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From: **Australia Post** <[noreply@email.auspost.com.au](mailto:noreply@email.auspost.com.au)>

Date: Mon, 5 Jul 2021 at 10:00

Subject: SecurePay authentication platform upgrade – Action required

You may recall we contacted you in March to let you know we were upgrading our authentication platform.

### 21. Gift Voucher online change

We've changed the positioning of the 'Redeem' and 'Add Additional Voucher' options to ensure that the first process is to enter the voucher, next for those that have multiple vouchers, add all the voucher numbers and then click 'Redeem'. We've also updated the info tip to explain this process. All vouchers must be entered before redeeming due to the validation checks required for each voucher.

## 5. Payment >

Enter Voucher Details Below:

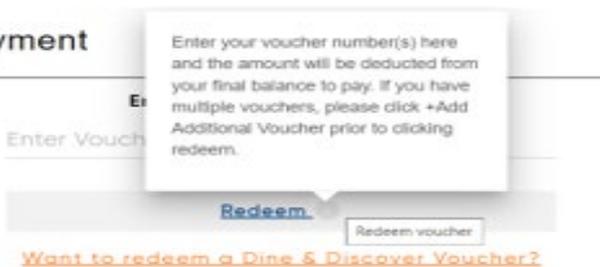
Enter Voucher No.

+ Add Additional Voucher

Redeem 

[Want to redeem a Dine & Discover Voucher?](#)

## 5. Payment



The screenshot shows the '5. Payment' section of the interface. A white info tip box is overlaid on the 'Redeem' button, containing the text: 'Enter your voucher number(s) here and the amount will be deducted from your final balance to pay. If you have multiple vouchers, please click +Add Additional Voucher prior to clicking redeem.' Below the info tip, the 'Redeem' button is visible, along with a 'Redeem voucher' button and the link '[Want to redeem a Dine & Discover Voucher?](#)'.

### 22. Password reset update to logic

When password reset is set under general settings to 'Set a number of days' option, when changing other settings from general settings, the system would on occasions ask operators to reset their password after submitting this page (submit and continue and save). This issue has been resolved.

## Back Office Login

Back Office Login refers to the login process of your organisation's backend users.

Set the max failed login attempts for your organisation backend users \* 

10

How often are users required to change their password? 

Set a number of days\*

Never Expires

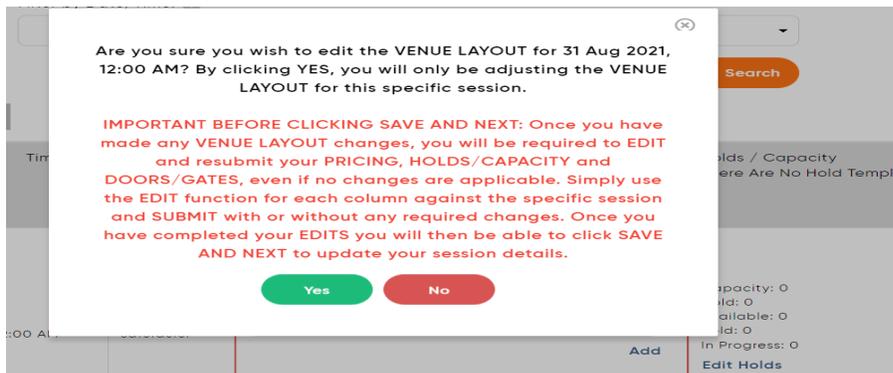
Change on First Login

Set the duration of inactivity after which a system user will automatically be logged out as a security precaution. \* 

180 Minutes

### 23. Event/Activity step 3 update

When editing a layout of an event/activity from step 3, we've updated the messaging when you click to edit the venue layout. As the venue layout is assigned a new name and against our database recognized as its own unique layout, It crucial to ensure that all steps are followed including updating the pricing template, holds and doors even if these elements haven't been applied to that event/activity.



### 24. Duplicate billing suburb/town displaying in patron record

The suburb/town would in some occasions appear duplicated. When displaying the data from google, our system interprets the address and then displays it. We've updated the code further in this analysis to prevent where possible, these duplicate details displaying.

#### Billing Address

Country

 AUSTRALIA ▾

1 Smith St Fitzroy, VIC, 3065

[Don't see your address? Enter manually.](#)

## 25. Patron field labels

When creating a custom multi select field, once a patron selects an option, it was not visible until the page was saved and refreshed. The display now shows the selected option.

A rectangular input field with the text "Multi Select" and a small upward-pointing triangle on the right side, indicating a dropdown menu.

Also, multiple selection was not showing the file uploaded until the patron would save the record. This has been updated to prevent any confusion to the patron that it hasn't been successfully uploaded.

ID Upload  
release 58.docx



## 26. Drag and drop GL Account Codes

You can now drag and drop your general ledger account codes by simply clicking onto the GL account code and moving it to your desired position in the list of all your GL account codes.

## GL Account Codes

*General ledger (GL) account codes are numerals you assign to different debit or credit entries*

[Show More >](#)

Enter Search term...	Status: Active
Active	GL Account Name ↑
<input checked="" type="checkbox"/>	GL ac123
<input checked="" type="checkbox"/>	GL from event

## 27. Apple Wallet Membership Cards

As more patrons move digital, the function of adding to apple wallet is becoming more widely used. We've now updated the apple wallet membership cards with an expiry date that calculates correctly the logic of the expiry date.

## 28. Off-sale Date correction when editing date/time

If you off-sale was set to 0 days, 0 hours 0 mins, on editing the date and time of a performance/session, the system would make the event off-sale according to the original date/time. This issue has been corrected.

A) SALES CHANNELS ⓘ B) TICKET TYPES ⓘ C) SCHEDULE ON-SALES ⓘ

Select All <input type="checkbox"/>		On-Sale 03 Oct 2021 10:19 AM	Off-Sale
<input type="checkbox"/>	INTERNET	01 Oct 2021 12:04 PM	<input type="radio"/> Date <input checked="" type="radio"/> Days After <input type="text" value="0"/> DD <input type="text" value="0"/> HH <input type="text" value="0"/> MM

### 29. Exchange update when changing prices

When processing an exchange and changing any of the fees, if a user did not click outside the input box, the system would highlight the field in red indicating an error. You would then have to click outside the field to ensure that the change was correctly reflected. This has been updated and you no longer need to click outside the box.

#### Exchange Credit Summary



You have selected 1 items for Exchange.

Subtotal:	<input type="text" value="40"/>
Ticket fee (\$0): <input type="button" value="Excluded"/>	<input type="text" value="0"/>
Transaction fee (\$0): <input type="button" value="Included"/>	<input type="text" value="0"/>
Delivery fee (\$0): <input type="button" value="Excluded"/>	<input type="text" value="0"/>
GST	<input type="text" value="4"/>
Payment Fee (\$1): <input type="button" value="Excluded"/>	<input type="text" value="0"/>
Exchange Fee: <input type="button" value="Included"/>	<input type="text" value="3"/>
<b>Exchange Credit:</b>	<input type="text" value="41"/>

(All price is in AUD)

### 30. Puerto Rico and Turks & Caicos Islands added

We've added these 2 countries to the list of available countries when adding a patron to the system.