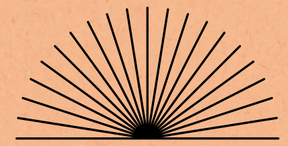
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DOCUMENT VERIFICATION PROCESS



Agenda

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10	Best Practices for Sales Team
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Purpose

The purpose of this document is to outline the standard process for verifying student documents manually by our Sales Team Members, through the integrated automated verification platform and CRM. This ensures accuracy, compliance, and fraud prevention while maintaining the integrity of student data within the CRM.

Scope

- This process applies to all Sales Team Members involved in student bookings and data management within the CRM.
- Currently, the automated verification platform validates student passports only.
- The student Letter need to be checked manually from CRM - Student Profiles.



Overview of the Process

- The document verification process has been partially automated through our third-party integration. The system verifies student-uploaded passports automatically and marks them as **Valid (Accepted)** or **Invalid (Rejected)**.

- Sales agents are responsible for reviewing the verification results, following up with students if needed, and ensuring all verified records are accurate before proceeding with bookings.

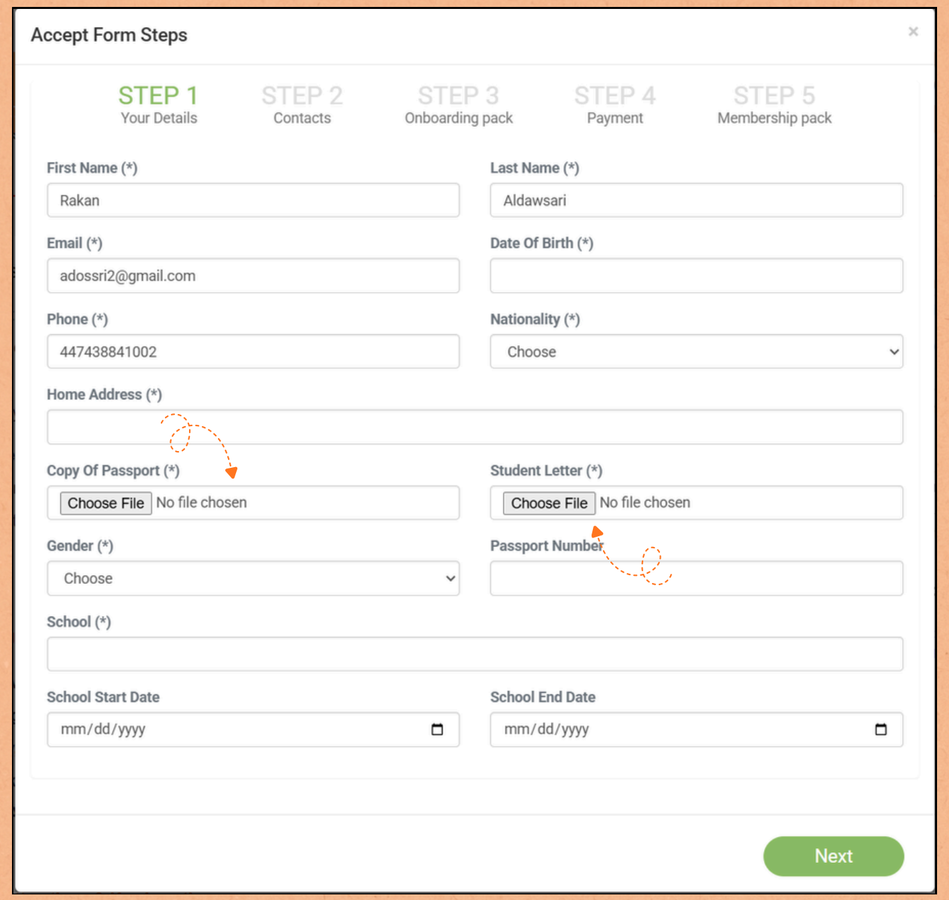
Step-by-Step Process

Step 1 – Document Upload

Once a student accepts the quote, they are prompted to upload their Student Letter and Passport Copy on the portal.

Step 2 - Automated Verification

- The integrated platform automatically checks the uploaded Passport for authenticity and validity.
- The system then updates the document status as either:
- ✅ Valid (Accepted) – Document successfully verified.
- ❌ Invalid (Declined) – Document failed verification due to mismatch, poor quality, or incomplete details.



Step-by-Step Process

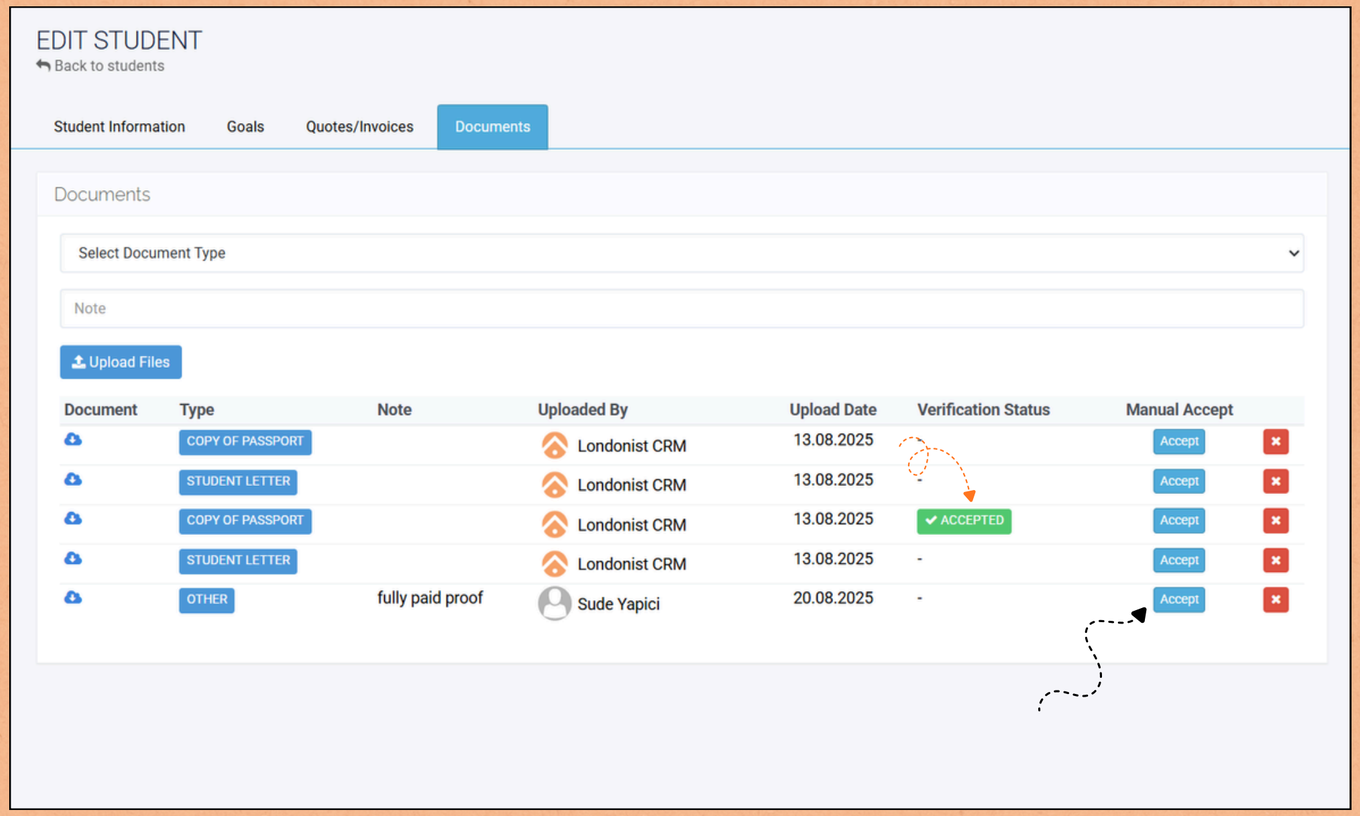
Step 3 – View Document Status

In the Student Profile section within the CRM, you can view the document verification status under the “Documents” tab.

Step 4 – Manual acceptance of Documents (When Needed)

- Due to the automated system’s strict parameters, certain genuine documents might be incorrectly marked as Invalid.

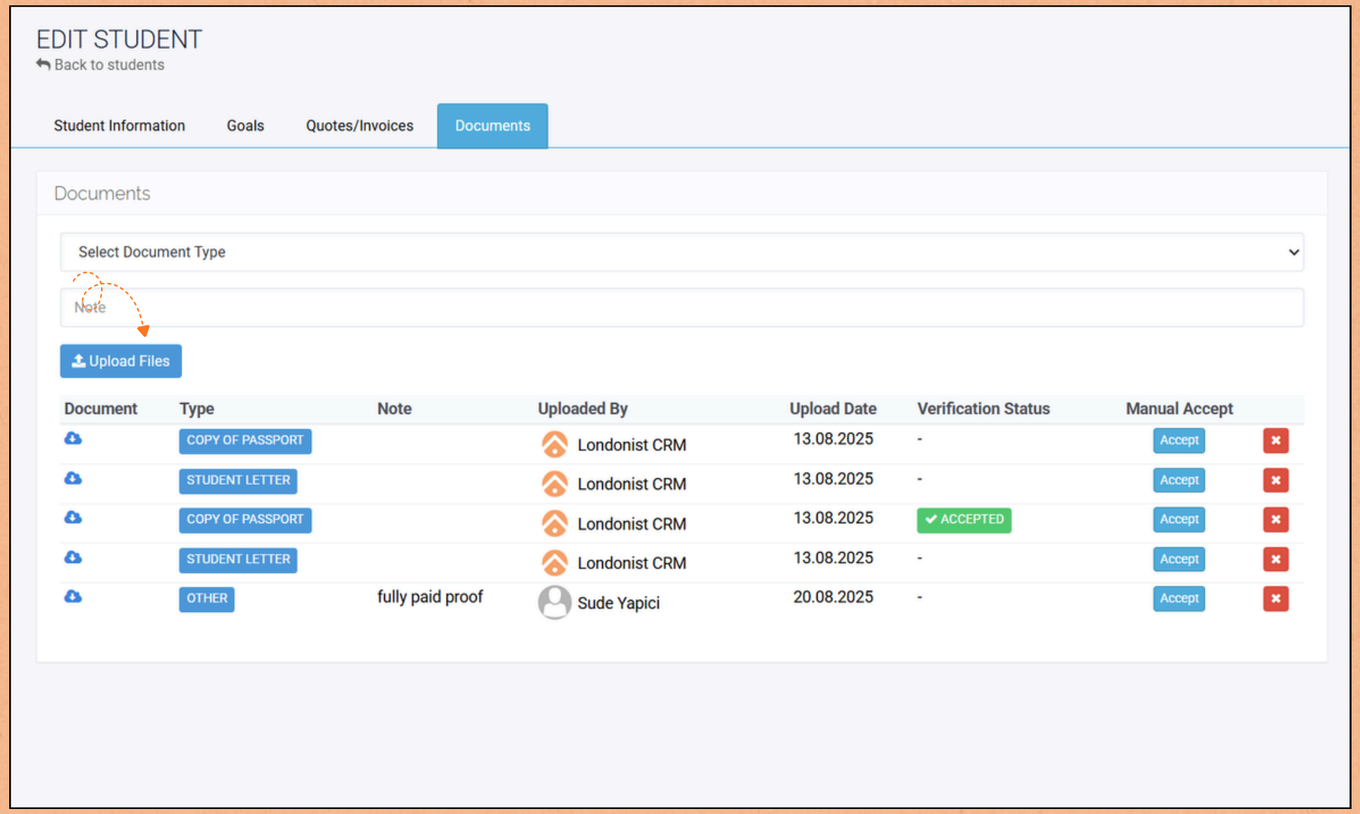
- For such cases, an “Accept” option is available in the CRM to manually approve the document after your review and confirmation.

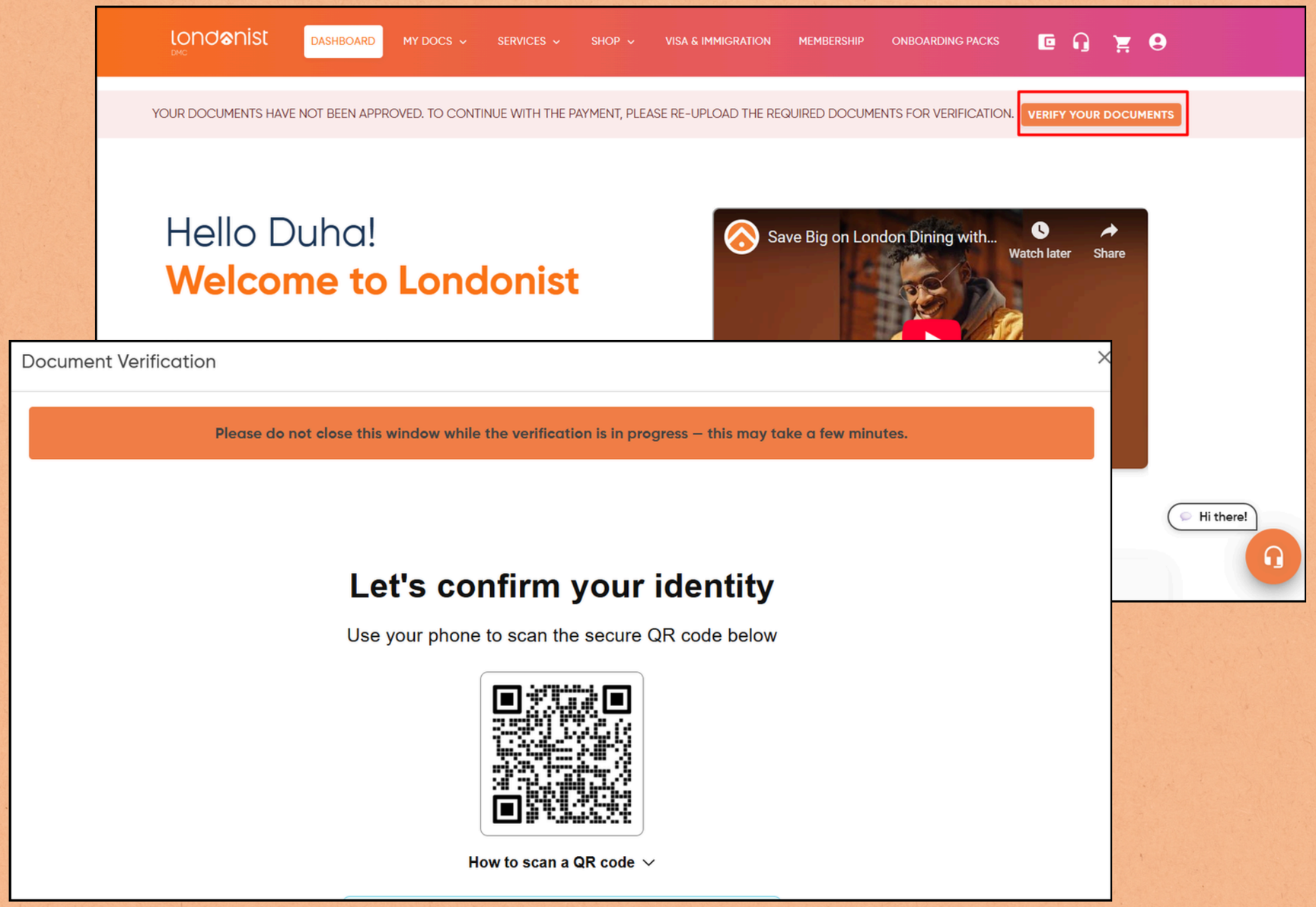


Step-by-Step Process

Step 5 – Cross-Check and Follow-Up

- Review all your assigned student profiles periodically.
- Identify any documents marked Invalid and contact the student to request a correct or clearer version of their passport.
- Once received, upload the correct document manually into the CRM.

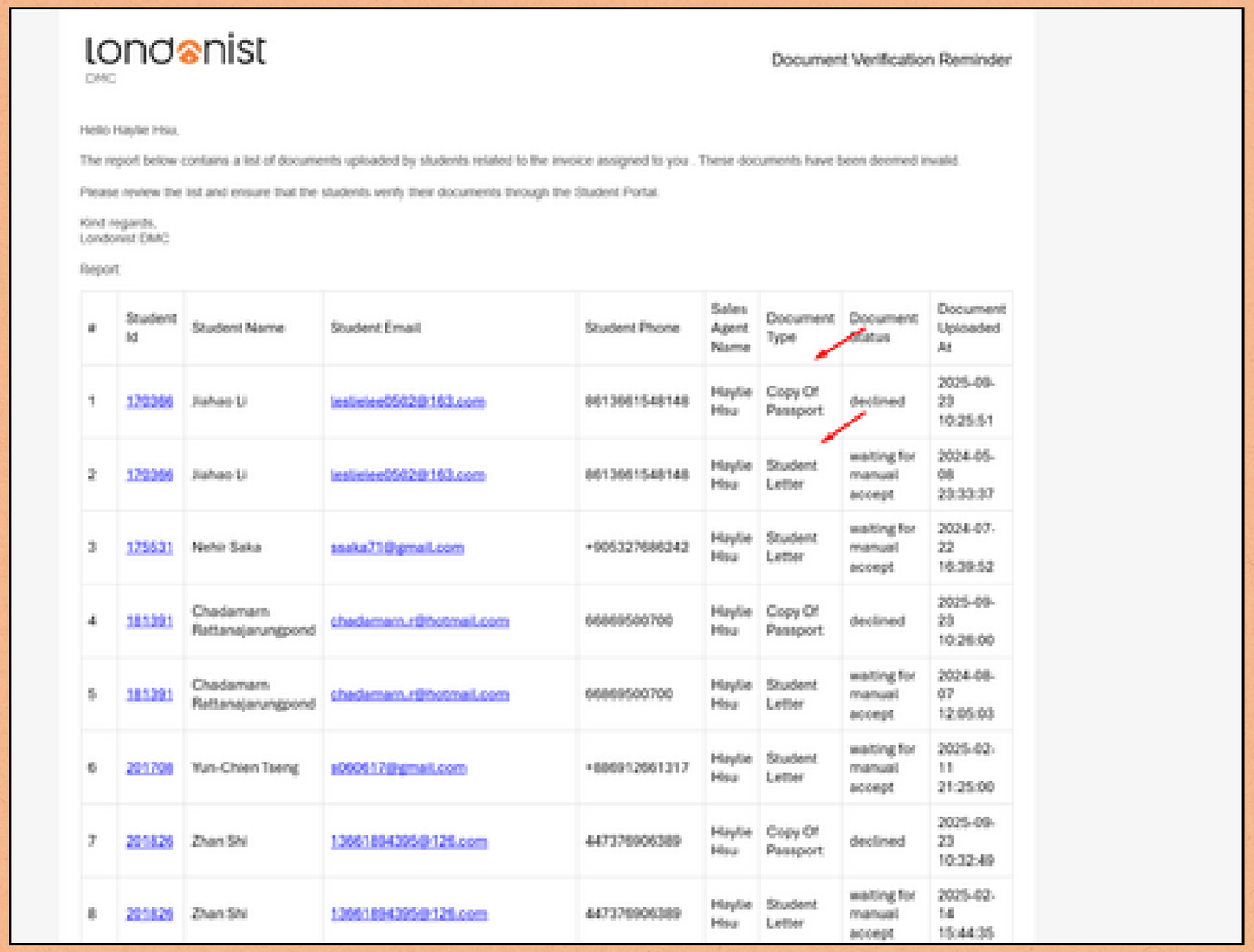




Student Portal Verification

Students are given an option to re-upload passport and verify again (if the passport was marked as invalid by the system)

Auto Email Reminders to Sales Teams



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Document Verification Reminder

Hello Haylie Hsu,

The report below contains a list of documents uploaded by students related to the invoice assigned to you . These documents have been deemed invalid.

Please review the list and ensure that the students verify their documents through the Student Portal.

Kind regards,
Londonist DMC

Report

#	Student Id	Student Name	Student Email	Student Phone	Sales Agent Name	Document Type	Document Status	Document Uploaded At
1	179366	Jiahao Li	leslielee0502@163.com	8613681548148	Haylie Hsu	Copy Of Passport	declined	2025-09-23 10:25:51
2	179366	Jiahao Li	leslielee0502@163.com	8613681548148	Haylie Hsu	Student Letter	waiting for manual accept	2024-05-08 23:33:37
3	175531	Nehir Saka	ssaka71@gmail.com	+905327686242	Haylie Hsu	Student Letter	waiting for manual accept	2024-07-22 16:39:52
4	181391	Chadamarn Rattanajarungpond	chadamarn.r@hotmail.com	66869500700	Haylie Hsu	Copy Of Passport	declined	2025-09-23 10:26:00
5	181391	Chadamarn Rattanajarungpond	chadamarn.r@hotmail.com	66869500700	Haylie Hsu	Student Letter	waiting for manual accept	2024-08-07 12:05:03
6	201708	Yun-Chien Tseng	e060617@gmail.com	+886912661317	Haylie Hsu	Student Letter	waiting for manual accept	2025-02-11 21:25:00
7	201826	Zhan Shi	13661894395@126.com	447376906389	Haylie Hsu	Copy Of Passport	declined	2025-09-23 10:32:49
8	201826	Zhan Shi	13661894395@126.com	447376906389	Haylie Hsu	Student Letter	waiting for manual accept	2025-02-14 15:44:35

Sales team members will receive the auto reminder email everyday at following time:

1- Turkey Team : 12:00 PM
2- UK Team: 9:00 AM
3- China Team: 5:00 PM

Auto Email Reminders to Supervisors

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Document Verification Reminder - SPV

Hello Khaled Matar,

The report below contains a list of documents uploaded by students related to the invoices under your team's responsibility. Despite previous notifications sent to the assigned Sales Agents, these documents remain invalid.

Please review the list and ensure that your team coordinates with the respective students to have their documents verified through the Student Portal as soon as possible.

Kind regards,
Londonist DMC

Report:

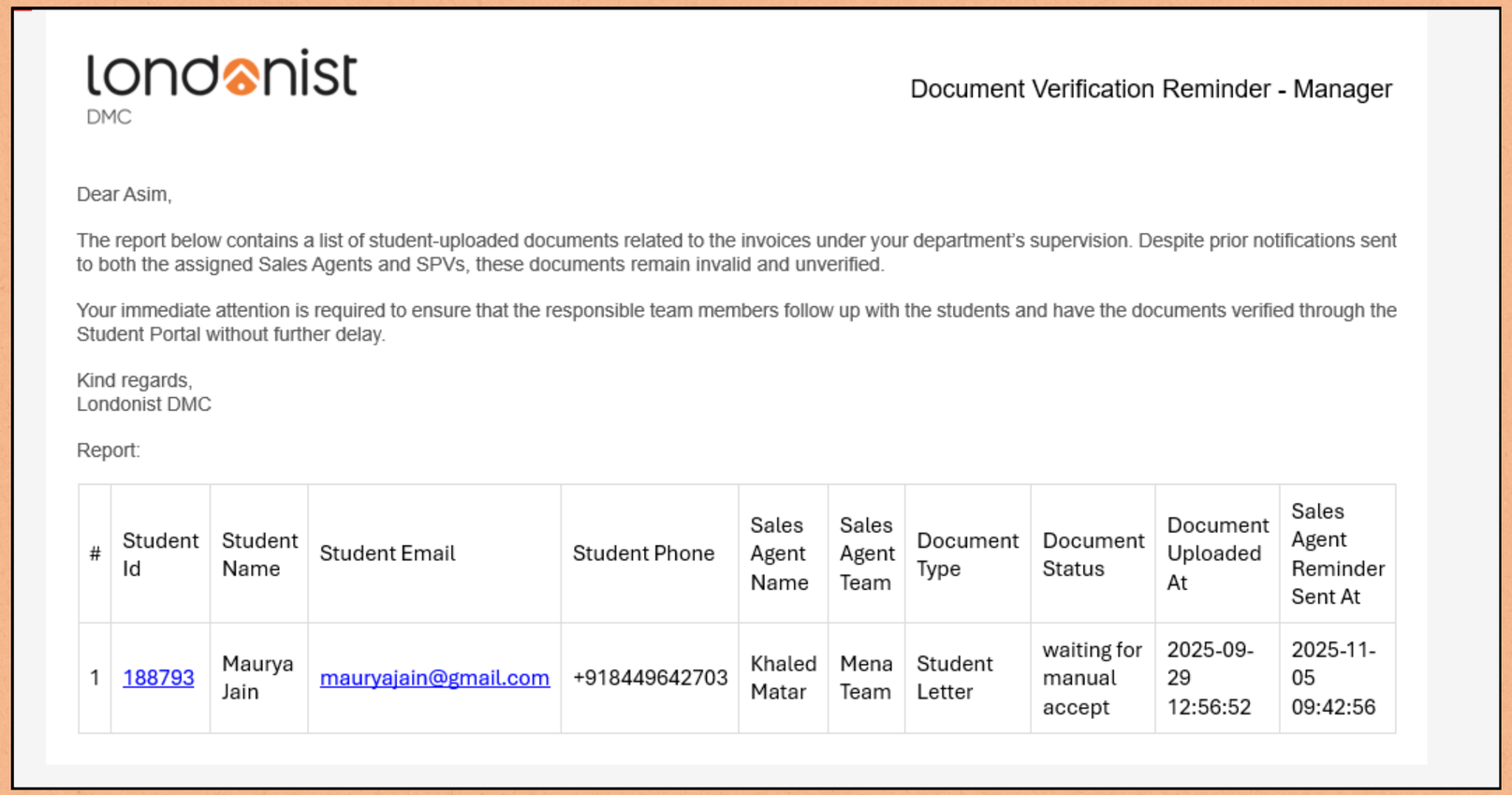
#	Student Id	Student Name	Student Email	Student Phone	Sales Agent Name	Sales Agent Team	Document Type	Document Status	Document Uploaded At	Sales Agent Reminder Sent At
1	188793	Maurya Jain	mauryajain@gmail.com	+918449642703	Khaled Matar	Mena Team	Student Letter	waiting for manual accept	2025-09-29 12:56:52	2025-11-05 09:42:56

Received Date: 10.11.2025 - 10:59:13

Sales Supervisors will receive the auto reminder email everyday 24 hours after the email has been sent to the sales agents.

This list will include the unvalidated documents.

Auto Email Reminders to Managers



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Document Verification Reminder - Manager

Dear Asim,

The report below contains a list of student-uploaded documents related to the invoices under your department's supervision. Despite prior notifications sent to both the assigned Sales Agents and SPVs, these documents remain invalid and unverified.

Your immediate attention is required to ensure that the responsible team members follow up with the students and have the documents verified through the Student Portal without further delay.

Kind regards,
Londonist DMC

Report:

#	Student Id	Student Name	Student Email	Student Phone	Sales Agent Name	Sales Agent Team	Document Type	Document Status	Document Uploaded At	Sales Agent Reminder Sent At
1	188793	Maurya Jain	mauryajain@gmail.com	+918449642703	Khaled Matar	Mena Team	Student Letter	waiting for manual accept	2025-09-29 12:56:52	2025-11-05 09:42:56

Managers will receive auto email 48 hours after the first email has been sent to the sales agents.

This list will include the unvalidated documents.

Importance of Document Verification

ACCURATE AND VERIFIED DOCUMENTS PLAY A VITAL ROLE IN ENSURING SMOOTH OPERATIONS AND COMPLIANCE.

1- Compliance: Helps ensure we collect the correct student identity details as required for legal and operational compliance.
2- Fraud Prevention: Protects the company from scam or fraudulent bookings, reducing potential financial and reputational risks.
3- Data Accuracy: Maintains a verified and reliable student record database that can be used for future references or audits.
4- Collection Support: Verified documents strengthen our position when following up on pending or overdue payments.
5- Sales Accountability: Demonstrates the sales agent’s diligence – ensuring each booking meets verification and quality standards.

Best Practise for Sales Team

1- Always verify document status before making Placement

2- Manually review documents flagged as invalid to confirm whether they truly are.

3- Communicate clearly with students when requesting documents.

4- Avoid accepting documents that are blurry, cropped, or inconsistent with the student's name on the booking.



Support



For any issues or system errors during the verification process:

- Contact the IT Team for technical assistance.
- Escalate repeated invalid verifications of genuine passports to your Team Lead for review.