

AML HUB

Outsourcing CDD
Manual




Process Outline

1. CDD Outsourcing is granted access to your branch.
2. User elects for CDD to be outsourced.
3. Key contact is selected for the deal.
4. CDD Outsourcing is assigned to the deal.
5. A request is made for CDD to be outsourced for that particular deal.
6. You will be contacted by CDD Outsourcing in regard to the request made.
7. CDD Outsourcing will correctly onboard deal structure (if not done already), complete CDD and collect & verify source of funds/wealth (if need be).
8. When finished, CDD Outsourcing will mark the deal ready for verification.
9. If user notifications are enabled, you will be notified of the deal having been marked ready for verification.

Granting CDD Outsourcing Access to your Branch

In order to engage in the services of CDD Outsourcing, you will need to add one of their staff members as a user to your branch in the AMLHub.

1. Navigate to the 'Users' section of the AMLHub desktop using the left-hand sidebar.
2. Click on the  button.
3. A pop-up window will appear. Enter the following details into the fields of the window:
 - **First name:** Karen
 - **Last name:** Jackson
 - **Email:** info@cddoutsourcing.co.nz
 - **Role:** 'CDD Outsourcer'
4. A pop-up message will appear to signal that the user has been successfully added to your branch.

Electing to Outsource CDD

When creating a deal through the AMLHub app or desktop, users will be asked the question 'Is Outsourced CDD Allowed?'. If you would like to outsource the CDD for a particular deal, select 'yes' to this field.

Please note: electing to outsource the CDD in this question **does not** make a direct request to CDD Outsourcing (this must be done in a separate step, highlighted below). When this question is answered as 'yes', it then allows for admin and senior staff to request the services of CDD Outsourcing through the 'Verification' tab of the 'Update Deal' page.

CREATE DEAL

Address
Type to Search

Type
Please Select

Purpose
Requires Deal Type

Duration
Please Select

Volume
Please Select

Who Are You Acting For?
Purchaser Vendor

Is Outsourced CDD Allowed? [WHAT DOES THIS MEAN?](#)
No Yes

Users (Type To Search)
India Manthel

Estimated Low Value
0

Estimated High Value
0

Frequency:
One-Off Repeating

Notes (Optional)

CANCEL CREATE

Key Contact

CDD Outsourcing requires a key contact to be selected; they will contact this individual in order to correctly onboard the structure of the deal and complete CDD. Please ensure at least one individual is onboarded for this purpose and the following fields are filled out for that individual:

- email address; and
- phone number.

Under the 'Update Deal' page itself, you will need to select from the drop-down menu in the 'Key Contact' field the individual who should be contacted by CDD Outsourcing.

UPDATE DEAL
123 Test Drive

Details Documents Verification

Address
123 Test Drive

Type
Please Select

Purpose
Requires Deal Type

Duration
Please Select

Volume
Please Select

Who Are You Acting For?
Purchaser Vendor

Is Outsourced CDD Allowed? [? WHAT DOES THIS MEAN?](#)
No Yes

Key Contact
-- Select Key Contact --

Users (Type To Search)
India Manthel Karen Jackson

CLOSE UPDATE

You will be unable to request outsourced CDD if a key contact has not been selected and onboarded with an email address & phone number.

Verification Date
02/12/19

Verification Notes (Optional)

OUTSOURCE CDD

Outsourced CDD is currently unavailable because:

- No key contact is selected

Assigning CDD Outsourcing to the Deal

Once Karen Jackson has been added as a user to your branch and you have answered 'yes' to whether you would like to outsource the CDD, Karen must be assigned to the particular deal in order to be able to view it in her CDD Register.

Assigning users to an unverified deal can be done through the 'Unverified Deals' section of the CDD register.

1. Locate the deal you would like to assign Karen to by typing in the address of the deal into the 'Search Deals' field.
2. Click on the deal name/address; you will be redirected to the structure of the deal.
3. Under the deal's structure, click on the deal name/address.
4. A pop-up window of the 'Update Deal' page will appear on the right-hand side of the screen.
5. Under the 'Details' tab of this page, there will be a 'Users' section. Click on this section and a drop-down menu will appear; click on Karen's name to select her as a user you would like to assign to this deal.

The screenshot shows a 'UPDATE DEAL' form for '123 Test Drive'. The form has three tabs: 'Details', 'Documents', and 'Verification'. The 'Details' tab is active. The form contains the following fields and options:

- Address:** 123 Test Drive
- Type:** Residential (dropdown)
- Purpose:** Relocating (dropdown)
- Duration:** 0-1 Year (dropdown)
- Volume:** 1 (dropdown)
- Who Are You Acting For?:** Purchaser, Vendor (radio buttons)
- Is Outsourced CDD Allowed?:** No, Yes (radio buttons). A link 'WHAT DOES THIS MEAN?' is next to the 'Yes' option.
- Key Contact:** -- Select Key Contact -- (dropdown)
- Users:** (Type To Search) dropdown menu with 'India Manthel' selected. The 'Users' label is circled in red.

At the bottom of the form are two buttons: 'CLOSE' and 'UPDATE'.

6. Click 'update'.

Requesting to Outsource the CDD

Individuals allocated the following roles possess the permissions to request for CDD to be outsourced:

- AMLCO;
- AMLSO;
- AMLRO;
- Owner;
- Senior Management;
- Branch Manager;
- Sales Manager;
- AML ADMIN; and
- ADMIN1.

Requesting for CDD to be outsourced can be done through the 'Verification' tab of the 'Update Deal' page.

UPDATE DEAL
123 Example Drive

Details Documents Verification

Verification Date
02/12/19

Verification Notes (Optional)

OUTSOURCE CDD

CLOSE VERIFY

1. Click the **OUTSOURCE CDD** button.
2. A request will be sent to CDD Outsourcing for that particular deal.


Following the Request

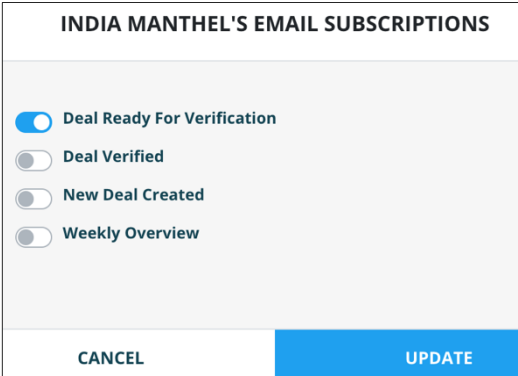
1. You will be contacted by CDD Outsourcing via email, where they will notify you of them having received your request.

2. CDD Outsourcing will correctly onboard the remainder of the deal structure (if not onboarded already), complete CDD and collect & verify source of funds/wealth (where applicable).
3. Once complete, CDD Outsourcing will mark the deal ready for verification.
4. Anyone with their notification 'deal ready for verification' turned on will receive an email, notifying them of this deal having been marked as ready.
5. After CDD Outsourcing has marked the deal ready for verification, you will be able to verify the deal as per the normal process. Please refer to the CDD Register Manual or our FAQ site if you need further guidance on manual verification.

User Notifications

Enabling and/or disabling user notifications can be done through the 'Users' section of the AMLHub desktop.

1. Click on this  icon, found under the 'Actions' field to the right of the user's name.
2. The following pop-up window will appear.



INDIA MANTHEL'S EMAIL SUBSCRIPTIONS

- Deal Ready For Verification
- Deal Verified
- New Deal Created
- Weekly Overview

CANCEL UPDATE

3. Click on the bar icon displayed to the left of any notification option(s) you would like to turn on or off. The bar will appear grey if turned off and blue if turned on for that user.
4. Click 'update'.
5. A pop-up message will appear to signal notifications for the user have been successfully updated.
6. If select notifications are turned on for a particular user, you will receive these respective email notifications to the email address associated with your user account.

AMLHub

Hello India Manthel,

The deal 117 PORT ROAD, WHANGAREI 0110 has been marked as **Ready** for verification.

Click the button below to see more information.

[View Deal](#)

Thank you.

Regards,
AMLHub