KUARIO

KUARIO Onboarding process for Partner with new Site

Instruction - EN

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Introduction

Introduction

In this instruction we will explain how to start or complete the KUARIO Payout process, formally known as the Know-Your-Customer process at KUARIO. This process has been changed with the update of January 19th 2020. Although it is still a part of a process we internally call Know-Your-Customer, this process is now called KUARIO Payout.

For Whom?

This document is meant for KUARIO Partners that are creating an new (Merchant) Site and want to start or complete the KUARIO Payout process, formally known as the Know-Your-Customer process.. It is also for the user they assign to manage that site that may finish the Merchant Onboarding process.

Create a new Merchant Site

❄ Create a new Merchant Site

A KUARIO Site is a location/environment or any group of KUARIO outlets. Take for example a building that houses multiple businesses, A Site could represent that building, one of it's businesses, a department in that business, a floor in that building or even a room. But the parent cooperation could also be a Site. Sites can have a parent-child relationship. A Merchant Site is similar to a Regular Site, but it has that Site's merchant info stored as well.

You need to create a Merchant Site and make sure that the money is collected in your organisation.

Money Collection - how does it work?

As the owner of a KUARIO Site you would like to collect the money that is generated on your site.

Payout

To do that Payout should be configured. We will do this later in manual.
All the required credentials and billing data will be collected.

Money Flow

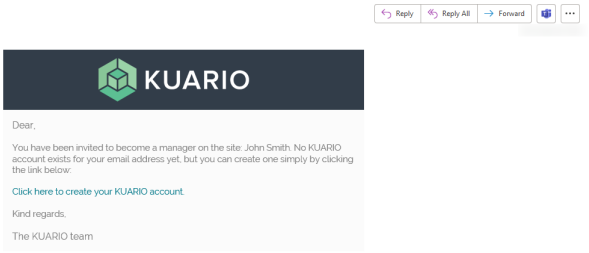
When the current Site has no Payout it will be 'send up' the Site until a Payout Site is reached.
That Site will collect the money that was generated on the original Site.

Merchant Onboarding

Merchant Onboarding

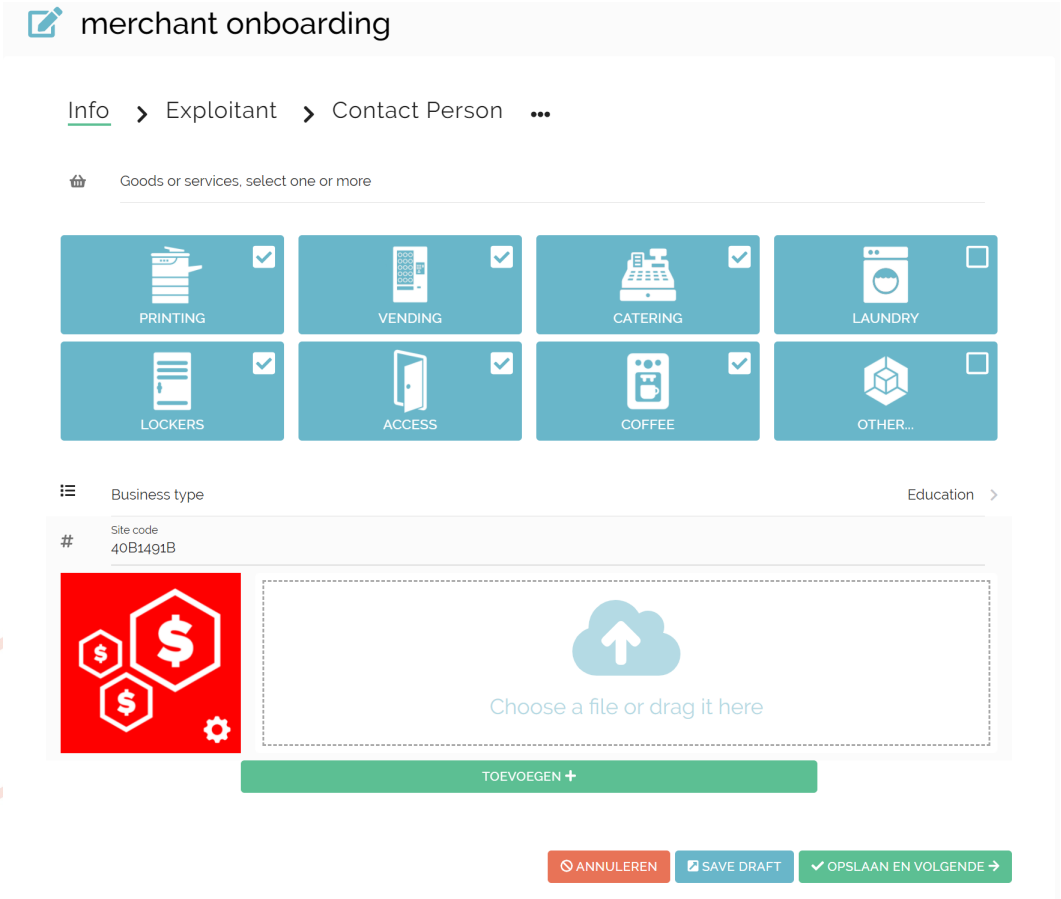
The manager(s) will then be able to start the Merchant Onboarding process, you will also be able to finish it yourself

1. The manager will get an email and should just click the included link to the KUARIO Manager site.

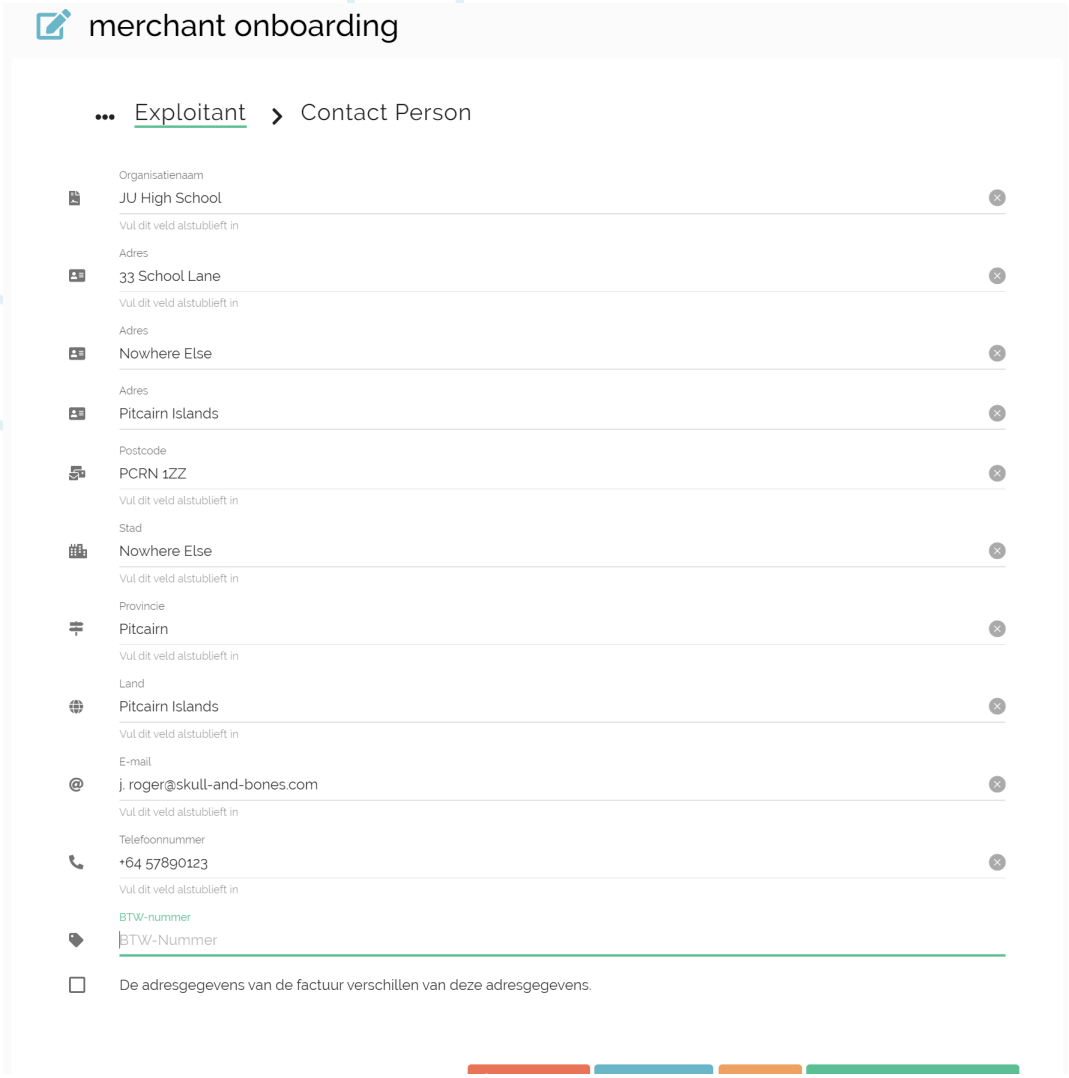


When they log in they should see this screen, the first screen in the Merchant Onboarding wizard. At this or any other point you can use 'Save Draft', saving your changes enabling you to finish later or leave it to the manager you assigned in the previous chapter to finish these steps.
In this first screen we will determine what Outlets we will use on the Site. Outlets are the KUARIO elements representing the goods or service outlet, like an MFP or vending machine. We will also determine the business type and the logo of our Site. In this case an example of a school was chosen, so the Business Type is 'Education' and it has Printing, Vending, Catering, Lockers, Access and Coffee Outlets.

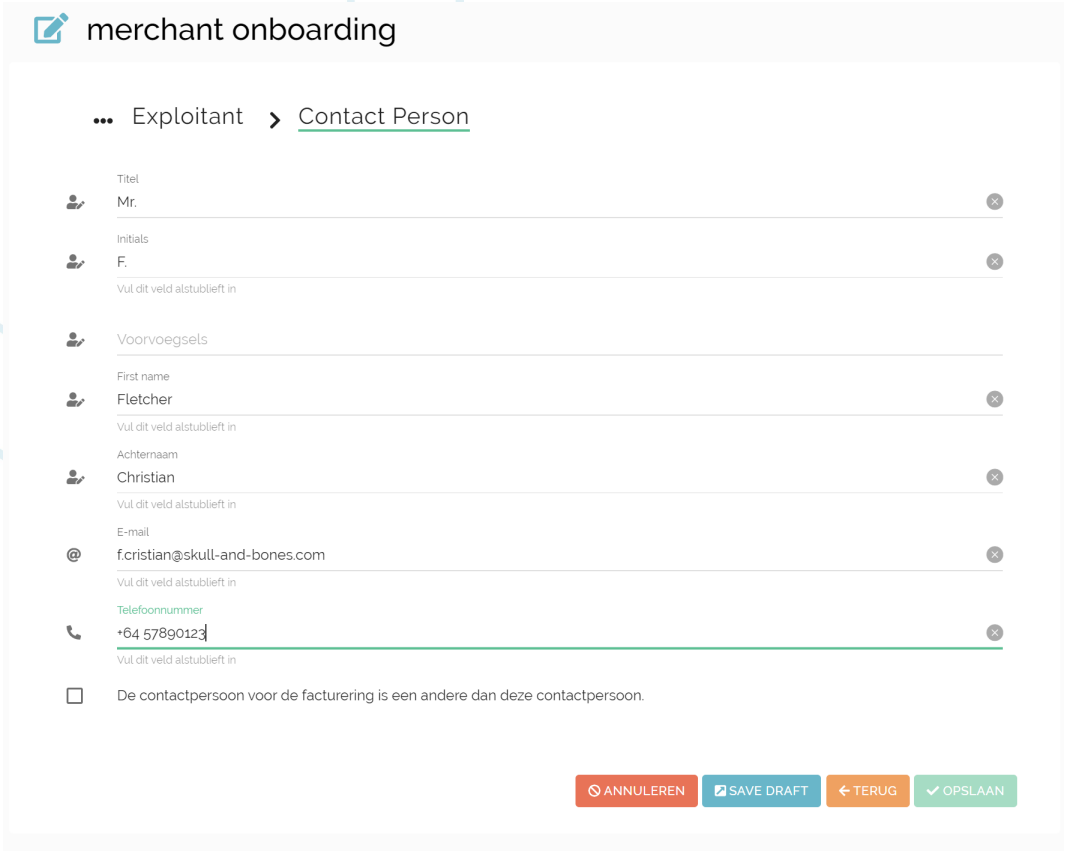
2. Select the **Outlets** (good and or services) for your Site.
3. Fill in the **Business Type**.
4. Optionally add a logo for this Site and click '**Save and Next**'.



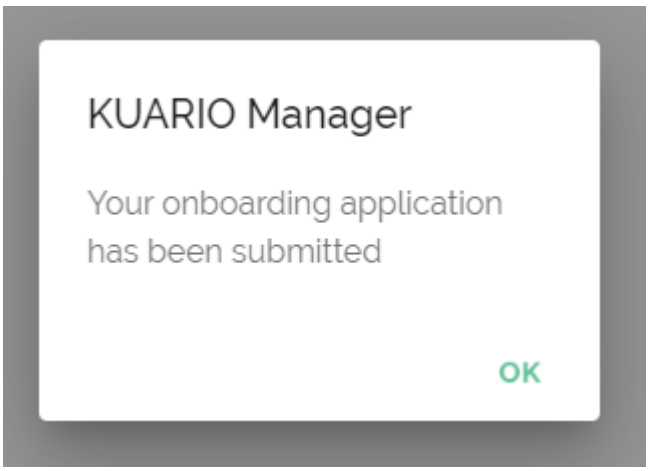
5. Fill in the Merchant data and click '**Save and Next**'.



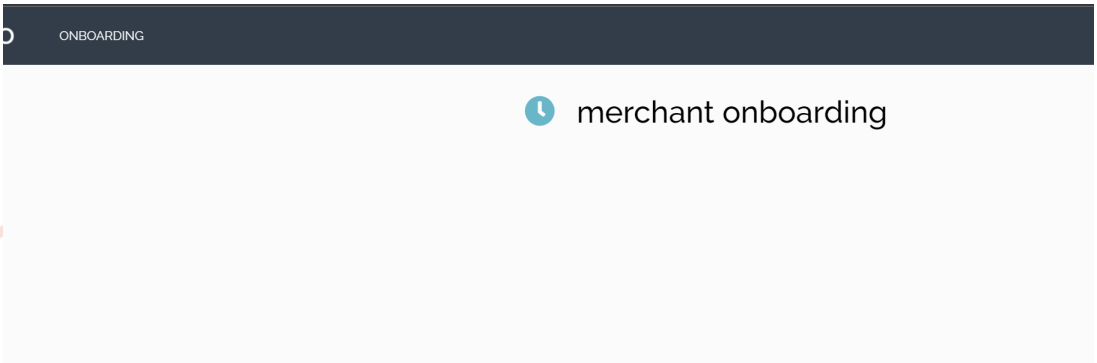
6. Finally add the data for contact Person and click '**Save**'.



7. Click '**OK**' when you get the confirmation message. Your data has been registered.



The Merchant Site is now pending to be activated and the screen below will be shown.

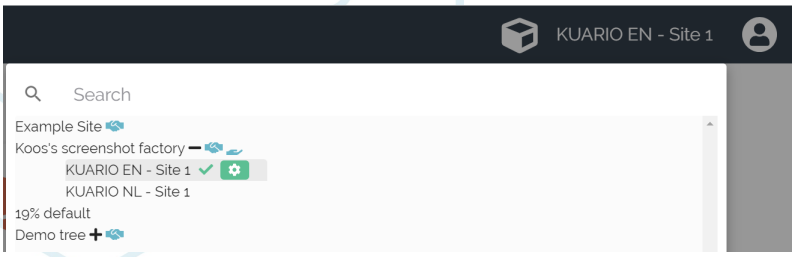


When the last phase 'Payout' has been finished, the Merchant Site will be fully functional. So let's get started!

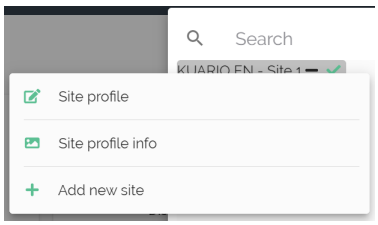
New Site

You, as a Partner of KUARIO want to open a new Site,

1. To do this, first go to **Sites** (Click on the text right between the cube icon and the user icon).
2. Now click on the **cog wheel icon** to open the context menu.



3. Click **Add new site**.



The site type determines what kind of site will be created.

Regular Site

A KUARIO Site is a location/environment or any group of KUARIO outlets. Sites can have a parent-child relationship. A Regular Site that has no Payout (no money is generated from the Outlets on the Site or that money is not claimed). A Regular Site may also function as a container (a parent) for other child sites, In that case it also would have no Outlets.

Merchant Non-Payout Site

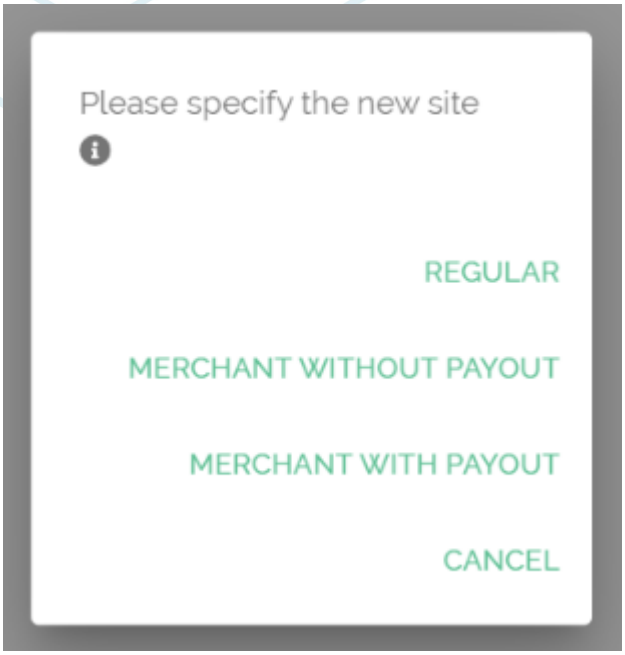
A Merchant Non-Payout Site is similar to a Regular Site, but it has that Site's merchant info stored as well. Most importantly, is has no Payout, that is, the money collected on this site is not processed on this Site.

Merchant Payout Site

A Merchant Payout Site is like a Merchant Non-Payout Site with the exception that it will receive Payout. These are the Sites that will receive the money that is made through Payout. Make sure to include at least one of these Sites as a parent of any Merchant Non-Payout Site, if your KUARIO Outlets are generating money (selling products or services).

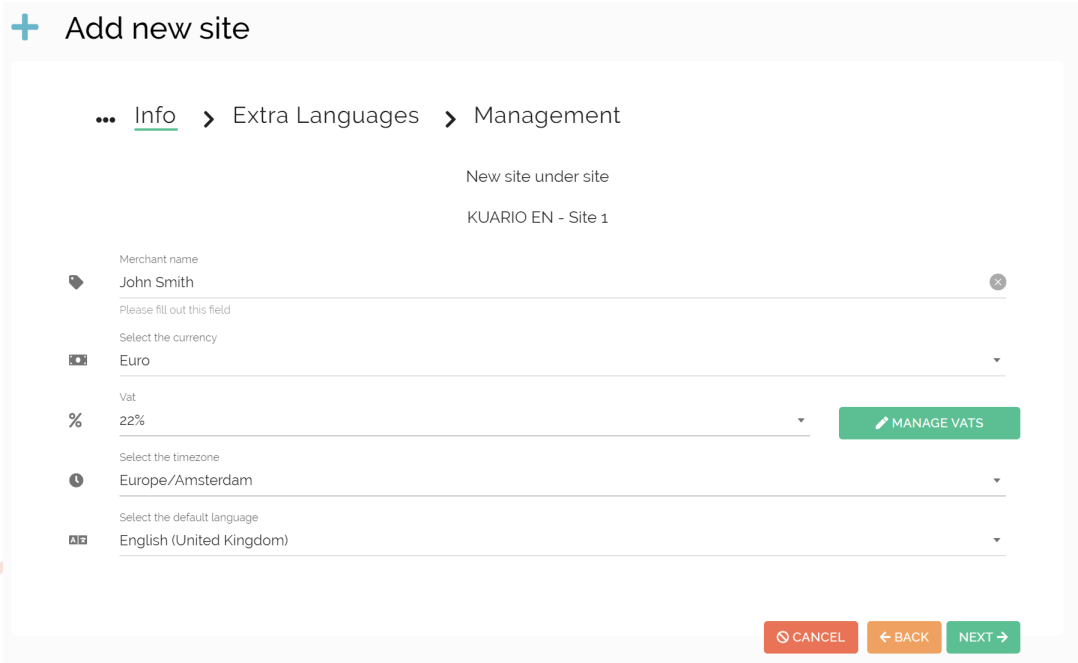
4. Select the **Site Type**. (In order to also explain the Payout process we will follow the example of the Merchant Payout Site).

Make sure to at least create one 'Merchant Payout' as otherwise your money can not be collected.

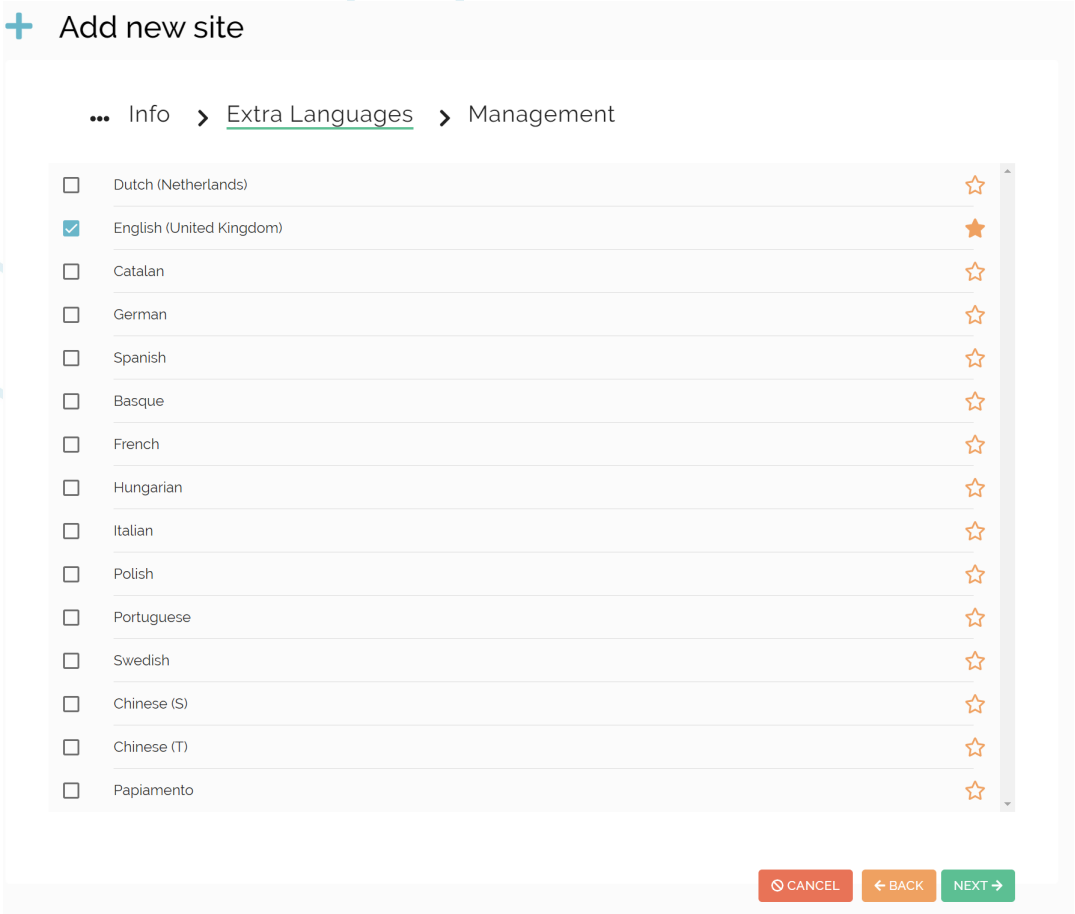


This is where the name and other details of the Merchant site are set.

5. Name the Merchant site, set the VAT and other fields and click '**Next**'.



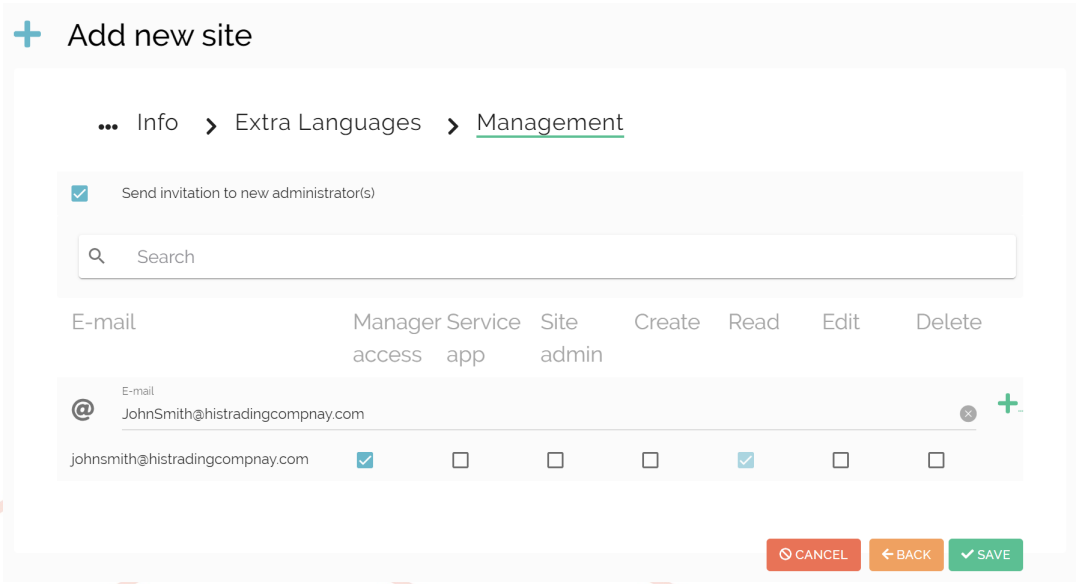
6. Optionally select extra languages that are supported on the Merchant Site. Click '**Next**'.



In the final step Management, set up the user that will manage the Site, and optionally more.
The users that you add **must be known KUARIO users!**

7. Add an email address after the '@' symbol and click the '+' symbol to add it. You are allowed to add multiple users.

8. Click '**Save**'

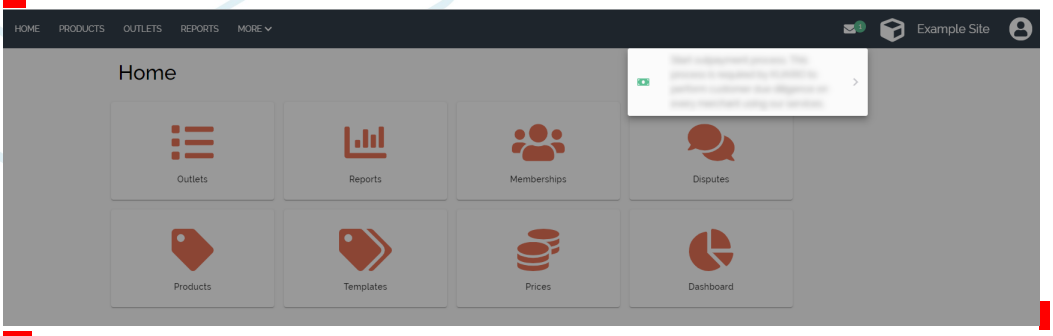


An **email will be sent** to the users assigned here with an invitation to log in and complete the process.
You can finish the Merchant onboarding process that is explained in the next chapter yourself or leave it to the user(s) you assigned as manager in the last step. You are also able to finish it partially and then use 'Save Draft' to save the changed without finishing the process. For more info continue with the next chapter.

Payout

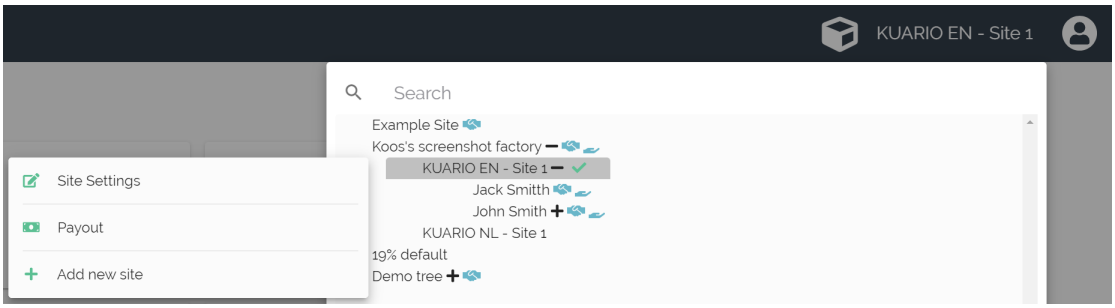
Payout

1. You should have a message telling you that you are able to start the Payout process. Click that message.

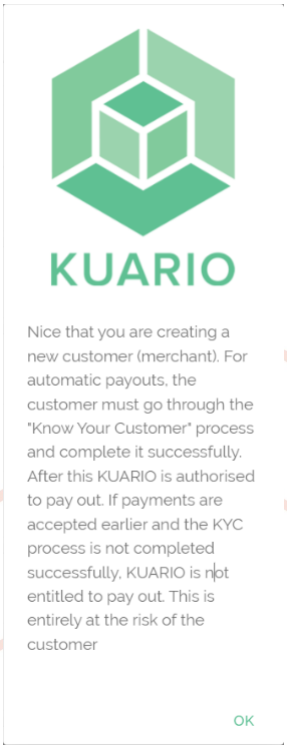


If you do not have the message, you can start the Payout process in this way:

2. Click your site, in this screen shot '**Example Site**'.
3. Click the **gear icon**, and in the context menu click '**Payout**'.

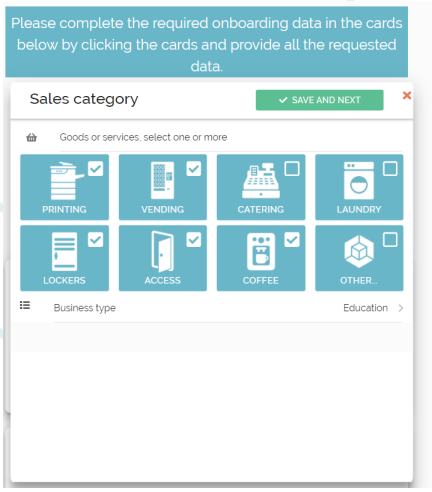


4. You should see the welcome message below. Click OK.

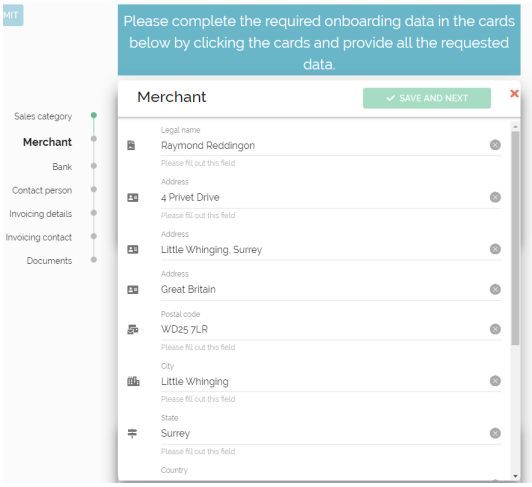


5. Select the Outlet types that you would like to use, for example **Printing** and **Lockers**.

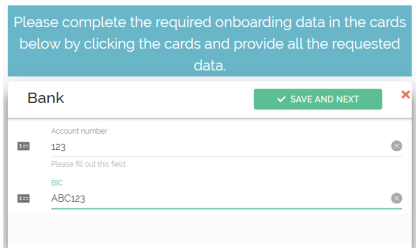
6. Select your **Business Type** from the list. Click '**Save and Next**'.



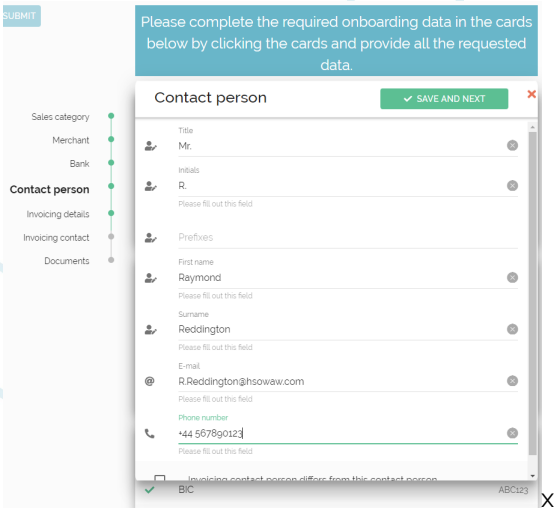
7. Fill in the Merchant data. Click '**Save and Next**'.



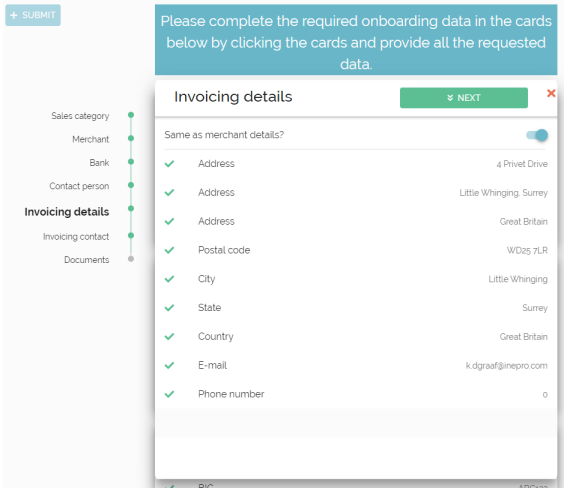
8. Fill in your bank data. This should be the bank that you want to receive the money on. Click '**Save and Next**'.



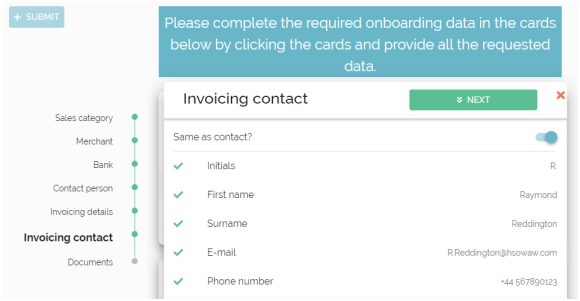
9. Enter the data of the contact person. Click '**Save and Next**'.



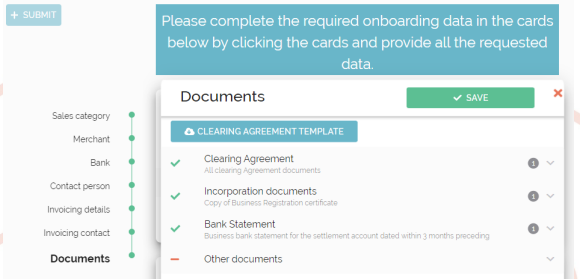
10. Fill in the invoicing details. Click '**Next**'.



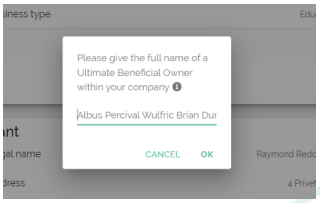
11. Fill in the Invoicing Contract details. Click '**Next**'.



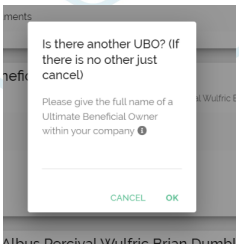
12. A couple of documents are needed to complete this process. Please provide a Clearing Agreement Click '**Save**'.



13. Your company has one or more **U**ltimate **B**eneficial **O**wners (UBO's), you fill in his or her name here. Click '**OK**'.

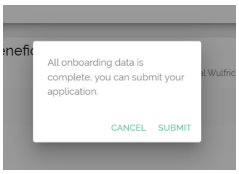


14. If there is more then one UBO in your company, click '**OK**' to repeat the last step If there are no more UBO's, click '**Cancel**'.



15. Add the required documents for all the **U**ltimate **B**eneficial **O**wners.

16. A message should appear to inform that all onboarding data is complete. Click '**Submit**'.



17. Another confirmation message pops up. Click '**OK**'.