Step 1:

Send an email to client with the link of the form application (https://payit123crm.com/CRM/public/account/form)

**Form: -** First name, last name

* + Company name
  + Company's Country of Incorporation
  + Company Address
  + City
  + Zip Code
  + Technical / Integration Email
  + Website
  + Reporting Email
  + Accounting Email
  + Processing Currencies
  + Other Currencies Required
  + Clients' main country #1
  + Clients' Country #1 Volume
  + Clients' main country #2
  + Clients' Country #2 Volume
  + Clients' main country #3
  + Clients' Country #3 Volume
  + Payouts Method
  + Wallet Address
  + When do you intend to start processing?
  + Comments
  + **SUBMIT**

Step 2:

Someone has to check the form for crm and continue with KYC email.

Step 3:

KYC email will be send to client with link of the kyc form ( see appendix1)

We need live chat, offer real-time assistance to users. ( person1, person2)

Automatic responses for common questions.

Evi accept the client

When she is absent who is going to replace her?

Step 4:

Accept KYC

Step 5:

If it’s a high risk client we will send them the EDD form

Step 6:

Send the agreement to the client for signatures (Docusign)

Step 7 :

Send a welcome email to the client with video tutorials covering all functionalities.

**Appendix 1**

**Electronic KYC Form**

**1. Personal Information**

* **Full Name:**
* **Date of Birth:**
* **Nationality:**
* **Gender:**  
  [ ] Male [ ] Female [ ] Other

**2. Contact Information**

* **Residential Address:**

Country: [*Dropdown Menu: List of Countries]* City: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Zip Code: \_\_\_\_\_\_\_\_\_\_\_

* **Email Address:**
* **Phone Number:**

**3. Identification Documents**

* **Type of ID Provided: (can choose more than one)**  
  [ ] Passport Issue date: expire date:   
  [ ] National ID Card Issue date: expire date:   
  [ ] Driver’s License [ ] Other
* **Upload Document:**  
  [Drag and Drop or Browse]

**4. Proof of Address**

* **Type of Document Provided: (for the document to be valid it must be less than 3 months)**  
  [ ] Utility Bill Issue date:   
  [ ] Bank Statement Issue date:   
  [ ] Lease Agreement Issue date:
* **Upload Document:**  
  [Drag and Drop or Browse]

**5. Certificate of registered office**

* **Upload Document:**  
  [Drag and Drop or Browse]

**6. Shareholding Certificate**

* **Upload Document:**  
  [Drag and Drop or Browse]

**7. Certificate of incorporation**

* **Upload Document:**  
  [Drag and Drop or Browse]

**8. 6 months processing history**

* **Upload Document:**  
  [Drag and Drop or Browse]

**9. 6 months chargebacks history**

* **Upload Document:**  
  [Drag and Drop or Browse]

**10. 6 months refunds history**

* **Upload Document:**  
  [Drag and Drop or Browse]

**11. Declaration**

I hereby declare that the information provided is true and accurate to the best of my knowledge.

* **Signature (DocuSign):**
* **Date Automatically**

**Instructions for Completion:**

* Fill out all sections of the form.
* Upload required identification documents and proof of address.
* Click “Submit” to complete the process.

**[Submit Button]**

**Features to Consider:**

* **Progress Bar**: Indicate how far the user is in the process.
* **Help Tooltips**: Provide guidance on what is required for each section.
* **Security Features**: Ensure data encryption and secure storage.
* **Confirmation Email**: Send a receipt of submission and next steps.
* **Reminder email**: Send reminder when the client leaves uncompleted the form.
* **Help Section**: For Agent, Merchant & Client video tutorials covering all functionalities also automatic responses for common questions.
* **Live Chat**: offer real-time assistance to users.