RELEASE NOTES: greenID Business v1.14

In This Release

The main focus of this release was to bring the date of birth functionality in line with name and address functionality. Other changes include ensuring the status for businesses created via ABN lookups is now always displayed, ensuring the start and end dates for addresses, trading names and entity names are correct (these are currently only visible in audit logs), and ensuring the heading on the manual creation screen for Australian businesses is now displaying correctly.

The documentation for creating a Business Verification via the API is now available on the greenID Customer Knowledge Base.

Additional Date of Birth Functionality

A change has been made to ensure that the availability of date of birth within the system aligns with the availability of the name and address of an individual.

Prior to this change: An individual's date of birth was not available on the screens to add or edit an individual (only name and address were presented). The date of birth was available on the 'begin verification' screen, but only if the date of birth had not been retrieved from the business register lookup. This meant that in certain cases the date of birth was not visible within the greenID Business system at all.

Following this change: An individual's date of birth is now available on the screens to add or edit an individual. This will be populated from the business register lookup where available and can be manually captured and edited. The date of birth is still only available on the 'begin verification' screen if it has not already been populated (either from the business register lookup, or manually by the customer on the add/edit screen). This is due to the fact that the 'begin verification' screen only asks for information that still needs to be captured in order to register the individual in greenID.

This change provides the following benefits:

- The user is now able to verify that the date of birth of an individual in greenID Business matches the date of birth on an existing verification in greenID prior to linking the verification to the individual.
- The user is now able to add the date of birth to records where the date of birth was not retrieved from the business register, without having to begin a verification of that individual. This means that date of birth can now be saved for individuals with foreign addresses.
- The user is now able to capture the date of birth when adding an individual manually.
- The user can now edit the date of birth returned from the business register if it is incorrect.

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	• The ability to add and edit the date of birth in the same manner as names and addresses.
Presentation Improvements	• The heading on the pages used to create an Australian business in greenID Business has been corrected. It now simply says "Create a business's structure manually".
Errors and Bug Fixes	• Start and end dates for addresses, entity names and trading names on businesses created via an NZBN lookup were incorrectly displayed. These dates were incorrect by one day due to time zone issues. This was only seen in the audit logs. It is now showing the correct dates. • The status of a business created by an ABN lookup was not being shown on the business information page. This has been fixed. The status is now always shown.

Constraints and Known Issues

The following items are known Constraints and Issues:

CONSTRAINTS	DESCRIPTION	WORKAROUND
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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CONSTRAINTS	DESCRIPTION	WORKAROUND
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: 　• 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 　• 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 • 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
Date of Birth Validation	• The front-end validator the date of birth input field is not complete. Dates where the year is malformed (e.g. 019 rather than 2019) will still be allowed to be submitted.	• The system will throw an error once the date of birth is submitted. The user will then be required to reattempt the process with a properly formed date of birth.
IE11 issues	• Technical error messages displayed when timeouts occur, or occasionally when logging in	• Use Chrome if possible. • 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.
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.