

October 29, 2025

Q & A Session

Register Payment Solution

Q: What version of Authority does the solution work on.

A: The Payments solution has been developed on Civica Altitude. The solution can also be implemented on Authority 7.1.

Q: Do you find customers that are reluctant to click on a link in the email to then make a payment?

A: No – The customers actually preferred it. Of the several hundred payments received only 1 customer rang in to make a payment. Customers are so used to paying bills on the internet and the Ballina branded email was very professionally presented.

Q: Why did you choose not to use Authority's e-service portal?

A: The Payments portal made it very easier to send and receive the payment. E-services is a tired looking application and not where the council wants to continue investment. Councils want to own the look and feel of their customer interface (even if it is an email).

Q: Is this imported from Accounts Receivable?

A: No – Health Premise Fees are raised in Registers. The payment request sits in the audmpreq table, and it is a fee payment request.

Q: Is their receipt number a BPOINT transaction number or the receipt number from the Agency Receipting API?

A: The receipt sent to the customer is from BPOINT and is the BPOINT transaction reference. This is also passed through to agency receipting.

Q: Are there automatic reminders?

A: At the moment, Ballina required a controlled process for sending reminders at set times – the solution can be made to be automated as required.

Q: Just to confirm, you export info out of authority and import into this to utilise the reminders and payments. Is this the same for reconciliation getting this back into authority?

A: SmartGlue extracts the payment requests, application and other information into the payment solution.

The administrator then has total control over the email templates that are created and when the emails are sent.

Different templates can be created per register and per reminder.

Receipting is automated in real time (no file imports) using the agency receipting API.

Receipts are applied to the payment request meaning that reconciliation is not required.

Q: Do you still send the payment request to debtors module?

A: Agency receipting has been changed to accept payments to the DD register and to update the payment requests. You do not need to send to debtors.

Q: If you want to reverse an invoice, how would you do that?

A: This solution is currently processing register payments – so an invoice is not raised. The payment can be receipted directly to the fee payment request. If the payment needs to be reversed the council would do a receipt reversal.

Q: Is that through the API? In the register does it change the status to paid?

A: The agency receipting API processes a receipt in real time (as though it was a 1 line receipt file). Using ref1 in the receipting API will direct the receipting process to match to the exact fee payment request.

Q: Can we request a copy of what the report would look like to input this payment into authority?

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A: There is no need to have a receipt file – it is done automatically through an API.

Q: Which API are you using for receipting?

A: receipts/agencyreceipt

Q: Do you use this for DA Fees?

A: There is no reason why this cannot be extended to DA fees. Applications are just a register.

Q: Is it currently single line payment for receipt types, or can it be used across groups?

A: We used the existing receipt types that are used for current payments and created receipt file import parameter file to define the receipt type for the API use.

Q: We currently do not use payment requests in finance, can you let me know which program in Civica this is?

A: Check out the program Raise Fees (i_dm090). There is a lot of documentation on setting fees, raising fees and clearing fees. Check the Civica documentation portal.

DIGITAL SOLUTIONS

Q: Are the solutions available on mobile

A: Yes – all our digital form solutions are mobile responsive. If a specific solution also has to be mobile first, then this is taken into consideration during solution design.

Q: Have you implemented any of these solutions for customers using GovCMS?

A: No – but GovCMS is also built on Drupal.

Q: How does the ability to search records through a Cemetery Register and Parking Register protect people's personal Information as per the Privacy Act?

A: The cemetery register information is all publicly available – so no issue with privacy.

The parking register is a specific solution for a Tradesmen Parking Permit. This system is only accessible by the user requesting the permit and the rangers responsible for policing the permits. There is no publicly available information.

Q: Are the forms dynamic and adaptive to real-time input?

A: Yes, all forms are dynamic, mobile responsive and can be adaptive to input.

CALL CENTRE

Q: On form submission does this create a new NAR on each submission>

A: This currently a "Proof of Concept" to show that SmartGlue can link your Call Centre solution to a 360 view in SmartGlue, that then enables your customer service centre staff to then jump into Altitude. If this is a solution that you are interested in, then please call and discuss your vision with us.

Q: Do you validate NAR in the Authority section when the form is submitted?

A: The Call Centre integration works by matching a phone number to a NAR – if no match then no NAR. The solution in this case would reply no matching names.

Q: Does the customer have the ability to amend the form if needed?

A: The Call centre solution is currently a Proof of Concept to see what is the "art of the possible". The 360 solution can display or update anything you want...if there is an API to back it up.

Q: Are the applicant details linked to the NAR? Does it create a new NAR if it cannot locate an existing one and what checks does the system do to link to an existing NAR?

A: Yes – the solution is searching for applicants linked to the NAR. The Call Centre integration works by matching a phone number to a NAR and then once you have a NAR you can access anything in Authority or Altitude that is linked to a NAR or to a property owned by the NAR.

symphony3

Q: Can you create a record of the call transcript

A: This is normally the function of the call centre solution. In systems such as Salesforce, the call centre then calls a salesforce API to log the call against the customer in Salesforce. Altitude does not have this functionality.

Q: Does RedCactus sits between your phone solution and Symphony3's SmartGlue?

A: No – Red Cactus is just a configuration and testing tool for test the APIs. What happens is that telephony companies place the CRM configuration APIs into Red Cactus, and during Council's implementation a telephony consultant would configure your call centre solution by looking at the sample config in Red Cactus.

Q: You mentioned NAR cleansing, how does the system manage that?

A: As this was a Proof of Concept, we just used sample data – but in a council implementation this would depend on the quality of NAR data. NAR data can be cleansed into SmartGlue by:

1. Creating a simple table in SmartGlue with phone number and NAR
2. Extract out all possible telephone numbers for a name, i.e. the phone number, mobile phone number, business number, etc.
3. Converting all available telephone numbers to E.164 standard
 - a. (i.e. 0417 908 623 in Altitude becomes +61417908623 in SmartGlue)
4. If there a lot of NARs created for a single name, then rank a NAR on how many links are in Altitude.
5. Have a nightly sync create any new names into SmartGlue.

ASSETS

Q: Do you have any sites currently with CRM and Confirm (EAM)?

A: We have a current proposal out to a customer.

Q: Do you have any sites currently with Altitude and Elmo.

A: We have a current proposal out to a customer.