**CRM OBSERVATIONS – 28TH SEPT 2021**

Please note the following observations noted on the portal:  
  
    \* There’s no need for emergency details  
    \* Under requirements the term foundation / A level and SSCE are the  
same  
    \* What does testimonial mean? Is it the last certificate student  
collected?  
    \* Under the personal statement, there should be a place for uploads  
    \* Under programme type there should be a space for intended school.  
    \* Under uploads for transcript only one document can e uploaded. Some  
transcripts are more than a page  
    \* Theres no space to indicate if business is from sub agent or a member  
of staff  
    \* Whoever keys in a client should be able to sign off the application  
with his or her name

**CRM OBSERVATIONS – 11TH OCT 2021**

Hello, Sundimension  
  
You are receiving this mail-in with respect to some very key observations made and need your action.  
  
The observations include;  
  
1)Applications sent are not showing the correct schools and programme applicants are applied for. Please look into this and do the necessary corrections  
  
2)Foundation programme and A-Level programme are the same. Please delete one  
  
3)We need a place to upload Sop (that accepts it in word, pdf and other suitable formats)  
  
4)There indication for passport Numbers. Please look into that as well  
  
5)They are no need for Emergency contacts. Kindly expunge that part  
  
6)Date of application needs to be added to the application status  
  
7)Programme type /School needs to be checked under the CRM Settings