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New Customer Form — Field Guide (Individual & Company)

1. About This Guide

This guide lists every field on the upgraded **Add Customer** form, so you can gather the information before you start. The form was updated to meet compliance requirements. Several fields that were free text are now dropdowns, and some information is newly required.

Where to find the form: Client Management → Customers → **+ Add Customer** → select the Client → Continue → choose Customer Type (Company or Individual).

All fields are **required** unless marked *(Optional)*. Some fields only appear depending on an earlier answer. These are marked **Conditional**, with the trigger shown.

2. What Has Changed at a Glance

The biggest changes are four new dropdowns, a new identity verification step for individuals, and a beneficial owner and director register for companies.

Area	Applies to	What's new
Method of Verification	Individual	**New, required.** Dropdown: Liveness check + matched photo ID, In-person, or Certified ID. Each method asks for its own details.
Identity Type & Identity Number	Individual	**New, required** for every verification method.
Occupation	Individual	Now a **dropdown.**
Job Title	Individual	**New, conditional.** Required for Employed or Contractor.
Industry / Sub-industry	Individual	**New, conditional.** Two-level dropdown for occupations involving business activity.
Annual Income	Individual	**New, required.** Income band dropdown (AUD).
Supporting Documents	Individual	**Replaces** the Proof of Address upload. **Optional.** Each file must be tagged with a document type.
Industry / Sub-industry	Company	**Replaces** Nature of Business. Two-level **dropdown** (same list as individuals).
Beneficial Owners & Directors	Company	**New, required.** Legal given name, legal last name, date of birth.
Ownership Structure upload	Company	**New, conditional.** Required for certain industries.
Expected transaction amount & number	Company	New, conditional. Band dropdowns, only shown when Transaction Continuation is Ongoing.

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Supporting Documents	Company	**New, optional.** Each file must be tagged with a document type.
Accuracy declaration	Both	**New checkbox.** Must be ticked every time you save.

3. Individual Customer (Field-by-Field, Full List)

Fields are listed in the order they appear on the form.

3.1 Personal Details

Field	Required?	Details
First Name	Required	Legal first name
Last Name	Required	Legal last name
Date of Birth	Required	Date (YYYY-MM-DD)
Occupation	Required	Dropdown
Job Title	Conditional: Employed or Contractor	Free text
Industry	Conditional: occupations involving business activity	Dropdown
Sub-industry	Conditional: once Industry is selected	Dropdown, options depend on Industry
Annual Income	Required	Dropdown
Nationality	Required	Dropdown

3.2 Residential Address & Contact

Field	Required?	Details
Country/Region of Residence	Required	Dropdown
State	Required	Dropdown
City / Suburb	Required	Dropdown
Postcode	Required	Free text
Address	Required	Street address
Supporting Documents	Optional	Up to 10 files, JPG/PNG/PDF under 9MB, each tagged with a document type. E.g. proof of

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		address (utility bill or bank statement), source of funds, employment or income evidence.
Phone Number	Optional	Country code + number, validated for the selected country
Email address	Optional	Email

3.3 Identity Verification

Choose one **Method of Verification**. Every method needs **Identity Type** (dropdown) and **Identity Number**. The remaining fields depend on the method.

Field	Required?	Details
Liveness check + matched photo ID	Liveness Check Evidence upload (required): the liveness check evidence together with the matched photo ID. Up to 10 files, JPG/PNG/PDF under 9MB	Liveness check result and the photo ID it was matched to
In-person	Address where verification took place · Date of Verification · Verified by (full legal name of the staff member who verified) · Verification Proof upload (optional) · declaration checkbox	Where and when you sighted the original ID, and who did it
Certified ID	Document Reference Number (the reference printed on the certified document, e.g. a bank statement number, passport number, or the reference on a certified copy) · declaration checkbox	The certified copy and its reference number

4. Company Customer (Field-by-Field, Full List)

Fields are listed in the order they appear on the form.

4.1 Business Details & Address

Field	Required?	Details
Company Name	Required	Registered legal name
Trading Name	Optional	If different from the company name
Incorporation Number	Required	E.g. ACN/ABN or overseas equivalent
Industry	Required	Dropdown
Sub-industry	Required	Dropdown
Ownership Structure	Conditional: certain industries	Ownership structure chart or document. Up to 10 files, JPG/PNG/PDF under 9MB

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Website	Optional	Company website
Country/Region	Required	Dropdown
State	Required	Dropdown
City	Required	Dropdown
Postcode	Required	Free text
Address	Required	Business street address
Entity/Business Type	Required	Dropdown
Supporting Documents	Optional	Up to 10 files, JPG/PNG/PDF under 9MB, each tagged with a document type. E.g. company registration or incorporation documents, proof of address, source of funds
Phone Number	Optional*f*	Country code + number
Email address	Optional	Email

4.2 Ownership & Expected Activity

Field	Required?	Details
Beneficial Owners	Required	Legal given name, legal last name and date of birth for each. Use **+ Add Beneficial Owner** for more
Directors	Required	Legal given name, legal last name and date of birth for each. Use **+ Add Director** for more
Transaction Continuation	Required	Ongoing or One-Off
Expected amount of transactions per annum	Conditional: Ongoing	Dropdown
Expected number of transactions per annum	Conditional: Ongoing	Dropdown
One-Off confirmation	Conditional: One-Off	Checkbox confirming no further transactions are expected. Subsequent transactions may need more information

Second payment for a One-Off customer. If you start a second POBO payment for a One-Off customer, the payment screen asks you to switch them to Ongoing and add expected volumes. You can then continue with the payment.

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