

Landonline

Release v3.2

**External User
Release Notes:**

Notifications

Contents

1.0	Introduction.....	3
2.0	Purpose of the document	3
3.0	What defines a “notification”.....	3
4.0	Other definitions used in this document.....	4
5.0	What has changed and what has not	5
6.0	Changes to notification functionality in Landonline.....	7
6.1	Immediate and more reliable delivery	7
6.2	A new, enhanced notice viewer	7
6.3	A new class of notice - mandatory notices	7
6.4	Copies of notices	8
6.5	Error Log	8
6.6	Enhanced notice delivery options.....	8
6.7	Enhanced contact detail options	9
6.8	Functionality that has been discontinued by the proposed system	9
7.0	Changes to the creation and content of notices.....	10
8.0	System related changes	10
	Appendix A - Mandatory notices	12
	Appendix B - Non-mandatory notices	13
	Appendix C - Notice types that have been discontinued	14

1.0 Introduction

Prior to Landonline Release 3.2., the Notifications system was very complex. The overall notifications system consisted of several relatively disparate subsystems which had to continuously interact with each other in real time to achieve an end to end process. This resulted in a system that had multiple points at which failure could occur.

When failure did occur, workarounds were immediately put in place to ensure users still received their notices. However, this often required manual re-processing of failed notices by LINZ staff.

To address the above issues, LINZ has replaced the existing notification system with a system that is more tightly integrated.

2.0 Purpose of the document

This document gives an overview of changes made to the Notifications System in Landonline. The intended audience is Landonline customers and LINZ staff (Customer Services and National Processing).

If required, further detail can be found (by LINZ staff) in the following documents:

- Notifications Detailed Design - v1.0, LinZone Ref: A529659 (and subsequent design changes)
- Notices User Guide, LinZone Ref: fA131843.

3.0 What defines a “notification”

There are three generic message types sent by Landonline to customers:

- Workspace messages (located in “My Messages” in the workspace tree)
- Notifications (refer to Appendices A and B for list)
- Other, e.g. pop-up messages and reports.

Prior to Release 3.2, a notification generated from Landonline was created as a TIF image and included a LINZ logo. It was presented as a formal letter from LINZ.

NB Most workspace messages are not notifications. The ones that are notifications will have an attachment that is listed in the Appendices to this document.

4.0 Other definitions used in this document

Some terms and concepts included in this document.

<u>Term used</u>	<u>Meaning within the context of this document</u>
Customers	Used to collectively describe both firms and their associated staff.
Firm	A Landonline licence holder, represented in Landonline by a member of their staff who has been nominated as their System Manager.
Firm's staff	Any individual who has a Landonline login id and digital certificate, and is currently associated to the firm. If the individual is associated to multiple firms, they are required to select a firm when logging on, and are considered to be acting as a staff member of that firm for the duration of their Landonline session. Staff may be employees or other individuals temporarily contracted to perform a specific service.
System Manager	An individual who has a Landonline login id and digital certificate, and is currently associated to a firm AND has been nominated by the firm as being responsible for performing the system management role for that firm in Landonline (They will have a System Manager profile and System Manager privileges).
Users	Collectively describes all individuals who have a <i>user</i> account set up on Landonline. They may be external (Landonline customers) or internal (LINZ staff).
LINZ staff	LINZ staff referred to in this document will be those LINZ staff members who are concerned with the maintenance and/or despatch of notifications.
System Administrator	A LINZ staff member who is authorised to manage the configuration of Landonline user accounts. System Administrators have the ability to edit all user defined options and address details.
Mandatory Notices	Notices types that must be delivered to a firm or user via a specified delivery method – refer Appendix A for a list of mandatory notice types
Non mandatory notices	Notice types that firms and users can choose not to receive but are still able to be viewed via the Notice Viewer – refer Appendix B for a list of non-mandatory notice types

5.0 What has changed and what has not

The following table provides a very brief summary of changes that will directly affect both Landonline customers and LINZ staff.

Item	Deleted	New	Improved	No change
Online notice viewer (new for Landonline customers, improved for LINZ staff)		✓	✓	
Choices in respect to notice delivery methods (email, online, both or just via notice viewer)			✓	
Choices in respect to notice delivery addresses (email and postal)			✓	
Ability for Landonline customer to request surface or facsimile delivery	✓			
Workspace messages (existing messages)				✓
All notices generated in TIF format	✓			
Mandatory notice concept		✓		
RTF document format used for all notices.		✓		

Changes listed in the following table will generally only be noticed by the LINZ staff that are authorised to send and maintain notices, and to Landonline system support staff. Some Landonline customers may notice speed/reliability improvements.

Item	Deleted	New	Improved	No change
Speed of creation, storage and despatch of notices			✓	
Notice template maintenance			✓	
Notice Sender/Editor, and ability to attach related documents (where digital)			✓	
Reliability of notification sub-system			✓	
Existing notifications servers	✓			
Notice despatch web service		✓		
Reliance on batch server (reduced)			✓	
Automated notices				✓
Reduction in printed notices			✓	
Faxed notices	✓			
Resend a notice			✓	
Supersede a notice			✓	
Error log (accessible by internal LINZ System Administrator)		✓		
New internal email group to receive "Notice Failure" emails		✓		

- Automated notices will continue to be generated and despatched
- A notice template system will still exist, however, it is now more accessible by authorised LINZ staff
- A large number of notices will still default to print (for surface delivery), however, this has been reduced as much as possible
- Apart from pop up messages and reports, there will still be two generic message types sent by Landonline to customers:
 - Workspace messages
 - Notifications (refer to Appendices A and B for list).

Some workspace messages are generated via the notification process however most are not. Those which are not generated via the notification process will only to be available via Workspace messages (i.e. no change).

6.0 Changes to notification functionality in Landonline

As part of redesigning the notification system, all documented notification issues and enhancement requests have been reviewed, and improvements to functionality and efficiency have been sought. This has led to the following changes to existing functionality.

6.1 Immediate and more reliable delivery

The despatch of notices will no longer be queued by the batch server. All notices will now be generated and despatched immediately.

A new ~~batch~~ re-send process has been created to handle events when the original send action can not be completed due to system issues, for example a mail server problem. An annotation is added to a notice if the resend process has been used.

When there is new information for a notice a LINZ System Administrator can supercede a current notice and send it to one or more of the original recipients using the **Supersede Notice** screen. An annotation is added to both the superseded notice and the replacement notice

The change to an immediate despatch process means that most notices will no longer be affected by any batch or notification server issues. The result should be a faster and more reliable delivery of notifications.

6.2 A new, enhanced notice viewer

Notice search and view functionality is currently available to some LINZ staff but not to external users. This functionality is now also available to external users except those with an *e-search* or *e-search plus* licence as they do not receive notices.

The new notice viewer allows all users to search and view notices generated by Landonline, and to filter them by notice status notice type, notice id, created by, firm, recipient, and transaction id.

- Customers may now search, view, and print all notices sent to their currently associated firm or to users within their currently associated firm
- LINZ staff will still be able to search, view, and print ALL notices.

6.3 A new class of notice - mandatory notices

Each row in the tables in Appendices A and B represents a notice “type”. All notice types will be classified as mandatory or non-mandatory.

Mandatory notices are those that meet one or more of the following criteria:

- Generated to meet statutory requirements

- Have to be delivered in a certain format to meet evidential requirements
- Have to be delivered in a certain format to provide the required content
- Have to be delivered via a certain method to satisfy statutory or practical requirements such as the inclusion of physical attachments.

A mandatory notice will always be sent via the “mandatory” delivery method specified by LINZ e.g. surface mail or email.

However, customers will be given the option to also receive “copies” of any notice via their preferred delivery method (where different). For example, a customer could specify that they receive an email copy of all “Registration Confirmed” notices so that they receive immediate feedback. The mandatory printed notice would arrive later via surface mail with any related enclosures (returned documents etc).

The System Manager for a firm will be able to specify where any mandatory notices despatched by surface mail to the firm’s staff are sent, (ie to the user c/- of the firm or to the user’s own contact postal address) as these will often include enclosures for which the firm is responsible for.

6.4 Copies of notices

All notices will be generated and stored in Landonline and will be accessible via the notice viewer. This means that if users choose not to receive non mandatory notices a copy of the notice can still be viewed using the Notice Viewer.

In addition to this, customers may elect to automatically receive a “copy” of any notices generated for them (or in the firm’s case, a “copy” of any notices generated for their staff). This shift in distinction from receiving a “notice” to receiving a “copy of a notice” is subtle but significant in that it permits a range of enhanced delivery options.

6.5 Error Log

A notice status of Error will be assigned if there is a notice creation error eg missing mandatory data. An example is mandatory address details are incomplete. An email is sent to a LINZ advising of the notification error. A LINZ System Administrator is able to search for the notice and view the error log to identify the cause of the failure. They are then able to resend the notice once the problem causing the error has been resolved.

6.6 Enhanced notice delivery options

Prior to Release 3.2 the System Manager could specify whether “notices” were sent to the generic firm address or to the specific address for any of the firm’s staff members. The new design takes a different approach in that a firm and a staff member can independently choose whether to receive a “copy” and by what delivery method.

Firm staff can now choose whether to receive their “copies” by email, or online message via “My Messages” in the workspace tree, or not to receive them at all. If choosing the latter option, the “notice” will still be created and accessible via the notice viewer.

The System Manager can now choose whether the firm receives a “copy” of any notice sent to their staff, i.e. where a person logged on under their firm has performed an action that has initiated a notice. The choices available to the firm will be email, or not to receive them at all. If choosing the latter option, the “notice” will still be accessible to the firm via the notice viewer, even if the person has subsequently been disassociated from the firm.

Each customer now has the choice of setting their preferred delivery option to either;

- one delivery method for ALL notices types (this will be the default), or
- a different delivery method for each notice type (specified via a list).

For example, a customer may prefer to receive a particular notice type by email so that they receive advice whilst offline, and may prefer that other notice types are delivered as workspace messages for their attention, when next logged on.

6.7 Enhanced contact detail options

Firm staff can nominate a single contact postal and email address as they have previously done (this will be their default address), or alternatively specify a different contact address for each firm they are associated to. The latter option is new and will be useful for individuals contracted by multiple firms and similarly, for firms that prefer contracted staff to use the firms email and postal address.

The contact detail windows in Landonline have been significantly altered to incorporate the above features.

6.8 Functionality that has been discontinued by the proposed system

The System Manager is no longer able to edit the contact details of firm staff. If a firm requires their staff to use a specific contact address they should instruct them to this effect.

The current fax delivery option has been discontinued.

The current “print” delivery option (and consequential surface delivery) has been discontinued wherever possible, i.e. wherever surface delivery is not required to meet legislative or practical/administrative requirements. A customer may however print notices from their PC to their local printer (either from a received copy or direct from the notice viewer). A notice sender (ie an internal LINZ staff member) still has the option of specifying that the manually created notice they are sending is printed.

7.0 Changes to the creation and content of notices

Automated notices will continue to be generated although some have been discontinued (see Appendix C.)

The required despatch method for all existing printed notices has been re-assessed. Only the nine notices highlighted in Appendix A with “Print” in the mandatory despatch method column must be printed and despatched by surface delivery. LINZ staff sending a manually created notice may opt to print and send any notice by surface delivery if they have a requirement to do so.

The new format for notice content is as follows:

- All notices will be in Rich Text Format (RTF) and most will include a LINZ logo. They will have the look and feel of a formal letter from LINZ
- The content will be controlled by a new notice template system, and the actual content of all templates has been reviewed. Most will be similar to the previous template, however some have had significant changes made.

Authorised LINZ staff will be given access to a new notice template and parameter editor screens. This will allow the creation of new manual notice types, and the maintenance of existing manual and automated notice types. All LINZ staff that are currently authorised to send manually generated notices will have access to a range of enhanced notice send/edit functionality and will be able to:

- Add attachments, e.g. survey plans
- Copy and paste information from existing notices
- Link to existing dealings, instruments, and surveys
- Save an incomplete notice for later completion
- Resend a previously sent notice
- Choose “Print” or “Firm/User Preferences” for Landonline recipients*
- Choose “Print” or “e-mail” for non-Landonline recipients*.

*Note: When a notification type has a mandatory despatch option of “print”, the sender’s despatch method option will be pre-populated with print and will not be editable.

8.0 System related changes

The following changes will generally be unnoticeable to Landonline customers but are briefly described here for completeness.

The new design has:

- Replaced the current MS Word templates with equivalent templates in an RTF format. This format can be readily accessed by our main application software, i.e. Powerbuilder. The templates and all

associated parameters/data will now be stored in the Informix database rather than on the batch server

- Replaced the current Visual Basic code (MS Word macros) and Print-2-tif software that generate the notices with Powerbuilder code
- Replaced the actual despatch functionality provided by the notification servers with a notice despatch web service.

This will result in:

- The possible addition of a new server to host the notice despatch web service
- The eventual decommissioning of the three existing notification servers
- As part of ongoing maintenance, fax servers in each Processing Centre will be replaced with a print server (the existing fax servers are also acting as print servers).

In respect to the creation and despatch of notifications, the above changes remove our current dependence on the following software:

- Print-2-tif
- MS Word and Visual Basic macros
- MS Word template construction and maintenance (provided by an external firm)
- RightFax software, and Least Cost Routing (for faxes).

Appendix A - Mandatory notices

Type	Description (from crs_notice_type)	Mandatory Despatch Method	Automated
A145	Application to Lapse under s145A Notice	Print	✘
ACAP	Notice of Application for Accretion	e-mail	✘
ADJN	Adjoining Owner Notice (new from 04 April 02)	e-mail	✘
CAVN	Caveat Notice	e-mail	✘
DMLI	Notice to company when mortgage of licence to occupy discharged	e-mail	✘
EREF	e-Dealing Refusal Notice	e-mail	✓
EREJ	e-Dealing Notice of Rejection	e-mail	✓
EREQ	e-Dealing Requisition Notice	e-mail	✓
JFH6	JFH Six-month Notice	Print	✘
JFHA	JFH Advertisement	e-mail	✘
JFHC	JFH Caveat Notice	e-mail	✘
MLIC	Notice to company when licence to occupy mortgaged	e-mail	✘
NCLN	Notice of Claim Notice	e-mail	✘
NORE	Notice to persons entitled to an interest under an easement	e-mail	✘
RCON	Registration Confirmed	Print	✓
READ	Removal of Easement Advertisement	e-mail	✘
REFN	Refusal Notice	Print	✓
REJN	Rejection Notice	Print	✓
REQN	Requisition Notice	Print	✓
REVA	Retirement Villages Act 2003 – Section 22	Print	✘
S145	S145 Notice	Print	✘
WDLG	Withdraw Dealing	Print	✓

Appendix B - Non-mandatory notices

Type	Description (from crs_notice_type)	Automated
APPS	Approval as to Survey	✓
DAWD	Dataset Withdrawn	✓
ECXP	Survey Exception Processing Notice	✓
ERCN	eDealing registration confirmed	✓
EWDL	Withdrawal from Registration confirmation	✓
JFHL	Notice of Lapse of Joint Family Home Application	✓
LDGE	Lodgement of Survey Dataset	✓
NOTA	TA Certification Request Notice	x
PDEN	Plan Deposit Notice	✓
PLCT	Pre-Allocation of Cadastral Survey Dataset & CT References	✓
PRCO	Pre-Validation Completion Notice	✓
PREG	Plan Rejection Notice	x
RESN	Requisition Second Notice	✓
SUPC	Supporting Document Attachment Notice	✓
SURE	Survey Requisition	✓
TACL	TA Certification Complete Notice (Solicitor)	✓
TACS	TA Certification Complete Notice (Surveyor)	✓
TANT	TA Certification Required (TA)	✓
WINS	Withdraw instrument	✓

Appendix C - Notice types that have been discontinued

Type	Description (from crs_notice_type)
ACCA	Accreditation Application
ADPN	Duplicate Title Return
AUSA	Authority to Enter (Sec 53 Cadastral Survey Act 2002)
AUWH	Authority to Survey - Sec 332 Te Ture Whenua Act 1993
CEDA	Certified Data
CSWH	Surveyor General Certificate - Sec332(4) Te Ture Whenua Act 1993
DL44	Declaration of Loss Advertisement
DLAD	Declaration of Loss Advertisement (Section 87 & 88)
EREM	Reminder Notice < <i>NB The existing online message will be retained</i> >
INAB	In Abeyance
INSN	Inactive Survey Notice
OUTA	Out of Abeyance
PREN	Plan Requisition Notice
PROD	Production Return - Registration
PROE	Production Return - Expiry
REPN	Reprint Notice
S207	Adjoining Owner Notice (<i>replaced by ADJN</i>)
SINR	Survey Instruction Report Sec 52 Cad. Survey Act 2002