Prepaid Activation Verifying ID Tips

Verifying ID Tips

To make it easier for customers to correctly enter their ID when activating their SIM online, we've prepared this guide to verifying ID using the DVS system. There will also be some useful hints available online, as the details are entered.

General Tips:

- All names should only contain standard English alphabetic characters, that is 'a' to 'z' or 'A' to 'Z'
- Apostrophes can be used in names, but must not be the first character. There must not be a space on either side of the apostrophe
- Hyphens can be used in names. There must be no spaces to be on either side of the hyphen
- The 'middle name' field is a required field only if the middle name is present on the document
- Where names are too long to fit into the fields, enter as much as can fit and don't enter parts of names to try and fit more in
- If the name is longer than 100 characters, then enter as much as can fit. Do not enter partial names.
- If you are entering more than one name in the First Name field, then only enter as many that fit completely.
- Do not input alias names, Hanyu Pinyin or names in brackets
- If you have a Western style name appearing first in the passport, then the Western style name should be input first in the First Name field
- If the customer considers they don't have a family name, enter all the First Name (s) into the Last Name field and '-' in the First Name field

Foreign Passport Tips:

- Foreign passports need to have a current valid Australian Visa associated with the passport
- Check out the Foreign Passports with Multiple Names matrix to understand how long and/or multiple names are entered into the activation portal
- If available, you can cross check the Visa Grant Notice or Label along with the passport. If you know the details are different between Passport & Grant Notice/Label, the name on the Grant Notice should be used
- Do not enter partial names. If there is only one name, enter that name into the SURNAME field. You must enter '-' in the FIRST Name field. Leave Middle name blank.
- The 'Passport Country Code' usually is a 3 letter Country Code which respresents the passport country of origin. Be careful to match the country code to the passport and not the country displays.
  For example, a passport displaying the Republic of China could have TWN (Taiwan) as the Passport Country Code and British passports have multiple country codes
- Germany is the only country to have a single letter country code, which is 'D'
- If your verification attempt is not returning any results, try the following:
  - Interchange the 'Surname' and 'First Name'
  - Interchange the 'Date of Birth' day and month
- Check if the customer has obtained a new passport since their visa grant. If they have obtained a new passport but not notified DIBP, advise the person to update their passport record otherwise the visa cannot be verified.

Medicare Card Tips:

- The Medicare Number is the ten digit number on the Medicare Card. Enter in without spaces
- The Medicare Card type is between 3 colours of the Medicare Card: Green, Blue or Yellow
- The Medicare Individual Reference Number (IRN) is the single number to the left of the name on the Medicare Card.
- Name on Card is to represent the customer's name exactly as shown on the Medicare Card. Use two or more of the multiple lines to precisely match the way the name appears on the card
- If the Medicare Card has expired in the last month and the new issued card has not been received yet, advance the"Medicare Card Number" by one and you will need to use the new expiry date. For example, if the number is 1234567891, the new number will be 1234567892.
- The Medicare Card Expiry Date is shown on the bottom right of the card. Enter in the date format exactly as shown on the card.

Foreign Passports with Multiple Names

For foreign passports where 1 – 4 names are provided on one line, the table below will help with order entry into the activation portal. This can include countries such as Malaysia, Japan, China, Hong Kong, Taiwan, Vietnam and Indonesia.

In the table below One, Two, Three and Four denotes the order the name appears on the passport.

Names on Passport	FIRST NAME field	MIDDLE NAME field	SURNAME field
4 names	One Three	Four	Two
3 Names	Two	Three	One
2 names	Two	*(leave blank)*	One
1 name	-	*(leave blank)*	One
	Note: *In this situation you must enter '-' in the First/Given Name field where there is only **one** name*		

For example the below customer has Four names appearing on one line of the passport:
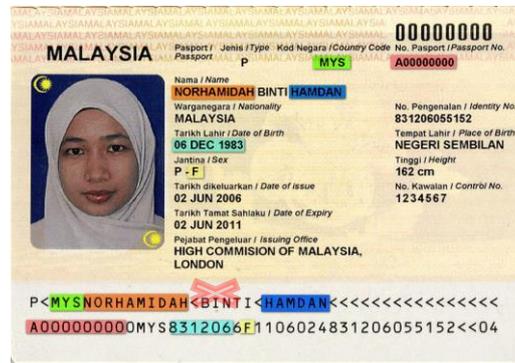
Name Titles

When a title appears on an ID we do not include these in the activation portal. Below are examples of Titles used in Asian names:

Malay/Muslim names do not include:

BT	Y.A.M.	MAJOR GENERAL	HJ
B.	Y.M.	PUAN SRI	HAJJAH
BIN	YB	DATO	HJH
BTE	TAN SRI	DATIN	PENGIRAN
BINTE	SRI PADUKA	DATUK	PINGGIRAN
Y.BHG.	TUNKU	HAJI	UNGKU

FIRST NAME	Hamdan
LAST NAME	Norhamidah

Note: Excluded "Binti"

Other Asian names do not include:

U	Ko	Maung	Daw
Ma.	S/O son of	D/O daughter of	A/L or AL
W/O	A/K or AK	A/P or AP	anak lelaki
Mr	anak kepada	anak perempuan	Jr
Miss	Mrs	Ms	Major
Senior	II	III	IV

3 Names

LAST NAME	Tran
FIRST NAME	Tuan
MIDDLE NAME	Anh
PASSPORT NUMBER	B0000000
COUNTRY CODE	VNM
DATE OF BIRTH	31/08/1957

1 Name

LAST NAME	Kartika
FIRST NAME	-