

News Release

PGM-Zoning Customer Service Update

A Planner Assignment information field now appears on the Document Repository screens in the PGM Store and Optix.

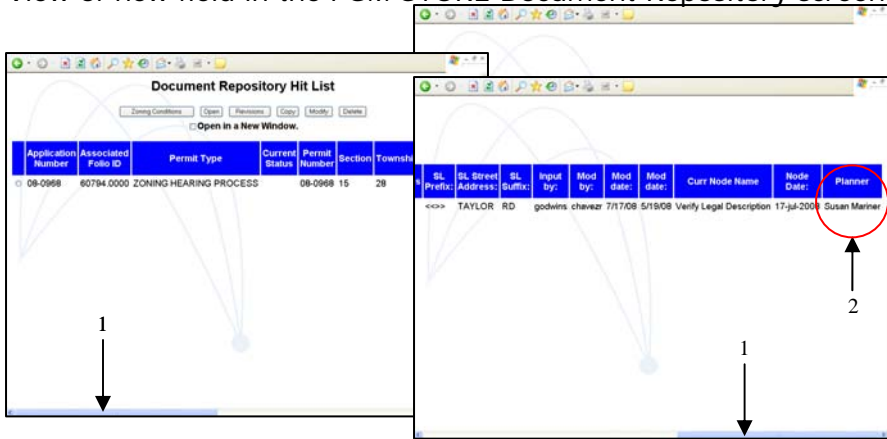
Background

Previously, there was no such information provided on these particular screens. Before this new field addition, this information was only provided on the application screens which were only available to staff in Optix and not available to the public.

The Planner Assignment field will always be included on the Document Repository screens. However, sometimes the field may be empty. The Planner Assignment field will only have the reviewing planner's name if it is entered into the Optix records (some administrative processes do not currently use Optix workflows for assignments and therefore may not have a planner's name entered). Please make use of this field.

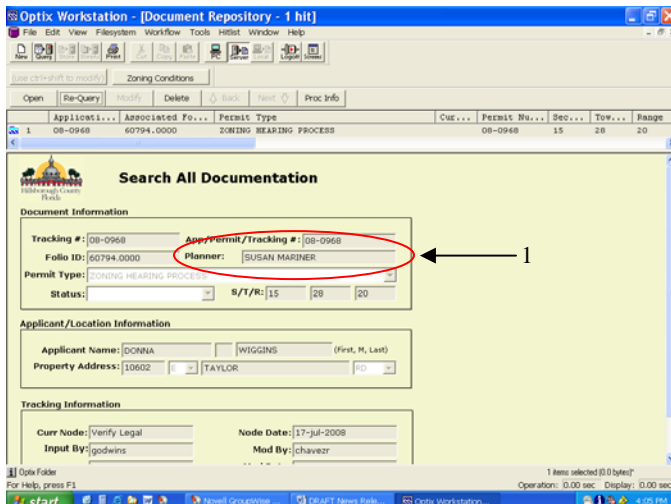
Below are screen shots of how the new Planner Assignment field appears on the two Document Repository screens. (You may have to increase the zoom in Word to 150% to view the screen shots.)

View of new field in the PGM STORE Document Repository screen:



In PGM Store, this screen appears after querying for an application. Use the blue scroll bar (See Arrow 1) at the bottom of the screen to scroll to the right until you reach the end of the line. There you will see the new field for the planner assignment (Arrow 2).

View of new field in the Optix Document Repository screen:



In Optix, this screen appears after querying for an application. The planner assignment is located in the Document Information section of the screen (See Arrow 1).