Legal Suite & DocFox Integration

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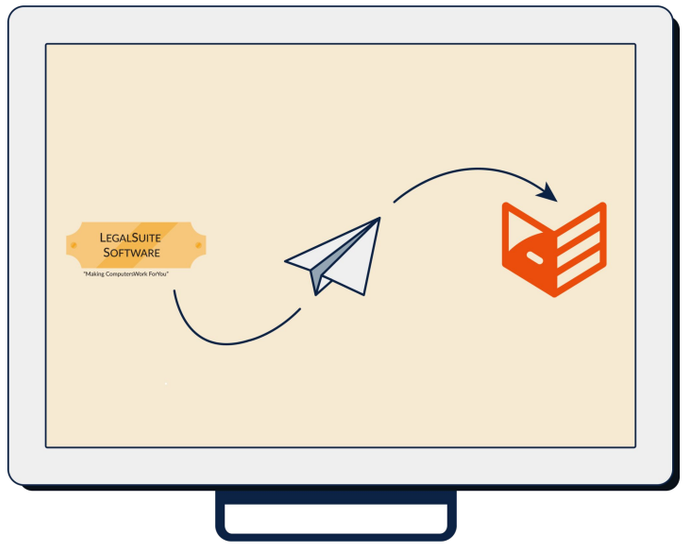
LegalSuite Software

Introduction



As Accountable Institutions, Law Firms are required to comply with FICA. Therefore to simplify this compliance requirement, we have integrated with leading FICA software provider, DocFox.

FICA requires Law Firms to Know Their Clients (KYC) by verifying their identity and assessing the risk of doing business with them, prior to commencing a business relationship.

By LegalSuite integrating with DocFox, we are speeding up the KYC process.

The integration will enable you to:

- Send party details directly to DocFox from the LegalSuite Address Book at the click of a button
- Without leaving LegalSuite, trigger an email request to the party to upload their documents directly into the DocFox portal
- Pull those documents that were loaded directly into DocFox back into LegalSuite's Document Log
- Once document collection, screening and risk rating has taken place in DocFox, you will then have the option to approve or reject the application. Once approved, LegalSuite will indicate that FICA has been completed
- Download the DocFox PDF Summary straight from Legal Suite

For more information on DocFox visit the website: www.docfox.co.za / email: sales@docfox.co.za
Or visit LegalSuite: https://legalsuite.net/

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The Setup

Register with DocFox

- Advise them that you are a LegalSuite client
- Visit https://docfox.co.za/contact-us/ to contact DocFox

Obtain LegalSuite Licenses

from your LegalSuite agent or contact jennifer@legalsuite.co.za. Each user who will be uploading parties to DocFox will require a license. The current cost is R89.00 excluding VAT per user per month. If you have 10 users, for example, on LegalSuite who will be uploading parties to DocFox, you will need to register the same number of users with DocFox.

DocFox to Send a Secret & Key

These are codes that are unique to each user and should never be shared. In LegalSuite, these will be added to each employee under Setup | Employees | Advanced.

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Templates

Templates are setup by the firm, with the assistance of DocFox.

Templates are the requirements that your firm would like, per entity.
In other words, if you are verifying an individual, then your template requirements may specify that an email address and a cell phone number are requirements.

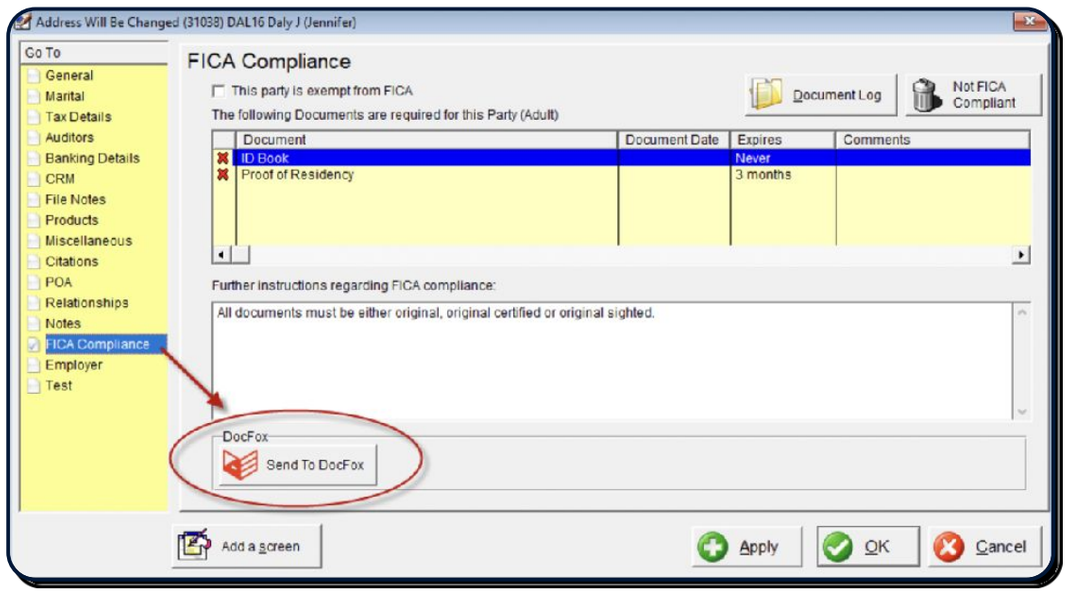
If this information has not been filled in in LegalSuite and you try to upload a Party to DocFox, you will get an error. The user will then be required to complete the information on the Party and attempt to upload to DocFox again.

How it Works

Uploading a Party (Individual) to DocFox from the Address Book

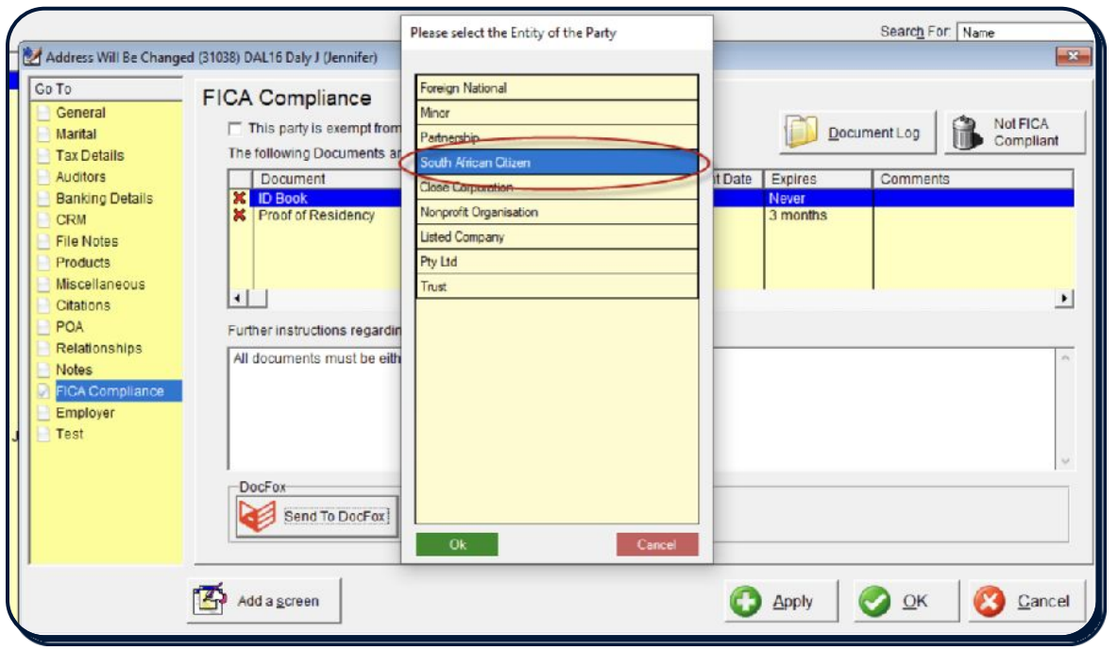
Parties have to be uploaded individually from the Address Book.
The templates that you have setup in DocFox for the different party types will determine what information is required.

- Make sure all the relevant information on the party is filled in based on the templates you created on DocFox.
- Double-click on the party in the Address Book and click on the FICA Compliance tab.
- Provided that you have a valid Key and Secret setup on your employee and you have been licensed for the DocFox module in LegalSuite, a “Send to DocFox” button will be visible.
- Click on the “Send to DocFox” button to upload the party.
- A window will open asking you to select the entity of the party you are uploading. This list is populated based on the templates that your firm has created in DocFox.

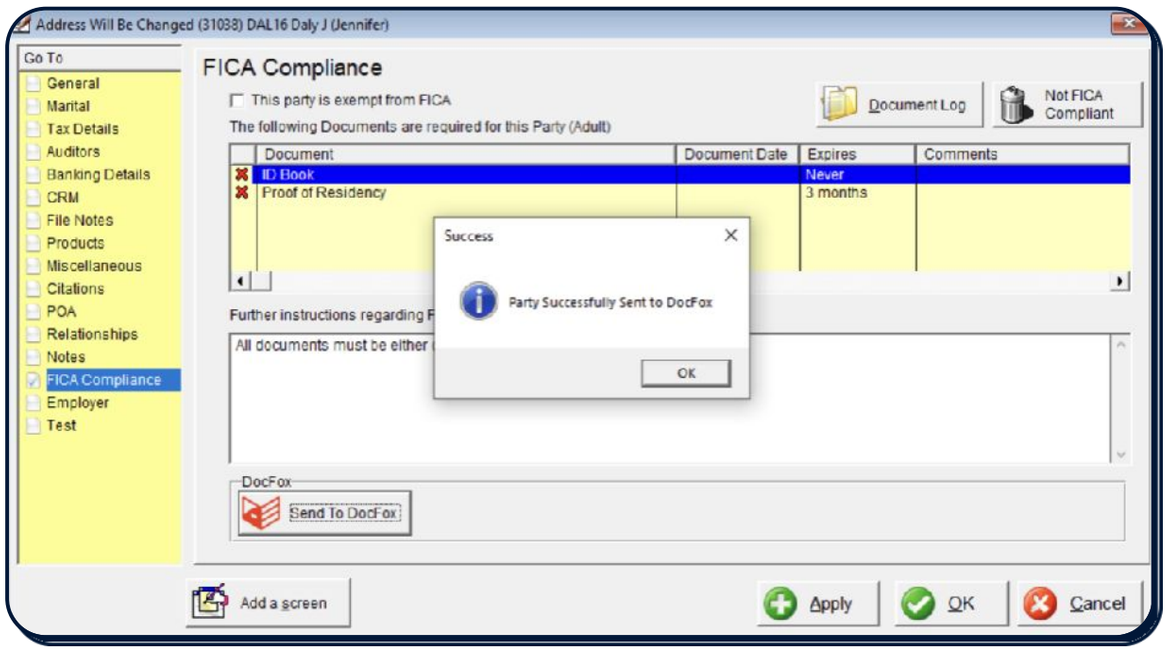


Uploading a Party (Individual) to DocFox from the Address Book

Example: Uploading an individual who is a South African Citizen. Click on “South African Citizen” and then click on OK.



If the party has successfully been uploaded to DocFox you will get the following message:



If information is missing, or is in the incorrect format, you will get an error message. The error messages do provide as much information as possible and as you use the system, you will be able to troubleshoot these messages on your own. If you are unsure, please contact Jennifer at LegalSuite on 0861 711150 for assistance.

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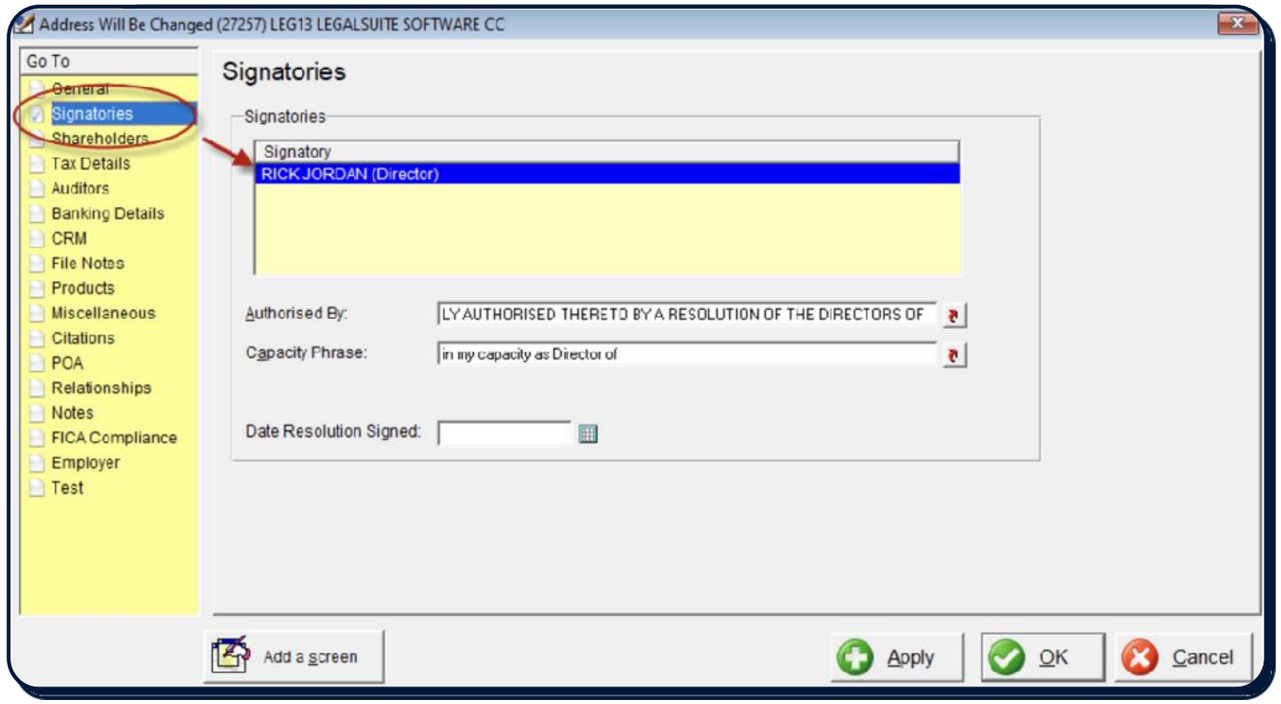
Uploading a Party (Juristic) to DocFox from the Address Book

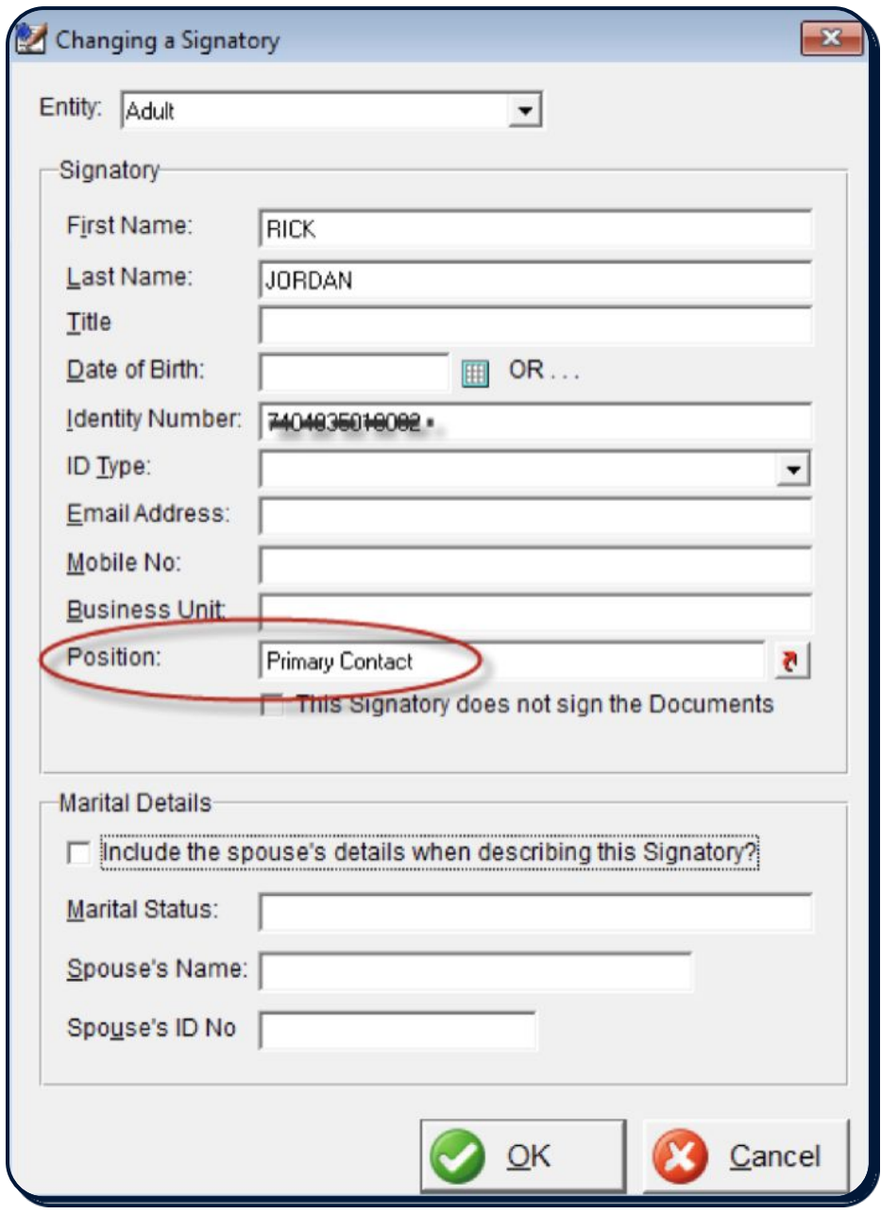
The uploading of a Juristic Entity such as a PTY or a CC works in the same way as uploading an individual, save for information that must be completed on the Signatories tab of the party.

Example: If you are uploading a CC, your template will most likely specify that you have to have a duly authorised signatory.

To capture this information, double-click on the party in the address book and click on "Signatories" on the left:



Uploading a Party (Juristic) to DocFox from the Address Book



When you add the Signatory, the Position must reflect the wording "Primary Contact" as reflected in the screenshot on the left. This is very important as when you are uploading the Juristic Entity to DocFox, we use this information to ensure that the Signatory is uploaded with the Juristic Entity.

If the "Primary Contact" wording is missing from the Position field, it will cause an error uploading. All of the information that you would ordinarily capture for an individual must be captured for the Primary Contact. For example First Name, Last Name, ID Number, Mobile Number, Email Address etc.
(This information has been left out of the screenshot on the left for privacy purposes).

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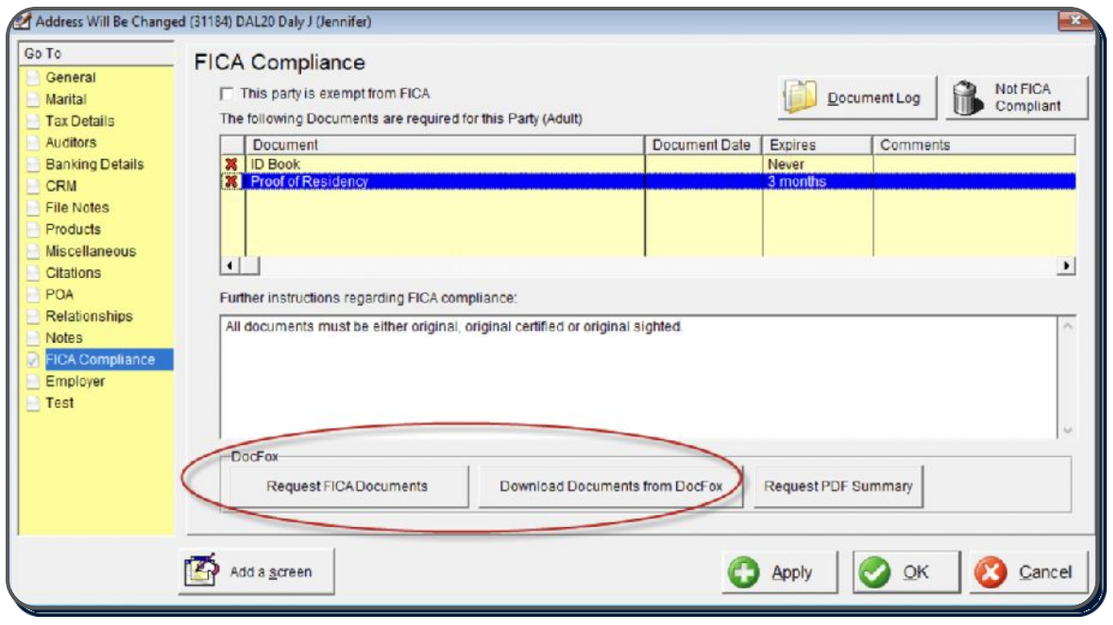
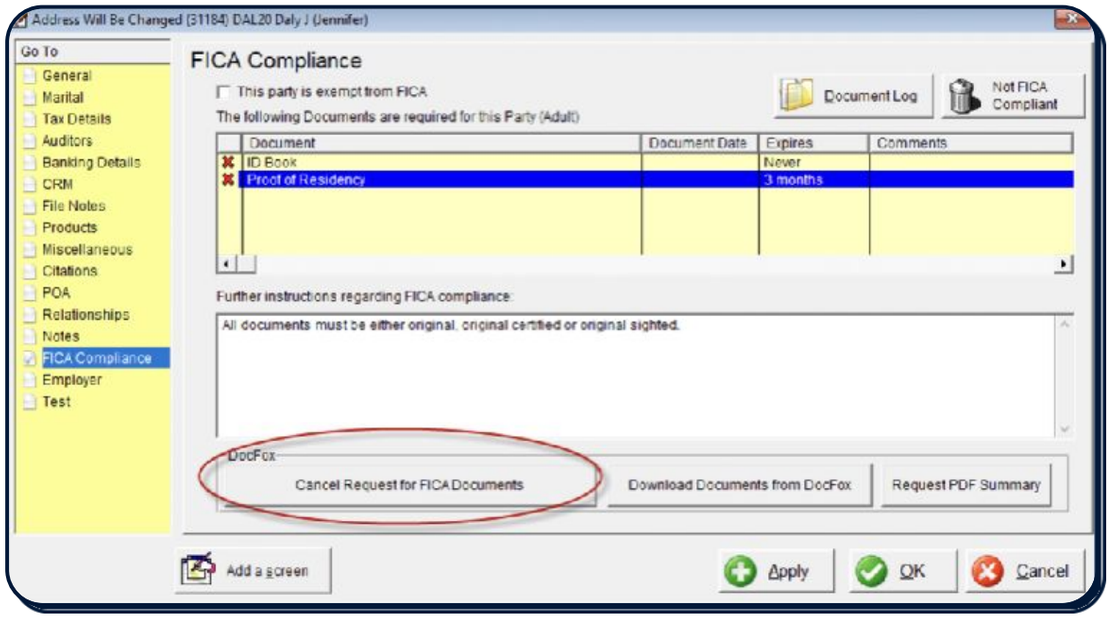
Requesting FICA Documents

Once a party has been uploaded to DocFox, the icons on the FICA Compliance tab change. The “Send to” DocFox button no longer appears as you cannot upload the same party twice and in its place, the following two buttons are now shown.

“Request FICA Documents” and “Download Documents from DocFox.”



Request FICA Documents - when you click on this button, an email is generated from DocFox and addressed to the party you uploaded.



Notice that once you have clicked on the “Request FICA Documents” button, the button then changes to “Cancel Request for FICA Documents”. If you have sent the request for documents in error, clicking on “Cancel Request for FICA Documents” will cause the link in the email that was sent to the Party to become invalid so they will not be able to upload any documents.

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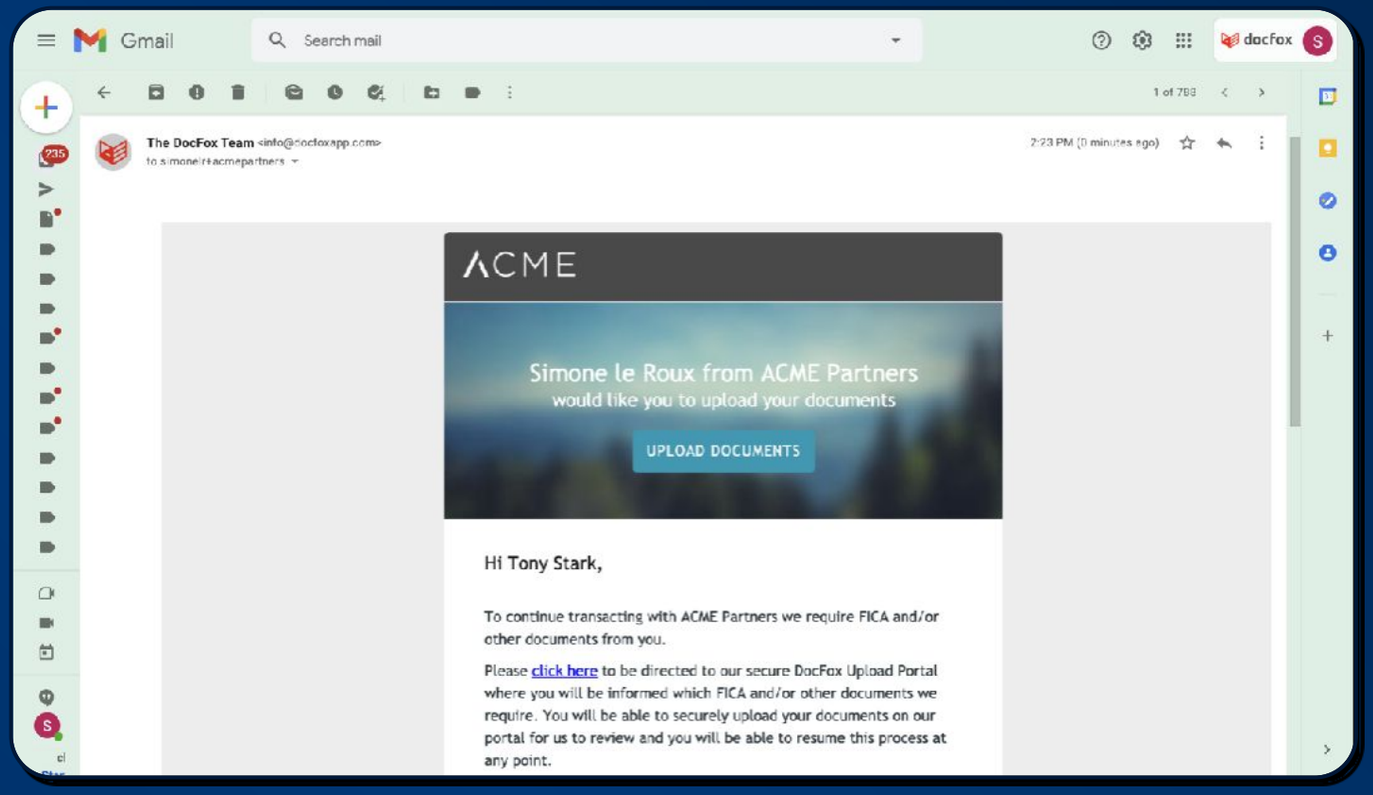
Requesting FICA Documents

The party will receive an email* with a clickable link to upload the required FICA documents.

When the party clicks on the “CLICK HERE” link in the email message, they will be taken to DocFox’s document submission portal.



*This email is generated from DocFox –
any changes to the branding and/or email domain must be done through DocFox

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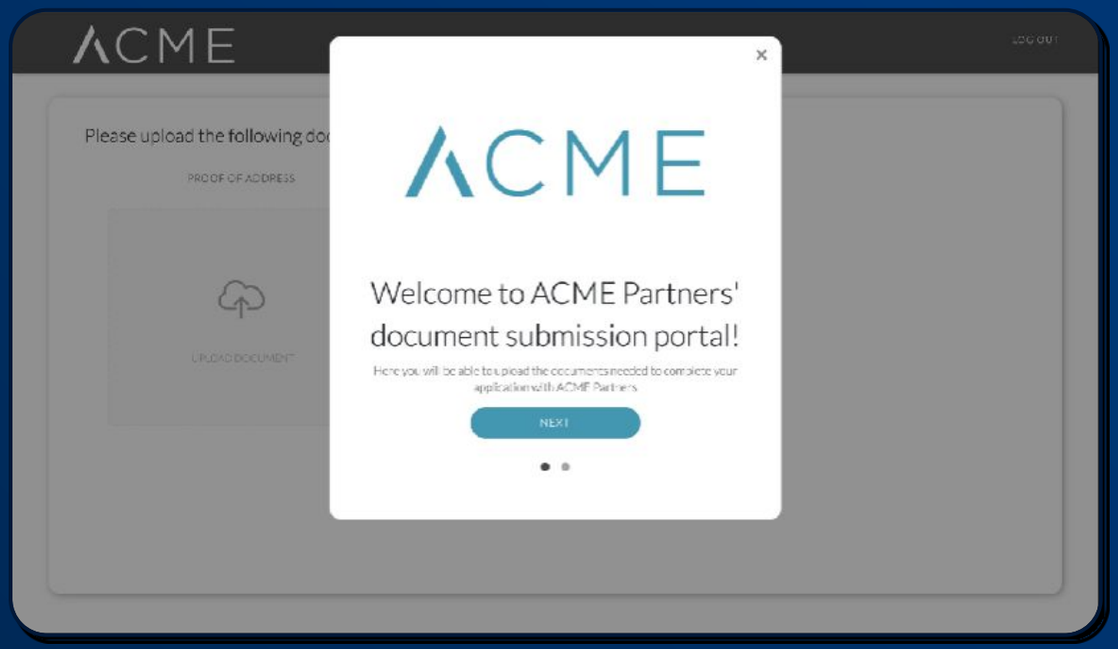
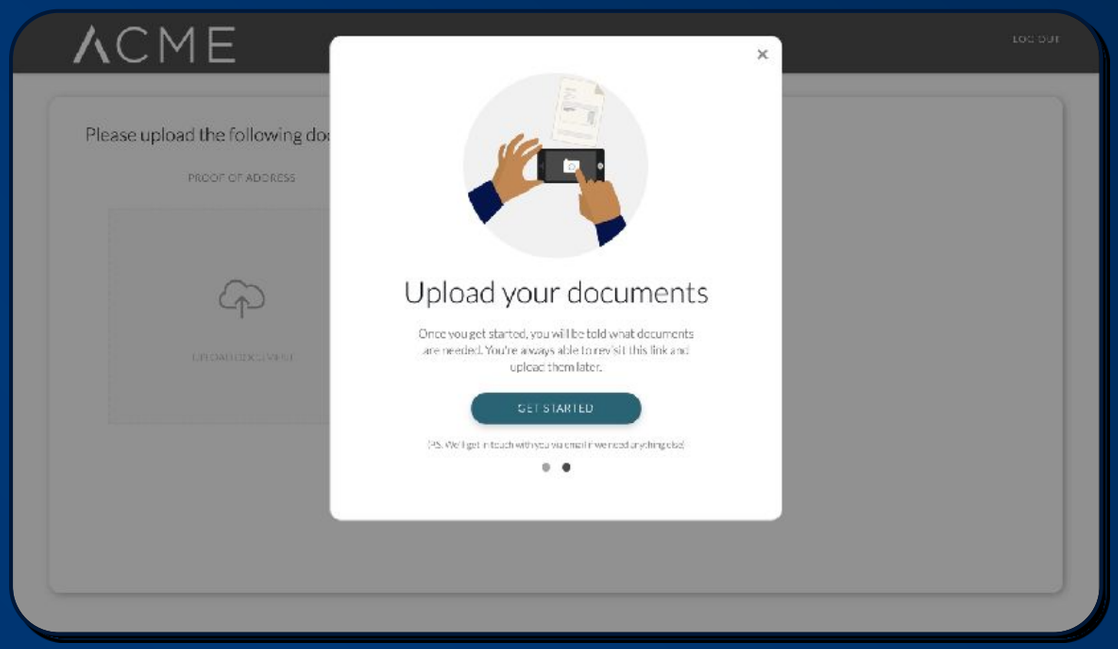
Requesting FICA Documents

Click on “Next



The party is prompted to upload their documents



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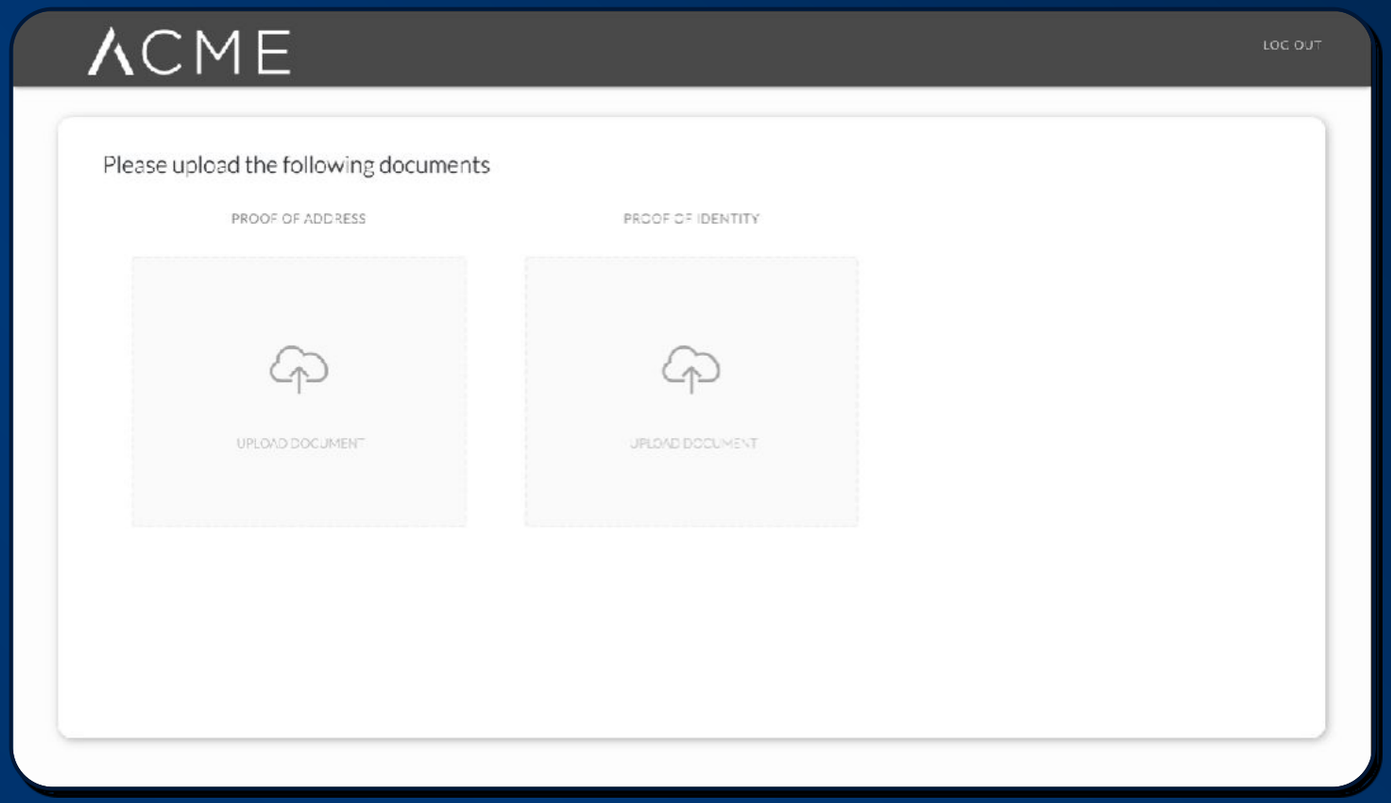
Requesting FICA Documents

After clicking on the “Get Started” button, the following screen will open. The information displayed on this screen is determined by the Entity that was uploaded. In other words, a South African Citizen will have different FICA requirements to a Close Corporation.



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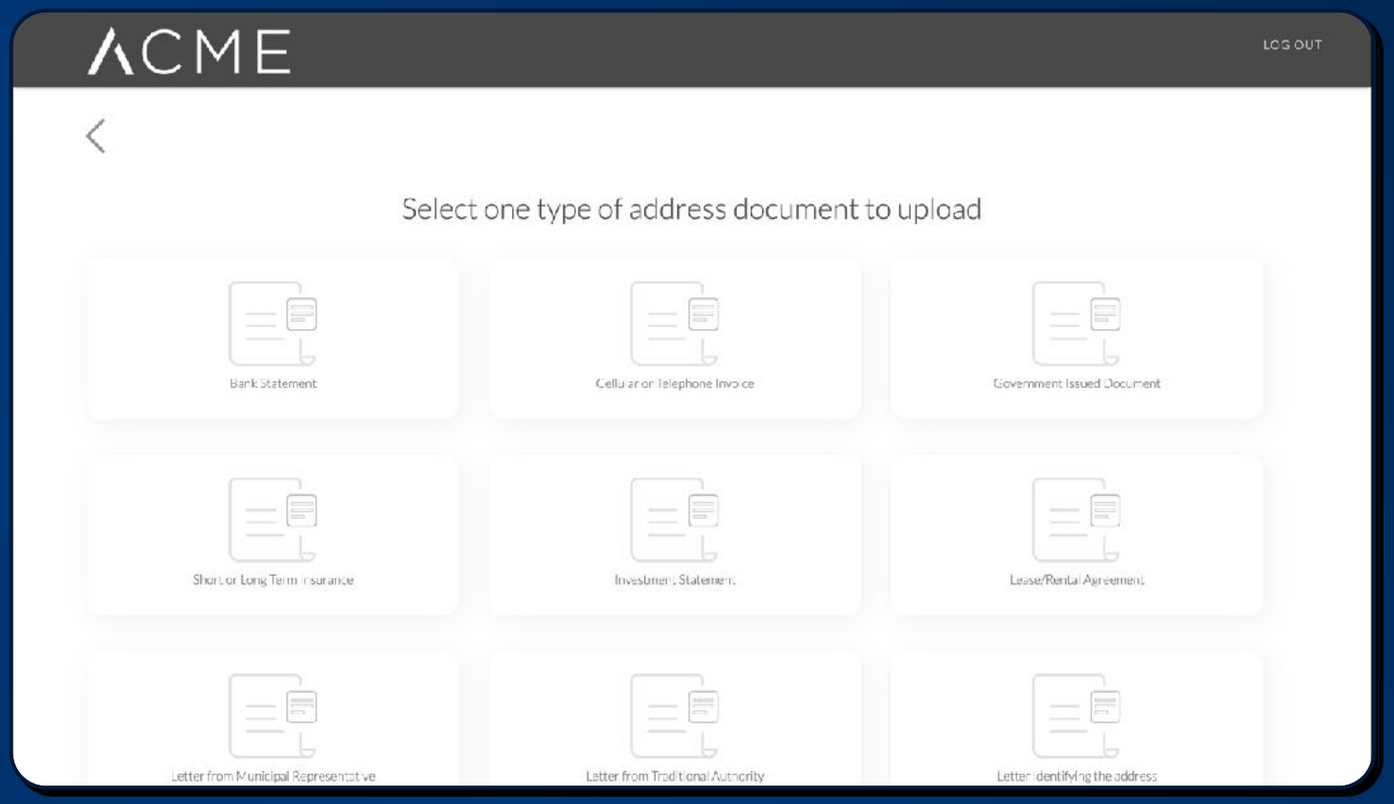
Requesting FICA Documents

When the party clicks on the Upload Document link, they are prompted to select the type of document they are uploading.

For example, if they are uploading a Proof of Address, the following options will appear for them to choose from.



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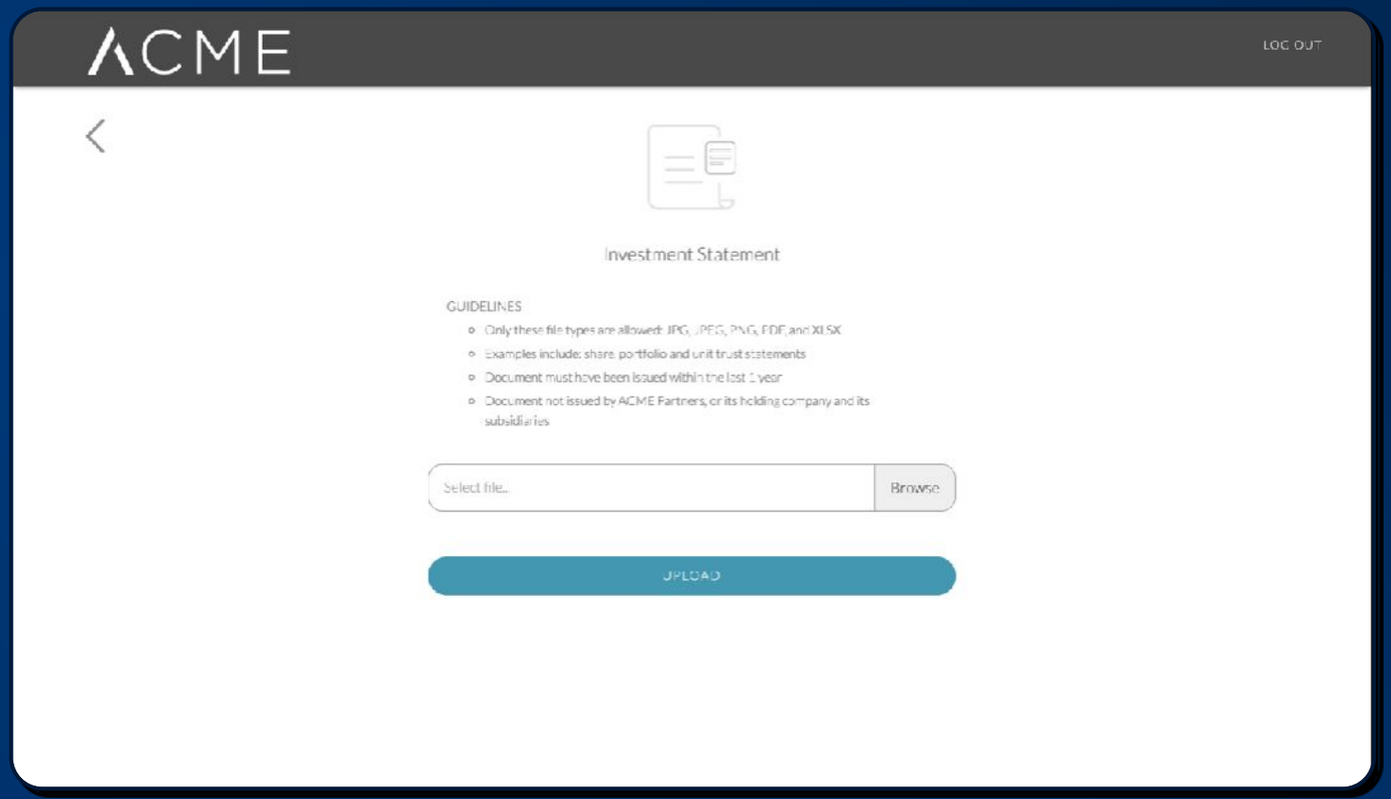
Requesting FICA Documents

Specific guidelines are given on documents. For example, “Document must have been issued within the last 3 months” is a guideline for an address document.



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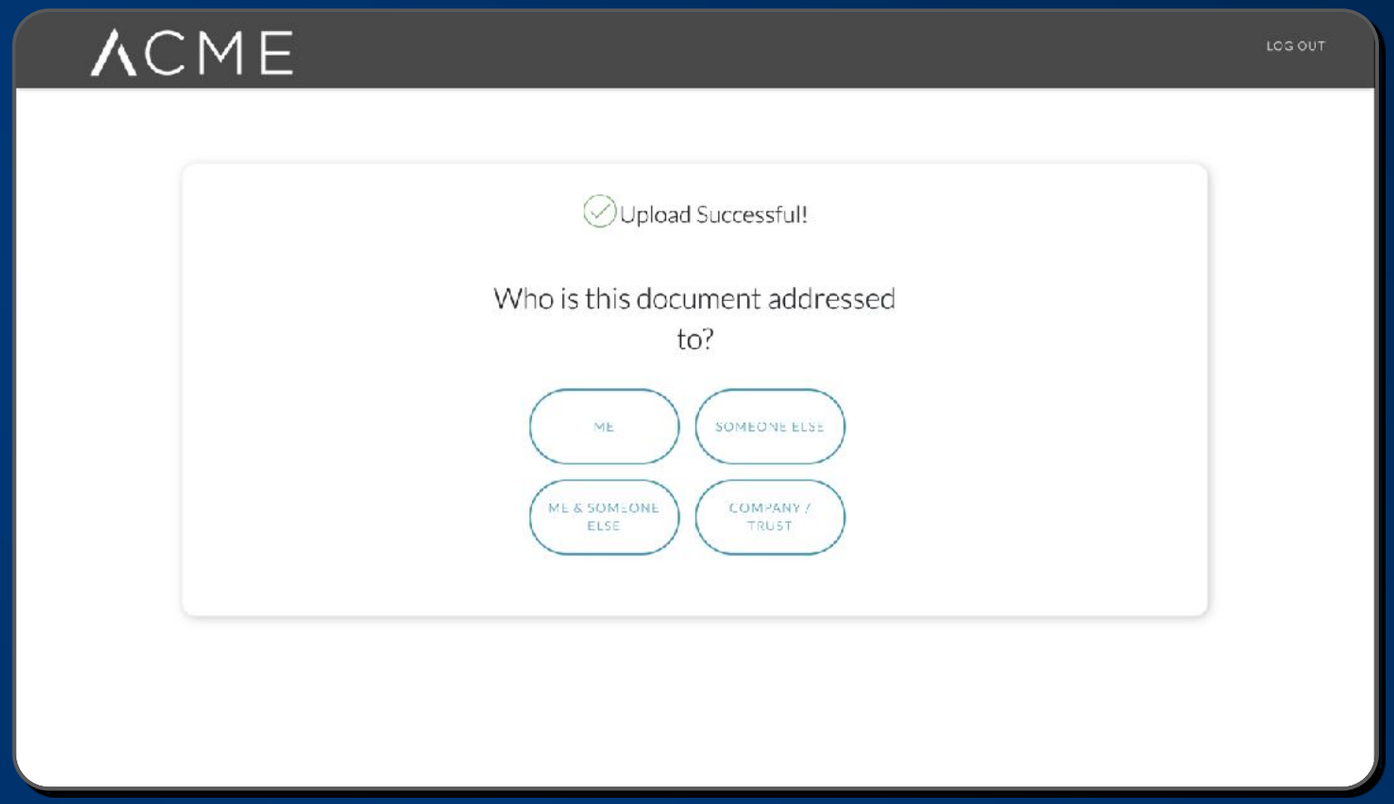
Requesting FICA Documents

Supporting documents may be required if the document is not in your party's name. For example a cohabitation declaration where the proof of address is in someone else's name.



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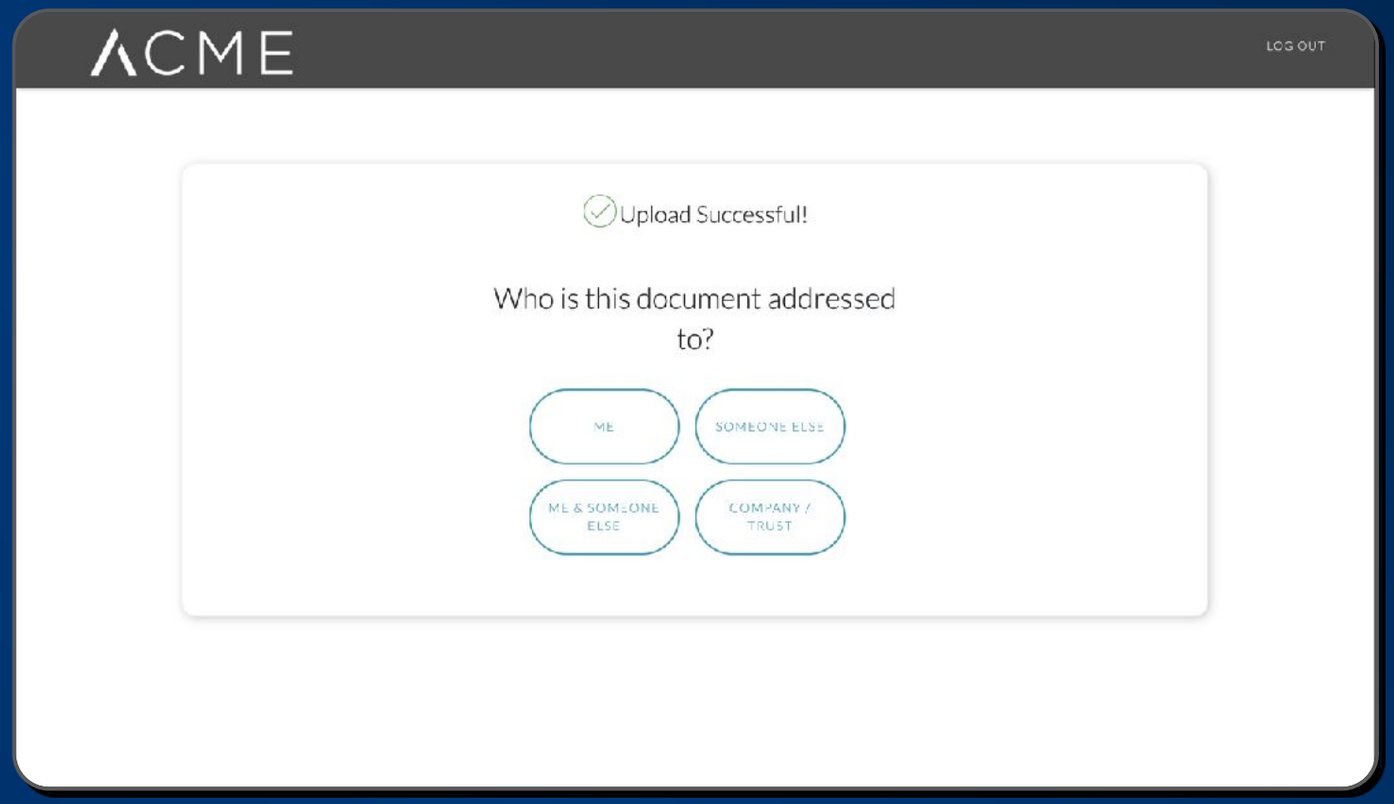

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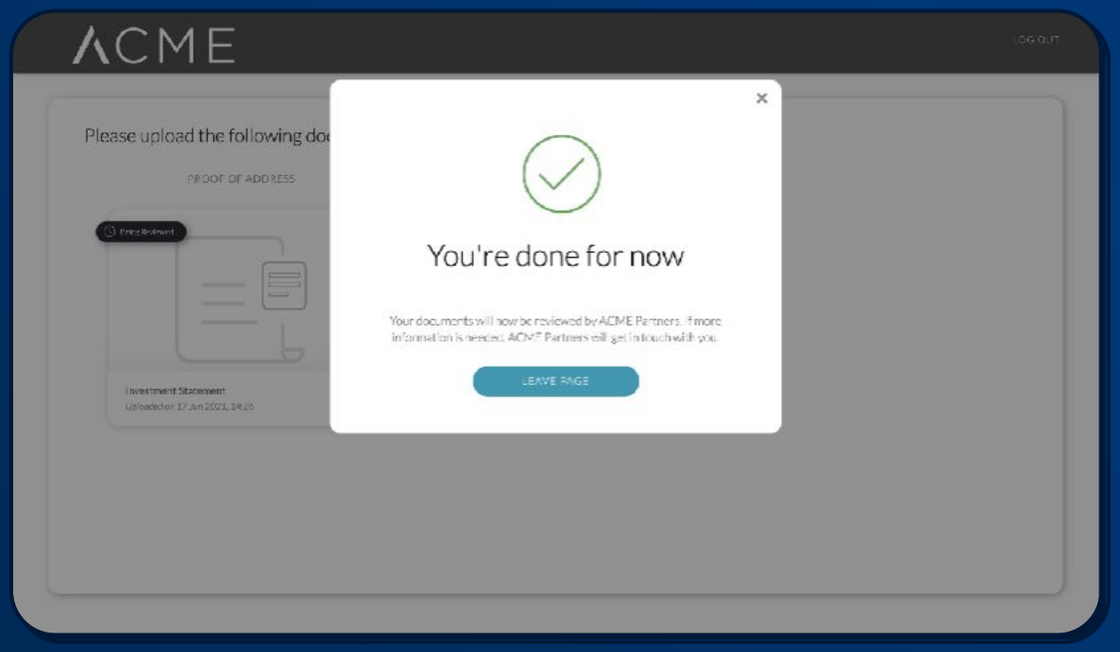
Requesting FICA Documents

The party is notified once they are done uploading all the needed documents.



Once the party sees the ” thank you” message, the process is complete.

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How it Works

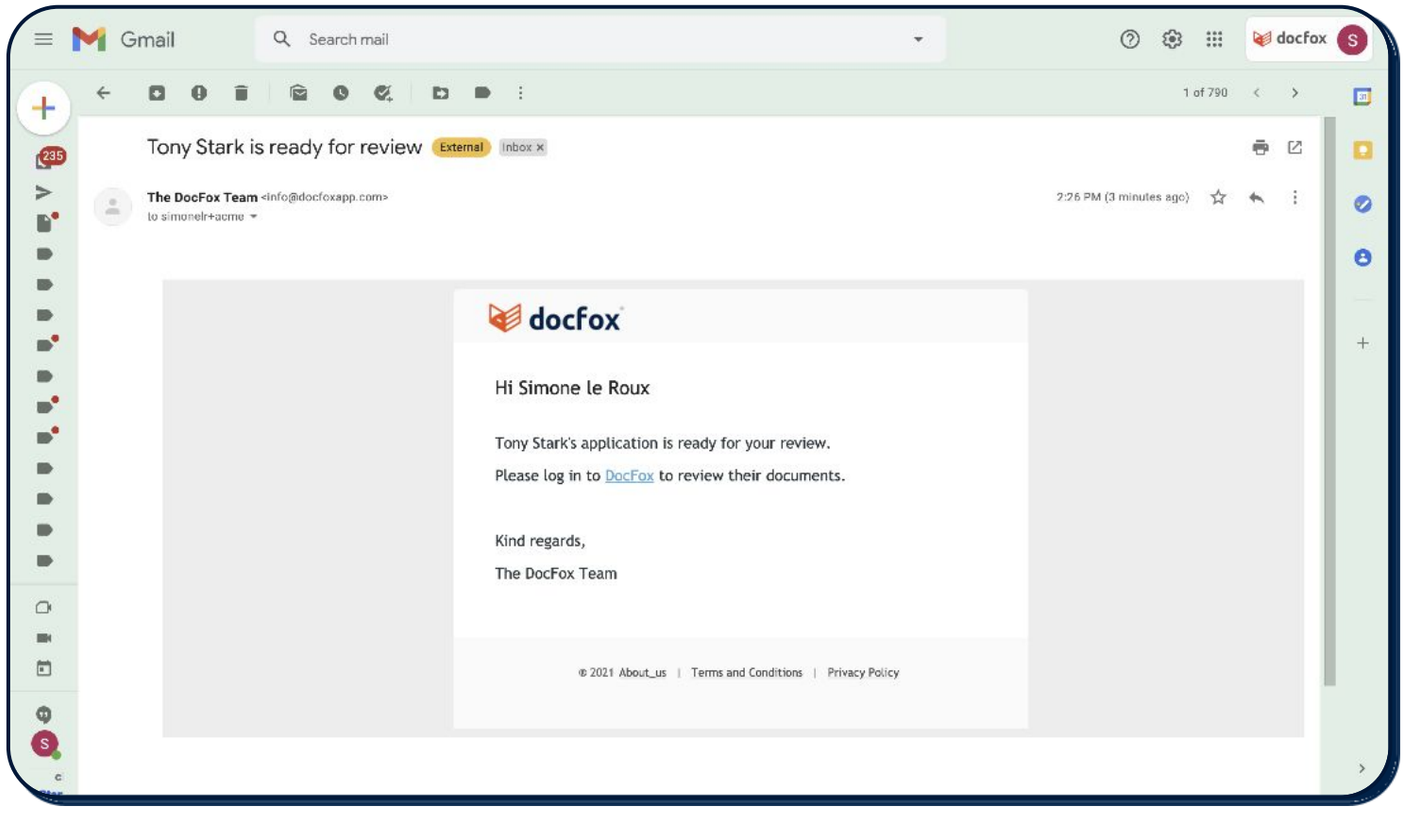
Approving FICA Documents

Once the party has uploaded their FICA documents, DocFox automatically validates these documents in the background and compares them to 3rd party data sources.

Documents that do not pass the analysis are rejected back to the party who can then upload alternative documents.

Once document validation is complete, the person in your firm who is assigned to receive notifications from DocFox, will get an email advising them that the application is ready for review.

They can log directly into DocFox by clicking on the link in the email, and proceed to approve the documents and the application.



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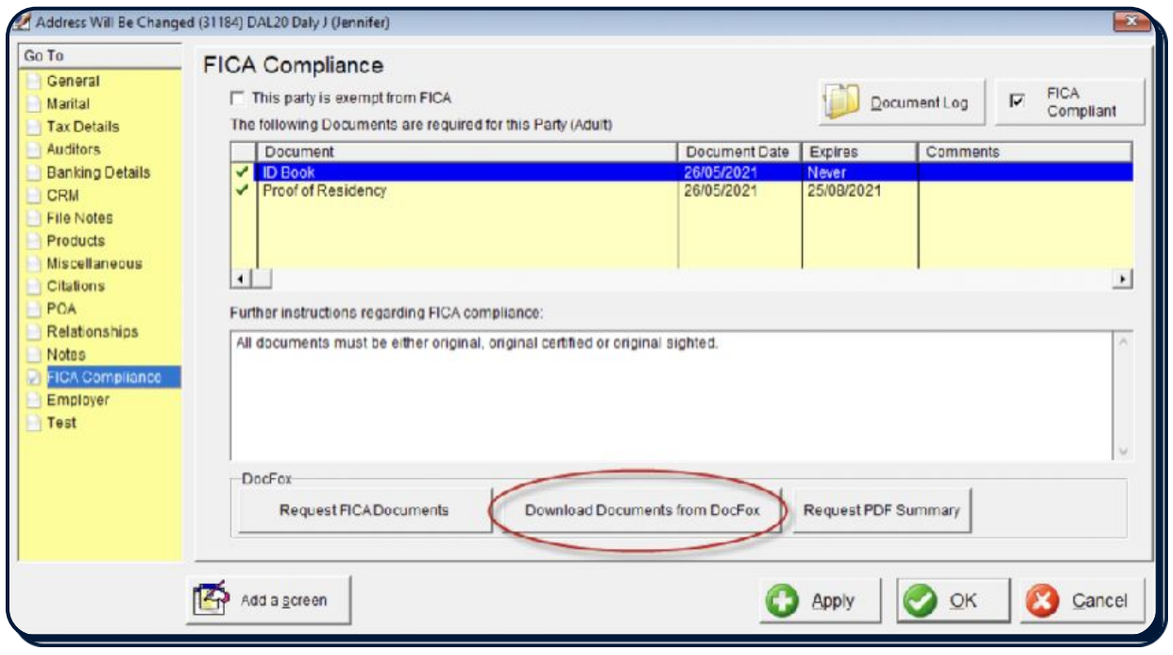
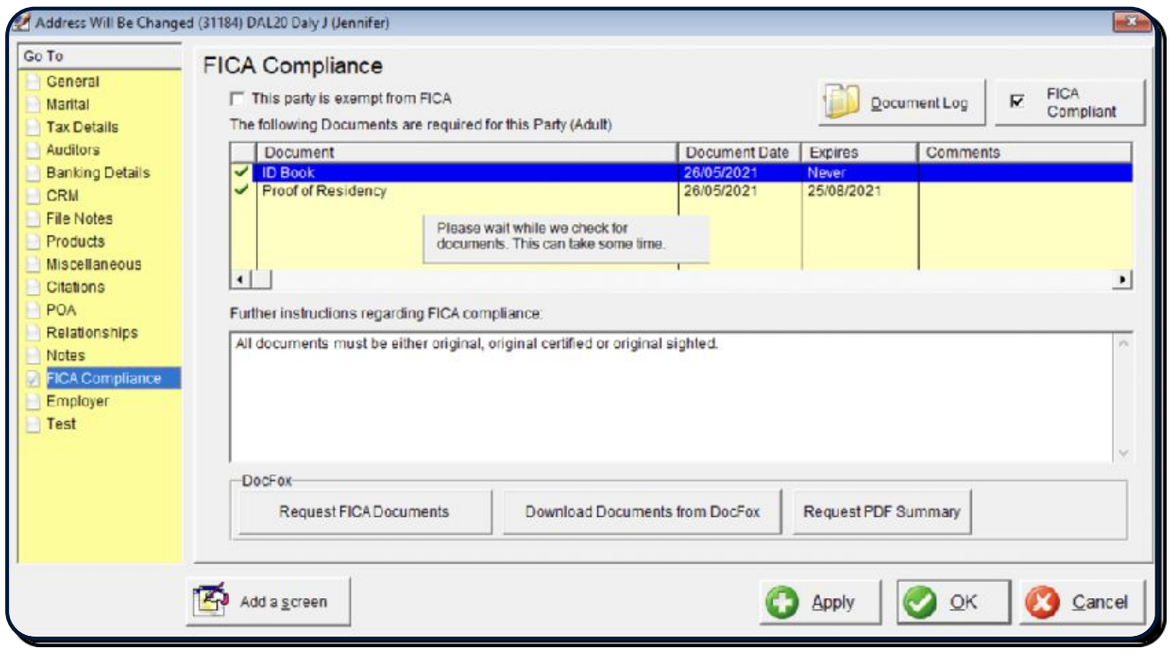
Downloading FICA Documents

Once you have approved the documents on DocFox' website, you click on the "Download Documents from DocFox" button on the Party:



Downloading the documents from DocFox may take a while depending on the size and number of documents.



The documents that have been approved on DocFox's site will be downloaded and added to the Document Log for that Party.

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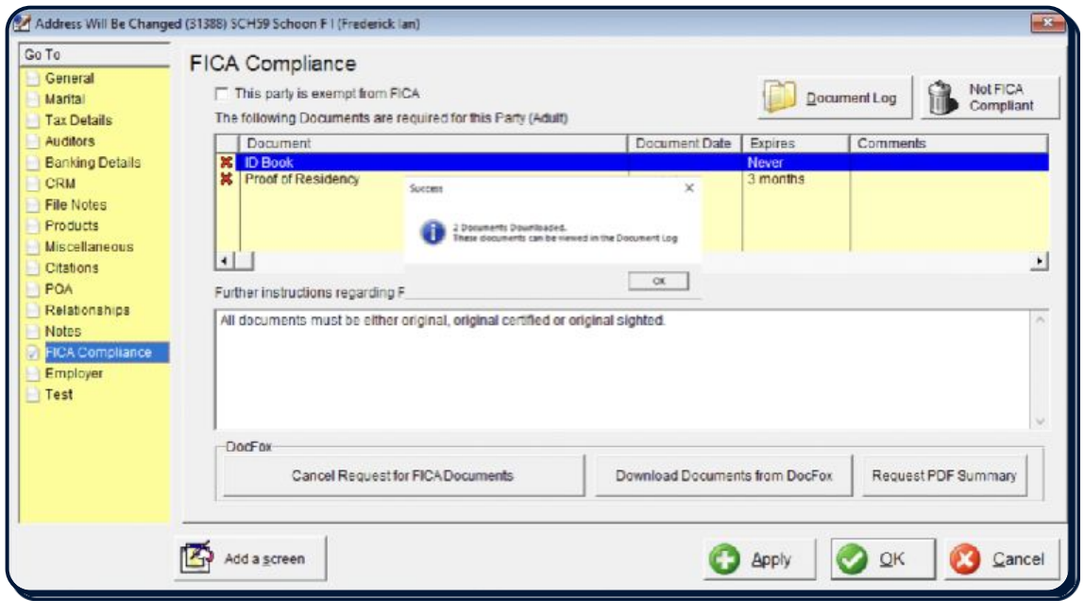
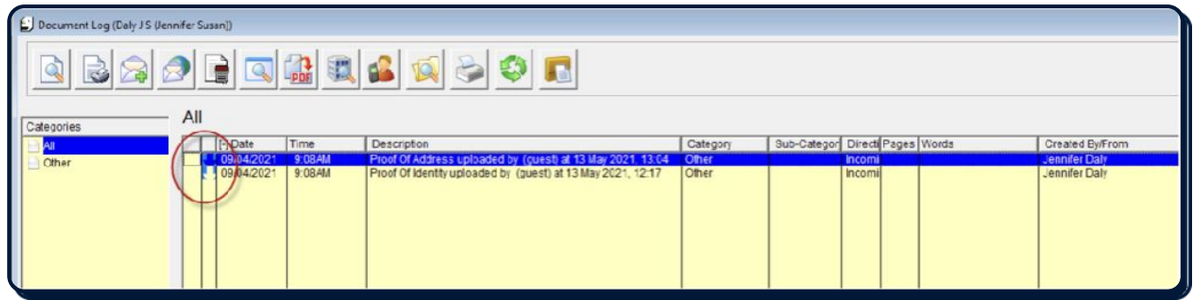
Downloading FICA Documents

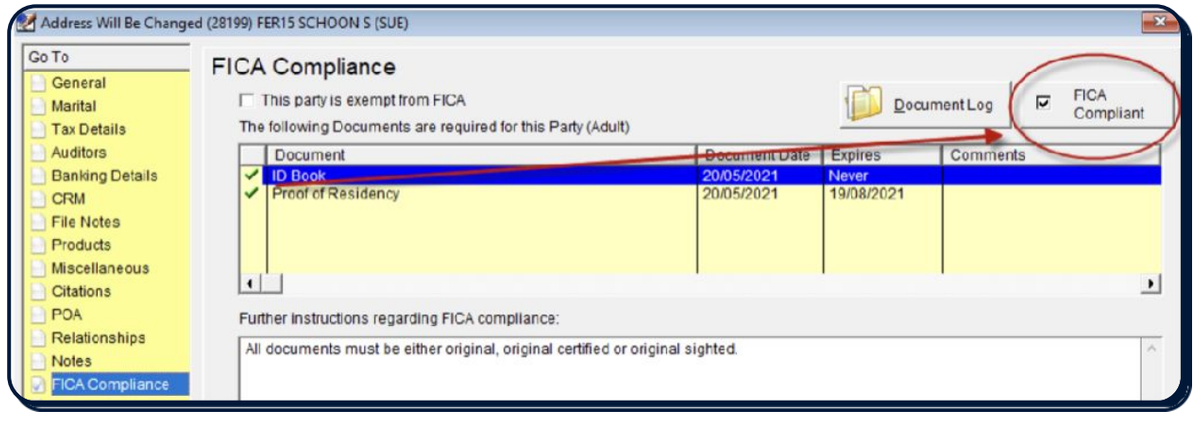
Once the documents have been downloaded, a message will appear advising the user of the number of documents that have been downloaded and that they can view then in the Document Log for the Party:



To view the downloaded documents, click on the Document Log icon. Documents that have been downloaded from DocFox appear with a blue and white arrow next to them:

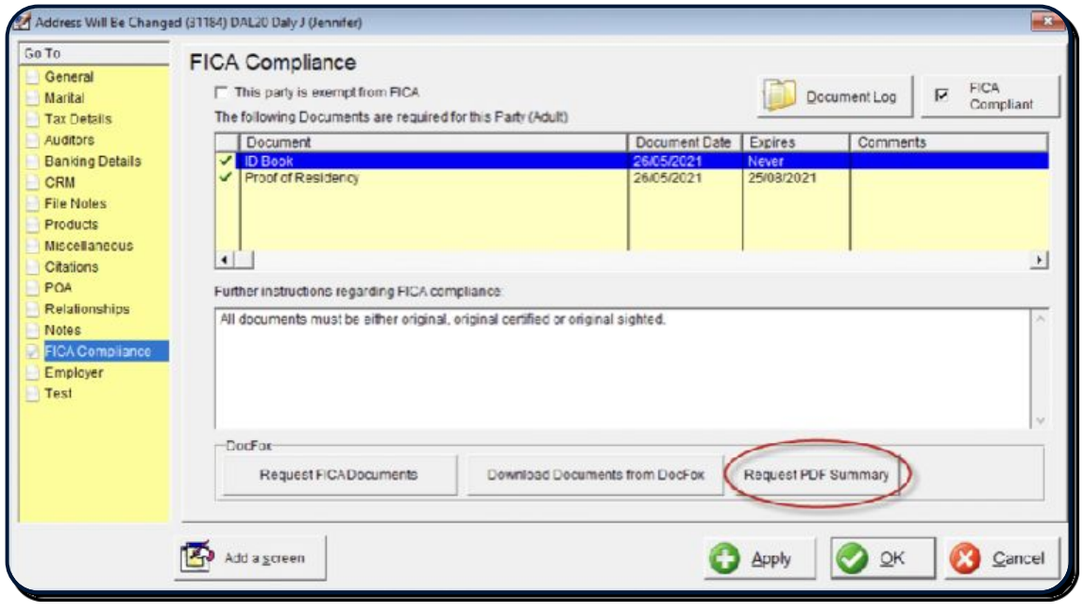


The party in LegalSuite is marked as FICA compliant if the FICA requirements setup for that entity have been met:

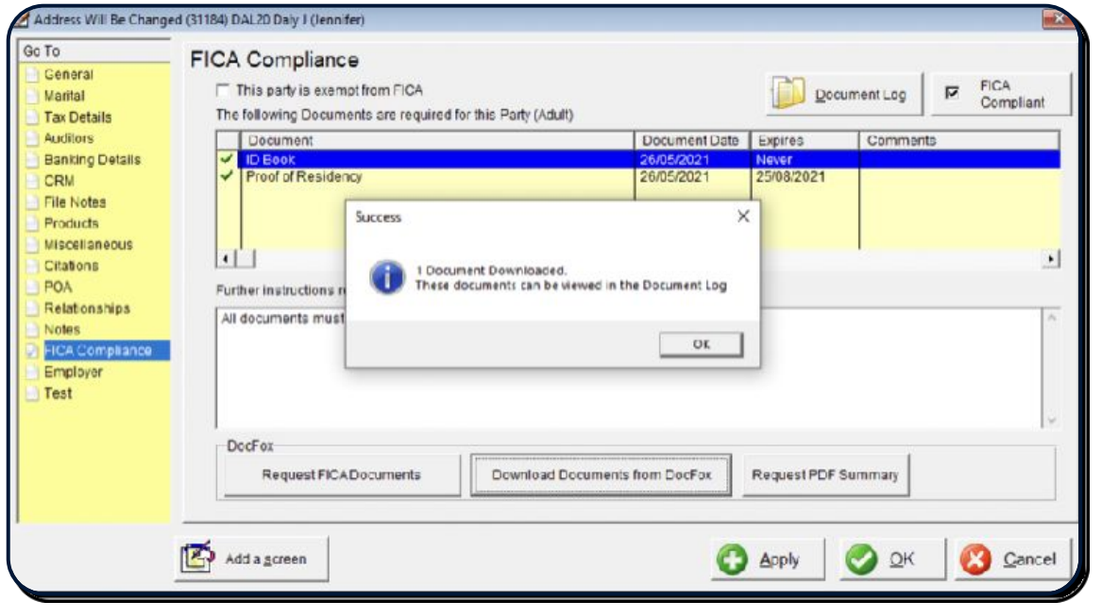


Requesting a PDF Summary

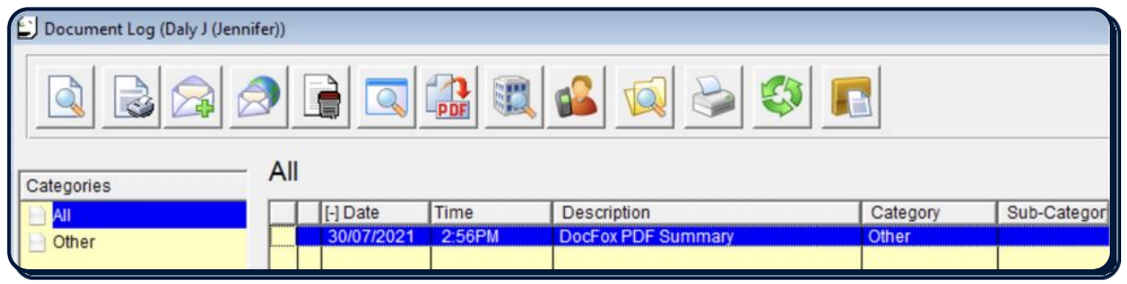
A PDF summary request can be sent through to DocFox by clicking on the “Request PDF Summary” button:



Once the request for the PDF Summary has been processed on DocFox’ side, it will be available for download. To download the PDF summary, click on the "Download Documents from DocFox” button. If it has been processed and is available to download, a message will appear advising you:



The PDF summary appears in the Document Log



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DocFox is a system that provides:

Individual & Juristic Entity Onboarding

Watchlist & Media Screening

Risk Rating & Automated Client Review

Bank Account Verification

Compliance Services

The LegalSuite & DocFox integration saves time and effort, and streamlines the entire FICA \ KYC process,so that law practitioners can concentrate on what they do best, practicing law.

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Contact Details for DocFox

010 140 3580

Sales

Want to see what DocFox can do for you?

Request a live demo or get in touch via sales@docfox.co.za

Support

Need some assistance from support?

Chat live within the app or contact support@docfox.co.za

www.docfox.co.za

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