

In This Release

This release sees the foundations laid for audit logging capability and improvements to our internal reporting.

Audit Logging:

Within this release we are delivering the foundations for full ‘audit log’ capability. A number of user and system events are now being logged as audit records, as well as details of data changed as a result of those events. These are key to being able to present a comprehensive audit trail of activity occurring for a particular business verification. A future release will build on this further, and provide the ability for the audit logs to be viewed by customers.

Internal Reporting:

Improvements to our internal reporting have been implemented to aid with system monitoring and to ensure potential issues in the production environment are flagged in a timely manner.

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"> Ability for the system to record user and system activity as part of a comprehensive audit trail. Note: This will not be available for display to customers until a future release. Improvements to internal reporting to aid system monitoring
Functionality Improvements	<ul style="list-style-type: none"> greenID Business is now compatible with the Microsoft Edge browser, in addition to Chrome and IE11 A specific Harmony account is now used for all address validations performed within greenID Business
Presentation Improvements	<ul style="list-style-type: none"> When the status of a business changes to ‘verified’, the screen display now automatically scrolls to the top of the business so that the revised status is clearly displayed and the user knows no further action is required.

BUSINESS VERIFICATION	
Errors and Bug Fixes	<p>Errors and bugs identified and fixed include the following:</p> <ul style="list-style-type: none"> • Ensure a user can only log into a single greenID Business account within a particular browser at one time. This is to prevent issues with session data occurring. • Ensure that if a user's session expires they are redirected to the greenID log in page. • Removal of malfunctioning data picker from the date of birth field. • Corrected issues with a Medicare card being used to verify an individual from within greenID business. <p>• See Constraints and Known Issues below for some of the known outstanding issues.</p>

Constraints and Known Issues

The following items are known Constraints and Issues in the 4 June release:

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

RELEASE NOTES: greenID Business v.1.5



	DESCRIPTION	WORKAROUND
Linking of Individuals	<ul style="list-style-type: none"> 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.) 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> If users need to be setup, this can be requested via operations@vixverify.com.
greenID Verification status	<ul style="list-style-type: none"> 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.) 	<ul style="list-style-type: none"> 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.
Response Times	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Please be patient when retrieving large businesses.

RELEASE NOTES: greenID Business v.1.5

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