

## In This Release

This release sees the introduction of a billing report, addition of support for ‘foreign’ businesses, and improved error handling for related businesses.

### Billing Report:

An internal billing report is now available for use by the Vix Verify Accounts department to assist with invoicing of customers and reconciliation of invoices from business data suppliers. This can be generated from the ‘Invoices’ menu of the Super User admin panel.

### Foreign Businesses:

The system now provides the capability to create a business verification entry for businesses in countries other than Australia and New Zealand. There is only support for creating and populating these manually – there is no data source lookup available. They can be created as a ‘company’ or as an ‘other’ business type, and a generic business structure is utilised for these.

Additionally, related businesses (such as shareholder businesses) identified when retrieving a business from a business registry can now reflect the country where the business is located if that business is not registered in the same country as the business being verified.

### Related Business Error Handling:

If failures are encountered when automatically retrieving details of a related business (e.g. shareholder business) from a business registry, we now create a ‘placeholder’ business which is flagged as in error. The user can then manually re-attempt the search or manually complete the details. This ensures the integrity of the business structure presented.

These and other updates are described in the sections below:

|                                    |   |
|------------------------------------|---|
| Features and Updates .....         | 1 |
| Constraints and Known Issues ..... | 2 |

## Features and Updates

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

| BUSINESS VERIFICATION |   |
|-----------------------|---|
| New Functionality     | <ul style="list-style-type: none"><li>• Ability to generate a ‘Business Verification Billing Report’ from the internal super user admin panel – this will be used by the Finance department.</li><li>• Ability to create a verification for businesses in countries other than Australia and New Zealand for manual population.</li><li>• Errors encountered when automatically retrieving details of related businesses (such as shareholder businesses) are now clearly flagged and an ‘error count’ is included in the task counts.</li><li>• Ability to re-attempt lookups of related businesses which are flagged as in error.</li></ul> |

# RELEASE NOTES: greenID Business v.1.4



| BUSINESS VERIFICATION      |  |
|----------------------------|--|
| Functionality Improvements | <ul style="list-style-type: none"> <li>Increased the time we wait for a response from business registers when looking up a business – this will reduce the number of errors encountered due to an inability to retrieve data from a business register.</li> <li>Improved the mechanism for handling database schema changes – this aids future proofing of the system.</li> <li>Integration of billing events into the greenID core system to enable a Billing Report to be generated.</li> </ul>  |
| Presentation Improvements  | <ul style="list-style-type: none"> <li>Error messages presented when a business is not found have been improved so that an error window requiring a 'refresh' is no longer presented.</li> <li>Sort order of company office holders and shareholders improved</li> </ul>   |
| Errors and Bug Fixes       | <p>Errors and bugs identified and fixed include the following:</p> <ul style="list-style-type: none"> <li>Corrected an issue with the search on the Business Verification home page</li> <li>If an 'other' related business is created due to the inability to locate it on a business register, it no longer displays as 'existence verified'.</li> <li>If an 'other' related business is created due to the inability to locate it on a business register, it no longer displays with the 'country of registration' as that of the root/top level business.</li> </ul> <p>• See <a href="#">Constraints and Known Issues</a> below for some of the known outstanding issues.</p> |

## Constraints and Known Issues

The following items are known Constraints and Issues in the 19 April release:

|   | DESCRIPTION   | WORKAROUND   |
|---|---|--|
| CONSTRAINTS                             |   |  |
| Browser Support                         | <ul style="list-style-type: none"> <li>Only Chrome v49+ and Internet Explorer 11 (IE11) is currently supported and tested.</li> </ul>   | <ul style="list-style-type: none"> <li>Use Chrome where possible, or IE11 if required. Other browsers can be used, but problems may be encountered.</li> </ul> |
| Australian & New Zealand Companies Only | <ul style="list-style-type: none"> <li>Currently only verification of Australian and New Zealand Businesses is fully supported. (UK and South Africa to be added in future releases)</li> </ul> | <ul style="list-style-type: none"> <li>Non Australian/New Zealand businesses can now be added and populated manually if required.</li> </ul>                   |

# RELEASE NOTES: greenID Business v.1.4

|   | DESCRIPTION   | WORKAROUND  |
|---|---|---|
| Verifying individuals with Foreign Addresses                  | <ul style="list-style-type: none"> <li>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.</li> </ul>   | <ul style="list-style-type: none"> <li>Individuals with foreign addresses need to be verified manually and then marked as 'Externally Verified' within the Business Verification system.</li> </ul>   |
| Verification Process is the same for all 'Levels' of business | <ul style="list-style-type: none"> <li>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.</li> </ul>  | <ul style="list-style-type: none"> <li>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.</li> </ul>  |
| Linking of Individuals  | <ul style="list-style-type: none"> <li>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 <b>identical</b>. 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.)</li> </ul> | <ul style="list-style-type: none"> <li>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.</li> </ul>  |
| User Administration   | <ul style="list-style-type: none"> <li>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.</li> </ul>   | <ul style="list-style-type: none"> <li>If users need to be setup, this can be requested via <a href="mailto:operations@vixverify.com">operations@vixverify.com</a>.</li> </ul>  |
| greenID Verification status                                   | <ul style="list-style-type: none"> <li>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.)</li> </ul>   | <ul style="list-style-type: none"> <li>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.</li> </ul> |
| Response Times  | <ul style="list-style-type: none"> <li>Extended response times are sometimes experienced when retrieving data from Business Registers. This is due to slow responses from those registers and is not within the control of Vix Verify.</li> </ul>   | <ul style="list-style-type: none"> <li>Please be patient when retrieving large businesses.</li> </ul>   |

# RELEASE NOTES: greenID Business v.1.4

|   | DESCRIPTION   | WORKAROUND   |
|---|---|--|
| Joint Share Holdings  | <ul style="list-style-type: none"> <li>Joint shareholdings are not explicitly indicated as such. They are however identified by the same 'allocation id' against the shareholders in the joint holding.</li> </ul>  | <ul style="list-style-type: none"> <li>Awareness only.</li> </ul>  |
| Export of Data  | <ul style="list-style-type: none"> <li>There is currently no mechanism to export data or results from the Business Verification system into a customer's system.</li> </ul>   | <ul style="list-style-type: none"> <li>Awareness only.</li> </ul>  |
| <b>KNOWN ISSUES/BUGS</b>  |   |  |
| Individuals with long names   | <ul style="list-style-type: none"> <li>An error may be encountered when verifying individuals with first names and/or surnames longer than 30 characters each.</li> </ul>   | <ul style="list-style-type: none"> <li>If a problem is encountered, reduce the names to 30 characters prior to verifying the individual via greenID. Alternatively, 'externally verify' the individual.</li> </ul>   |
| IE11 issues   | <ul style="list-style-type: none"> <li>Technical error messages displayed when timeouts occur, or occasionally when logging in</li> </ul>   | <ul style="list-style-type: none"> <li>Use Chrome if possible.</li> <li>If IE11 must be used, login again</li> </ul>   |
| Verifying individuals with Australian / NZ Addresses not in Harmony | <ul style="list-style-type: none"> <li>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.</li> </ul> | <ul style="list-style-type: none"> <li>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.</li> </ul> |
| DOB for Foreign Individuals   | <ul style="list-style-type: none"> <li>Date of birth cannot be recorded for foreign individuals returned from a data source.</li> </ul>   | <ul style="list-style-type: none"> <li>Awareness only</li> </ul>   |
| Failed/Abandoned Businesses   | <ul style="list-style-type: none"> <li>Failed/Abandoned businesses may appear as 'overdue' or as having tasks outstanding</li> </ul>  | <ul style="list-style-type: none"> <li>Awareness only</li> </ul>   |
| Error message display   | <ul style="list-style-type: none"> <li>Certain errors encountered may require the user to refresh their screen which returns them to the business admin page.</li> </ul>  | <ul style="list-style-type: none"> <li>These should be rare – awareness only</li> </ul>  |