



Electronic Resource Consent System (eRCS®)

Platform to process resource consents online from any place at any time.

CONTACT DETAILS

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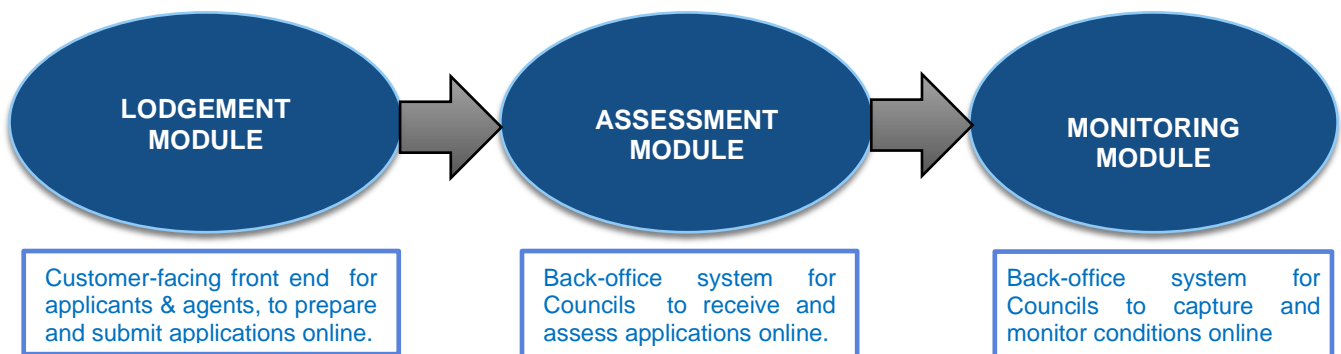
WHO WE ARE

Consents Online Limited (COL) is a New Zealand based and registered company, operating since January 2014.

Our team has extensive experience in Information Technology and Local Government systems and processes. We specialise in using smart, innovative technologies to digitally transform manual, paper-based resource consent processes to empower all stakeholders to work collaboratively on a cloud-based platform, from any place at any time.

WHAT WE OFFER

Our flagship product, Electronic Resource Consents System (eRCS®) includes Lodgement, Assessment and Monitoring modules, which are integrated seamlessly on a single cloud-based platform to process resource consent applications online from end-to-end.



Lodgement Module is customer-facing front-end where Applicants can engage Agents online. Applicants, Agents and Councils can also work collaboratively to schedule pre-application meetings; prepare and submit resource consent applications with all supporting documents and track their progress online. Lodgement module can be accessed from both Councils or our website.

Assessment Module is the back-office system where Councils can schedule pre-application meetings; allocate tasks to various stakeholder; co-ordinate / manage them and also capture time, costs, and disbursements for billing. Councils can also start /stop the clock as required; assess applications and assign conditions to consents that have been granted.

Monitoring Module is also a back-office system where Councils can capture conditions of consents granted; monitor them online and keep a record of actions taken. It also allows applicants and agents to track status of conditions online and take corrective actions pro-actively.

The ‘out-of-the-box’ solution has been designed and standardised to meet the needs of all the councils as much as possible and minimise extensive customisation for individual Councils.

Being Cloud-based; technology requirements would not be a major impediment to implement and use it.

KEY FEATURES & FUNCTIONS OF eRCS®

LODGEMENT MODULE

Applicants can search for Agents, request quotes from and engage them online.

Agents can prepare and submit quotes to applicants online.

Both Applicants and Agents can:

- ✓ Request for pre-application meetings online with all supporting documents.
- ✓ Prepare and lodge applications for resource consents online with all supporting documents.
- ✓ Make payments online through secure portal (optional)
- ✓ Share additional documents online with Councils.
- ✓ Track status of application, including conditions of consents online.

In addition to that, Agents can:

- ✓ Manage registration, and access for their own staff (for multi-user agents)
- ✓ Generate and issue invoices and make payments online (Optional)
- ✓ Produce analytical data, statistical and management reports (Optional).

Councils can:

- ✓ Receive and respond to requests for pre-application meetings online.
- ✓ Receive, check applications for completeness and acknowledge their receipt online.
- ✓ Receive payments online (optional)

ASSESSMENT MODULE

Councils can:

- ✓ Formally receive applications and Start the clock for assessment.
- ✓ Assign tasks to various parties; coordinate, track and monitor their progress online.
- ✓ Capture time and cost for tasks, disbursements, standard fees and other charges for billing.
- ✓ Assess applications for compliance using various sections of the RMA.
- ✓ Start / stop the clock as required using appropriate sections of the Act.
- ✓ Generate reports and letters using templates to engage and communicate with all stakeholders (Optional).
- ✓ Exchange documents with applicants and agents online after applications are submitted.
- ✓ Grant or refuse consents and capture conditions.
- ✓ Use our web-enabled API to integrate with other systems in Council.
- ✓ Generate invoices for processing resource consent applications online. (Optional).
- ✓ Produce analytical data, statistical and management reports online (Optional)

MONITORING MODULE

Councils can:

- ✓ Periodically monitor conditions as required and view their status online.
- ✓ Keep track of actions taken to ensure compliance to conditions.
- ✓ Produce analytical data, statistical and management reports online (Optional)

BENEFITS OF eRCS®

- ✓ As Applicants can engage Agents quickly and easily, they may opt to use them more often. This would help reduce the number of incomplete applications being submitted and consequently rejected by councils, thereby saving time and cost for all parties.
- ✓ Since collaboration and communications amongst all stakeholder would be much quicker and faster, it would help stakeholders prepare and submit applications quicker, thereby saving time and cost for all parties.
- ✓ Allowing all documents to be stored and shared in a common repository by all stakeholders would minimise or eliminate the need for making several copies / scanning them: spending time searching for the correct versions and submitting them manually. This will help improve productivity, save time and cost and allow application to be prepared and submitted quickly.
- ✓ As planners will be able to allocate tasks online and track / monitor them easily and quickly, they would be able to utilise their time more effectively.
- ✓ Councils would be able to recoup all costs associated with resource consent process more accurately by being able to capture all costs in one place, as they are incurred,
- ✓ Applicants / Agents would be able to view progress / status of applications online, thereby minimising the need for them to contact the Councils, thus improving customer relationship.
- ✓ Improved communication, transparency and savings in time and cost for applicants would lead to improved customer relations and consequently customer satisfaction ratings for Councils. It would also minimise some negative political and public perceptions around resource consent processes.
- ✓ Being Cloud-based; investment in technology would not only be minimal for Council, but also allow stakeholders the flexibility to work from any place, any time, thereby improving productivity and saving time and cost.
- ✓ Councils would be able to monitor conditions more easily and on a timely basis, thus avoiding any potential negative publicity due to failure for doing so.
- ✓ Changes to the Act or processes can be implemented quickly across all councils.

REFERENCES

Please see our website www.consentsonline.com for references and video on Lodgement module. Additional references can be provided upon request from current users of the system.