

In This Release

The main focus of this release was to improve the performance and stability of greenID Business. These improvements include the refactoring of the business list page, adding pagination to the audit log page, and fixing a number of known issues.

Business List Page:

The business list page has been refactored to increase performance and usability. This change fixes numerous known issues relating to the business page.

Audit Log Page:

Enhancements have been to the audit log to introduce pagination. This will decrease load times for the audit log and make navigation much easier for the user.

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">• Pagination has been added to the audit log page.
Functionality Improvements	<ul style="list-style-type: none">• Internal improvement to the business list page
Presentation Improvements	<ul style="list-style-type: none">• Pagination on the audit log has improved the presentation of audit logs with a large number of events.• The display order of data input fields when collecting information about a new entity is now consistent.

BUSINESS VERIFICATION	
Errors and Bug Fixes	<p>Errors and bugs identified and fixed include the following:</p> <ul style="list-style-type: none"> • The Australian Citizenship Certificate form is now displayed correctly. • The Medicare form is now displayed correctly. • The NZ businesses can now only be searched using numeric values. • The available options for the Ultimate Beneficial Owner type for trusts have been corrected. • The names of shareholders are now displayed correctly. • A loading spinner is now displayed when search or filter results are loading. • The business search results now display all business regardless of who the business is assigned to. • Business can now be found when searching with the reference number. • Searches are no longer case-sensitive. • Verified, abandoned, and failed business no longer appear in the default home page view.

Constraints and Known Issues

The following items are known Constraints and Issues in the 20 September release:

CONSTRAINTS	DESCRIPTION	WORKAROUND
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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CONSTRAINTS	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"> It is currently not possible to extract the details of a Business Verification into a report or document for retention by the customer. It is however possible to extract the content of a verification via our API. 	<ul style="list-style-type: none"> Utilise the greenID Business API to extract details of the verification into your system.

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KNOWN ISSUES/BUGS	DESCRIPTION	WORKAROUND
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.