



Australian Government
Department of Human Services

PRODA

Provider Digital Access

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Introduction

- PROvider Digital Access (PRODA) provides an online, real-time self-service identity or organisation verification and authentication service for business related interaction with government online services.
- PRODA was introduced to the health care community with individual provider identity and authentication capabilities for secure access to Medicare online services in 2015; and has since progressed to a broader government application.
- As part of the individual registration process, PRODA validates information from Australian issued identity credentials using the Document Verification Service (DVS); a national online system that matches key details contained on those credentials with the electronic records held by the issuing agency.
- In 2018, PRODA was enhanced to include registration of provider organisations along with personnel authorisation role delegation and organisation management capability.
- As part of the organisation registration process, PRODA validates the organisation details and that the person is a listed Associate with legal authority for that organisation, against the information recorded on the Australian Business Register (ABR).

Benefits

- PRODA is fully digital and portable across web enabled devices. It doesn't require the installation of additional hardware or software unlike legacy authentication systems.
- PRODA provides convenience and added assurance from the traditional (100 point check) visual verification of identity documents, as it is able to identify records flagged as cancelled or stolen. It can also recognise potential duplicated or forged records.
- A PRODA individual account, once verified, does not expire and is owned by the individual (not their employer or organisation) and can still be used to access eligible services if the individual changes employers.
- PRODA uses its own set of credentials and validation rules that are independent of external parties or systems. This separation ensures that PRODA provides a minimal and simple set of rules for credential management that can be easily understood and trusted by relying parties.
- Only one account can be created per individual and the user can authenticate to any (or multiple) available services they are eligible for.
- PRODA allows organisations to delegate authorisation roles to PRODA individuals (usually personnel) in order to perform functions on behalf of the organisation.
- PRODA provides a Business to Business (B2B) and Business to Government (B2G) facility which utilises the latest industry standards in web service security to provide organisations with the ability to authenticate software for interacting with available government online services. The software instance is typically machine driven without any manual intervention.
- The department provides a dedicated PRODA support helpdesk.

Access to PRODA

Log in to PRODA is available at: humanservices.gov.au/PRODA or by searching PRODA from the search bar on the Department's website or selecting PRODA from the drop down menu for Health professionals.

The screenshot shows the Australian Government Department of Human Services website. At the top left is the Australian Government crest and the text "Australian Government Department of Human Services". Below this is a blue banner with the text "We deliver social and health payments and services". A search bar is visible, with the word "PRODA" entered and circled in red. To the right, a dropdown menu is open, showing various service categories. The "Health professionals" category is expanded, and "PRODA" is circled in red within this list. Other categories include "Individuals", "myGov", "Centrelink", "Child Support", "Medicare", and "Business". A warning message is displayed in the "Individuals" section, stating that Centrelink online accounts and Express Plus Centrelink mobile apps are experiencing intermittent issues.

Australian Government
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We deliver **social and health** payments and services

PRODA

Individuals

Families [Separated parents](#)

Older Australians [Your health](#)

Students and trainees [Migrants, refugees and visitors](#)

Rural and remote Australians [Indigenous Australians](#)

Organisations

Business [Health professionals](#) [Community](#) [About us](#)

myGov >

Centrelink >

Child Support >

Medicare >

Register Help

Health professionals

HPOS >

PRODA >

Aged care providers online >

Business v

Close

Centrelink online accounts and Express Plus Centrelink mobile apps are currently experiencing intermittent issues.

PRODA



PRODA

You need to know

Register

Managing

Provider Digital Access (PRODA) provides secure access to online government services.



Verifying identity documents within **Provider Digital Access (PRODA)** - If you experience difficulty after hours or on weekends this could be because the issuing agencies such as Births, Deaths and Marriages or the Department of Immigration and Border Protection are performing scheduled maintenance. Please try verifying a different document or re-try at another time.

Log on

Log on

Don't have an account yet? Read more about [registering](#).

You need to know

How the PRODA works.



Register

To access PRODA you must create your own account using your personal details and contact information.



Managing

Your options and obligations for the PRODA.



Login

If you have already created your PRODA account, login below.

Username

[Forgot your username?](#)

Password

[Show](#)

[Forgot your password?](#)

Login

Don't have a PRODA account? [Register now](#)

Register now

There are three steps to create a new account.

1 Create account



Provide your details, create a username and password, and verify your email address.

2 Verify documents



Verify 3 different [identity documents](#).

3 Match existing services



Complete matching process for your existing services.

By beginning the process you confirm that you acknowledge the [Terms and Conditions](#) and that your document information will be checked with the issuer or [official record holder](#).

Select 'Register now' to begin the process.

+ Your privacy

Register now

Already have a PRODA account? [Login here](#)

Registration

There are two steps to register a PRODA account before you can link to and access available services.

Step 1: Create your PRODA account

- Provide your personal and contact information for the profile of your account then set up a username, password and security questions.

To avoid discrepancies or delay with verification of your identity documents at Step 2, ensure the personal details entered (such as **first name** and **last name**, **gender** and **DOB**) are correct and consistent with the identity documents you will be using.



1 Create account



2 Verify documents



3 Match existing services

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Your details

Title (Optional)

Miss

First name

Mary

Additional names

(Required if on any of your identity documents)

Surname

Smith

Gender

Female

Date of birth

For example, 20 03 1976

Date Month Year

10 / 01 / 1980

Next



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Department of Human Services

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Create your login details

Username

Password

 [Show](#)

Confirm Password

 [Show](#)

- ✓ At least 10 characters
- ✓ At least 1 uppercase letter
- ✓ At least 1 lowercase letter
- ✓ At least 1 number or [special character](#)

[Next](#)



1 Create
account

[< Back](#)



2 Verify
documents



3 Match
existing
services

Your security questions

Security question 1

Where did I go on my first holiday? ▾

Answer 1

brisbane

Security question 2

What are the last 5 digits of my sports/gym membership card? ▾

Answer 2

25367

Security question 3

What was my favourite subject at school? ▾

Answer 3

sport

Next

These security questions will allow you to maintain access to your account where the log in details are forgotten or misplaced.

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1 Create account

2 Verify documents

3 Match existing services

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Your email address

You need to provide an email address for your account. We will need to verify that you own this email.

Email address
marysmith@google.com.au

Confirm email address
marysmith@google.com.au

Next

An access code is sent to verify your email address and at each time you log in to your PRODA account.

*To ensure you maintain access to your account this should be a **personal** email address.*

Thu 9/06/2016 11:03 AM

ET.PCEHR.TEST.TEAM

PRODA Activation Code [SEC=UNCLASSIFIED]

To johnsmith@gmail.com

This is an automated email. Please do not reply to this email address.
Your Provider Digital Access activation code is 052018

If you have received this email in error, you can contact us by visiting the Health Professionals page on our website.

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Provider Digital Access

1 Create account

2 Verify documents

3 Match existing services

If the contact details entered are not registered to an existing account, a code will be sent. Please enter the code here.

[< Back](#)

Verify your email address

We sent a code to your email address tania.lewis@humanservices.gov.au . Once you receive it, enter it below and select 'Next'.

Email code
052018

[Didn't receive your code?](#)

Next

Notification

You will receive an email with your username and RA (**Registration Authority**) number. The RA number is the unique reference number for your account. You may need to quote this number to your employer or if you contact PRODA Support for any issues.



Thu 9/06/2016 11:10 AM

ET.PCEHR.TEST.TEAM

PRODA Account Created [SEC=UNCLASSIFIED]

To johnsmith@gmail.com

This is an automated email. Please do not reply to this email address.

Dear Dr John Smith,

You have successfully created a Provider Digital Access (PRODA) account.

Your **username is prodatesting1**

Your **RA number is 7809111101**. This number can be used for delegations.

To manage your account you can login at anytime.

If you have any issues with your account you can call a PRODA Service Operator on 1800 700 199 (option 1).

If you have a Medicare PKI individual certificate it will remain active unless you take steps to revoke it.

For more information about PRODA, visit the Health Professional page on the DHS website.

If you have received this email in error, you can contact us by visiting the Health Professionals page on our website.

Step 2: Verify your identity

Verify your identity online and in real-time by providing key information from three accepted government-issued identity documents.

Important:

The PRODA account created will have a status **Pending** and you will not be able to link to any available services until it is Finalised through **completion of the identity verification**.

A pending account that is not accessed within a period of **60 days**, is archived by the automated 'Security clean up' process. To enable your account to remain active while awaiting finalisation, you must complete the identity verification step or log in to your account within 60 days of last access.

Verifying your identity

You have successfully completed Step 1 of the PRODA account creation process.

You can now use the Logout button on the top of the screen to save your progress and restart the process at a later time.

1 Create account



Provide your details, create a username and password, and supply your email address.

2 Verify documents



Verify 3 different [identity documents](#)

3 Match existing services



Complete matching process for your existing user services

You will now begin to verify your identity documentation online using the documents from the link in Step 2 above.

If you cannot verify your documents online, you will need to submit a paper form with documents from this [extended list](#).

Next

Choose from the list of accepted documents presented.

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Provider Digital Access

Mary Smith [Logout](#)

2 Verify documents 3 Match existing services

Verify your first document

- Australian passport
- Medicare card
- Australian driver's licence
- ImmiCard
- Australian birth certificate
- Australian Visa (supported by a foreign passport)
- Citizenship certificate
- Certificate of registration by descent
- I don't have any of these documents

[Next](#)

Australian passport

First name

Additional names

Surname

Document number

Select a sample



Next

An illustrative guide is provided for the selected document type

Medicare card

The name on my Medicare card is displayed across multiple lines

First name

Additional names

Surname

Medicare card number

Individual reference number

Card colour

Expiry date
 For example 16 03 2020 or 03 2020
 Month Year
 /

Select a sample



Medicare card green
[Show all available samples](#)

Next

Queensland driver's licence

First name

Additional names

Surname

Licence number

Select a sample



Next

Change of Name

If the name used to create the account is different to the identity documents, or the name differs across those documents, PRODA will require a subsequent document to verify the different names are for the same identity.

Verify your change of name

On 2 of your documents your name was different to your account name

- Mary Smith-**Known**
- Mary Lowe-**Unknown**

Please select a document below to verify your change of name and select 'Next'

- Marriage certificate (as issued by a Registry of Births, Deaths and Marriages)
- Change of name certificate (ACT, NT, SA and TAS issued documents only)
- I don't have any of these documents

Next

You will be required to download and complete the *Manual identity verification for Provider Digital Access (HW080)* form and provide the relevant identity documents.

Would you like to continue to the form?

Yes

No

An illustrative guide is provided for the selected document type

By selecting **I don't have any of these documents** the user will be directed to the Manual identity verification form to download and submit to the department for manual verification by PRODA Support.



Your identity has been successfully verified!

You have successfully completed Step 2 of the PRODA account creation process.

1 Create account



Provide your details, create a username and password, and supply your email address.

2 Verify documents



Verify 3 different [identity documents](#).

- ✔ Australian passport
- ✔ Medicare card
- ✔ Australian driver's licence

3 Match existing services



Complete matching process for your existing services.

You will now choose your code preference and complete matching to existing services.

Next

Pending completion

Your identity is unable to be verified online.

1 Create account



Provide your details, create a username and password, and supply your email address.

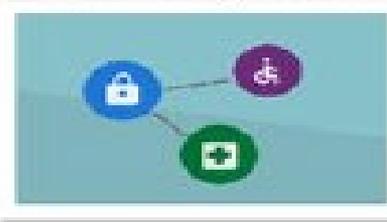
2 Verify documents



Verify 3 different [identity documents](#).

- Australian passport
- Medicare card

3 Match existing services



Complete matching process for your existing services.

To complete the process submit the paper form using the Download form button below.

You can submit a broader range of documents using the paper form than you can online.

[Download form](#)

You will be required to download and complete the *Manual identity verification for Provider Digital Access (HW080) form* and provide the relevant identity documents.

Would you like to continue to the form?

If all required identity documents are not verified, the PRODA account will have a status **Pending** and you will *not* be able to link to any available services until it is Finalised through completing this online process or by downloading and submitting the Manual identity verification form for manual verification by PRODA Support.

Accessing your account

PRODA enforces two-factor authentication in addition to username and password, where a timed, one time use verification code is sent each time you login to access your account.

On successful verification of your identity the below screen will present to choose your preferred method of receiving the code. This will default to email but can be via SMS or generated on the PRODA mobile IOS or android app you install after downloading it from the App Store or Google Play.

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Provider Digital Access

Mary Smith Logout

1 Create account

2 Verify documents

3 Match existing services

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Your verification code preference

Each time you login we will need you to enter a code which can be generated via our mobile app (recommended), email or mobile phone. Please choose your preferred option to receive your code.

Email

Mobile App

Mobile phone (SMS)

masmith@google.com.au

Next

To ensure you maintain access to your account this should be a personal mobile or email address.

You can update the preference at any time from the account settings.

Link to Services or Register your organisation

Once you have created a PRODA individual account you can link to certain services you are eligible for from the **Services** page.

If the available service you are eligible for does not accept PRODA individual, you will need to Register your organisation (ORG) in PRODA to link to and access that service.

The screenshot shows the PRODA user interface. At the top, there is a navigation bar with the Australian Government logo, the text 'PRODA Provider Digital Access', and the user name 'Lynne'. Below this, there are menu items: 'Profile', 'Services', 'Organisations', and 'Logout'. The 'Services' menu item is circled in orange, and an orange arrow points to it from below. Below the navigation bar, there is a 'Privacy Notice' section with a warning icon and text: 'By linking to any of the online services below, you agree that your personal and / or your organisation's information (including your organisations' personnel details) may be shared with the relevant department or agency to determine appropriate access to their online system.' Below the privacy notice, there is a section titled 'My linked services' with the text: 'You have not added any services. Select a service from the Available services section below to begin the matching process.' Below this, there is a section titled 'Available services' with three service cards: 'Health Professional Online Services' (with 'Go to service' and 'Link Identifiers' buttons), 'ndis myplace Provider Portal', and 'Disability Medical Assessment Online Services'. At the bottom of the page, there are icons for a search, a phone, a lock, and a chat bubble.

Linking will depend on what that service requires to establish the relationship with your PRODA Individual or ORG account.

This may include providing details of your service registration which are matched to those details recorded by the service provider; or an application for registration to the service may be presented.

Register your organisation (ORG)

As part of the PRODA ORG registration process, PRODA validates information against the details recorded for that organisation on the **Australian Business Register (ABR)**.

Important:

To verify that the user has legal authority to commit the organisation, the user **must** be listed as an **Associate** for that organisation and will then be presented with Proof of Record Ownership (PORO) questions.

Their PRODA individual name, organisation information provided and answers given to PORO **must** exactly match the details recorded on the ABR that is supplied by businesses when they register for an Australian Business Number (ABN).

My Organisations

You're a member of the organisations listed below.

Click on the organisation to:

- view the organisation's details
- manage the organisation's devices
- add or remove the organisation's members

Name	ABN/ACN	Organisation Status	Role
doi-test-QwF0e	ABN 21 175 263 263	Active	Personnel / Active

1 organisations found.

[Join an Organisation](#)

[Register New Organisation](#)

From the PRODA menu at the top of the screen select the **Organisations** tab then select **Register New Organisation**.

Enter the legal entity details for the ABN as they appear on the ABR record.

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Enter Organisation Details

To register an Organisation you need to provide the Organisation's ABN or ACN, the Organisation's name, the Organisation's email address and the Organisation's contact phone number (optional).

You acknowledge that the information provided to create your Organisation will be verified with the Australian Business Registry (ABR).

Organisation Name

Business Identifier Type

ABN ACN

Organisation ABN

Organisation Contact Email Address

Confirm Organisation Contact Email Address

Organisation Contact Phone Number (Optional)

[Back](#)

[Submit](#)

Proof of Record Ownership (PORO)

If the information provided has been successfully verified with the ABR, the organisation will be registered in PRODA and PORO questions will be presented to the user. These questions are based on non-publicly available information supplied by businesses when they register for an ABN.

ABR information can be viewed or updated using an AUSkey or contacting the ABR.

Organisation has been successfully registered.

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Verify Organisation Relationship

Please answer the following questions about your organisation to verify your relationship. The answers will need to match the official ABN/ABR records.

❗ What is the ANZSIC business industry description for the organisation that you have entered?

❗ What is the Contact all hours phone number for the organisation that you have entered?

❗ What is the Suburb of the organisation that you have entered?

[Back](#) [Submit](#)

*The registered Org will have a status **Unmatched** or **Pending** until their legal authority is verified through completion of the PORO.*

Activate the registered ORG

If the PORO has been successfully answered the Associate will be listed as the Director. An activation code is sent to verify the organisation contact email address and Finalise the ORG registration with status **Active**.

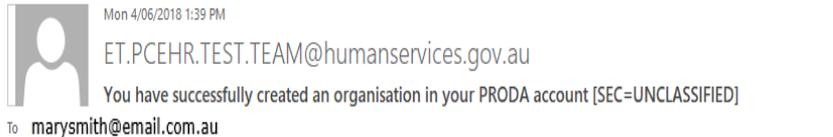
Until the ORG contact email address is verified the registered ORG in PRODA will have a status **email Not Verified** and you will not be able to link to available services.

The screenshot displays the PRODA interface for verifying an organisation's email. At the top, the Australian Government logo and 'PRODA Provider Digital Access' are visible. A navigation bar includes 'Profile | Services | Organisations | Logout'. A green banner states: 'You have successfully joined [redacted] as a Director.' Below this, the heading 'Verify Organisation Email' is shown. A message indicates a code was sent to the organisation email address at 13/06/2018 10:55:37 am. There is an input field for the verification code, followed by 'Verify' and 'Resend Code' buttons. A note states: 'If you would like the code to be sent to a different email address, you will need to update the organisation contact email address.' Below this are two input fields for 'Organisation Contact Email Address' and 'Confirm Organisation Contact Email Address', followed by a 'Save and Send Code' button.

*Enter the ORG contact email address and select **Save and Send Code** then enter the activation code sent and select **Verify**.*

Organisation Details

Once your email has been verified you will receive an email confirming the successful registration of the ORG and associated unique RA (Registration Authority) number.



This message is from the Australian Government Department of Human Services.

Please DO NOT REPLY by email as this mailbox is not monitored.

You have successfully created an organisation in your Provider Digital Access (PRODA) account.

Your organisation's Registration Authority number is 4562075854. Please keep this number as you may need it for future refe

To manage your organisation, you can log on to your PRODA account at any time.

If you have any issues with your account or have received this email in error, please call us on 1800 700 199 option 1 (call chi

For more information about PRODA, please go to the Australian Government Department of Human Services website and see

Organisation Contact email has been successfully verified.

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PRODA-BVT ORG-01

Organisation Details	
PRODA RA (Organisation)	7809111101
Status	Active
ACN	001 500 009
Contact Email Address	prodatesting@mail.com
Contact Phone Number	Not supplied.

Member Role			
PRODA RA (Individual)	8809111101	Role	Director
Name	Mary Smith	Status	Active
Activity Status	Active	Start Date	18/04/2018
Identity Status	Known		

- Members
- Service Providers
- B2B Devices

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From the **Organisation Details** screen the Director for the ORG in PRODA can:

- **add members** using their PRODA individual RA number and surname; and **delegate appropriate role attributes** to perform functions on behalf of the ORG
- **add and link** the ORG to available services that accepts PRODA ORG authentication
- **register a B2B device** (Business to Business) to authenticate to a service utilising a vendor software product for unattended **B2G** (Business to Government) transactions.

Manage Members

This function allows the Director or delegate to add or remove members to the ORG (usually personnel) and delegate appropriate role **attributes** to perform management or administrative functions in PRODA on behalf of the ORG.

Name	PRODA RA	Role	Status
Mary Smith	7809111101	Director	Active
PEPESTVEN	6585548957	Personnel	Active
PEPESTBUS	8738548207	Director	Active

[Add Member](#)

Service Providers

B2B Devices

Add a member to PRODA-BVT ORG-01

Member Search

To add a person to your organisation, enter their details in the fields below and click search.

PRODA RA (Individual):

Surname:

I confirm that I have obtained the consent of this individual to search or add them to my Organisation's PRODA account.

[Search](#)

[Back](#)

[Delegate To This Member](#)

New Delegation To This Member

To grant additional delegations to this member select the appropriate delegation from the list below and click Delegate.

Add and link to available services

Linking will depend on what that service requires to establish the relationship with your PRODA ORG account. This may include providing details of your service registration which are matched to those details recorded by the service provider; or an application for registration to the service may be presented.

After registering for PBS select **Add Service Provider** then select **PBS Online** and follow the on-screen prompts - you will need your **Pharmacy Approval Number**.

Members

Service Providers

Name
Child Care Subsidy system
National ReDress Scheme
Pharmaceutical Benefits Scheme - PBS Online

Add Service Provider

Add Service Provider

To add a Service Provider to your Organisation, select the provider from the list below and click Add.

Adding a Service Provider enables Organisation Members to access the Service Provider in relation to this Organisation.

B2B Devices

B2B Devices

This function allows the Director or delegate to register a Business to Business (B2B) device to authenticate to an available service utilising a vendor software product for unattended **B2G** (Business to Government) transactions.

Select **Register Device** then enter a **Device Name**. The Device Name must be unique to this ORG and should be descriptive enough for you to recognise.

Members ▾

Service Providers ▾

B2B Devices ▲

Device Name	Device Status
DEVICE-003	Disabled
DeviceNameGoesHere	Active
JNewDevice3	Inactive

Register New B2B Device

Register New B2B Device

Generate a Device Activation Code for a new device.

This process is in two parts.

1. Use the form below to enter a new, unique name for the device. Make sure this name is descriptive enough for you to recognise the location of the device easily.
2. Once submitted, copy the code and provide it to the software or application requesting it. **Misuse or loss of this code can have consequences.**

Please enter the name of the Business To Business Device that you wish to register for your organisation below.

The Device Name must be unique within this organisation.

Device Name:

Description: (Optional)

[Back](#) [Register Device](#)

Device Activation Code

Write down this Device Activation Code for use in your practice management software.

Your Device Activation Code: ITMVNcDpog

Device Name: MyDevice

PRODA RA (Organisation): 1397069367

This code is valid from now until 17/04/2018 01:10:07 pm .

[Back](#) [View Device Details](#)

A device activation code will be displayed **on screen** and must be entered into the vendor software product within **7 days**.

Linking is accomplished by activating the software via entering the code into the product or providing this to the software vendor.

Details of the B2B device are shown and managed under the **B2B Devices** accordion then selecting the **Device Name** listed.

Details for Device: MyDevice

On this screen you can do the following:

- view or generate your Device Activation Code for an inactive device
- view your device history
- disable the device if it is active
- remove this device from the PRODA system

Name MyDevice
Description
Status Inactive
New Device Activation Code generated for the device 10/04/2018 01:10:07 pm

Device Activation Code

The Device Activation Code identifies your device to PRODA and, when entered into your practice management software, allows secure connection to the services you use.

Your Device Activation Code has expired. A new code can be generated using the button below.

New Device Activation Code

Remove B2B Device

You can remove this device from the PRODA system by clicking the Remove B2B Device button below.

Note that this action cannot be undone. If you wish to use the device at a later date, you will need to go back through the device registration process.

Remove B2B Device

View History

You can view the history for this device by clicking the View History button

View History

Back

Device Utils

Members

Service Providers

B2B Devices

Device Name	Device Status
DEVICE-003	Disabled
DeviceNameGoesHere	Active
JNewDevice3	Inactive

Register New B2B Device

Back

The device activation period is **6 months** and a new activation code will need to be generated.

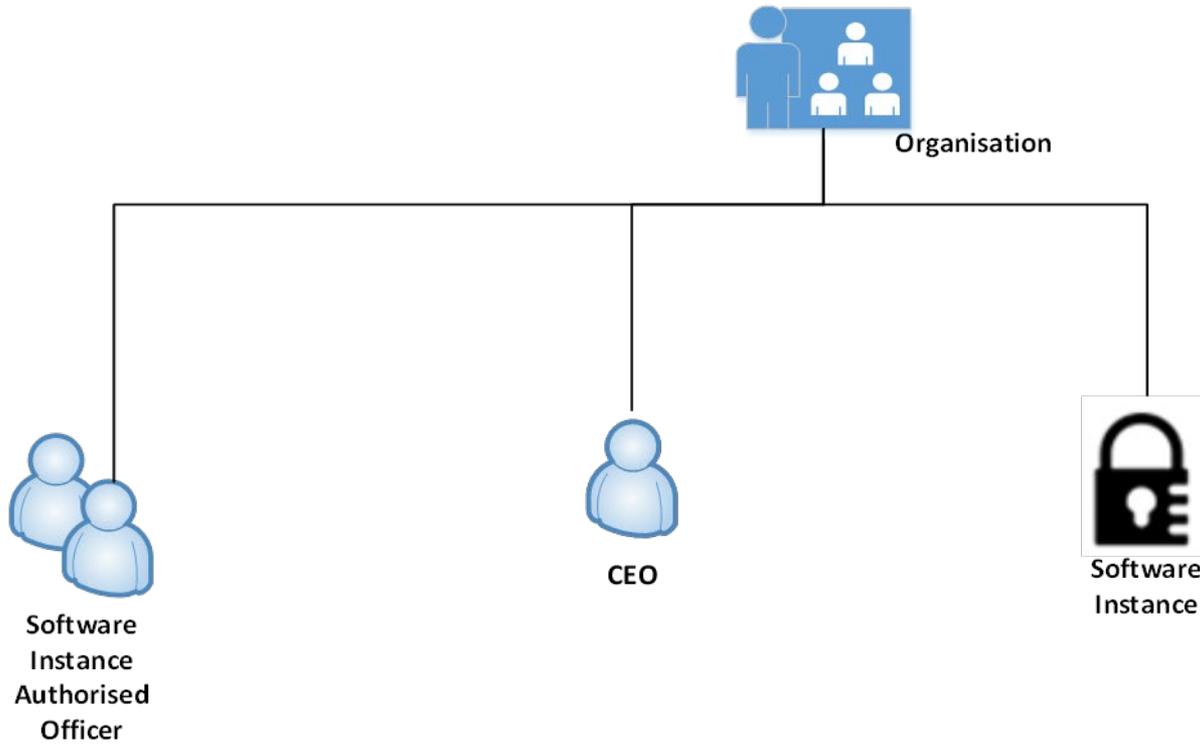
Confirm Generate New Device Activation Code

- You are about to generate a new Device Activation Code for this device.
- Are you sure?

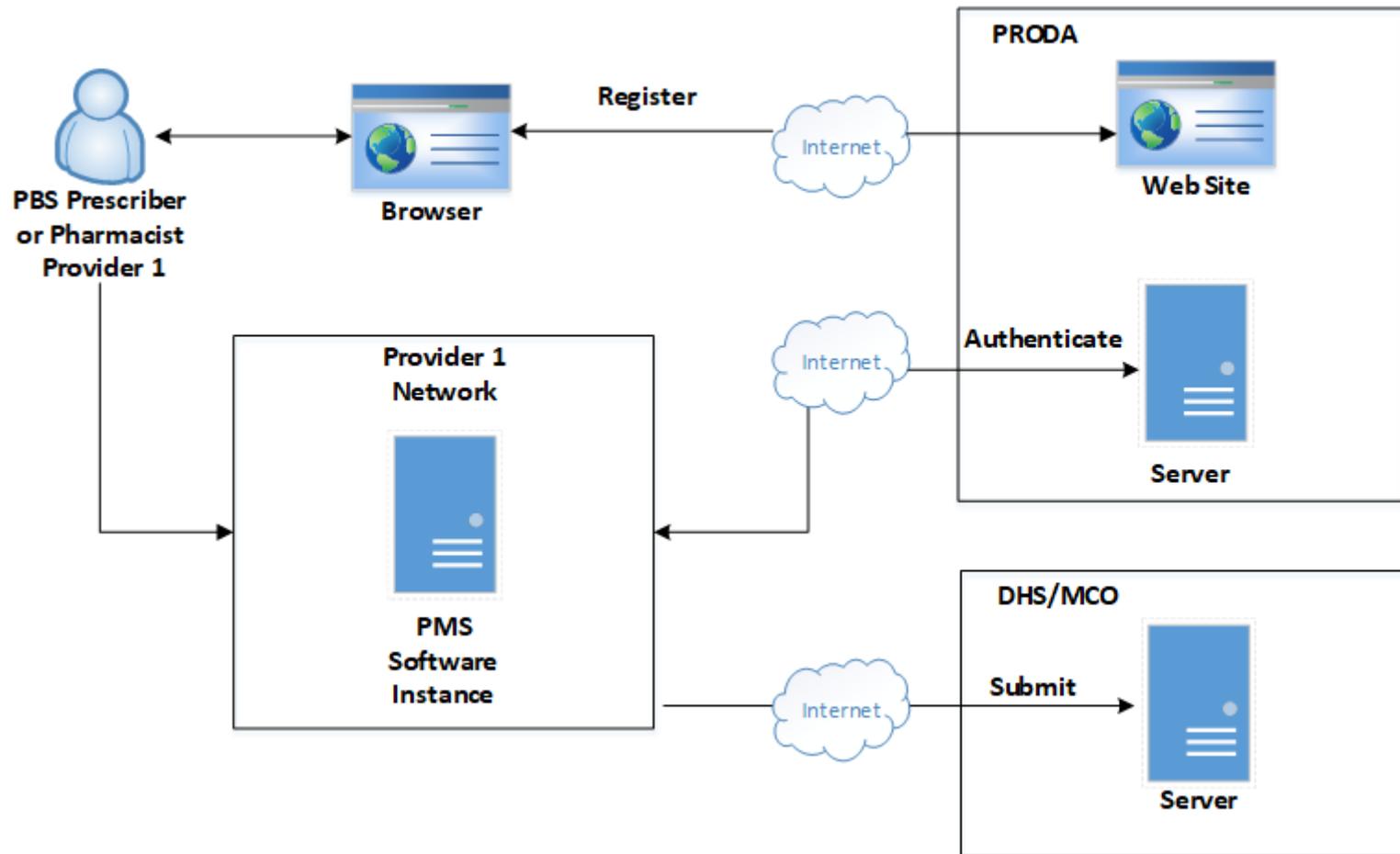
Cancel

Generate New Device Activation Code

B2G process

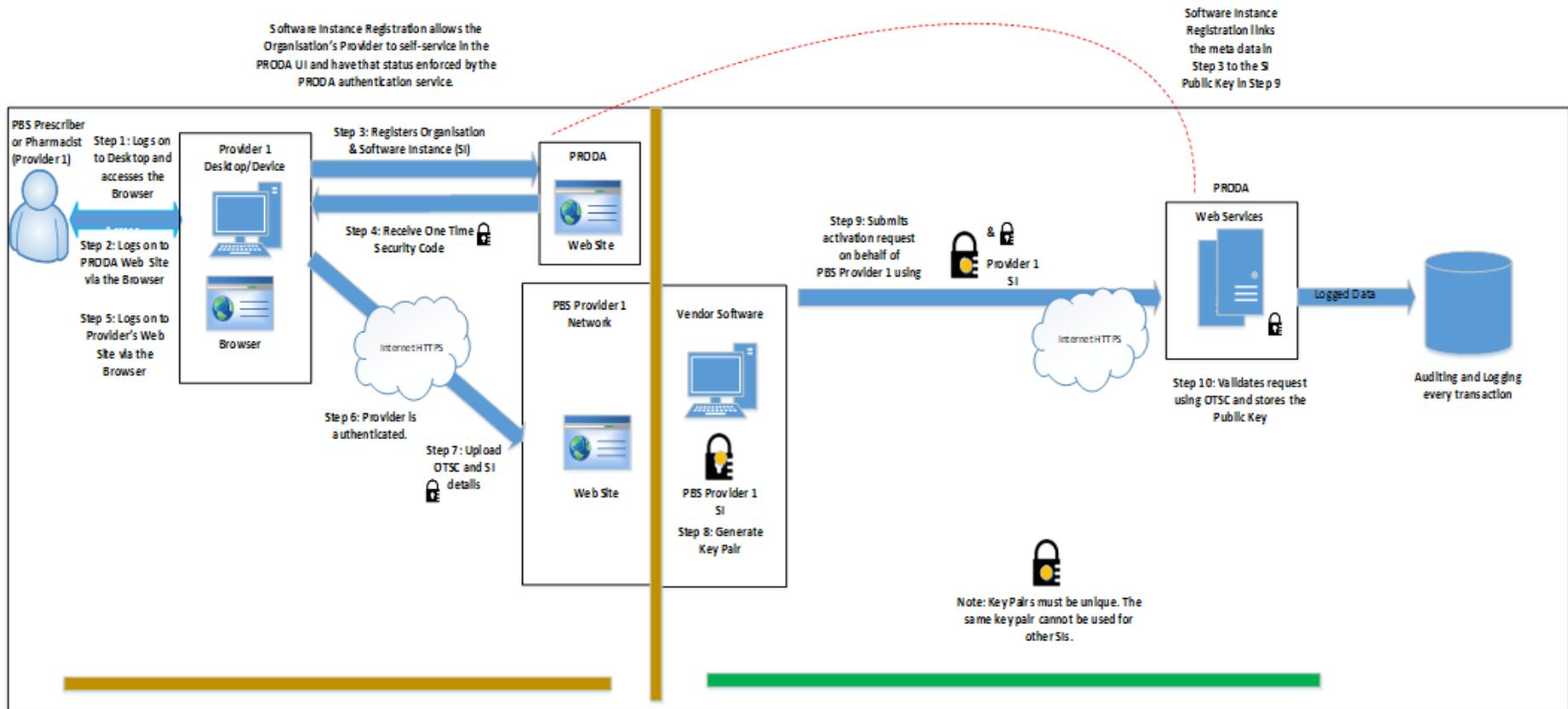


B2G process



B2G process: Activation

Linking is accomplished by activating the Software. Activating is linking the OTSC or Activate Code and the Public Key to the SI.



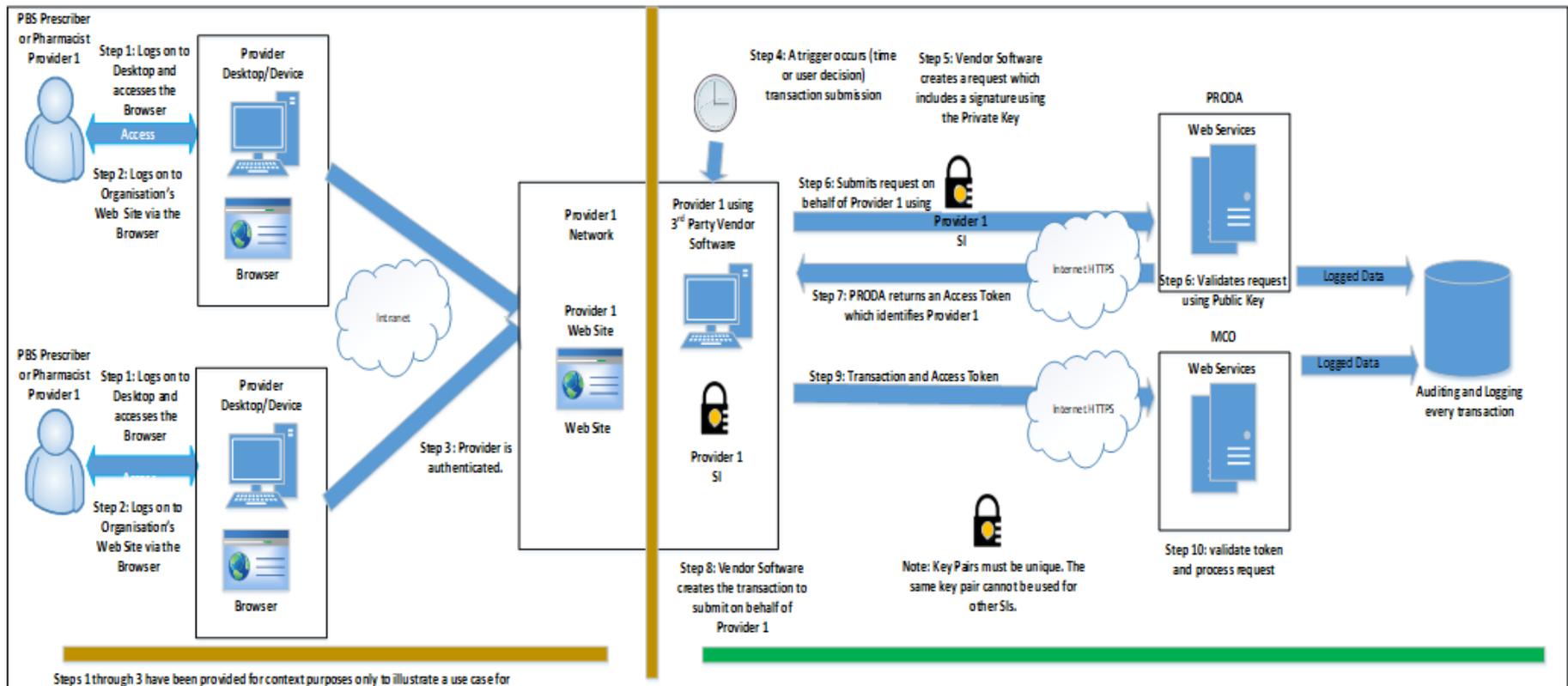
Steps 1 through 7 describe the SI registration process.

The use case illustrated uses an on-premises web site, however this could just as easily be an application.

Steps 8 through 10 illustrate the unattended B2B use case and has been included to show a use case where it is combined with the Vendor Software in the Organisations Network.

B2G process: Authentication

Unattended Scenario using on-premise configuration to authenticate and submit unattended transaction for PBS Prescriber or Pharmacist (Provider 1).



Steps 1 through 3 have been provided for context purposes only to illustrate a use case for unattended Web Services.

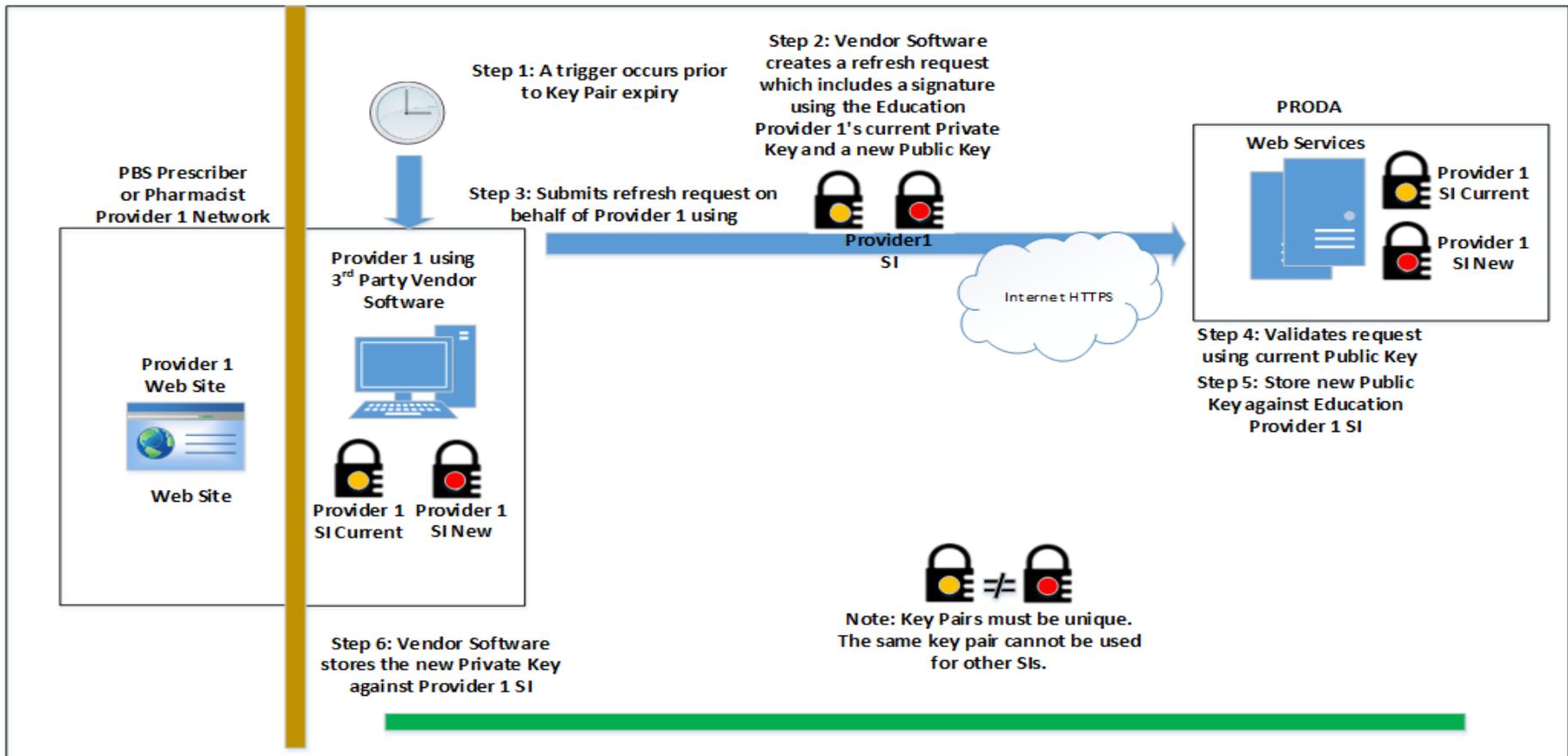
This use case illustrates a web site implementation, however the web site could as easily be replaced with an application.

Data is captured, manipulated and transformed appropriately by the 3rd Party Vendor Software.

Steps 4 through 10 illustrate the unattended B2B use case and has been included to show a use case where it is combined with the Vendor Software.

B2G process: Refresh

Unattended Scenario using on-premise configuration to refresh Key Pair for PBS Prescriber or Pharmacist (Provider 1).



Steps 1 through 6 illustrate the unattended B2B use case & included to show where it is combined with the Vendor Software.

Question Time

