Glossary TrueProfile.io

Term	Meaning
Key Stakeholders	
Member	Our registered B2C users, always with capital letter M *(see user types below)*
Applicant	Applicant until they sign up on TrueProfile.io, then they become Members. Towards Business Partner clients, we also use the terms when speaking about their "applicants". DataFlow calles their B2C customers "applicants".
Business Partner	Our B2B users, so far called "Partner". Can use VaaS or/and Recruiting product.
Issuing Authority (IA)	Universities, previous employers of a Member or licensing bodies. Always with capital letters I A
Authorities	Existing clients of DataFlow, mainly governments and regulators in the GCC
User Types	
TP.io User	Members, who either have never requested a verification or only have purchased verifications on TP.io.
Greenfield Users	Newly signed-up Members, who signed up with TrueProfile.io without having any connection to DataFlow before.
User 1	DataFlow applicants, who registered at TP.io to download their recently issued DataFlow report. They receive an invitation email to register on TP.io as soon as their report has been completed. Report download is free within 90 days after the report issue date. We also provide them a preview of how their myTrueProfile can look like when they upgrade to Premium *(check subscriptions section below)*
User 2	DataFlow applicants who actively reached out to DataFlow to receive a report copy. They either can pay on DataFlowStatus and get their report there or register on TP.io. They are required to upgrade to Premium to download their DataFlow reports.

User 3	Previous DataFlow applicants who were contacted by TP.io to safeguard their report on TP.io. Report download requires upgrade to Premium.
BP Members	Members who have used a BP voucher code, accepted a verification request or gave a BP access to their myTrueProfile.
BP Operators	Employees of a Business Partner, who have access to the Business Partner Dashboard.
Main / Sub account	Member accounts can be connected if they belong to the same person. One account is defined as the main account, the other(s) are sub accounts, which cannot be accessed any more. Especially relevant for User 1/2/3, who have used different email addresses for different DataFlow reports.
PRO	Companies who support applicants during their application process abroad. They usually request verifications with their own email addresses, which results in applicants not receiving their report after completion. Not allowed on TP.io.
Verification Items	
Document	Item that is submitted by a member for verification
Credential	Item that has been verified by TrueProfile.io/DataFlow
Bundle	Combination of verifications bundled into one product with a new name (especially relevant for BPs) and usually discounted pricing
DataFlow report	Issued PDF document by DataFlow, that contains the verification result of the applicant's documents and data points.
Case reference number (previously barcode)	Unique identifier of a verification check. Standard structure for TP.io: DFP1-[last two digits of year, like 20][two digits for month]-[six digits] Example: DFP1-2002-123456
TrueProof	The created unit of our verification along with a copy of the document. Result of one verified check. It's a PDF. Based on a positive DataFlow report.
TrueProof Online	Online destination of a TrueProof with a URL that can be shared.
TrueIdentity	A check mark on the Member's profile which confirms that

	their identity has been positively verified (Identity TrueProof)
Letter of Authorisation (LOA)	Signed consent by the Member, which gives DataFlow the permission to reach out to IAs to conduct a verification. Mandatory for each verification, expires after 1 month.
Verified	DataFlow was able to issue a positive report *(see below)*
Not verified	DataFlow did not issue a a positive report / issued a UTV or negative report
Unable to verify (UTV)	DataFlow did not issue a positive report, because the IA did not get back to our request or DataFlow could not verify the information without doubt.
Discrepancy	DataFlow is sure that the applicant provided a fake document or the IA did clearly deny any connection to the applicant's document. DataFlow issues a report with the status "Discrepancy".
Veriflow	Verification software DataFlow uses to verify documents. There, DataFlow reports are created and verification proof is stored.
Turnaround Time (TAT)	Maximum period of time which a verification should take. Standard: 25 working days. Can vary based on Service Agreement with Business Partner (current minimum: 14 working days). Days in insufficiency *(see below)* are not counted (adjusted TAT). Communication to Member: 35 days
Insufficiency	If the submitted document and data does not match or the document is missing / cannot be verified, a dedicated team reaches out to the applicant to ask for clarification / new document.
Verbal/written verification	Verifications can be received verbally (by phone call, recorded) or written (email, fax, letter). Written is preferred.
Appeal ("lodge an appeal")	Opportunity for a member to re-verify their UTV / discrepancy verification result. Free of charge in case the Member provides new evidence / additional documents. Appeals do not overwrite the previous verification result, but receive a new case reference number (connected with a parent/child relationship in Veriflow)
Verification as a Service (VaaS)	Provision of TrueProfile's verification services as 'Verification as a Service'

Subscriptions	
Premium Subscription	Yearly subscription of USD 29 / year (auto-renewal). Upgrade option for User 1/2/3 to be able to download DataFlow report (older than 90 days) and get report split up into TrueProofs. Further Premium benefits to be discussed.
Premium Members	Members who have upgraded to Premium.
Premium For Life	User 1/2/3 who have purchased a TP.io verification receive Premium benefits without paying yearly subscription fee.
TP01 case	DataFlow reports, which cannot be split up automatically when the user upgrades, are manually split up into single components by a dedicated DataFlow team. The newly created cases are called "TP01 cases". TAT: 2 days
TP02 case	DataFlow reports which cannot be split up automatically are manually split up proactively to provide more information for the recruiting product and to incentivize the Member to upgrade to Premium.
Components	
Component	Generic term of either a document type or certificate type.
Primary Source Verification (PSV)	{self explanatory}
Education TrueProof *(new)*	Result of a positive check/verification for a university/college degree
Professional TrueProof *(new)*	Result of a positive check/verification for an employment
License TrueProof *(new)*	Result of a positive check/verification for a permission to practise a specific profession
Good Standing TrueProof	Result of a positive check/verification for a document which confirms the good standing of an applicant (usually issued by licensing authority or employer)
Identity TrueProof	Result of a positively verified identity document (passport/ID card/driver's license) which uses IDnow app to facilitate. Includes: ID verification, face recognition, liveliness check & security features check
CrossCheck	Check in the DataFlow database to conduct critical pre-employment and due diligence checks. Issued as status "No

	record found" or as PDF in case of finding. Only issued to Business Partner, not Member. Optional as add-on for BPs, no (public) TrueProof category.
Residency Check	Verification of an applicant's residency, issued as DataFlow report. Only required for MSBN applicants right now, therefore not a (public) TrueProof category. Optional as add-on for BP.
{Item} + TrueProof *(new)*	Syntax for every new component like e.g. "Identity Certificate"
Component - Check - TrueProof *{just for internal context}*	Lifecycle of a document from start to end (assuming positive verification)
myTrueProfile *(new)*	Aggregation page of each member where all their certificates are being displayed in the form of a verified digital CV which can be shared with employers/regulators. Members can also add not-verified sections.
(Promotional) Voucher (Code)	Voucher handed out to a member for a B2C-discount
Business Partner Voucher (Code)	Voucher sold to a Business Partner to facilitate their verification requirements. Business Partner sends it to members.
uPort	Decentralised blockchain app that enables Members to store their verifications on their phone and share them on a granular level. Promotes self-sovereign identity.
Validate page	/validate to validate TrueProof PDFs. Live check on the Ethereum blockchain.
TrueProfile.io Scholarship	Monthly $1,000 scholarship awarded to one Member based on specific entry requirements. Entry requirements tend to change on a monthly basis.
TrueProfile.io Recruiting	Recruitment platform which enables Business Partners to source verified talent. Members can opt in (or out) from being searchable in our database of verified candidates and can choose how Business Partners can contact them.
Landing Page	● B2C: the classic for performance marketing ● B2B:Page co-branded TrueProfile.io and Business Partner where the Business Partner sends their candidates to become TrueProfile.io Members.
Report	The entire DataFlow report which can be found and downloaded as one document via the myTrueProfile page

Recruiting	
Contact Settings	Mandatory member settings, which define if a user can be included in the pool of recruitable candidates. See setting options below.
Searchable (yes/no)	Yes: Applicant can be included in the pool of recruitable candidates No: Member cannot be displayed in recruiting product
Contact Allowance (yes/no) *(legacy)*	Yes: Recruiter can directly see the non anonymized profile without asking for permission first No: Recruiter requests access to non anonymized profile *(removed in April 2020)*
Monthly contact access credits	Monthly allowance of contact accesses.
Free credits	Number of free contact access credits provided by the sales team.
TrueProfile.io Connect	
TrueProfile.io Connect	Product in development, which will allow BPs to request verifications from various management software tools (like SAP Success Factors).
Verification request	Verification requirement of a BP, sent to an applicant via email.
Matching logic (coming soon)	Logic which allows Members to match new / already existing verifications with the BP's verification request.
TrueProfile.io Token (TPT) (coming soon)	Currency for BPs, which will be introduced with Connect. Each verification has a standard token value. Standard pricing per token, but can be adjusted by the sales team.
Blog	
blog.trueprofile.io	Member-facing blog
businessblog.trueprofile.io	Employer-facing blog