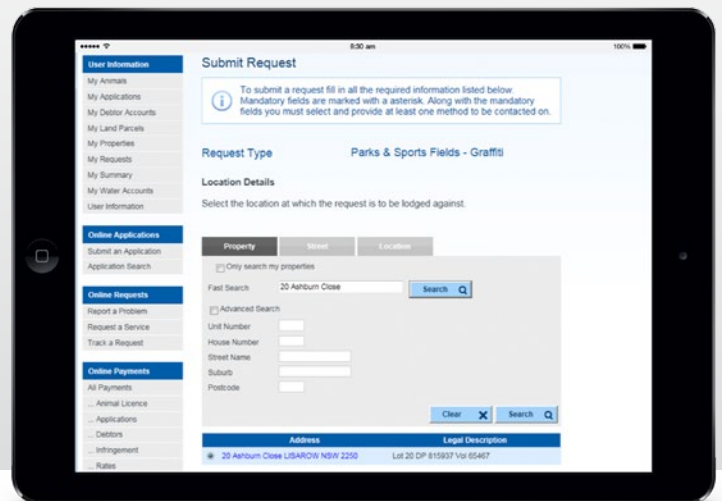


Property & Rating eRequest

Remove repetitive time consuming activities, empower the community to complete tasks normally undertaken by back-office administration staff to allow more time to complete greater value added tasks.

- Enables external parties to lodge requests for council goods & services
- Assess lodged request prior to accepting the request
- Supports map enabled selection criteria



Key features and benefits

eRequest 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.

eRequest utilises the standard Request Management module configuration to significantly reduce module set-up provisions. The simple online registration process supports

both guest and registered users. Registered users have greater access to request types for lodgment purposes.

The online request entry form includes the ability to identify the subject site using an embedded map view. Please note this will necessitate the license of the GIS Integration – Embedded Mapping module.

TechnologyOne eRequest enables the community to search, review and complete transactions on a 24/7 basis to assist in delivering greater customer service and satisfaction.