

VISA PAK ISSUE 356 — 11 MAY 2018

AUTOMATIC CLIENT NOTE CREATION WHEN UPDATING AN ADDRESS IN AMS

Prior to the introduction of Maintain Identity (editing of identity data in IDMe) in October 2017 an automated AMS client note was created each time an address was updated. That function was removed when Maintain Identity was introduced, but has now been restored following feedback from offices that it is useful to help clarify which address is the most recent, and the dates addresses were changed.

Notes will be created going forward but not for the period October 2017 to May 2018. There are some changes to how the notes look because the information is being synced to AMS from IDMe rather than entered into AMS directly by a case manager:

- The note will not be able to display the case manager and the branch/office that made the changes. The AMS note will display the case manager as IGMS Case Manager and branch/officer as IGMS.
- The time displayed will be NZT.

Restoration of the full functionality and backfilling missing notes are being looked at for a future release.