

# Rejected ID checks

## QUICK GUIDE

This Quick Guide will assist Employer Administrators to manage a rejected ID check for a cardholder. For a more comprehensive outline of the ID check process, refer to the [Quick Guide – New worker creation](#).

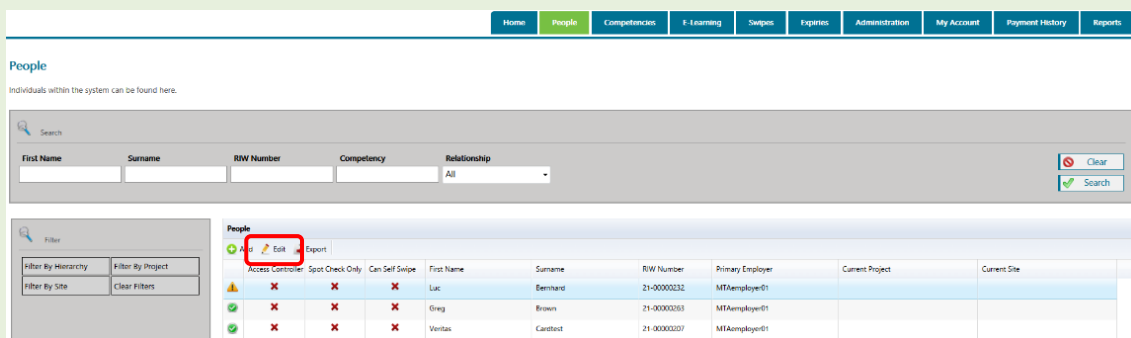
**Step 1** If a cardholder has completed and failed, or missed the 10 day timeframe to complete an ID check, the Employer Administrator will receive a email notifying them of the ID check rejection, including the reason for rejection.

*Note: a list of the most common rejected reasons has been included at the end of this document.*

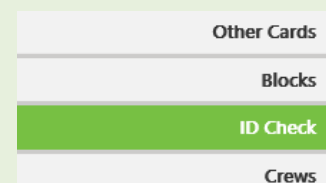
**Step 2** Go to <https://app.riv.net.au> and login using the Employer Administrator credentials.

**Step 3** Click on the **People** tab or the **Search For My People** shortcut on the main dashboard.

**Step 4** Enter the cardholder's details into the search field or leave blank and click on **search** to bring up the workforce. Select the cardholder by highlighting the cardholders name and clicking on the **edit** button.



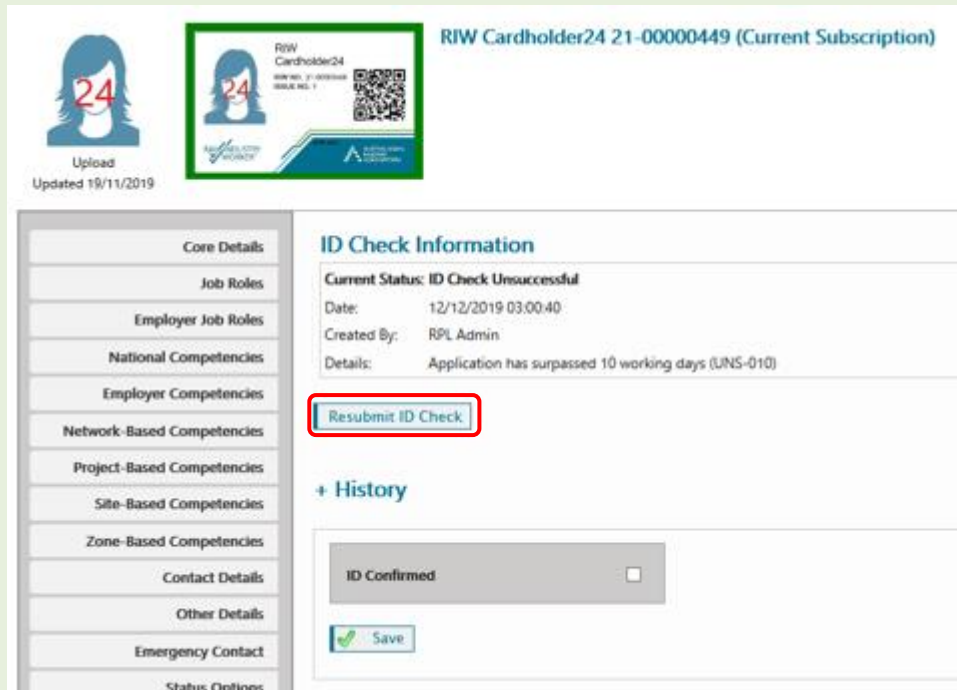
**Step 5** On the cardholders profile, navigate to the **ID check tab** on the left hand side menu.



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**Step 6** If the ID check failed due to not being completed by the cardholder within the allowable 10 days, then a new ID check must be requested. The cardholder profile will display the following message in the details section: Application has surpassed 10 working days.



The screenshot shows the profile page for 'RIW Cardholder24 21-00000449 (Current Subscription)'. At the top, there is a profile picture placeholder with the number '24' and a QR code for the cardholder. Below the profile picture is an 'Upload' button and the text 'Updated 19/11/2019'. The main content area is divided into two sections: 'Core Details' on the left and 'ID Check Information' on the right. The 'ID Check Information' section shows the current status as 'ID Check Unsuccessful', the date as '12/12/2019 03:00:40', and the creator as 'RPL Admin'. The details section states 'Application has surpassed 10 working days (UNS-010)'. A red box highlights the 'Resubmit ID Check' button. Below this is a '+ History' section with a toggle for 'ID Confirmed' (currently unchecked) and a 'Save' button.

Click on **Resubmit ID Check** to be taken to the **Shopping Basket** to process payment for the resubmission of the ID check.

*NOTE: It is important for Employer Administrators to monitor the progress of ID checks to prevent such a situation from occurring. To do this, on the cardholder profile click the **+ History** link, which will provide a summary of the ID check history (refer step 11 below).*

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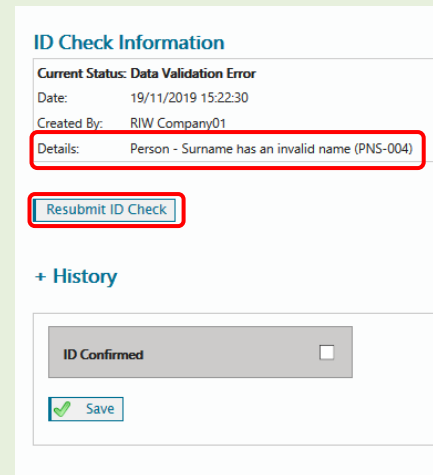
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**Step 7** Where the ID check has been rejected due to another reason, the Employer Administrator will receive a notification by email, or alternatively, can review the **Details:** description on the ID check menu on the cardholders profile.

In this example, the cardholders surname did not match the identification provided during the ID check.

Any changes to the core details of a cardholder (which is first name, surname or date of birth), must be made by the RIW Service Desk. In this instance, call 1300 101 682 to request amendment to the cardholder profile.

Once amended, the Employer Administrator will then need to be select the **Resubmit ID check** button in the cardholder profile to commence the process again (as per Step 6).



**ID Check Information**

Current Status: Data Validation Error

Date: 19/11/2019 15:22:30

Created By: RIW Company01

Details: Person - Surname has an invalid name (PNS-004)

[Resubmit ID Check](#)

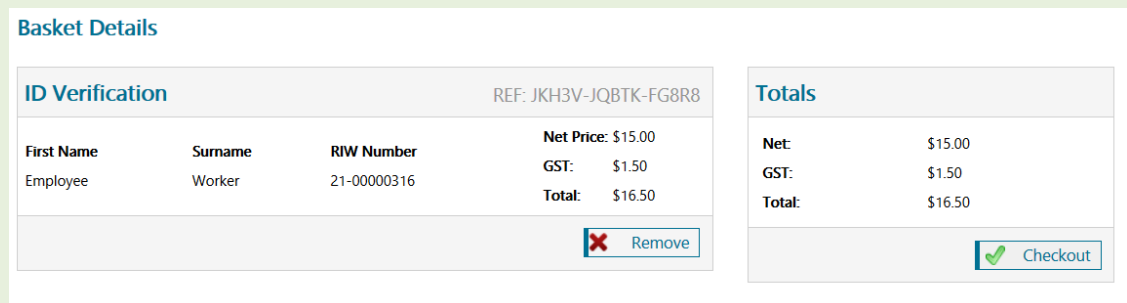
+ History

ID Confirmed

[Save](#)

All other issues may be similarly resolved. The RIW system will advise where the issue may be resolved without the assistance of the RIW Service Desk (for example, the identification document provided had expired). In this case, the Employer Administrator will need to re-submit the ID check and advise the cardholder to provide an updated identification document.

**Step 8** After the ID check has been resubmitted, the Employer Administrator will be prompted for payment of the new ID check.



**Basket Details**

ID Verification			REF: JKH3V-JQBTk-FG8R8
First Name	Surname	RIW Number	Net Price: \$15.00
Employee	Worker	21-00000316	GST: \$1.50
			Total: \$16.50

[Remove](#)

Totals	
Net:	\$15.00
GST:	\$1.50
Total:	\$16.50

[Checkout](#)

**Step 9** Complete the payment via PayPal or Pay on Account (if applicable).

**Step 10** The cardholder will receive an email to re-commence their online ID check. The cardholder will need to upload an acceptable identification document. For information about what documents the cardholder needs to supply, please refer to the [Quick Guide - Acceptable Identification Documents](#).

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
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**Step 11** The progress of the request can also be viewed on the cardholders **ID Check menu**. Click on the **+ History** link to display all the events/dates which occurred during the ID check.

**- History**

Event	Date	Created By	Details
Pending Veritas	06/12/2019 06:50:44	RPL Admin	
Pending Applicant	06/12/2019 06:36:07	RPL Admin	
ID Check Submitted	05/12/2019 15:26:16	Employer Admin	
ID Check Commenced	05/12/2019 15:26:16	RPL Admin	
Payment Complete	05/12/2019 15:26:15	Employer Admin	
ID Check Unsuccessful	05/12/2019 14:23:45	RPL Admin	Unverifiable - Document uploaded is not a Drivers License (7)
Pending Veritas	05/12/2019 14:07:36	RPL Admin	
Pending Applicant	05/12/2019 14:04:32	RPL Admin	
ID Check Submitted	05/12/2019 13:09:54	Employer Admin	
ID Check Commenced	05/12/2019 13:09:54	RPL Admin	
Payment Complete	05/12/2019 13:09:53	Employer Admin	
Pending ID Check	05/12/2019 11:05:16	Employer Admin	

**ID Confirmed**

 Save

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### Rejected ID Checks

If your ID check has been rejected there are four likely issues:

#### 1. Minor name issues

Spelling or spacing discrepancies between the RIW system and the verification document. For example:

- “Sam McDonald” has come from the RIW system but “Sam Mc Donald” appears on the licence.
- “Jack O’Meara” has come from the RIW system but “Jack Omeara” appears in the licence.

In each case, note the space omission/addition and the omission of the apostrophe. These ID matches will be rejected as the name cannot be verified as correct.

#### 2. Statutory Declaration used in place of an official “Change of Name” certificate

A statutory declaration from an individual who has anglicized his name, instead of an official change of name document. For example:

- “Nick Franklin” has come from the RIW system but “Nikolaus Franklin” appears on the licence.

It can be believed that he is known by “Nick” at work but considering the process defined, the ID check will be rejected as the ID and the name do not match.

#### 3. Single Name

ID check was received with the same name in the firstname, middlename and surname fields. For example

- “Muhammad Muhammad Muhammad” his ID only had “Muhammad Muhammad” as firstname, surname.

These ID matches will be rejected as the name cannot be verified as the correct match.

#### 4. Hyphenated Name

Confusion around first and middle names. For example:

- Firstname: “Anne”, middlename: “Marie” coming from the RIW system and “Anne-Marie” appearing on an ID.

These ID matches will be rejected as the name cannot be verified as correct match.

### Rejection codes

When an ID check is rejected, you may only be able to see the rejection code as follows, which will assist in determining the best course of action.

Code	Explanation	Action
3	Incorrect details	Check and correct personal details
4	Incomplete details	Ensure full details are provided (i.e. Full name etc.)
5	Identification document expired	Upload a current identification document
6	Details do not match	Check and correct any non-matching personal details
7	Unverifiable	Contact the Service Desk as the document provided cannot be verified
8	Not a government issued document	Upload an <a href="#">acceptable identification document</a>