Screening | Business Units

Version: 1.2

25/09/2024

Contents

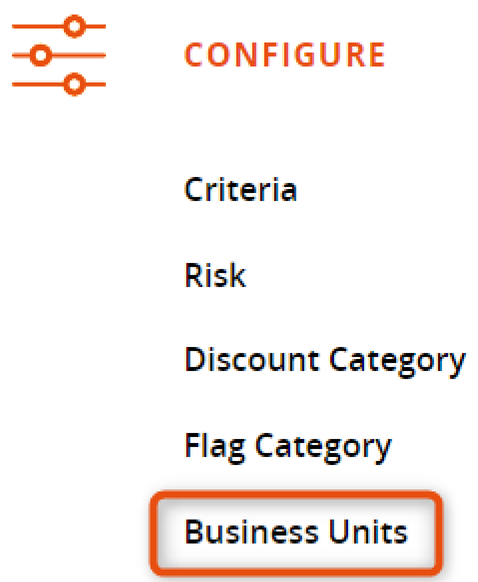
Introduction

The Business Unit Module for KYC360 Screening is intended to allow secure and separate units within a single environment. You will be able to allocate users and criteria to specific units, and transfer results between units with ease.

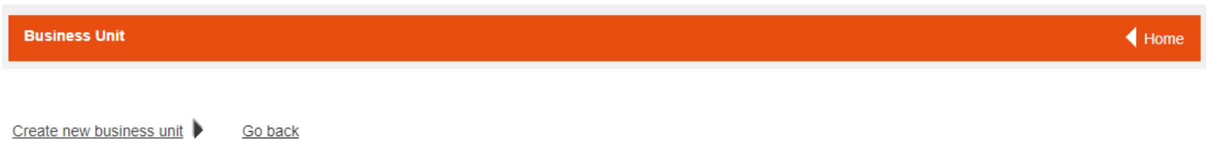
Creating a Business Unit

The KYC360 staff can help you with initial set up, but it is possible to create your own Business Units if you have administrator permissions for your Screening environment.

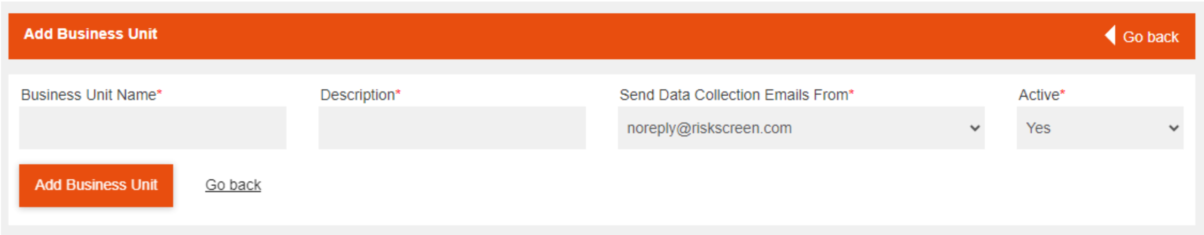
This can be done through the Configure Section on the Screening homepage, as shown below.



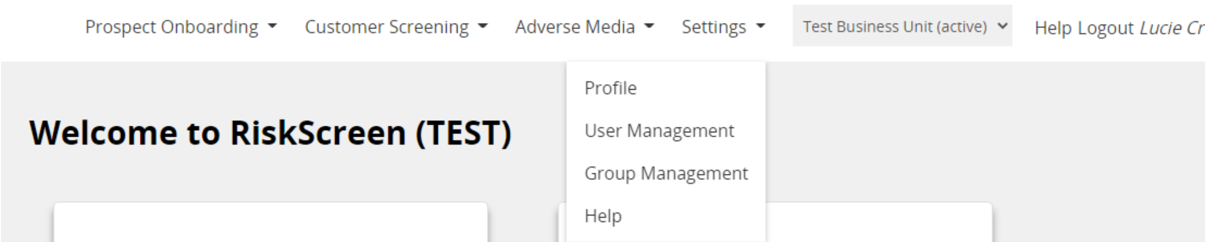
Clicking into the option highlighted in blue will then show you all previously created Business Units and give you the option to create a new Business Unit.



If you choose to create a new Business Unit you will see the following options:



Here you can name the unit, add a description, add create it as active. Once you have an active new Business Unit you will need to decide which User Groups can operate within it. To do this, please select Group Management from the Settings option in the bar at the top righthand of the screen, as shown.



In the Group Management section, select the group you wish to add to your new unit by clicking into the Group.

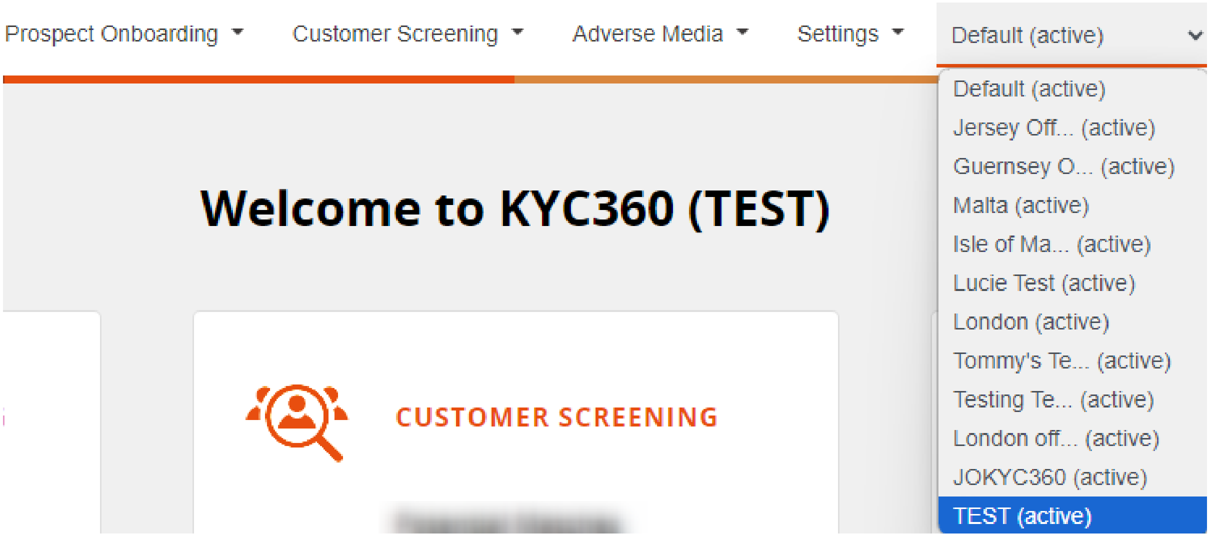
Once in the Group page if you scroll to the bottom of the page, you will see all the Units available for this Group to operate in. You can add in a Group to the new Unit by selecting add to group, you can also remove a group from a unit here.

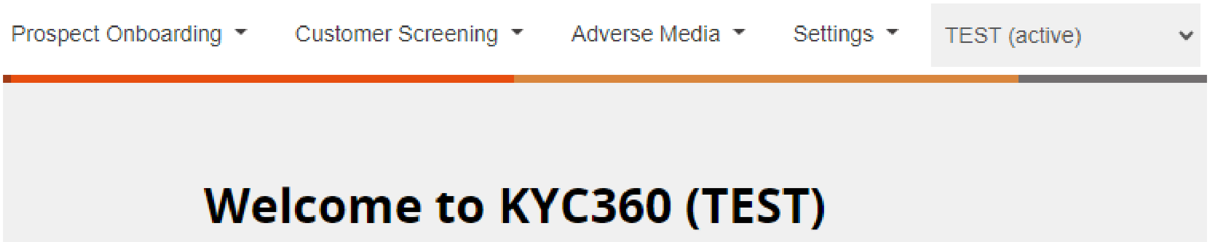
Manage Group Business Units

Business Unit ID	Business Unit Name	Business Unit Description	Is Selected	Operation
10	Default 1	Default1	✔	Remove from group
12	Guernsey Office	Guernsey Office	✔	Remove from group
14	Head Office	Head Office	✔	Remove from group
11	Jersey Office	Jersey Office	✔	Remove from group
27	New Test Unit	Unit for testing	✔	Remove from group

Using Business Units - Navigation

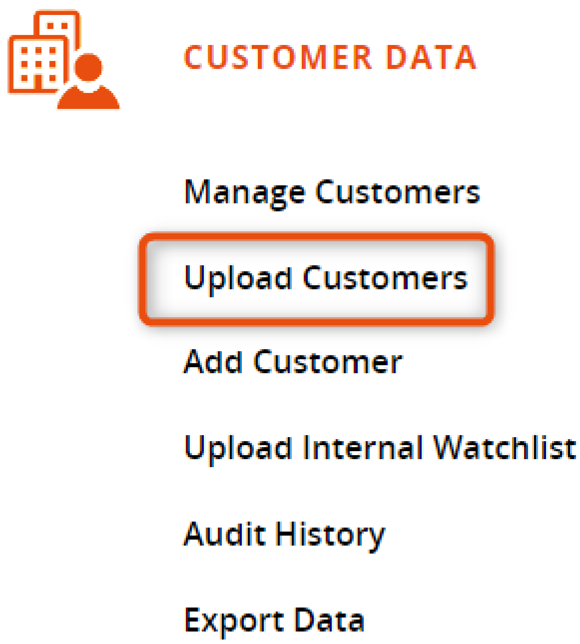
Once you have created a new Unit and added in at least one User Group you can begin to use the Unit. You will see it appear in the navigation box in the top right corner. Here you will see all your active Units. You can change between them by clicking onto them in the navigation box, as shown below. The Unit you are currently working in will be displayed at the top of the box and will remain showing when you have clicked out of the box to work elsewhere.





Using Business Units – Upload a New Client

Uploading clients to a new Business Unit is done in the same way as it was for Screening. You have the option of the import file for bulk upload or adding a new client individually to the system via the ‘add new’ functionality. Both options are available from the home screen. **Please be aware that uploading a client to a particular unit will mean that they are not automatically visible in any other unit.**



Using Business Units – Transferring a client

Business Unit functionality will allow you to transfer a client record to another unit. You can do this in bulk, via a transfer file, or individually for a single client.

<u>Transferring a single client record</u>

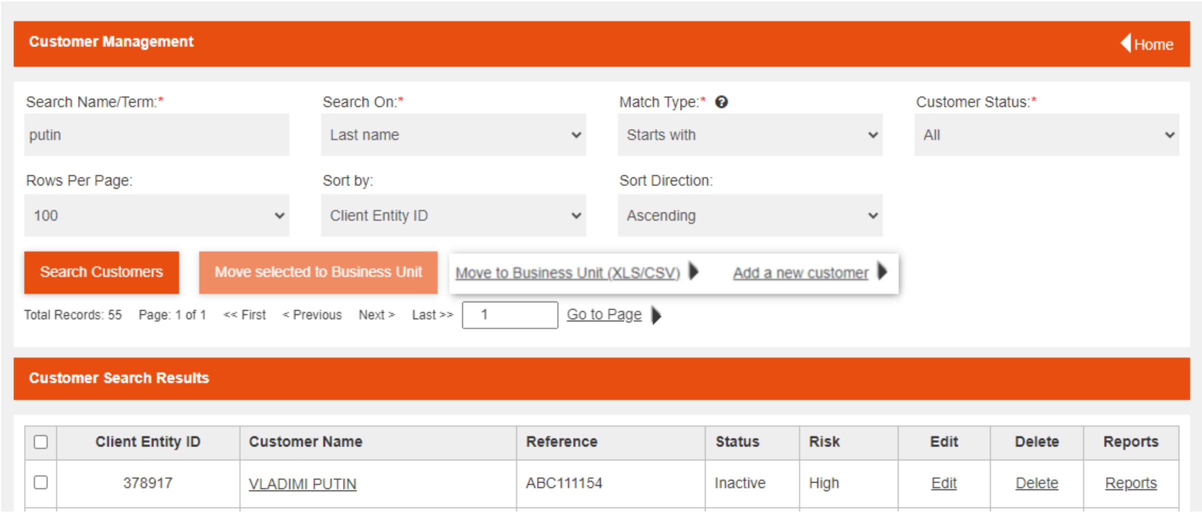
Firstly, the user needs to be enabled to transfer record, the setting for this can be found in user management.

Once this has been enabled, the user has access to both transferring single records and bulk transfer options.

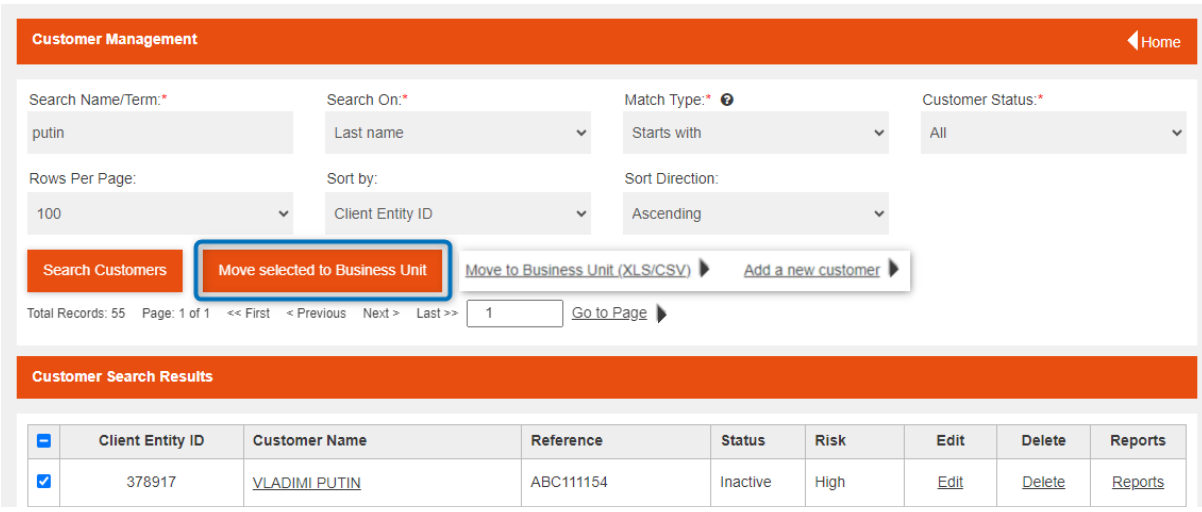
To transfer a single client record, find the record you wish to transfer by selecting Customer Management from the home screen and searching for the record. You can search on the first name, the last name, or the Interface Reference. Please ensure that the Customer Status is correct – or set to All – as this might prevent you from finding the desired record if incorrect.

CUSTOMER DATA

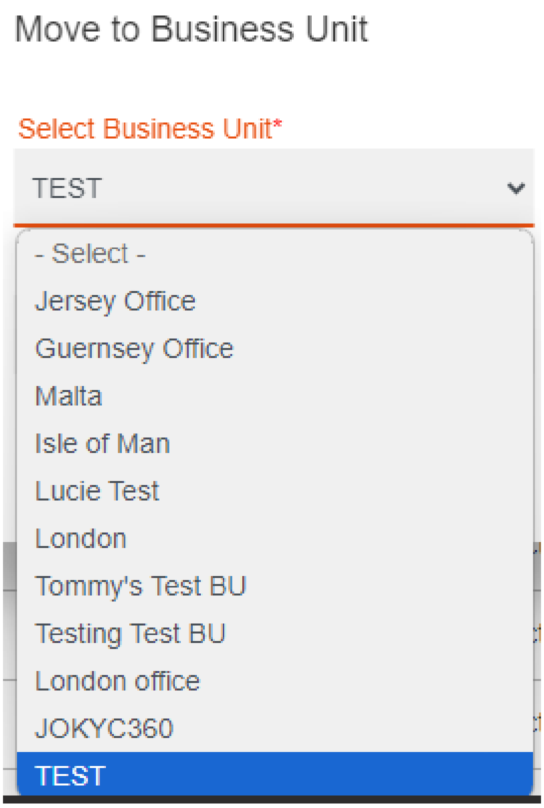
Manage Customers



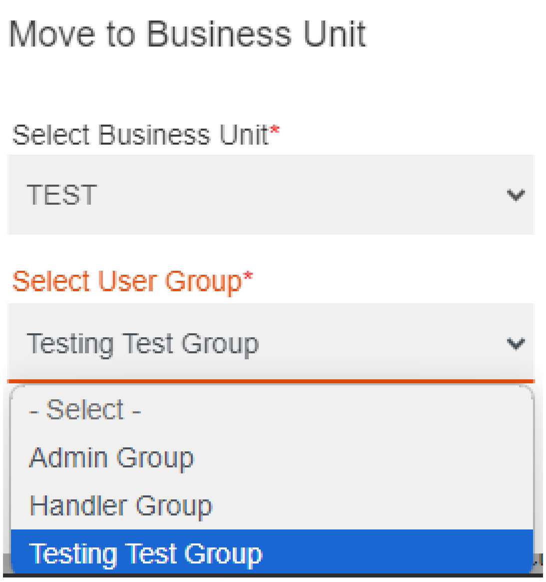
To move the client record, select the box on the left-hand side of the client's name. This will make the **Move Selected to Business Unit** option active above.



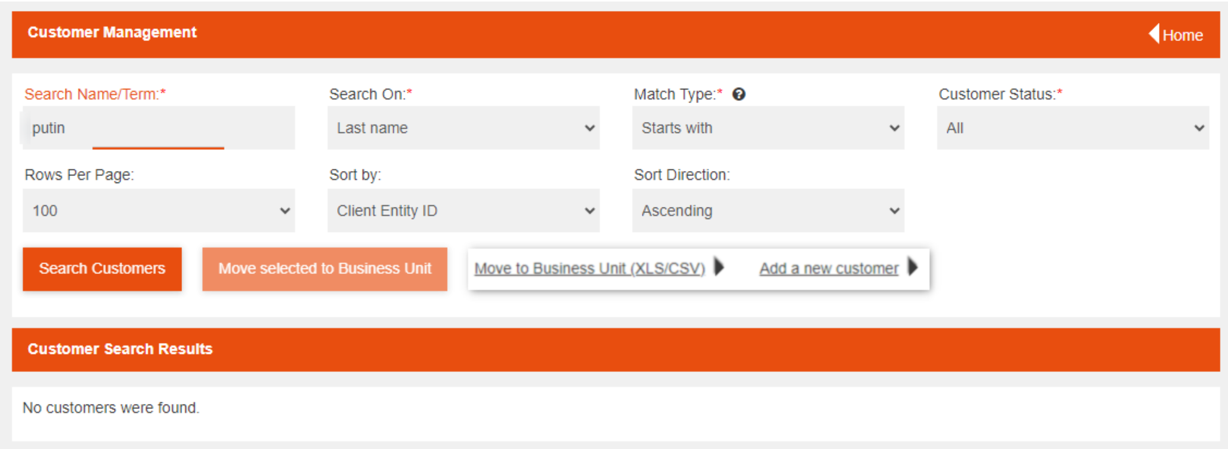
By clicking the **Move Selected to Business Unit** button you will then be shown the options for other Units that this record could be moved to.

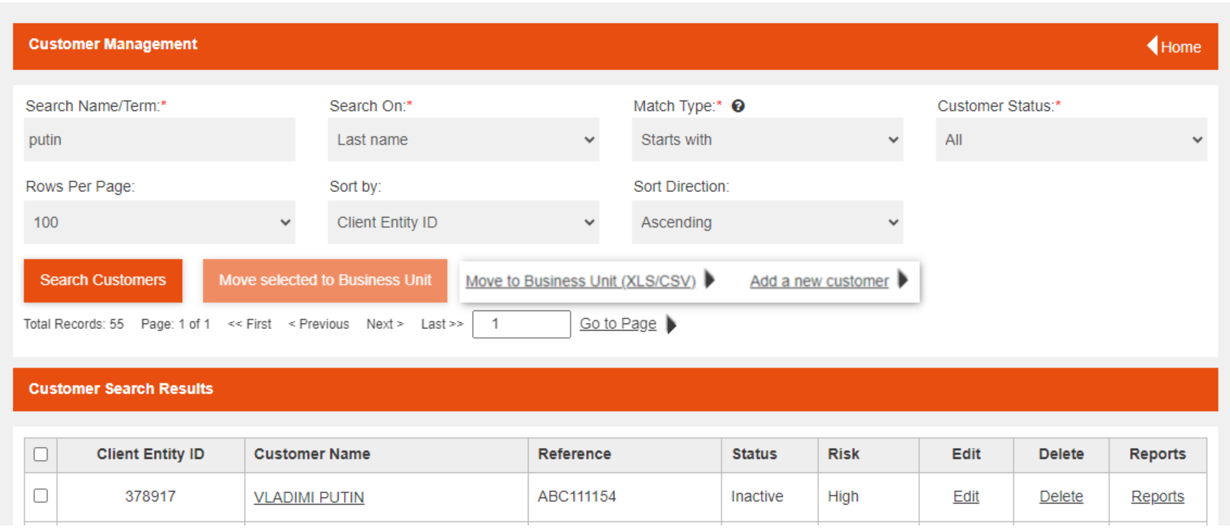


Once you have selected the Unit you would like to move the record to, you will need to allocate a responsible Group. This record will then be available for the Users of this Group to interact with.



Clicking **Move** when you have allocated both the destination Unit and the responsible group will instigate that change. The client record will no longer be available in the origin Business Unit but will be available in the destination Unit. You can check this by changing the Unit you're viewing in the navigation box in the top right corner.





Transferring client records in bulk

In the same screen section – within Customer Management – you will see the option to **Move to Business Unit (XLS/CSV)** if you click on this you will be taken to the upload screen. This is the upload of a different file template to the Screening full client upload file. The option for transferring clients in bulk between Business Units requires different information. As shown below, you have the option to download the file template necessary for this action. You can choose either Microsoft Excel or .CSV format.

The file will download once you have selected the correct button, you can then open it and begin to populate it.

The file requires you to fill in each of the five columns for each of the client records you wish to transfer.

	A	B	C	D	E
1	ClientID	BusinessUnitID	InterfaceRef	TargetBusinessUnitID	TargetUserGroupID
2					
3					
4					
5					
6					

Client ID - This is the overall ID for your environment – this is not going to change for each unit as all the units are contained within the overall client ID. You can check what this by clicking into Settings in the top right-hand bar and then selecting Profile.

Business Unit ID – This can be found by clicking into the Business Unit section of Configure from the homepage. The Business Unit ID should be the Id for the origin unit. The ID number is featured on the lefthand side of the unit's name.

23	TEST	TEST 123	noreply@riskscreen.com	Yes	Edit	Delete

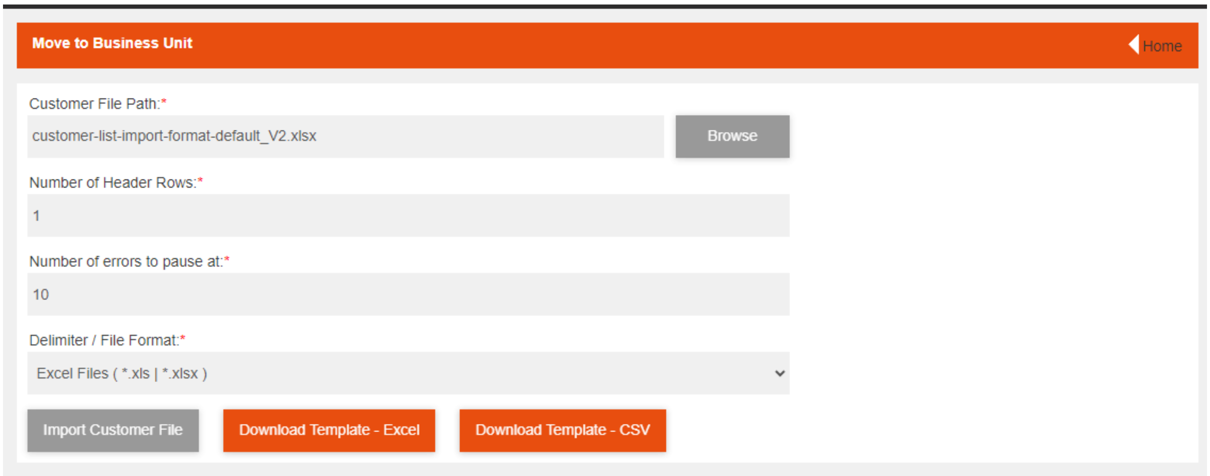
Interface Reference – This is the client identifier. If you are unsure of the associated interface reference, you can check it by clicking into Customer Management and searching for the client record. Interface reference will be displayed on the right-hand side of the client's name.

☐	Client Entity ID	Customer Name	Reference	Status	Risk	Edit	Delete	Reports
☐	378917	VLADIMI PUTIN	ABC111154	Inactive	High	Edit	Delete	Reports

Target Business Unit ID – As with Business Unit ID, this column should display the Unit ID of the destination you wish to move the client to.

Target User Group ID - Group ID for all groups active within an environment can be found by clicking on Settings in the top right-hand corner and then into Group Management. The ID is on the left of the group name.

Once you have completed your transfer file, you can upload by selecting **Browse** and choosing your transfer file from the place you saved it. This will activate the Import Customer File option, which you can choose.



Static Data

It is important to note that all static data is set at the environment level, not in the separate Business Units. For this reason, if you wish to create criteria that are specific to a particular unit you must create them within the Criteria section accessed through the home page of any Business Unit. The criteria will then be available within each unit; therefore, you must add the requirements to your users to only select from the criteria relevant to the Business Unit they are operating in.

You can add new criteria by following the corresponding instructions in the Screening user guide.

Other static data that will be available in all Business units include OnBoarding Types, List Groups and Prospect Relationships. This is only relevant to customers with the OnBoard Module in their environment.

CONFIGURE

Onboarding Types

List Groups

Prospect Relationships

Risk Override Reasons

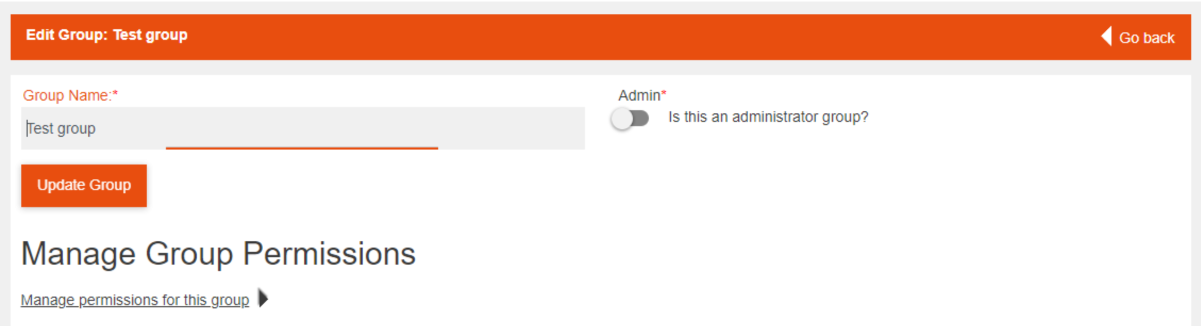
User Groups and Permissions

Within the Business Unit module, you will very likely want to have distinct User Groups with their own permissions. Users and Groups are also considered to be static data; they are created at the environment level. You will need to allow a User Group to have access to a particular Business Unit, as when you create the new unit, you can ‘add’ the Group to the unit from the Group Management screen.

Manage Group Business Units

Business Unit ID	Business Unit Name	Business Unit Description	Is Selected	Operation
10	Default	Default	✔	Remove from group
12	Guernsey Office	Guernsey Office	✔	Remove from group
15	Isle of Man	Mary Test renamed to IOM		Add to group

The permissions given to the User Group can be managed by any administrator and are adapted from within the Group Management page. Click on the name of the Group and select **manage permissions for this group**, as shown here.



You will then be able to select which functionality you would like to grant to the Users of this Group.

The functionality of the group will only be available within the Business Units that the group has been added to.

Similarly, a User will only have access to the Business Units that the group they belong to has been added to. They will not be able to enter, view or interact with any part of a unit that they are not granted access to through membership of a selected group.

If you transfer a client record to a new unit that the User is a part of, they will be able to view and interact with it, if they have been granted adequate permissions.

To view the Groups a User is a part of select User Management and click into the User's name.

Group Memberships

Group Name	Admin Group	Member	Supervisor	Manager	Director
Admin Group	✔	✔ (Remove)	✔ (Demote)	✔ (Demote)	✔ (Demote)
Compliance permission tes...		✔ (Remove)	✔ (Demote)	✔ (Demote)	✔ (Demote)
Data collection only		✔ (Remove)	✔ (Demote)	✔ (Demote)	✔ (Demote)