**Service Delivery Validation Workflow**

1. **Client completes document upload via KYC widget**  
   → Client manually enters their **client number (CIF)** and **jurisdiction**.  
   → At the time of upload, **Digital passes** to the backend:
   * **First name** and **last name**
   * **Client ID**
   * **Jurisdiction**
   * **List of account numbers**
   * **Digital ID**
2. **KYC Portal backend receives the upload**  
   → Stores:
   * Entered **CIF** and **jurisdiction**
   * **Name**, **account numbers**, and **Digital ID** from Digital
   * Uploaded **documents**
3. **A notification is sent to the Service Delivery team**  
   → Via email or internal dashboard alert, indicating a new submission is ready for review.  
   → Notification includes:
   * First name, last name
   * Client ID
   * Jurisdiction
   * CIF (as entered by the client)
   * Account numbers
   * **Digital ID**
4. **Service Delivery staff logs into the KYC Portal**  
   → Accesses the admin dashboard to view the pending client submission.
5. **Staff sees client details**  
   → Including:
   * CIF and jurisdiction
   * Name and account numbers
   * Uploaded documents
   * Digital ID (for backend validation if needed)
6. **Staff manually downloads and reviews the documents**  
   → Opens each document to check for completeness and legibility.
7. **Staff performs verification (based on core system):**  
   → For **T24 clients** (no CIF in Digital ID):
   * Staff checks the **CIF**, **name**, and **account numbers** against T24
   * Verifies that uploaded documents match T24 profile data

→ For **RIBS clients** (CIF included in Digital ID):

* Staff compares the **entered CIF** with the **CIF embedded in the Digital ID**
* If they match, **enhanced identity verification is not required**
* Staff proceeds to check document clarity and completeness only

1. **Staff updates the verification status**  
   → Marks the submission as **Approved**, **Rejected**, or **Requires Follow-up**, and may include notes.
2. **KYC Portal saves the decision and updates record status**  
   → Optional: Sends a status update to Digital for client visibility.