# RELEASE NOTES: greenID Business v1.13

## In This Release

The main focuses of this release were to finalise the greenID Business API for creating a business verification and improvements to the usability of greenID Business when creating Australian businesses. Various internal improvements around how data is stored in the database have also been completed for this release.

**greenID Business API (Create Business Verification)**

The greenID Business API 'Create Business Verification' method highlighted in the last release cycle is now ready for use by customers. This API allows users to initiate the creation of business verifications within the greenID Business system, from within their own system. This API can be used in place of the Admin panel to input all initial information required to create a verification. Please note that the admin panel will still need to be used to perform all activities required to verify the business.

**Creation of Australian businesses**

The wording on the workflow pages used to create an Australian business in greenID Business has been altered to more accurately describe the lookups done by the system. This has been done by altering the words used to describe each option and the inclusion of tool-tips to add further information around the implications of each available option. The user is now able to make a more informed choice when deciding which method they are selecting when creating Australian businesses.

**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** | <ul><li>The ability to create a business verification record using the greenID Business API.</li><li>Multiple business numbers for a single business can now be stored in the system and are visible in the audit logs. (Future changes will make these visible within the main system, and provide the ability to manually enter additional business numbers)</li><li>greenID Business now supports Firefox 56+ browsers.</li></ul> |
| **Presentation Improvements** | <ul><li>The wording on the pages used to create an Australian business in greenID Business has been altered to more accurately describe the lookups performed by the system. Help text has also been provided for each option.</li><li>Additional information now displayed in audit logs for business addresses, entity names and trading names.</li></ul> |

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| BUSINESS VERIFICATION | |
|---|---|
| Errors and Bug Fixes | • Correction to ensure business register searches are accurately recorded for invoice reconciliation purposes. <br> • Correction to storage of relationship data causing confusing audit log entries. <br> • If an Australian Business retrieved from ASIC has an ARBN or ARSN, these are now correctly referred to as such when displayed (previously always displayed as 'ACN'). <br> • Correction to ensure address data records the start/end date and appropriate address type. This data is currently only visible in audit logs, but will be available in the main system in future. |

# Constraints and Known Issues

The following items are known Constraints and Issues:

| CONSTRAINTS | DESCRIPTION | WORKAROUND |
|---|---|---|
| Browser Support | • Only Chrome v49+, Internet Explorer 11 (IE11), Safari 11+, Firefox 56+, and Microsoft Edge are currently supported and tested. | • Use Chrome where possible, or IE11, Safari 11+, Edge or Firefox 56+ 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 fully supported. (UK and South Africa to be added in future releases) | • Non Australian/New Zealand businesses can be added and populated manually if required. |
| 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. |

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|---|---|---|
| **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. |
| **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. |
| **Response Times** | • 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. | • Please be patient when retrieving large businesses. |
| **Joint Share Holdings** | • Joint shareholdings are not explicitly indicated as such. They are however identified by the same 'allocation id' against the shareholders in the joint holding. | • Awareness only. |
| **Export of Data** | • 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. | • Utilise the greenID Business API to extract details of the verification into your system. |

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| CONSTRAINTS | DESCRIPTION | WORKAROUND |
|---|---|---|
| **Link to Existing greenID Verification** | • When you use the 'link to existing greenID verification function, there are the following constraints:<br>   • You have to ensure you enter the correct reference id, there are no system checks to enforce the details on the reference match the details of the individual in greenID Business<br>   • If you 'continue verification' in greenID Business and have not validated the address and entered the DOB in greenID Business, you will be required to do so. If you cannot validate the address, you will need to complete the verification in the greenID core admin panel | • Check the details displayed when you enter the id of the verification to be linked in order to ensure it is the correct one<br>• Complete the individual verification in greenID admin panel if you cannot complete it from within greenID Business |

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| KNOWN ISSUES/BUGS | DESCRIPTION | WORKAROUND |
|---|---|---|
| **IE11 issues** | • Technical error messages displayed when timeouts occur, or occasionally when logging in | • Use Chrome if possible.<br>• 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. |
| **DOB for Foreign Individuals** | • Date of birth cannot be recorded for foreign individuals returned from a data source. | • Awareness only |
| **Failed/Abandoned Businesses** | • Failed/Abandoned businesses may appear as 'overdue' or as having tasks outstanding | • Awareness only |
| **Audit Log Display** | • There are some minor inconsistencies or details missing from the events displayed in the audit logs. | • Awareness only. These should not impact the integrity of the audit trail. |
| **Chrome Auto Fill** | • 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. | • Ensure you always validate Australian and New Zealand addresses when adding or editing an individual's details. |