

In This Release

The major feature of this release is the ability to view an audit trail for a business verification. This release also delivers integration of administrators between standard greenID and greenID Business.

Audit Logging:

A full audit trail of activity occurring as part of a business verification is now recorded and is available to view from the main 'Verify a business' page by using the 'Audit Log' menu button. This contains details of all user and system activities performed, and details of data changes occurring as a result of these activities. (Please note that activity performed prior to 28 June 2018 may not be reflected in the audit logs, or may be incomplete).

Administrator Integration:

Administrators setup on an account in greenID are now automatically available within greenID Business. This means that customers no longer have to submit separate requests for administrators to be setup within greenID Business in order for verifications to be assigned to them. If a customer adds or removes an administrator from their account in greenID, then that will automatically be reflected within greenID Business.

These and other updates are described in the sections below:

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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 user to view a comprehensive audit trail of user and system activity for a business verification.
Functionality Improvements	<ul style="list-style-type: none"> Administrators setup in greenID are now automatically available within greenID Business and can be allocated verifications. Improved error handling if issues occur when verifying individuals from within greenID Business. Internal improvements to error logging and caching
Presentation Improvements	<ul style="list-style-type: none"> Better UI feedback when items on the page are loading, with localised loading "spinners" now visible to indicate that actions are taking place. Change to the way a top-level business's details (such as business type and business number) are displayed to make the layout more consistent with how an individual's details are displayed in the greenID Core Admin Panel.

BUSINESS VERIFICATION	
Errors and Bug Fixes	<p>Errors and bugs identified and fixed include the following:</p> <ul style="list-style-type: none"> • When re-allocating a verification, the currently allocated administrator is now accurately reflected. • Allocated tasks can now be unassigned. • If verifications of individuals are completed within greenID, the revised status is now reliably reflected back into greenID Business (in certain specific circumstances this was not occurring previously) • Better error messages where long names not supported by identification data sources • 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 28 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.

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	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.
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.
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.

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	DESCRIPTION	WORKAROUND
KNOWN ISSUES/BUGS		
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
Audit Log Display	<ul style="list-style-type: none"> There are some minor inconsistencies or details missing from the events displayed in the audit logs. 	<ul style="list-style-type: none"> Awareness only. These should not impact the integrity of the audit trail.
Chrome Auto Fill	<ul style="list-style-type: none"> If Chrome auto fill is used for populating an individual's name and address, the user may be allowed to proceed without validating the address. This may result in system errors occurring. 	<ul style="list-style-type: none"> Ensure you always validate Australian and New Zealand addresses when adding or editing an individual's details.