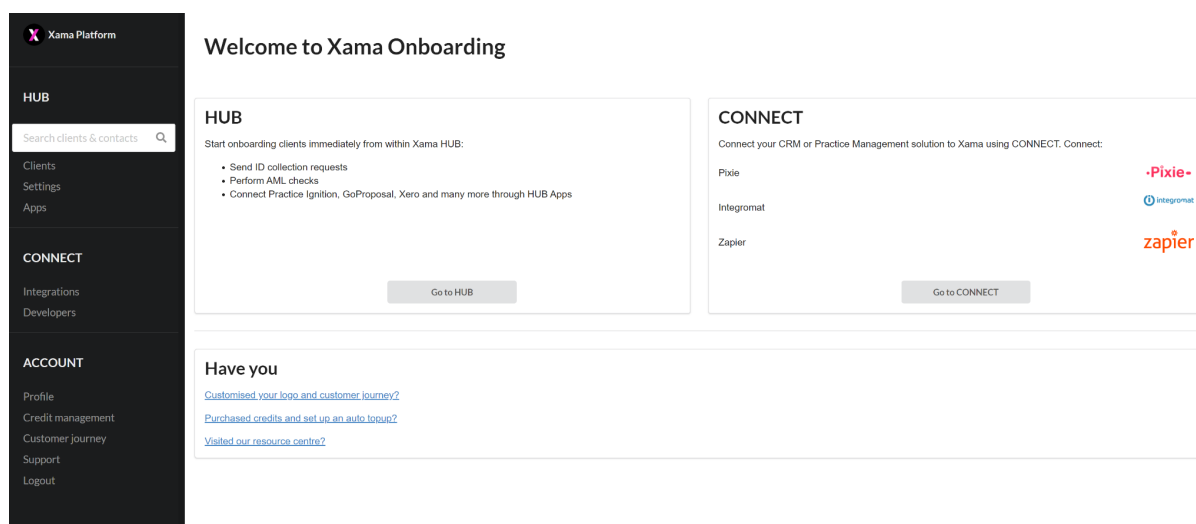


Introducing Xama HUB

Overview	2
HUB	2
CONNECT	2
Navigating Xama platform	3
HUB	3
Clients	3
Settings	3
Apps	3
ACCOUNT	4
Credit management	4
Customer journey	4
Client Onboarding	5
Create client	5
Company or Individual	5
Contact record	5
Onboarding request	5
Send onboarding request	5
Receive onboarding request	6
View onboarding report	6
Review onboarding report	7
Copy to contact	8
AML check	8
Run AML check	8
Review AML check	9

Overview

Xama HUB has been added to the Xama platform to provide a quick and easy way to perform client onboarding. It provides the opportunity to integrate with your existing software but can be used as a standalone onboarding tool to request and verify client identity documents and perform AML checks.



When you log into your Xama platform account you will be able to select whether to navigate to HUB or CONNECT.

HUB

HUB allows you to create clients, send onboarding requests and run AML checks from within your Xama platform account. This document will describe the functionality available within HUB.

CONNECT

Our range of CONNECT products allow you to integrate document collection and AML checks directly into your current CRM or Practice Management system. Pixie users can use our pre-built connect integration to perform checks directly from within Pixie.

Navigating Xama platform

The following are the main functions of each menu item within the Xama platform.

HUB

Clients

The clients page will display a list of clients that exist within HUB. These clients can either be created manually or via a Zapier integration with proposal generation software (Practice Ignition / GoProposal), practice management software (Karbon / Senta / AccountancyManager), accounting software (Xero / Quickbooks / Sage) or any other software where you are managing your clients and contacts.

Settings

In HUB Settings you can do the following:

- Link your email account. This is necessary to complete before you can send out onboarding requests to contacts you wish to onboard. Both Gmail and Outlook/Office365 are supported.
- Set the email address to where notifications should be sent. When one of your contacts completes their onboarding journey, you will be notified on this email address so that you can review the results.
- Edit your email template. The template you will use to contact your customers for an identity document is fully customisable. You can preview the email by sending a test email to yourself. Note that you would need a valid email connection to send the test email.


Apps

Integrations specific to HUB will be available as HUB Apps. You can activate our Zapier application from within HUB Apps.

Use Zapier to create new clients and contacts in HUB. Popular integrations include:

- New client in HUB when a proposal is accepted in Practice Ignition or GoProposal.
- New client in HUB when a new client is created in Karbon or Senta.
- New client in HUB when you create a new customer in Xero, Quickbooks or Sage.

Hub apps



Zapier

Request identity verification documents and perform AML checks from software which supports a Zapier integration by easily linking to the Xama Platform using our Zapier application.

Contact us if you need help with setting up your integration using Zapier.

[Connect](#)

ACCOUNT

Credit management

Within the credit management section you can:

- Check your current credit balance.
- Purchase credits to use for document collection and AML checks. You can also set up auto top up payments to automatically add credits to your account when it reaches a certain level.
- Review historic transactions.
- Review your usage.

Customer journey

The following can be customised to include your own branding & messaging, improving your customers experience.

- Upload your own logo to be displayed to your customers on the onboarding journey.
- Update the messages that are displayed at the start and the end of the journey presented to your customers when requesting their address and identity document information.

Customer journey

It is important to us that your brand and messaging to your customers align with what you want. You can use this page to:

1. Upload your own logo which can be included in emails sent to your customer and displayed on the journey they go through to upload their identity document.
2. Customise the messages displayed as part of the user journey. You can update the first and the last message your customers will see as part of the journey.

Upload your logo



For best results upload a good quality square logo. The logo will be shown to customers during their onboarding journey and included as part of the footer to emails.

Change logo

Customise onboarding welcome message



Welcome to our onboarding service
Please complete all steps in this wizard.
It should only take a few minutes.

Welcome header text

Welcome to our onboarding service test

Welcome body text

Please complete all steps in this wizard, it should only take a few minutes test.

Save

Client Onboarding

Create client

The first step to onboarding a new client, is to create a new client from the Clients page:

Company or Individual

At the moment we have two client types, Company and Individual. You will need to classify an entity as either one of these before starting the onboarding process. A company will represent any organisation that can have more than one contact, director or shareholder linked to it.

When you create a new client, you can also specify the primary contact to be associated with that client.

If you are creating the client as a company, you will also be able to add additional contacts to the client.

Contact record

When navigating to a contact record, you can do the following:

- Send an Onboarding request
- Perform an AML check

We advise that you gather information from a new client by sending them an onboarding request. To do so you need their first name, last name and a valid email address.

You can only perform an AML check if you have populated the contact record with the minimum information to do so (first name, last name, postcode and country).

Onboarding request

Send onboarding request

When a contact receives an onboarding request from you by email, they will be able to follow the link on the email which will allow them to easily and securely:

- Provide their current home address
- Upload a copy of their identity document

This is easily done either on their phone, where they can utilise the phone's camera, or via a laptop by uploading a saved document. There is no mobile app they need to download before they can complete the onboarding process.



Receive onboarding request

When your contact has completed their onboarding request, you will be notified by email. The notification will contain a link to the contact record where you can easily review the information.

View onboarding report

When an onboarding request has been received, you can view the full PDF report of the document by clicking on view full report.

Onboarding request

Onboarding report

[View full report](#)

Onboarding status

Complete

Onboarding link

Identity document results

Document decision	REFER
Document decision date	12/10/2021
Document type	Passport
Passport number	
Passport expiry date	
Document given names	JACQUES ARNAUD
Document last name	MALAN
Date of birth	

Review onboarding report

If you want to review a result that is not a Pass or you want to make notes against the Onboarding report, you can do so by clicking on the Review document link:

[Resend onboarding request](#) [Copy to contact](#)

Onboarding report review [Review document](#)

Review status	In Review
Document result	Refer
Document review notes	

This will provide you with an easy way to check and record your findings against the onboarding report.

Review onboarding results

Document result

Manual pass

Onboarding review notes

Checked the quality of the document and happy with it

[Close window](#) [Submit](#)

The review status will change to Complete

[Resend onboarding request](#) [Copy to contact](#)

Onboarding report review [Review document](#)

Review status	Complete
Document result	Manual pass
Document review notes	Checked the quality of the document and happy with it

Copy to contact

Once you have reviewed the information received through the Onboarding request, you can copy the collected and extracted information onto your contact record using the Copy to contact function

Review & copy onboarding report details

	Report Field	Xama Hub Field
Personal details		
<input type="checkbox"/>	Date of birth	
Address details		
<input type="checkbox"/>	Street	47 Chestnut Road
<input type="checkbox"/>	Postcode	SW20 8ED
<input type="checkbox"/>	City	London
<input type="checkbox"/>	Country	GB
Document details		
<input type="checkbox"/>	Passport number	
<input type="checkbox"/>	Passport expiry date	
		Select all values

Close window
Copy selected fields to your contacts details


Select some or all the values you would like to copy onto your contact record. If the photo of the identity document provided was of good enough quality the date of birth and document numbers will be available to copy to the contact and can be used as part of the AML check.

AML check

Run AML check

Once you have copied the address, date of birth and any document numbers to the contact record you can run an AML check by clicking the Run AML check button.

AML check
Run AML check



No AML Results:

Run an AML report using the information saved on the contact. For best match results, if you have received a response from an onboarding request ensure that you have reviewed and added the results to your contact before running an AML check. Each AML check you run may result in additional charges.

The AML results will be displayed within seconds.

AML check		Run AML check	
AML report		View full report	AML review
AML status	Complete		Review status
AML decision	Pass		AML result
AML last decision date	12/10/2021		PEP result
PEP matches	Potential Match		Sanction result
Sanctions matches	No Match		AML review notes

Review AML check

The AML check will return 3 separate results:

- AML decision: This is returned as Pass, Refer or Alert.
- PEP matches: This will either return No match or Potential matches
- Sanctions matches: This will either return No match or Potential matches

If any of these results need to be addressed, e.g. PEP potential matches should be dismissed, the Review status will be In Review.

To complete the review, click on the Review AML button. All the results which need to be reviewed, along with review notes, will be available for you to update.

Review AML results

PEP result

Match dismissed

AML review notes

This PEP is not a match to the contact that we are onboarding

Close window

Submit

Once the fields requiring a review have been addressed, the review status will change to Complete and your AML check plus review is done.

AML review		Review AML
Review status	Complete	
AML result	Pass	
PEP result	Match dismissed	
Sanction result	No Match	
AML review notes	This PEP is not a match to the contact that we are onboarding	