RELEASE NOTES: Business Verification v.1.3

In This Release

This release sees significant performance improvements and the introduction of billing points.

Highlights of performance improvement include being able to quickly retrieve, store, and display complex and large businesses, and improved load times on the verification list page.

Logging of Billing events have been introduced to enable future invoicing for Business Verification, based on use of the system and external database lookups.

More about these and other updates are described in the sections below:

Features and Updates

The following outlines some of the key updates delivered in this release:

BUSINESS VERIFICATION	
New Functionality	• Logging of 'billing events' for significant activity points within the system – this will enable customer billing and reconciliation of supplier invoices from business data suppliers in the future • Enabled a mechanism to populate data source data into various 'roles' within a business • Task counts now displayed against sub level businesses • Business details (e.g. ACN, Business Status, Business Type) now displayed for sub level businesses (e.g. shareholder businesses)

Functionality Improvements	• Performance improvements have been made including:
	    • Large, complex businesses can now be retrieved and displayed successfully
	    • 'Manage businesses' admin page now loads significantly faster
	    • Changes made to large businesses (e.g. editing, verifying, adding etc) now process faster and there is a reduced lag in updates to the display
	• Improvements to error logging to assist with investigation of issues
	• We can now provide customers with the option to be able verify Australian and New Zealand individuals* within a business, even if they only want the ability to verify businesses in one of the countries. (*subject to appropriate rules for individual verifications being configured for the country in greenID)

Presentation Improvements	• Help Text for 'Roles' improved to indicate the minimum instances required for that role • When a sub level business is marked as 'verification not required' or 'externally verified', all entities (individuals and businesses) beneath it can be viewed but are indicated as 'verification not required'. • Number of overdue tasks and standard tasks indicated graphically against sub level businesses

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Errors and Bug Fixes	Numerous bugs have been identified and fixed including: • Corrected issue where individuals with seemingly identical names and addresses were not being recognised as the same entity (NB: Also See Constraints – Linking of Individuals) • Addressed display issues with expanding/collapsing sections of the screen • Corrected a problem with linking the same greenID verification to multiple individuals within the Business Verification system • Corrected an issue where tooltips were remaining on the screen and could not be closed • Issues with session timeouts reduced • See Constraints and Known Issues below for some of the known outstanding issues.

Constraints and Known Issues

The following items are known Constraints and Issues in the 22 March release:

	DESCRIPTION	WORKAROUND
CONSTRAINTS		
Browser Support	• Only Chrome v49+ and Internet Explorer 11 (IE11) is currently supported and tested.	• Use Chrome where possible, or IE11 if required. Other browsers can be used, but problems may be encountered.
Australian & New Zealand Companies Only	• Currently only verification of Australian and New Zealand Businesses is supported. (UK and South Africa to be added in future releases)	• Awareness only.
Verifying individuals with Foreign Addresses	• Individuals within a business who have Foreign Addresses (i.e. non Australian / New Zealand addresses) cannot be verified using greenID via the Business Verification system.	• Individuals with foreign addresses need to be verified manually and then marked as 'Externally Verified' within the Business Verification system.
Verification Process is the same for all 'Levels' of business	• The rules for a business type (e.g., Company) to be 'verified' are the same regardless of where they are within the business structure. Example: Rules for verifying a company are the same whether that company is the business being verified, or a shareholder company of another business.	• If lower-level businesses within the structure do not need to be fully verified, the 'Verification not Required' and 'Externally Verified' features can be utilised.

	DESCRIPTION	WORKAROUND
Linking of Individuals	• For two occurrences of an individual within a business structure to be identified as the same person, the name and address of each must be **identical**. Any differences at all at the time they are added means they will not be linked. (e.g., One has a middle initial and the other does not, or there is an extra comma in the address means they will be treated as different individuals.)	• If this occurs and you do not wish to verify the person twice, then they can either be noted as Externally verified, or the 'link to existing greenID verification' feature can be used.
User Administration	• There is no 'user administration' function within Business Verification currently. Users to whom tasks can be assigned need to be manually added by the Vix Verify technology team.	• If users need to be setup, this can be requested via operations@vixverify.com.
greenID Verification status	• If an individual's greenID verification is updated/completed within the greenID admin panel (e.g., following 'pending review'), there is up to a 60 second delay before the status will be reflected in Business Verification. (The user may also need to re-access the business from the 'manage businesses' screen for the status to be reflected.)	• This should only ever be encountered if the same user is working simultaneously on a business within Business Verification, and on the verification within greenID (e.g., in separate browser tabs). In this case, once they have completed the verification in greenID, they simply need to wait a minute and then re-access the business from the 'manage businesses' screen.

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KNOWN ISSUES/BUGS		
Data source Issues	• One of our business data suppliers are sometimes returning errors when we attempt to retrieve data for some large Australian companies.	• A support request has been logged with the supplier. • If you encounter this issue, please note the ACN and report it to operations@vixverify.com.
Individuals with long names	• An error may be encountered when verifying individuals with first names and/or surnames longer than 30 characters each.	• If a problem is encountered, reduce the names to 30 characters prior to verifying the individual via greenID. Alternatively, 'externally verify' the individual.
IE11 issues	• Technical error messages displayed when timeouts occur, or occasionally when logging in	• Use Chrome if possible. • If IE11 must be used, login again
Verifying individuals with Australian / NZ Addresses not in Harmony	• If an individual has an Australian/New Zealand address that cannot be found via the Harmony address validator, then the individual cannot be verified using greenID via the Business Verification system.	• These cases should be rare since Harmony has good address coverage. If this occurs, the address can still be recorded, and the individual can be marked as 'externally verified' or verified directly via the greenID admin panel and then the verification id 'linked' to the individual.
Manual Capture of Foreign Business Shareholders/Parties	• Foreign businesses cannot be manually added as a shareholder or other role within a business	• Add the shareholder as a business and specify 'Australia' as the country — the option for manually adding a business (i.e. with no ACN/ABN) can then be used. Add a note to record this has occurred.
Joint Share Holdings	• Joint shareholdings can now be identified by having the same 'allocation id' against the shareholder, but these are not always displayed in allocation order, so they may not be easy to identify.	• Awareness only.
DOB for Foreign Individuals	• Date of birth cannot be recorded for foreign individuals returned from a data source.	• Awareness only