ONBOARDING SUBMISSION GUIDE

TRADE SHIELD

Onboarding Module

This guide provides the essential information needed to prepare and submit the information for the set-up of the Onboarding Module.

Welcome to Trade Shield!

HI THERE!

To help us set you up for success from day one, we've created this quick guide to walk you through submitting your onboarding information.

Whether you're joining our team remotely or in-office, this process ensures we have everything needed to get you connected, equipped, and ready to dive in. It's simple, secure, and designed to make your transition smooth and stress-free.

Let's get started!

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ONBOARDING WORKFLOWS

INFORMATION NEEDED:

To build your digital credit onboarding process, please provide the following documents and information:

1. **Current Credit Application Document:** Your Customer Success Manager will base your digital credit questionnaire on this document.
2. **Logo for the digital questionnaire:** If there are different business units with different logos, please provide the logo for each.
3. **Terms and Conditions:** If there are different business units with different Terms and Conditions, please provide the Terms and Conditions for each.
4. **Privacy policy:** Provide a link to your company privacy policy.
5. **Surety/guarantee document.**
6. **Approval Process and Limit Thresholds:** Your Customer Success Manager will share the workflow approval process template on which this information can be populated.
7. **Limit values for which the questionnaire will request bank or financial statements.**
8. **Payment terms:** The terms that should be available for selection in the digital credit questionnaire.

HOW TO SUBMIT YOUR INFORMATION

- Please submit this information over email to your dedicated **Customer Success Manager.**
- In the instance of conducting a **Proof of Concept (POC)**, please submit this information directly to your **Sales Executive**.

FAQ'S

DATA SUBMISSION

How many levels of approval are in your digital workflows?

Your digital credit onboarding workflow can be setup to include several steps. These steps can include the following:

1. Initial Risk Check,
2. Insurance Cover Application
3. Up to five levels of approval (Level 1 – Level 5)
4. Final Data Capturing Step.
5. Ask your Customer Success Manager to assist you with a demonstration of this.

Why do we require a link to your company's privacy policy?

Since the digital questionnaire is used to collect sensitive information on your customers, linking to your privacy policy is a critical step in creating a transparent and legally compliant digital onboarding process in accordance with Protection of Personal Information Act (POPIA). If available, this will be embedded in the consent area of your digital credit application to ensure transparency with your customers.

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