

# How to add a Prospect an Onboarding & Data Collection Request

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<b>Applies to</b>	KYC360 Onboard
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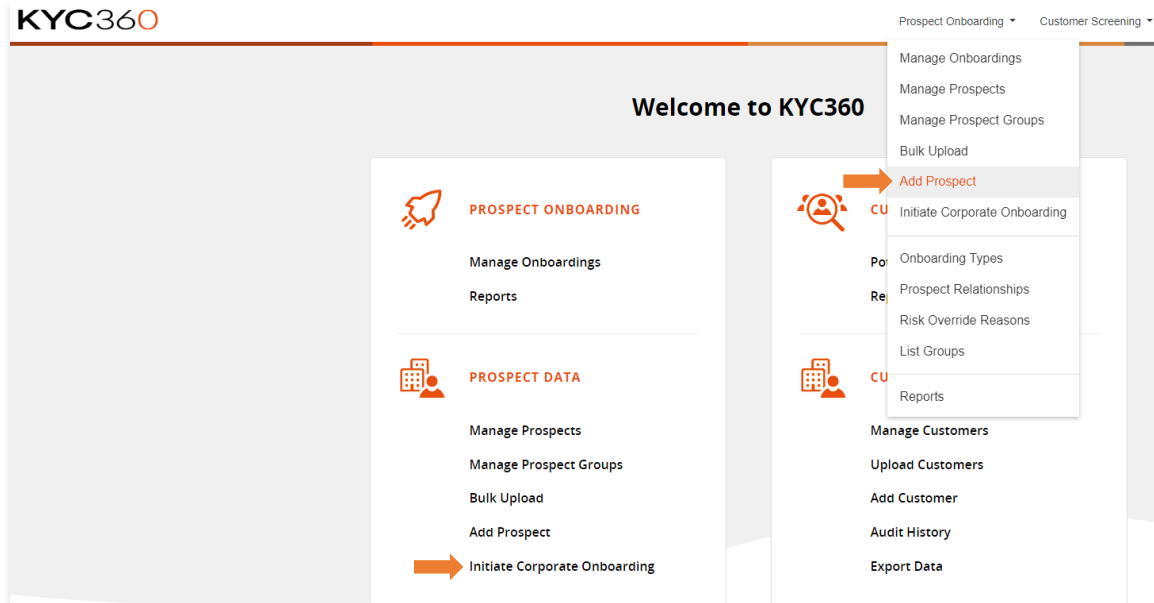
# 1. Introduction

This guide provides you with the guidelines on how to add a Prospect an Onboarding and Data Collection Request.

## A) Adding a Prospect

To add an Onboarding, you first need to add a Prospect. A Prospect can be added in 2 ways from the home page.

- / Under Prospect Data >> Add Prospect
- / Under Prospect Onboarding >> Add prospect



Clicking on Add Prospect will display the Create Prospect screen:

The 'Create Prospect' form contains the following fields and options:

- Last Name / Corporate Name:\*
- First Name:
- Middle Name:
- Prospect Reference:
- Onboarding Type:\*
- Email Address:\*
- Mobile Phone:
- Status:\*
- Handled By User Group:\*
- Handled By User:\*
- Handled By Supervisor:\*
- Handled By Manager:\*
- Handled By Director:\*
- Allow Manage Prospect:\*
- Allow KYB Lookup:\*

Buttons: Create Prospect, Go back

Last Name/Corporate Name*	/ Last Name of an Individual / Corporate Name for an Entity
First Name	/ First Name of an Individual
Middle Name	/ Middle Name of an Individual
Prospect Reference	/ Can be used for searching Prospects if populated. (Max 50 characters)
Onboarding Type*	/ Select the applicable Onboarding type/journey
Email Address*	/ Enter the Prospect's email address
Mobile Phone	/ Enter the Prospect's phone number
Status*	/ Setting the status of the Prospect to Active/Inactive
Handled By User Group*	/ Selecting the User Group handling this Prospect
Handled By User*	/ Selecting the User handling this Prospect
Handled by Supervisor*	/ Selecting the Supervisor who will be handling the Compliance Approval
Handled by Manager*	/ Selecting the Manager who will be handling the Compliance Approval
Handled by Director*	/ Selecting the Director who will be handling the Compliance Approval
Allow Manage Prospect*	/ Allow the Prospect to manage Prospects within a Complex structure / Only displays for customer who have opted in for Complex Onboarding
Allow KYB Lookup*	/ Allow the Prospect to initiate a KYB Lookup / Only displays for customers who have opted in for KYB Lookups

\*Mandatory fields

Once you have completed the required fields and clicked on 'Create Prospect', a green banner will display indicating that the Prospect has been added. You will note that the details you have entered now displays at the top of the page under **Prospect**. From here you need to add an Onboarding.

The screenshot shows a green notification banner at the top stating "Prospect has been added." Below this is a header for the prospect: "Prospect: KYC360 Test" with a "Go back" link. The main content area is titled "Prospect" and displays the following details:

Name:	KYC360 Test	ID:	466581 Edit   Delete
Onboarding Type:	Individual Onboarding	Date Added:	25 Oct 2024
Mobile:		Email:	jenniferommer@kyc360.com
Prospect Status:	Active	Prospect Ref:	
Handler Group:	Admin Group	Manager:	All
Handler User:	Jennifer Ommer	Director:	All
Supervisor:	All		

Below the details is a section titled "Onboardings" which states "No onboardings could be found." and provides navigation links: "Create onboarding", "Go back", "Search prospects", "Search prospect groups", and "Create prospect group".

The bottom section is titled "Prospect Groups" and states "This prospect has not been added to any prospect groups."

## B) Adding an Onboarding

To add an Onboarding, you will need to click on 'Create onboarding':

Prospect has been added.

Prospect: KYC360 Test [Go back](#)

### Prospect

Name:	KYC360 Test	ID:	466581 <a href="#">Edit</a>   <a href="#">Delete</a>
Onboarding Type:	<a href="#">Individual Onboarding</a>	Date Added:	25 Oct 2024
Mobile:		Email:	jenniferommer@kyc360.com
Prospect Status:	Active	Prospect Ref:	
Handler Group:	Admin Group	Manager:	All
Handler User:	Jennifer Ommmer	Director:	All
Supervisor:	All		

### Onboardings

No onboardings could be found.

[Create onboarding](#) ▶ [Go back](#) [Search prospects](#) ▶ [Search prospect groups](#) ▶ [Create prospect group](#) ▶

### Prospect Groups

This prospect has not been added to any prospect groups.

In the following page, you can add Notes. These notes are internal notes and will not be visible to the Prospect when they are completing the form in the external portal.

Click on 'Create Onboarding'

Create Onboarding [Go back](#)

Notes:

[Create Onboarding](#) [Go back](#)

Once you have clicked on 'Create Onboarding', a page will reflect with both the Prospect details you have completed and saved as well as a table containing information regarding the Onboarding tied to this specific Prospect.

Proceed to click on 'Data Collection'

Onboarding added successfully. ✕

**Prospect: KYC360 Test** ◀ Go back

### Prospect

Name: KYC360 Test ID: 466581 [Edit](#) | [Delete](#)  
 Onboarding Type: [Individual Onboarding](#) Date Added: 25 Oct 2024  
 Mobile: Email: jenniferommer@kyc360.com  
 Prospect Status: Active Prospect Ref:  
 Handler Group: Admin Group Manager: All  
 Handler User: Jennifer Ommer Director: All  
 Supervisor: All

**Onboardings**

Stage/Status	Risk Score	EIDV Reference	Date Created	Source	Edit	Delete
<a href="#">Data Collection</a>	<a href="#">Pending Approval</a>		25 Oct 2024	<a href="#">Onboarding</a>	<a href="#">Edit</a>	<a href="#">Delete</a>

[Create onboarding](#) ▶ [Go back](#) [Search prospects](#) ▶ [Search prospect groups](#) ▶ [Create prospect group](#) ▶

**Prospect Groups**

This prospect has not been added to any prospect groups.

When clicking into 'Data Collection' an Onboarding page appears with the following key details:

- / **Onboarding Stages** – These are the 6 stages an Onboarding can progress through. Some of these stages can be disabled or bypassed.
- / **Prospect Details** – These are the details you have entered initially when creating the Prospect record.
- / **Data Collection Requests** – Any Data Collection Requests will reflect here. We will explain how to add a data collection request in the next section below.
- / **Onboarding Data** – This is the internal view of the Onboarding Type you have selected at the time of creating the Prospect. You will see Property Groups and Properties which are visible to the Prospect in the external form as well as Property Groups and Properties which are hidden from the Prospect in the external form.

Onboarding: 316703
Go back

Data Collection
Data Approval
Identity Verification
Identity Approval
Screening
Compliance Approval

### Prospect

Name: <u>KYC360_Test</u>	ID: 466581 <a href="#">Edit</a>   <a href="#">Delete</a>
Onboarding Type: <u>Individual Onboarding</u>	Date Added: 25 Oct 2024
Mobile:	Email: jenniferommer@kyc360.com
Prospect Status: Active	Prospect Ref:
Handler Group: <input type="text" value="Admin Group"/>	Manager: <input type="text" value="All"/>
Handler User: <input type="text" value="Jennifer Ommer (jennifero...)"/>	Director: <input type="text" value="All"/>
Supervisor: <input type="text" value="All"/>	

Update Handlers
View Onboarding Report
Download Onboarding Report
Data Collection Audit Report

### Data Collection Requests

No data requests could be found.

[Create data request](#) ▶ 
 [Go back](#)
[Search prospects](#) ▶ 
 [Search prospect groups](#) ▶ 
 [Search onboardings](#) ▶

### Onboarding Data

**Personal Details:**  
This group captures all individual name details

First Name: <input type="text"/>	Middle Name: <input type="text"/>	Last Name: <input type="text"/>
Maiden Name: <input type="text"/>		

Save Onboarding Data

**Address Details:**  
This group captures all individual current address details

Flat Number: <input type="text"/>	House Name: <input type="text"/>	Building Number: <input type="text"/>
Street Name: <input type="text"/>	Suburb: <input type="text"/>	Post Town: <input type="text"/>
County: <input type="text"/>	Post Code: <input type="text"/>	

### C) Creating a Data Collection Request

To create a Data Collection Request, proceed to click on 'Create data request'

**Data Collection Requests**

No data requests could be found.

[Create data request](#) ▶ 
 [Go back](#)
[Search prospects](#) ▶ 
 [Search prospect groups](#) ▶ 
 [Search onboardings](#) ▶

From here you have the option to select a pre-populated Email Template (for customers who have opted in for WLWP) or to compose an email within the Message box.

**Create Data Request: KYC360 Test - Onboarding: 316703** [Go back](#)

Email Templates:

Message:  
 [Rich text editor toolbar with options: Font, Formatting, Font size, Placeholders, Bold, Italic, Underline, Text color, Background color, Bulleted list, Numbered list, Indent, Outdent, Source code]

Expiry Date:

Create Data Request
[Preview Email](#)
[Go back](#)

Click 'Create Data Request'

You have now created a Data Collection Request which can be sent out to the Prospect. Proceed to click on 'Send' in the Action column:

**Data Collection Requests**

Request ID	Expiry Date	Action	Sent On
1a29a891-32ce-4c39-8e53-d7c739ffbe3c		<a href="#">Edit</a>   <a href="#">Delete</a>   <a href="#">Send</a>   <a href="#">Nominees</a>   <a href="#">Prospect Reminders</a>	(Not Sent)

[Create data request](#) ▶ 
 [Go back](#)
[Search prospects](#) ▶ 
 [Search prospect groups](#) ▶ 
 [Search onboardings](#) ▶



The 'Send Data Request' page will reflect which provides you with an opportunity to make any changes to your email content.

- / Proceed to select '**Send Link To**' – Here you can select either the Prospect or the Handler to receive the email containing the link which will direct them to the external portal.
- / Click on '**Send Data Request Email**' – An email will be sent to the recipient you have selected in the 'Send Link To' field.
- / Generate Data Collection Link – You may also use this link to paste directly into a browser or to add to your own email. This link will direct you to the external portal.

Send Data Request: KYC360 Test - Onboarding: 316703 Go back

Email Templates:  Send Link To:\*  Expiry Date:   Data Request Identifier:\*

Message:\*

Font  Formatting  Font size

Prospect: jenniferommer@kyc360.com  
Staff: jenniferommer@riskscreen.com

Dear KYC360 Test,  
Please complete the following...

HTML Characters : 81 Characters : 50 Words : 7

[Send Data Request Email](#) [Generate Data Collection Link](#) [Preview Email](#) [Go back](#)

**Note:** The Verification Code will always be sent to the email address saved under the Prospect.

KYC360

# Contact

[/ sales@kyc360.com](mailto:sales@kyc360.com)

[/ www.kyc360.com](http://www.kyc360.com)

