

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.

A screenshot of a web form for configuring compliance settings. The form is enclosed in a red rectangular border. It contains four rows of configuration options, each with a label and a dropdown menu. The first row is "Default Ticket Department" with "Accounts" selected. The second row is "Default Ticket Category" with "Client Request" selected. The third row is "Default Ticket User" with "No Assignee" selected. The fourth row is "Assign to Compliance User" with a "No" button. Below the "Assign to Compliance User" row, there is a small line of text: "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.



Customers ▾ Radius ▾ IS LTE ▾ Hotspots ▾ Workflow ▾ Devices ▾ Sales ▾ Billing ▾ Reports ▾ Tools ▾ Setup ▾ ⓘ ▾

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Compliance Documents

Show 100 ▾ Rows

Search:

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Clipboard](#) [Export Columns
CSV](#) [Export Columns
Excel](#) [Show / Hide
Columns](#)

Document Title	Required		
Debit Order Mandate	No	✓	✗
Contract	Yes	✓	✗
FICA Document	Yes	✓	✗
Copy of ID	Yes	✓	✗

Showing 1 to 4 of 4 entries

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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

Showing 1 to 1 of 1 entries

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

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 (a moment ago)	Success	Accepted	102 Heidelberg College Road, Somerset West, Cape Town, 7130, South Africa	Jennifer

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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 Comments

Email address verified No

Physical address verified No

Debit order details verified No

Copy 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 