

# THE SMART SYSTEM – AGENT /CLIENT PORTAL

*Procedure to upload documents to sender's  
profile  
v 1.2*

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# 1. Document Information

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Responsible of the review	Muhammad Bilal   Manager - Back Office Operations
Use	Internal Use
Governing body responsible for the validation	The Board of Directors

## Validation procedure

Validation authority	Version	Type of review	Date
The Board of Directors	1.2	Validation	Month/Year

## Version history

Version	Date	Change description
v. 1.0	03/2026	Document creation
v 1.1	03/2026	Reviewed by Mehedi Hasan   Head of delivery Reviewed by Muhammad Bilal   Manager - Back Office Operations
v 1.2	03/2026	Added the recommendations from reviewers and updated the document

## 2. Procedure for Uploading Documents to a Sender's Profile

### 2.1 Overview:

This document describes step by step processes to upload sender documents to an existing sender's profile.

All documents must be uploaded on the sender's profile, not on the transaction.

Uploading documents in the correct location allows the Compliance team to review documents easily and helps prevent delays in transaction processing.

### 2.2 Steps to Upload Document to a Sender's Profile

- **Locate a Transaction:** Start by going to "Transfers" and searching for a transaction to find the sender ID. You can use a date filter or you can find it by searching via transaction PIN number.

The screenshot shows the 'Transfers' search interface. It includes a search bar and several form sections: 'Transfer Information' (PIN, Transfer ID, Amount, From Date, To), 'Sender Information' (Sender ID, First Name, Last Name, Phone, Cell, ID No.), 'Beneficiary Information' (Beneficiary ID, First Name, Last Name, Phone, Cell, ID No.), and 'Bank and Payment Information' (Bank Name, Account No., Check No.). A 'Search' button is located at the bottom right of the form.

Below the search form is a 'Results' section. A callout box with a green background and white text says 'Click to open/edit transaction' and points to a red-bordered row in the results table. The table contains the following data:

Transaction ID	Amount	Date	Status	Transfer Reference	Sender ID	Sender Name	Sender Last Name	Amount	Balance
10323	315	2/5/2026	Paid	4	6248	JEANNE I	L HABIMA...	100.00	100.00
10323	314	2/4/2026	Paid	3	3557	RAISSA U	DE KANYANGE	257.85	257.85
10323	298	2/4/2026	Paid	2	8193	YVONNE	JMUBEYEYI	350.00	350.00
10323	297	2/4/2026	Paid	1	9682	YVONNE	MUKAMUTE...	178.57	300,000.00
10323	806	1/10/2026	Cancel	9475	BEL1	688... ramadha	IANI NSENGI...	6.00	9,554.05
10323	805	1/10/2026	Processing Pa...	302	7426	ramadha	IANI NSENGI...	5.00	5.00
10323	486	12/23/2025	Processing Pa...	299	2882	ramadha	IANI NSENGI...	13.00	21,621.60
10323	459	12/23/2025	Processing Pa...	296	9132	HARLEM	test test	7.00	11,757.66
10323	458	12/23/2025	Processing Pa...	295	7036	HARLEM	ref	5.00	8,398.33
10323	395	12/20/2025	Processing Pa...	294	5991	ramadha	IANI NSENGI...	5.00	8,482.31

- **Copy Sender ID:** Open the transaction detail view page and copy the sender ID from the "Sender Information", "Basic Information" section.

### Transfer View - Details

**Transfer Information** Receipt Send Receipt (WhatsApp) Send Receipt (Email)

Transfer ID: 103; PIN: 624; Transfer Reference: 4  
 Transfer Reason: Financial Support; Status: Paid; Agent Ref:   
 Creation Date: 2/5/2026 12:07:38 PM

Details | Documents | Notes | Actions

**Sender Information** Copy the sender's ID

**Basic Information**

Sender ID: 103; First Name: JEAN; Last Name: H; Email: JEANNESPES@GMAIL.COM  
 Gender: Female; Birth Date: 8/...; Phone: ; Mobile: +...; Phone Country: Belgium  
 Address: Rue; Country: Belgium; Postal Code: 1080; State: Bruxelles; City: Bruxelles

**Identification**

Primary ID  Copy; ID Type: N; ID No: 5; Issued Date: 1; Expiration Date: 1; Issued Country: E  
 Secondary ID  Copy; ID Type: ; ID No: ; Issued Date: ; Expiration Date: ; Issued Country:

- **Access Sender Profile:** Go back to "Transfers," select "New Transfers," and paste the sender ID into the sender information search field. Click the search button, this will display the sender look up screen, then click on the sender's name (e.g., Jeanne spes) to open the profile.

### New Transfer

Enter the new transfer information here and click Next to review the information before booking it. You can also enter the new sender and beneficiary information and save it without creating a transfer.

Transfer Reason: Select...; Reference:

**Sender Information** New Read Card Paste the sender's ID

**Basic Information**

Sender ID: 103; Member ID: ; First Name: ; Last Name: ; Referred By: None...  
 Gender: Unspecified...; Birth Date: Month DD YYYY; Created On: m/d/yyyy; Email: ; Phone Country: Belgium; Active:   
 Address: ; Mobile: ; Country: Belgium; Postal Code: ; State: Bruxelles; City: Bruxelles

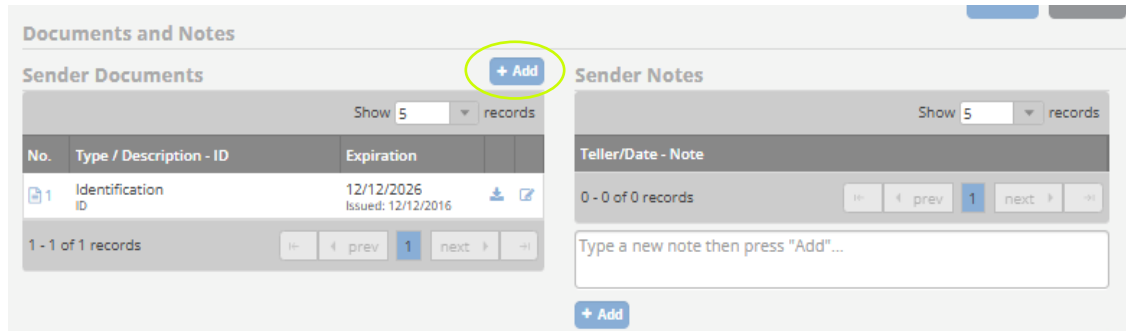
**Additional Information**

**Senders Lookup** Click on the sender's name

Sender ID	Member ID	Name	PHONE	DOB	Address	Active
103	LG3	JEANI	+324728489...	8/15/1969	Rue de Dilbeek	<input checked="" type="checkbox"/>

1 - 1 of 1 records

- **Upload the Document:** In the sender profile, scroll down to the "Documents and Notes" section and click on the "Add" button.



- **Select Correct Document Type:** When uploading the document, select the appropriate document type from the drop-down options, such as "Identification", "Proof of Address", "KYC" or "Proof of Funds".
- **Add Description:** Enter the actual document name in the description field. Providing the correct description helps Compliance quickly identify the document and reduces unnecessary queries.

Example:

Click +Add button to upload the document

- **Identification Document:**
  - **Document Type:** Identification
  - **Description:** National ID / Passport / Residence Permit
- **Proof of Address:**
  - **Document Type:** proof of Address
  - **Description:** Bank Statement / Utility Bill / or the Actual Document Name
- **Proof of Funds:**
  - **Document Type:** Proof of Funds
  - **Description:** Bank Statement / Salary Slip / or the Actual Document Name
- **KYC Document:**
  - **Document Type:** KYC Form
  - **Description:** KYC

- **Identification Document requirements:** For Identification Documents only, you must enter the **Issue Date** and **Expiry Date** which is a mandatory step, which should match the dates mentioned on the ID. For documents like a KYC, Proof of Address or Proof of Funds, this part can be skipped as it is not mandatory.

**Note:** The sender’s Identification document should only be uploaded once. A new identification document should only be uploaded when the previous document has expired. Currently, some sender profiles contain more than 100 uploaded documents. Repeatedly uploading identification documents pushes previously uploaded documents (such as Proof of Funds or Proof of Address) further down the list. As a result, Compliance may request the same documents again, which causes unnecessary delays.

- **Add or Update Documents:**
  - Users may add or update one or more KYC documents in the same way, but only when needed or when requested by the Compliance or AML department. The successfully added document will be shown under the document and notes section as shown in screenshot below.
  - The added documents can be viewed or downloaded.
  - If a document has been uploaded incorrectly, the correct document must be uploaded again, as previously uploaded documents cannot be edited or deleted.

The screenshot displays the 'Documents and Notes' interface. On the left, the 'Sender Documents' table has columns for 'No.', 'Type / Description - ID', and 'Expiration'. It lists two identical records for 'National Residence Card' with an expiration date of 2/24/2027. On the right, the 'Sender Notes' section shows '0 - 0 of 0 records' and a text input field with the placeholder 'Type a new note then press "Add"...'.

- **Submission of document:** Once the documents have been uploaded successfully, they will be visible in the “**Documents and Notes**” section of the sender’s profile.

### 3. \*\*\*\*End of Document\*\*\*\*