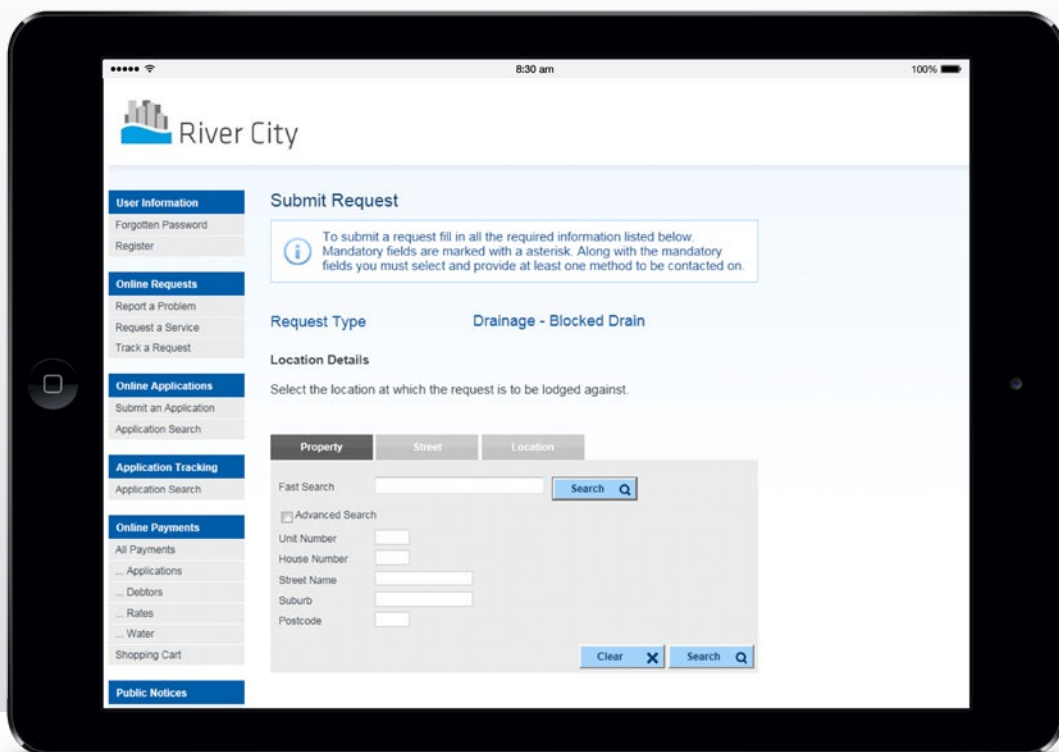## Property & Rating
eServices

The community is demanding greater access to services and information on a 24/7 basis. TechnologyOne meets these demands by empowering the community through eServices to complete tasks usually undertaken by back-office administration staff to allow more time to be spent completing greater value added tasks.

Key features and benefits

- Supports the provision of greater customer service

- Increases the level of customer satisfaction

- Provides a secure corporate solution of business transactions across the internet

- Eliminates repetitive time consuming activities

technologyone
Transforming business, making life simple

eCustomer – allows registered users to log onto eServices to access contact information to update personal details. Areas that can be updated include my properties, my applications, my requests, my animals, my debtor account, my water account and my infringements.

eLodgements – allows both guests and registered users to submit applications (e.g. development and building applications, consents, permits and certificates) and supporting attachments (e.g. site plans). Define terms and conditions, attachment types and size definitions to support email confirmation, context sensitive help and summary details. Registered users can update their existing applications through eCustomer or eTrack.

ePayments – allows guest to pay any account via the payment reference. A registered user can pay any account via the payment reference or a payment hyperlink via the eCustomer function.

eTrack – provides guests and registered users with a range of search options to track regulatory applications. Search via application number, via pre-set queries or application lodged within a date range. Similar date capable searches are supported for applications determined by council. Filters can be applied to search queries and by types of users e.g. guests only see generic public information details, while registered users are given access to more detailed

information. Registered users can update their existing applications through eCustomer or eTrack functions to submit additional documentation such as revised site plans.

eRequests – allows guests and registered users to submit and track requests through the request management module. Submitted requests are placed in a holding area (pending requests) and then processed or rejected after a verification assessment by the authorised officers. Processed eRequests can be linked to existing requests and registered users can view their pending and actioned requests. The guest user can view their submitted requests via the unique eRequests identification number.

ePlanning Enquiry – allows users to enquire on the types of development available for a property and the applicable development control provisions. Users can submit an application directly from the ePlanning enquiry at the end of the process. Please note this will require a separate eLodgements license.

eServices supports the concepts of guest and registered user. Guests have limited access to functionality and transactions while the registered user has greater access to information and functions after a defined registration and identification process. Registered users are defined by a category type that determines their access.