



# AML Admin Portal

Version 0.1

2025



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## 1. lorem ipsum dolor sit amet

Big Ticket KYC Admin Portal PRD

### 1. Version Info

- Version number: 3.2
- Modified date: 17 November 2025

### 2. Change Log

Time	Version number	Changed by	Content changed
17 November 2025	v3.2	Weihua Sheng	<ul style="list-style-type: none"><li>1. Refined ID Expiry Logic</li><li>2. Modified 7.5.1 KYC Setup</li><li>3. Added 8.2 GovDB API Downtime</li></ul>
6 November 2025	v3.1	Weihua Sheng	<p>Modified Section 7 (Functional Requirements) with the following points</p> <ul style="list-style-type: none"><li>• Updated list of ID Type selections: Passport, Identity Card (ID), Driving licence (DL), Visa, PAN Card, Emirates ID.</li><li>• Added required data points from the API: Name, Date of Birth, Unique Doc ID, Type of ID, Issuing Place, Nationality, Gender, and Expiry Date. (Record both customers names they submit at the points of registration and the ones in GovDB.)</li><li>• Added logic for updating T&amp;C version and timestamp in Account Details panel upon customer acceptance</li><li>• Clarified that Analyst Log does not record review actions</li><li>• Document Request button remains active after request submission; all request actions recorded in Analyst Log.</li><li>• Added logic for Customer Account and Customer Inbox notification</li></ul>

			<p>channels under Document Request pop-up</p> <ul style="list-style-type: none"> <li>• Integrate Uqudo's customer frontend for document upload.</li> </ul> <p>Added Section 8 (Verification Activation and Downtime Handling)</p>
31 October 2025	v3.0	Weihua Sheng	Added KYC Setup page and updated Document Upload function in Section 7 (Functional Requirements) based on BT Requirement feedback
16 October 2025	v2.0	Weihua Sheng	Modified Section 7 (Functional Requirements) according to BT Requirements feedback
27 August 2025	v1.0	Weihua Sheng	Document created

3.

## Requirement Updates

[BT KYC Admin Portal - Requirement Updates](#)

## 4. Executive Summary

The Big Ticket KYC Admin Portal will replace fragmented processes (spreadsheets, email threads, and manual sanctions lookups) with a **secure, centralized, web-based compliance platform** designed to:

- **Accelerate customer onboarding** to under two minutes for low-risk profiles.
- **Automate detection and resolution** of Know Your Customer (KYC) alerts and Anti-Money Laundering (AML) cases within five minutes.
- **Maintain audit-compliant records** for a minimum of ten years, with configuration changes implemented without engineering intervention.

## 5. Primary User Personas

Persona	Objective	Current Challenge
<b>Analyst</b>	Investigate and resolve KYC alerts and AML cases efficiently	Navigating multiple tools without a unified case view
<b>Team Lead</b>	Supervise analysts' daily KYC alerts and AML cases handling	Limited visibility into team workload and case turnaround time; lacks

		centralized tracking of analysts' progress
<b>Compliance Manager</b>	Oversee case resolution, manage escalations, and monitor KPIs	Limited real-time visibility into team performance and workload
<b>MLRO (Money Laundering Reporting Officer)</b>	Ensure zero missed sanctions and maintain regulatory compliance	Manual processes delay reporting and rule adjustments
<b>View-Only User</b>	Access and review compliance data for audit, oversight, or external review purposes without modification rights	Difficulty locating complete, immutable records across fragmented systems

6.

## Functional Module Framework

The Big Ticket Admin Portal is organized into **six core functional modules**, each supporting specific compliance and operational workflows.

This content is only supported in a Feishu Docs

Module	Description	Key Functions
<b>Dashboard &amp; Analytics</b>	Provides a real-time operational overview of compliance and onboarding metrics.	<ul style="list-style-type: none"> <li>KPI Tiles (Registrations, Growth, Distributions)</li> <li>Drill-Down Navigation to filtered views</li> </ul>
<b>Account Management</b>	Centralized handling of all customer applications, including list view and detailed profiles.	<ul style="list-style-type: none"> <li>Account List with Advanced Filters</li> <li>Account Details View with Unified Profile, Verification Tickets List, Document Upload Viewer, Analyst Log and Notes, and Status Transitions</li> </ul>
<b>KYC Alert</b>	Centralized hub for KYC alerts with prioritization and categorization.	<ul style="list-style-type: none"> <li>Displays a queue of customer applications requiring manual verification and further actions.</li> <li>Includes accounts with failed verification tickets reaching limits, duplicate accounts automatically identified by the Rule Engines and accounts with ID expired.</li> </ul>

<b>AML Case</b>	Manages and stores all compliance cases generated from AML screening results, providing a complete case lifecycle view	<ul style="list-style-type: none"> <li>Case list with advanced filters</li> <li>Links to the corresponding case directly in the AML Portal for detailed review and resolution. (If external AML Portal provides designated case link)</li> </ul>
<b>Configuration</b>	Self-service tools for managing screening rules and restrictions.	<ul style="list-style-type: none"> <li>Blocklist Management: Maintain and update blacklisted individuals through add, import, export, and edit functions.</li> <li>Rule Engines: Create and manage account Rule Engines, self-exclusion rules and other rules with no-code setup and condition builder.</li> <li>Country Selection: Valid country selections to manage restricted countries</li> </ul>
<b>Settings</b>	Granular permissions ensuring users access only authorized functions.	<ul style="list-style-type: none"> <li>Role-Based Access Control (RBAC) with Role Matrix (Analyst, Team Lead, Manager, MLRO, View-Only) and Permission Mapping per Menu/Sub-Menu</li> </ul>

7.

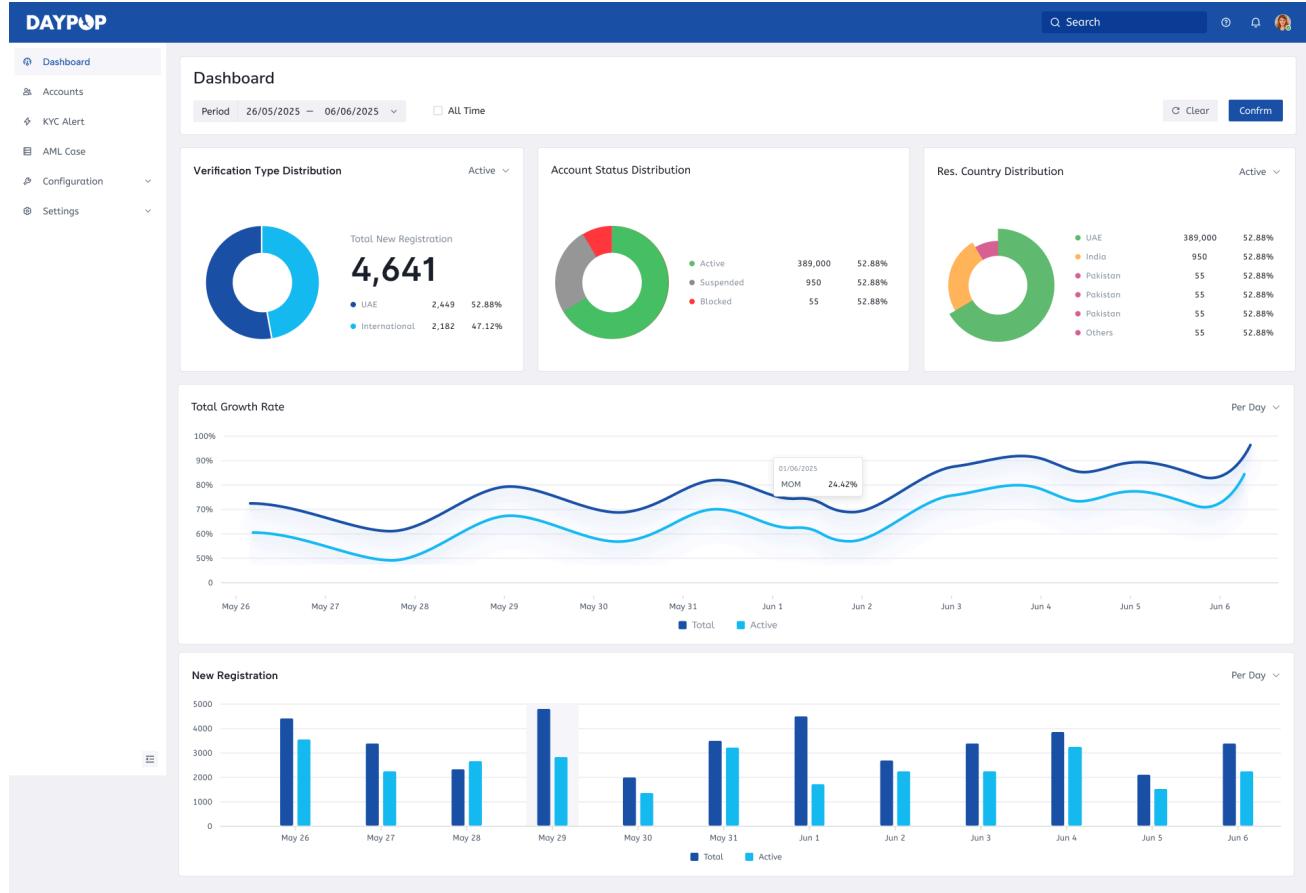
## Functional Requirements

### Key Design Principles for Functional Requirements

- Operational Speed** – All high-frequency workflows (search, filtering, alert actions) must complete within user-acceptable performance targets (≤3 seconds for API calls, ≤1 second page loads).
- Regulatory Precision** – Every user action must be logged immutably with timestamps, actor ID, and data change details to meet KYC/AML audit obligations.
- User Role Clarity** – Interfaces and actions adapt to assigned roles (Analyst, Team Lead, Manager, MLRO, View-Only) and specific accounts, ensuring least-privilege access.
- Workflow Efficiency** – Bulk operations, drill-down navigation, and quick actions should minimize clicks and reduce resolution time.
- Configurable Compliance Rules** – Internal Blocklist, Rule Engine and country restrictions must be manageable via UI without engineering intervention.
- Continuous Data Freshness** – Real-time or near real-time data refresh for dashboards, alert queues, and case lists to ensure decisions are based on the latest available information.

### 1. Dashboard & Analytics

The Admin Portal Dashboard provides a high-level overview of key account metrics for a specified period, enabling users to quickly identify growth opportunities, bottlenecks in verification processes, and geographic focuses for targeted improvements.



## Product Description

Key Features	Description	
Period Selection	Period	2025/05/26
	Period	2025/05/26

- Date period selection tool
- Tick All to get data for the whole period

Account Type Distribution Card

### Account Type Distribution

The pie chart shows distribution of account type (UAE and International) for new registrations.

Active ▾

4 options available for account type distribution:

- Active
- Suspended
- Blocked
- Overall



Account Status Distribution Card

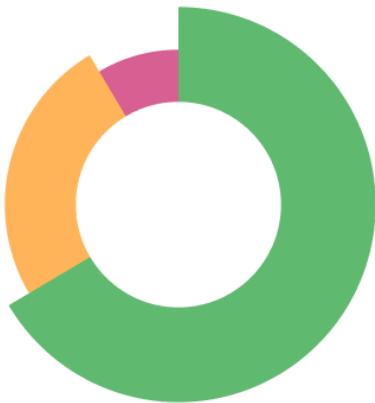
### Account Status Distribution

The pie chart shows distribution of account status: active, suspended, blocked.



Country  
Residence  
Distribution  
Card

### Res. Country Distribution



The pie chart Shows distribution of players resident country. Top 5 countries are listed.

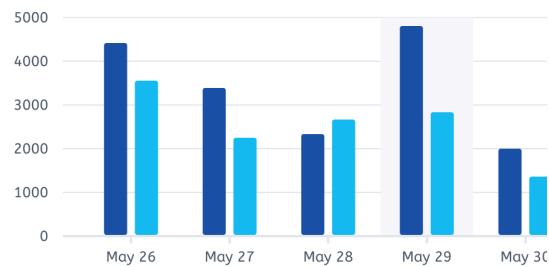
**Active** ▾

4 options available for resident country distribution:

- Green
- Orange
- Pink
- Purple
- Red
- Yellow

New  
Registration

### New Registration



The bar chart shows the number of new registrations in total and active category

**Per Day** ▾

3 options available for bar chart:

- Per Day
- Per Weekly
- Per Month



2.

# Accounts

The Accounts page offers a comprehensive, searchable table view of account applications over a specified period. This functionality empowers users to efficiently review, audit, and manage individual account applications.

Account List							Q Search
Time		Verification Channel		Verification Type		Search by User ID / Name / ID Number / Email	
Latest Verification Time		User ID	Name	Verification Channel	Verification Type	Account Status	
<input type="checkbox"/>	18/8/2025 11:45:16	173487485793475984	Omar Al-Mansouri Ahmed	Government DB	UAE	Blocked	Q
<input type="checkbox"/>	18/8/2025 11:45:16	173487485793475984	Omar Al-Mansouri Ahmed	Government DB	UAE	Blocked	Q
<input type="checkbox"/>	18/8/2025 11:45:16	173487485793475984	Omar Al-Mansouri Ahmed	Government DB	UAE	Active	Q
<input type="checkbox"/>	18/8/2025 11:45:16	173487485793475984	Omar Al-Mansouri Ahmed	Government DB	UAE	Blocked	Q
<input type="checkbox"/>	18/8/2025 11:45:16	173487485793475984	Omar Al-Mansouri Ahmed	Government DB	UAE	Active	Q
<input type="checkbox"/>	18/8/2025 11:45:16	173487485793475984	Omar Al-Mansouri Ahmed	Uqudo OCR	International	Suspended	Q
<input type="checkbox"/>	18/8/2025 11:45:16	173487485793475984	Omar Al-Mansouri Ahmed	Uqudo OCR	International	Suspended	Q
<input type="checkbox"/>	18/8/2025 11:45:16	173487485793475984	Omar Al-Mansouri Ahmed	Government DB	UAE	Suspended	Q
<input type="checkbox"/>	18/8/2025 11:45:16	173487485793475984	Omar Al-Mansouri Ahmed	Government DB	UAE	Suspended	Q
<input type="checkbox"/>	18/8/2025 11:45:16	173487485793475984	Omar Al-Mansouri Ahmed	Uqudo OCR	International	Active	Q
<input type="checkbox"/>	18/8/2025 11:45:16	173487485793475984	Omar Al-Mansouri Ahmed	Government DB	UAE	Active	Q
<input type="checkbox"/>	18/8/2025 11:45:16	173487485793475984	Omar Al-Mansouri Ahmed	Government DB	UAE	Active	Q
<input type="checkbox"/>	18/8/2025 11:45:16	173487485793475984	Omar Al-Mansouri Ahmed	Government DB	UAE	Active	Q
<input type="checkbox"/>	18/8/2025 11:45:16	173487485793475984	Omar Al-Mansouri Ahmed	Uqudo OCR	International	Active	Q
<input type="checkbox"/>	18/8/2025 11:45:16	173487485793475984	Omar Al-Mansouri Ahmed	Uqudo OCR	International	Active	Q
<input type="checkbox"/>	18/8/2025 11:45:16	173487485793475984	Omar Al-Mansouri Ahmed	Uqudo OCR	International	Active	Q
<input type="checkbox"/>	18/8/2025 11:45:16	173487485793475984	Omar Al-Mansouri Ahmed	Uqudo OCR	International	Active	Q
255 entries		<input type="button" value="1"/>	2	3	4	5	... 20 > 15 entries/page

## Product Description

Key Features	Description
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Column Filter	<p>Provide list filtering function. Date selector for select time period</p> <p><b>Time</b> 01/06/202</p> <p>Verification Channel dropdown filter allowing selection of Government DB or OCR</p> <p><b>Verification Channe</b></p> <p>Verification type dropdown filter allowing selection of UAE or international application</p> <p><b>Verification Type</b></p> <p>Account status dropdown filter allowing selection of active, suspended or blocked account</p> <p><b>Account Status</b></p> <p>Search bar for searching user ID, ID number, name of applicants or email</p> <p><b>Search by User ID / Name / ID Nu</b></p>
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1.

## Account Details

The Account Details page displays comprehensive information for a specific customer account, allowing users to conduct in-depth reviews, troubleshoot verification issues, conduct further due diligence and annotate notes for compliance auditing.

**DAYPOP**

Dashboard Accounts KYC Alert AML Case Configuration Settings

Accounts / Account Details

**Account Details** Active Document Request Edit Back

User ID	173487485793475984	Nationality	United Arab Emirates	Address	101, Gold Tower, Baraha	KYC Verification	Verified ✓
First Name	Omar Al-Mansouri	ID Type	Emirates ID	Province (Emirates)	Dubai	PEP/Sanctions	Clear
Last Name	Ahmed	ID Number	784-1997-9610265-7	Res. Country	UAE	Duplicate A/C	No
Name Verified	Omar Al-Mansouri Ahmed	Issuing Place	Abu Dhabi	Phone No.	+971 562510022	Duplicity Rule	No
Date of Birth	10/06/1997	Expiry Date	24/11/2025	Email	omar.ahmed@gmail.com	Account Status	Active
Gender	Male	Unique Doc ID	148147146	T&C Version	Version 1 (06/06/2025 19:44:55)	Updated Time	06/06/2025 19:44:55

Verification Tickets Document Upload Note Analyst Log

Created Time 01/06/2025 – 06/06/2025 ID Type Result Reason Search by Ticket ID Reset Search

Created Time	Ticket ID	ID Type	ID Number	Result	Reason
11/18/2024 11:45:16	J3D8N6P1V9ROX4M2K7QL	EID	784-1997-9610265-7	Pass	Success
11/18/2024 11:45:16	J3D8N6P1V9ROX4M2K7QL	EID	G2837347	Fail	Date of birth does not match
11/18/2024 11:45:16	TSY9LOA3W2C8E7Z1B6HN	Passport	784-1997-9610265-7	Fail	Full name score is below the threshold
11/18/2024 11:45:16	J3D8N6P1V9ROX4M2K7QL	EID	G2837347	Fail	Invalid ID number
11/18/2024 11:45:16	J3D8N6P1V9ROX4M2K7QL	EID	784-1997-9610265-7	Fail	EID expired

## Product Description

Key Features	Description

## Account Details panel

Account Details <span style="background-color: #c8f7e4; border: 1px solid #d9eaf7; padding: 2px 5px;">Active</span>			
User ID	173487485793475984	Nationality	United
First Name	Omar Al-Mansouri	ID Type	Emirat
Last Name	Ahmed	ID Number	784-1!
Name Verified	Omar Al-Mansouri Ahmed	Issuing Place	Abu D
Date of Birth	10/06/1997	Expiry Date	24/11/
Gender	Male	Unique Doc ID	14814

Displays customer's PII, including first name, last name, name verified, DOB, gender, nationality, type of ID, ID number, issuing place, expiry data, unique doc ID, address, province(emirate), country of residence, phone No., email, with unique user ID, T&C version (with time of acceptance), as well as KYC verification status, PEP/sanction status, duplicate a/c and rule ID of duplicity rule triggered, account status and updated time.

- The following fields are editable in drawer panel: first name, last name, DOB, gender, nationality, type of ID, ID number, issuing place, expiry data, address, province(emirate), country of residence, phone No., email

Edit

- ID type selections include Passport, Identity Card (ID), Driving licence (DL), Visa, PAN Card, Emirates ID.
- Res. Country selections include all available countries.

The T&C version records the version number and links to the stored T&C file with the time of acceptance.

- It will be updated with new version link and timestamp when customers accept an updated T&C.**

## T&C Version

**KYC Verification** has four statuses, indicating the outcome of the KYC process: Verified, Unverified, Manual

Review and Failed. It comes with a dropdown to allow manual change.

## KYC Verification

- **Verified** - latest verification tickets result is Pass. KYC successfully completed.



- **Unverified** - all tickets failed but No. of KYC attempts has not yet reached the limit, or the KYC process has not been completed.



- **Manual Review** - all tickets failed and No. of KYC attempts has reached the maximum no. of attempts(tickets) allowed: 3 times for international applicants and 4 times for UAE applicants.



- **Failed** - KYC attempts are all unsuccessful, and after manual review, the status is set to Failed by the reviewer.



**Please note:**

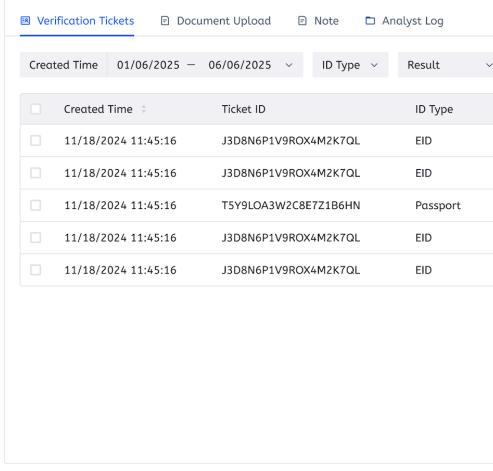
The KYC Verification Status logic is auto-linked with Expiry Date of ID document (for existing customers):

- **For ID Type of EID,**

	<p><b>On the day following the EID expiry, the system auto-triggers GovDB API to verify the existing ID number:</b></p> <ul style="list-style-type: none"> <li>● If verification passes: KYC status remains Verified and account status remains Active. <b>The expiry date will be updated automatically.</b></li> <li>● If verification fails:             <ul style="list-style-type: none"> <li>○ KYC alert is triggered immediately with Alert Type ID Expiry.</li> <li>○ Auto document request - The document request is sent out and recorded in Analyst Log with defaults:                     <ul style="list-style-type: none"> <li>■ Proof Documents: Identity Documents</li> <li>■ Notification Channels: Email, Customer Account, Customer Inbox</li> <li>■ Message: default content (to be provided)</li> <li>■ Expiry Time: 90d</li> </ul> </li> <li>○ KYC status remains Verified within a 90 day grace period (which can be modified in KYC Setup page), after which, the KYC status will be changed automatically from Verified to Manual Review if no valid ID is submitted by customer.</li> </ul> </li> <li>● <b>For all other ID types:</b></li> </ul> <p><b>On the day following the ID expiry, KYC alert is triggered immediately, and KYC status remains Verified within a 90days grace period (configurable).</b></p> <ul style="list-style-type: none"> <li>● KYC status remains Verified, if customer submits valid ID within grace period and user updates</li> </ul>
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		<p>the Expiry Date field in Account Details (KYC Alert closes automatically)</p> <ul style="list-style-type: none"><li>• KYC status auto-transitions from Verified to Manual Review after grace period, if no valid ID submitted.</li></ul> <p>For reference This content is only supported in a Feishu Docs</p> <p><b>PEP/Sanctions</b> displays the AML screening and resolution results, with the following status definitions:</p> <h2>PEP/Sanctions</h2> <ul style="list-style-type: none"><li>• <b>Pending</b> - Awaiting screening</li></ul> <div style="background-color: #f0f0f0; padding: 10px; border-radius: 10px; text-align: center;"><span style="font-size: 2em; color: #ccc;">!</span> Pending</div> <ul style="list-style-type: none"><li>• <b>Unresolved</b> - Pending resolution</li></ul> <div style="background-color: #f0f0f0; padding: 10px; border-radius: 10px; text-align: center;"><span style="font-size: 2em; color: #ccc;">!</span> Unresolved</div> <ul style="list-style-type: none"><li>• <b>In Progress</b> - being handled on external AML platform</li></ul> <div style="background-color: #c0ffcc; padding: 10px; border-radius: 10px; text-align: center;"><span style="font-size: 2em; color: #333;">!</span> In Progress</div> <ul style="list-style-type: none"><li>• <b>Clear</b> – No match or false positive</li></ul> <div style="background-color: #c0ffcc; padding: 10px; border-radius: 10px; text-align: center;"><span style="font-size: 2em; color: #333;">✓</span> Clear</div> <ul style="list-style-type: none"><li>• <b>Positive</b> – Confirmed positive match</li></ul> <div style="background-color: #ffcccc; padding: 10px; border-radius: 10px; text-align: center;"><span style="font-size: 2em; color: #cc0000;">!</span> Positive</div>
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	<p><b>Duplicate Account and Duplicity Rule</b> automatically link to the related account User ID based on the triggered rule.</p> <ul style="list-style-type: none"><li>• <b>Manual Linking:</b> If the fields are empty, users can manually update them to link an unidentified duplicate account's <b>User ID</b>.</li></ul> <h2>Duplicate A/C</h2> <p><b>Duplicity Rule</b></p> <ul style="list-style-type: none"><li>• <b>Automatic Linking:</b> When the fields are filled automatically, the <b>link icons</b> lead to the identified profile or the triggered rule. The content in these fields can be edited - only existing <b>User IDs</b> or <b>Rule IDs</b> can be entered. Invalid entries trigger an <b>error message</b>. Users may also remove the link (content in the fields) if necessary.</li></ul> <h2>Duplicate A/C</h2> <p><b>Duplicity Rule</b></p> <p><b>Account Status</b> can be <b>Active</b>, <b>Suspended</b>, or <b>Blocked</b>, with the following logic:</p> <h2>Account Detail</h2> <p>This content is only supported in a Feishu Docs <b>Document Request</b> button to initiate customer due diligence procedure.</p>
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		<p>Please refer to <a href="#">6.3 KYC Alert</a> section for more details.</p> <div style="background-color: #0056b3; color: white; padding: 10px; text-align: center;"> <h2 style="margin: 0;">Document Requests</h2> </div>																														
Verification Tickets tab	 <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; padding: 2px;">Created Time</th> <th style="padding: 2px;">Ticket ID</th> <th style="text-align: left; padding: 2px;">ID Type</th> <th style="text-align: left; padding: 2px;">Result</th> <th style="text-align: left; padding: 2px;">Status</th> <th style="text-align: left; padding: 2px;">Reason</th> </tr> </thead> <tbody> <tr> <td style="padding: 2px;">11/18/2024 11:45:16</td> <td style="padding: 2px;">J3D8N6P1V9ROX4M2K7QL</td> <td style="text-align: left; padding: 2px;">EID</td> <td style="text-align: left; padding: 2px;">7</td> <td style="text-align: left; padding: 2px;">G</td> <td style="text-align: left; padding: 2px;">Passport</td> </tr> <tr> <td style="padding: 2px;">11/18/2024 11:45:16</td> <td style="padding: 2px;">T5Y9LOA3WZC8E7Z1B6HN</td> <td style="text-align: left; padding: 2px;">Passport</td> <td style="text-align: left; padding: 2px;">7</td> <td style="text-align: left; padding: 2px;">G</td> <td style="text-align: left; padding: 2px;">Passport</td> </tr> <tr> <td style="padding: 2px;">11/18/2024 11:45:16</td> <td style="padding: 2px;">J3D8N6P1V9ROX4M2K7QL</td> <td style="text-align: left; padding: 2px;">EID</td> <td style="text-align: left; padding: 2px;">7</td> <td style="text-align: left; padding: 2px;">G</td> <td style="text-align: left; padding: 2px;">Passport</td> </tr> <tr> <td style="padding: 2px;">11/18/2024 11:45:16</td> <td style="padding: 2px;">J3D8N6P1V9ROX4M2K7QL</td> <td style="text-align: left; padding: 2px;">EID</td> <td style="text-align: left; padding: 2px;">7</td> <td style="text-align: left; padding: 2px;">G</td> <td style="text-align: left; padding: 2px;">Passport</td> </tr> </tbody> </table>	Created Time	Ticket ID	ID Type	Result	Status	Reason	11/18/2024 11:45:16	J3D8N6P1V9ROX4M2K7QL	EID	7	G	Passport	11/18/2024 11:45:16	T5Y9LOA3WZC8E7Z1B6HN	Passport	7	G	Passport	11/18/2024 11:45:16	J3D8N6P1V9ROX4M2K7QL	EID	7	G	Passport	11/18/2024 11:45:16	J3D8N6P1V9ROX4M2K7QL	EID	7	G	Passport	<p>Displays all verification tickets related to the account in a table with headers for Created Time, Ticket ID, ID type, ID number, Result, Status, and Reason, along with a magnifier icon to drill down into individual ticket details.</p> <p>The table is filterable by Created Time, ID Type, Result, reason and searchable by Ticket ID.</p> <p><b>Please note:</b>  <b>For uae applicants, after failing GovDB API verification 3 times, the customer will be pushed to do doc scan with Uquido OCR. Only authentication of ID is verified. No more GovDB API verification required.</b></p>
Created Time	Ticket ID	ID Type	Result	Status	Reason																											
11/18/2024 11:45:16	J3D8N6P1V9ROX4M2K7QL	EID	7	G	Passport																											
11/18/2024 11:45:16	T5Y9LOA3WZC8E7Z1B6HN	Passport	7	G	Passport																											
11/18/2024 11:45:16	J3D8N6P1V9ROX4M2K7QL	EID	7	G	Passport																											
11/18/2024 11:45:16	J3D8N6P1V9ROX4M2K7QL	EID	7	G	Passport																											

## Document Upload

[Verification Tickets](#) [Document Upload](#) <sup>2</sup> [Note](#) [Analyst Log](#)

## Identity Document Passport

### Key Information Extraction

Full Name	<span>✓</span> Xiaomin Tang
Date of Birth	<span>✓</span> 04/05/1998
Passport Number	E90000082
Nationality	CN
Date of Expiry	09/02/2025
MRZ	POCHNZHENGJIAN<<YANGBEN<<<<<<<<< 08038F2110189NGKELMPONBPB978

✓ Compliant ✗ Non-compliant

### Proof of Address

### Key Information Extraction

Address	17, AL Kasir Street, Dubai, UAE
Issue Date	05 JUL 2024

✓ Compliant ✗ Non-compliant

Display Identity document images and proof of address PDF files. Please refer to [6.3.1 KYC Alert Details](#) section for more details.

## Analyst Log

Verification Tickets	Document Upload	Note	Analyst Log
Time	01/06/2025 – 06/06/2025	Department	Action
18/8/2025 11:45:16	Document Request	Request proof of acc	
18/8/2025 11:45:16	Document Request	Request proof of acc	
18/8/2025 11:45:16	Document Request	Request proof of acc	
18/8/2025 11:45:16	Document Request	Request proof of acc	
18/8/2025 11:45:16	Document Request	Request proof of acc	
18/8/2025 11:45:16	Document Request	Request proof of acc	
18/8/2025 11:45:16	Information Edit	Update address: Bo	
18/8/2025 11:45:16	Document Request	Request proof of acc	
18/8/2025 11:45:16	Document Request	Request proof of acc	
18/8/2025 11:45:16	Duplicate A/C Add	Add duplicate acco	

Records every traceable action taken by the users, including Time, Action, Description, Department, responsible users, ensuring full traceability. The log is filterable by Date, Department, and Action By.

**Note:** view action will not be recorded.

**Note**

Note	
Time	Description
18/8/2025 11:45:16	Lorem ipsum dolor sit amet, consectetur adipisicing elit.
18/8/2025 11:45:16	Lorem ipsum dolor sit amet, consectetur adipisicing elit.
18/8/2025 11:45:16	Lorem ipsum dolor sit amet, consectetur adipisicing elit.
18/8/2025 11:45:16	Lorem ipsum dolor sit amet, consectetur adipisicing elit.
18/8/2025 11:45:16	Lorem ipsum dolor sit amet, consectetur adipisicing elit.
18/8/2025 11:45:16	Lorem ipsum dolor sit amet, consectetur adipisicing elit.
18/8/2025 11:45:16	Lorem ipsum dolor sit amet, consectetur adipisicing elit.
18/8/2025 11:45:16	Lorem ipsum dolor sit amet, consectetur adipisicing elit.
18/8/2025 11:45:16	Lorem ipsum dolor sit amet, consectetur adipisicing elit.
18/8/2025 11:45:16	Lorem ipsum dolor sit amet, consectetur adipisicing elit.

Supports manual notes on the account of the KYC process.  
Add New button support adding new note with description and attachment.

**+ Add New**

**Create New Note**

**\* Description**

Please enter...

**File upload** ⓘ

Click or drag files here  
Only pdf, png, jpg can be uploaded, a  
100MB

1.

## Ticket Details

The Ticket Details page provides a complete view of an individual KYC verification ticket, including ticket summary, verification details, and related analyst activities. It enables users to quickly review verification outcomes, identify reasons for failure, and track processing performance.

**DAYPOP**

Q. Search

Dashboard Accounts Account Details Ticket Details

**Ticket Summary**

Ticket ID	J3D8N6P1V9ROX4M2K7QL	Workflow	Uquido OCR	Status	Finished
User ID	173487485793475984	Workflow Version	Ver 2.0.0	Result	Pass
ID Type	Passport	Created Time	06/06/2025 19:44:55	Reason	Success
ID Number	784-1997-9610265-7	Finished Time	06/06/2025 19:44:55		

Verification Details Note Analyst log

Uquido OCR • Pass (Took 12 seconds)

<b>Verification Result</b>	<b>OCR Returned Information</b>
OCR Version	Ver 2.0.0
Number of Attempts	1
Threshold Score	60
Similarity Score	100
API Code	200
API Return Message	Success
ID Number	784-1997-9610265-7
Full Name	Xingyu Huang
Date of Birth	10/06/1997
Gender	M
Nationality	China
Expiry Date	24/11/2025

Front Image Back Image

## Product Description

Key Features	Description												
<b>Ticket Summary</b>	<p><b>Ticket Summary</b></p> <table border="1"> <tr> <td>Ticket ID</td> <td>J3D8N6P1V9ROX4M2K7QL </td> <td>W</td> </tr> <tr> <td>User ID</td> <td>173487485793475984 </td> <td>W</td> </tr> <tr> <td>ID Type</td> <td>Passport</td> <td>Cri</td> </tr> <tr> <td>ID Number</td> <td>784-1997-9610265-7 </td> <td>Fir</td> </tr> </table> <ul style="list-style-type: none"> <li>• Displays core metadata for the selected verification ticket, including Ticket Number, User ID, ID Type, ID Number, Workflow Name, Workflow Version, Created Time, Finished Time, Result, and Reason.</li> <li>• The Result field provides a dropdown that allows users to manually update the verification outcome (e.g., <i>Pass</i> or <i>Fail</i>).</li> </ul>	Ticket ID	J3D8N6P1V9ROX4M2K7QL	W	User ID	173487485793475984	W	ID Type	Passport	Cri	ID Number	784-1997-9610265-7	Fir
Ticket ID	J3D8N6P1V9ROX4M2K7QL	W											
User ID	173487485793475984	W											
ID Type	Passport	Cri											
ID Number	784-1997-9610265-7	Fir											

<p><b>Verification Details Tab</b></p> <ul style="list-style-type: none"> <li>Verified with submitted EID information</li> </ul>	<table border="1"> <thead> <tr> <th colspan="2">Verification Result</th> </tr> </thead> <tbody> <tr> <td>Number of Attempts</td> <td>1</td> </tr> <tr> <td>Threshold Score</td> <td>60</td> </tr> <tr> <td>Similarity score</td> <td>100</td> </tr> <tr> <td>API Code</td> <td>200</td> </tr> <tr> <td>API Return Message</td> <td>Success</td> </tr> </tbody> </table>	Verification Result		Number of Attempts	1	Threshold Score	60	Similarity score	100	API Code	200	API Return Message	Success	<p>Shows system-generated verification results for the selected document type.</p> <ul style="list-style-type: none"> <li>In terms of verification with submitted EID information             <ul style="list-style-type: none"> <li>Includes fields for Number of Attempts, Threshold Score, Similarity Score, API Code, and API Return Message.</li> <li>Displays API Return Information, e.g., ID Number, Full Name, DOB, Nationality, Gender, Issuing Place, Expiry Date, Unique Doc ID etc. (for reference only)</li> <li>Displays User Submitted Information such as ID Number, Full Name, Date of Birth, and address.</li> </ul> </li> <li>In terms of Verification with OCR             <ul style="list-style-type: none"> <li>Includes fields for OCR Version, Number of Attempts, Threshold Score, Similarity Score, API Code, and API Return Message.</li> <li>Displays OCR Return Information such as ID Number, Full Name, Date of Birth, Gender, Nationality, and Expiry Date.</li> <li>Provides <b>Front Image</b> and <b>Back Image (if there is)</b> previews for the scanned ID document.</li> </ul> </li> </ul>
Verification Result														
Number of Attempts	1													
Threshold Score	60													
Similarity score	100													
API Code	200													
API Return Message	Success													
<p><b>Analyst Log Tab</b></p>		<p>Please refer to <a href="#">Analyst Log</a> in the 6.2.1 Account Details section.</p>												
<p><b>Note</b></p>		<p>Please refer to <a href="#">Note</a> in the 6.2.1 Account Details section.</p>												

3.

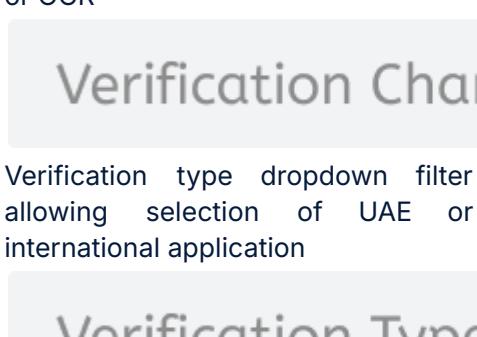
## KYC Alert

The KYC Alert page centralizes all alerts related to customer identity verification. It enables users to efficiently review, verify, and resolve accounts that require manual intervention, such as failed verification attempts(Manual Reivew), ID expiry, or detected duplicate accounts.

The module supports end-to-end handling of KYC exceptions, from alert review to document collection and compliance validation.

The screenshot shows the 'KYC Alert List' section of the DAYPOP application. The left sidebar has navigation links: Dashboard, Accounts, KYC Alert (which is selected), AML Case, Configuration, and Settings. The main area has a search bar with placeholder 'Search by User ID / Name / ID Number / Email' and a 'Search' button. Below it is a table with columns: Last Updated Time, User ID, Name, Verification Channel, Verification Type, and Alert Type. The table contains 25 rows of data, each with a checkbox in the first column and a timestamp in the second column. The 'Alert Type' column includes entries like 'Manual Review', 'ID Expiry', and 'Duplicate A/C'. At the bottom of the table are pagination controls showing '255 entries' and a page number '1'.

## Product Description

Key Features	Description
Column Filter	<p>Provide list filtering function. Date selector for selecting time period</p>  <p>Verification Channel dropdown filter allowing selection of Government DB or OCR</p>  <p>Verification type dropdown filter allowing selection of UAE or international application</p> 



Export button		Supports downloading an Excel file for the selected alerts
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1.

## KYC Alert Details

The **KYC alert details page** is identical to the **Account Details** page and provides a comprehensive view of the customer profile whose alert has been triggered. It supports both **automatic** and **manual** updates of KYC verification outcomes and duplicate account links. Users can update verification statuses directly, request additional proof documents, and manage document uploads and compliance remarks, ensuring full traceability throughout the KYC review workflow.

The screenshot shows the 'KYC Alert' section of the DAYPOP interface. On the left, a sidebar includes 'Dashboard', 'Accounts', 'KYC Alert' (which is selected), 'AML Case', 'Configuration', and 'Settings'. The main content area has tabs for 'KYC Alert' and 'Account Details'. The 'Account Details' tab is active, showing a suspended account. The account information includes:

User ID	173487465793475984	Nationality	United Arab Emirates	Address	101, Gold Tower, Barsha	KYC Verification	Manual Review
First Name	Omar AL-Mansouri	ID Type	Emirates ID	Province (Emirate)	Dubai	PEP/Sanctions	Pending
Last Name	Ahmed	ID Number	784-1997-9610265-7	Res. Country	UAE	Duplicate A/C	No
Name Verified	Omar AL-Mansouri Ahmed	Issuing Place	Abu Dhabi	Phone No.	+971 562510022	Duplicity Rule	No
Date of Birth	10/06/1997	Expiry Date	24/11/2025	Email	omar.ahmed@gmail.com	Account Status	Suspended
Gender	Male	Unique Doc ID	148147146	T&C Version	Version 1 (06/06/2025 19:44:55)	Updated Time	06/06/2025 19:44:55

The 'Verification Tickets' section displays a table of recent checks:

Created Time	Ticket ID	ID Type	ID Number	Result	Status	Reason
11/18/2024 11:45:16	J3DBN6P1V9ROX4M2K7QL	EID	784-1997-9610265-7	Fail	Finish	Full name score is below the threshold
11/18/2024 11:45:16	J3DBN6P1V9ROX4M2K7QL	EID	G2837347	Fail	Finish	Date of birth does not match
11/18/2024 11:45:16	TSY9LOA3WZC8E721B6HN	Passport	784-1997-9610265-7	Fail	Finish	Full name score is below the threshold
11/18/2024 11:45:16	J3DBN6P1V9ROX4M2K7QL	EID	G2837347	Fail	Finish	Invalid ID number
11/18/2024 11:45:16	J3DBN6P1V9ROX4M2K7QL	EID	784-1997-9610265-7	Fail	Finish	EID expired

## Product Description

Key Features	Description
--------------	-------------

## Account Details panel

Account Details		<span>Suspended</span>
User ID	173487485793475984	
First Name	Omar Al-Mansouri	ID Type
Last Name	Ahmed	ID Number
Name Verified	Omar Al-Mansouri Ahmed	Issuing Place
Date of Birth	10/06/1997	Expiry Date
Gender	Male	Unique Doc ID

Please refer to [Account Details panel](#) in 6.2.1 Account Details.

The Document Request button is to initiate customer due diligence procedure. The system shall keep the Document Request button active after a request is sent. All document request actions can be found in the Analyst Log for review.

## Document Request

The **Document Request** pop-up allows users to request additional proof documents from customers to complete or verify their KYC process. It includes options to define document types, select preferred notification channels, customize the message content, and set the URL expiration period.

- UID: Auto-filled, non-editable field displaying the customer's unique User ID associated with the KYC alert or account.
- Choose Proof Documents: Multi-select input allowing the users to select one or more document types required from the customer. Supplementary document list:
  - **1. Identity document**
  - **2. Proof of Address**
  - **3. Bank letter**
  - **4. Authorisation letter**
  - **5. 3rd party document**
  - **6. Other document**
- Notification Channel: Determines how the customer will be notified about the document request. Three channels are available:
  - Email: Sends a system-generated email notification with submission instructions.
  - Customer Account: trigger a notification pop-up for

		<p>document upload on the customer account page.</p> <ul style="list-style-type: none"><li>○ Customer Inbox: link the notification to the inbox message within the customer account page. (the checkbox for this option is currently greyed out and will be enabled in Website Sprint 5)</li><li>● Message content: limit to 500 words.</li><li>● Expiry Time: Defines the validity period for the document submission request. The customer must upload the required documents within the selected timeframe - 24 hours, 7 days, 14 days, 30 days, 60 days and 90 days.</li></ul>
--	--	--

## Document Request

\* UID

173487485793475984

\* Choose Proof Documents

Identity Document ×

P

\* Notification Channel

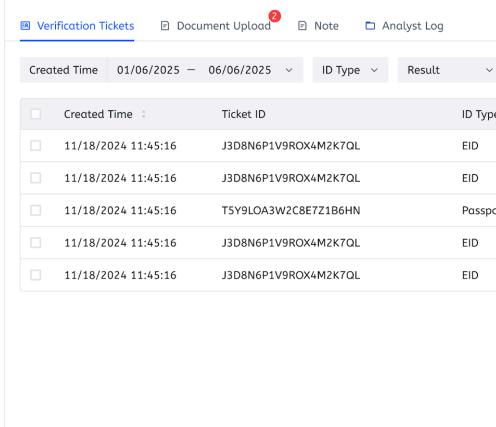
Email     Customer A

\* Message

Please enter...

\* Expiry Time

24h     7d     14c

		<p>Uquido's customer frontend will be integrated for customers to upload documents.</p>																		
Verification Tickets tab	 <table border="1"> <thead> <tr> <th>Created Time</th> <th>Ticket ID</th> <th>ID Type</th> </tr> </thead> <tbody> <tr> <td>11/18/2024 11:45:16</td> <td>J3D8N6P1V9ROX4M2K7QL</td> <td>EID</td> </tr> <tr> <td>11/18/2024 11:45:16</td> <td>J3D8N6P1V9ROX4M2K7QL</td> <td>EID</td> </tr> <tr> <td>11/18/2024 11:45:16</td> <td>T5Y9LOA3W2C8E7Z1B6HN</td> <td>Passport</td> </tr> <tr> <td>11/18/2024 11:45:16</td> <td>J3D8N6P1V9ROX4M2K7QL</td> <td>EID</td> </tr> <tr> <td>11/18/2024 11:45:16</td> <td>J3D8N6P1V9ROX4M2K7QL</td> <td>EID</td> </tr> </tbody> </table>	Created Time	Ticket ID	ID Type	11/18/2024 11:45:16	J3D8N6P1V9ROX4M2K7QL	EID	11/18/2024 11:45:16	J3D8N6P1V9ROX4M2K7QL	EID	11/18/2024 11:45:16	T5Y9LOA3W2C8E7Z1B6HN	Passport	11/18/2024 11:45:16	J3D8N6P1V9ROX4M2K7QL	EID	11/18/2024 11:45:16	J3D8N6P1V9ROX4M2K7QL	EID	<p>Please refer to <a href="#">Verification Tickets tab</a> in 6.2.1 Account Details</p>
Created Time	Ticket ID	ID Type																		
11/18/2024 11:45:16	J3D8N6P1V9ROX4M2K7QL	EID																		
11/18/2024 11:45:16	J3D8N6P1V9ROX4M2K7QL	EID																		
11/18/2024 11:45:16	T5Y9LOA3W2C8E7Z1B6HN	Passport																		
11/18/2024 11:45:16	J3D8N6P1V9ROX4M2K7QL	EID																		
11/18/2024 11:45:16	J3D8N6P1V9ROX4M2K7QL	EID																		

## Document Upload tab

The screenshot shows the 'Document Upload' tab interface. At the top, there are tabs: 'Verification Tickets', 'Document Upload' (which is active), 'Analyst Log', and 'Note'. Below the tabs, there are two main sections: 'Identity Document' and 'Proof of Address'. Each section has a title bar and a 'Key Information Extraction' table.

**Identity Document:**

Field	Value
Full Name	Xiaomin Tang
Date of Birth	04/05/1998
Passport Number	E90000082
Nationality	CN
Date of Expiry	09/02/2025
MRZ	POCHNZHENGJIAN<<YANGBEN<<<<<<<<< 8108038F2110189NGKELMPONBPJB978

**Proof of Address:**

Field	Value
Address	17, Al Kasir Street, Dubai, UAE
Issue Date	05 JUL 2024

At the bottom of each section, there are 'Compliant' and 'Non-compliant' buttons.

Enables users to review and validate customer-submitted documents required for KYC verification. The page supports both automated key information extraction and manual compliance review for identity and address proofs.

- Shows a notification badge indicating the number of new documents uploaded pending review.
- Once the tab is opened and the newly uploaded documents are viewed, the notification badge is cleared

## Document Upload

The tab displays separate sections for each document type i.e., *Identity Document*, *Proof of Address*. Each section includes extracted key information fields and the corresponding uploaded file preview.

### • Key Information Extraction

Automatically displays extracted fields such as *Full Name*, *Date of Birth*, *ID Number*, *Nationality*, *Date of Expiry*, and *MRZ* for identity documents, or ~~Address~~ and ~~Issue Date~~ for proof of address.

### • Uploaded Files

Shows thumbnail or file preview of the uploaded document, including filename and format (e.g., PDF, JPG, PNG). Clicking the image opens a zoomed-in view for inspection.

### • Compliance Marking

Provides toggle buttons (*Compliant* / *Non-Compliant*) for users to record review results for each document section.

- **Upload Function**

Clicking the “Upload” button will trigger a pop-up that allows users to upload supplementary files manually using the **Upload** button. Supported file types include PDF, JPG, and PNG, with system validation for size and format.

### Document Upload

\* Choose Proof Documents

Identity Document X

\* Document Name

Please enter...

File upload ⓘ



Click or drag files here

Only pdf, png, jpg can be uploaded, a  
100MB

**Please note** that the “Upload” function under the Document Upload tab operates independently from the H5 customer-facing document upload process. Uploading documents in this tab will not impact or overwrite anything on the customer frontend. Additionally, there

		is no restriction on the number of files a user can upload under the same document type within this tab.
Analyst log		Please refer to <a href="#">Analyst Log</a> in the 6.2.1 Account Details section.
Note		Please refer to <a href="#">Note</a> in the 6.2.1 Account Details section.

4.

## AML Case

The **AML Case** tab provides a centralized list view of all cases generated from AML screening results. It enables users to monitor, filter, and export case records for review, while escalation and resolution are handled in the external AML Portal. This page functions as a read-only tracking and reporting interface within the Admin Portal.

The screenshot shows the 'AML Case' tab in the DAYUP admin portal. The left sidebar has navigation links for Dashboard, Accounts, KYC Alert, AML Case (which is selected), Configuration, and Settings. The main area is titled 'AML Case List' and contains a table with 255 entries. The columns are: Created Time, Start Date, End Date, Resolution Status, Account Status, Action by, and Last Updated Time. The table lists various screening results for different users, including positive matches, unresoled cases, and false positives. Each row includes a checkbox and a preview icon for the user ID.

Created Time	Start Date	End Date	Resolution Status	Account Status	Action by	Last Updated Time	
18/8/2025 11:45:16	0001	173487485793475984	John Arthur	2	POSITIVE	BLOCK	Arco Design 11/18/2024 11:45:16
18/8/2025 11:45:16	00011	173487485793475984	John Arthur	1	UNRESOLVED	ACTIVE	Arco Design 11/18/2024 11:45:16
18/8/2025 11:45:16	00013	173487485793475984	John Arthur	3	POSITIVE	BLOCK	Arco Design 11/18/2024 11:45:16
18/8/2025 11:45:16	00015	173487485793475984	John Arthur	5	POSITIVE	BLOCK	Arco Design 11/18/2024 11:45:16
18/8/2025 11:45:16	00015	173487485793475984	John Arthur	5	UNRESOLVED	ACTIVE	11/18/2024 11:45:16
18/8/2025 11:45:16	00013	173487485793475984	John Arthur	3	UNRESOLVED	ACTIVE	11/18/2024 11:45:16
18/8/2025 11:45:16	00018	173487485793475984	John Arthur	8	IN PROGRESS	ACTIVE	Arco Design 11/18/2024 11:45:16
18/8/2025 11:45:16	00014	173487485793475984	John Arthur	4	IN PROGRESS	ACTIVE	Arco Design 11/18/2024 11:45:16
18/8/2025 11:45:16	00016	173487485793475984	John Arthur	6	POSITIVE	BLOCK	Arco Design 11/18/2024 11:45:16
18/8/2025 11:45:16	00017	173487485793475984	John Arthur	7	POSITIVE	BLOCK	Arco Design 11/18/2024 11:45:16
18/8/2025 11:45:16	000133	173487485793475984	John Arthur	7	POSITIVE	BLOCK	Arco Design 11/18/2024 11:45:16
18/8/2025 11:45:16	00012	173487485793475984	John Arthur	2	POSITIVE	BLOCK	Arco Design 11/18/2024 11:45:16
18/8/2025 11:45:16	00013	173487485793475984	John Arthur	4	FALSE	ACTIVE	Arco Design 11/18/2024 11:45:16
18/8/2025 11:45:16	30001	173487485793475984	John Arthur	3	FALSE	ACTIVE	Arco Design 11/18/2024 11:45:16
18/8/2025 11:45:16	300012	173487485793475984	John Arthur	3	FALSE	ACTIVE	Arco Design 11/18/2024 11:45:16

### Product Description

Key Features	Description

<b>Column Filter</b>	<p>Provides list filtering function.</p> <p>Date selector for selecting time period</p> <p><b>Created Time</b> ▾      Start D</p> <p>Resolution status dropdown filter allowing selection of unsolved, false and positive cases.</p> <p><b>Resolution Status</b></p> <p>Account status dropdown filter allowing selection of active, suspended and blocked Accounts.</p> <p><b>Account Status</b></p> <p>Action By dropdown filter allowing selection of responsible users.</p> <p><b>Action By</b> ▾</p> <p>Search bar for searching case ID, user ID, name and Email</p> <p><b>Search by Case ID / User</b></p>																																																																	
<b>Case list</b>	<table border="1"> <thead> <tr> <th>Created Time</th> <th>Case ID</th> <th>User ID</th> <th>Name</th> </tr> </thead> <tbody> <tr><td>18/8/2025 11:45:16</td><td>0001</td><td>173487485793475984</td><td>John</td></tr> <tr><td>18/8/2025 11:45:16</td><td>00011</td><td>173487485793475984</td><td>John</td></tr> <tr><td>18/8/2025 11:45:16</td><td>00013</td><td>173487485793475984</td><td>John</td></tr> <tr><td>18/8/2025 11:45:16</td><td>00015</td><td>173487485793475984</td><td>John</td></tr> <tr><td>18/8/2025 11:45:16</td><td>00015</td><td>173487485793475984</td><td>John</td></tr> <tr><td>18/8/2025 11:45:16</td><td>00013</td><td>173487485793475984</td><td>John</td></tr> <tr><td>18/8/2025 11:45:16</td><td>00018</td><td>173487485793475984</td><td>John</td></tr> <tr><td>18/8/2025 11:45:16</td><td>00014</td><td>173487485793475984</td><td>John</td></tr> <tr><td>18/8/2025 11:45:16</td><td>00016</td><td>173487485793475984</td><td>John</td></tr> <tr><td>18/8/2025 11:45:16</td><td>00017</td><td>173487485793475984</td><td>John</td></tr> <tr><td>18/8/2025 11:45:16</td><td>000133</td><td>173487485793475984</td><td>John</td></tr> <tr><td>18/8/2025 11:45:16</td><td>00012</td><td>173487485793475984</td><td>John</td></tr> <tr><td>18/8/2025 11:45:16</td><td>00013</td><td>173487485793475984</td><td>John</td></tr> <tr><td>18/8/2025 11:45:16</td><td>30001</td><td>173487485793475984</td><td>John</td></tr> <tr><td>18/8/2025 11:45:16</td><td>300012</td><td>173487485793475984</td><td>John</td></tr> </tbody> </table>	Created Time	Case ID	User ID	Name	18/8/2025 11:45:16	0001	173487485793475984	John	18/8/2025 11:45:16	00011	173487485793475984	John	18/8/2025 11:45:16	00013	173487485793475984	John	18/8/2025 11:45:16	00015	173487485793475984	John	18/8/2025 11:45:16	00015	173487485793475984	John	18/8/2025 11:45:16	00013	173487485793475984	John	18/8/2025 11:45:16	00018	173487485793475984	John	18/8/2025 11:45:16	00014	173487485793475984	John	18/8/2025 11:45:16	00016	173487485793475984	John	18/8/2025 11:45:16	00017	173487485793475984	John	18/8/2025 11:45:16	000133	173487485793475984	John	18/8/2025 11:45:16	00012	173487485793475984	John	18/8/2025 11:45:16	00013	173487485793475984	John	18/8/2025 11:45:16	30001	173487485793475984	John	18/8/2025 11:45:16	300012	173487485793475984	John	<p>List of cases with headers for created time, case ID, user ID, name, match count, resolution status, account status, action by and last updated time.</p> <ul style="list-style-type: none"> <li>Match count shows the number of matches under a case.</li> <li>The resolution status reflects resolution results from external AML portal.</li> <li>The account status indicates the current state of the account and can be Blocked, Suspended, or Active.</li> </ul>
Created Time	Case ID	User ID	Name																																																															
18/8/2025 11:45:16	0001	173487485793475984	John																																																															
18/8/2025 11:45:16	00011	173487485793475984	John																																																															
18/8/2025 11:45:16	00013	173487485793475984	John																																																															
18/8/2025 11:45:16	00015	173487485793475984	John																																																															
18/8/2025 11:45:16	00015	173487485793475984	John																																																															
18/8/2025 11:45:16	00013	173487485793475984	John																																																															
18/8/2025 11:45:16	00018	173487485793475984	John																																																															
18/8/2025 11:45:16	00014	173487485793475984	John																																																															
18/8/2025 11:45:16	00016	173487485793475984	John																																																															
18/8/2025 11:45:16	00017	173487485793475984	John																																																															
18/8/2025 11:45:16	000133	173487485793475984	John																																																															
18/8/2025 11:45:16	00012	173487485793475984	John																																																															
18/8/2025 11:45:16	00013	173487485793475984	John																																																															
18/8/2025 11:45:16	30001	173487485793475984	John																																																															
18/8/2025 11:45:16	300012	173487485793475984	John																																																															

		<ul style="list-style-type: none"> <li>The magnifier icon allows users to jump to the case resolution page in external AML portal.</li> </ul>
Export button		Supports downloading an Excel file for the selected cases

5.

## Configuration

The **Configuration** module provides self-service tools for managing operational and compliance control settings, including the KYC setup, the internally maintained blacklist, duplicity detection rules, and country availability. It enables authorized users to adjust system rules and restrictions directly through the interface, ensuring flexibility, accuracy, and continuous alignment with regulatory requirements.

### 1. KYC Setup

The **KYC Setup** page allows users to define and manage key operational parameters for automated KYC verification. It centralizes essential configuration options—such as EID verification thresholds, OCR attempt limits and ID expiry grace periods—to ensure consistent control, faster policy adjustments, and reduced manual intervention across the KYC workflow.

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Configuration KYC Setup

### KYC Setup

EID Verification Configuration

Fuzzy Name Matching Threshold

0  100

Fail Interval: [0,70]

Pass Interval: [70,100]

Allowed Retry Attempts:

Save Settings

### Identity Document OCR Configuration

Set the limit for KYC verification attempts before triggering manual review.

UAE Applicant:

International Applicant:

Enable Identity Document Upload

### Grace period for ID Expiry

Define the number of days after ID expiry during which the KYC status remains Verified.

Grace period (days):

Key Features	Description
EID Verification Configuration	<p>EID Verification Configuration <input checked="" type="checkbox"/></p> <p>A toggle for enabling or disabling EID Verification.</p>  <p><b>When enabled:</b> Configure the fuzzy name-matching logic for Emirates ID (EID) verification and control the retry mechanism when API checks fail.</p> <ul style="list-style-type: none"> <li><b>Fuzzy Name Matching Threshold:</b> Adjustable numeric range (0–100) that determines pass/fail intervals for name similarity between applicant data and official records.</li> <li><b>Fail Interval:</b> Range below which GovDB API verification fails.</li> <li><b>Pass Interval:</b> Range above which GovDB API verification passes.</li> <li><b>Allowed Retry Attempts:</b> Number of times the applicant can attempt GovDB API verification before forcing OCR verification.</li> </ul> <p><b>When disabled:</b></p>

		<p>The customer frontend will show the OCR service button only, bypassing manual form entry and skipping the GovDB API verification step entirely.</p>								
Identity Document OCR Configuration	<p>Identity Document OCR Configuration </p> <p>Set the limit for KYC verification attempts before triggering manual review.</p> <table border="1"> <tr> <td>UAE Applicant</td> <td>-</td> <td>1</td> <td>+</td> </tr> <tr> <td>International Applicant</td> <td>-</td> <td>3</td> <td>+</td> </tr> </table> <p><input checked="" type="checkbox"/> Enable Identity Document Upload</p>	UAE Applicant	-	1	+	International Applicant	-	3	+	<p>A toggle for enabling or disabling OCR function.</p> <p></p> <p><b>When enabled:</b> Define the maximum number of Identity Document OCR attempts allowed before the system automatically triggers a <b>manual review</b>.</p> <ul style="list-style-type: none"> <li>• <b>UAE Applicant Limit:</b> Specifies the number of OCR attempts allowed once the GovDB API verification attempts have been exhausted for UAE applicants.</li> <li>• <b>International Applicant Limit:</b> Separate OCR attempts limit for international users to reflect differing verification rules.</li> </ul> <p><b>Checkbox for enabling identity document upload</b> (Subject to Uquido's acceptance of allowing external control over this SDK feature).</p> <p> <b>Enable Identity Document Upload</b></p> <p><b>When disabled:</b></p> <ul style="list-style-type: none"> <li>• The customer frontend will switch from OCR to a manual data-entry form, allowing applicants to input their <b>First Name, Last Name, Date of Birth, ID Type (selection) and ID Number</b> directly.</li> <li>• auto-suspend the account pending manual review and automatically raise a KYC Alert</li> </ul>
UAE Applicant	-	1	+							
International Applicant	-	3	+							

<p><b>Grace Period for ID Expiry</b></p> <p>Grace period for ID Expiry </p> <p>Define the number of days after ID expiry during which the KYC status</p> <p>Grace period (days) <input type="text" value="90"/></p>	<p>A toggle for enabling or disabling Grace Period for ID Expiry.</p> <p><b>When enabled:</b> Maintain verified KYC status for a defined number of days after the ID document's expiry date, allowing customers time to update their renewed IDs without immediate service disruption.</p> <ul style="list-style-type: none"> <li>● <b>Grace Period (days):</b> Number of days KYC remains valid post expiry.</li> </ul> <p><b>When disabled:</b> The KYC status will transition immediately upon ID expiry, and no grace period will be applied. The system will trigger an alert and follow the standard expiry handling workflow.</p>
---	--

2.

## Blocklist Management

The internal blacklist prevents registration attempts using recorded IDs. It functions as a pre-check mechanism. The page enables users to manage the list of blacklisted individuals (ID Type and ID Number) and provides key functions such as **Import, Add, Modify, Delete, and Export**.

The screenshot shows the 'Blocklist Management' section of the uquido platform. The left sidebar includes links for Dashboard, Accounts, KYC Alert, AML Case, Configuration (selected), Rule Engine, Country Selection, and Settings. The main area has a 'Blocklist' heading with a search bar and buttons for 'Add Individual', 'Import List', and 'Export List'. A table lists 255 entries of blacklisted individuals, each with a checkbox, Last Updated Time, Name, Nationality, DOB, ID Type, ID Number, and an 'Operation' column with three icons. The table includes filters for Time, Nationality, ID Type, and a search bar.

### Product Description

Key Features	Description
Column Filter	<p>Provide list filtering function. Date selector for select time period</p> <div style="display: flex; align-items: center;"> <span style="font-size: 1.5em;">Time</span> <span style="margin: 0 10px;">01/06/2025 — 06/06/2025</span> <span style="font-size: 1.5em;">▼</span> </div> <div style="display: flex; align-items: center;"> <span style="font-size: 1.5em;">Nationality</span> <span style="margin: 0 10px;">▼</span> </div> <div style="display: flex; align-items: center;"> <span style="font-size: 1.5em;">ID Type</span> <span style="margin: 0 10px;">▼</span> </div> <div style="display: flex; align-items: center;"> <span style="font-size: 1.5em;">Search by ID Number / Name</span> <span style="margin: 0 10px;">▼</span> </div>
Blacklist	<p>The <b>Blacklist</b> table displays the following headers: <b>Latest Updated Time</b>, <b>Name</b>, <b>Nationality</b>, <b>DOB</b>, <b>ID Type</b>, <b>ID Number</b>, and <b>Operation</b>. The <b>Operation</b> column provides <b>Edit</b>, <b>Copy</b>, and <b>Delete</b> actions for each row.</p> <div style="display: flex; align-items: center; justify-content: center;"> <span style="font-size: 1.5em;">Operation</span> </div> <div style="display: flex; justify-content: center; margin-top: 10px;"> <span style="font-size: 1.5em;">Edit</span> <span style="font-size: 1.5em;">Copy</span> <span style="font-size: 1.5em;">Delete</span> </div> <p>The <b>Edit</b> action triggers the same drawer interface as Add Individual (refer to <a href="#">Add New button</a>), but with the drawer title updated to <b>Edit Individual</b>.</p>

		<p>The <b>Copy</b> action will copy all editable field values to the clipboard for use in Excel or other external tools.</p> <p>The <b>Delete</b> action will remove the selected record from the table after user confirmation.</p> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <span style="color: orange; border-radius: 50%; width: 20px; height: 20px; display: inline-block;"></span> <b>Delete Record</b>                        Are you sure you want to delete this record?                 </div>
Export button	 <b>Export List</b>	Supports downloading an Excel file for the selected blacklisted individuals.
Import button	 <b>Import List</b>	<p>Supports importing an external batch of blacklisted individuals into the system using a predefined file template.</p> <p><b>File Upload pop-up</b></p> <ul style="list-style-type: none"> <li>● Download the Template: Provides a downloadable Excel template with the required field structure for data import (e.g., <i>Name</i>, <i>Nationality</i>, <i>DOB</i>, <i>ID Type</i>, <i>ID Number</i>). <i>ID Type</i> and <i>ID Number</i> are mandatory fields.</li> <li>● Supports drag-and-drop or click-to-upload actions.</li> <li>● Accepts files in <i>.xls</i>, <i>.csv</i>, or <i>.xlsx</i> formats up to <b>100 MB</b> in size. Displays an error message if the file format or size exceeds the allowed limit.</li> </ul>

		<p><b>Import List</b></p> <p>File Upload  </p> <div style="text-align: center;">   <b>Click or drag files here to upload</b>  <small>Only .xls,.csv,.xlsx can be uploaded, and the file size must be less than 100MB</small>  <small>Please refer to the temporary folder for more details.</small> </div>
Add button	New	<p><b>Add New</b></p> <p>Supports adding a single blacklisted individual.</p> <p><b>Add Individual Drawer</b></p> <ul style="list-style-type: none"> <li>• <b>Name:</b> Optional text field to input the blacklisted person's full name.</li> <li>• <b>Nationality:</b> Optional text field to enter the blacklisted person's nationality.</li> <li>• <b>Date of Birth:</b> Optional text field to specify the date of birth of the blacklisted person.</li> <li>• <b>ID Type:</b> Mandatory dropdown menu to select the identification document type (e.g., <i>EID, Passport etc</i>).</li> <li>• <b>ID Number:</b> Mandatory text field to enter the blacklisted person's unique ID number. Duplicate or invalid entries trigger a validation error.</li> </ul>

## Add Individual

Name

Enter blacklisted p

Nationality

Enter blacklisted p

Date of Birth

Enter blacklisted p

\* ID Type

Please select ID ty

\* ID Number

Enter blacklisted p

3.

## Rule Engine

The Rule Engine module provides a centralized interface for defining and managing rules that automatically identify potential duplicity on KYC verified accounts. It enables users to configure field (e.g. first name, last name, DOB, nationality, country of residence) combinations to detect possible duplications across the customer database.

Created Time	Rule ID	Rule Name	Description	Rule Category	Related A/C	Status	Operation
26/12/2024 00:00:00	I-00001	Email and phone number combination	Email and phone number combination duplicity exclusion rule	Account Duplicity	0	<input checked="" type="checkbox"/>	
26/12/2024 00:00:00	I-00001	Names, DOB and Nationality combination	Names, DOB and Nationality combination duplicity exclusion rule	Account Duplicity	2	<input checked="" type="checkbox"/>	
26/12/2024 00:00:00	I-00001	Name and DOB combination	Name and DOB combination duplicity exclusion rule	Account Duplicity	4	<input checked="" type="checkbox"/>	
26/12/2024 00:00:00	I-00001	Name and DOB combination	Name and DOB combination duplicity exclusion rule	Account Duplicity	9	<input checked="" type="checkbox"/>	
26/12/2024 00:00:00	I-00001	Name and DOB combination	Name and DOB combination duplicity exclusion rule	Account Duplicity	12	<input checked="" type="checkbox"/>	
26/12/2024 00:00:00	I-00001	Name and DOB combination	Name and DOB combination duplicity exclusion rule	Account Duplicity	1	<input checked="" type="checkbox"/>	
26/12/2024 00:00:00	I-00001	Name and DOB combination	Name and DOB combination duplicity exclusion rule	Account Duplicity	3	<input checked="" type="checkbox"/>	
26/12/2024 00:00:00	I-00001	Name and DOB combination	Name and DOB combination duplicity exclusion rule	Account Duplicity	3	<input checked="" type="checkbox"/>	
26/12/2024 00:00:00	I-00001	Self-exclusion	Name and DOB combination duplicity exclusion rule	Account Duplicity	3	<input checked="" type="checkbox"/>	
26/12/2024 00:00:00	I-00001	Other rules	Name and DOB combination duplicity exclusion rule	Others	3	<input checked="" type="checkbox"/>	
26/12/2024 00:00:00	I-00001	Other rules	Name and DOB combination duplicity exclusion rule	Others	3	<input checked="" type="checkbox"/>	
26/12/2024 00:00:00	I-00001	Other rules	Name and DOB combination duplicity exclusion rule	Others	3	<input checked="" type="checkbox"/>	
26/12/2024 00:00:00	I-00001	Other rules	Name and DOB combination duplicity exclusion rule	Others	1	<input checked="" type="checkbox"/>	
26/12/2024 00:00:00	I-00001	Other rules	Name and DOB combination duplicity exclusion rule	Others	1	<input checked="" type="checkbox"/>	

## Product Description

Key Features	Description
Column Filter	<p>Provide list filtering function. Date selector for selecting time period</p> <div style="display: flex; justify-content: space-around;"> <span>Time</span> <span>01/06/2025</span> </div> <p>Rule Category for selecting Account Duplicity or other predefined categories. Categories can be created and customized as needed in the Rule Setup Page.</p> <p>Rule Category</p> <p>Search bar for searching Rule ID or Rule Name</p>

		<h3>Search by Rule ID / Rule Name</h3>																																																								
Rule list	<table border="1"> <thead> <tr> <th></th> <th>Created Time :</th> <th>Rule ID :</th> <th>Rule Name</th> </tr> </thead> <tbody> <tr><td><input type="checkbox"/></td><td>26/12/2024 00:00:00</td><td>I-00001</td><td>Email and phone number combination</td></tr> <tr><td><input type="checkbox"/></td><td>26/12/2024 00:00:00</td><td>I-00001</td><td>Names, DOB and Nationality</td></tr> <tr><td><input type="checkbox"/></td><td>26/12/2024 00:00:00</td><td>I-00001</td><td>Name and DOB combination</td></tr> <tr><td><input type="checkbox"/></td><td>26/12/2024 00:00:00</td><td>I-00001</td><td>Self-exclusion</td></tr> <tr><td><input type="checkbox"/></td><td>26/12/2024 00:00:00</td><td>I-00001</td><td>Other rules</td></tr> <tr><td><input type="checkbox"/></td><td>26/12/2024 00:00:00</td><td>I-00001</td><td>Other rules</td></tr> <tr><td><input type="checkbox"/></td><td>26/12/2024 00:00:00</td><td>I-00001</td><td>Other rules</td></tr> <tr><td><input type="checkbox"/></td><td>26/12/2024 00:00:00</td><td>I-00001</td><td>Other rules</td></tr> </tbody> </table>		Created Time :	Rule ID :	Rule Name	<input type="checkbox"/>	26/12/2024 00:00:00	I-00001	Email and phone number combination	<input type="checkbox"/>	26/12/2024 00:00:00	I-00001	Names, DOB and Nationality	<input type="checkbox"/>	26/12/2024 00:00:00	I-00001	Name and DOB combination	<input type="checkbox"/>	26/12/2024 00:00:00	I-00001	Name and DOB combination	<input type="checkbox"/>	26/12/2024 00:00:00	I-00001	Name and DOB combination	<input type="checkbox"/>	26/12/2024 00:00:00	I-00001	Name and DOB combination	<input type="checkbox"/>	26/12/2024 00:00:00	I-00001	Name and DOB combination	<input type="checkbox"/>	26/12/2024 00:00:00	I-00001	Name and DOB combination	<input type="checkbox"/>	26/12/2024 00:00:00	I-00001	Self-exclusion	<input type="checkbox"/>	26/12/2024 00:00:00	I-00001	Other rules	<input type="checkbox"/>	26/12/2024 00:00:00	I-00001	Other rules	<input type="checkbox"/>	26/12/2024 00:00:00	I-00001	Other rules	<input type="checkbox"/>	26/12/2024 00:00:00	I-00001	Other rules	<p>The Rules list includes the following headers: Created Time, Rule ID, Rule Name, Description, Rule Category, Status and Related Accounts and operations.</p> <ul style="list-style-type: none"> <li>● <b>Related A/C:</b> Shows the number of accounts detected by the rule, with clickable links to open the related accounts list.</li> </ul> <p style="text-align: center;"> 2</p>
	Created Time :	Rule ID :	Rule Name																																																							
<input type="checkbox"/>	26/12/2024 00:00:00	I-00001	Email and phone number combination																																																							
<input type="checkbox"/>	26/12/2024 00:00:00	I-00001	Names, DOB and Nationality																																																							
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<input type="checkbox"/>	26/12/2024 00:00:00	I-00001	Other rules																																																							
<input type="checkbox"/>	26/12/2024 00:00:00	I-00001	Other rules																																																							
<input type="checkbox"/>	26/12/2024 00:00:00	I-00001	Other rules																																																							
<input type="checkbox"/>	26/12/2024 00:00:00	I-00001	Other rules																																																							

		 
		<ul style="list-style-type: none"> <li>• <b>Edit icon</b> allows users to open the <b>Rule Setup</b> page for the selected rule, allowing users to view and modify existing rule configurations.</li> </ul> 
Add New button		Opens the <b>Rule Setup</b> page where users can define custom rule parameters for new rules.
Export button		Supports downloading an Excel file for the selected rules.

1.

### Rule Setup

Clicking the **Add New** button redirects the user to the new Rule Setup page. It enables users to create and configure new rules used to identify potential duplicate accounts. It provides a no-code interface to define rule logic and parameter combinations through an intuitive condition builder.

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Configuration Rule Engine / I-ooo1

**Rule Setup**

\* Rule Name: Please enter user group name

Category: [Edit](#)

\* Action:  Trigger Alert  Suspend Account (KYC Manual Review)

Description: Please enter the description for this rule 0/100

**Rule Parameters**

Select parameter type: Select a parameter type

Current Condition Parameter: And

Add group

Cancel Save

### Product Description

Key Features	Description

## Rule Basic Information panel

Rule Setup

\* Rule Name  
Please enter user group name

Description  
Please enter the description for this rule

- Rule Name: Mandatory field for entering a unique name that identifies the rule.

### \* Rule Name

Please enter user group name

- Description: Optional text field for providing additional context or explanation of the rule logic and purpose (up to 100 characters).

#### Description

Please enter the description for this rule

- Category: Dropdown for selecting the rule category, e.g. Account Duplication. Editable via the "Edit" link beside the field.

### Category Edit

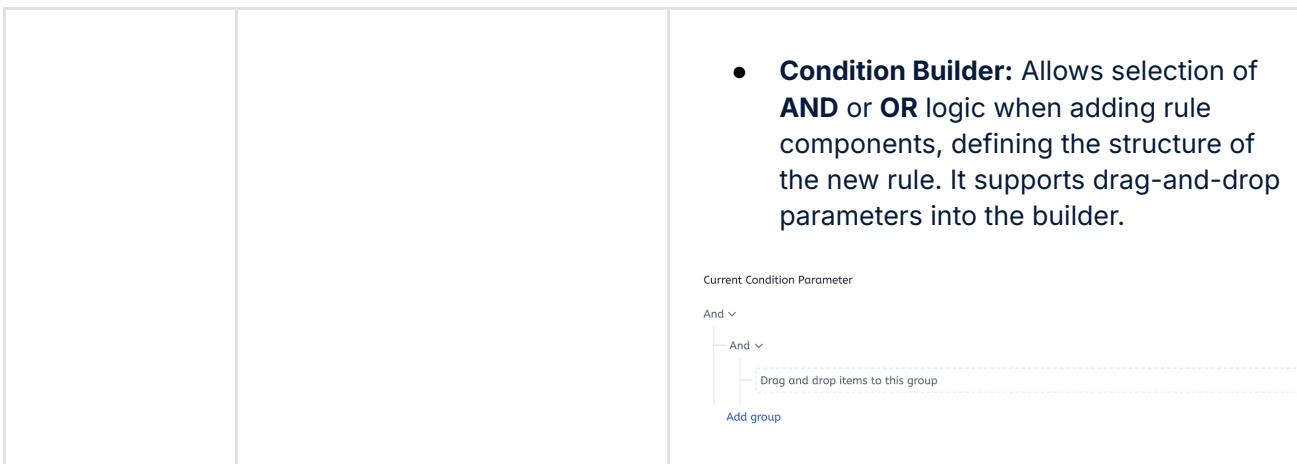
Category

The **Manage Rule Category** pop-up allows users to create, rename, or delete rule categories used for organizing rules within the **Rule Engine**

	<p><b>Manage Rule Category</b></p> <p><i>When deleting a category, connected rules won't be but will only be available under All rules.</i></p> <p>Account Duplicity</p> <p>Others</p> <p><b>Add Category</b> <span style="float: right;">Cancel</span></p> <ul style="list-style-type: none"><li>Category List displays all existing rule categories. Each category is shown as an editable text field with a delete icon for removal.</li><li>The delete icon deletes a category, but it does not remove the connected rules; affected rules will be reclassified under <b>All Rules</b>.</li><li>Add Category button appends an additional blank input row for adding a new category.</li></ul> <p><b>Manage Rule Category</b></p> <p><i>When deleting a category, connected rules won't be but will only be available under All rules.</i></p> <p>Account Duplicity</p> <p>Others</p> <p><b>Add Category</b> <span style="float: right;">Cancel</span></p>
--	--

		<ul style="list-style-type: none"><li>• Save Changes confirms and saves all category modifications, immediately updating the category dropdown in the Rule Setup page and Rule Engine page.</li><li>• Action: Checkbox that specifies the outcome triggered when the rule conditions are met. Multiple actions can be selected simultaneously.<ul style="list-style-type: none"><li>◦ Trigger Alert: generates a real-time alert in the <b>KYC Alert</b> page when a rule condition is met.</li><li>◦ Suspend Account: automatically sets the KYC Verification to Manual Review status, thus suspending the accounts that meet the defined conditions.</li></ul></li></ul>
	Action	<input checked="" type="checkbox"/> Trigger Alert <input checked="" type="checkbox"/> Suspend Acco

<p><b>Rule Parameter panel</b></p>  	<p>The <b>Rule Parameter Panel</b> provides a no-code interface for creating rules to detect duplicate accounts.</p> <ul style="list-style-type: none"> <li>● <b>Parameter Type Field:</b> Allows selection of the parameter type, either <b>Compare</b> or <b>DataMatch</b>.</li> </ul> <p><b>Select parameter type</b> <span style="color: #808080;">?</span></p> <div style="background-color: #f0f0f0; padding: 10px; margin-bottom: 10px;"> <p style="text-align: center;"><b>Compare</b></p> </div> <ul style="list-style-type: none"> <li>● <b>Rule Equation:</b> Provides the rule parameters required to set up the rule components.</li> </ul> <div style="display: flex; align-items: center;"> <span style="font-size: 1.5em; margin-right: 10px;">○</span> <div style="flex-grow: 1;"> <p>Rule parameters include:</p> <ol style="list-style-type: none"> <li><b>1. First Name</b></li> <li><b>2. Last Name</b></li> <li><b>3. DOB</b></li> <li><b>4. Nationality</b></li> <li><b>5. Country of Residence</b></li> <li><b>6. phone number (though same data cannot be reused for registration)</b></li> <li><b>7. email address (though same data cannot be reused for registration)</b></li> <li><b>8. ID no. (though same data cannot be reused for registration)</b></li> <li><b>9. ID expiry date</b></li> <li><b>10. Emirate</b></li> <li><b>11. City</b></li> <li><b>12. IP address (for future usage)</b></li> </ol> </div> </div> <ul style="list-style-type: none"> <li>● <b>Rule Parameter Preview:</b> Provides a quick overview of the components of the new rule.</li> </ul> <div style="background-color: #f0f0f0; padding: 10px; margin-top: 10px;"> <p>Rule parameter preview</p> <p>Full Name is equal to Full Name</p> </div>
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4.

## Country Selection

The **Country Selection** page allows user to manage the list of country selections available in the account application process.

## Product Description

Product Description	
Key Features	Description
Column Filter	<div style="display: flex; align-items: center;"><div style="flex-grow: 1; padding-right: 10px;">Region</div><div style="border: 1px solid #ccc; padding: 2px 10px; border-radius: 4px;"><input type="text"/></div><div style="font-size: small; margin-left: 10px;">Search by Country name / code</div></div>

		<p>Search bar for retrieving related country by <b>enter a country name or code</b></p> <p><b>Search by Country name</b></p>																																		
Country list	<table border="1"> <thead> <tr> <th>Last Modified Time</th> <th>Countries</th> </tr> </thead> <tbody> <tr><td>2025/8/18 11:45:16</td><td>United States</td></tr> <tr><td>2025/8/18 11:45:16</td><td>United Kingdom</td></tr> <tr><td>2025/8/18 11:45:16</td><td>Germany</td></tr> <tr><td>2025/8/18 11:45:16</td><td>France</td></tr> <tr><td>2025/8/18 11:45:16</td><td>Japan</td></tr> <tr><td>2025/8/18 11:45:16</td><td>Australia</td></tr> <tr><td>2025/8/18 11:45:16</td><td>United Arab Emirates</td></tr> <tr><td>2025/8/18 11:45:16</td><td>North Korea</td></tr> <tr><td>2025/8/18 11:45:16</td><td>United Arab Emirates</td></tr> </tbody> </table>	Last Modified Time	Countries	2025/8/18 11:45:16	United States	2025/8/18 11:45:16	United Kingdom	2025/8/18 11:45:16	Germany	2025/8/18 11:45:16	France	2025/8/18 11:45:16	Japan	2025/8/18 11:45:16	Australia	2025/8/18 11:45:16	United Arab Emirates	2025/8/18 11:45:16	North Korea	2025/8/18 11:45:16	United Arab Emirates	<p>Country list with headers for Last modified time, countries, code, region, remark, status and operation.</p> <ul style="list-style-type: none"> <li><b>Remark:</b> Optional text field for adding administrative notes or restrictions related to a specific country. The field can be edited directly using the <b>edit icon</b> in the <b>Operation</b> column.</li> <li>Status Toggle: Controls the availability of each country in the <b>country selection list</b> used during the account application process. When disabled, the country will not appear as a selectable option for applicants.</li> </ul> <p><b>Status</b></p>  <ul style="list-style-type: none"> <li>The edit icon allows the user to add remarks for the country, such as restrictions or sanctions.</li> </ul> <p><b>Operation</b></p> 														
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6.

## Role Management

The Role Management function will be integrated into the overall Role & Permission module within the Admin Portal.

# 8. Verification Activation & Downtime Handling

## 1. Activation on First Login (One-Time)

For existing customers who registered with an EID before the GovDB verification feature went live, the system shall automatically trigger GovDB verification on their first login after feature activation. This trigger occurs once per customer.

## 2. GovDB API Downtime

If GovDB API services is unavailable, the API will return an error message prompting the customer frontend to switch to Uquido OCR service.

## 3. Dual-Service Downtime

If both GovDB API and Uquido OCR services are unavailable, the system shall allow registration to proceed but auto-suspend the account pending manual review and automatically raise a KYC Alert. The customer frontend will switch to a manual data-entry form, allowing applicants to input their First Name, Last Name, Date of Birth, and ID Number directly.