

Compliance

In version 1.21.18 we have added a compliance step. The purpose of this step is to ensure that the WISP collects and process all required documentation to RICA the customer. this includes documentation such as proof of address and ID documents. Currently, this step is not compulsory. When the compliance step is enabled, you will be able to find it in the Lead to Receipt workflow under the customer section. If there is any information missing, you will always be able to add this to the customer profile (customer edit screen) in the compliance document section.

Setup:

If you want to enable the compliance step, go to **Sales -> Sales Settings -> Sales Setup**. After the screen has loaded, click on the toggle switch to **"ON"** in the **"Enable Compliance Step"**.

Sales Setup

Enable Online Applications	<input checked="" type="checkbox"/> Yes
Enable Sales Leads	<input checked="" type="checkbox"/> Yes
Create Helpdesk Ticket for each online application	<input type="checkbox"/> OFF
Notify technician of scheduled workflow events	<input type="checkbox"/> OFF
Allow customers to rate our service in their portal	<input type="checkbox"/> OFF
Auto send service rating emails to customers on Jobcard completion	<input type="checkbox"/> OFF
Enable Compliance Step	<input checked="" type="checkbox"/> ON

Next, you will need to choose a checklist to use in the compliance step. To do this, scroll down to your checklist setup section in your sales settings. For more information on how to set up a checklist, please refer section 4 in our [Sales Manual](#).

Checklist Setup	
Site Survey Checklist	Quality Control
Customer Creation Checklist	Quality Control
Billing Checklist	Quality Control
Quality Control Checklist	Quality Control
Compliance Checklist	Compliance Step

The third step will require you to configure the compliance section under your sales section. To do this, scroll down to the compliance section.

Compliance



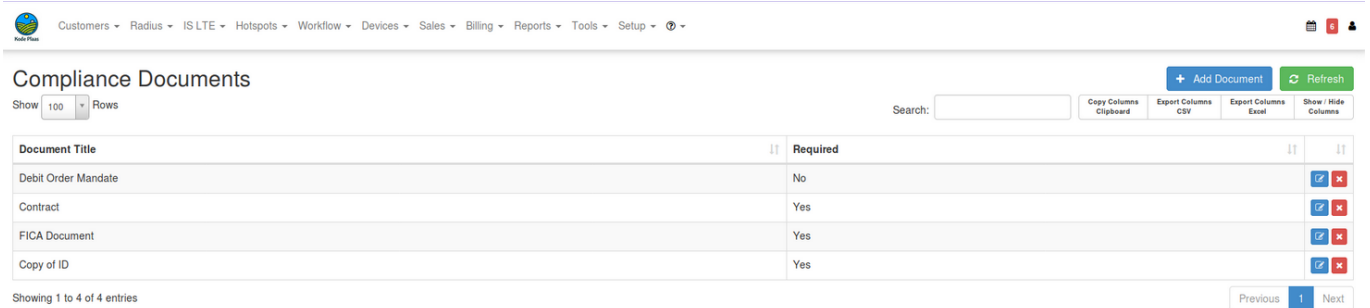
The screenshot shows a configuration form for the Compliance section. It includes the following fields:

- Default Ticket Department:** Accounts
- Default Ticket Category:** Client Request
- Default Ticket User:** No Assignee
- Assign to Compliance User:** No

If this item is checked the lead and ticket will be assigned to the user specified as default user when the Customers > Compliance step is reached (if enabled).
If unchecked the sales agent will be responsible for completing the compliance step.

If 'Assign to Compliance User' is enabled in sales setup, the compliance user specified in the setup will be responsible for completing this step. Only users with compliance read and write permissions will be able to upload and view compliance documents. If it is disabled, salespersons will be responsible for completing this step.

The final setup step will be to set up your Compliance Documents. To do this, go to **Sales** -> **Sales Settings** -> **Compliance Documents**. Here you will need to configure which documents are needed for the compliance step.



Document Title	Required		
Debit Order Mandate	No	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Contract	Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
FICA Document	Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Copy of ID	Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Permissions:

Sales permission:

This permission will allow you to upload compliance documents but now view the uploaded documents on the customer's profile. You will, however, be able to view whether the documents have been uploaded or not.

Compliance permission:

This permission will allow you to view and upload compliance documents on the customer's profile. This will also allow you to view or download the content that has been uploaded.

Compliance Step:

To find the compliance step, go to your sales workflow. When you open the customer section, you will be able to see the compliance section.

Workflow

Customer » Compliance

All Mine 10 records per page

All Sales Agents April 12, 2017 - April 12, 2017

ID	Date	Description	Contact Name	Phone	Email	Assigned To	Status	Survey Status	Quote Status	Address	Sales Agent
15	2018-03-01 09:37:33		Jennifer du Plessis		jennifer@datafill.com	Jennifer	Payment Method Confirmed <small>(a moment ago)</small>	Success	Accepted	102 Heiderberg College Road, Somerset West, Cape Town, 7130, South Africa	Jennifer

Showing 1 to 1 of 1 entries

- Leads
- Surveys
- Quotes
- Customers
- New
- Active
- Compliance
- Update
- All Incomplete
- Completed
- Job Cards

Previous 1 Next

To work on the compliance checklist, open the checklist by clicking on the complete checklist button found on the right-hand side of the lead. This checklist will need to be completed before the lead can move from compliance to Job Cards - New.


Edit checklist #18


✕















Customer Jennifer du Plessis**Checklist Type** Compliance Step**Assigned To** Jennifer**Comments** Checklist CommentsEmail address verified NoPhysical address verified NoDebit order details verified NoCopy of ID [Click to Upload](#)File Name: [No File Attached](#)FICA Document [Click to Upload](#)File Name: [No File Attached](#)Contract [Click to Upload](#)File Name: [No File Attached](#)Debit Order Mandate [Click to Upload](#)File Name: [No File Attached](#)[Cancel](#)[Delete](#)[Complete](#)[Update](#)


Additional functionality and Improvements:









Users can now upload multiple Compliance related documents. Compliance related documents can also be permanently deleted from this interface by clicking on the red x icon per document. A time and date stamp has been added per document to Compliance related uploads. When viewing or downloading an attachment from Compliance Documents, it will be opened in a new browsing tab.


Compliance Documents 





Copy of ID Drop files here or click to upload 

Testing process	2018-05-04 10:46:28				
DataTill Documentation and Dev Operational Workflow and Processes	2018-05-04 14:07:44				
Acknowledgement of Licenses (2)	2018-05-04 14:15:14				
Acknowledgement of Licenses	2018-05-04 14:15:17				

FICA Document Drop files here or click to upload 

DataTill Documentation and Dev Operational Workflow and Processes	2018-05-04 10:46:31				
DataTill Documentation and Dev Operational Workflow and Processes	2018-05-04 14:07:47				

Contract Drop files here or click to upload 

Testing process	2018-05-04 10:46:34				
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