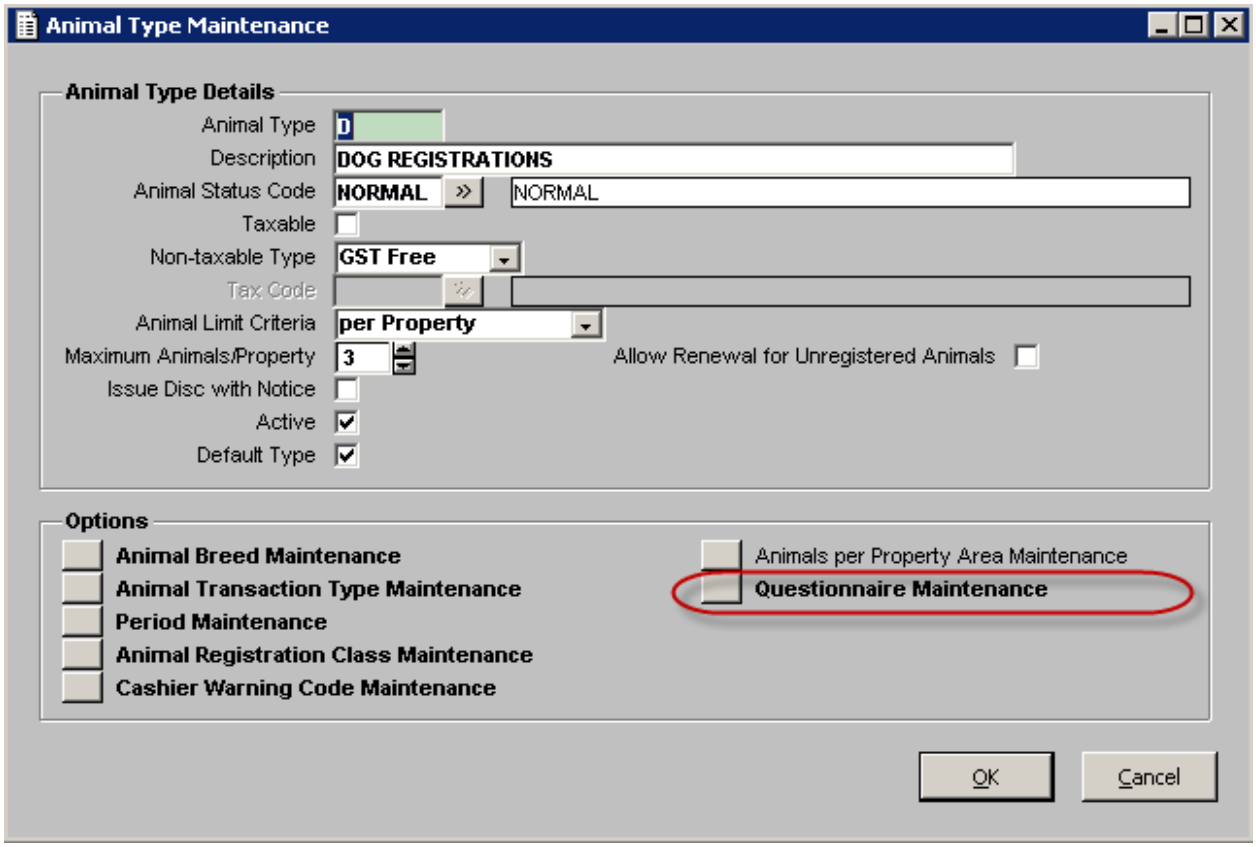
ANIMAL REGISTRATION QUESTIONNAIRES – SMART CLIENT ONLY

Animal Questionnaire Parameters

Animal Type Maintenance

Questionnaires can now be created for Animal Types via Animal Type Maintenance.

Animal Registration >> Animal Parameters >> Animal Type Maintenance

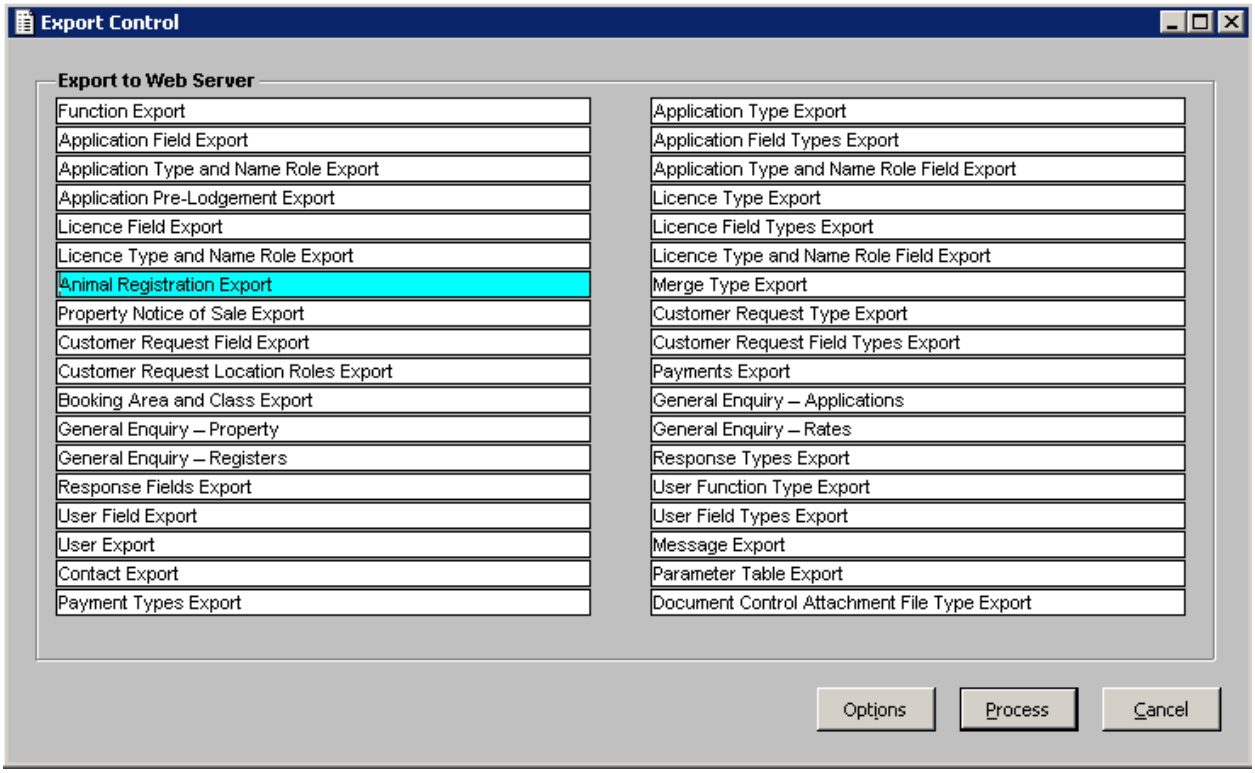


Web Server Export

The Animal Registration Export is a single option which will export all of the above mentioned parameters (Types, Classes, Roles, Fields, etc) from Pathway to ePathway.

Note that the Function and User Exports will still be necessary to run in order for the ePathway Animal Registration mapping to users to be established in ePathway.

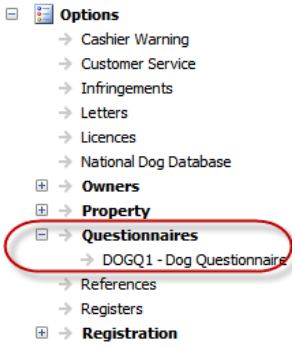
System Administrator Menu (Production) >> System Administration >> ePathway >> System Processing >> Web Server Export

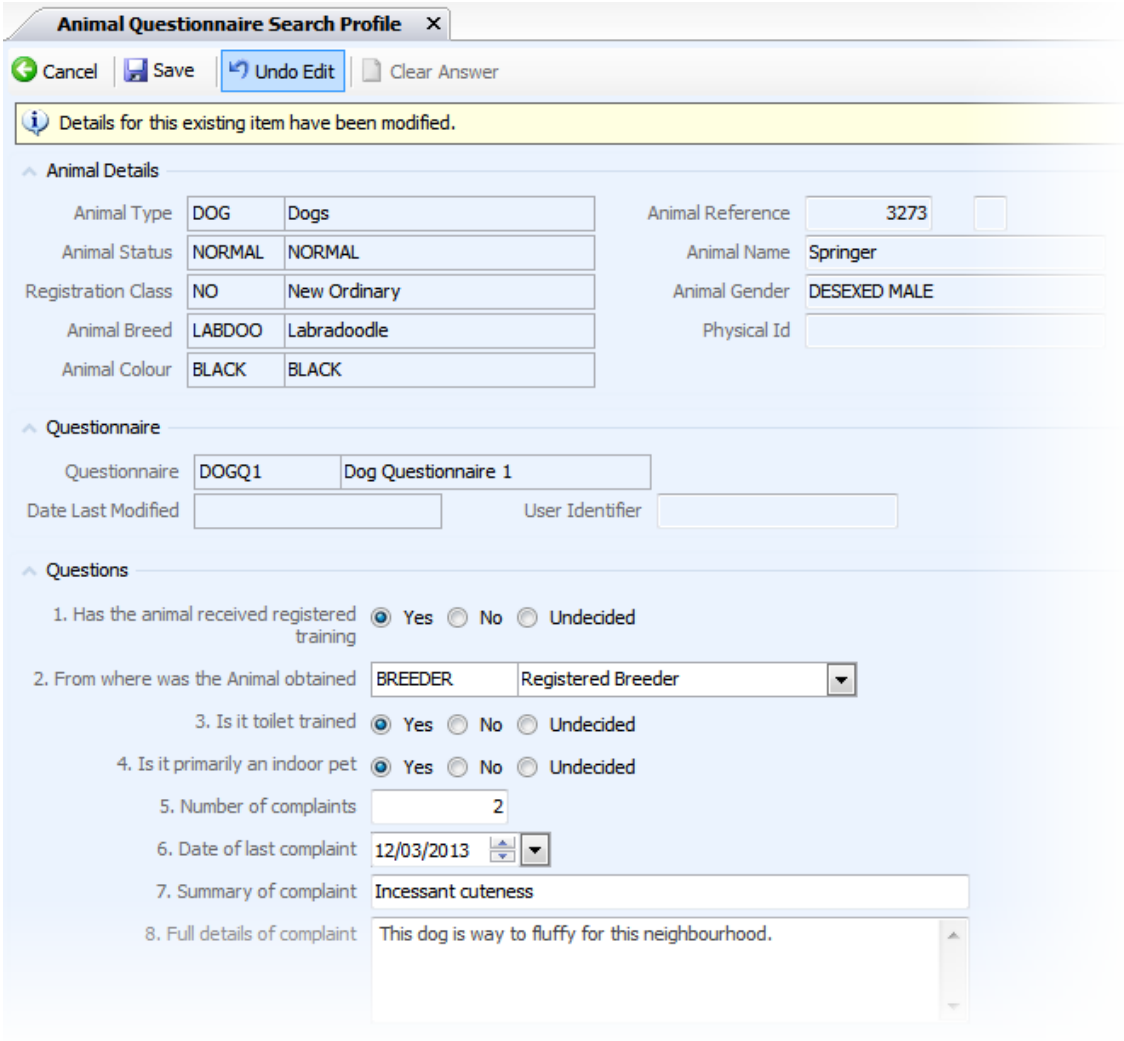


Animal Maintenance

Animal Maintenance within Pathway allows entry of Questionnaire details.

Animal Registration >> Animal Maintenance



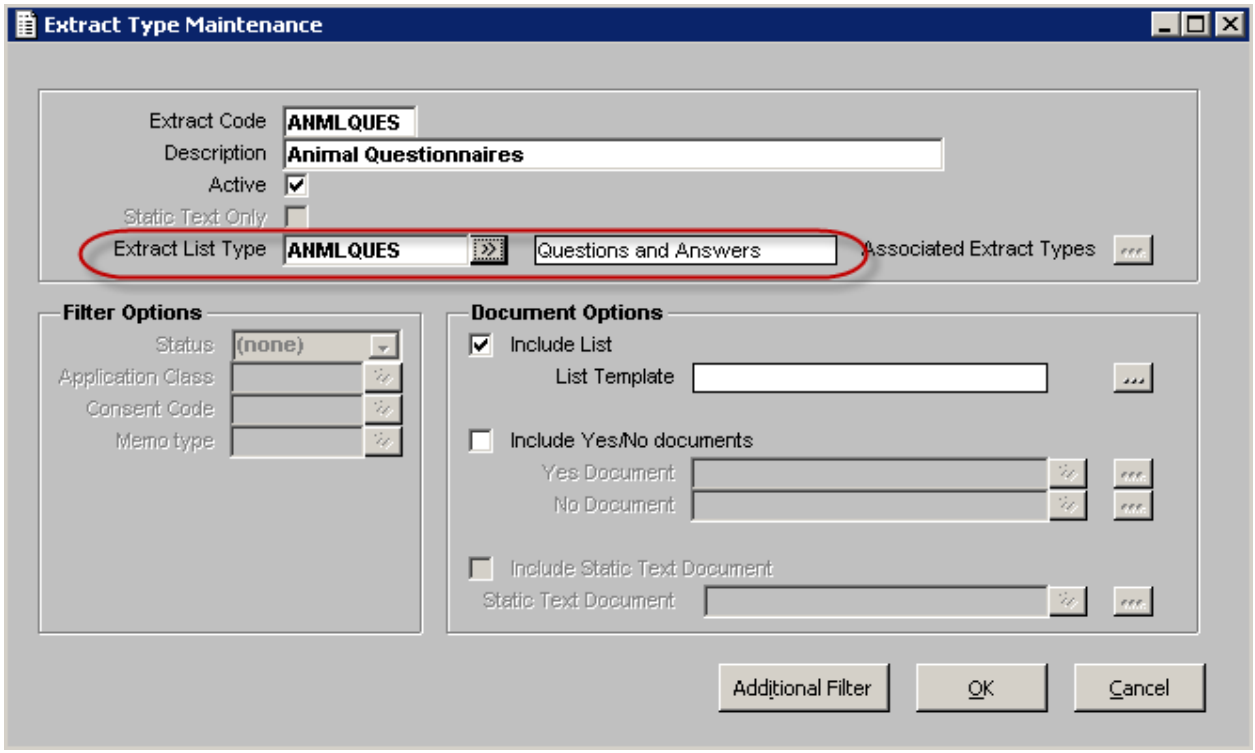


Animal Questionnaire Extract

A new Extract List called “ANMLQUES” has been introduced to allow councils to create Extract Types that use Questionnaire data.

Note also that the Additional Filter option on the form shown below can be used to restrict the extract to certain Questionnaires only and even specific Questions within each Questionnaire. Where no filtering is defined, all Questionnaires are included.

Animal Registration >> Animal Parameters >> Extract Type Maintenance



EPATHWAY PARAMETERS

On initial set up of the system the ePathway Web Server Export should be run via Pathway (System Administration >> ePathway >> System Processing >> Web Server Export) and then the Reload Configuration Cache should be run in ePathway.

Page Layout

The Animal Registration module is now configurable as per other modules for Page and Group layouts.

Admin Sign In >> Layout >> Page Layout

Animal Types

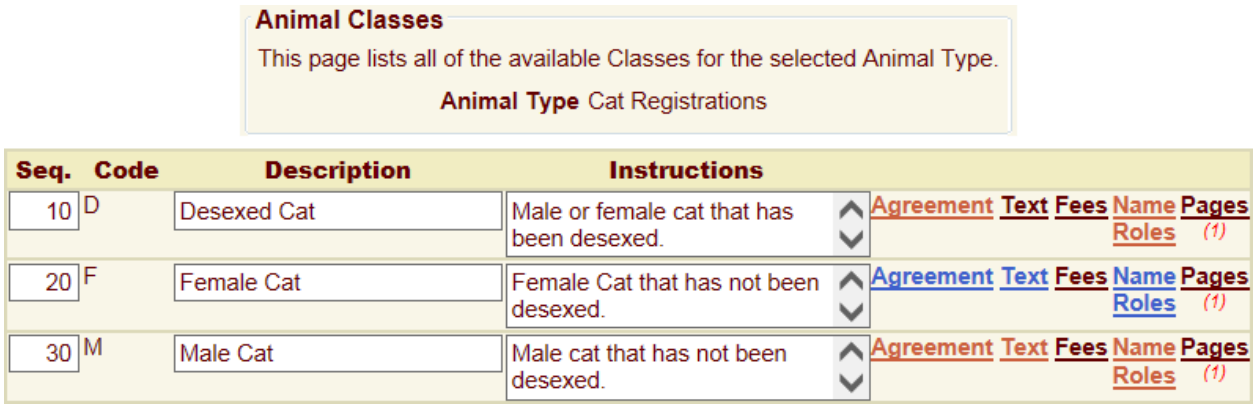
Note that unlike some other modules such as Applications and Licensing which have a Class first then Type hierarchy, Animal Registration is Type first then Class. So the first form presented for Animal

Registration layout definition is the Animal Types form where the Description can be tailored and any specific instructions can be added.

Animal Classes

Upon selecting a Code hyperlink from the Animal Types form, the associated Animal Classes are then displayed. From here the following can be tailored:

- Agreement text via the Agreement hyperlink.
- Email header and footer text, confirmation and submission instructions etc via the Text hyperlink
- Animal Duration Fees sequence and descriptive text via the Fees hyperlink (see later image).
- Name Role layout for the owner role via the Name Roles hyperlink.
- Page, Group and Field layouts via the Pages hyperlink (see later images).



Animal Duration Fees

The Fees hyperlink from the Animal Classes form presents the Animal Duration Fees options where the standard Pathway Class description can be overriden and the Duration can be given a meaningful description for Customers as shown in the example below.

Please note that the fee amount shown on this form is the Initial Registration amount.

The above configuration controls the description shown when Customers choose the Class/Duration combination as shown below.

If pro-rata fees are being used then the current pro-rata amount will be displayed.

Pages Layout

The Pages hyperlink from the Animal Classes form presents the Page level options where the pages to be used for Animal Registration entry can be defined. In this example there is a single page.

Using the Groups hyperlink the field grouping on the page can be defined. Here there are two groups defined so that the main animal details can be prompted for separately to the attachments. Any number of Page Groups may be defined.

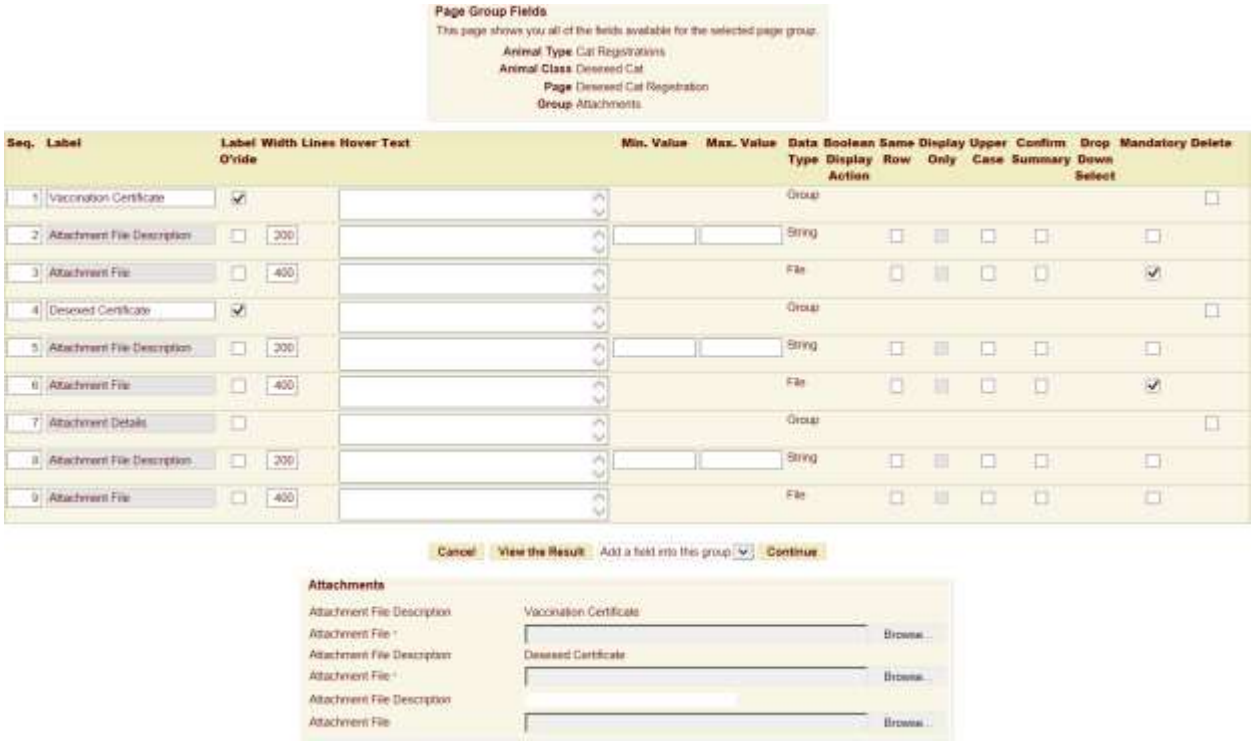
The first Group field definitions are shown below for the group ‘Desexed Cat Registration’. Note the “Breed (Ref)” and “Colour (Ref)” fields are actually Pathway Reference fields and thus allow free text entry as opposed to the actual Animal Breed and Colour fields which will be list based. In this example the page is defined so that if the colour desired by the customer is not available, it may be typed in manually.

A second Group in the example is defined for attachments.

The significant change in this release of ePathway is that the Attachment Details group heading field, which previously took no part in the final presentation can now be used to determine council defined descriptions for mandatory items as shown below. The customer will not be able to override the Description.

In the example the Group Heading at Sequence 1 has had the label overridden with the words Vaccination Certificate. This text will be used for the Attachment Description when loaded back to Pathway. The customer will not be able to modify the description in ePathway.

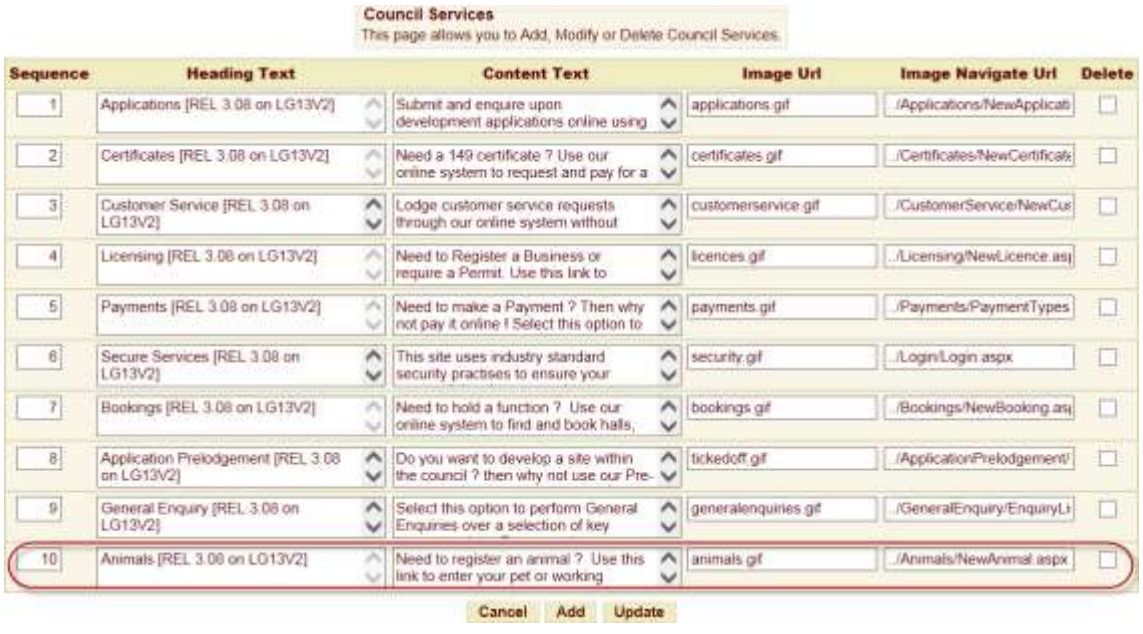
Note that the 3rd attachment at 'Sequence 7' in this example does not have a label override and thus the Customer will be able to enter the description.



Council Services and System Menus

Animal Registration can be tailored on the main page with other council services as shown below.

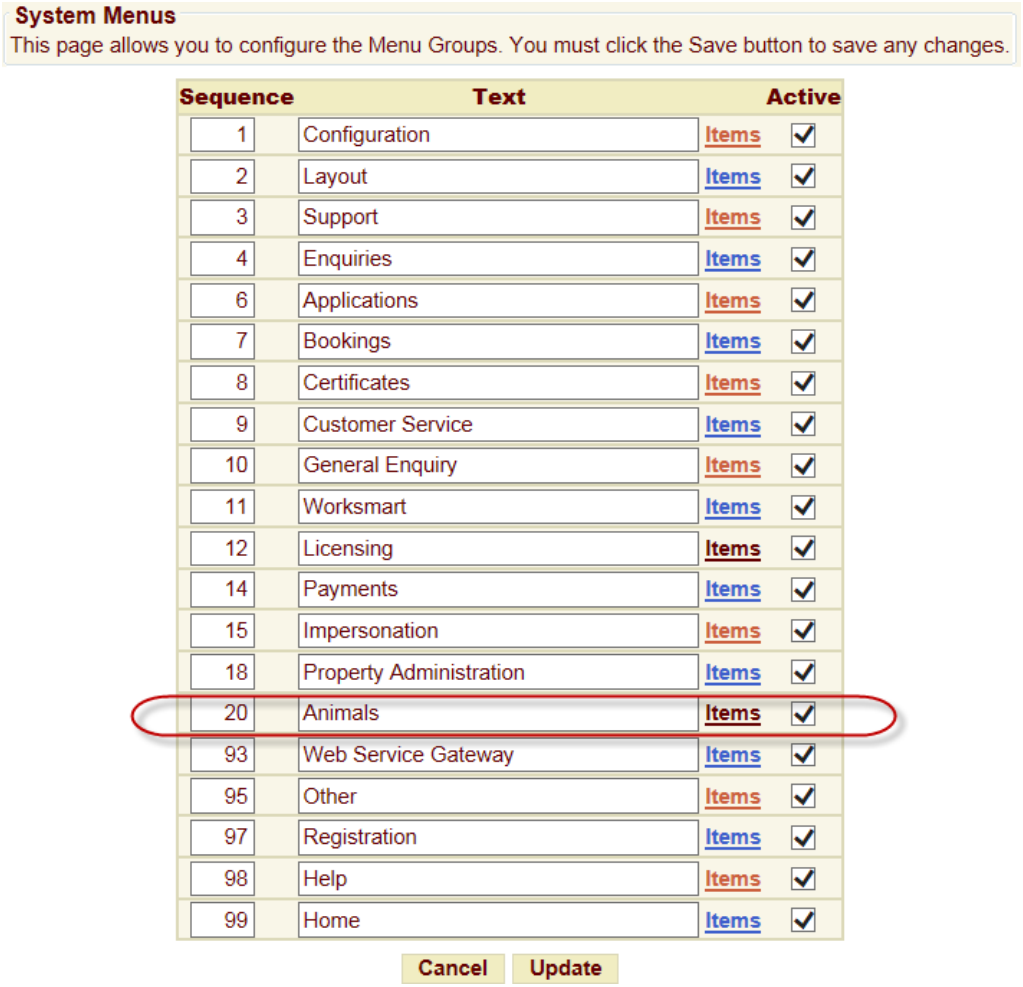
Admin Sign In >> Layout >> Council Services



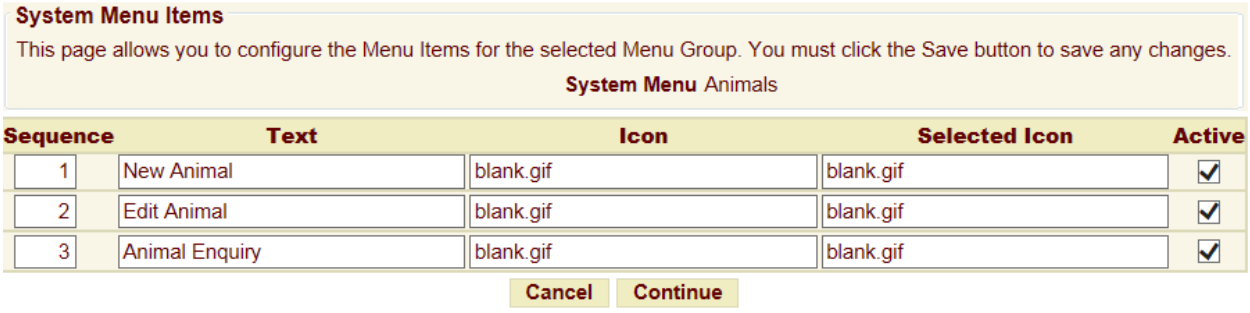
The above setup results in the main page shown below:

The pulldown/system menu now includes Animals.

Admin Sign In >> Layout >> System Menus



This has 3 items being New Animal, Edit Animal and Animal Enquiry.



External Request Broker

For councils wanting to create hyperlinks to Animal Registration from their own pages, Animal Registration has been implemented within the External Request Broker. Please refer to Infor documentation on the External Request Broker for more details (ePathway External Request Broker Guide). The hyperlink format required for Animal Registration requires the Module, Type, Class and Duration to be specified.

E.g. To invoke entry of a new Animal for Type “DOG” and Class “DESEX” and “Duration 1”, the url might be constructed as shown here (keeping in mind to substitute the Council domain/site prefixes):

http://localhost/ePathway/Production/Web/Animals/ExternalRequestBroker.aspx?Module=EANREG&Type=DOG&Class=DESEX&Duration=1

Note that the Module will always be EANREG for Animal Registration.

Property Search

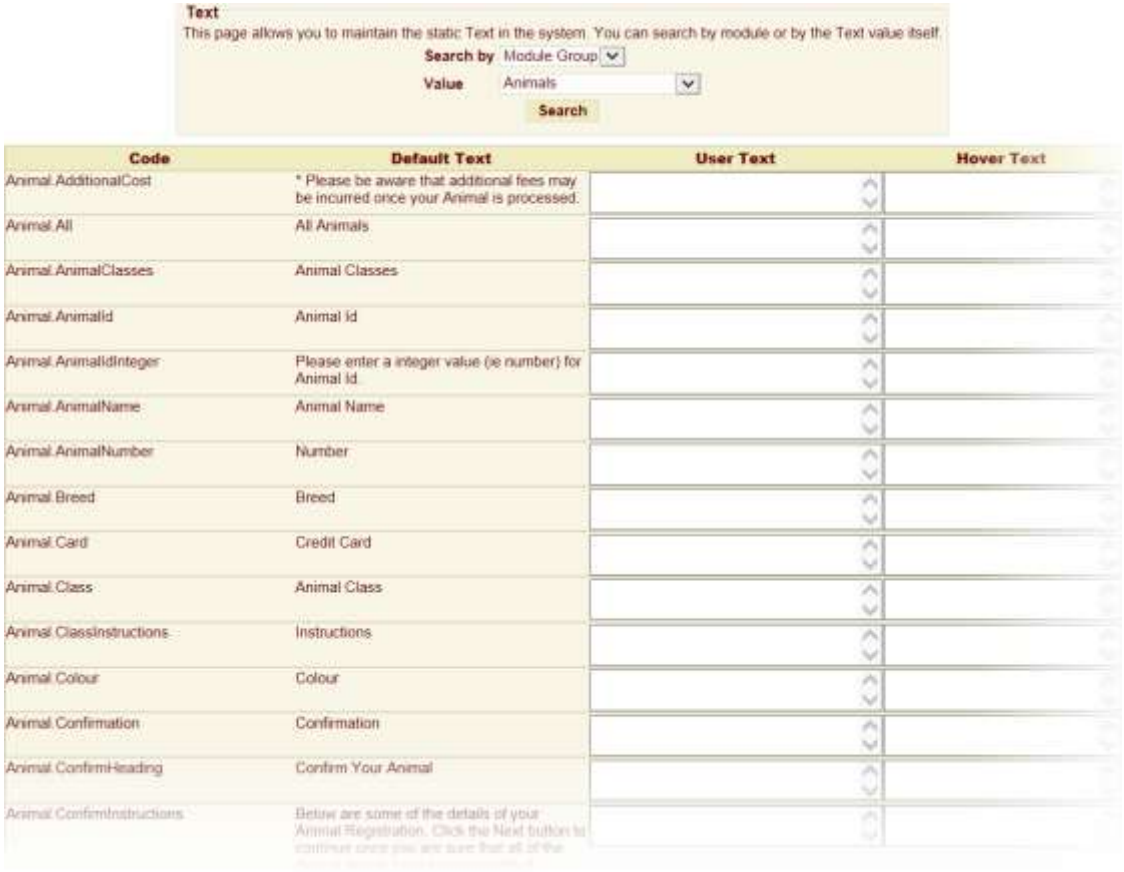
The Property Search behaviour for Animals can be set as per existing modules. Note that Animals can only be linked to Property Addresses rather than Parcel or Title.

Admin Sign In >> Layout >> System Menus

Text

The Text and Hover Text displayed on forms can be tailored to council needs. Similarly Image Text can also be tailored via the Image Text menu.

Admin Sign In >> Layout >> Text



Help URLs

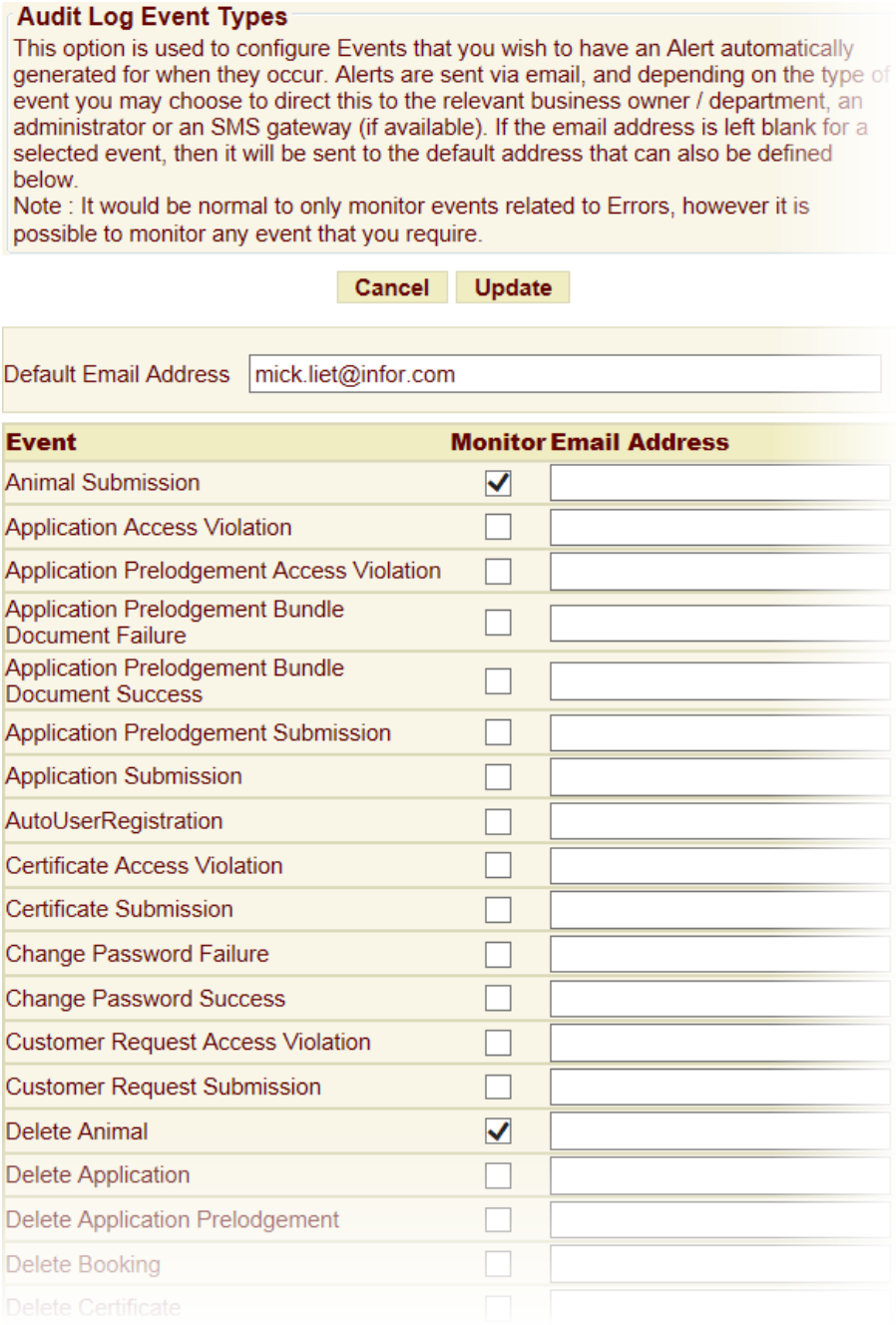
As per other modules, the Animal Registration forms can all have their Help forms tailored by council.

Admin Sign In >> Layout >> Help File URLs

Event Types

New Event Types have been introduced to potentially monitor Animal Submission, Deletion and when a New Animal entry is commenced.

Admin Sign In >> Configuration >> Event Type Maintenance



Audit Log Event Types

This option is used to configure Events that you wish to have an Alert automatically generated for when they occur. Alerts are sent via email, and depending on the type of event you may choose to direct this to the relevant business owner / department, an administrator or an SMS gateway (if available). If the email address is left blank for a selected event, then it will be sent to the default address that can also be defined below.
Note : It would be normal to only monitor events related to Errors, however it is possible to monitor any event that you require.

Cancel Update

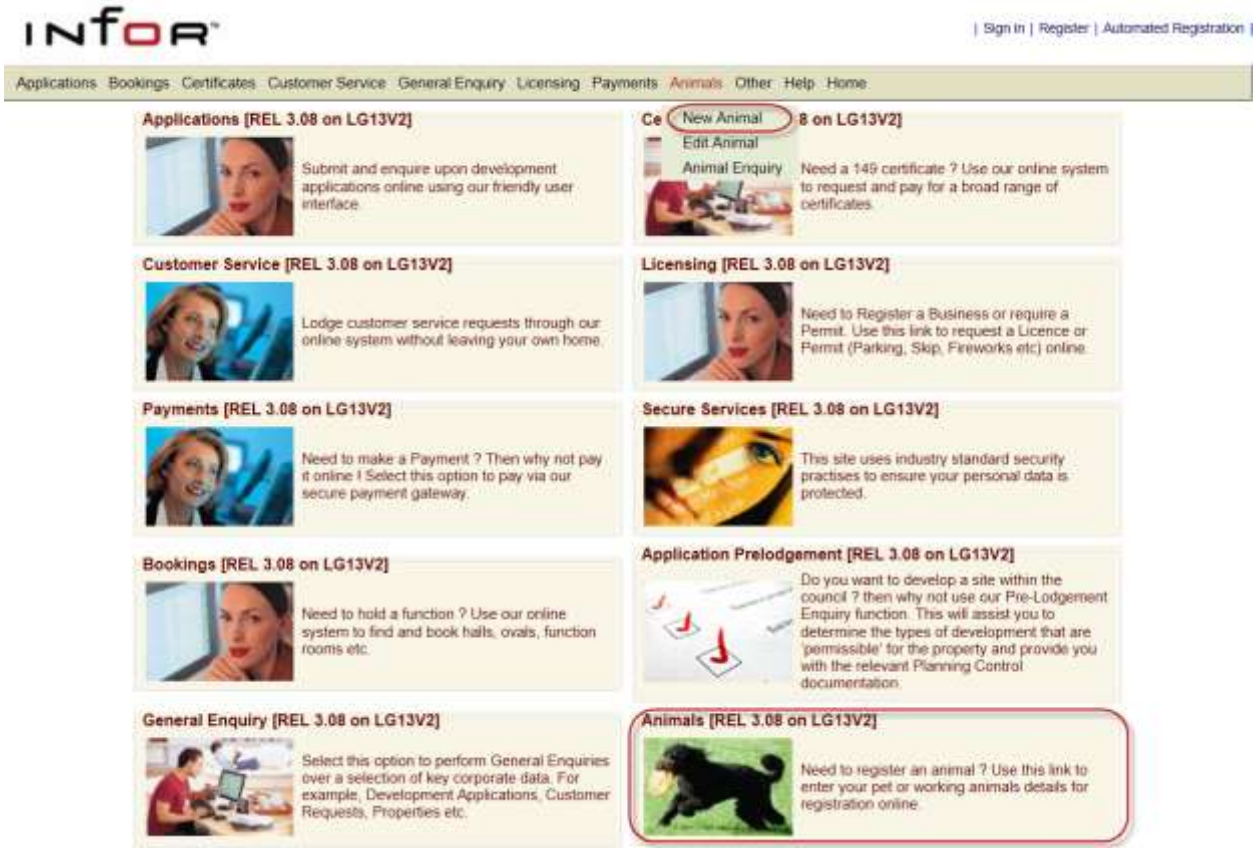
Default Email Address mick.liet@infor.com

Event	Monitor	Email Address
Animal Submission	☑	
Application Access Violation	☐	
Application Prelodgement Access Violation	☐	
Application Prelodgement Bundle Document Failure	☐	
Application Prelodgement Bundle Document Success	☐	
Application Prelodgement Submission	☐	
Application Submission	☐	
AutoUserRegistration	☐	
Certificate Access Violation	☐	
Certificate Submission	☐	
Change Password Failure	☐	
Change Password Success	☐	
Customer Request Access Violation	☐	
Customer Request Submission	☐	
Delete Animal	☑	
Delete Application	☐	
Delete Application Prelodgement	☐	
Delete Booking	☐	
Delete Certificate	☐	

EPATHWAY PROCESSING – CUSTOMER EXPERIENCE

Adding An Animal Registration

Customers can lodge an Animal Registration via the Animals dropdown menu or by selecting from the main page of ePathway.



The New Animal entry page will be presented allowing the Customer to select the Animal Class/Fee combination.

Note: If Lodgement.BypassIntroPage is not set then an introduction message will be displayed prior to this page as defined by Animal.NewAnimalHeading and Animal.NewAnimalInstructions Text.

Select Animal Class

Below is a list of the Animal classes that you can request online. Please select the required Animal class and click the Next button to continue.

Cat Registrations

Animal Classes	Instructions	Duration	Description	Fee Amount
○ Desexed Cat	Male or female cat that has been desexed.	1	Full Year	$34.00
○ Female Cat	Female Cat that has not been desexed.	1	Full Year	$35.00
○ Male Cat	Male cat that has not been desexed.	1	Full Year	$50.00

Dog Registrations

Animal Classes	Instructions	Duration	Description	Fee Amount
○ Concession	Proof of concession must be provided as attachments	1	Full Year	$10.00
○ Desexed Dog	Dog that has been desexed.	1	Full Year	$8.00
○ Ordinary Dog	Dog that has not been desexed.	1	Full Year	$12.00
○ Ordinary Dog	Dog that has not been desexed.	3	Three Years	$39.00

Circus Animals

Animal Classes	Instructions	Duration	Description	Fee Amount
○ Performing Animals	This is to include all Animals displayed to the public for the purpose of generating revenue for your organisation.	1	Performing Animal Annual License Fee	$19.00
○ Work Animals	This is to include non-performing Animals used as additional labour for the support of your organisation whereby the Animal is not simply a pet.	1	Annual Working Animal Fee	$23.00

Next

The Customer is then prompted to find and select their address.

Property Search

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

Address Search

Search for locations using Address details:

Use this option if you wish to search for a property or parcel via the address details. Please enter the address details (or alternatively the Property Name or Ward), then click on the search button to invoke the search.

☐ Advanced Search

Street Number (or Parcel Number)

Street Name abbott

Street Type (any)

Suburb

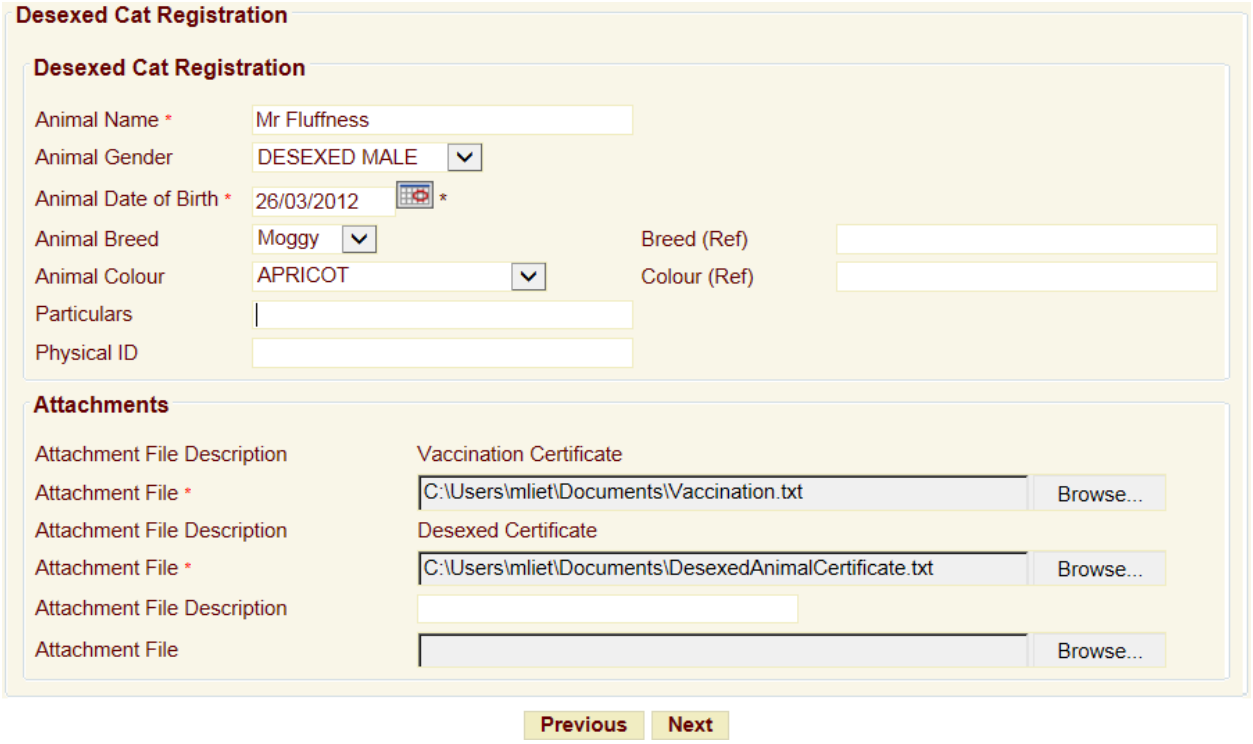
Previous Search

Note: Property search and selection forms have been omitted for brevity.

The Owner name is then prompted. Note that the parameter configuration will determine whether the name is defaulted from the Property owner or user registration details, for instance. In this example, the user is prompted for details.

The Customer then has the option to add/remove more Owners using the standard ePathway name role features. This will only be presented if the Allow Multiple Names option is chosen in the Name Roles set up in Pathway.

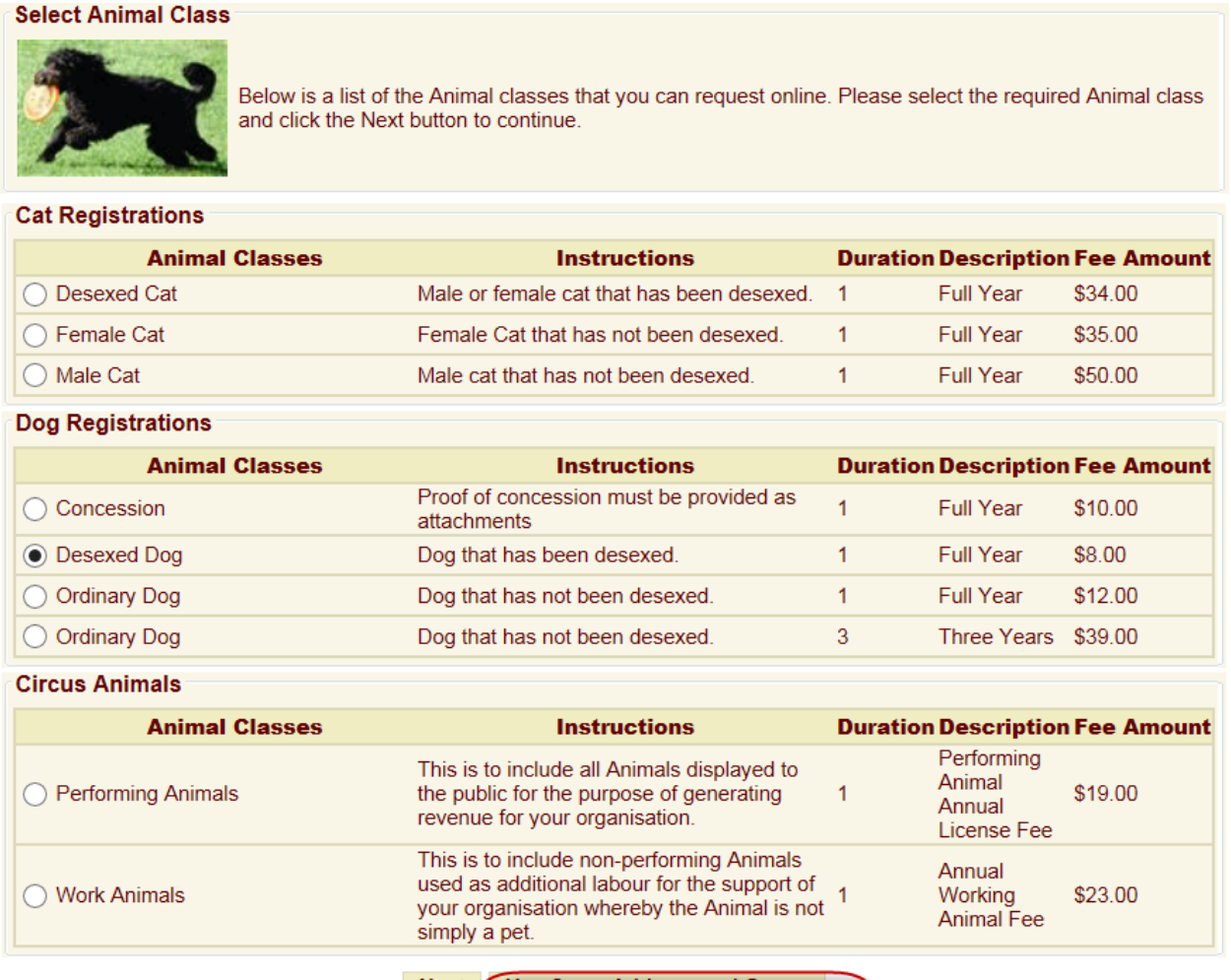
The Animal details may then be entered.



The summarised details can then be confirmed. Pressing Next will take the Customer to enter the payment details or if they have another Animal to register (or other payments to make) they can 'Add to Cart'.

In this example 'Add to Cart' is selected.

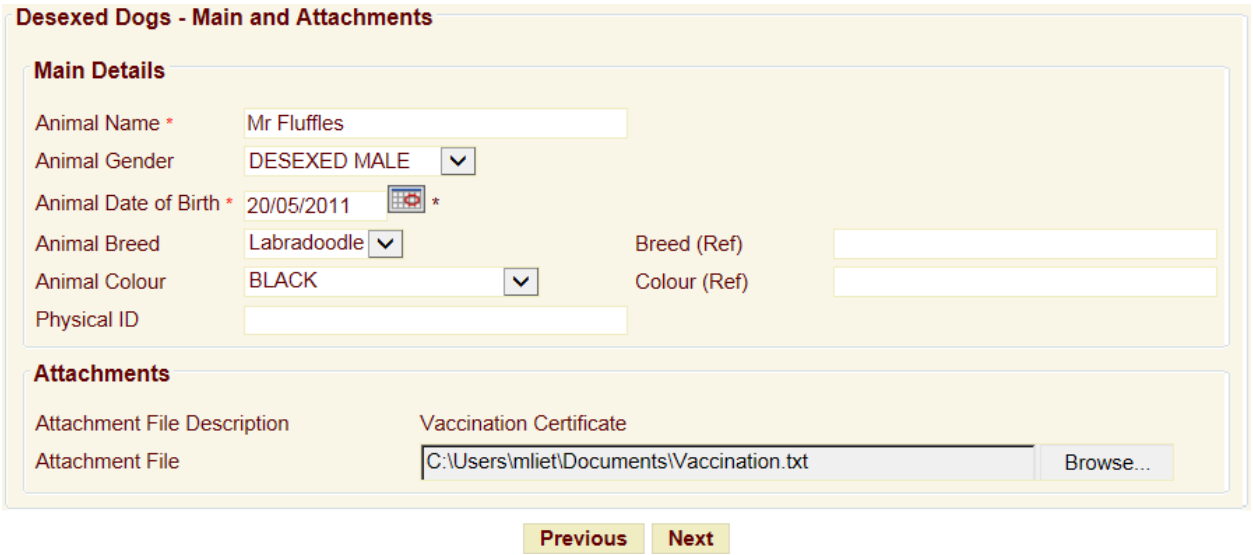
Another Animal can then be added if required. However, this time the Class/Fee selection has a "Use Same Address and Owner" button. If the Customer selects this button instead of Next, the same Address and Owner details will be defaulted when entering this next Animal.



The Address is still displayed, however the Customer can press Next to confirm it is correct or else opt to Remove and add another.

Similarly, the Owner details are defaulted, although can be modified.

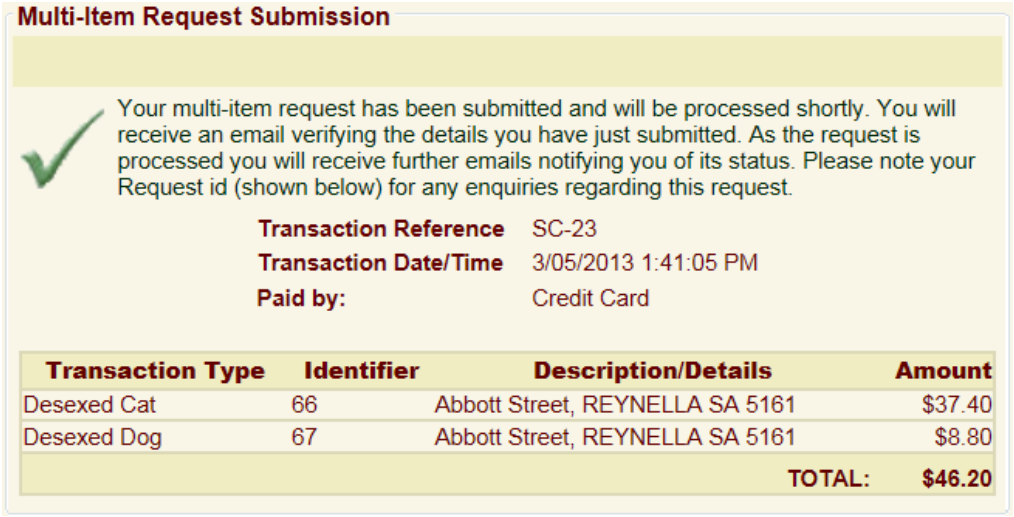
The Animal details are then prompted as before. The different layout is determined by the Layout parameters for the Class.



As previously, the Animal can be added to the Cart.

The Customer can then Proceed to Checkout to pay the final amount (which may or may not include Merchant Service Fees based upon parameters).

At this point the details are submitted to the server and subsequently the Animal details are submitted to Pathway.



Multi-Item Request Submission

Your multi-item 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 you will receive further emails notifying you of its status. Please note your Request id (shown below) for any enquiries regarding this request.

Transaction Reference SC-23
Transaction Date/Time 3/05/2013 1:41:05 PM
Paid by: Credit Card

Transaction Type	Identifier	Description/Details	Amount
Desexed Cat	66	Abbott Street, REYNELLA SA 5161	$37.40
Desexed Dog	67	Abbott Street, REYNELLA SA 5161	$8.80
		TOTAL:	**$46.20**

The details will then be available for the Animal Enquiry

Number of Animals Found: 3

Animal Id	Number	Animal Name	Breed	Colour	Gender	Status	Registration Date
67	3276	Mr Fluffles	Labradoodle	BLACK	DESEXED MALE	NORMAL	03-05-2013
66	3275	Mr Fluffness	Moggy	APRICOT	DESEXED MALE	NORMAL	03-05-2013
56	3271	Fluffy	Persian	BLUE	DESEXED MALE	NORMAL	30-04-2013

Animal Enquiry

Please enter the search criteria below to enquire upon Animal Registrations that you have submitted.

Email Address * mick.liet@infor.com
Animal Id
Transaction Reference
Search

INFOMART

The Infomart table Animal_Facts has been updated with the new field Record_Source which will indicate if the Animal was created via Pathway or ePathway.

A new Infomart table Animal_Questions has been created with the following fields:

- Animal_Questions_Key
- Animal_Key
- Question_Number
- Question_Type
- Question
- Answer
- TFKLANANML
- TFKLANQUES
- TFKLANQUNA
- TFKLANANSW

PATHWAY PROCESSING

DISC ALLOCATION

This section details the Pathway functionality involved in the processing of ePathway Animal Registrations.

ePathway Disc Allocation Maintenance

Each new Animal registered in ePathway will create an Animal Registration record in Pathway. The purpose of this function is to display all New Registrations that have been lodged via ePathway. This allows the Council staff to validate the Animal Registration Record, have Pathway automatically assign a Disc and produce an optional letter request.

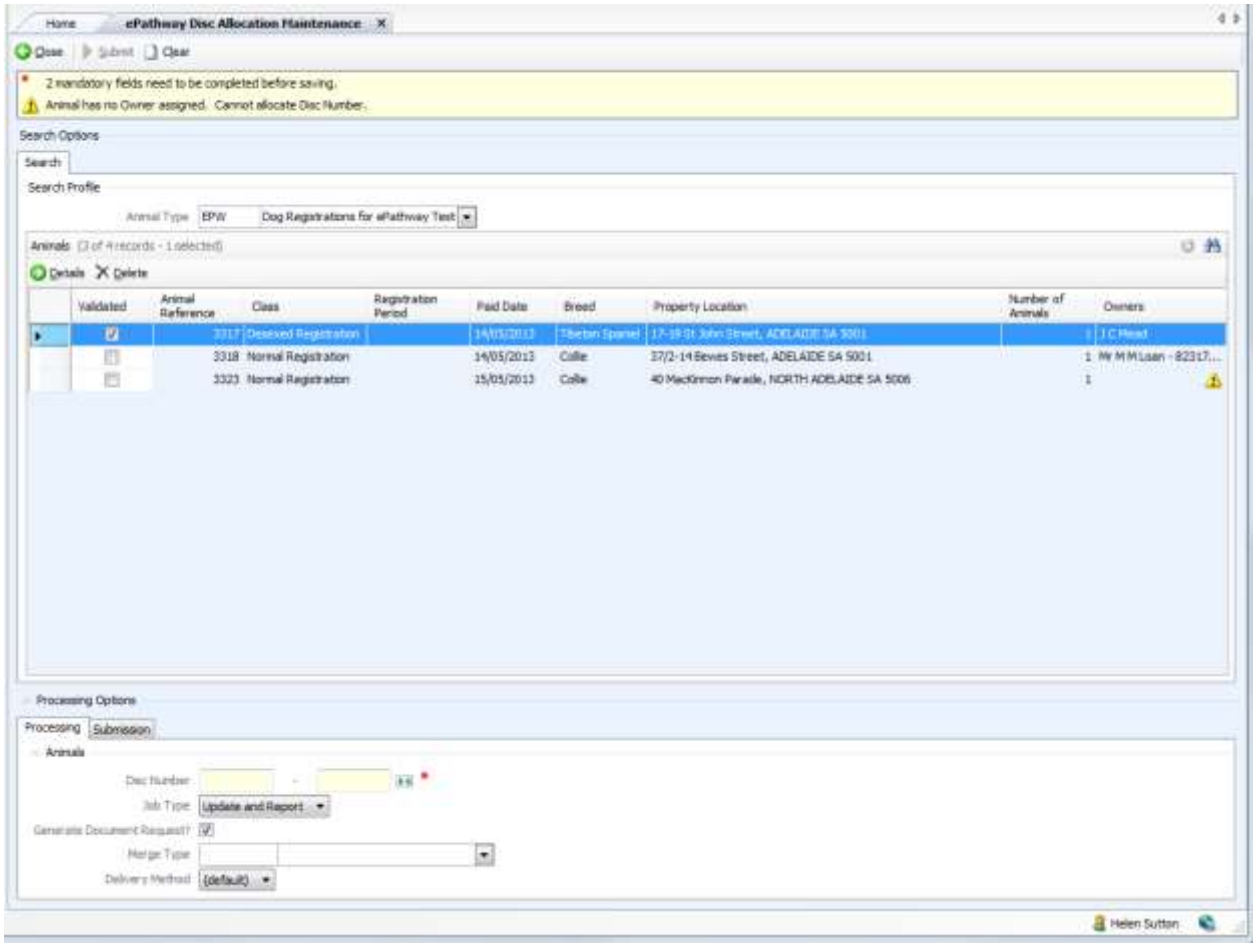
This form will display all successful registrations that have been lodged via ePathway for the chosen Animal Type that have not yet been allocated a disc.

All records have a status of "Not Yet Validated" when first created.

Clicking the **Details button** will take the user to Animal Registration maintenance where they can check the appropriateness of the data e.g. Documents are attached for Pensioner.

Owner Names will also need to be checked and/or maintained. Owner Names must be valid or the record will appear on the Exception Report.

Animal Registration >> Animal Batch >> ePathway Disc Allocation



Validated

This column displays whether or not the Animal Record has been Validated.

When the user has checked the animal record and is satisfied that it meets Council's requirements then the user marks the record as Validated. Provided all criteria is satisfied (such as having an Owner assigned, etc) the record will be eligible for inclusion in the update/report.

A record can be unchecked (ie. Marked as not Validated) again if required.

Animal Reference

Displays the Pathway Animal Reference Number.

Class

This field displays the Animal Registration Class.

Registration Period

This field displays the selected Period and Duration that the customer is registering for.

Paid Date

Displays the date the registration record was created.

Breed Description

This column displays the Breed Description of the animal being registered.

Property Location

Displays the Formatted Property Address

Number of Animals

This column displays the total number of Currently Registered Animals at the Property Location. A warning symbol is shown on this field if it exceeds the limits specified in parameters.

Owners

This column displays the name of the person(s) to whom the Animal is registered. A warning is shown on this field when an Owner has not yet been assigned. The details entered by the Customer can be reviewed using the Detail button which will present the Animal Registration Maintenance form as shown in the following sections.

Delete

By selecting a row and clicking on the Delete Button the record will be removed from the ePathway Disc Allocation process.

This should only be used where a disc number is not required to be issued and the Animal record in all likelihood will be cancelled.

For example: a customer has registered the animal via ePathway and the Disc allocation process has not yet been performed. The animal has died the next day and the customer has requested a refund. The receipt would be Reversed/Transferred however this still leaves the record on the allocation form. From here the record can be deleted from the disc allocation list. IMPORTANT NOTE: this has not deleted the Animal record, merely removed it from this process. The Animal should then be updated via Pathway with the appropriate Status etc.

Processing Options

Disc Number (From / To)

These fields contain the lower and upper disc number range for allocation during this process.

Both elements are mandatory.

Checks are done during processing to ensure the Disc Numbers are not already used. Any already used will be reported on an Exception Report and skipped so the next number may be assigned.

If an insufficient number of discs is entered, then once all discs have been consumed by the process then no further Animal records will be processed. These records will remain as Validated with no disc number. The remaining animals may then be processed in the next allocation run.

Job Type

This specifies whether this run will be processed in 'Report Only' or 'Update and Report' mode.

Report Only – If this option is selected, two reports will be produced. The first report will show each animal record and the disc number that will be allocated. The second report will be an exception report that shows any errors encountered during the process.

Update and Report –.This option will update the registration records with the allocated disc number, flag the registration as "Registered", and generate a document request (if selected). See next section for details.

Generate Document Request?

If this flag is set on, then the Merge Type field will become available.

Merge Type

This field contains the name of the merge type to be used for the document request to be created. This is optional. If not specified, then the fields following will not be used and no document request will be associated with the registration.

Please note that only a Document Request record is created on the Animal Record.

Bulk Letter Printing under Animal Registration >> Animal Batch >> Letter Printing should be used to generate and print the letters.

Delivery Method

The Delivery Method to be associated with the Document Request.

ePathway Disc Allocation Update

When the above form is submitted, the following checks are made:

- Only records that have a status of Validated will be processed.
- If the number of Validated records exceeds the number of allocated discs then the process will stop updating any subsequent Animal Registrations. The Animal Registrations that are not allocated a Disc Number will appear on the Exception Report with an appropriate message.
- Validated records are processed in Animal Number order.
- For each Animal Record the following must exist:
    - A valid Owner Role. i.e a valid name must exist, if External Names are being used then it must have been processed to a standard NAR record.

- A valid Registration Period record must exist. The disc number must be blank. A receipt must exist (except for zero fees).

- If a Disc Number has already been allocated, the Animal Registration will be marked as processed and a warning will appear on the Exception report. The Animal Registration will not appear on future Disc Allocation runs.

- If any critical tests do not pass then the record will appear on the Exception Report with an appropriate error message e.g. No Valid Name exists or Registration Record not available.

- If the animal record tests pass then the 'next' disc number in the sequence is assigned. The process will check to see if the disc number has been issued for the same period in the same Animal Type on another registration record. If the disc number has been previously allocated then the 'next' disc number in the sequence will be processed.

- If there are no more disc numbers available then the remaining Validated Records will be reported on in the Exception Report with the message "Insufficient discs available for assignment". (These records will be picked up on the next allocation run with another disc number range.)

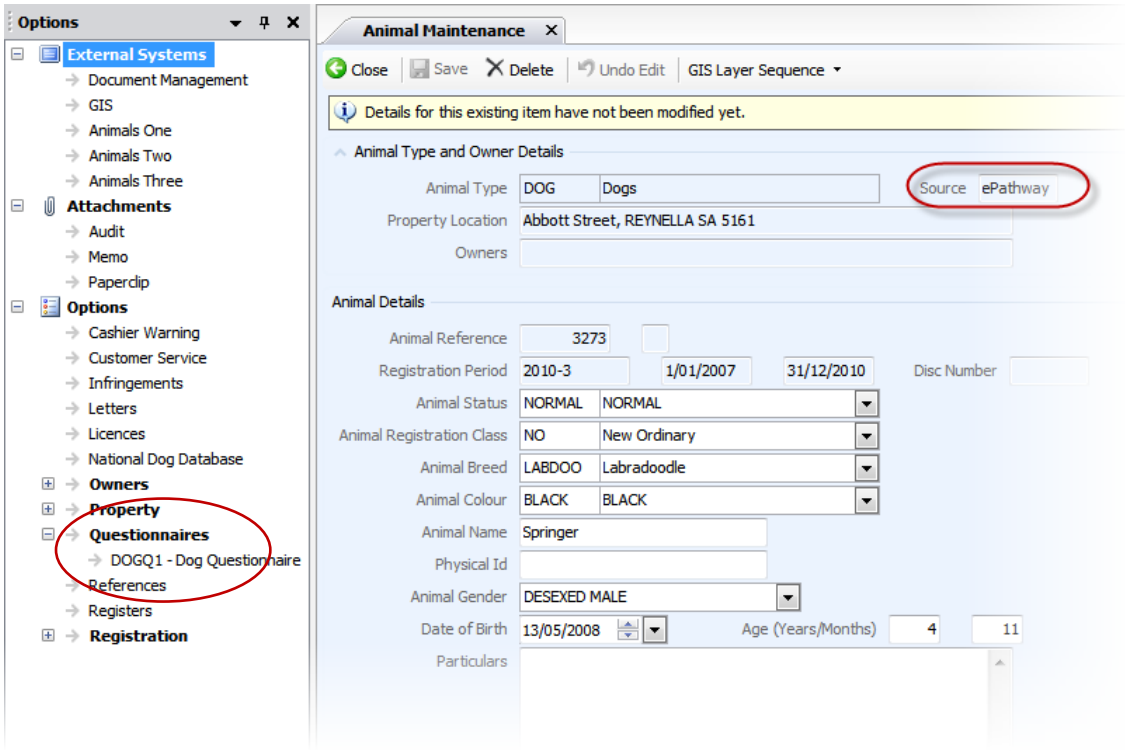
- When a disc has been successfully allocated to an Animal Registration the details will be written to the Update Report. The Animal Number, Owner Name, Property Address, Animal Name and Disc Number and other details are shown.

- The document request is generated in readiness for later generating the actual document via the Letter Printing function under Animal Batch.

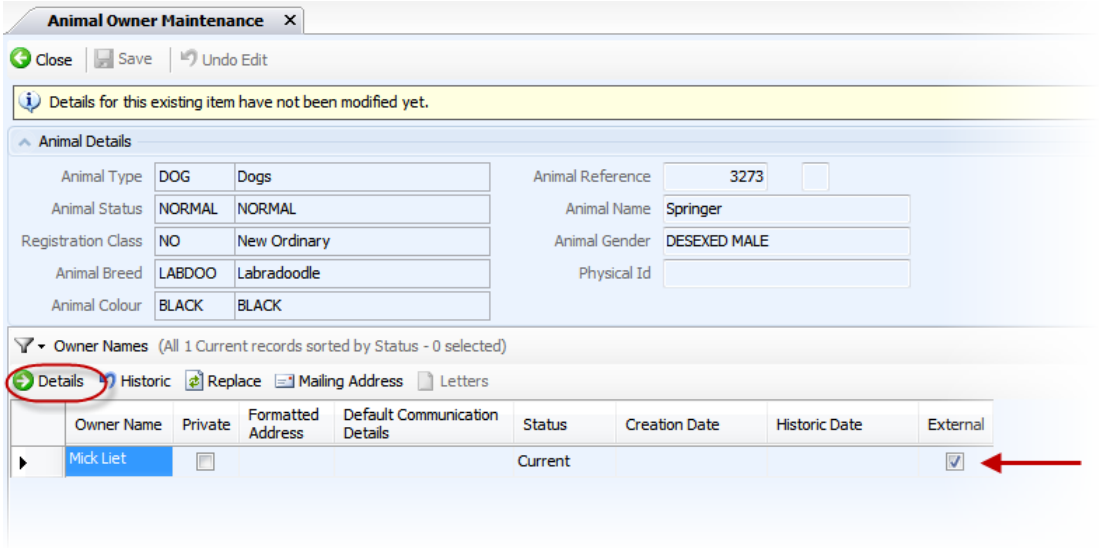
- Successfully processed Animal Registrations will be marked as processed and will not appear on any future Disc Allocation Runs

ANIMAL MAINTENANCE CHANGES AND EXTERNAL NAMES

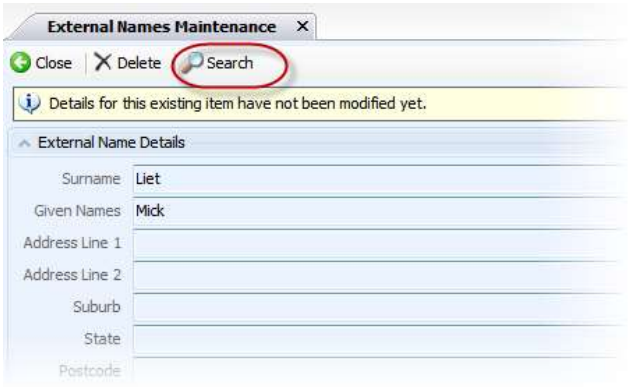
Animal Maintenance now shows the source of an Animal Registration so it is obvious whether the Animal was added via Pathway or whether it was created online with ePathway. Also shown is the new Questionnaire option.



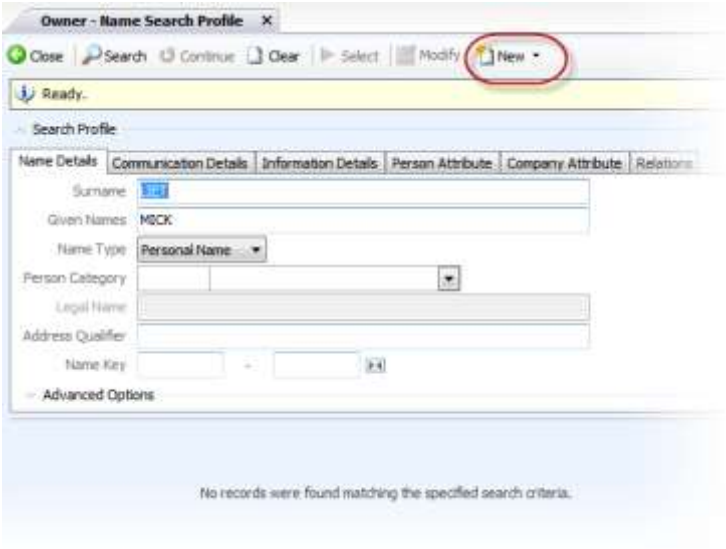
Owner Roles for Animals also include the External Names feature (when authorised) where details of the Owner may have been entered by the Customer online and the Details button can be used in order to either match to an existing person in the Pathway database or create a new person using the details entered.



External Names are indicated by the External check box and the Details button can be used to show the supplied details.



Search can then be used to try to match against an existing Name or create a new Name record.



Once selected/created, the Owner will no longer be shown as being External.

Important Notes

Fees

Whenever Animal Registration Fees are changed the Web Export via Pathway for Animal Registrations **must be performed**. Changes will not be reflected in ePathway until this is performed.

Process is:

- Change Class Fees in Pathway
- Run ePathway >> System Processing >> Web Server Export for Animal Registrations.
- Run Configuration >> Reload Configuration Cache in ePathway

ePathway Disc Allocation

Where an Animal lodged via ePathway is removed (deleted) from the ePathway Disc Allocation process then the user must ensure that the Animal record is updated accordingly via Animal Maintenance i.e. given the appropriate Status. ***Please note that the Disc Number cannot be allocated manually.*** The Delete process should only be used where a Disc Number is not required to be issued.

Animal records may be left on the form until all validation is complete. For example a customer may have requested a Pension Concession but has not provided the appropriate documentation. The

record may be left as un-validated until the appropriate documentation is received. It is the user's responsibility to ensure that the record is valid prior to running the allocation process.

Only records marked as Valid will be processed. Un-validated records will not be included.

Document processing via this form will only create a Document Request record for each processed animal. The documents will need to be generated and printed via the Animal Registration >> Animal Batch >> Letter Printing function.

Set up process

The following is given as a high level example of the set up process. As with any ePathway module you can go back and refine these settings at a later date:

1. Determine which Animal Type and Classes will be used for ePathway.

2. Design any Animal Questionnaires that may be required. Essentially this allows for definition of 'user defined' fields for ePathway.

3. Set up a new Animal Status for ePathway Registrations if required, although not essential.

4. Create any References that you wish to capture via ePathway e.g. ePathway ID

5. Create an Animal Memo Type to hold the Name details from ePathway if you are not running "External Names"
6. Define the Animal Type and Classes in System Administration >> ePathway >> Animal Registration Parameters >> Animal Type and Class Maintenance

7. Define the Genders applicable to ePathway via System Administration >> ePathway >> Animal Registration Parameters >> Animal Gender Maintenance

8. Run Animal Registration Field Maintenance via System Administration >> ePathway >> Animal Registration Parameters >> Animal Registration Field Maintenance and assign References to appropriate fields. If you are not running "External Names" then ensure that you map the lodgementmemo tag to the memo type defined earlier.

9. Set up your Paperclip Attachment parameters for the animal attachments.

10. Assign the ePathway Animal Registration function to the relevant Customer Types using System Administration >> Customer Profile Parameters >> Customer Type Maintenance.

11. Run System Administration >> ePathway >> System Processing >> Web Server Export.

12. Sign on to ePathway as Administrator and re-load the Configuration Cache.

13. In ePathway set up your pages using Page Layout and then re-load the Layout Cache.

Application Responses

InforXtreme Incident:	DRN: 25758	Fix: 03085651; 03085822; 03085918;
	KB:	

EPATHWAY APPLICATION RESPONSE

AUTHORISED FUNCTION

Overview

There was a business requirement for ePathway Applications to allow for the following:

- **Requests for Information (RFI)**
  An RFI is necessary when a Council requires customers to provide further information during the processing and assessment of an application.

- **Referrals**
  External Parties are often required to comment on (and/or approve) certain aspects of an application during the Council's processing and assessment phase.

- **Objections**
  An Objection refers to the situation whereby customers provide feedback regarding an application.

Please note that with the exception of some parameter maintenance screens, the Pathway functionality has only been developed in the Smart Client.

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

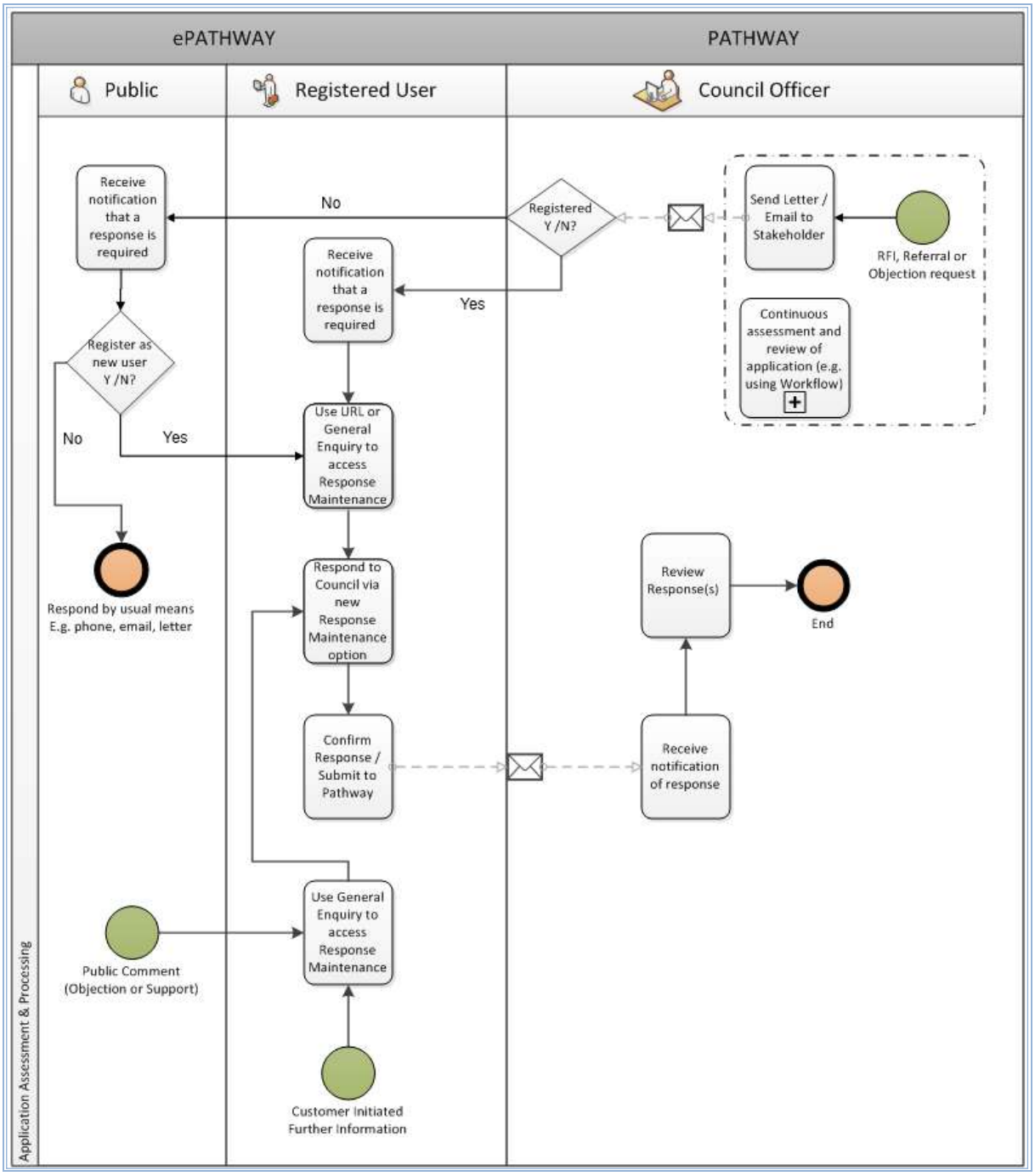
This enhancement caters for the following high level requirements:
- Requests for Information (RFI) initiated by Council
- Further Information initiated by customer
- Referrals for an application initiated by Council
- Objection (invitations) for an application initiated by Council
- Objection (or Support) for an application initiated by customer

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

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

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

Figure 1 – High Level Flow Diagram



EPATHWAY GENERAL ENQUIRY APPLICATIONS

Overview

The ePathway General Enquiry Applications module has been enhanced to allow for RFIs, Referrals and Objections. Existing ePathway General Enquiry functionality has been maintained, however further options are now available in order to facilitate the transfer of additional application related information between ePathway and Pathway.

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

Previously, the only interaction a customer could have within General Enquiry was to email a submission to Council. If configured by Council, an 'Email a Submission' button is evident at the bottom of the Enquiry Detail View screen. For example:

ePathway >> General Enquiry >> Applications >> Summary View >> Detail View (original)

Additional buttons are now available in order to cater for further information, referrals and objections.

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

Request for Information (RFI)

Overview

Councils often require customers to submit additional information during the processing and assessment of an Application. RFIs are intended for customers who have an interest in *the* application (e.g. applicant, solicitor, architect, and other external agencies). Such customers may also be referred to as 'stakeholders'.

The most common reason for an RFI is that missing or incomplete information was supplied initially. An RFI is initiated by the Council however the customer may also need to provide additional information (without receiving an RFI). The enhancement described within this section of the document caters for both volunteered information and requested information.

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

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

General Enquiry Applications

Registered ePathway users will now be able to provide additional information for any applications where they are a stakeholder with a relevant interest (e.g. Applicant, Builder or Architect).

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

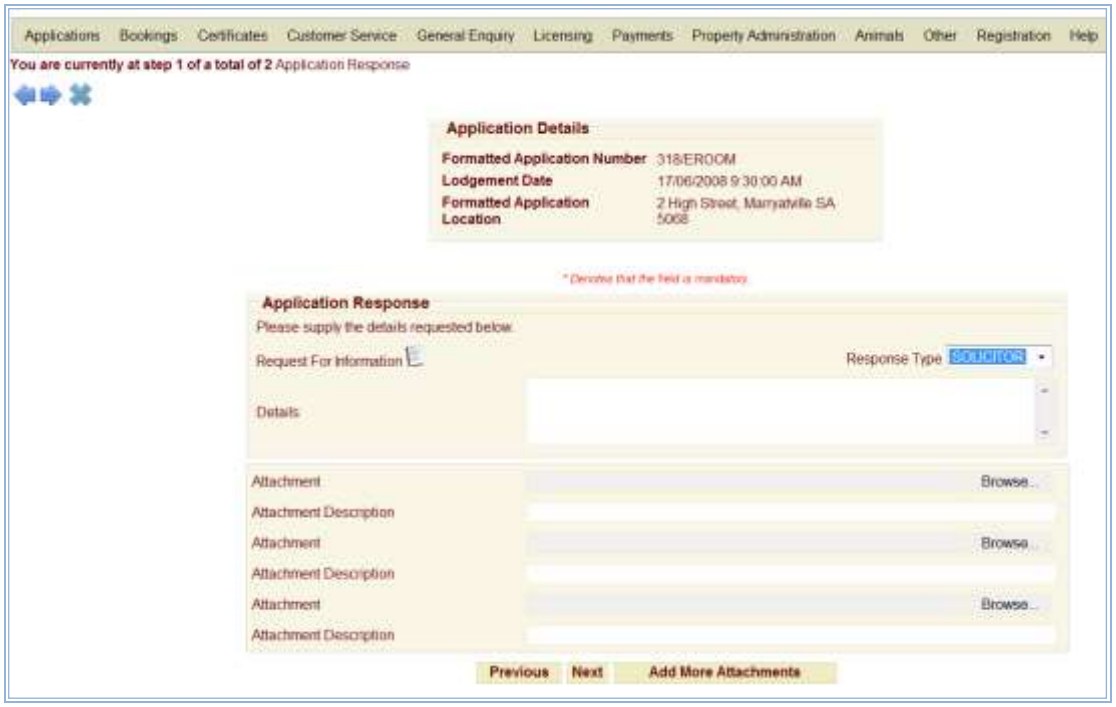
A new 'Further Info' button is now available (to stakeholders) at the bottom of the Enquiry Detail View screen. For example:

ePathway >> General Enquiry >> Applications >> Summary View >> Detail View (enhanced)

Note: Customers will not be able to edit the details for lodged applications. The intention of this enhancement is purely to allow for additional information to be supplied to Council.

Further Information Maintenance

Clicking on the 'Provide Further Information' Button on the Enquiry Detail View screen will present the customer with the new Further Information maintenance screen.



Email Access

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

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

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

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

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

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

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

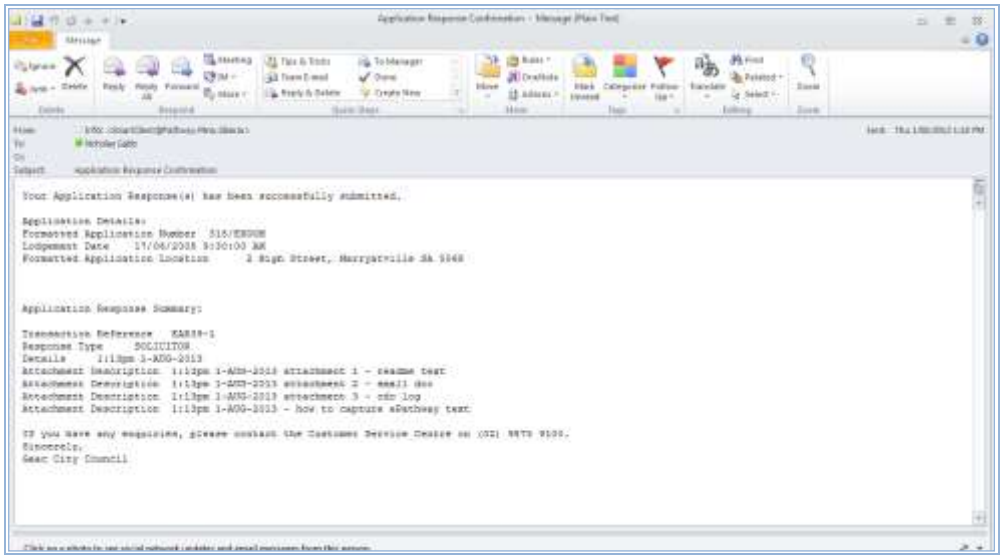
As per ePathway application lodgement, further information provided will not be retained in ePathway. Once the information is submitted, Pathway is updated and the ability to provide subsequent 'further information' remains available.

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

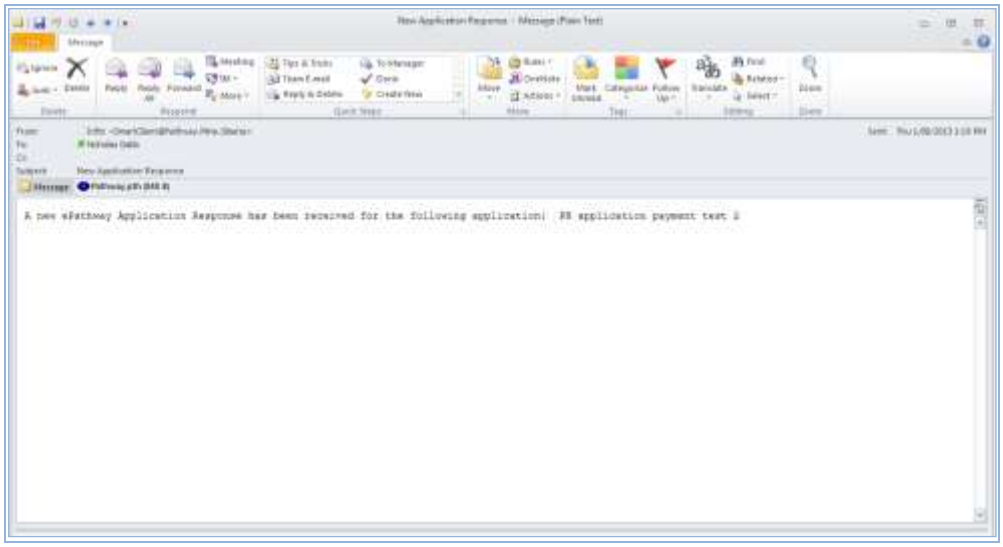
Notification

Following confirmation, a notification email will be sent to:

1. The customer



2. The Council officer who receives ePathway Application Response emails.



3. The Primary Responsible Officer defined on the application

Referrals

Overview

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

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

General Enquiry Applications

Customers registered in ePathway are able to provide additional information for any applications where they have an interest (e.g. Applicant, Builder or Architect). Customers are also able to generate a referral response for an application that is relevant to them (e.g. External Council or Utility).

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

ePathway >> General Enquiry >> Applications >> Summary View >> Detail View

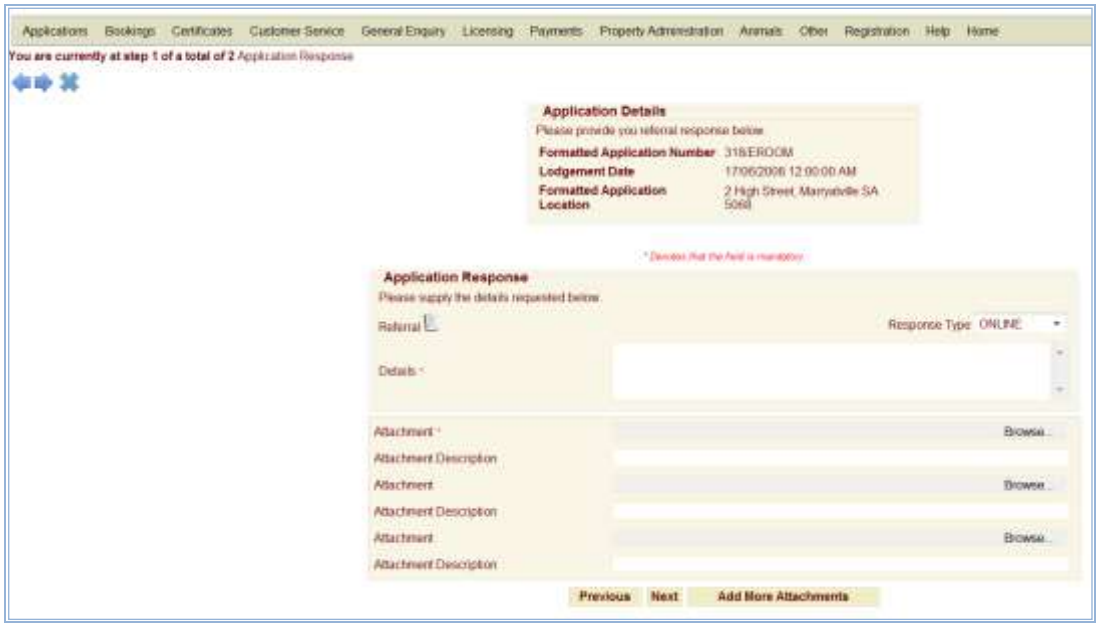
Unlike the 'Further Info.' button, the 'Referral' button is only available when the Council has requested a referral response from the customer. This will ensure that a referral response is only provided upon Council request. Once the referral has been responded to for an application, the option for the customer to provide a referral response is removed.

Application Documents

In the Detail View screenshot example a Page Group labelled 'Published Documents' is displayed. This URL Page Group allows a customer to access and view documents from an externally accessible file location (e.g. ECM). Whilst there are some constraints and dependencies involved, ePathway currently supports this functionality. Further details on this configuration appear later in this document.

Referral Response Maintenance

Clicking on the 'Referral' button on the Enquiry Detail View screen will present the customer with the new Referral (Application) Response maintenance screen.



Email Access

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

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

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

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

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

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

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

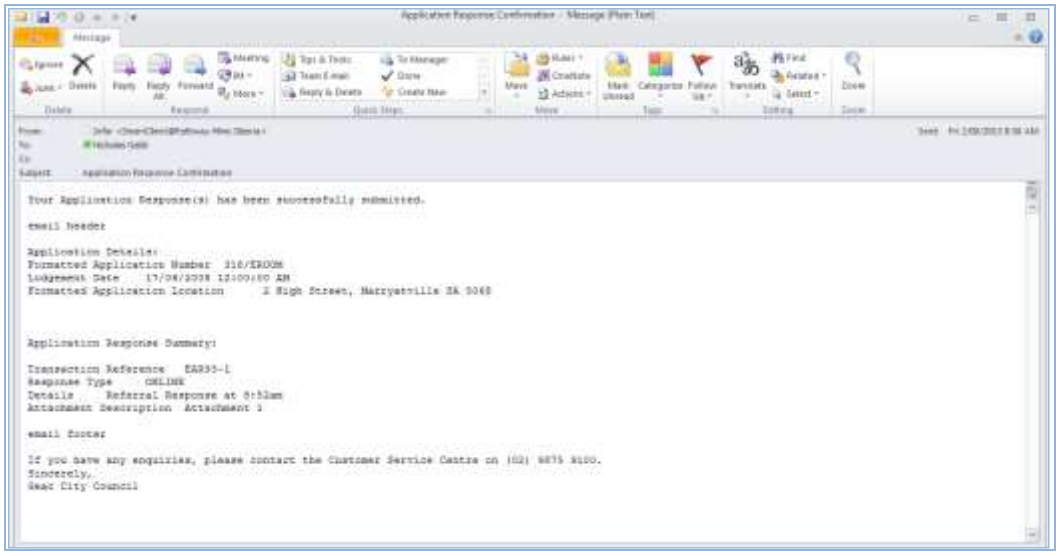
Referral responses provided are not retained in ePathway. Once the information is submitted, Pathway is updated.

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

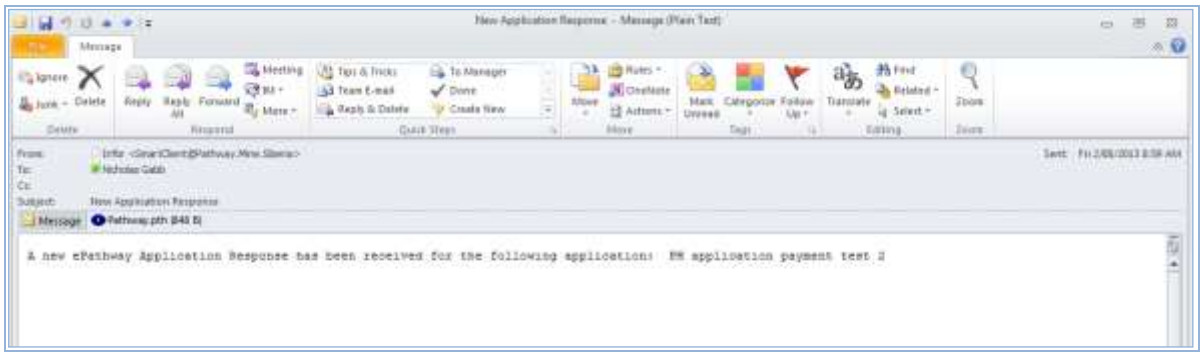
Notification

Following confirmation, a notification email will be sent to:

1. The customer



2. The Council officer who receives ePathway Application Response emails



3. The Primary Responsible Officer defined on the application

Objections

Overview

Councils often invite external parties to lodge any objections during the processing and assessment of an Application. For example, a building development would require the notification of those persons who have a relevant interest in an affected property. Objections of this nature are intended for stakeholders such as neighbours, shopkeepers, landlords etc.

Whilst the term ‘objections’ will be used throughout this document, it is also possible for a stakeholder to provide ‘support’ for an application (or a certain aspect of an application). The proposed functionality will allow for customers to respond in ‘objection’ or in ‘support’.

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

Since the requirement for further information and referral responses targets registered users with specific Name Roles, one General Enquiry List would most likely be sufficient to secure that functionality. For objections however, Council would be required to configure an additional General

Enquiry List to allow the general public to have access. This implies that there is an option to create two General Enquiry Lists – one for the public to make comment and one for Council invited objections.

General Enquiry Applications

As detailed previously, 'registered ePathway users' are able to respond to invitations to make objections for any applications where they have an interest (e.g. External Council or Utility). Customers will also be able to generate an objection response for an application that is relevant to them (e.g. owner of neighbouring property).

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

ePathway >> General Enquiry >> Applications >> Summary View >> Detail View

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

The exception to this is a publicly accessible General Enquiry with no Name Role security. The 'Objection (or Support)' button can be made available for all ePathway users in this case. Configuration of Enquiry Lists is detailed later in this document.

Note: The 'Objection' button text is configurable within ePathway parameters (i.e. the GeneralEnquiry.Objection text code). For example, Council may define the text to read 'Your Feedback'.

Objection Response Maintenance

Clicking on the 'Objection' button on the Enquiry Detail View screen will present the customer with the new Objection (Application Response) maintenance screen.

Email Access

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

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

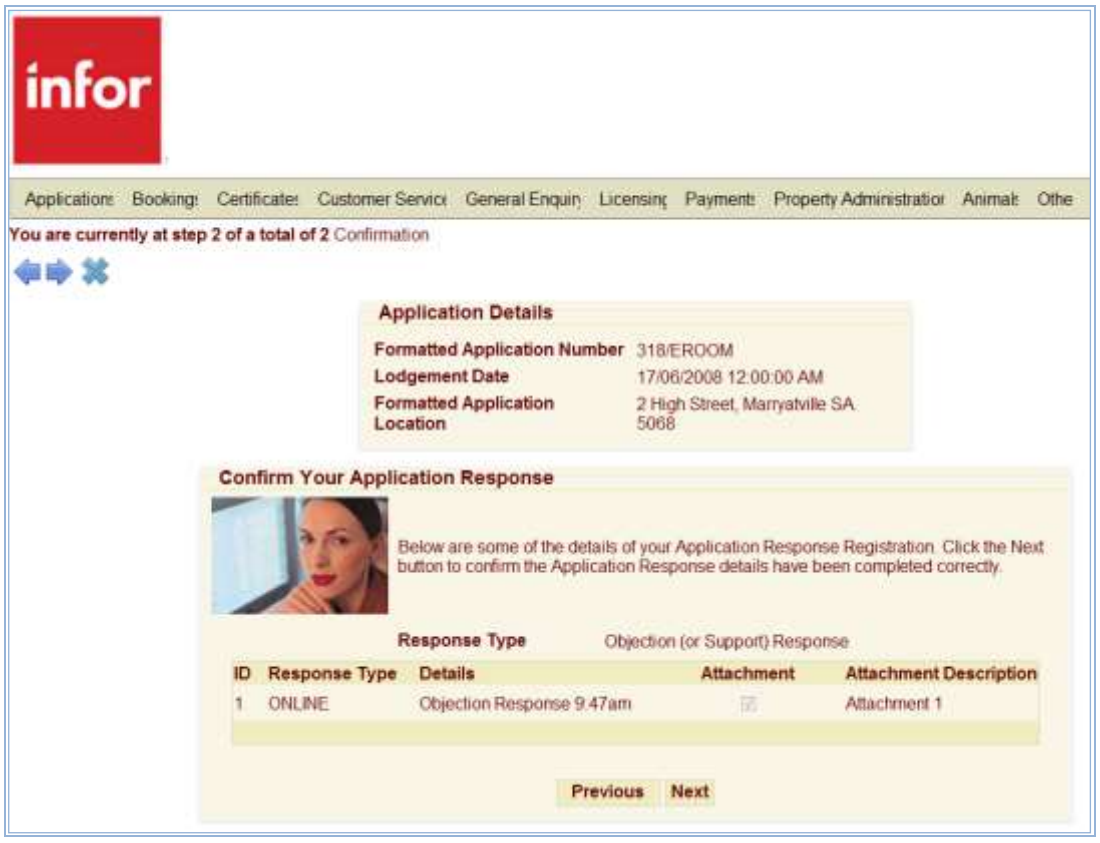
The Objection maintenance screen provides the customer with the ability to add attachments, enter attachment descriptions and free format comments.

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

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

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

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



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

Customer Initiated Objections

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

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

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

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

If Council wants to allow a company who is not registered in ePathway to object to an application, the Given Names field will need to be made optional.

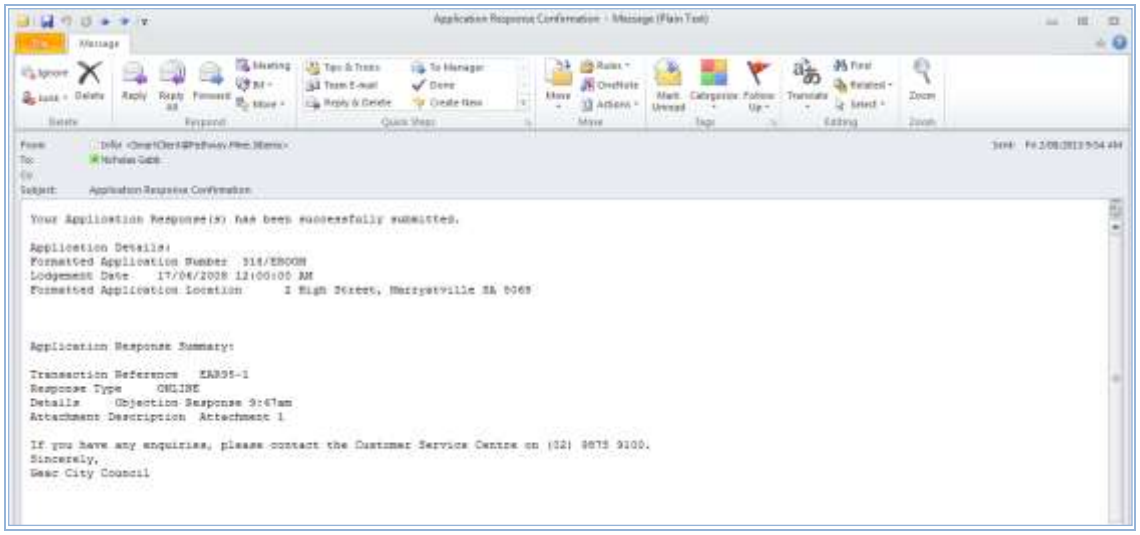
Objections provided will not be retained in ePathway. Once the information is submitted, Pathway is updated and the facility to provide subsequent objections will only become available upon Council initiating a subsequent objection request.

A 'Response Expiry Period' parameter may be used to 'expire' the option to object to an application. This implies that the option to object in ePathway will be removed after a configurable number of days.

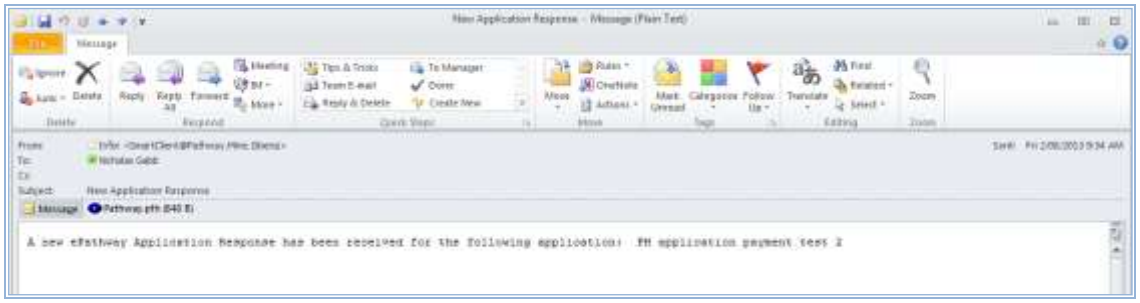
Notification

Following confirmation, a notification email will be sent to:

1. The customer



2. The Council officer who receives ePathway Application Response emails



3. The Primary Responsible Officer defined on the application

PATHWAY APPLICATIONS

Overview

The Pathway Applications module has been enhanced to allow for RFIs, referrals and objections. Existing Pathway Applications functionality has been maintained, however further options are now available (to relevant users) in order to facilitate the transfer of additional application related information between ePathway and Pathway.

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

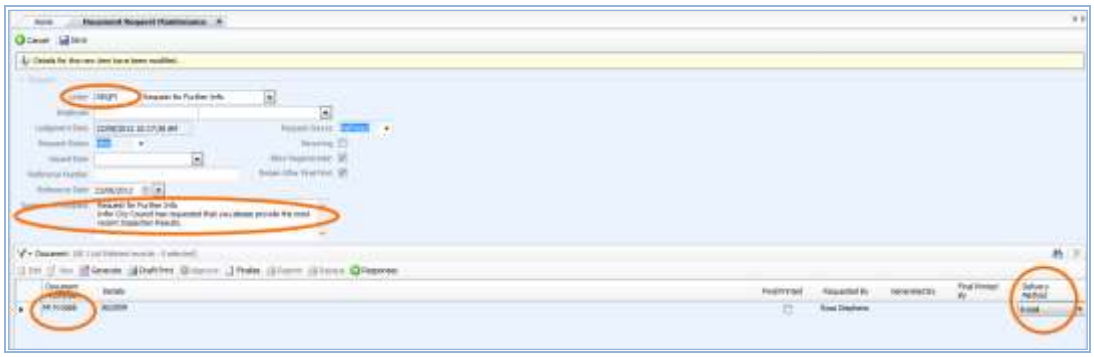
Note: This section of the document contains some repeated content due to the similarity in functionality that has been implemented to address the three core requirements (RFIs, referrals and objections). There are some important differences however that will justify the separate sections within the specification.

Request for Further Information

RFIs are intended for customers who have an interest in the application (e.g. applicant, solicitor, architect, and other external agencies).

Application Letter – RFI

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



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

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

Multiple RFIs

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

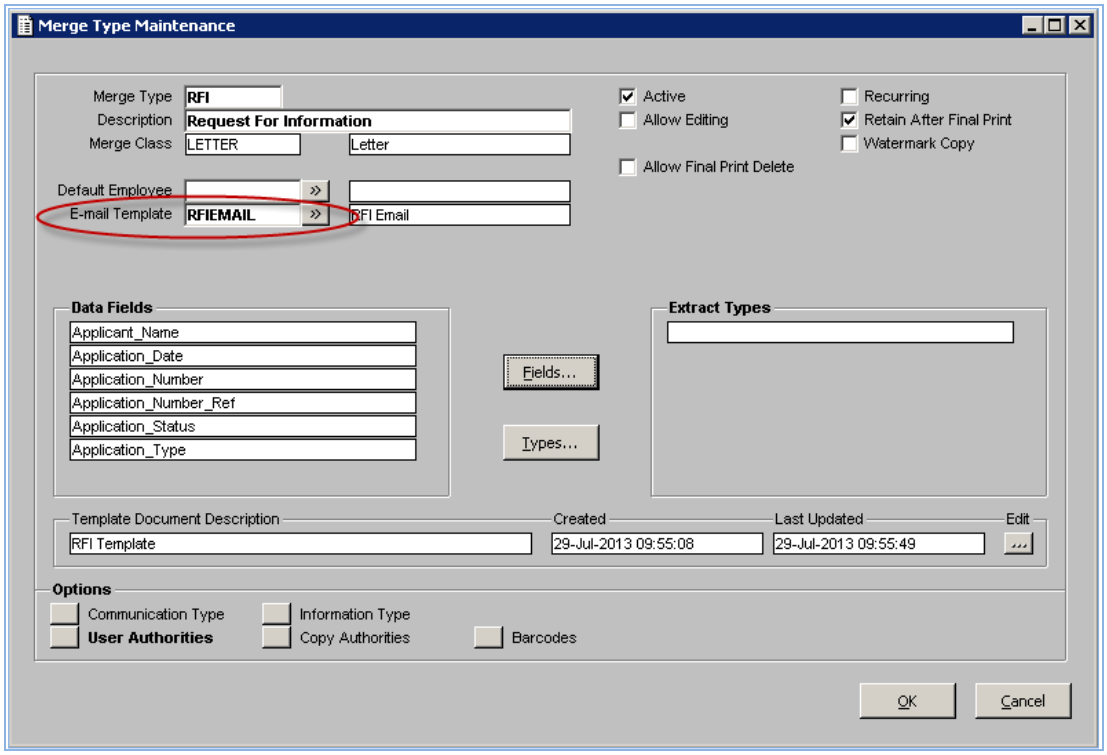
If the new RFI letter is the same Merge Type as a letter that has not been responded to:
The new RFI letter effectively supersedes the previous letter in ePathway.

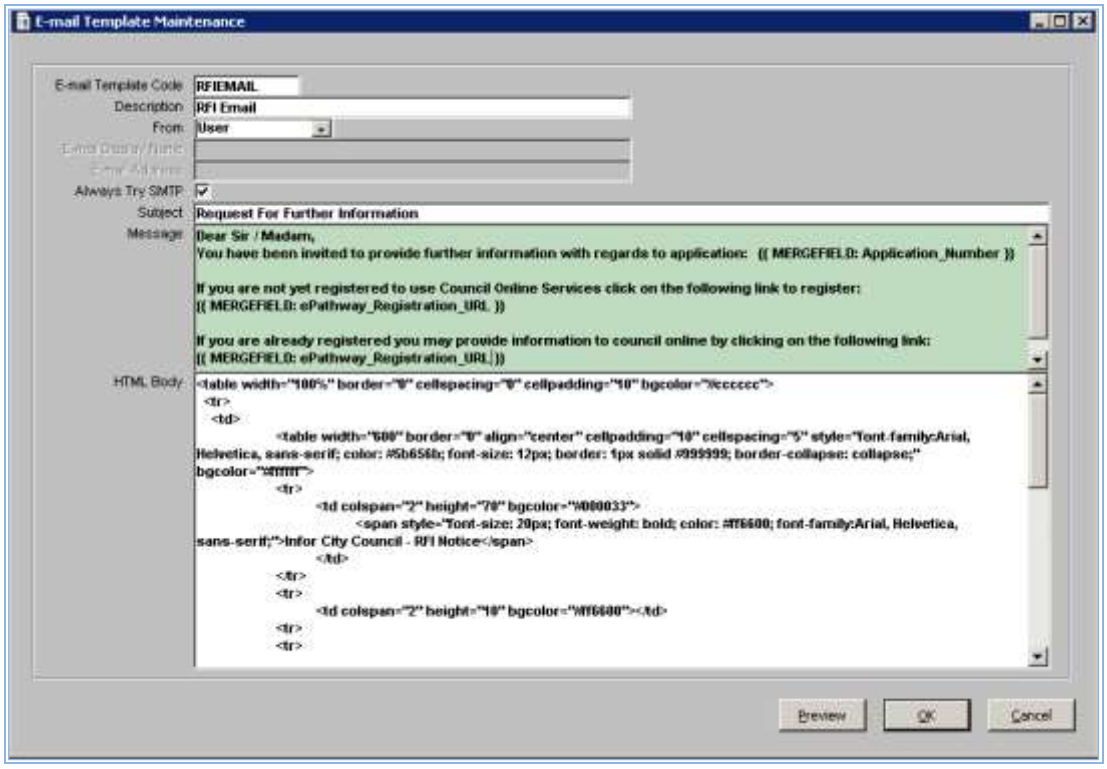
If the new RFI letter is a different Merge Type to a letter that has not been responded to:
The RFI letter is treated as an additional RFI for which a separate RFI response can be expected. Within ePathway there is the facility to enter multiple responses per stakeholder application.

Additional Merge Document and eMail template fields

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

Applications >> Application Parameters >> Class Maintenance >> Options >> Merge Types



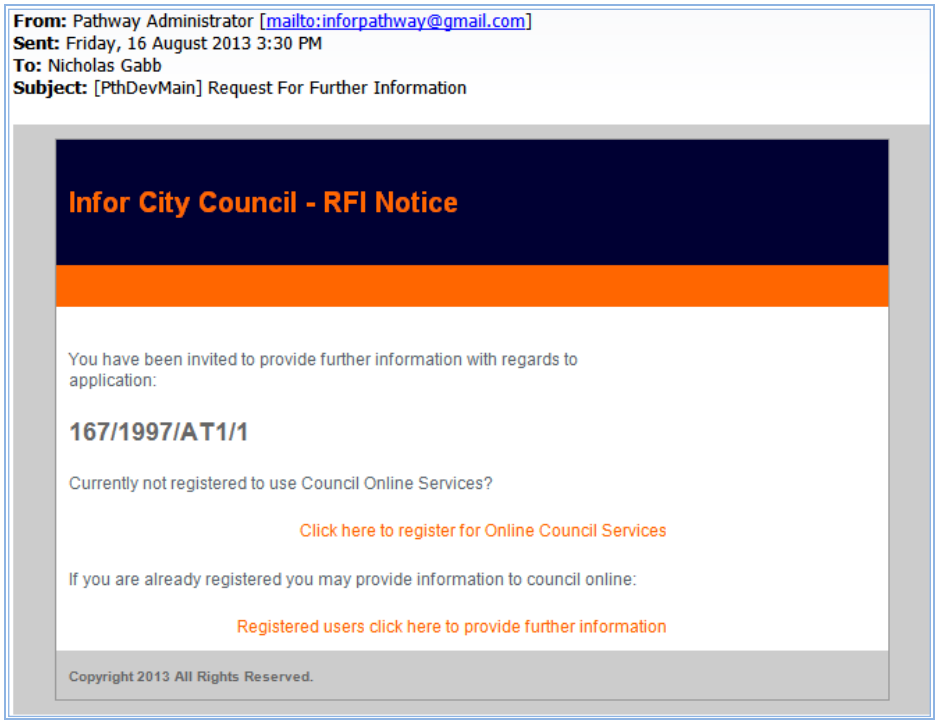


The *EAP_FurtherInfo_Resp_URL* merge field can be embedded using right-click to select from the list of merge fields (so it will use the *{{ MERGEFIELD: ePathway_Registration_URL }}* notation as shown in the screen image above). This will translate to the appropriate URL link within the e-mail so the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

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

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

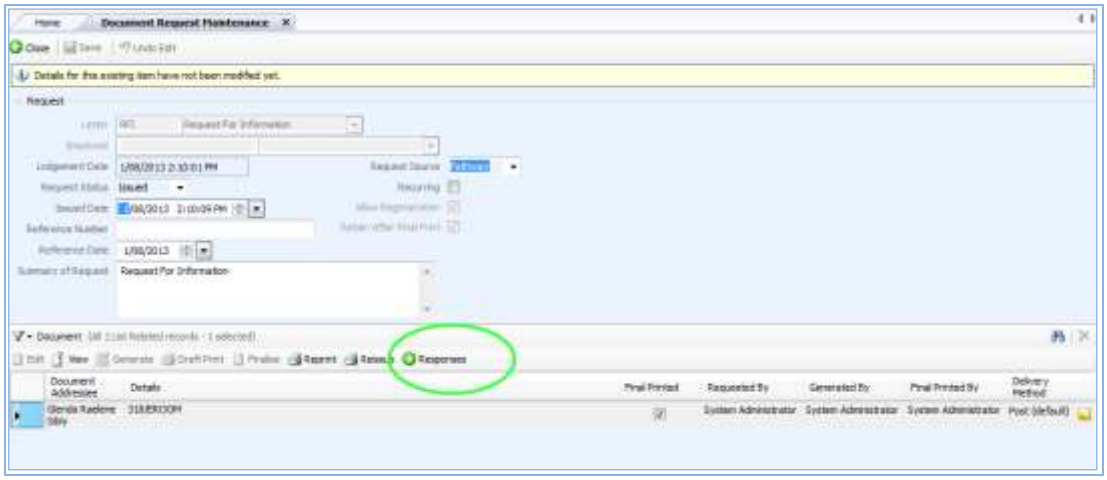
```
<table width="100%" border="0" cellspacing="0" cellpadding="10" bgcolor="#cccccc">
  <tr>
    <td>
      <table width="600" border="0" align="center" cellpadding="10" cellspacing="5" style="font-family:Arial, Helvetica, sans-serif;
color: #5b656b; font-size: 12px; border: 1px solid #999999; border-collapse: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

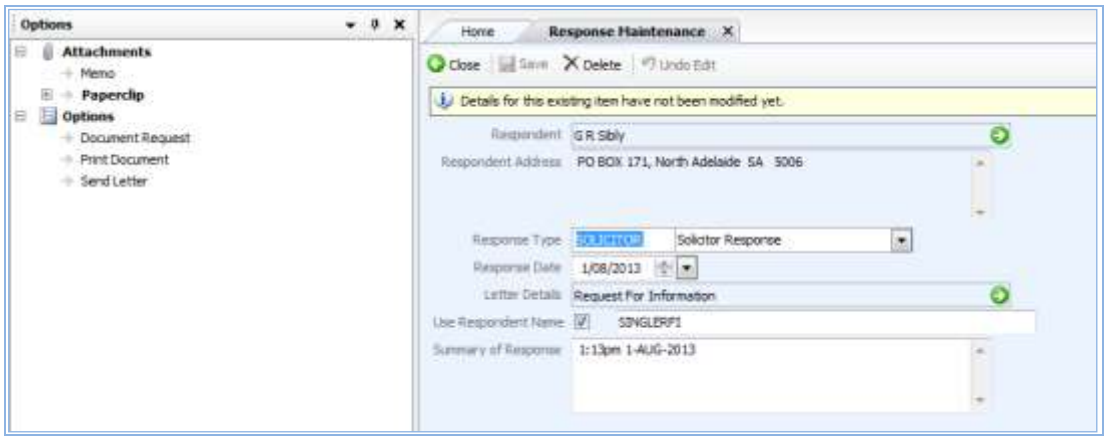


Application Letter - Response

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

Applications >> Application Maintenance >> Options >> Letters





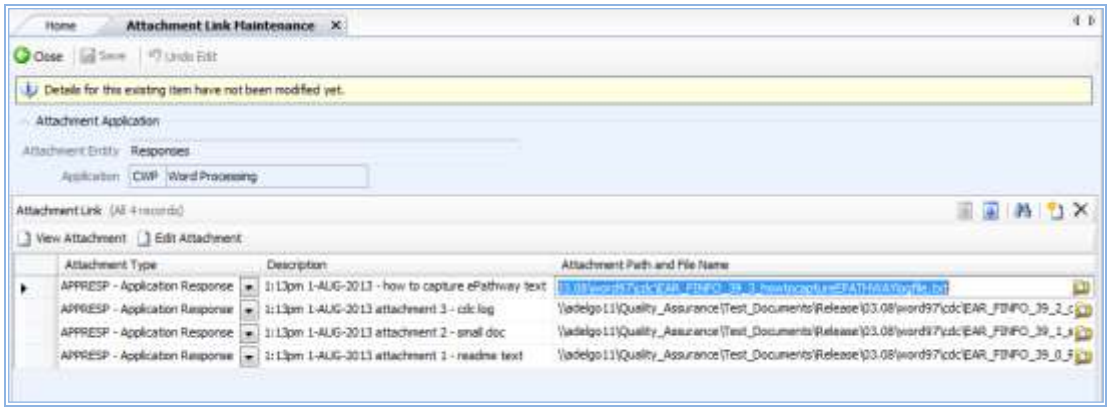
The Response Type for RFIs is automatically set to either:

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

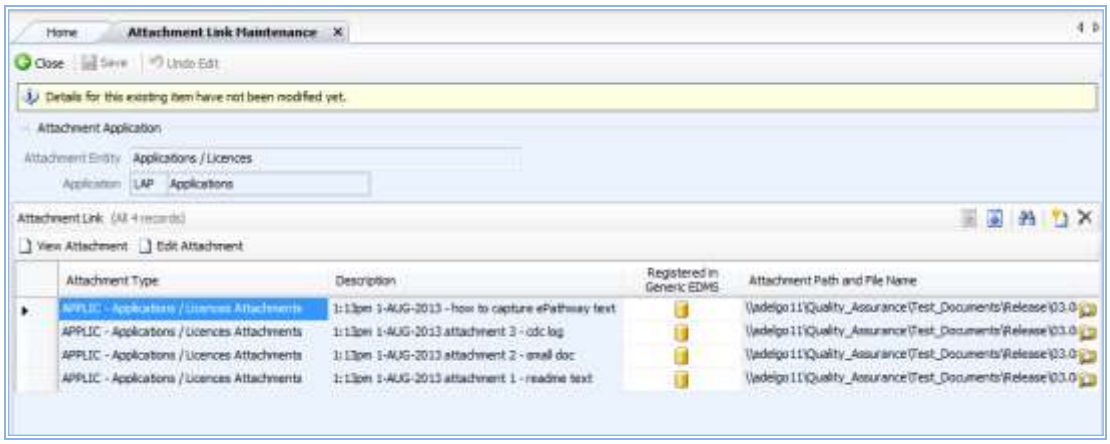
- The available Response Type (in the case where only one is available)

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

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



The attachments provided by the customer in ePathway will also be linked to the application record in Pathway. Standard Paperclip Attachment functionality provides the linking mechanism and the Attachment Type nominated for Pathway Applications will be used. For example:



Note: Where configured, all attachments will be registered in EDMS where 'GENCON' is in use.

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

Customer Initiated Further Information

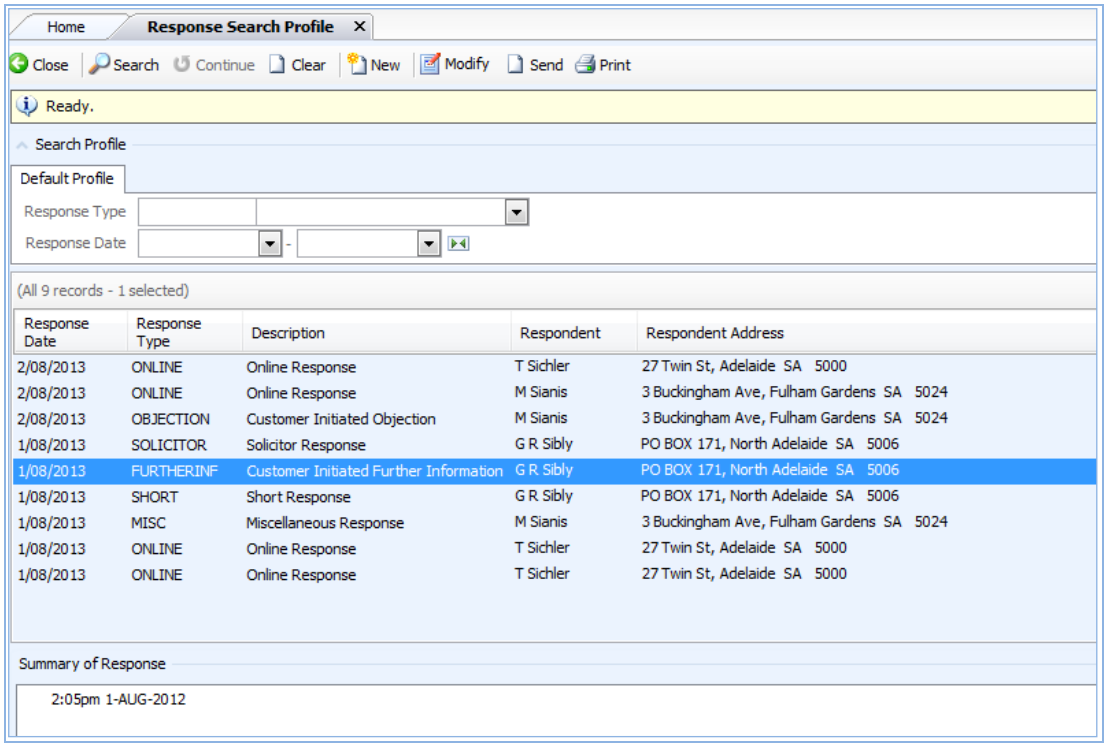
In the case where a customer volunteers further information (without an RFI) via ePathway Applications, the information will be automatically updated to the Application in Pathway via the Responses option.

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

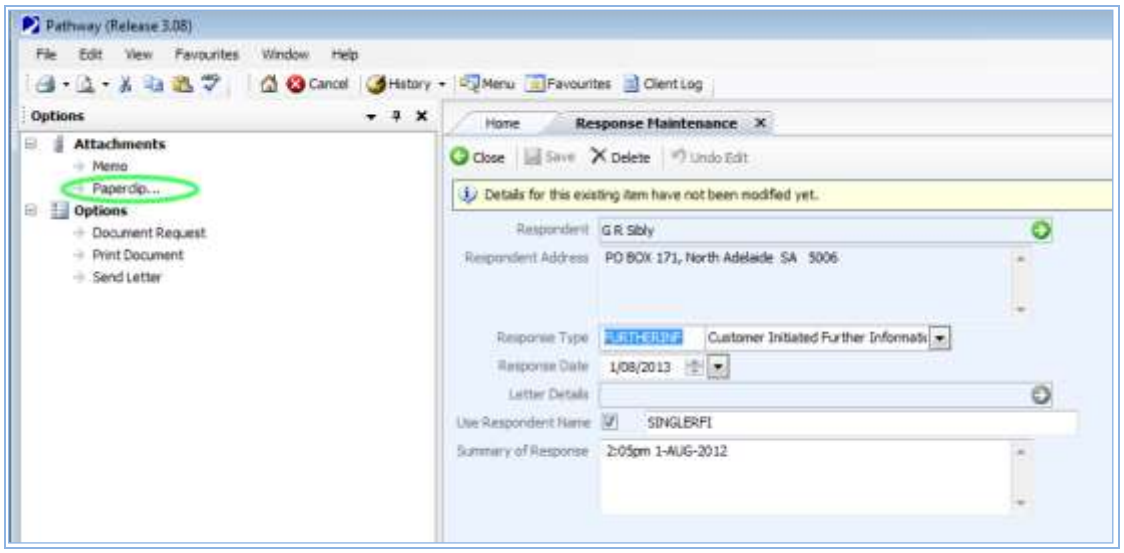
The Response Type will be populated with the 'Customer Initiated Further Information Response Type' configured at the Application Class / Type level. Further details on this configuration will appear later in this document.

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

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



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



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

Referrals

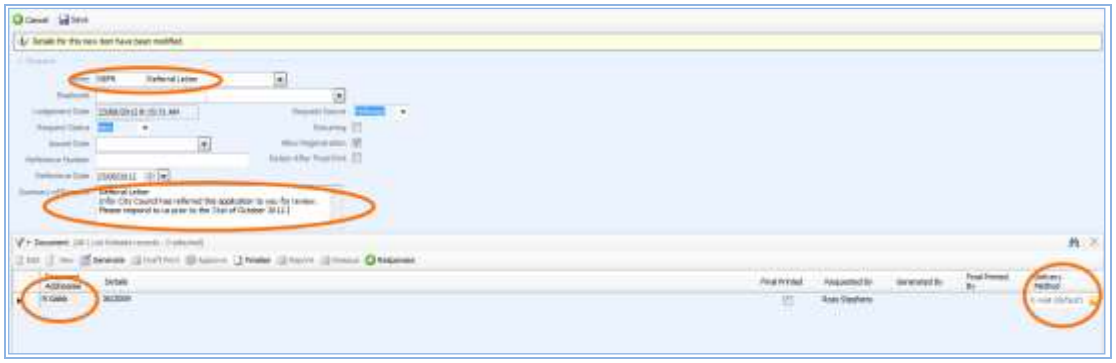
External parties are often required to comment on (and / or approve) certain aspects of an application during the Council's processing and assessment phase. Referrals may now be catered for with functionality similar to that for RFIs.

Councils can currently initiate a referral via Pathway Application Letters functionality. Workflow and Consents are also available to complement this process. Enhancements to Pathway Consents will be outlined later in this document.

Application Letters - Referral

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

Applications >> Application Maintenance >> Options >> Letters



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

Multiple Referrals

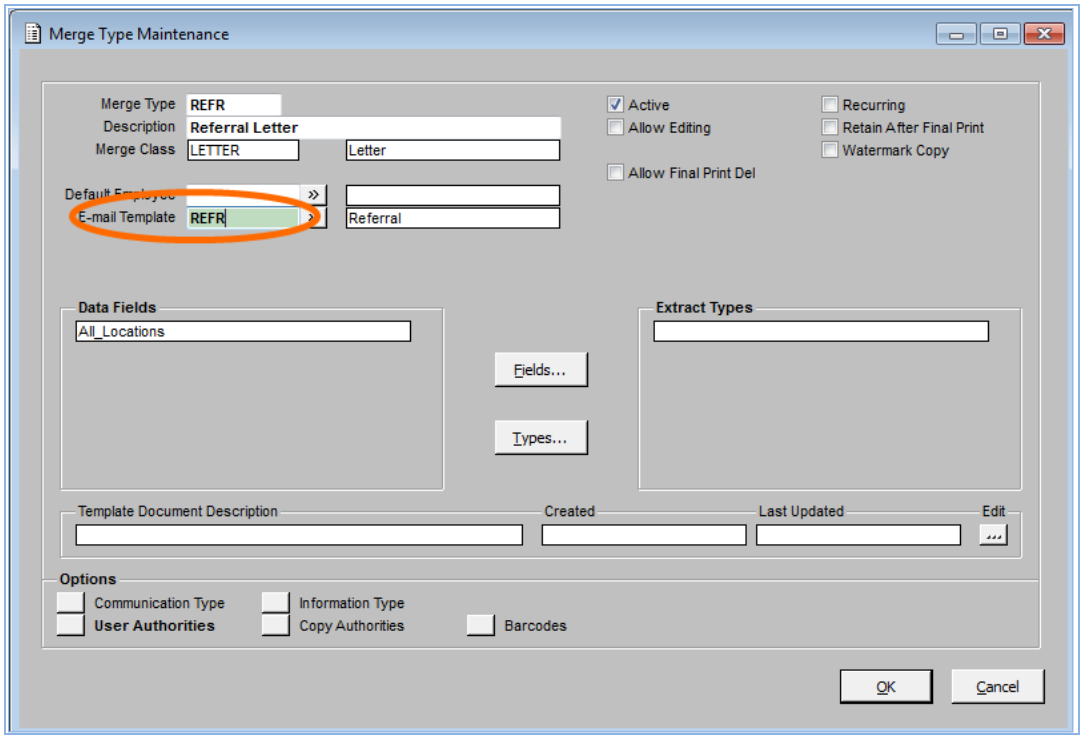
Subsequent referral letters issued to the same customer for the same application will be catered for using the following logic:

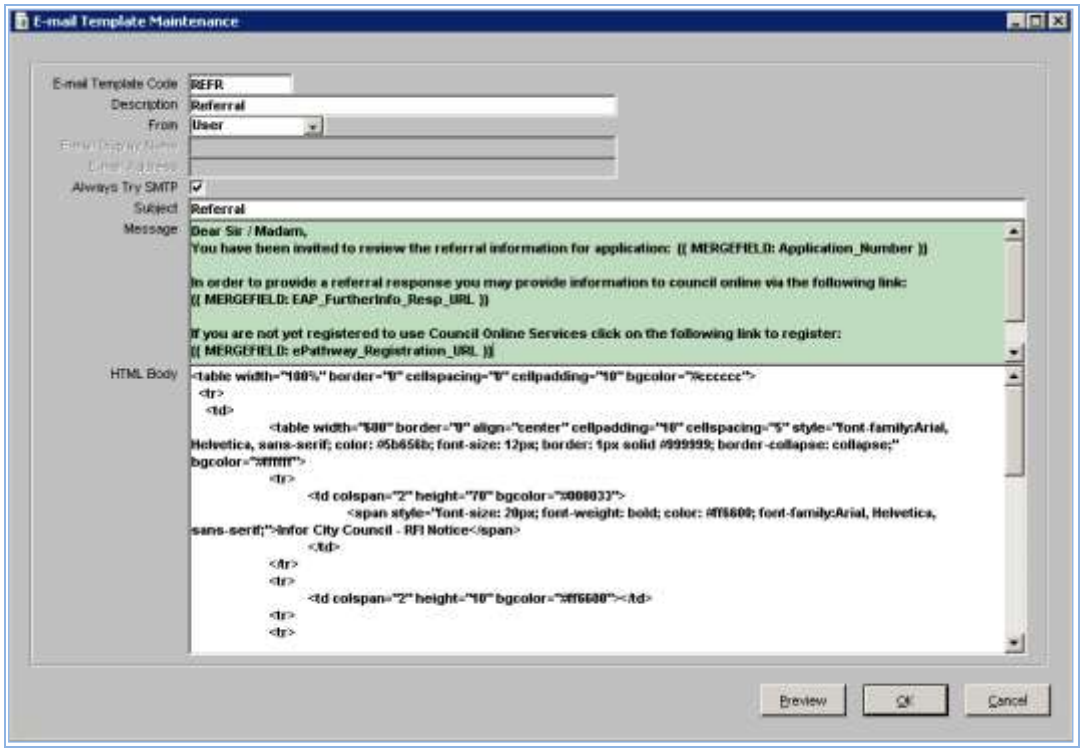
If the new referral letter is the same Merge Type as a letter that has not been responded to:
The new referral letter effectively supersedes the previous letter in ePathway.

If the new referral letter is a different Merge Type to a letter that has not been responded to:
The referral letter is treated as an additional referral for which a separate referral response can be expected. Within ePathway there will be the facility to enter multiple responses per stakeholder application.

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

Applications>>Application Parameters>>Class Maintenance >>Option>>Merge Types



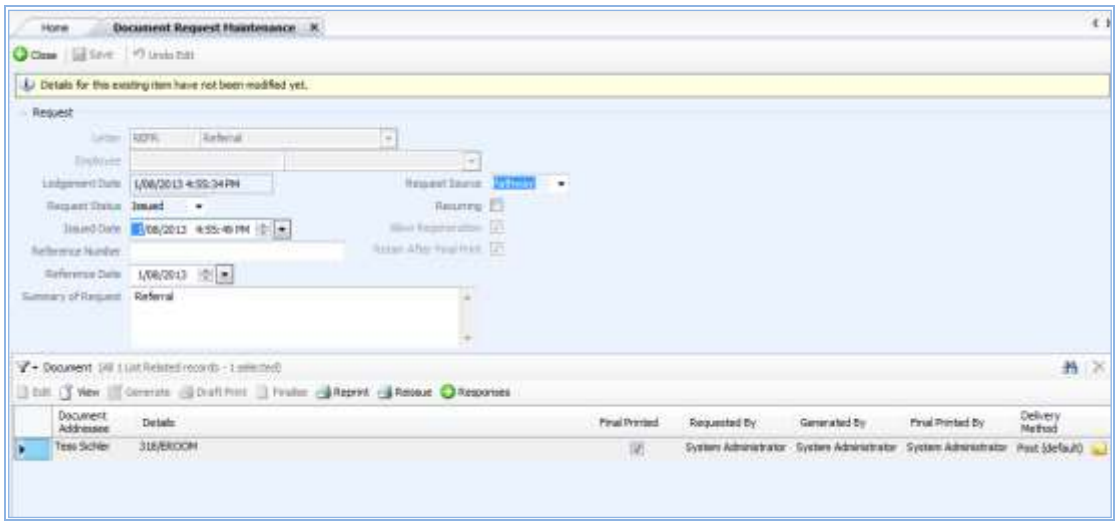


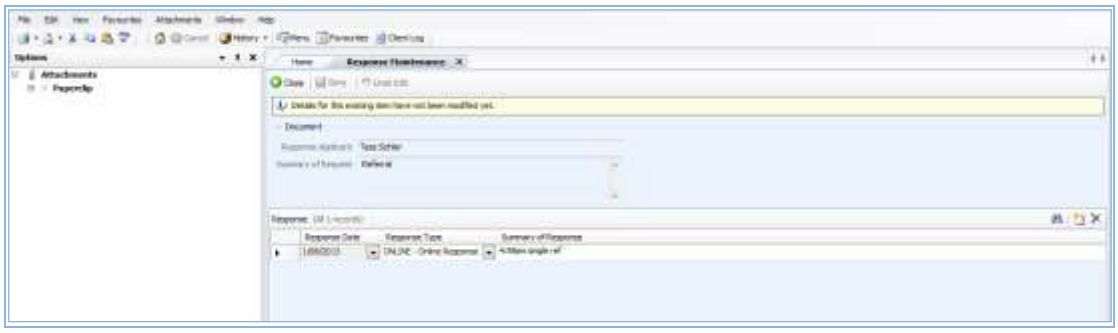
Since a customer may not necessarily be registered in ePathway, Council may also utilise the *ePathway_Registration_URL* merge field (again using right-click to select from the list) to allow for a static URL link to the ePathway 'New User' (or 'Automatic User') registration screen.

Application Letter Response

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

Applications >> Application Maintenance >> Options >> Letters





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

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

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

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

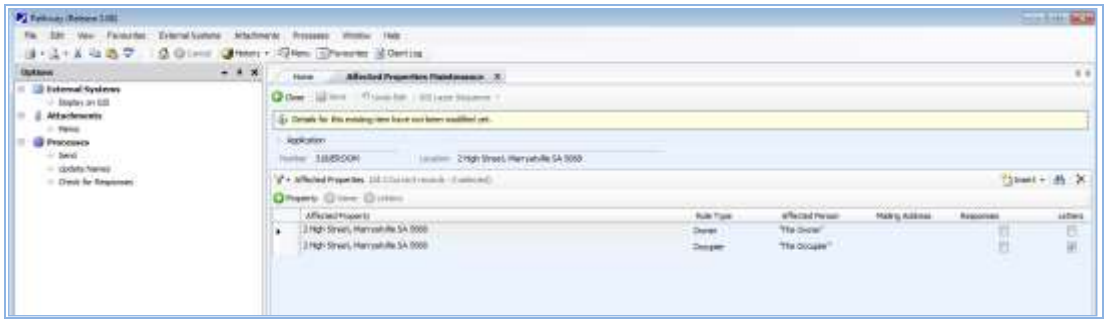
Application Objections

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

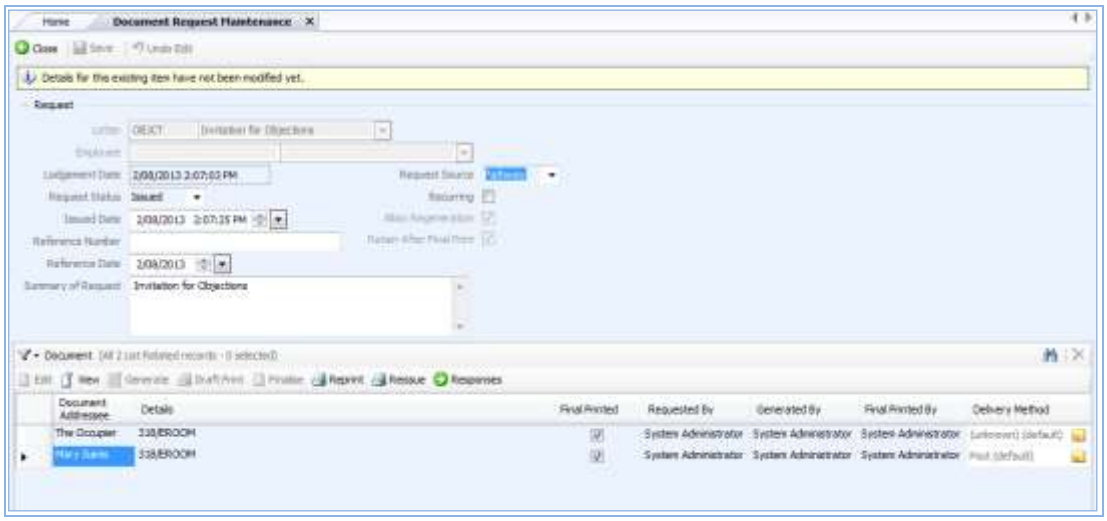
Application Letters – Affected Properties

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

Applications -> Application Maintenance -> Options -> Affected Properties



Clicking on the Letters option within Affected Properties Maintenance will take Pathway officer to the Document Request Maintenance screen. For example:



Current functionality will be maintained with respect to Affected Properties and Letter generation. A letter or an email will notify the customer of the application proposal and their rights and responsibilities.

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

Multiple Objections

Subsequent objection (invitation) letters issued to the same customer for the same application will be catered for using the following logic:

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

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

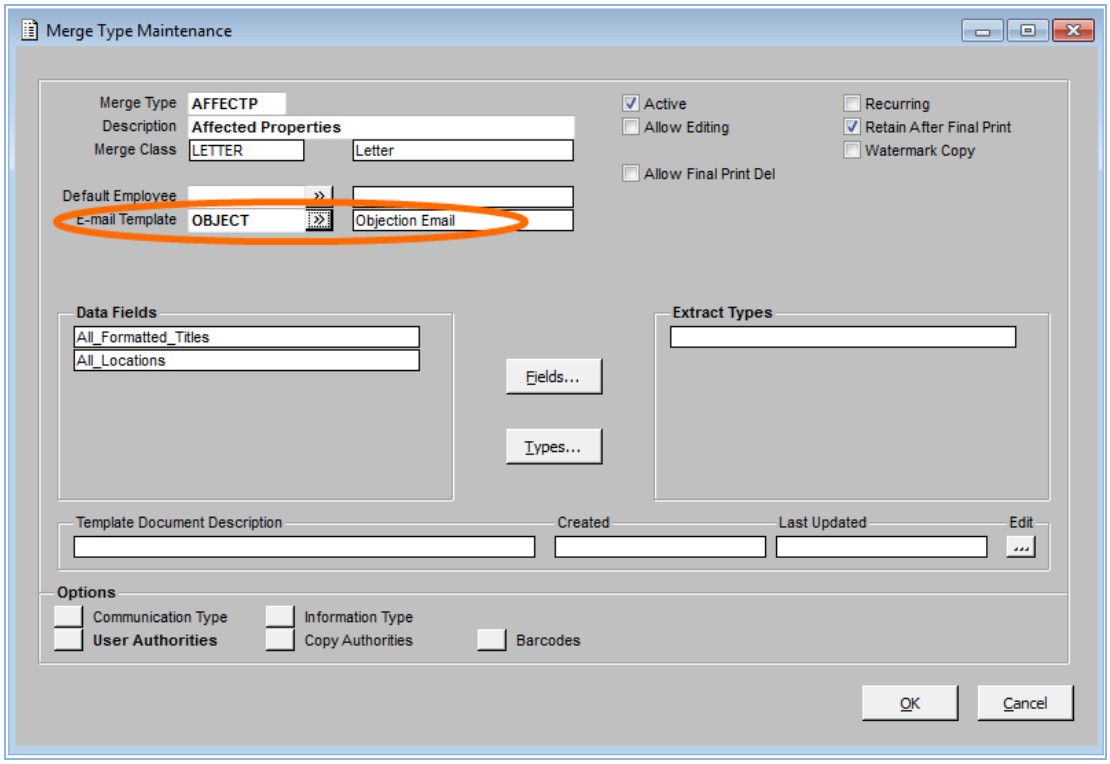
If the new objection (invitation) letter is a different Merge Type to a letter that has not been responded to:

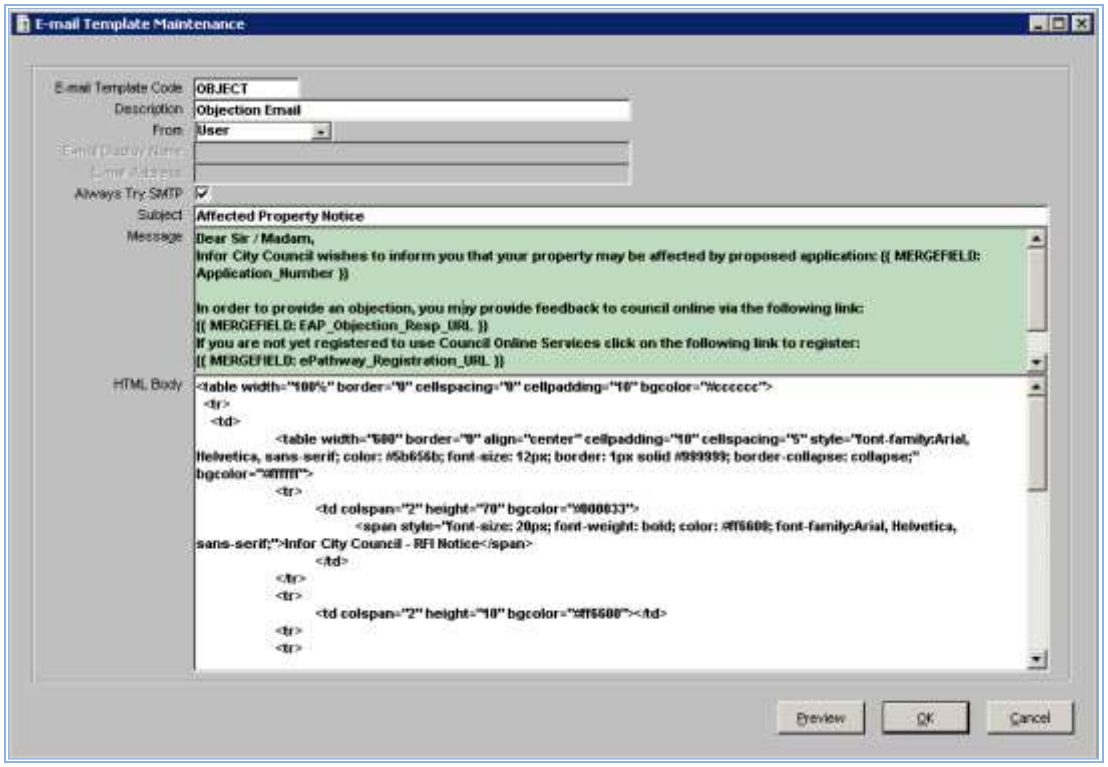
The objection (invitation) letter is treated as an additional objection (invitation) for which a separate objection can be expected. Within ePathway there will be the facility to enter multiple responses per stakeholder application.

For the Email Delivery Method, some additional validation will now be included to allow for the insertion of a dynamic URL link. A merge field (*EAP_Objection_Resp_URL*) will be available upon configuration of a Letter Email Template and can be embedded using right-click. A configurable URL

will be inserted in this position within each notification email. This will allow the customer immediate access and the ability to provide additional information via ePathway. For example:

Applications >> Application Parameters >> Class Maintenance >> Options >> Merge Types



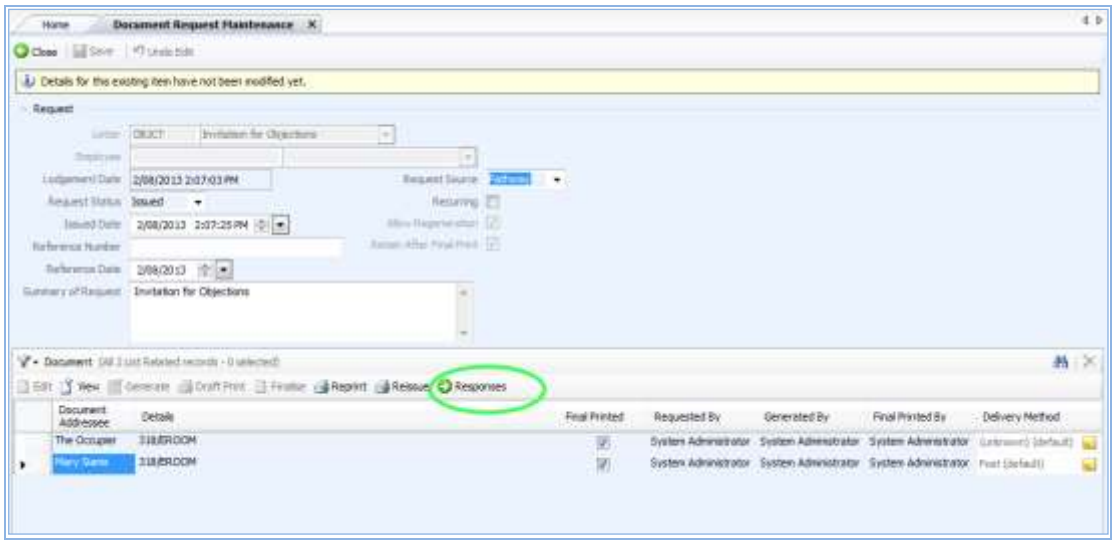


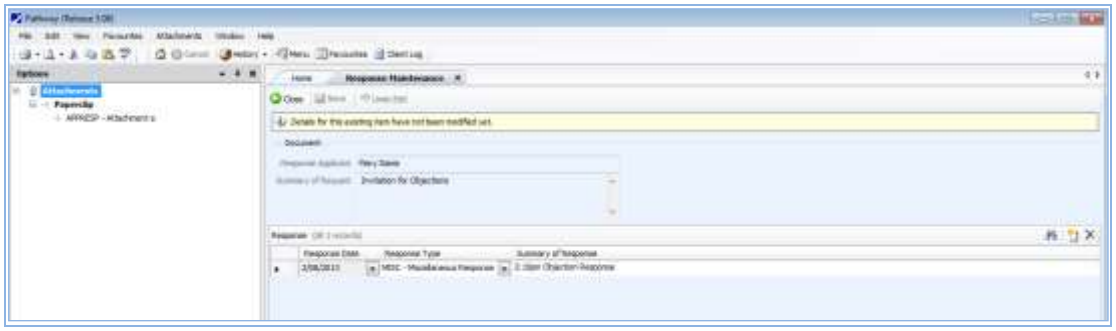
Since a customer may not necessarily be registered in ePathway, Council may also utilise the *ePathway_Registration_URL* merge field (again using right-click to select from the list) to allow for a static URL link to the ePathway 'New User' (or 'Automatic User') registration screen.

Application Letter Response

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

Applications >> Application Maintenance >> Options >> Letters





As with RFIs and Referrals, the Response Type for objections will be set to either:

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

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

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

Customer Initiated Objections

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

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

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

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

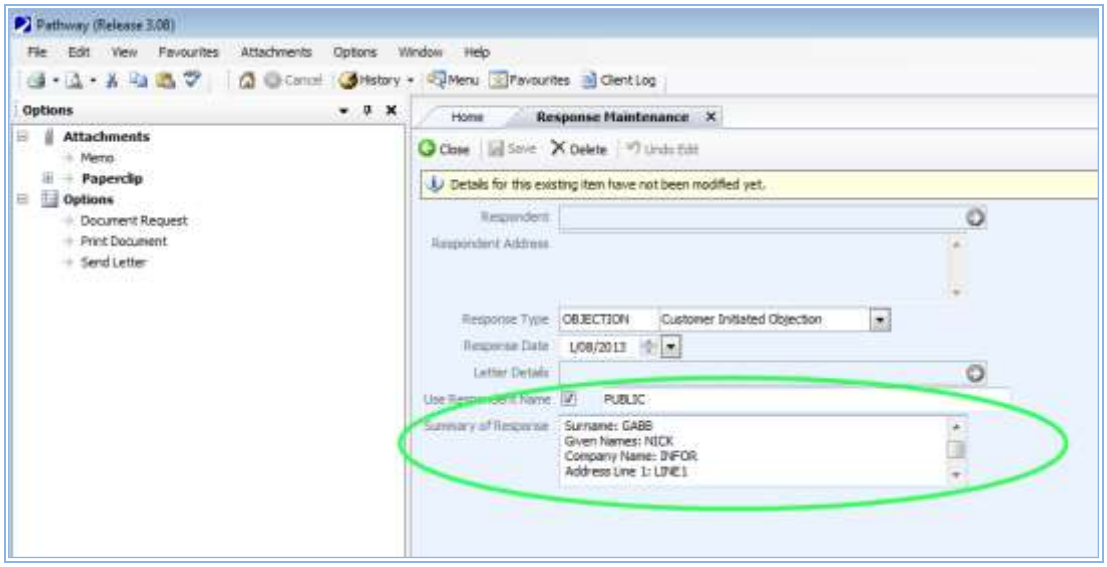
It should be noted that there will be no letter associated to these responses as they are initiated by the customer.

For a customer **registered** in ePathway:

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

For a **public** user:

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



PATHWAY CONSENTS

Consents and Consent Decisions may be utilised for various purposes including the handling of referrals. In order to streamline the referrals process, the following enhancements have been made.

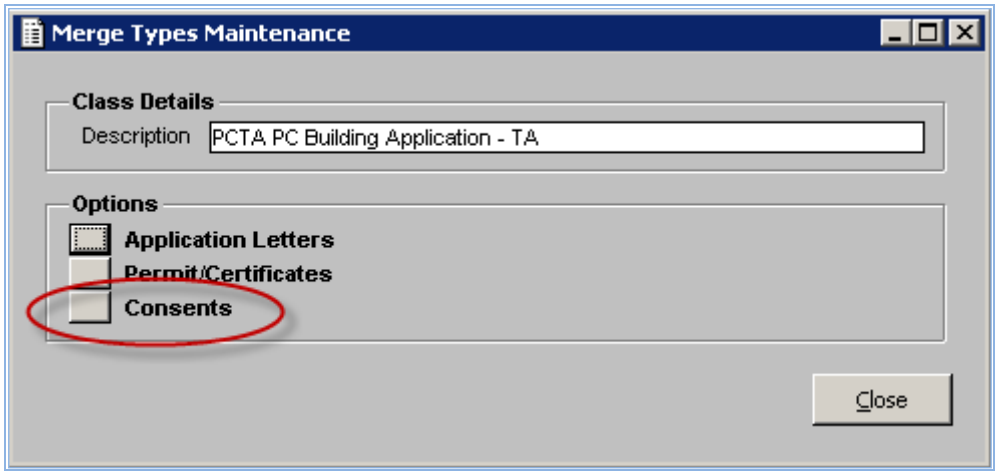
Note: Whilst the examples contained within this document reflect a Consent Type representing a Referral Authority, Councils are not obligated to use Consents for this purpose.

Consent Letter Parameters

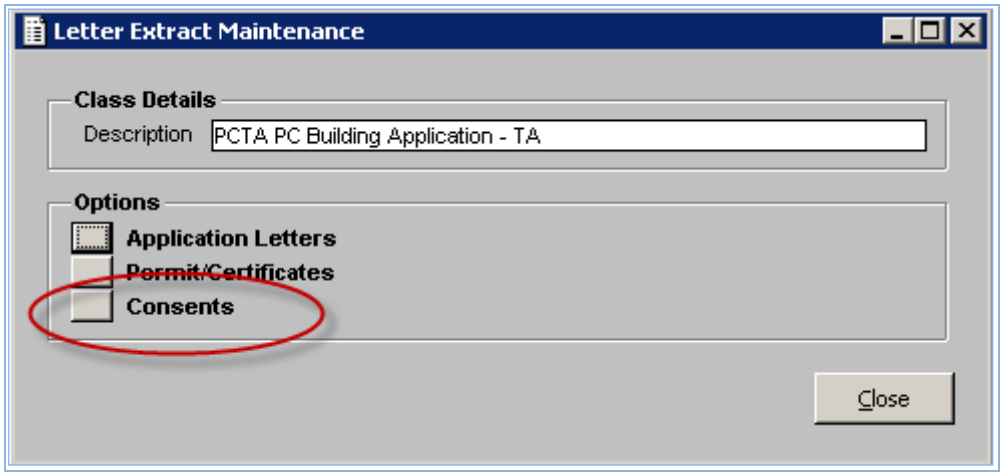
In order to facilitate raising Referrals, Requests for Information and Objection letters or any other type of letters to be sent to stakeholders, forms have been modified to allow the various levels of parameters to be defined for each Application Class.

Applications >> Application Parameters

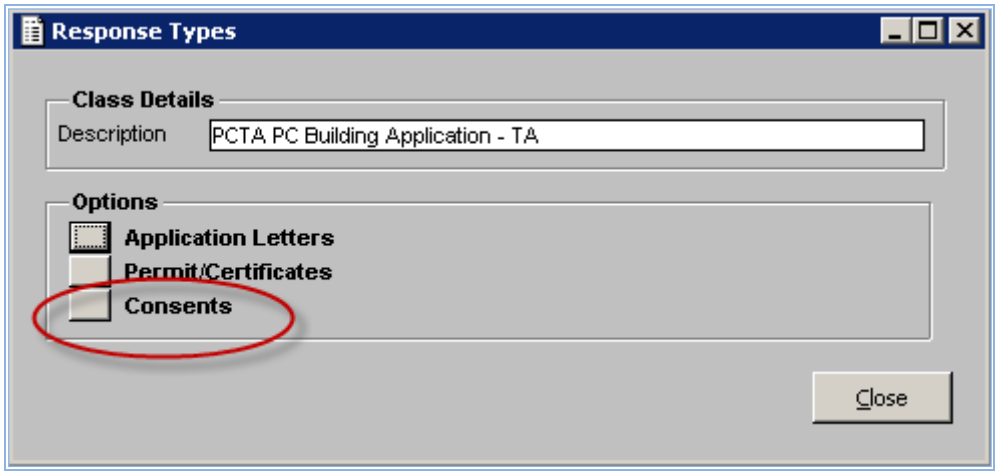
Consent Merge Types can now be defined. Note that the Merge Fields available during document creation are the same as that for an Application letter.



Extract Types can also now be defined for Consents, with the associated extract lists mirroring those provided for Permits and Certificates.

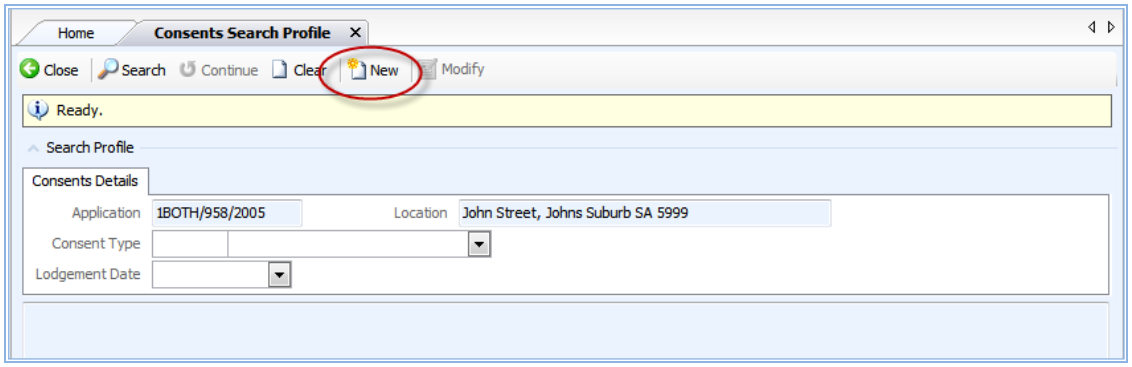


Lastly, Response Types can also be defined for Consents.

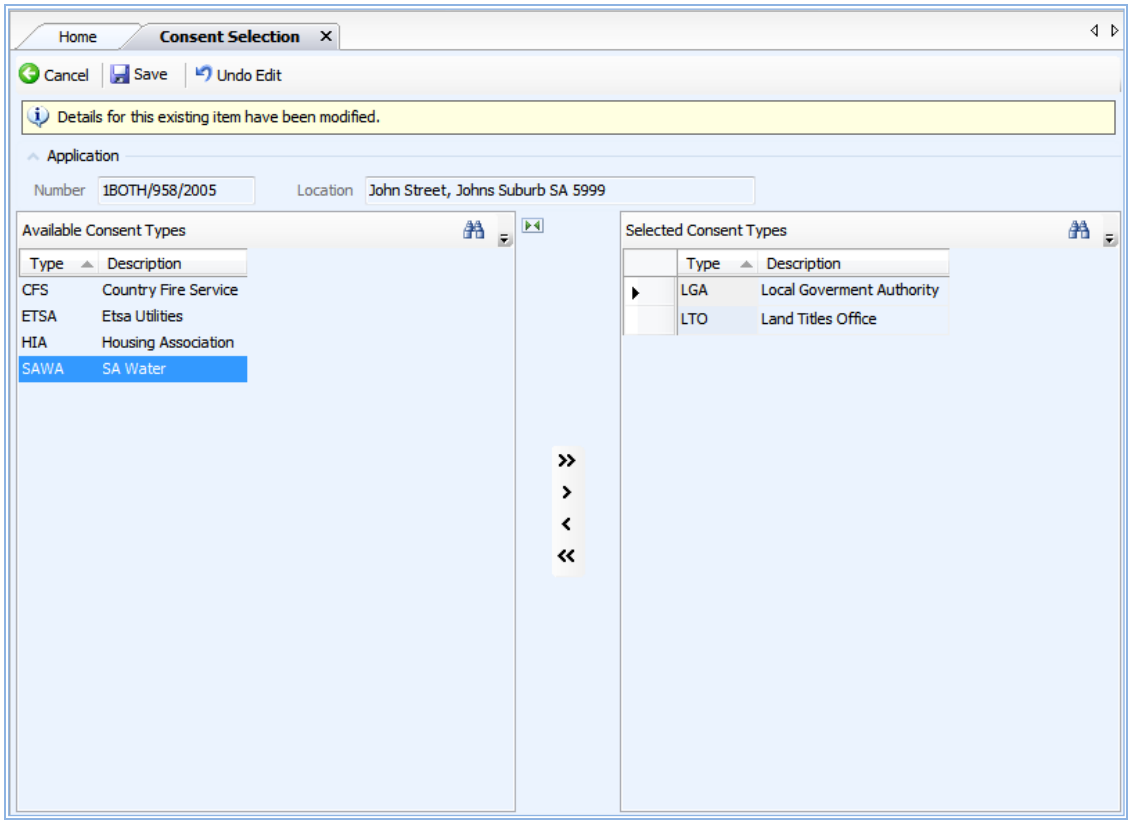


Consent Selection

A new Consent Type selection screen is available that allows Pathway officers to select the appropriate Consent Types for an application. The Consent Type selection screen is available via the 'New' button of the Consents Search Profile. For example:



Note: The Consent (Type) Selection screen will only be presented if the 'Single Consent Selection Preferred' option is OFF on the Application System Parameter.

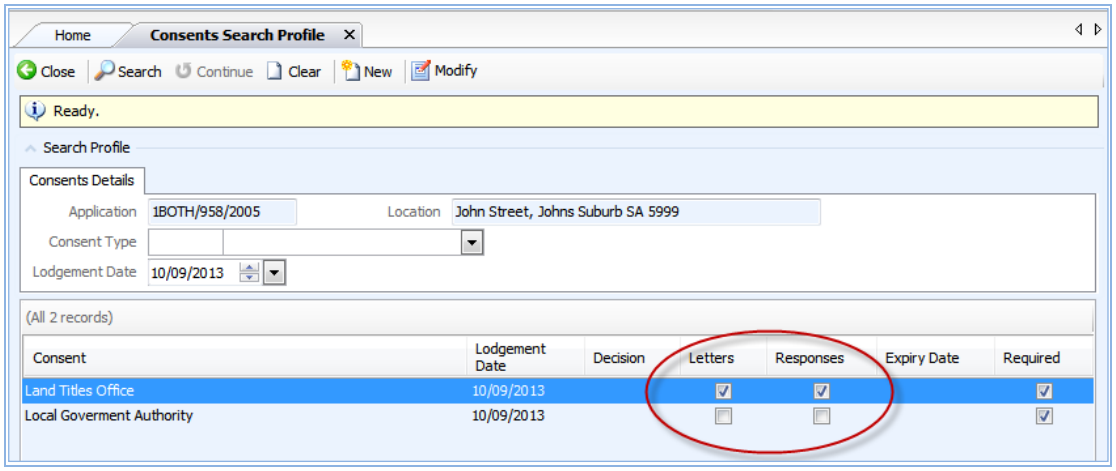


The available Consent Types will be determined by those configured at the Application Class level.

One or many Consent Types may be selected using standard select / remove functionality. A search facility (via the binoculars glyphs) is available to filter the records by Consent Type or Consent Description.

Once a Consent Type is selected, a Consent record will be automatically created in the same manner that Consents are (optionally) created at the time of application lodgement.

Clicking 'Save' will return the Pathway officer to the Consents Search Profile where they will be able to see the list of the Consents and their relevant details.

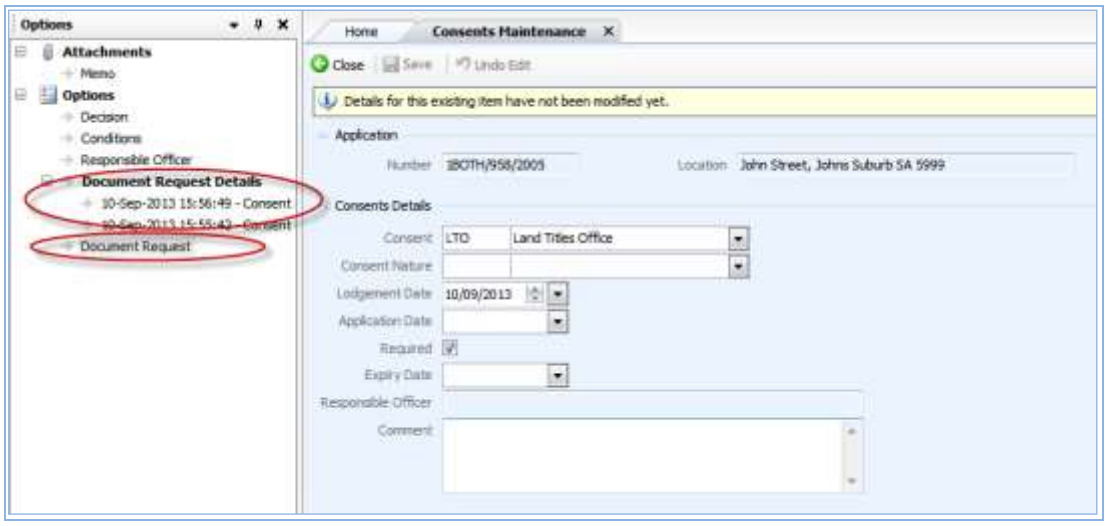


Once the Consents are created they may be reviewed, searched upon, sequenced and modified.

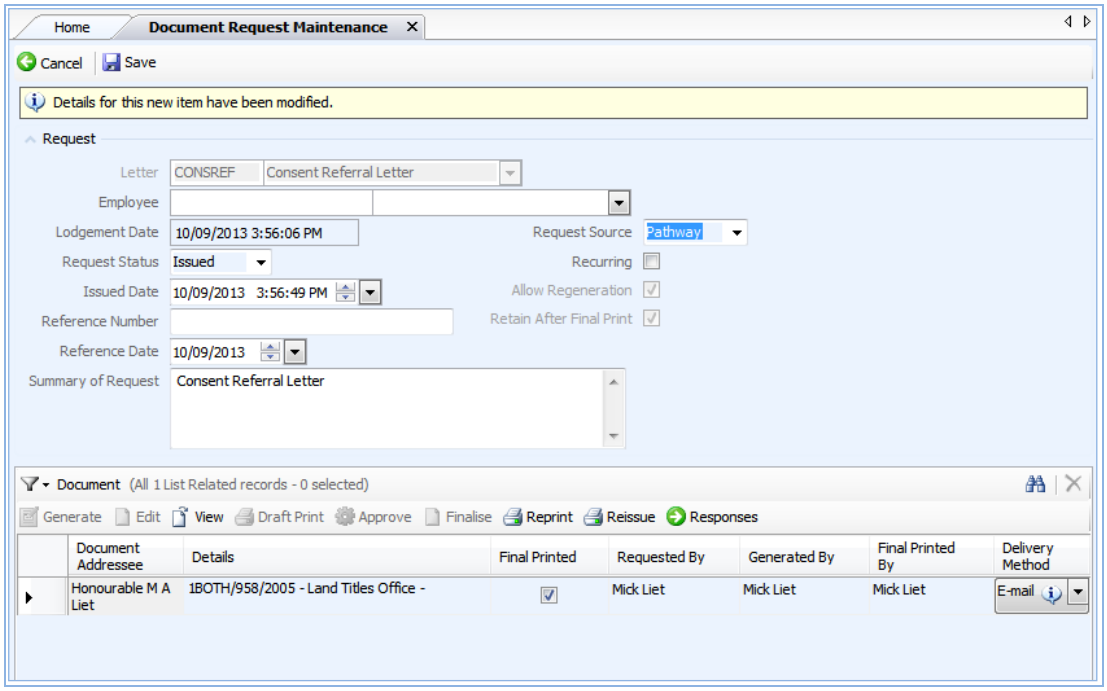
For each Consent record, a 'Letters' and 'Responses' checkbox is available to indicate the status of any correspondence. A Modify detail button is available for each Consent record to allow access to Letter and Response details relevant to the Consent.

Consent Letters

The option to generate Letters from within Consents will now be available via a 'Document Request' option on the Consents Maintenance form. Existing Letters will be shown under the Document Request Details option. For example:



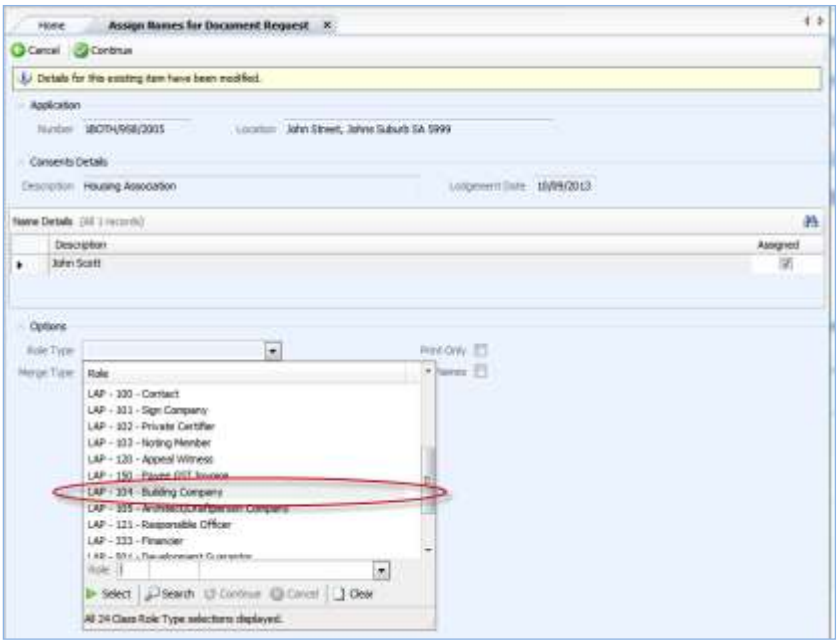
Clicking the Document Request record will present the Pathway officer with the Document Request Maintenance screen. For example:



The Document Addressee(s) will automatically display the Name that is mapped to the Consent Type. In the screenshot example, the Name 'Honourable M A Liet' has been configured to represent the Lands Titles Office Consent Type. The mapping of these Names to Consent Types is explained in more detail later in this document.

Mapping of Names to Consent Types is optional as Role Types may be the favoured method of selecting Names (i.e. recipients of a Letter). If Names are not mapped for the Consent Type(s) for which Letters are being generated, an interim Assign Names for Document Request screen will be presented so that Names can be selected based upon a specific a Role Type (e.g. Referral Authority).

Please note that if the name is not selected against the Consent Type then the customer name must be a nominated Stakeholder of the Application.

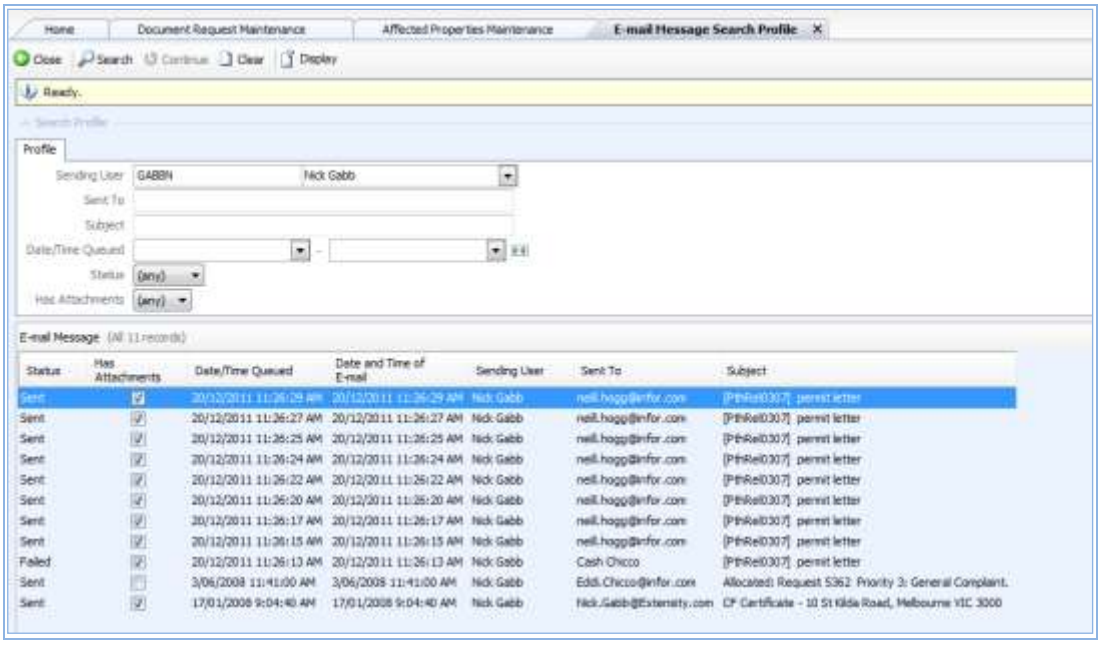


Clicking the 'Continue' button on this screen will open the Document Request Maintenance screen.

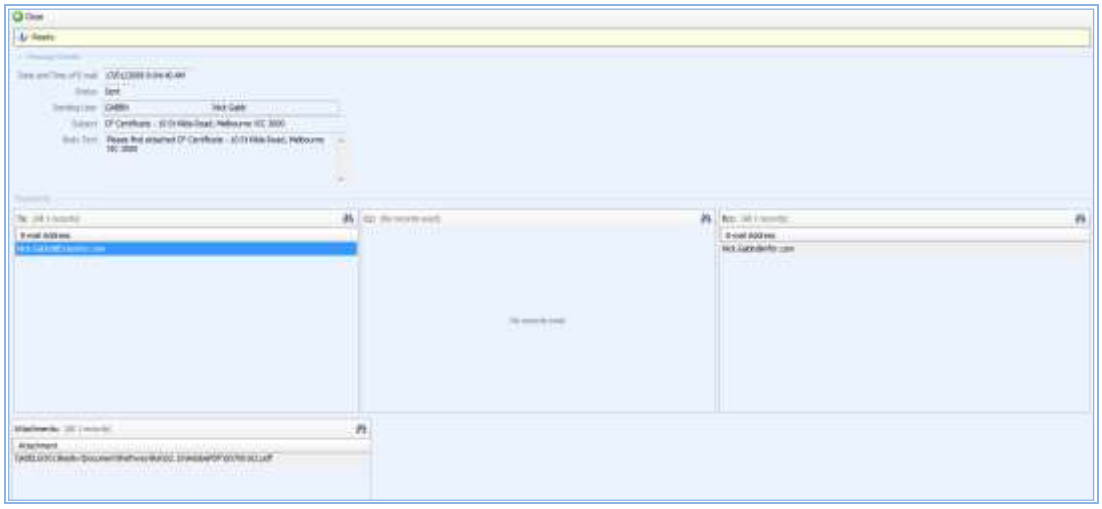
Email Auditing

When the email distribution method is nominated within the Letters option, a record of all sent emails is retained. This will allow Council to check the following details of each email:

- Status (Failed, Waiting, Sending, or Sent)
- Has Attachments (Y/N)
- Date/Time Queued
- Date/Time of Email
- Sending User
- Sent To
- Subject



To view the details of an Email Message, highlight the Email Message and click the Display button.



PARAMETERS AND CONFIGURATION

Pathway Parameters

Stakeholders

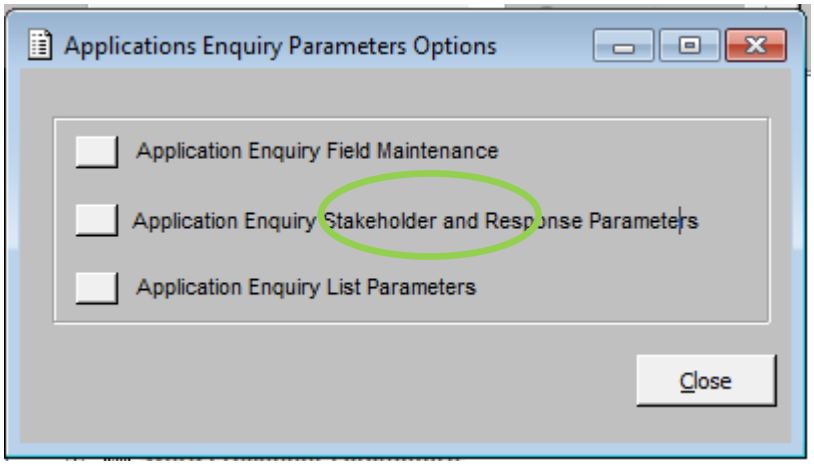
Stakeholders are individual web users who are able to view 'secured' elements within a Detail View or Summary View.

The ePathway user has a Pathway Customer Profile to which a Pathway Name record is attached. The Name record may also be associated with one or more applications via Name Roles (e.g. Applicant, Owner, Builder etc.) Certain Name Roles can be configured as stakeholder roles for particular application types.

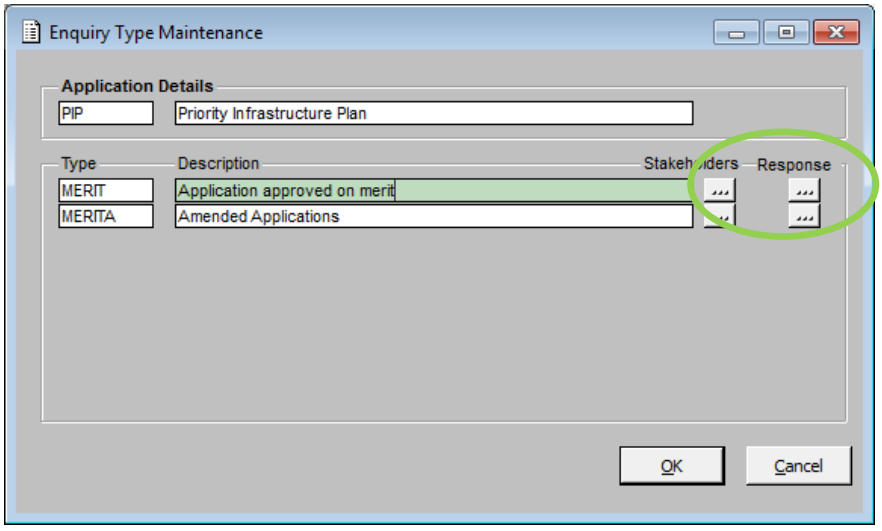
Prior to presenting the ePathway user with application data, the following decision logic is applied:

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

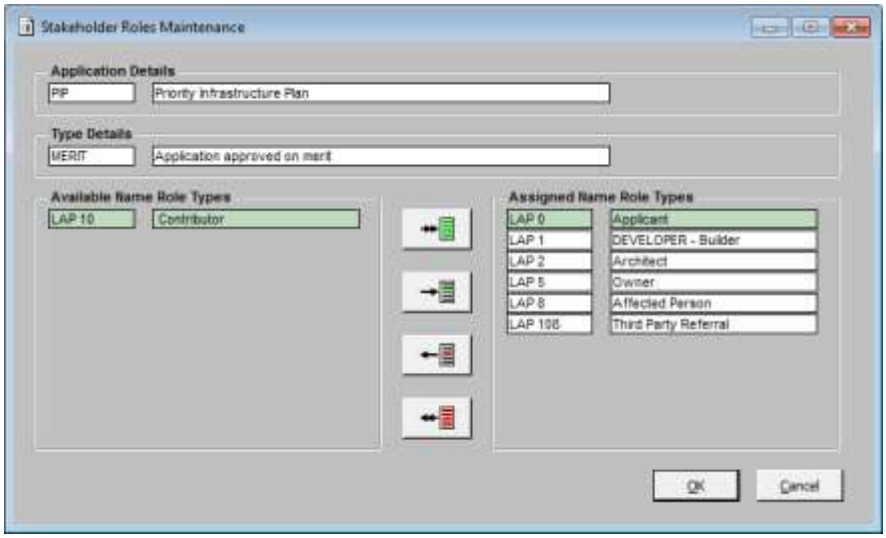
If yes, then display secured elements, otherwise suppress secured elements.



For each Application Type you will choose what Stakeholder roles are available.



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



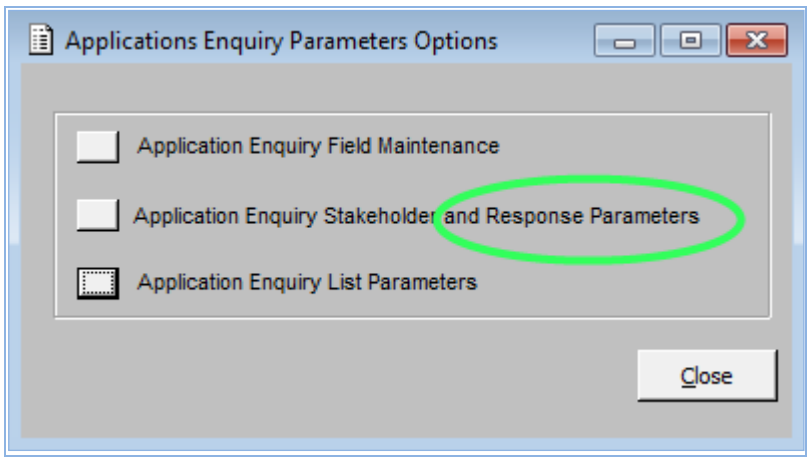
For example, the LAP 8 Affected Person role type is picked up from the Affected Properties maintenance option on the Application.

ePathway Application Response Parameters

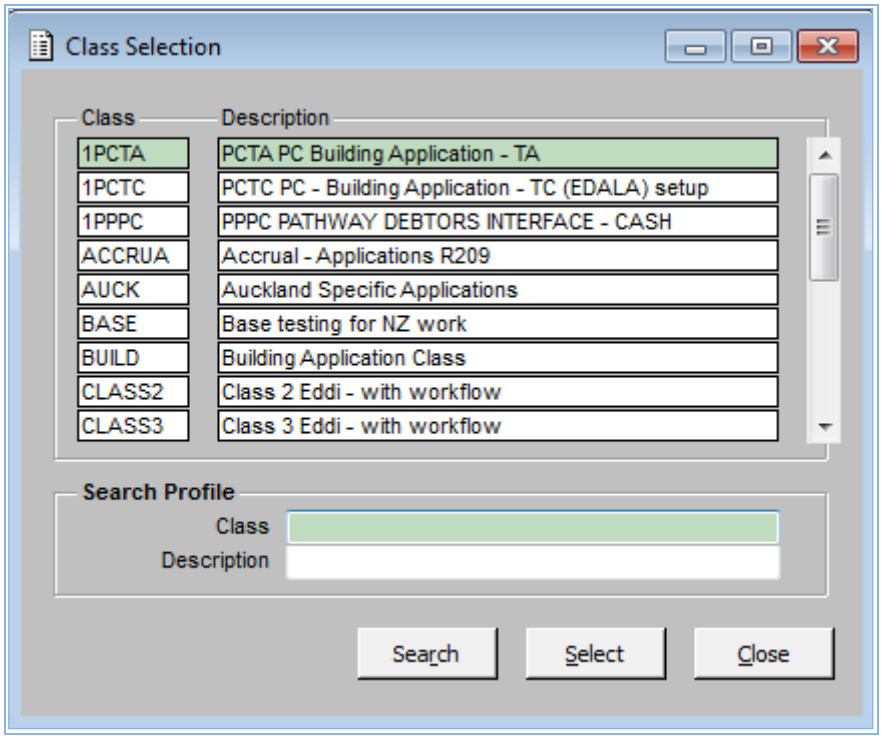
Application Responses functionality is available for applications lodged in both ePathway and Pathway. In alignment with this, the ePathway General Enquiry module supports the display of information pertaining to an application irrespective of where the application was lodged.

An option is now available in order to cater for the ePathway Application Response enhancement. For example:

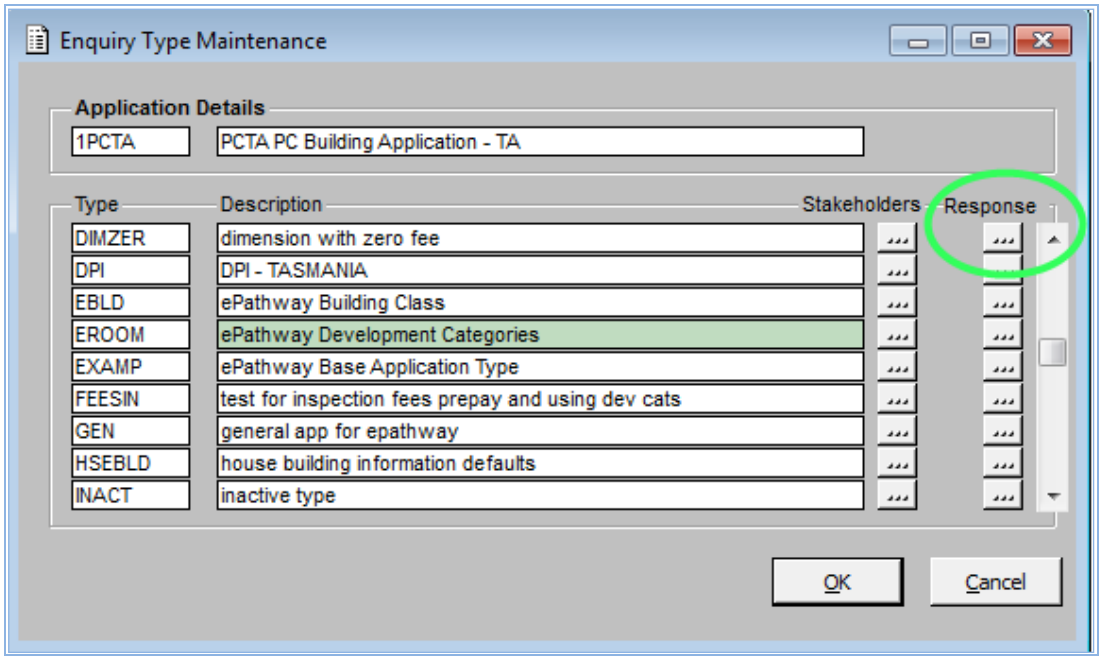
System Administration >> ePathway >> General Enquiry Parameters >> Applications Enquiry Parameters



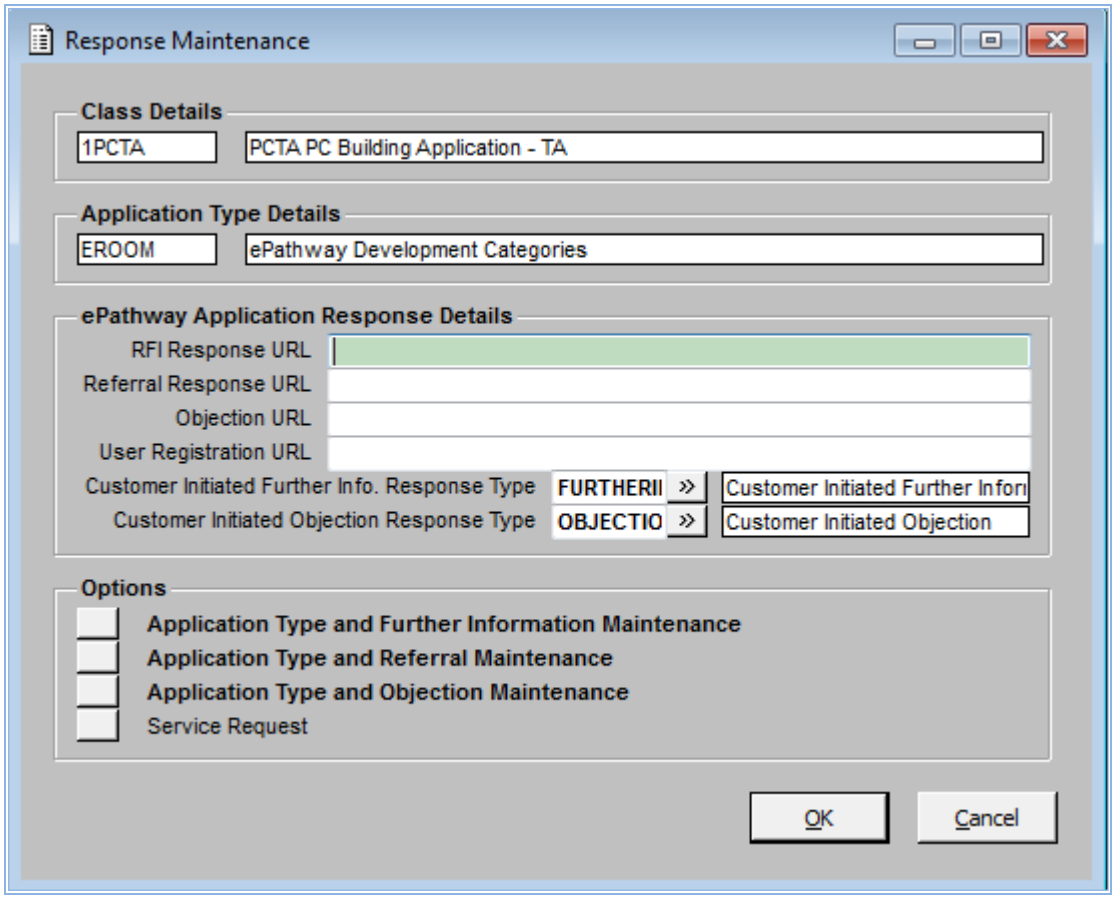
Clicking the new Application Enquiry Stakeholder and Response Parameters option button will prompt for an Application Class selection.



Once a class has been selected, the Application Types required for Application Responses via ePathway can be nominated.



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



URL Definitions

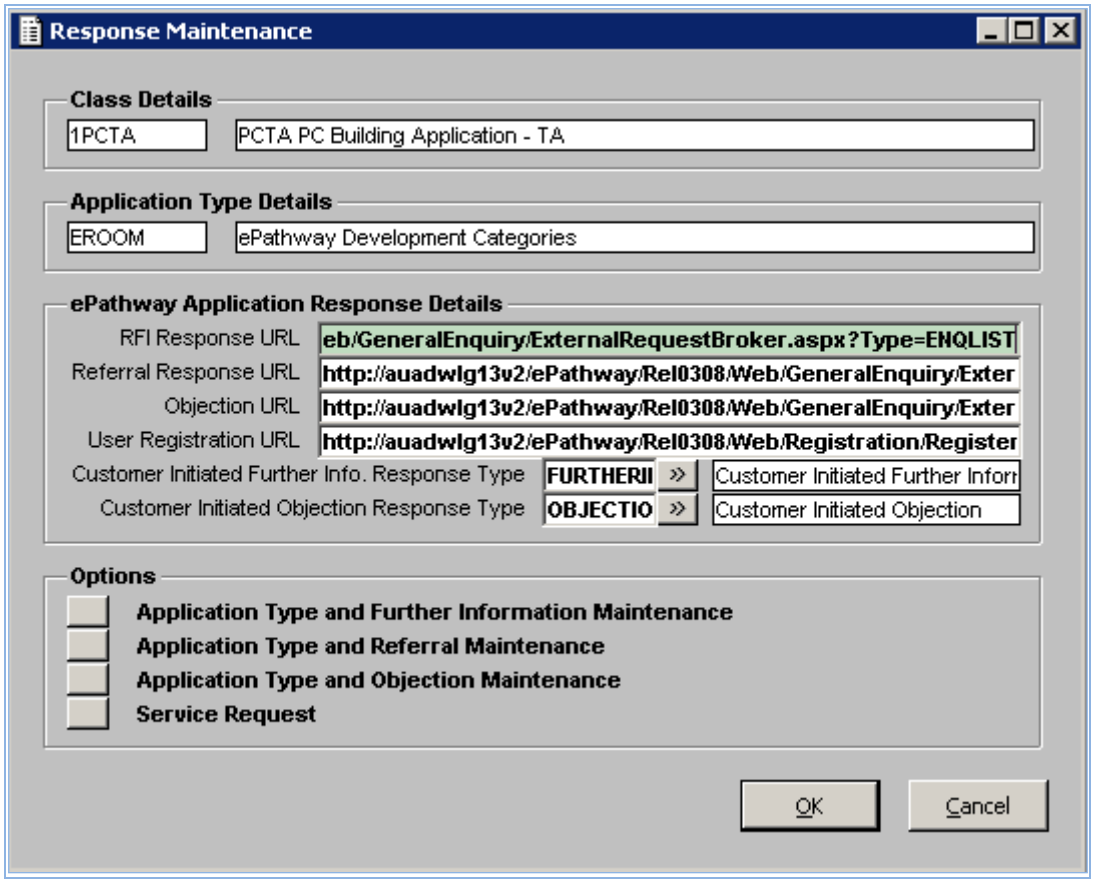
The ePathway External Request Broker has been modified to allow direct URL links to an Application Response. This allows Council to define the URL links that will appear within the Application Letters email functionality. RFI Response, Referral Response, and Objection URLs will allow customers immediate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

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

- EAP_FurtherInfo_Resp_URL — Request for Further Information URL
- EAP_Referral_Resp_URL — Referral Response URL
- EAP_Objection_Resp_URL — Objection URL
- ePathway_Registration_URL — ePathway Registration URL

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

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



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

The system will add each of the other query string parameters required by the ERB when it resolves the Merge Field value.
For example, on the screen image above, the RFI Response URL is defined as:
http://auadwlg13v2/ePathway/Rel0308/Web/GeneralEnquiry/ExternalRequestBroker.aspx?Type=ENQLIST

So if there is an E-Mail template with {{ MERGEFIELD: EAP_FurtherInfo_Resp_URL }}, the system will take that URL and add to it the required Query String parameters for the ERB to present the correct form (see the ERB documentation provided with this fix for full details of the ERB parameters) which may result in the following example URL:
http://auadwlg13v2/ePathway/Rel0308/Web/GeneralEnquiry/ExternalRequestBroker.aspx?Type=ENQLIST&Module=EGELAP&Class=1PCTA&ResponseType=FINFO&ApplicationId=187132&ForceLogin=true

The User Registration Merge Field (ePathway_Registration_URL) is resolved unmodified from that entered on the above form. And so should be entered as the URL required for user registration, which in this example would be:
http://auadwlg13v2/ePathway/Rel0308/Web/Registration/Register.aspx

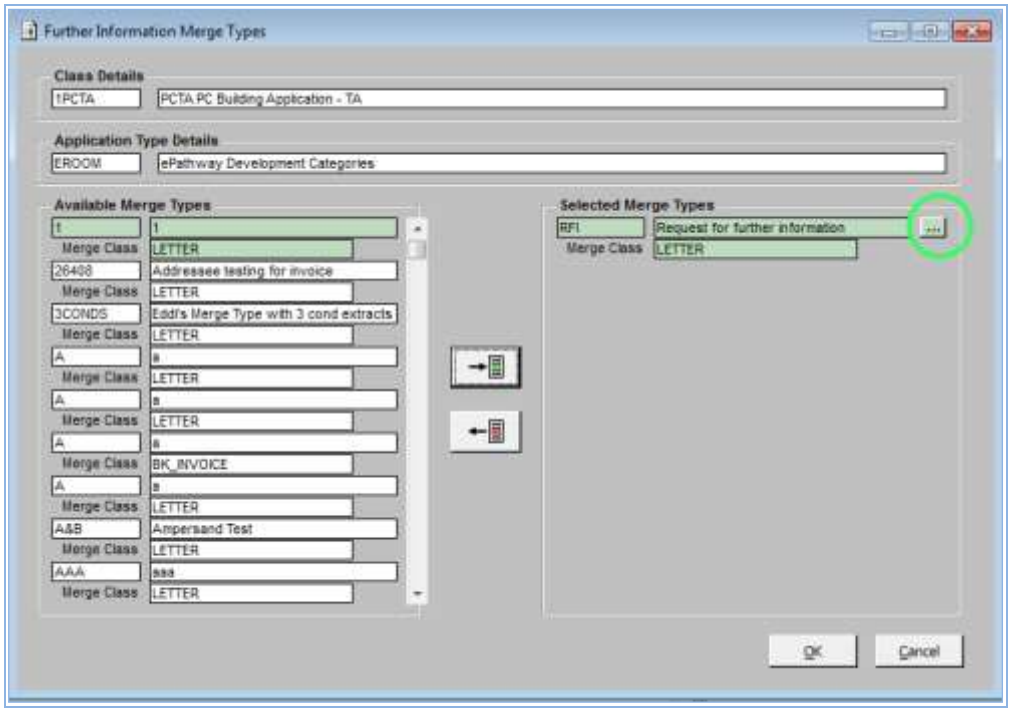
Customer Initiated Response Types

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

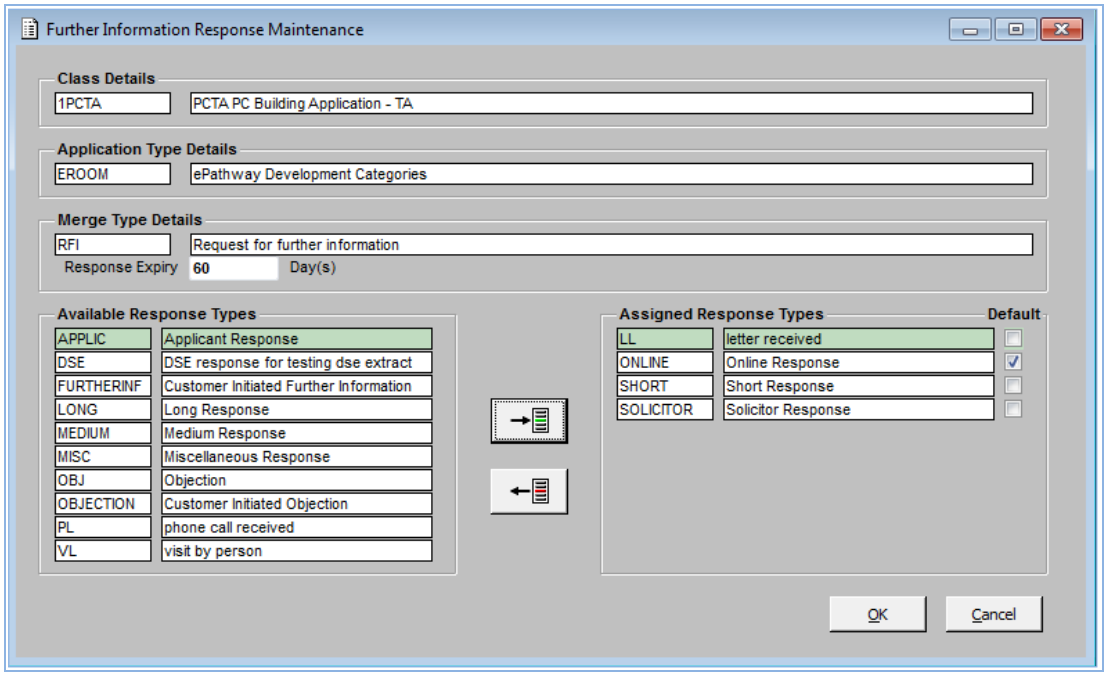
Application Type and Further Information Maintenance

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

To assign more than one type of RFI, use the Application Type and Further Information Maintenance option. Then the RFI Merge Types and their associated Response Types for use within ePathway can be defined.



For each Merge Type selected, the detail button adjacent allows for configuration of valid Response Types. This will determine the Response Types that will be selectable within ePathway for the particular Merge Type / Letter. Subsequently, if one Response Type is assigned then it will be the automatic selection for a response to an RFI.



A 'Response Expiry' parameter is available to 'expire' the option to respond to a request. The option to respond to an RFI in ePathway will be removed after the configured number of days. This parameter should be aligned to any workflow processes surrounding the application's progress.

The Expiry date calculation:

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

An expiry period of 1 day would be as follows:

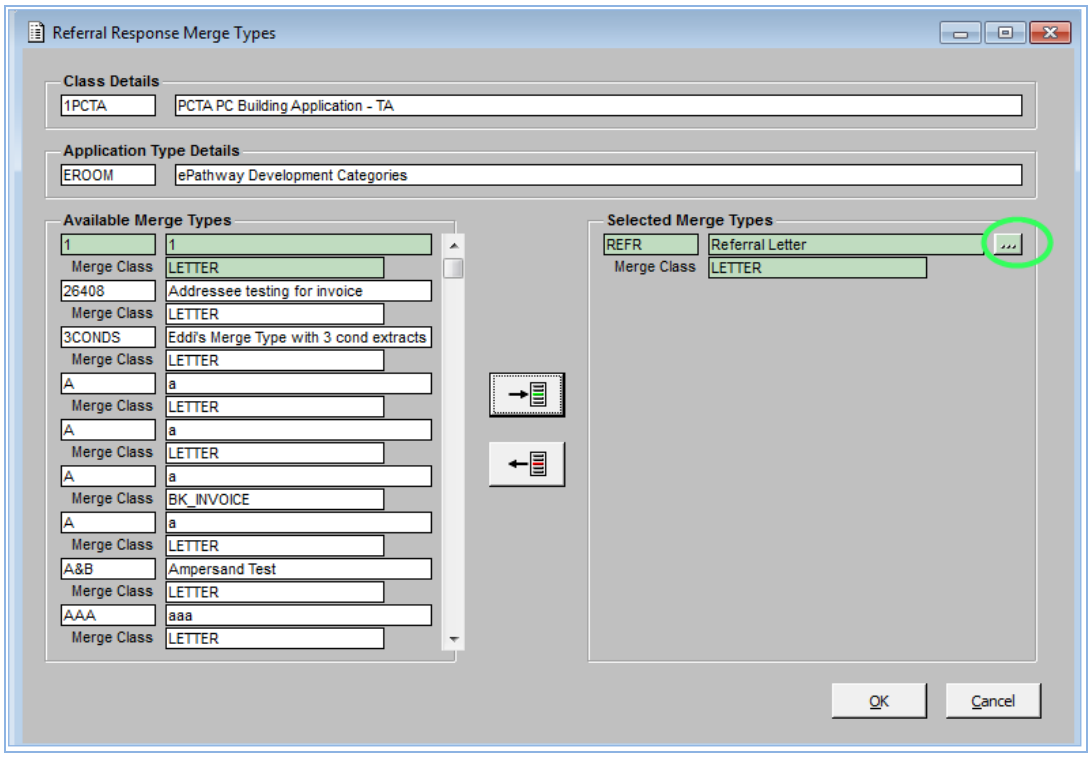
Assuming "today's" date is 10th October 2013
If the issue date of the document is 9th October 2013
The Expiry becomes 10th October 2013 and the Response would be unavailable from midnight on 10th October 2013.

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

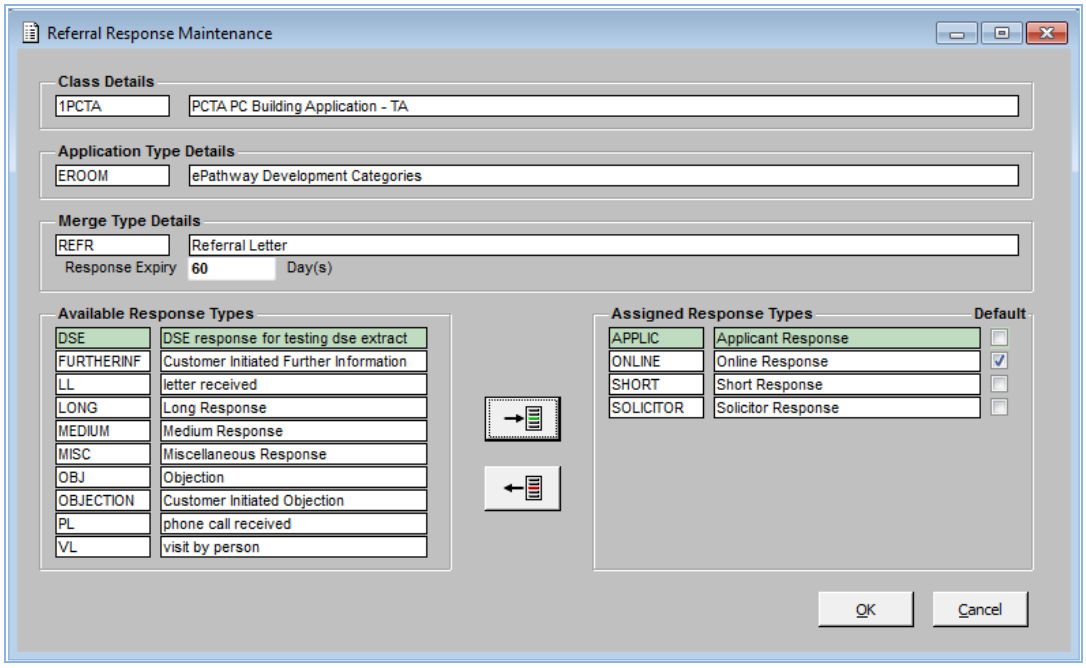
Application Type and Referral Response Maintenance

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

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



For each Merge Type selected, the detail button adjacent allows for configuration of valid Response Types. This determines the Response Types that will be selectable within ePathway for the particular Merge Type / Letter. Subsequently, if one Response Type is assigned then it will be the automatic selection for a response to a Referral.



A 'Response Expiry Period' parameter is available to 'expire' the option to respond to a request. The option to respond to an RFI in ePathway will be removed after the configured number of days. This parameter should be aligned to any workflow processes surrounding the application's progress.

The Expiry date calculation:

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

An expiry period of 1 day would be as follows:

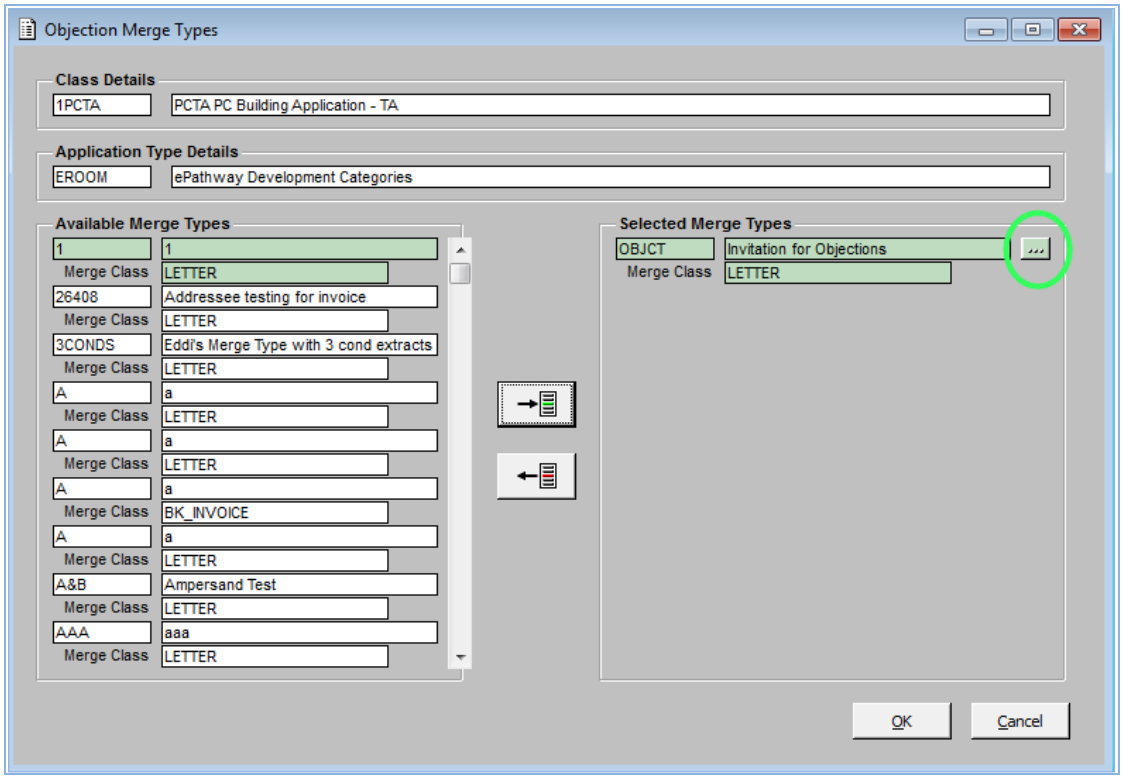
Assuming "today's" date is 10th October 2013
If the issue date of the document is 9th October 2013
The Expiry becomes 10th October 2013 and the Response would be unavailable from midnight on 10th October 2013.

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

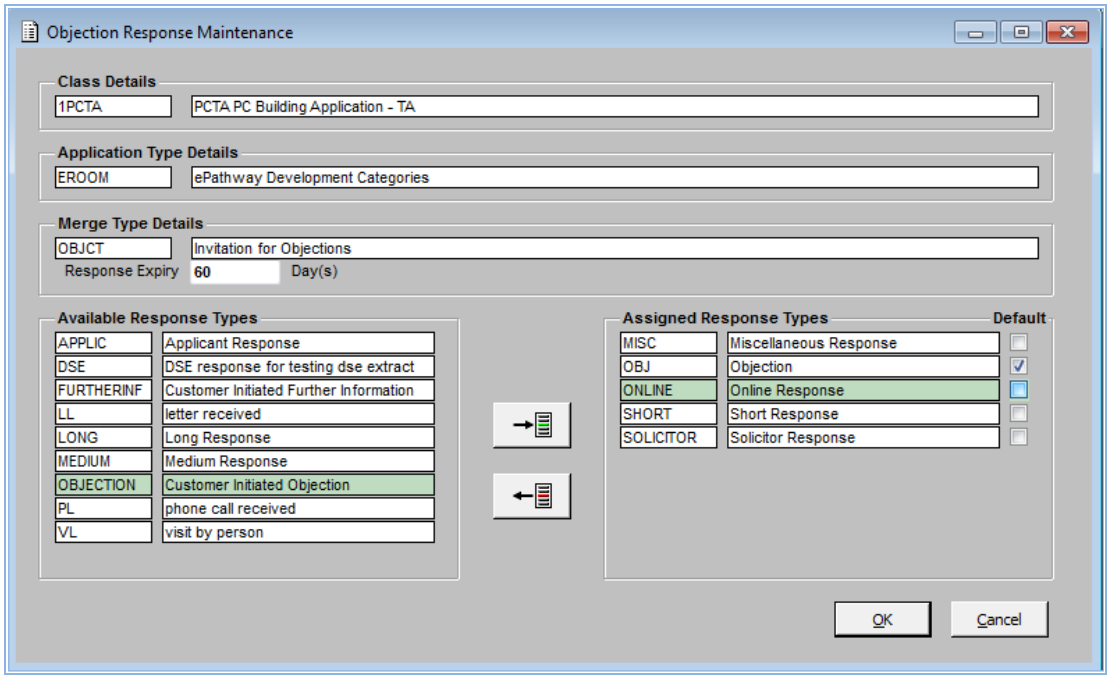
Application Type and Objection Maintenance

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

To assign for more than one type of objection, an Objection Maintenance option is available. Councils are able to define the Objection (invitation) Merge Types and their associated Response Types for use within ePathway.



For each Merge Type selected, the detail button adjacent allows for configuration of the valid Response Types. This will determine the Response Types that will be selectable within ePathway for this particular Merge Type / Letter. Subsequently, if only one Response Type is assigned then it will be the automatic selection for a response to an Objection.



A ‘Response Expiry’ parameter is available to ‘expire’ the option to respond to a request. The option to respond to an RFI in ePathway will be removed after the configured number of days. This parameter should be aligned to any workflow processes surrounding the application’s progress.

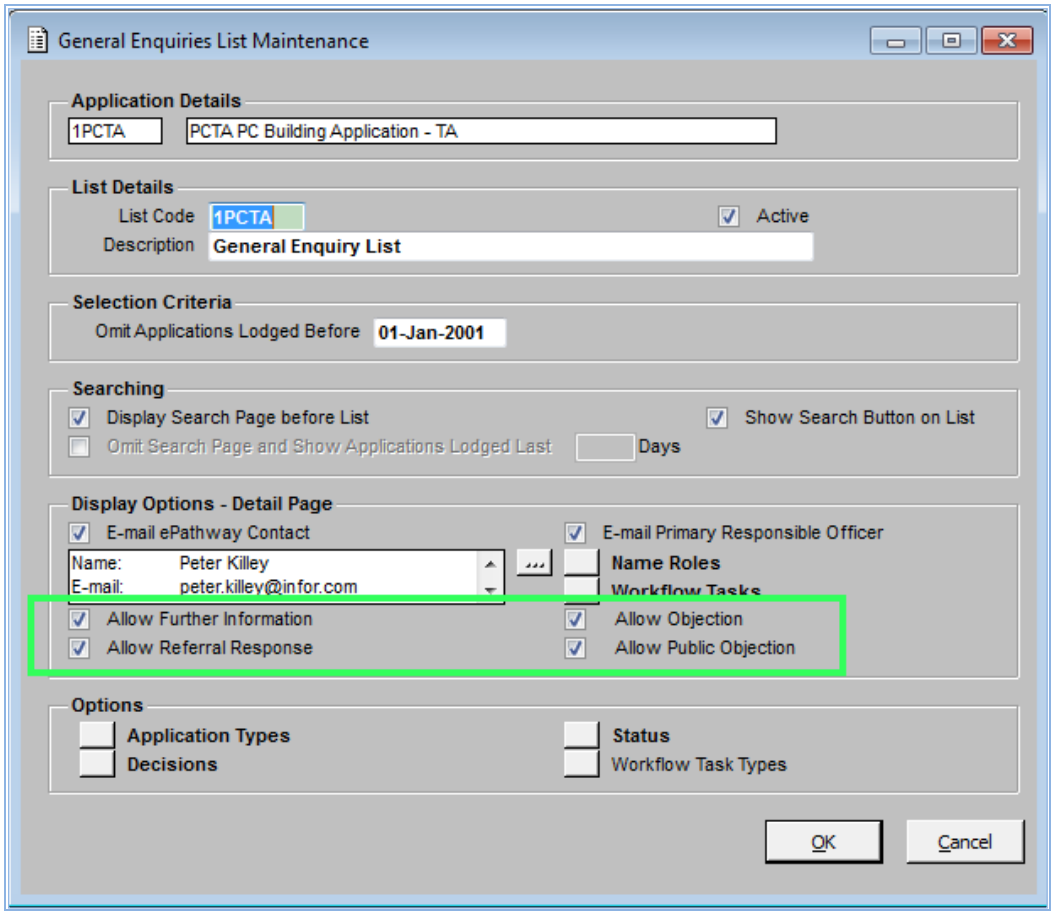
The ‘Default’ flag will determine which Response Type is selected by default when the user first enters the Objection (Application Response) Maintenance screen in ePathway.

ePathway General Enquiry Lists

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

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

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



The 4 checkbox parameters, “Allow Further Information”, “Allow Referral Response”, “Allow Objection” and “Allow Public Objection” determine whether or not ePathway supports the function. If these flags are checked ON, the General Enquiry Applications module will display the new buttons in the appropriate scenario.

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

Allow Further Information
If this flag is checked on then the ability for Stakeholders (i.e. Applicant, Owner, Architect) to supply further information via the Enquiry List is available.

Allow Referral Response
If this flag is checked on then the ability for Stakeholders (i.e. Applicant, Owner, Architect) to supply responses to Referrals via the Enquiry List is available.

Allow Objection

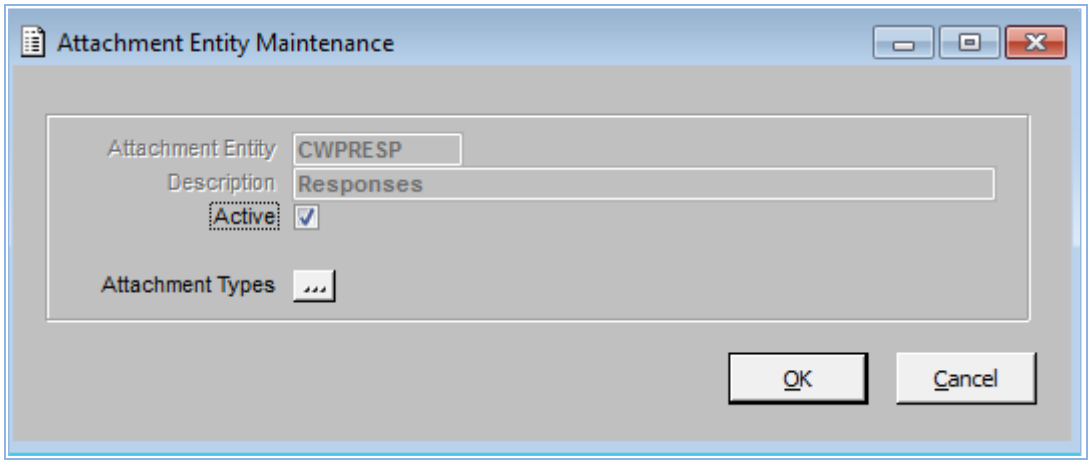
If this flag is checked on then the ability for Stakeholders (i.e. Applicant, Owner, Architect) as well as Affected Properties Names (via the Affected Properties function) to lodge 'Objection' responses via the Enquiry List is available.

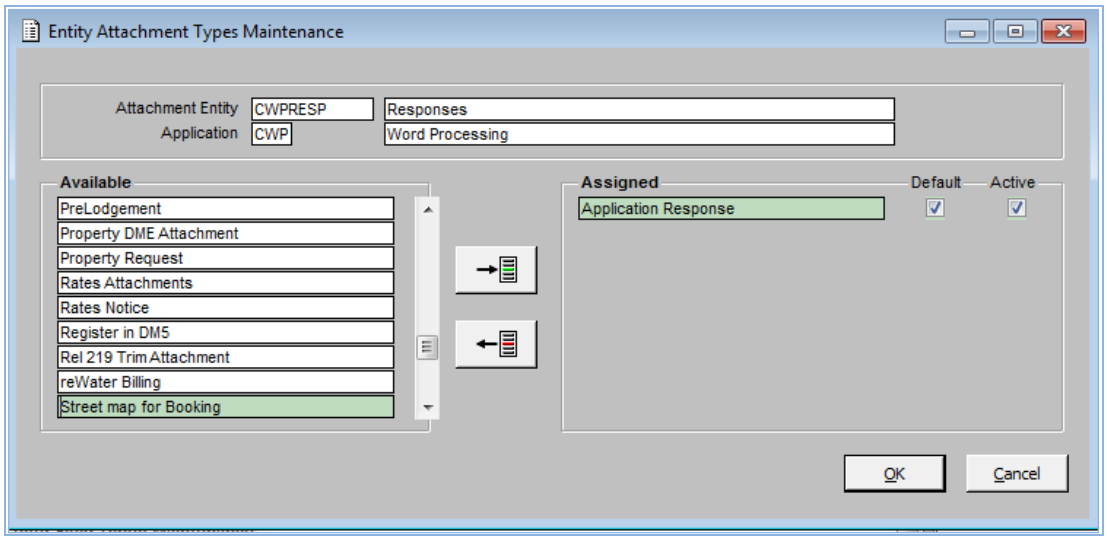
Allow Public Objection
If this flag is checked on the ability for PUBLIC users to lodge 'Objection' responses via the EnquiryList will be available.
NOTE: Infor recommends that a separate Enquiry List is established for this "Public Objection" Enquiry List.

Paperclip Attachment Parameters

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

This Attachment Type will be linked to the new 'CWPRESP' Attachment Entity.



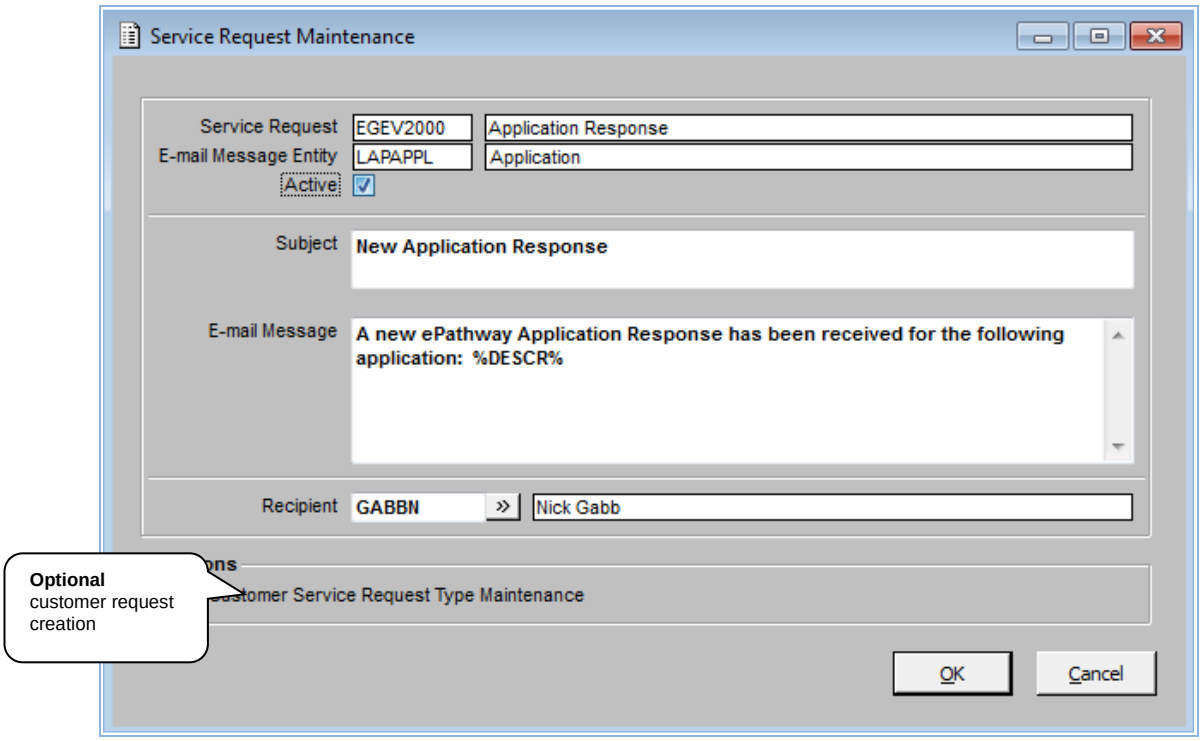


NOTE: The attachment file path nominated for the new Responses Attachment Type will need to match the default (paperclip) Attachment Path nominated for Pathway Applications.

ePathway System Parameters

Service Request

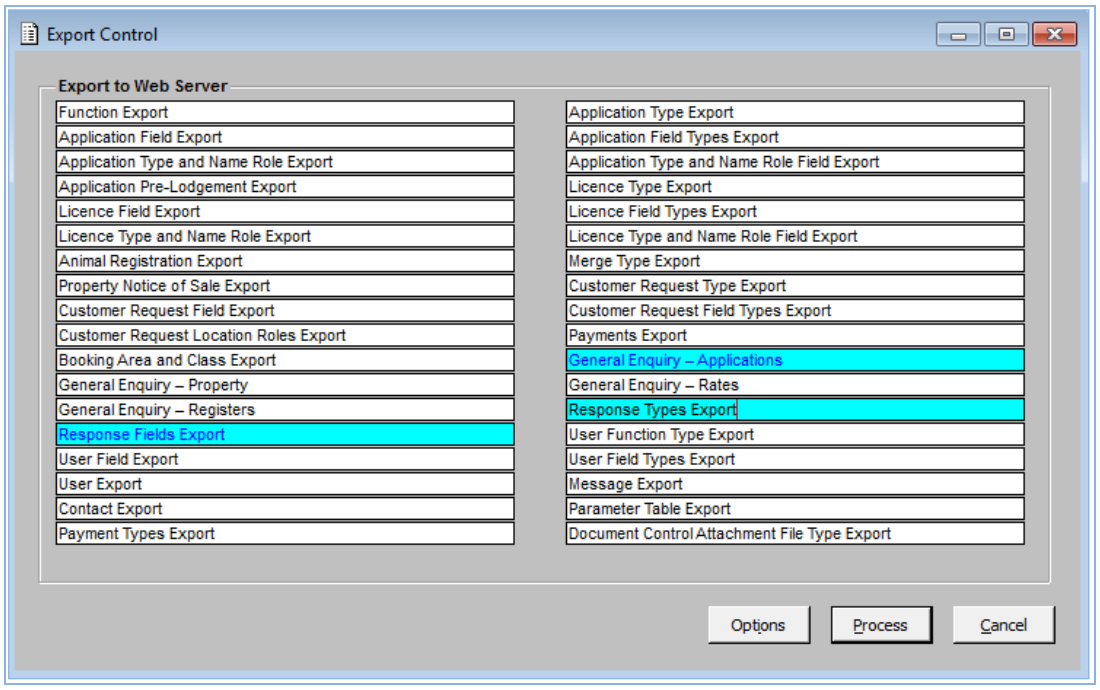
For each Application Type used in ePathway, Council may configure the email contents and a recipient. Additionally, as per standard ePathway functionality, Customer Service Request parameters may be maintained.



This ePathway Service configuration is also maintainable at a system level (within ePathway System Parameters) however Application Type level parameters when configured will take precedence.

Export

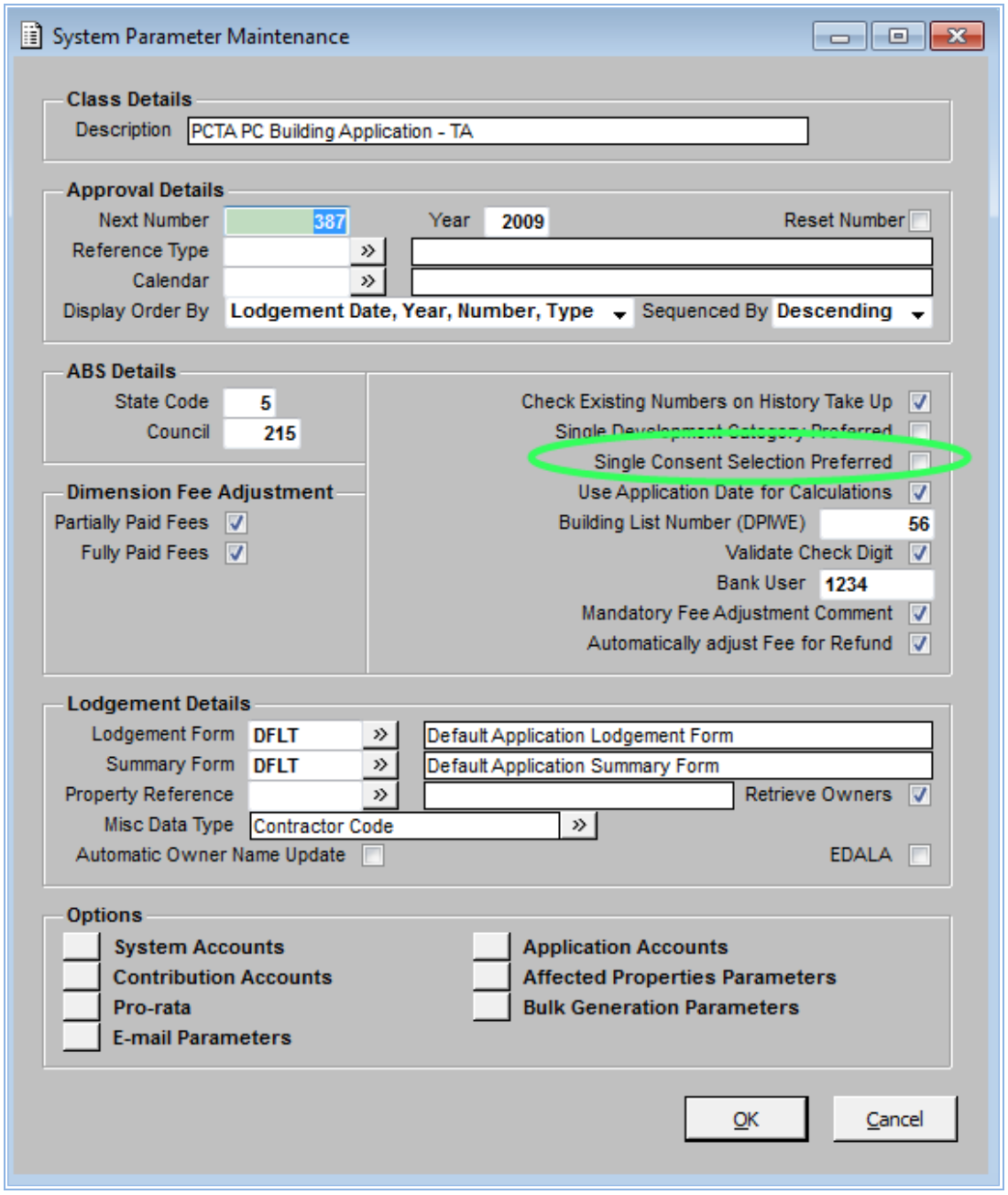
An ePathway Export will be required in order to relay the necessary parameter information to ePathway. Specifically, the existing 'General Enquiry – Applications' and two new 'Response' specific exports are required to keep Pathway and ePathway aligned.



Application System Parameters

A 'Single Consent Selection Preferred' checkbox parameter is now available at an Application Class level within System Parameters. This checkbox will be set ON by default, however in order to allow for the selection of multiple Consent Types (at once), this flag will need to be switched to OFF.

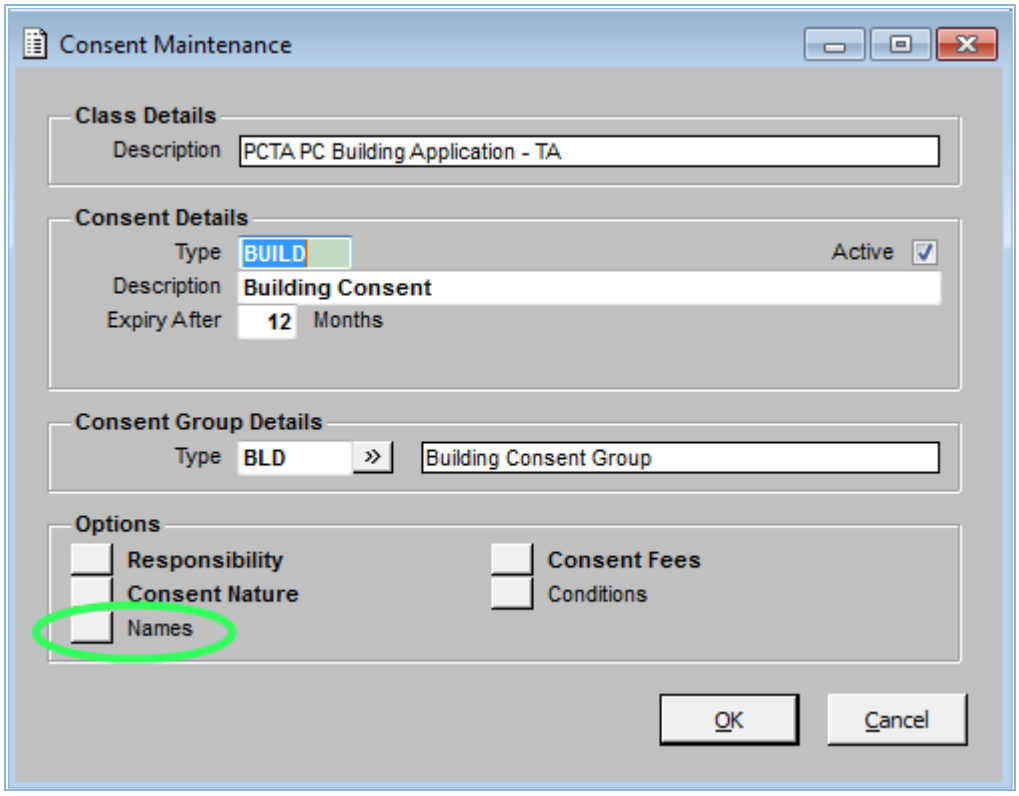
Applications >> Application Parameters >> Class >> Parameter Options >> System Parameters

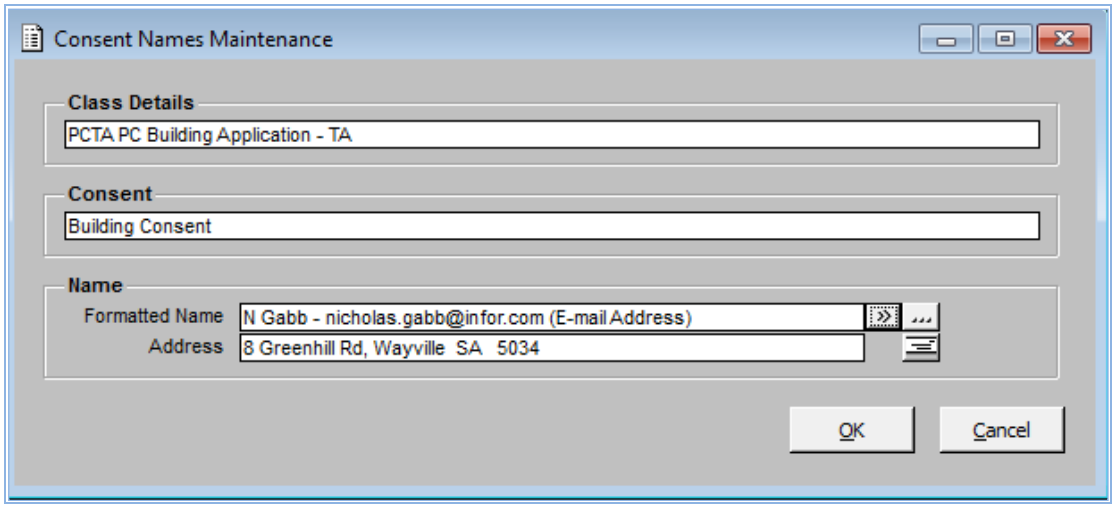


Consent Type Names Mapping

In order to allow for the automatic creation of Consent Letter recipients, a Name may now be mapped for each Consent Type at the Application Class level.

Applications >> Application Parameters >> Class >> Consent





The selection of a Name will create a Name Role link to the Consent Type. A detail button will be available to view the Name details and a Letters button will be available to view all of the Letters issued to this Name.

ePathway Configuration

Application Response Page Layout

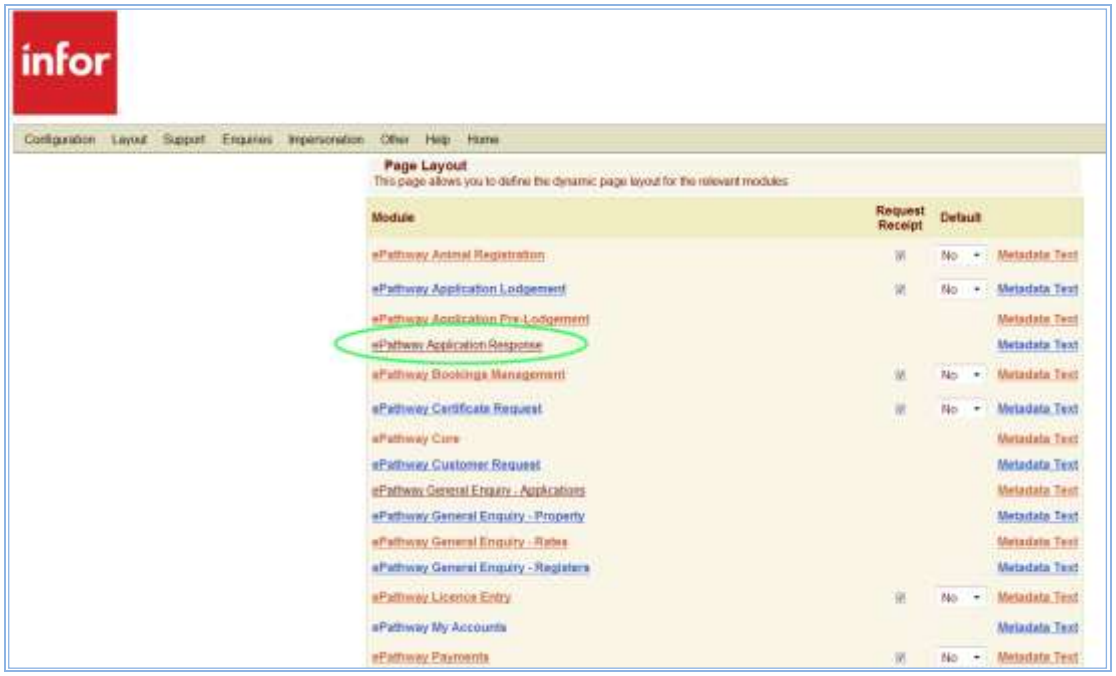
The Page Layout for the new Application Response pages and associated emails is configurable according to ePathway standard functionality however some features of this enhancement will remain static and enforced by the system.

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

Page Layout

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

A new ‘ePathway Application Response’ module hyperlink will be available.

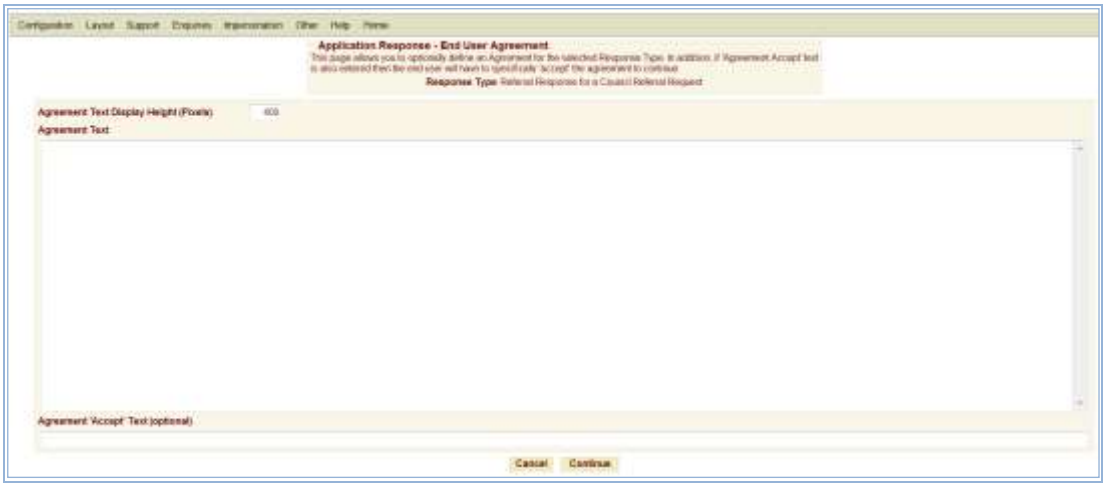


Clicking on the ‘ePathway Application Response’ hyperlink will allow the system administrator to configure the standard ePathway ‘Instructions’, ‘Agreement’, ‘Text’ and ‘Layout’ parameters.

The three Application Response Functions will each be available for configuration:

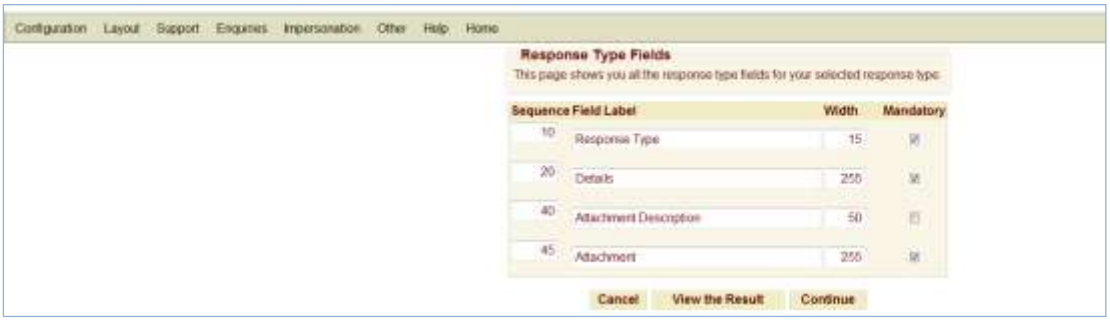
- Further Information
- Referral Response
- Objection

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



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

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



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

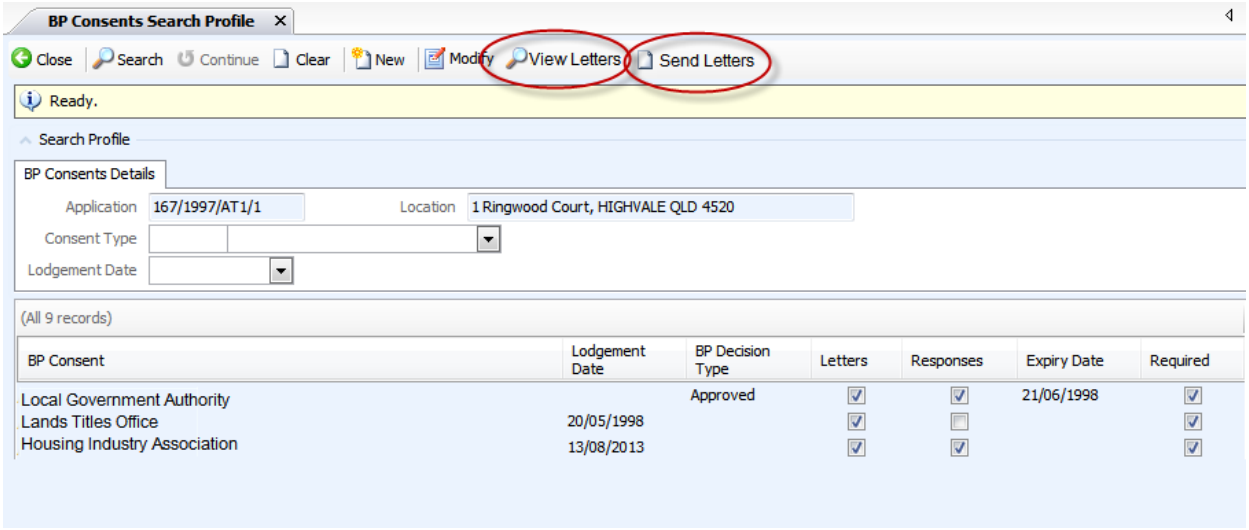
SCHEDULED FUNCTIONALITY

The following sections outline some of the functionality intended for Application Responses which is not yet included in this release. Although some screen images have been provided as a guide, the final appearance of these forms and exact functionality may vary slightly from that proposed here but the core intent behind them is to be retained.

The reason some of these have been omitted in this initial release of Application Responses is that some unforeseen enhancements need to be made to the core infrastructure to support the new features which could not be achieved within the original desired timeframes.

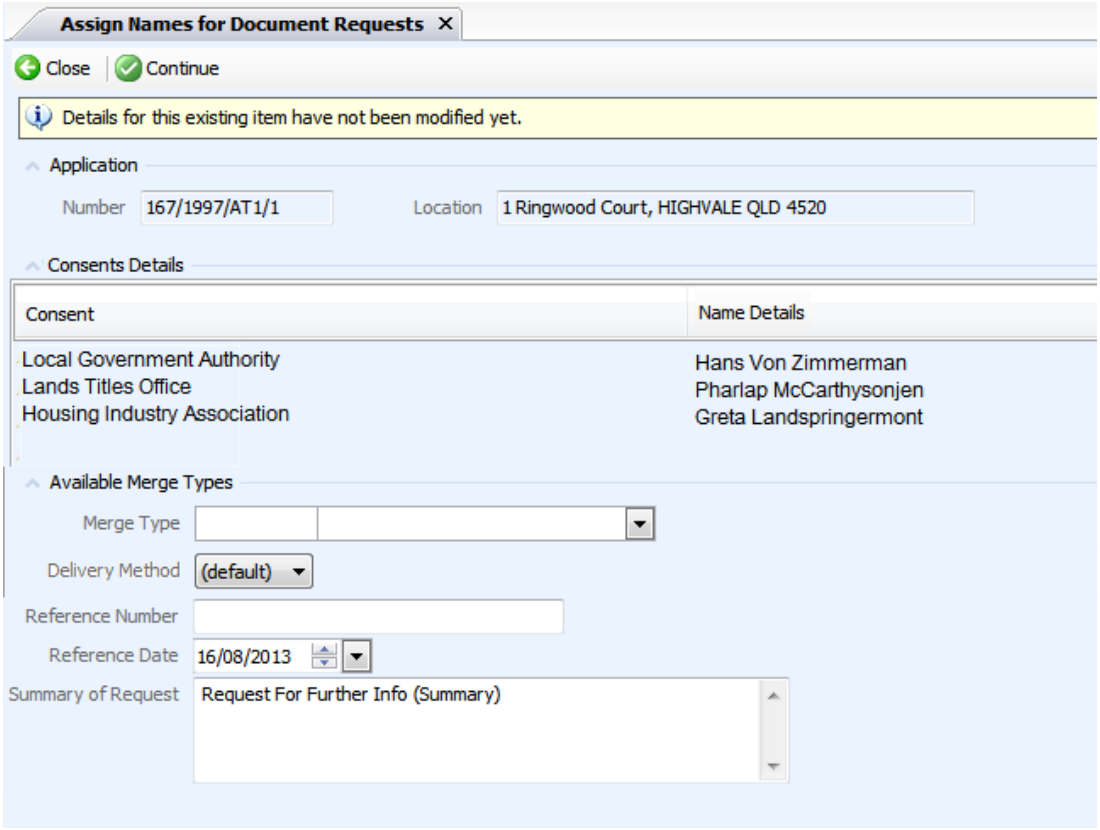
Multi-selection of Consents for Letter Production

Consent selection currently only allows selection of a single Consent. This will be enhanced to allow selection of multiple Consents in a manner similar to that proposed on the original functional specification.



The “View Letters” action will be present whenever a single Consent row is selected which has the “Letters” column checked (i.e. previously generated letters). When activated the “View Letters” button will present the same form as the Document Request Details button on the Consent Maintenance form for the selected Consent.

The “Send Letters” action will be present whenever one or more Consents rows are selected and will present the following proposed new form which will display the chosen Consents with the associated Name Role for whom the Letter is to be created.



The new form will allow entry of:

- The Merge Type (mandatory), which will be restricted to the Merge Types common to all of the chosen Consent Types;
- The Delivery Method, which will be restricted using the same rules as used on the Document Request maintenance form;
- The Reference Number, Reference Date and Summary of Request (optional).

When the user enters the Merge Type and presses Continue, the system will create a Document Request for *each* Consent/Name using the entered details, automatically finalise it and processes it using the chosen Delivery Method.

Once complete, the user will be returned to the Consent Search form above where the details will be refreshed. The “Letters” column for the processed Consents will then show as checked thus allowing the resulting Letter to be viewed via the new “View Letters” action.

Viewing Application Attachments for Stakeholders

Councils have expressed a need for Stakeholders to be able to view Attachments associated with Applications. Therefore the ePathway General Enquiry Details View for Applications has been enhanced to include a link to an Attachments viewing form:

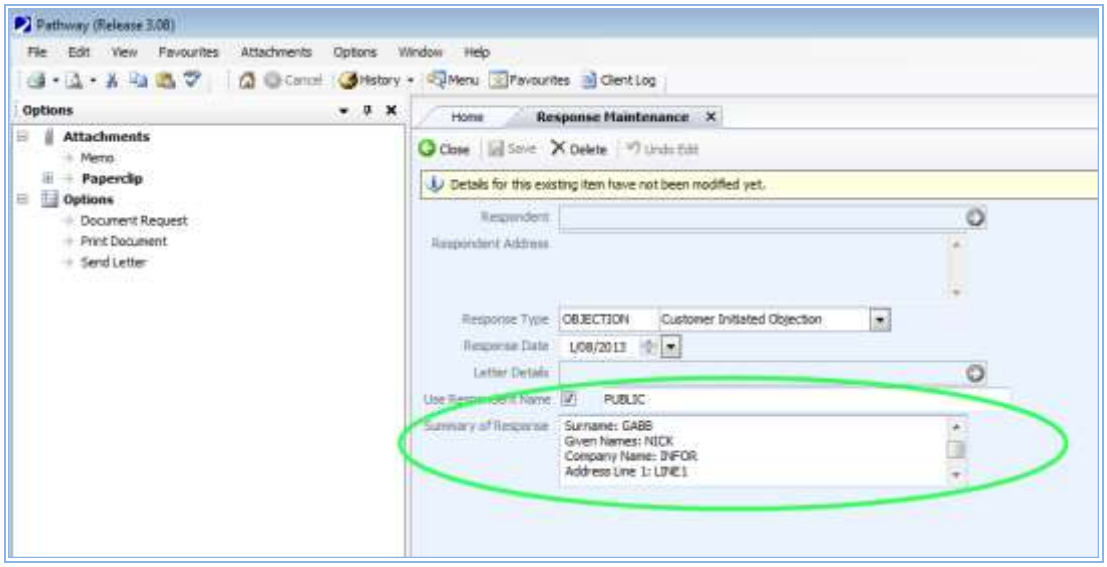
The form may also be accessible during Application Response entry so that users who have been taken directly to the entry form via an e-mail link can still access the Attachments.

The form itself will display the Attachment Types nominated to be viewable by Stakeholders.

Note: There will be a parameter form where these Attachment types can be nominated for use with ePathway General Enquiries so council does not have to expose them to Stakeholders.

Intelligent Handling of Public Name Details

A Names linking feature on Responses was originally specified to allow Council to override the generic public user with either an existing Pathway Name or a new Name utilising the details supplied during entry (which are summarised into the Response Notes). The exact nature of this feature is yet to be specified, but as originally intended, the details entered by the user will contribute to entering the new user details or by selecting from an existing Pathway Name.


Pathway (Release 3.08)
File Edit View Favourites Attachments Options Window Help
Cancel History Menu Favourites Client Log
Options
Attachments
Memo
Paperclip
Options
Document Request
Print Document
Send Letter
Home
Response Maintenance
Close Save Delete Undo Edit
Details for this existing item have not been modified yet.
Respondent
Respondent Address
Response Type OBJECTION Customer Initiated Objection
Response Date 1/08/2013
Letter Details
Use Respondent Name PUBLIC
Summary of Response
Surname: GABB
Given Names: NICK
Company Name: INFOR
Address Line 1: LINE1

Fixes and Software Corrections

ePathway Animals

ePathway Animals

InforXtreme Incident: MBRC 6779649; COPP 7148540;	DRN: 26341	Fix: 03086054;
	KB: 1418477;	

EPATHWAY ANIMAL PARAMETER CORRECTIONS

Corrections were made for minor issues with ePathway Animals:

1. Animal Types removed from user access in ePathway parameters were not being removed from access in ePathway.
2. The Physical ID entered via ePathway was not being updated to the Pathway Animal Registration record.
3. The Questionnaire Option from Animal Maintenance/Enquiry now includes an 'Answered' filter and field so answered/unanswered Questionnaires can easily be identified.

ePathway Animal Registration

InforXtreme Incident:	DRN: 26426	Fix: 03085785;
SMART AND THICK CLIENT;	KB:	

EPATHWAY ANIMAL QUESTIONNAIRE CHANGES AND CUSTOMER TYPES SET TO AUTO UPDATE

Some problems with ePathway Animal Registration were identified and have subsequently been addressed.

The first issue was when an Animal Questionnaire that was associated with an ePathway Animal Class was modified (which in the case of Questionnaires means it is first duplicated and the old one historicised) the ePathway parameter mappings were not updated.

The second issue was that when new ePathway Users registered to a Customer Type that is defined as Auto Update Users, the new user was not being assigned to the Animal Types defined for that Customer Type.

ePathway Animal Registration

InforXtreme Incident:	DRN: 26367	Fix: 03085782;
SMART AND THICK CLIENT;	KB:	

ALLOW ANIMAL RENEWALS ON EPATHWAY CREATED ANIMALS TO BE BULK PROCESSED

There was a problem with Animals added via ePathway where the LANBANK record was not being created upon receipt of payment for Renewals.

ePathway Animal Registration

InforXtreme Incident:	DRN: 26439	Fix: 03085811;
SMART AND THICK CLIENT;	KB:	

BULK DISC ALLOCATION

The Disc Allocation process failed to handle the case where a disc number was greater than 4 numbers. Specifically this was an issue for animals registered via ePathway.

ePathway Applications

ePathway Application Responses

InforXtreme Incident: CCC 7267826;	DRN: 26985 KB: 1473441;	Fix: 03086055;

APPLICATION RESPONSE ATTACHMENTS

A modification has been made to re-align functionality with the original Functional Specification. For ePathway Application Responses, each attachment is now linked to both the Application and the Response. As per standard application lodgement (via ePathway), attachments linked against the Application will be lodged in the EDMS (e.g. TRIM) once they are opened. However, for the attachments linked against the Response, only standard paperclip attachment functionality will be supported and therefore no EDMS registration.

ePathway Application Pre-Lodgement

InforXtreme Incident:	DRN: 26419 KB:	Fix: 03085783;

PRE-LODGEMENT PAPERCLIP ATTACHMENTS

Previously, Application Pre-lodgement attachments were linked to a property with an invalid document path. Specifically, the 'backslashes' were missing in the document path so the document could not be accessed.

ePathway Application Lodgement

InforXtreme Incident: CCC 6213768;	DRN: 26197 KB: 1392153;	Fix: E03070005; 03085641; 03075589;

APPLICATION ATTACHMENTS

In the event attachment file names contained ‘special characters’, there was the potential for duplicate applications to be created in Pathway. Due to Pathway not recognising the attachment file name, a time out error would occur and subsequent attempts to re-process the attachment would have an adverse effect on the Data Manager Service.

ePathway Application Enquiry

InforXtreme Incident: CCC 6640729;	DRN: 26395 KB:	Fix: 03075712; 03085779;

APPLICATION ENQUIRY SEARCH RESULTS

Previously, the Application Number was sometimes displayed as 'Not on File' in the results of an Application Enquiry.

ePathway Application Fee Enquiry

InforXtreme Incident: WOLL 6367111; MBRC 6267903; BLUE 6727262;	DRN: 26399 KB:	Fix: E03070006;

FEE ENQUIRY CALCULATIONS USING DIMENSIONS

Previously, an error message was encountered when an ePathway user did an Application Fee Enquiry for an Application Type that utilises dimensions for fee calculation.

ePathway Application Lodgement

InforXtreme Incident: CCC 6238412;	DRN: 26403 KB:	Fix: E03070006;

PROPERTY REMOVAL

An application lodgement error was triggered (due to a missing property location) when an ePathway user removed a selected property and then used the web browser 'Back' button prior to completing the application.

ePathway Application Lodgement

InforXtreme Incident: MORE 5111396;	DRN: 26406 KB:	Fix: E03070006; 03085781; 03075713;

INCLUDE IN PPARS

Applications lodged via ePathway were not being created with the 'Include in PPARS' flag switched ON.

Note: The 'Include in PPARS' parameter is configured at the Application Type level in Pathway.

ePathway Application Lodgement

InforXtreme Incident: MORE 6533363; QBYN 6886964; LOGA 6687280; MBRC 6684301;	DRN: 26611 KB: 1443985;	Fix: E03070007; 03085933; 03075912;

APPLICATION LODGEMENT AND AUTO START WORKFLOW TASKS

There was an issue for ePathway sites using Web Services communication (as opposed to COM) where lodgement of new Applications would receive a recurring error if the resulting Application Type assigned “Auto Start” WorkFlow Tasks.

ePathway Application Responses

InforXtreme Incident: CHRI 7105734; DUNE 7102099; MBRC 7145013;	DRN: 26712	Fix: E03080004; 03086020;
SMART AND THICK CLIENT;	KB: 1460482;	

APPLICATION RESPONSES ENHANCEMENTS

Some enhancements to ePathway Application Responses have been included in this fix:

1. Multi selection of consents to allow multi-letter generation.
2. Appearance of the buttons on the ePathway page (only display those relevant on Detail Enquiry View)
3. A new Attachments page in ePathway Enquiry to allow stakeholders to view attachments on an Application
4. Allow creation of names or linking to existing Names in Pathway where a PUBLIC user has responded to an Application.

Also, some problems identified on the Consents Maintenance form have been addressed in this fix:

1. Error message regarding missing TFKAPPL parameter during maintenance when the Authorised Function is not active.
2. Consent Fees not being loaded.
3. Delete button not available.
4. Error on Consent Decision save (missing TFKAPPL parameter).
5. The Licencing Consents form is showing some of the new Application Responses functionality and similar errors to the above.
6. Bulk addition of Consents now includes fees.

EPATHWAY APPLICATION RESPONSES ENHANCEMENTS

Overview

Some enhancements to ePathway Application Reponses have been targeted to address some of the functionality originally documented in the Functional Specification not able to be included at the time of the original Application Responses implementation.

The enhancements include:

- Multi-selection of consents to allow multi-letter generation

  This allows selection of multiple Consents on an Application in order to produce and send letters to each of the associated authorities defined for the Consent Type.

- Viewing Application Attachments for Stakeholders

  A new button has been added to both the Detail Enquiry View and Application Response entry forms to access an Attachments form to view nominated Paperclip attachment types on an Application.

- Intelligent Handling of Public Name Details on Responses (ie. External names)

  Name details entered for publicly entered responses are now added using the External Names feature in Pathway The displayed data can be used to select/add a Name and Name Role.

- Intelligent display of the access buttons on the Detail Enquiry View for an Application

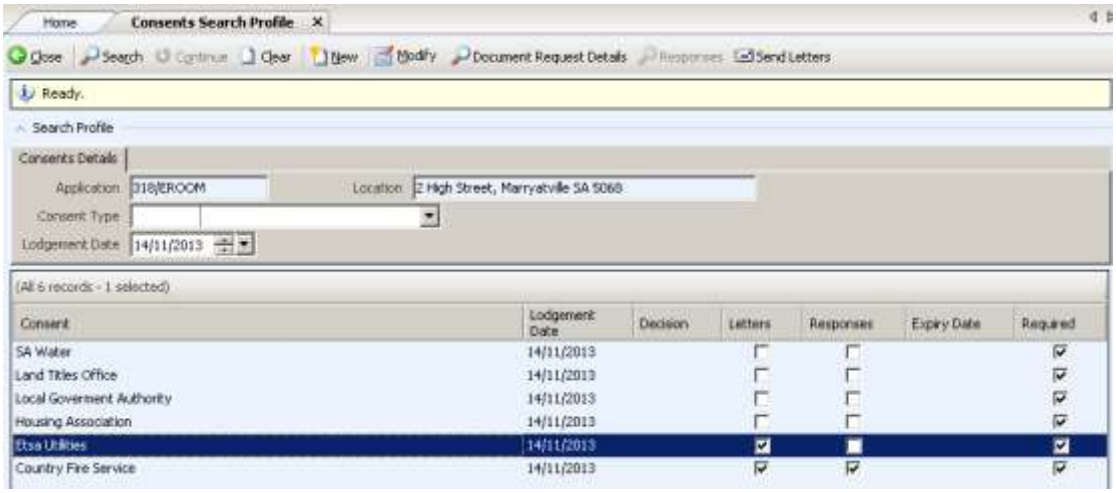
There was a known problem documented previously regarding the display of the RFI, Referral and Objection buttons not being intelligently displayed (eg. If there was an outstanding Referral but no outstanding RFI, both buttons were being shown instead of just the Referral button).

Please note that with the exception of some parameter maintenance screens, the Pathway functionality has been developed only in the Smart Client.

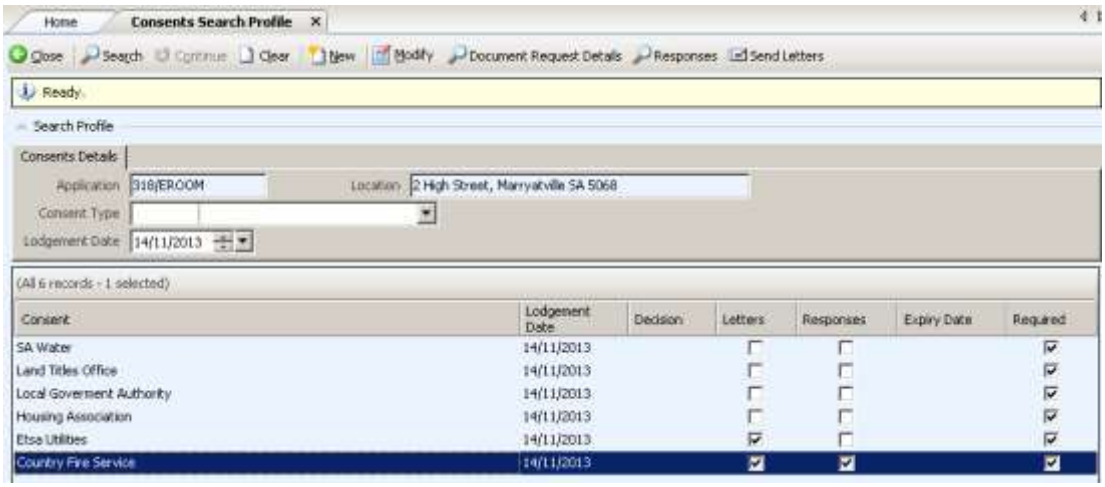
This enhancement is only available to Councils who implement the 'ePathway Application Response Enhancement' authorised function. Additionally, Council will require the authority to access the existing 'ePathway General Enquiry Applications' and 'External Names' functionality in order to utilise all changes.

Multi-selection of Consents for Letter Production

Consent selection previously only allowed selection of a single Consent. This has been enhanced to allow selection of multiple Consents in a manner similar to that proposed on the original Functional Specification, it also allows direct access to existing Document Request and Response details.

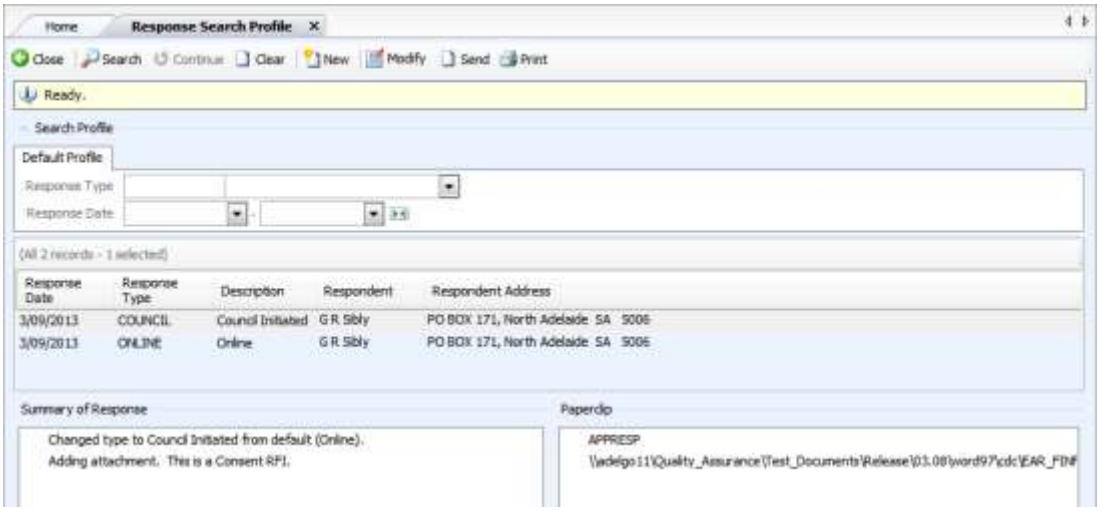


The "Document Request Details" button will be present whenever a single Consent row is selected which has the "Letters" column checked (ie. previously generated). When activated the "Document Request Details" button will present the same form as the Document Request Details button on the Consent Maintenance form for the selected Consent.

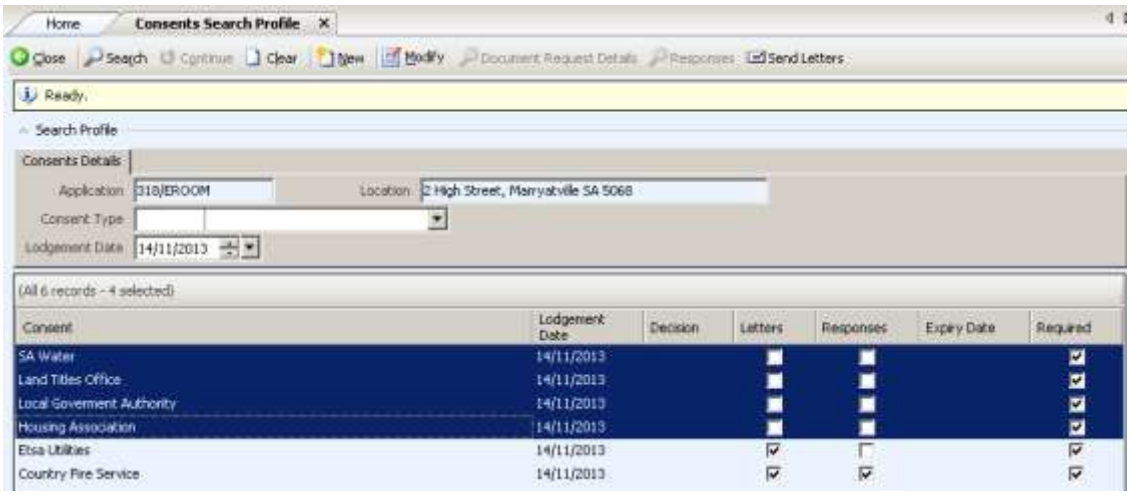


Similarly, the "Responses" button (which was not proposed in the Functional Specification) has been added to display a list of Responses for that Consent. This has been introduced at this level to reduce the form navigation required to determine all responses made by a

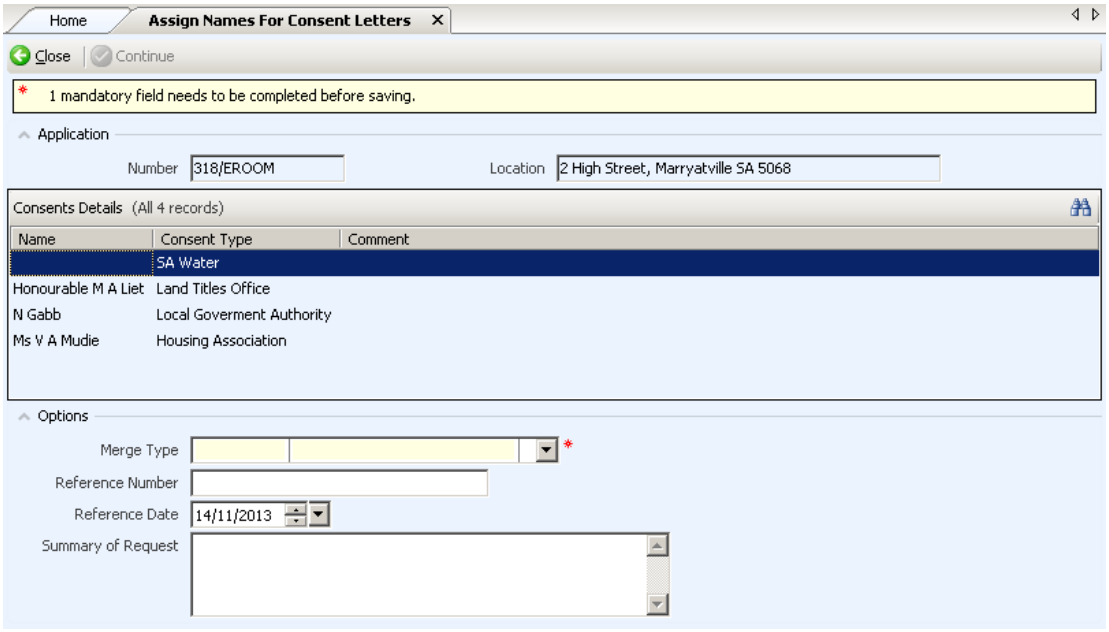
Consent Authority. This button is dimmed unless the Consent has letters with associated Responses as shown above.



The “Send Letters” action is present whenever one or more Consents rows are visible.

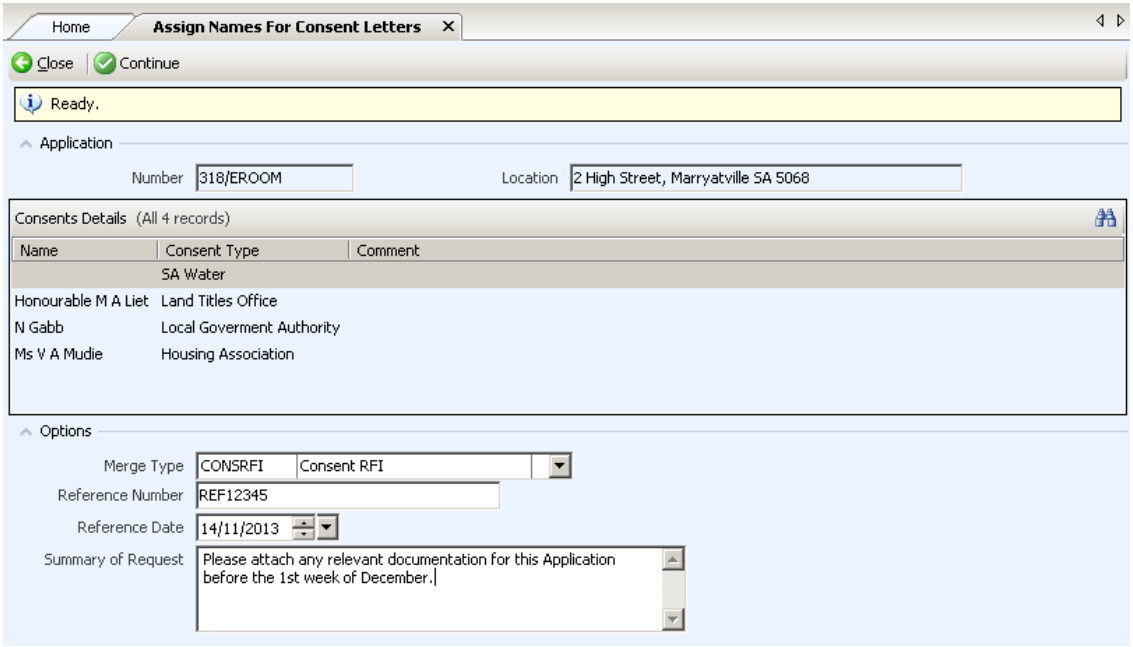


When “Send Letters” is pressed the following new form will display the chosen Consents with the associated Name Role for whom the Letter is to be created.

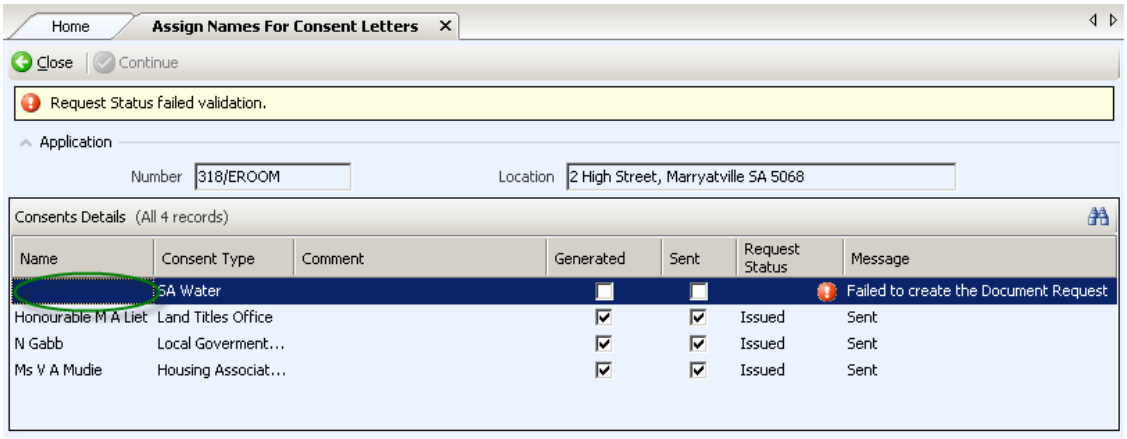


The new form will allow entry of:

- The Merge Type (mandatory);
- The Reference Number, Reference Date and Summary of Request (optional)

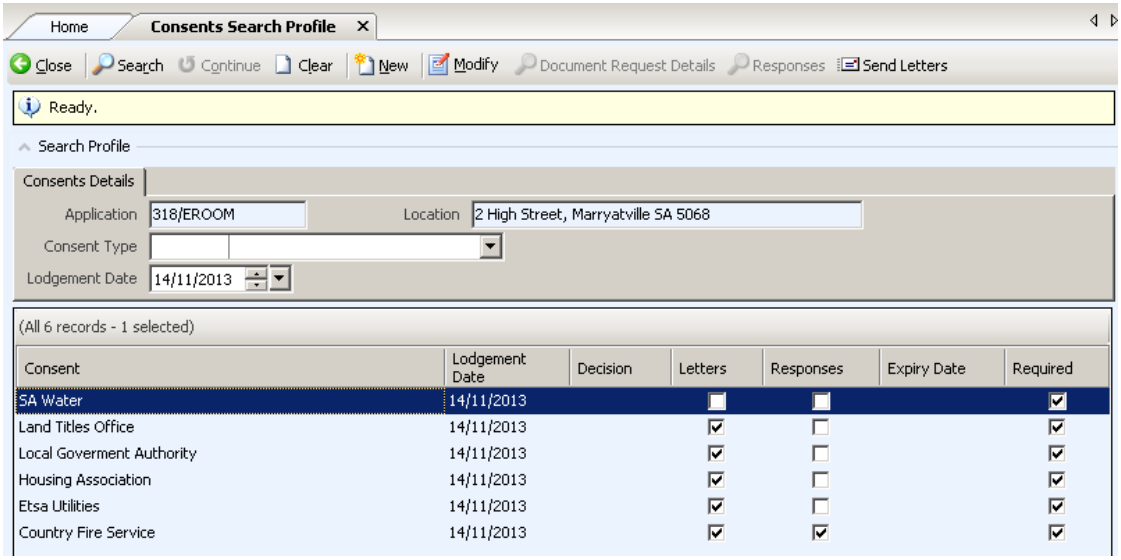


When the user enters the Merge Type and presses Continue, the system will create a Document Request for *each* Consent/Name using the entered details, automatically finalise the document and processes it using the chosen Delivery Method.

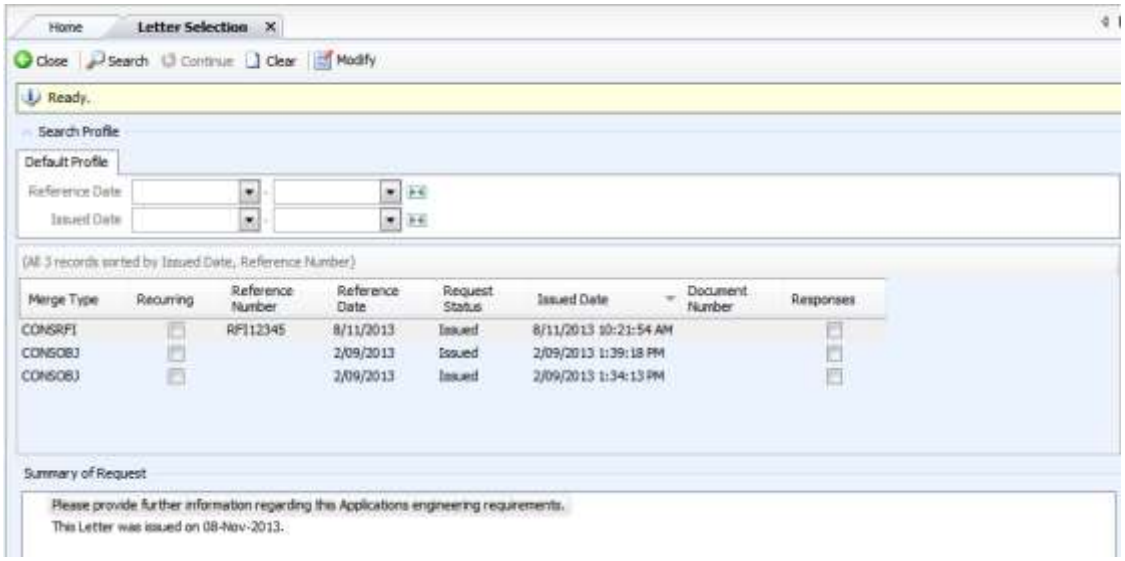


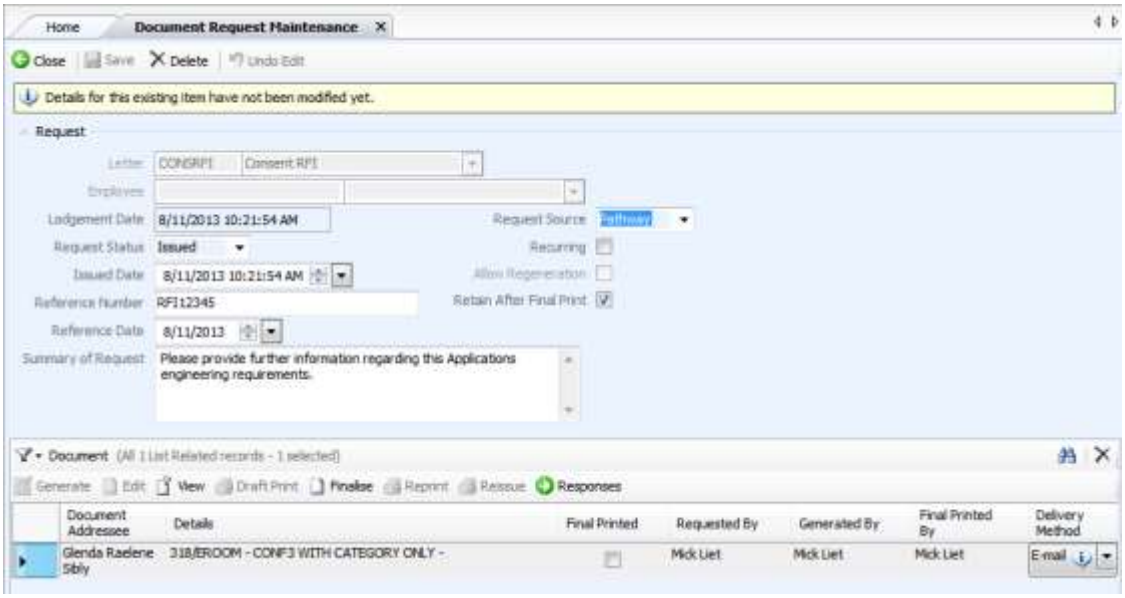
Once complete, a summary of the letters produced is displayed as shown above with any messages.

Note that the first Consent has no name associated so the Document Request or Letter could not be generated and a suitable message is displayed. Similarly, if the chosen delivery method was E-Mail and a name had no E-Mail associated with it, then a letter will be generated but not sent and an appropriate message will be displayed.



Upon closing the form the user will be returned to the Consent Search Profile form where the details will be refreshed. The “Letters” column for the processed Consents will then show as checked thus allowing the resulting Letter to be viewed via the new “Document Request Details” action.





Viewing Application Attachments for Stakeholders

Councils have expressed a need for Stakeholders to be able to view Attachments associated with Applications. Therefore ePathway General Enquiry Details View for Applications has been enhanced to include a link to a new Attachments viewing form:

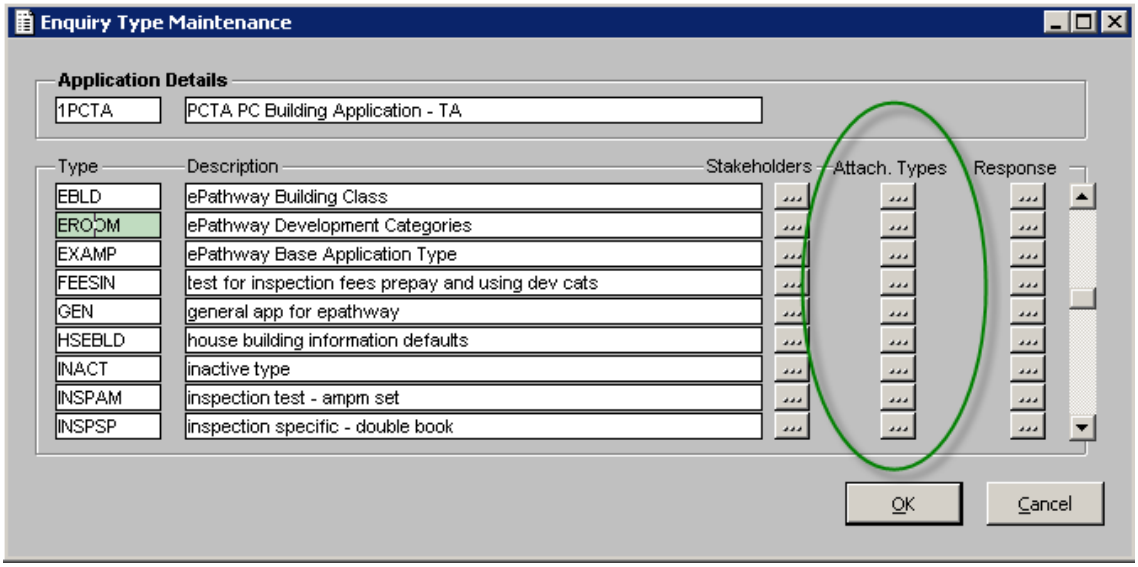
Selecting this will open the Attachments form where the Attachments can be viewed (for known types like text/Word documents/PDFs) or downloaded (for unknown types) via the Link document icon.

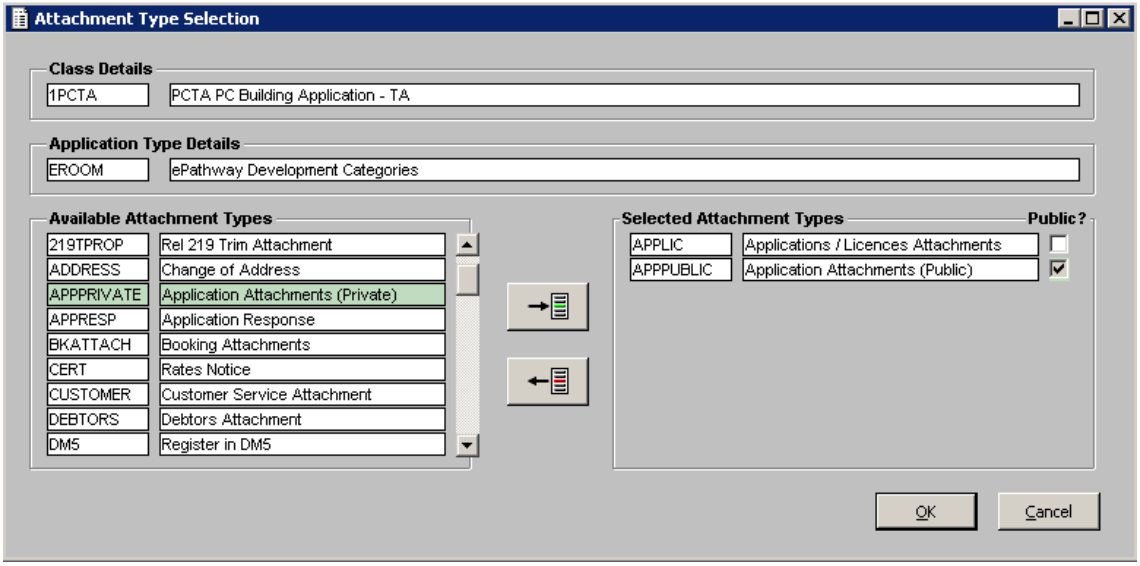
Pressing the “Previous” button will return to the Enquiry Detail View.

The form is also accessible during Application Response Entry so that users who have been taken directly to the entry form via an e-mail link can still access the Attachments. Note that when viewed from the Application Responses form, however, the Attachments form will be presented in a new/separate window and the “Previous” button will close the window instead. This allows access to Attachments during entry of Response(s).

In order to control what Attachments are visible to Stakeholders and potentially the Public, a parameter form is available where these Attachment types can be nominated for use with ePathway General Enquiries.

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





The Attachment Types assigned (right side of the form) will be accessible by all Stakeholders. Those marked as Public will be accessible by all users regardless of whether they are Stakeholders. The available Attachment Types (left-hand side of the form) will remain private and not seen in ePathway.

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

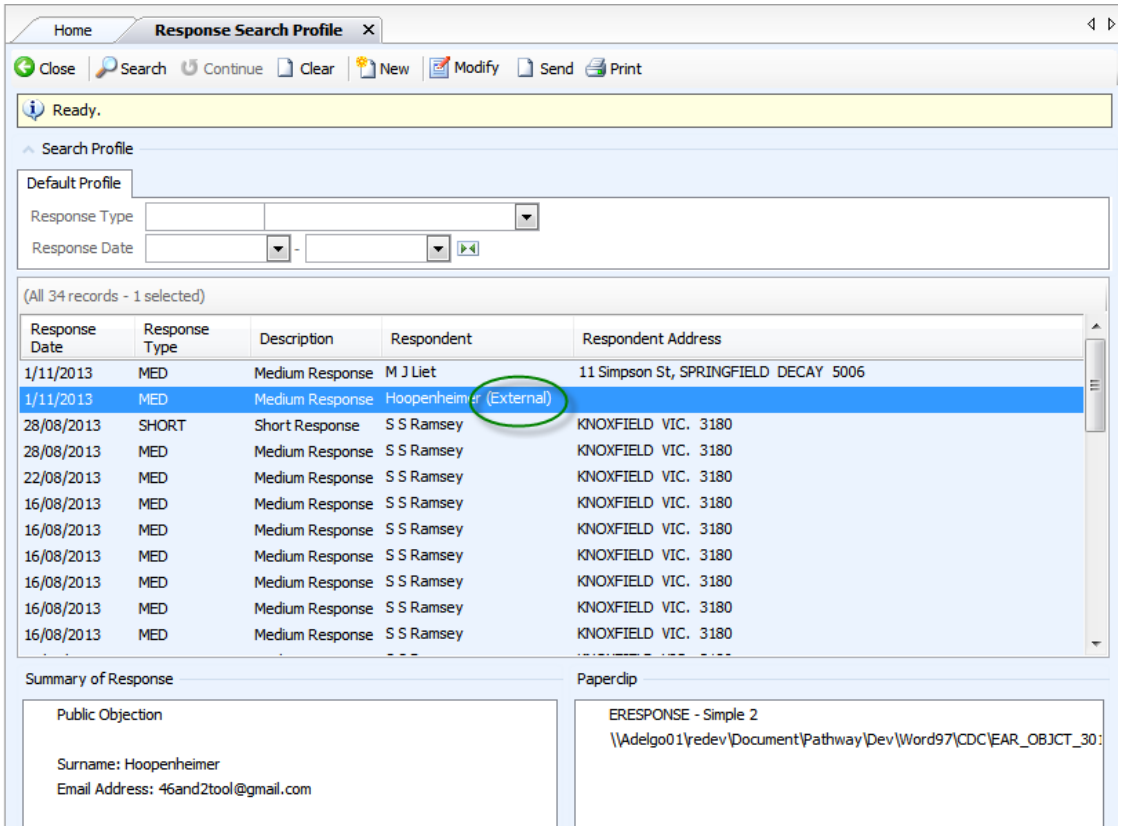
If there is at least one viewable Attachment Type, then an Attachments link will be visible on the General Enquiry form, otherwise the link will be hidden.

Intelligent Handling of Public Name Details

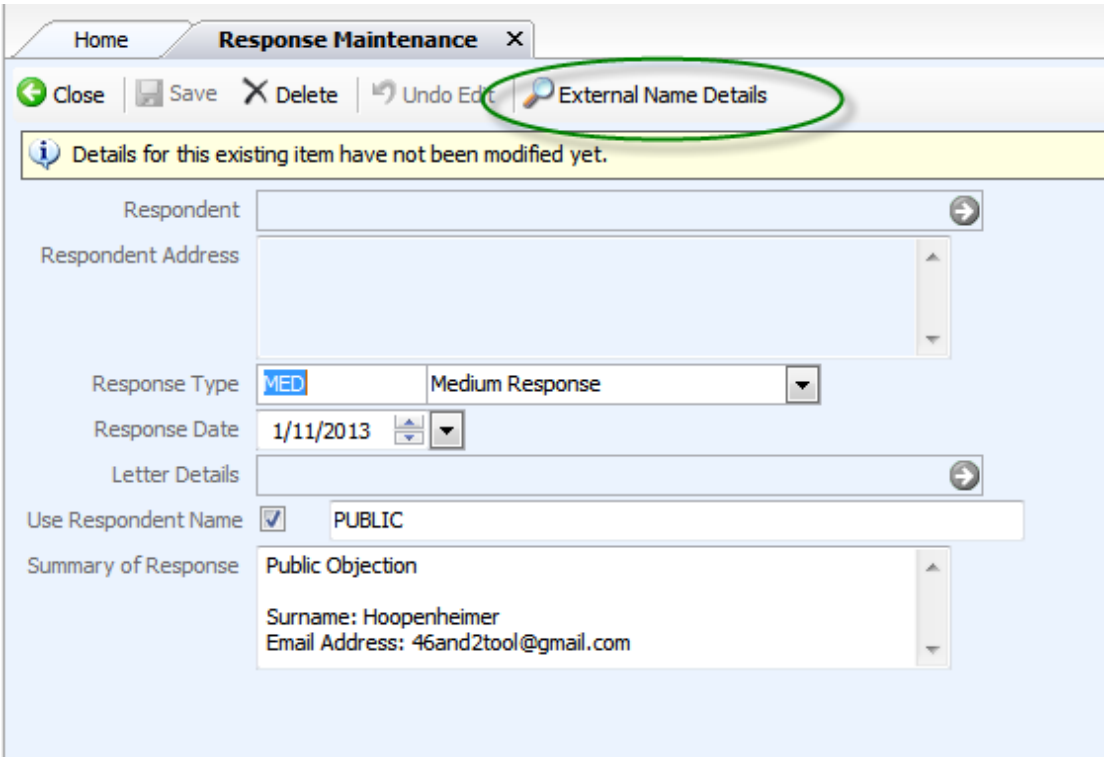
A Names linking feature on Responses was originally specified to allow Council to override the generic public user with either an existing Pathway Name or a new Name utilising the details supplied during entry (which are summarised into the Response Notes). The Pathway

External Names functionality has been introduced to the Response Maintenance form to allow for this functionality.

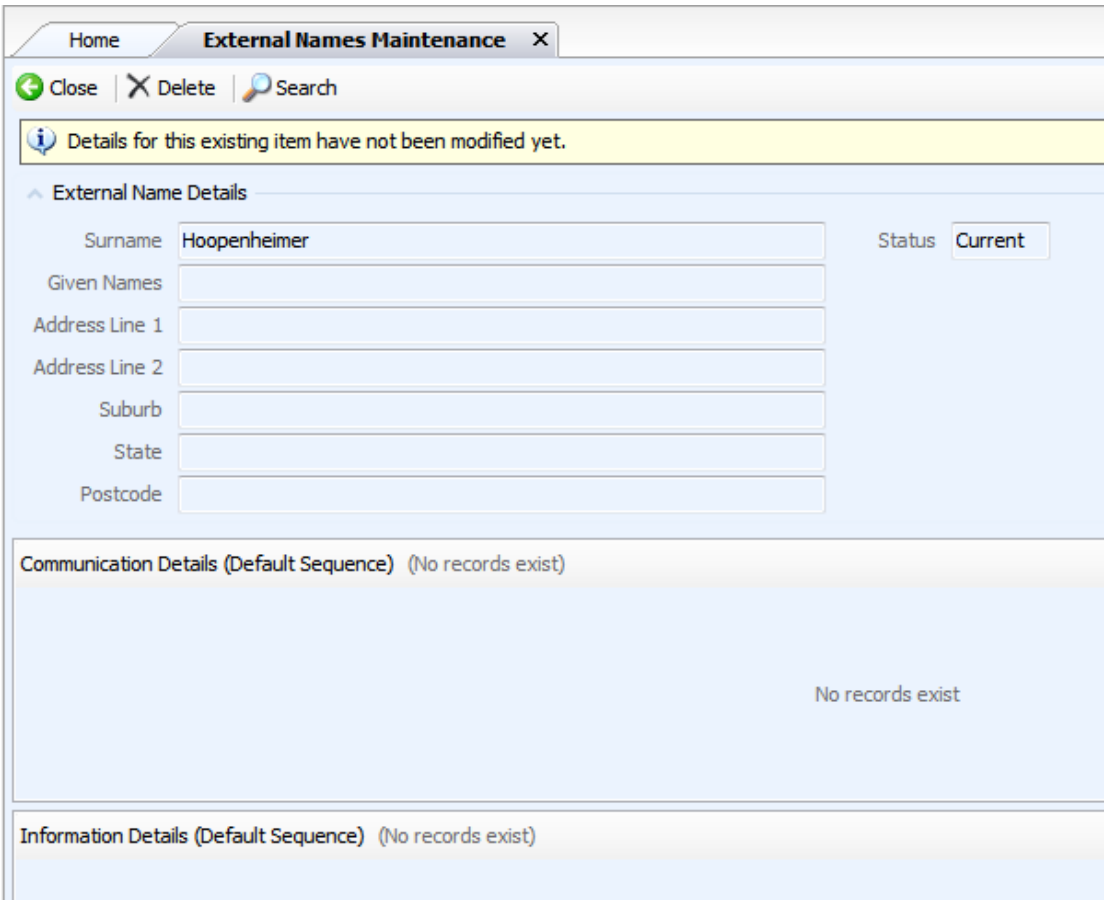
The Response Search Profile will now distinguish External Respondent as applicable.



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



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



Application Response Button Display on Detail Enquiry View

The display of the buttons to access Application Reponses for RFI, Referrals and Objections were not as intelligent in that if all 3 types of responses are possible for a Stakeholder and a Letter was submitted for one of the types, then the buttons for all of the types were still displayed. This has been changed to more intelligently determine which buttons should be displayed to reduce any possible confusion.

Various Consents Maintenance Issues

Some issues encountered due to Application Responses introduction on the Consents Maintenance form have now been addressed:

1. Error message regarding missing CWPAPPL table during maintenance when the Authorised Function is not active.
2. Consent Fees not being loaded.
3. Delete button not available.
4. Error on Consent Decision save (missing TFKAPPL parameter).
5. The Licencing Consents form is showing some of the new Application Responses functionality and similar errors to the above.

ePathway Application Lodgement

InforXtreme Incident: CCC 7130547;	DRN: 26870	Fix: 03086022;
	KB: 1460485;	

AUTO START WORKFLOW TASKS
Previously, 'Auto Start' workflow tasks were not being initiated for ePathway application lodgements.

Note: This was directly attributable to a fix created in 3.08 that targeted issues caused by User Actions being invoked interactively. Lodgements made via ePathway should always be deemed non-interactive in nature.

In order to maintain pre-existing functionality, 'Auto Start' tasks will now be allowed and initiated for ePathway lodgements using the following two methods only:

METHOD 1
Task Type Maintenance - 'User Action Options' set to 'No Action Required' AND all actions assigned to the Task Type are 'non-interactive' in nature e.g. Change a Status.

METHOD 2
Task Type Maintenance - No Actions are assigned to the Task Type.

Note: The above is only relevant to ePathway. Pathway business rules will not be impacted.

ePathway Bookings

ePathway Bookings Export

InforXtreme Incident: HORN 6607626;	DRN: 26697	Fix: E03070007; 03085953; 03075968;
SMART AND THICK CLIENT;	KB: 1450067;	

ADDED FACILITY TO ACTIVITY RELATIONSHIP TO EPATHWAY BOOKINGS

ePathway was filtering the Activities by Booking Class only, whereas it should be filtering according to the Facilities chosen. A change has been made to ensure the Facility/Activity Type relationship is exported to ePathway to allow ePathway to filter Activities appropriately.

Please perform a Booking Area and Class Export via the following menu after applying this fix: System Administration >> ePathway >> System Processing >> Web Server Export

ePathway Certificate Request

ePathway Certificates

InforXtreme Incident: MACK 6857867; BALL 6798921;	DRN: 26564	Fix: 03085917; 03075878; E03070007;
SMART AND THICK CLIENT;	KB: 1428258;	

CERTIFICATE LODGEMENT

An intermittent 'Certificate Request Lodgement, Integrity Check Failure' was being produced in ePathway during Certificate Lodgement.

ePathway General Enquiry

ePathway General Enquiry - Rates

InforXtreme Incident: MACK 7145217;	DRN: 26884	Fix:
	KB: 1460170;	

VALUATION UNITS
Previously, a “red screen” error would be evident if the Valuation Units column field was configured for display in the Rate Charges section of General Enquiry Rates and this field contained a value that is not a whole number. As a result the ePathway user would not be able to enquire over that assessment for the relevant rating period.

Note: Please follow 'Special Instructions After Release' to allow for this change.

ePathway General Enquiry Detail

InforXtreme Incident: MRSC 7240430;	DRN: 26963	Fix:
	KB: 1469315;	

APPLICATION RESPONSE - Referral Letter Security

Previously, the Referral button was not available (when it should have been) on the General Enquiry Detail screen. The reason for this was that there was unnecessary security validation applied to the Merge Type (e.g. Consent Letter).

ePathway Shopping Cart

InforXtreme Incident: MELB 4863402;	DRN: 26598	Fix:

KB:

SHOPPING CART VALIDATION

There was a loophole in the shopping cart function whereby the mandatory location value could be removed if edited after being added to the cart. This resulted in an error when the request was submitted.

ePathway General Enquiry Rates

InforXtreme Incident: MACK 6497467;	DRN: 26295	Fix: 03085658;
	KB:	

RATEPAYER ADDRESS

Previously, the Ratepayer Address was potentially not being populated (i.e. blank) on the Rates Summary View and Rates Detail View in ePathway. The problem was dependent on the order of the Assessment Summary fields configured for Pathway Rates.

ePathway Rates General Enquiry

InforXtreme Incident: MACK 6497486; MBRC 6429167;	DRN: 26390	Fix: 03086041;
	KB: 1408521;	

INTRODUCE PAGING CONTROLS TO EPATHWAY RATES GENERAL ENQUIRY

Previously the General Enquiry summary form for Rates only displayed the number of Assessments defined by the enquiry page size setting. Eg. 10 rows. So if a user had a number of Assessments that exceeded that, they could not be seen.

The Rates General Enquiry has now been modified to have paging controls to allow display of the first set of rows and then allow access to subsequent pages of Assessments via standard paging controls at the base of the form.

Note that to compensate for the previous restriction, some sites were setting the record per page to higher values to allow their users access to the additional rows. It is now recommended that the GeneralEnquiry.RecordsPerPage setting be set to the default of 10 to allow a good performance balance and avoid possible timeouts during periods of heavy load.

ePathway General Enquiry - Rates

InforXtreme Incident: MACK 6278864;	DRN: 26452	Fix: E03070006; 03085788; 03075719;
	KB:	

WATER CONSUMPTION CALCULATION METHOD

Previously, the contents of the ‘Valuation Units’ column on the General Enquiry Details screen was invalid where the calculation method was 'Water Consumption'. The land valuation figure was inappropriate since water consumption calculations are not valuation based.

The Valuation Units field (numeric) will now be displayed as a zero in the case where the rate calculation method is Water Consumption.

ePathway General Enquiry Rates

InforXtreme Incident: MACK 6854540;	DRN: 26566 KB: 1428259;	Fix:

CHILD GROUP FIELD REFERENCES

When a 'Child' group is deleted from the Page Layout form, references to it from other fields were not being cleaned up correctly. This resulted in an 'Index Out of Range' error when the dynamic page was opened.

ePathway Payment

ePathway Payments

InforXtreme Incident: MBRC 5160957;	DRN: 26422 KB:	Fix: E03070006;

RECEIPT REQUIRED

The 'Receipt Required' default value (i.e. Yes / No dropdown) presented on the Payments Edit/Submit screen did not reflect the default set in the Page Layout parameters. For example, if the Receipt Required flag is switched ON and the default is set to 'Yes' in the Page Layout parameters (for the Payment module), then the dropdown should default to 'Yes'.

ePathway Payments for Infringements

InforXtreme Incident: MELB 6241849; MORE 2108915;	DRN: 26592 KB: 1460489;	Fix: 03086048;

EPATHWAY INFRINGEMENT PAYMENTS OF TICKETS WHICH HAVE PAYMENT PLANS

There were two problems with the ePathway Payment module for Infringements where the Ticket is associated with a Payment Plan. Previously it did not acknowledge the Allow Payment parameters established for the Infringement status and it also failed to validate the Registration Number correctly when entered.

ePathway Property

ePathway Property Certificate Attachments

InforXtreme Incident: MRSC 6537291; ONKA 6504362;	DRN: 26321 KB:	Fix: E03070006; E03080001;

CORRUPT ATTACHMENTS

Previously, attachments provided within ePathway Certificates would become corrupted upon linking to the Pathway Property record. As a consequence, the attachments could not be opened.

ePathway Certificate Lodgement

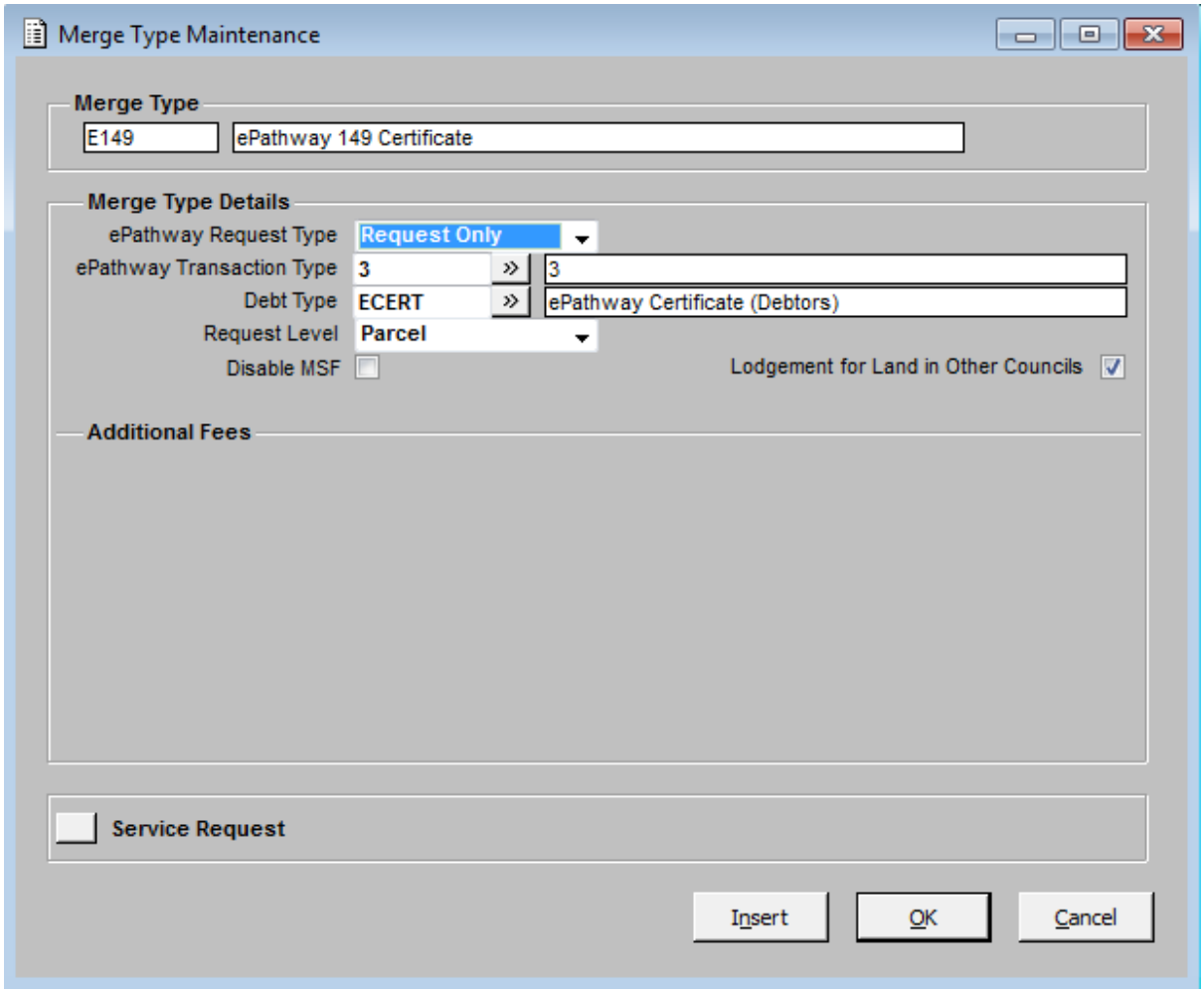
InforXtreme Incident: NESA 6628299;	DRN: 26429 KB:	Fix: 03085812;

CERTIFICATE LODGEMENT FOR PROPERTIES ‘OUT OF COUNCIL’

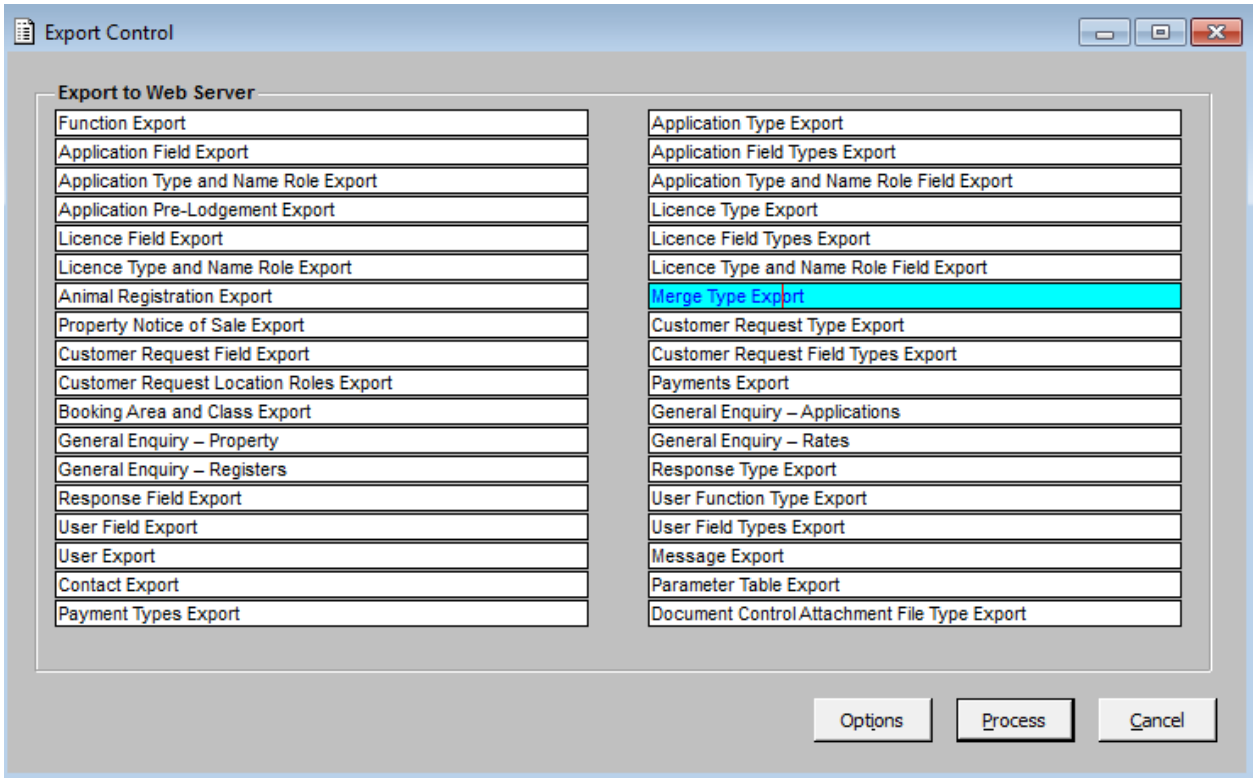
Previously, there was no ability to search for (or select) properties 'outside of council' for an ePathway Certificate lodgement.

A new 'Lodgement for Land in Other Councils' boolean flag has been made available in order to allow for this functionality at the Certificate Type level.

PATHWAY >> System Administration >> ePathway >> Property Administration >> Certificate Request Parameters >> Certificate Type Selection



This new 'Lodgement for Land in Other Councils' flag will be defaulted to OFF.
Following modification to this parameter, an ePathway export of the Merge/Certificate Types will be required.



With this flag ON, ePathway will allow selection of properties that exist outside of the council.

Note: In the above example, Abbottsford Street, ABBOTTSFORD is a Street/Suburb that exists outside of council.

ePathway System

ePathway Certificates Page Layout

InforXtreme Incident:	DRN: 26322	Fix:
	KB:	

COMPULSORY PARTY COLUMN DISPLAYING ON CERTIFICATES PAGE LAYOUT

The Compulsory Party column was displaying on the 'Certificates' Page Layout form. This field should have only ever appeared on the 'Notice Of Sale' Page Layout form.

ePathway Certificate Email Notifications

InforXtreme Incident: MBRC 6260606;	DRN: 26589	Fix:
	KB:	

HTML REMOVED FROM CERTIFICATE EMAILS

Any HTML code used when configuring Static Text fields in EPathway was not being stripped out of the Confirmation emails.

ePathway Module Stage Navigation

InforXtreme Incident: MELV 1630756; WOLL 5293189;	DRN: 26591	Fix:
	KB:	

STAGE NAVIGATION CONTROL DISPLAYING INCORRECT VALUES

When a user navigated to an ePathway module via the External Request Broker, the stage navigation control displayed incorrect values.

ePathway Datepicker control

InforXtreme Incident: CAMP 6924746; PERT 6674188;	DRN: 26680	Fix:
	KB: 1437613;	

DATE CONTROL DISPLAYING INCORRECT DAY ABBREVIATION

The Calendar control was displaying 'Tu' instead of 'Th' for the abbreviated version of 'Thursday'.

ePathway Page Layout Group Fields

InforXtreme Incident: WOLL 7148526;	DRN: 26885	Fix:

	KB: 1460173;	

MIN/MAX VALUES DISPLAYING FOR DATE FIELDS

The Min/Max values were incorrectly being displayed on Date/Datetime fields in the Page Layout functionality. As these values were never intended to work with date controls and have never been implemented, they have now been removed.

ePathway Duplicate Image Attachments

InforXtreme Incident: MELB 7170278; MBRC 6467842;	DRN: 26904	Fix:
	KB: 1461548;	

DUPLICATE IMAGE NAMES IN IOS

The IOS Operating System stores all images using the same filename. This was causing images to be overwritten when there were multiple attachments. This has now been resolved by ensuring all image names are unique.

ePathway User Registration

InforXtreme Incident: WAVE 6671479;	DRN: 26370	Fix: 03085776;
	KB: 1406827;	

NEW EPATHWAY USER

Previously, activating (i.e. ‘completing’) a new user registration in Pathway was not being reflected in ePathway. An error message appeared in the Audit Log and the user was unable to access ePathway.

ePathway Event Type Maintenance

InforXtreme Incident: CCC 6199799;	DRN: 26401	Fix: E03070006; E03070007;
	KB:	

AUDIT LOG EMAILS

Emails were not being issued to the 'Default Email Address for the Audit Log Event Monitor' in the situation where the Event Type had the 'Monitor' flag switched ON and no email address specified.

ePathway Page Layout

InforXtreme Incident: MBRC 5170783;	DRN: 26404	Fix: E03070006;
	KB:	

HTML CODE IN FUNCTION PAGE LAYOUT

Previously when entering HTML code into a field (e.g. Instructions) on the Function Pages or Function Page Groups screen, an error would be encountered.

ePathway Log In

InforXtreme Incident: SALS 1716147; GLEN 6727106;	DRN: 26494	Fix:
	KB:	

USER NAME AUTOCOMPLETE

The 'autocomplete' feature was previously enabled for the User Name field on the ePathway login screen.

For security reasons, the User Name field will now have the 'autocomplete' feature switched off.

ePathway Change Password

InforXtreme Incident: BEND 6238777;	DRN: 26590	Fix:
	KB:	

PASSWORD SPECIAL CHARACTERS

Special characters were previously disallowed in passwords entered/updated within ePathway.

ePathway Payment Entry

InforXtreme Incident: MELB 4039891;	DRN: 26599	Fix:
	KB:	

SESSION TIMEOUT ON PAYMENT ENTRY PAGE

When the session times out on the Payment Entry page, a meaningless error message was triggered rather than being redirected to the Session time out page.

ePathway Application File Attachment

InforXtreme Incident: CCC 6574918;	DRN: 26614	Fix:
	KB: 1432513;	

ATTACHING FILES WITH NO FILE EXTENSION

An unhandled error was triggered when a file with no file extension was attached to an application. An appropriate message about the attachment file will now be displayed.

ePathway XML Parsing

InforXtreme Incident: MBRC 6883383; MBRC 6883448;	DRN: 26624	Fix:
	KB:	

EPATHWAY HANDLING OF SPECIAL UNICODE CHARACTERS

The inclusion of certain text during entry of data into ePathway (such as special bullet points '•' and ‘curly quotes’) disrupted the XML import processing into Pathway, most notably for sites using COM.

ePathway User Registration

InforXtreme Incident: CCC 6570866;	DRN: 26626 KB: 1433708;	Fix:

DATE OF BIRTH FIELD ALLOWING INVALID DATES

The Date of Birth field on the user registration page was allowing dates earlier than 1753 to be entered. This caused an error in SQL Server. In ePathway, only dates from 1st Jan 1800 will now be accepted.

ePathway Module Confirmation

InforXtreme Incident: CCC 6374142;	DRN: 26755 KB: 1450064;	Fix: E03080004;

MULTIPLE SUCCESSIVE BUTTON CLICKS

An application error was thrown on the Confirm page of several modules when the Continue button was clicked multiple times in quick succession.

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