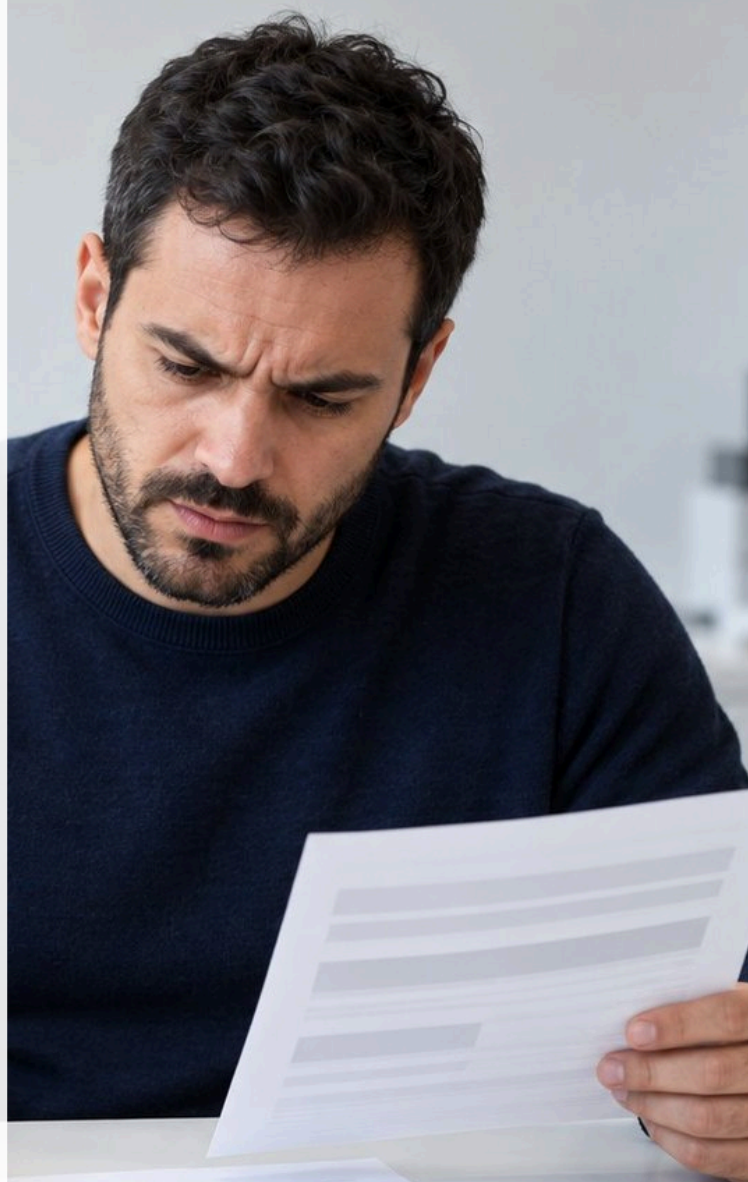


Checking new business customers' documents page by page?

From now on, every incomplete document shows up as a review task.

Register extract, ID of the managing director, proof of address, bank statement and contract. This guide shows how PaperOffice recognizes a new business customer's documents, reads them as fields with their source location, reports open required details and has the contract signed. Your team still makes the decision.



TRY IT YOURSELF IN 45 MINUTES

One merchant application in five files: register extract, ID with the front side only, electricity bill with a different house number, bank statement and merchant agreement. With a test package to follow along.

WHY THIS GUIDE

Deciding isn't what takes time. Cross-checking is.

A new business customer sends documents in whatever form is at hand. Before anyone can decide, someone has to hold every detail against the others.



In onboarding, the customer waits as long as a document is missing or does not match the rest. The decision itself often takes minutes. Before that come searching, typing and comparing, and a missing back side of an ID often surfaces only once the contract is already prepared.

This guide shows how PaperOffice takes over that part: one Workspace per application, one IDP Agent per document, required fields that come back as a review task, and a question to the agent whether everything fits together. With the test package, you can try the whole path yourself in 45 minutes.

Daniel Schönland

Founder and CEO, PaperOffice

**Onboarding team**

You accept applications, check documents and prepare the contract.

Compliance

You define which documents are required and decide in cases of doubt.

Sales

You won the customer and want them to get started quickly.

WHAT YOU CAN DO AFTERWARD

Create one Workspace per application, bring in documents, have ID, register extract, electricity bill and bank statement read as fields, get missing required details as a review task, compare details and have the contract signed.

OVERVIEW

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AT A GLANCE

- Every application gets its own Workspace of type Customer, with access protection and permissions for your team.
- Classification recognizes documents such as Commercial Register Extract, Identity Document, utility statement, Bank Statement and Contract.
- For each document, an IDP Agent reads the fields, each with its source location. Bound to the document type, it runs for every document of that type in your account.
- If a required field is missing, such as the address from the back of the ID, a task is created in your review queue.
- Whether everything fits together, you ask the agent. The contract goes out with PaperOffice Sign, the data via export, API or MCP.

01 · AN APPLICATION BEFORE THE WEEKEND

The opening is on Saturday. Two documents don't match.

Tuesday, 9:10 a.m. Tobias Rehm from merchant onboarding at Brückwald Payments GmbH opens the application from Café Holmberg. The owner wants to open on Saturday and needs her card terminal by then.



Jana Holmberg, managing director of Café Holmberg UG (haftungsbeschränkt), has sent everything on the list: the commercial register extract as a PDF, a phone photo of her ID, the café's electricity bill as a scan and a bank statement for the payout account. On top of that comes the merchant agreement, which has to come back signed.

Looking through them, Tobias notices: the register extract says Lindenallee 12a, the electricity bill says Lindenallee 12. There is only the front side of the ID. What else is missing he only sees once he has opened every document.

THE REAL HURDLE

The team can only decide once every detail has been read and held against the other documents. Most of the time goes by before that, and the customer waits.

02 · WHAT HOLDS UP ONBOARDING

Four time-wasters. Each one small on its own.

Hardly any document is difficult. Time goes into the fact that they arrive through different channels, details sit in different places and gaps show up late.

Many channels

Application by email, ID as a photo, electricity bill as a scan. Before anyone checks, they first have to gather one customer's documents.

Manual entry

Company name, register number, name and IBAN are typed into the customer system by hand. Transposed digits slip through.

Gaps show up late

If the back of the ID is missing, it is often noticed only by whoever prepares the contract. Then the follow-up with the customer begins.

Details don't match

Register extract, electricity bill and bank statement each state company name and address slightly differently. Whoever compares reads every document anew.

TIME-WASTER	HOW PAPEROFFICE HELPS	IN THE TEST PACKAGE
Many channels	Upload, smartphone and scanner deliver into the application's Workspace	5 files, one Workspace
Manual entry	IDP Agents read the fields, each with its source location	ID, register extract, electricity bill, bank statement
Gaps	Required fields with a review queue, view "IDP Review"	ID with the front side only
Details don't match	A question to the agent, answer with the documents found	Lindenallee 12a and Lindenallee 12

These cases are in the test package from chapter 14. All companies, people and values are fictional.

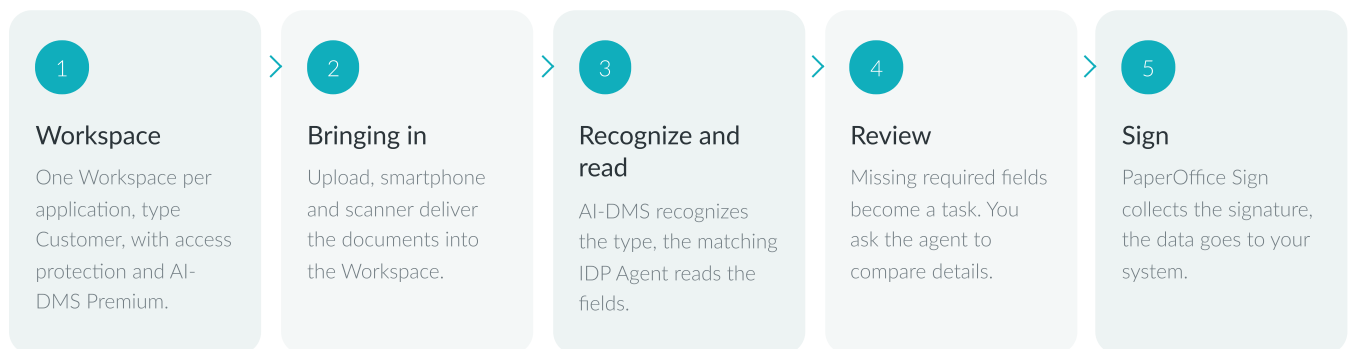
WHAT REMAINS IN YOUR HANDS

The decision about the customer, checking authenticity and the question of which documents your due diligence requires. PaperOffice reads, organizes and reports what is missing.

03 · THE PROCESS AT A GLANCE

Five stages. From application to contract.

Every application follows the same path, whether documents arrive by email, as a photo or from the scanner.



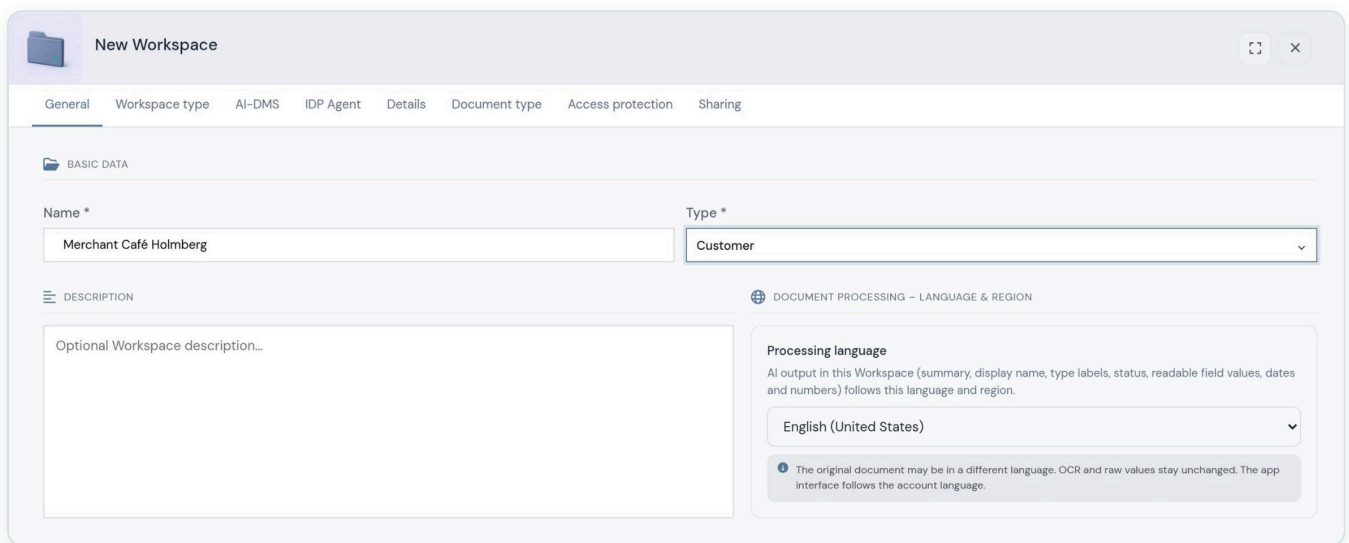
STAGE	WHAT PAPEROFFICE DOES	WHAT YOUR TEAM DEFINES
Workspace	separates documents per application and protects them	naming scheme, protection and group permissions
Bringing in	accepts files, photos and scans	which channels your customers use
Recognize and read	type, fields with source location	which fields each document must provide
Review	reports missing required fields, answers with the documents found	who reviews and who decides
Sign	signature request with SMS code and certificate	contract and handover to your system



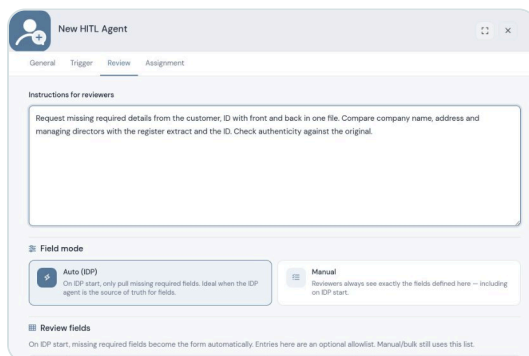
04 · ONE WORKSPACE PER APPLICATION

One application, one Workspace. With its own protection.

Under **Document AI** > **Workspaces**, click **Create New Workspace**, then choose name and type on the **General** tab.



- Create.** Name "Merchant Café Holmberg", type "Customer" from the "Business Contacts" group. AI-DMS Premium is preselected for new Workspaces.



Set up once: the review queue

Under **Workflow AI** > **HITL Agents**, use "New HITL Agent" to create the queue "Onboarding review": name on the "General" tab, instructions for reviewers on the "Review" tab and, under "Assignment", your team's group. Review tasks are included from the Professional plan.

Workspace type

Business unlocks access protection and the trash. Compliance adds watermarks and 2-Person Authorization.

Access protection

A Workspace password on top of the sign-in, or an SMS code each time it opens.

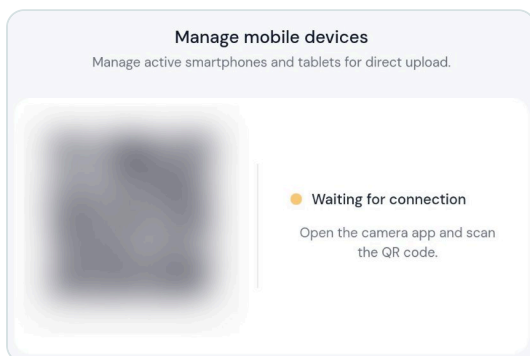
User group

Under **Team & Security** > **User Groups**, your team gets permissions per Workspace.

05 · BRINGING IN DOCUMENTS

Three ways in. All into the application's Workspace.

In the Workspace, click **Add document** . Next to the “File” tab, there are “Mobile devices” and “Scanner”.



- 1 **File:** upload PDFs and photos from the customer's email on the “File” tab. Forwarded emails go in as an .eml file or via Connector from a mailbox.
- 2 **Smartphone:** on the “Mobile devices” tab, scan the QR code with the camera app. From then on, photos go straight into this Workspace, for example during the appointment at the café.
- 3 **Scanner:** set up a scanner endpoint once (SFTP) and enter /inbox as the target folder. New scans appear in the upload dialog.

Both sides of the ID in one file

Ask for front and back in one PDF. The agent reads separately uploaded sides one by one, and address and authority are on the back.

Everything in one PDF?

If the customer sends all documents in one file, PDF AI Split separates them: [Actions](#) › [Agents & workflows](#) › [Split](#) , “Interactive dialog”.



06 · RECOGNIZING DOCUMENTS

Every document with its type. Before anyone opens it.

With AI-DMS, every document gets a type, a descriptive name and a summary.


Merchant Café Holmberg


 Ctrl+C copies the selected cells — paste into Excel with Ctrl+V

	NAME	TYPE
1	Contract HV-2026-10417 Café Holmberg UG.pdf	Contract
2	Bank Statement 9-2026 Musterbank AG.pdf	Bank Statement
3	Utility 4471-0923 Café Holmberg UG 2026-09-30.pdf	Utility / Service Charge Statement
4	Identity Document MUSTERNR.jpg	Identity Document
5	Commercial Register Extract HRB 47110 Amtsgericht Musterstadt.pdf	Commercial Register Extract

1 The application from the test package in the "Table" view: every document with its type.

DOCUMENT	TYPE IN THE CATALOG
Commercial register extract	Commercial Register Extract
ID of the managing director	Identity Document, Passport, Driver's License
Proof of address	Utility / Service Charge Statement, Registration
Payout account	Bank Statement
Articles, power of attorney, contract	Articles of Association, Power of Attorney, Contract

Your own type

If a document is missing, such as a trade registration, create it under "Document Types". You write the instruction for the AI in English.

Correct a type

If a type does not fit, change it on the document on the "Properties" tab.

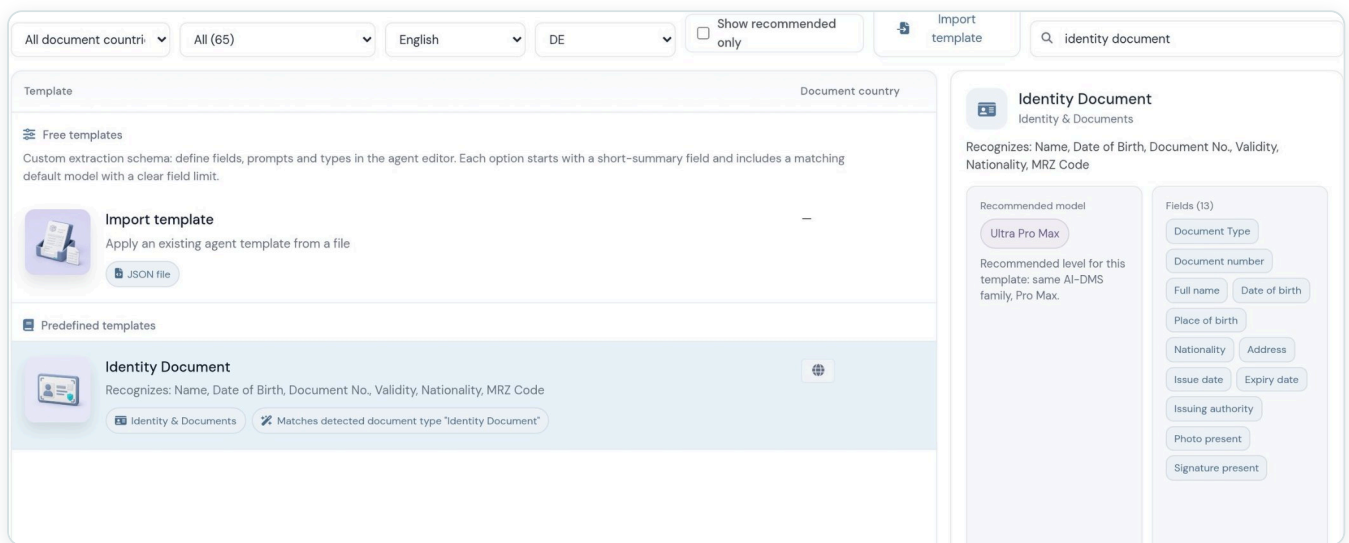
Check first, then bind

Check in the test which type your documents get. You bind the agent to that type.

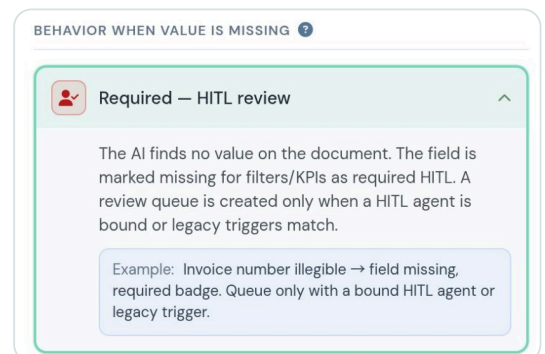
07 · READING THE ID

One agent for the ID. Required fields chosen with care.

Select the ID, then **Actions** > **Agents & workflows** > **IDP** and “Create new agent”. Search for “identity document” and choose the “Identity Document” template.



- 1 **Choose a template.** “Identity Document” comes with 13 fields, including Full name, Date of birth, Document number, Expiry date, Address and Issuing authority.
- 1 **Keep the fields** your onboarding really needs.
- 2 **Check required:** the template sets every field to “Required — HITL review”. Under “Behavior when value is missing”, name, date of birth, document number, expiry date, address and authority keep this rule; set the others to “Ignore in KPI”.
- 3 **Queue:** in the editor under “Output and review”, choose “Onboarding review” for “Review queue when required fields are missing”.
- 4 **Test:** “Start full test run”, then “Save and close”. You adjust the tier under “Change AI model”.



WHY ADDRESS AND AUTHORITY ARE REQUIRED

The template reads address, issue date and authority from the back side when it is in the document. Marked as required fields, a missing back side becomes a review task. For passports without an address, create a separate agent from a passport template.

08 · REGISTER EXTRACT, ELECTRICITY BILL, ACCOUNT

One agent per document. Each bound to its type.

One agent per document, bound to its document type across your account.

DOCUMENT	HOW THE AGENT IS CREATED	REQUIRED
Register extract	"Free template (Blank)" with fields of your own: company name, business address, register court and number, managing directors	company name, register number, managing directors
Electricity bill	"Utility Bill" template: utility company, customer, service address, billing address, bill date	customer, service address
Bank statement	"Recognize Bank Details" template: IBAN, BIC/SWIFT, account holder, bank name	IBAN, account holder

Handelsregister B des Amtsgerichts Musterstadt

Abteilung B - Nummer der Firma: HRB 47110
Aktueller Ausdruck - Abruf vom 12.10.2026

1. Firma	Café Holmberg UG (haftungsbeschränkt)
2. Sitz	Musterstadt
3. Geschäftsanschrift	Lindenallee 12a, 12345 Musterstadt
4. Gegenstand des Unternehmens	Betrieb eines Cafés mit Konditorei
5. Geschäftsführer	Holmberg, Jana, Musterstadt, geboren 14.05.1982, einzelvertretungsberechtigt
6. Tag der letzten Eintragung	03.03.2026

Registergericht: Amtsgericht Musterstadt - Registerart und -nummer: HRB 47110
Dieser Ausdruck gibt den Stand der Eintragungen am Tag des Abrufs wieder.

+ New section
Custom field
Only filled f
Register extract onboard...
Apply agent

AI-IDP

+ Add custom field

Business address:
Lindenallee 12a, 12345 Musterstadt

Company name:
Café Holmberg UG (haftungsbeschränkt)

Managing directors:
Jana Holmberg

Register court and number:
Amtsgericht Musterstadt, HRB 47110

- The register extract from the test package on the "Data Fields" tab: Lindenallee 12a, company name, Jana Holmberg, Amtsgericht Musterstadt, HRB 47110.

Bind IDP Agent

Basic Legal region Default IDP Agent Retention Templates

Automatic processing
Choose the agent that runs after this document type is recognized.

Default IDP Agent

Select IDP Agent

Register extract onboarding

Alternatively: no automatic IDP Agent.

Register extract onboarding

View agent

Automatic start

After AI-IDP recognition the selected agent is queried automatically.

Workspace pipeline stays active

The agent runs in addition. Duplicate agents are de-duplicated.

Execution order

1 AI-IDP recognition
The document type is recognized automatically.

2 Default IDP Agent
The selected agent is executed.

3 Workspace pipeline
The document is queried in the pipeline.

Without a default IDP Agent only the Workspace pipeline runs.

Bind to the type

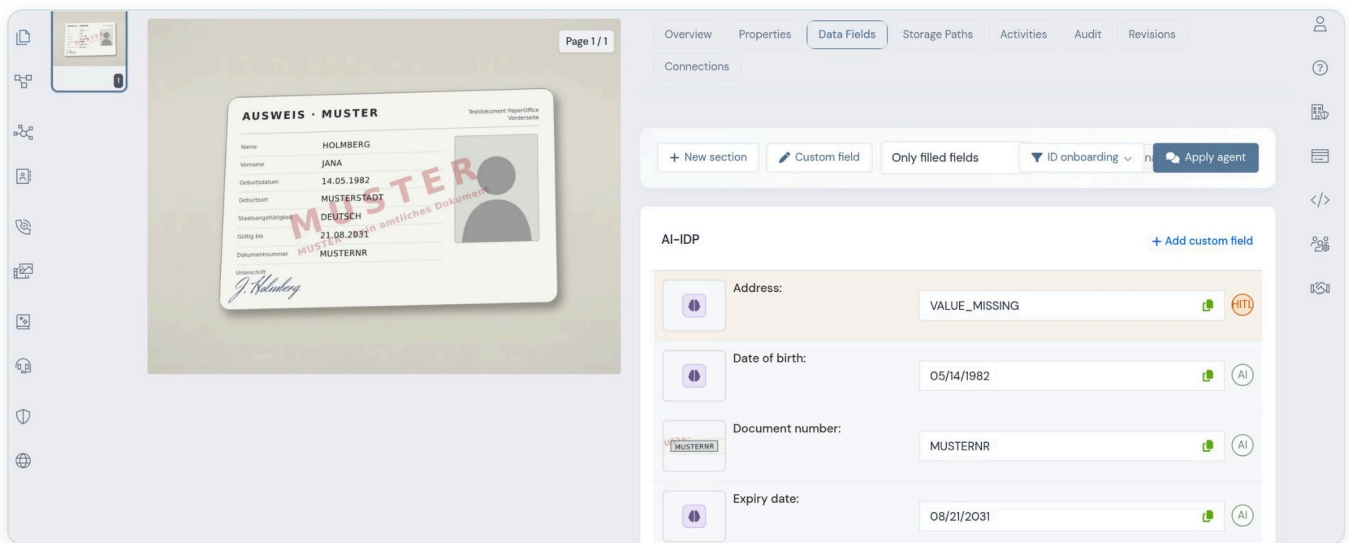
Under "Document Types", select the type, then **Actions** >

Bind IDP Agent and choose the agent on the "Default IDP Agent" tab. It then runs in every Workspace of your account. If bank statements also reach your accounting team, better apply it to the application by hand ("Apply existing agent").

09 · GAPS AS REVIEW TASKS

A required detail is missing? A review task is created.

If an agent cannot find a required field, it is open on the **Data Fields** tab, and a task is created.



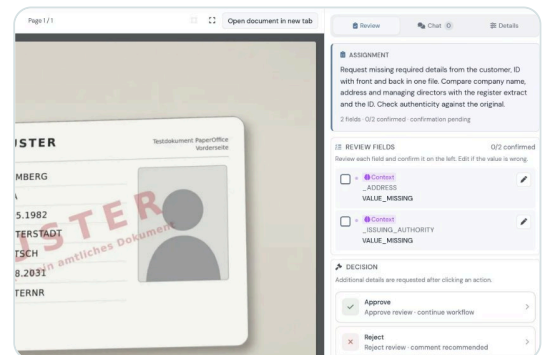
- 1 The ID from the test package, front side only. Address shows "VALUE_MISSING" with the "HITL" mark, as do issue date and issuing authority further down. Date of birth, the sample value MUSTERNR, expiry date and full name "HOLMBERG JANA" are read.

The task

Under **Workflow AI** > **Human In The Loop Tasks**, someone from the group opens the task, sees document and fields and decides: Approve, Reject or Escalate.

Submitting a document later

If the back side is missing, your team requests front and back together in one file. That upload runs through the same agent.



"IDP Review" view

Under **Options** > **Configure view**, "IDP Review" shows documents with missing or incomplete IDP fields.

Compare the expiry date

The expiry date is available as a date field. Your team compares it with today's date during the review.

10 · COMPARING DETAILS

Does everything fit together? Ask the Workspace.

At the top of the app, click **Ask Agent** or press Alt+A. In the application's Workspace, choose “+ New” before asking; the **Agent context** then shows only this Workspace as the source.

The screenshot shows the Paperoffice app interface. On the left, a list of documents is displayed under the heading 'Merchant Café Holmberg'. The documents include: 't HV-2026-10417 Café Holmberg UG.pdf', 'tment 9-2026 Musterbank AG.pdf', '171-0923 Café Holmberg UG 2026-09-30.pdf', 'Document MUSTERNR.jpg', and 'cial Register Extract HRB 47110 Amtsgericht Musterstadt.pdf'. In the center, the 'AGENT CONTEXT' panel shows 'Sources' and 'WORKSPACES'. The 'THIS ANSWER' section lists five documents: 01. Merchant Café Holmberg, 02. Stromrechnung_Cafe_Holmberg_2026-09.pdf, 03. Handelsregister_Cafe_Holmberg.pdf, 04. Ausweis_Holmberg_Vorderseite.jpg, and 05. Kontoauszug_Cafe_Holmberg_2026-09.pdf. On the right, the 'Default' workspace shows a comparison result. A black box contains the text: 'Do company name, address and managing directors match across the register extract, electricity bill, bank statement and ID? Name any differences with the document.' Below this, a summary states: 'The comparison shows one address discrepancy; company name and managing director are consistent.' A list of findings follows: 'Register extract (Handelsregister_Cafe_Holmberg.pdf, HRB 47110, retrieved 12 October 2026): Café Holmberg UG (haftungsbeschränkt), Lindenallee 12a, 12345 Musterstadt; managing director Jana Holmberg, born 14 May 1982, sole representation authority.'; 'Bank statement (Kontoauszug_Cafe_Holmberg_2026-09.pdf, Musterbank AG): Account holder Café Holmberg UG (haftungsbeschränkt), Lindenallee 12a, 12345 Musterstadt — matches.'; 'Electricity bill (Stromrechnung_Cafe_Holmberg_2026-09.pdf, Stadtwerke Musterstadt): Service location Lindenallee 12, 12345 Musterstadt — differs from the register and bank ("12a" vs. "12"). Possibly just a unit-number omission by the utility, but worth correcting or clarifying.'; and 'ID (Ausweis_Holmberg_Vorderseite.jpg): Jana Holmberg, Musterstadt — the name matches the register's managing director; the card is marked as a non-official sample, valid until 21 August 2031.' At the bottom, a question is posed: 'Should I note the Lindenallee 12 vs. 12a discrepancy directly on the electricity bill document?'.

- 1 The question from the test package: "Do company name, address and managing directors match across the register extract, electricity bill, bank statement and ID?" Next to it, the Agent context lists the documents found under "This answer".

GOOD QUESTIONS FOR COMPARING

"Which address is in which document?"

"Does the name on the ID match the managing director in the register extract?"

"Is the account holder the company from the register extract?"

The decision stays with you

The agent reads the documents, and the documents found appear in the Agent context. Whether Lindenallee 12a and 12 are the same address, your team clarifies against the original or with the customer.

Folder as an organizing aid

Select documents, **Actions** > **Document folder** > **New Folder**. When documents are selected, "Ask Agent" shows their number, for example "1 document".

11 · CHECKING VAT ID AND EMAIL VIA API

VAT ID and email address. Checked from your system.

Two checks run via the REST API: the VAT ID against VIES, the European Commission's system, and the email address for disposable domains and a mail server. You create the API key under [API & Developer](#) > [API Keys](#) and can copy it there at any time.

```
POST https://api.paperoffice.ai/latest/vat/validate
Authorization: Bearer <API key>
{ "vat_id": "<VAT ID from the application>" }
→ vies_valid, company_name, company_address, vies_request_date, source

POST https://api.paperoffice.ai/latest/fakeemail/check
{ "email": "<email from the application>" }
→ recommendation (ACCEPT | REVIEW | REJECT), is_disposable, is_deliverable
```

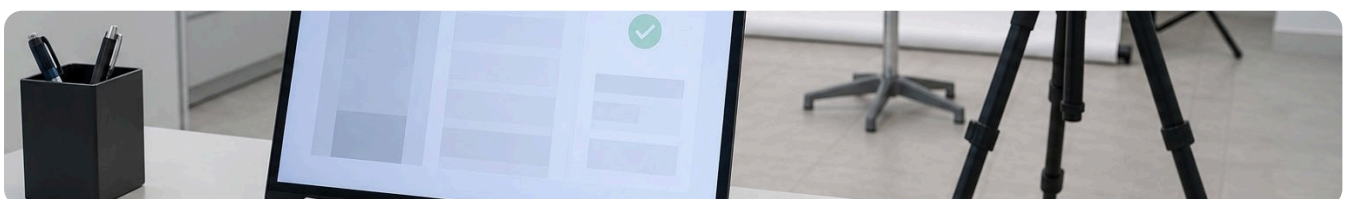
CHECK	ENDPOINT	WHAT COMES BACK
VAT ID	POST /vat/validate	valid or invalid, company name and address if the member state discloses them, time of check and source
Many VAT IDs	POST /vat/batch	up to 100 numbers in one request
Email address	POST /fakeemail/check	recommendation ACCEPT, REVIEW or REJECT, disposable domain, mail server per DNS
Email, phone, website	POST /validate/all	plus the phone number in E.164 format and the website for DNS, HTTP and SSL

FILE THE RESULT WITH THE APPLICATION

Store vies_valid, vies_request_date and source in your customer system. That way it stays traceable when and against what the check was made.

No message to the customer

The email check works with domain lists, DNS and patterns. Via MCP, po_vat_validate and po_email_detector_check_email are available.



12 · SIGNING THE CONTRACT AND HANDING OVER

The contract for signing. The data for your system.

Once the documents are checked, the merchant agreement goes out: select the contract, then [Actions](#) > [Signature](#) > [Send for signature](#) .

- 1 Recipients:** name, email address and mobile number of the managing director. Under "Message", delivery by email, SMS or link; under "Schedule & review", the validity, for example 7 days.
- 2 Send:** "Send signature request". She verifies by SMS code and signs in her smartphone's browser.
- 3 Result:** under [Actions](#) > [Signature](#) > [View status](#) , see the progress and, once complete, download the "Signed PDF" and the "Certificate". Signature, time and audit trail are in the certificate, and only there without a layout template.

ON SITE AT THE CAFÉ

[Actions](#) > [Signature](#) > [Sign on smartphone](#) sends an SMS link to the customer's smartphone, for example while the terminal is being set up.

PATH	HOW IT WORKS	IDEAL FOR
Data export	select the documents, Actions > Share & export > Export data , choose the fields and save as CSV, Excel or JSON	individual applications
REST API	POST /documents/idp-agent-run uploads a document and runs an IDP Agent on it, optionally waiting for the result	connecting your customer system
MCP	tool po_documents_idp_agent_run	workflows with AI assistants

PaperOffice Sign creates a simple electronic signature (SES) with certificate, audit trail and timestamp. Whether it is sufficient for your contract is for your legal advisor to assess.



Seven questions before the first application.



Does this replace identification under anti-money-laundering law?

That is for your compliance team to decide. PaperOffice reads the documents, stores every detail with its source location and reports missing required details as a task. Which additional identification you need, such as video or bank ident, is up to you.

Does PaperOffice check whether an ID is genuine?

PaperOffice reads what is printed on the ID. The template's "Security features" field describes what is visible in the image. You check authenticity with your own procedure, for example against the original.

Does PaperOffice compare the documents on its own?

The agent reports missing required fields on its own as a task. You start the comparison between documents with a question to the agent, and the documents found appear in the Agent context.

How do we handle expired IDs?

"Expiry date" is a date field on the Data Fields tab. Your team compares it with today's date at every review, as the checklist says.

Who can see the ID copies?

Whoever has permissions on the application's Workspace. Access protection and group permissions per Workspace narrow that down. How long you keep copies is for you to set with your compliance team.

How does the customer sign?

Through a signature request with PaperOffice Sign. They verify by SMS code and sign in the browser, and the result includes a certificate.

What does it cost?

Billing is based on usage, depending on tier and model. Details are on the pricing page: paperoffice.ai/en/pricing.

14 · TRY IT YOURSELF IN 45 MINUTES

Download the test package. Run one merchant application.

Five fictional files from a German café, in German like real applications, show the whole path: from the register extract to the signature request.

CUSTOMER ONBOARDING TEST PACKAGE

Five files and a guide (README.txt)

Handelsregister_Cafe_Holmberg.pdf Register extract, business address Lindenallee 12a
 Ausweis_Holmberg_Vorderseite.jpg Sample ID, front side only
 Stromrechnung_Cafe_Holmberg_2026-09.pdf Service address Lindenallee 12
 Kontoauszug_Cafe_Holmberg_2026-09.pdf Payout account with a test IBAN
 Vertrag_Cafe_Holmberg.pdf Merchant agreement for signing
paperoffice.ai/downloads/paperoffice-ai-test-package-customer-onboarding.zip



- 1 **Set up:** a Workspace with type "Customer" and Workspace type Business, plus the HITL Agent "Onboarding review" with your group (chapter 04).
- 2 **Upload:** all five files via "Add document".
- 3 **ID:** create an agent from "Identity Document" with required fields and the queue, then start it on the "Data Fields" tab with "Apply Agent" (chapter 07).
- 4 **More agents:** "Utility Bill", "Recognize Bank Details" and the register extract with fields of your own (chapter 08).
- 5 **Compare and sign:** ask the agent (chapter 10), then send the contract to your own mobile number (chapter 12).

FILE	WHAT YOU SHOULD SEE
Register extract	Company Café Holmberg UG, business address Lindenallee 12a, HRB 47110, managing director Jana Holmberg
ID	Address and authority open, one task in "Onboarding review"
Electricity bill	Customer Café Holmberg UG, service address Lindenallee 12
Bank statement	Account holder Café Holmberg UG, IBAN DE02 1203 0000 0000 2020 51
Contract	Signature request, once complete the Signed PDF with certificate, the signature is in the certificate

All companies, people, addresses, register and account data in the test package are fictional. The ID is a marked sample, the IBAN a test IBAN. The cost of the test is shown on the pricing page: paperoffice.ai/en/pricing.

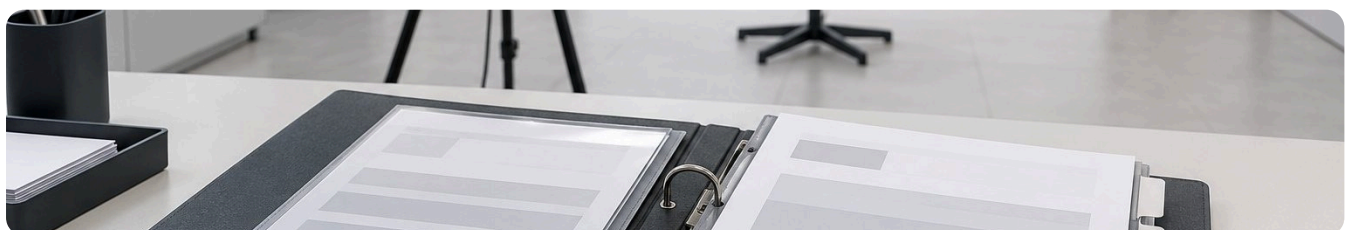
15 · FURTHER READING

More on every building block. Datasheets and short guides.

Every building block in this guide has its own datasheet with menu paths and technical details. The short guides sum up a topic in eight pages, for example for colleagues.

SHORT GUIDE Customer onboarding paperoffice.ai/downloads/paperoffice-ai-short-guide-prozess-onboarding.pdf	SHORT GUIDE ID documents paperoffice.ai/downloads/paperoffice-ai-short-guide-dokument-ausweise.pdf	DATASHEET Workspaces paperoffice.ai/downloads/paperoffice-ai-datasheet-workspaces.pdf
DATASHEET Classification paperoffice.ai/downloads/paperoffice-ai-datasheet-classification.pdf	DATASHEET IDP Agent paperoffice.ai/downloads/paperoffice-ai-datasheet-idp-intelligent-document-processing.pdf	DATASHEET Document Chat paperoffice.ai/downloads/paperoffice-ai-datasheet-document-chat.pdf
DATASHEET VAT ID Check via VIES paperoffice.ai/downloads/paperoffice-ai-datasheet-vat.pdf	DATASHEET Fake Email Detection paperoffice.ai/downloads/paperoffice-ai-datasheet-fake-email-detector.pdf	DATASHEET PaperOffice Sign paperoffice.ai/downloads/paperoffice-ai-datasheet-signature.pdf

CHAPTER	MATCHING DATASHEET
04 · One Workspace per application	Workspaces
06 · Recognizing documents	Classification
07 to 09 · Reading and gaps	IDP Agent
10 · Comparing details	Document Chat
11 · Checks via API	VAT ID Check via VIES, Fake Email Detection
12 · Signing the contract	PaperOffice Sign



16 · YOUR FIRST APPLICATION IN FIVE DAYS

Start with one application. Then every one after it.

To get started, all you need is a current application that you check alongside your usual process, and a team that works through the tasks.



1

Day 1 · Setup

Define the Onboarding user group, the HITL Agent "Onboarding review" and a naming scheme for the application Workspaces.

2

Day 2 · ID

Create an agent from "Identity Document" with required fields, test it and bind it to the "Identity Document" type.

3

Day 3 · More documents

Create agents for register extract, utility bill and bank details, then bind them to their types or apply them to the application by hand.

4

Day 4 · First application

Run an application through its Workspace: upload, work through tasks, ask about discrepancies.

5

Day 5 · Contract and handover

Send the contract as a signature request, export the data or fetch it via API, check VAT ID and email.

MEASURE THESE FOUR VALUES

Complete the first time

Share of applications without a review task

Review tasks

Tasks per application in "Onboarding review"

Time to contract

From the first document to the signature request

Follow-ups

Applications with documents submitted later

Measure the first applications carefully. Only the comparison with the following weeks shows how much cross-checking goes away.

17 · CHECKLIST AND START

Before you scale up.

- ☐ Every application has its own Workspace of type Customer with access protection.
- ☐ Your team has permissions on the Workspaces it needs through a user group.
- ☐ The review queue "Onboarding review" is set up and assigned to a group.
- ☐ There is one tested agent each for ID, register extract, electricity bill and bank statement.
- ☐ Every agent is bound to its document type or applied to the application by hand.
- ☐ For the ID, address and authority are required fields, so a missing back side stands out.
- ☐ Your team compares the expiry date with today's date and checks authenticity with its own procedure.
- ☐ Before the contract, someone asks the agent whether company name, address and managing directors match.
- ☐ A run with the test package has been completed.

GET STARTED NOW

Create your account, set up the first onboarding Workspace and upload the test package.
Billing is based on usage, details are on the pricing page.

app.paperoffice.ai**THE SOLUTION ON PAPEROFFICE.AI**

Customer onboarding: check documents and release.

paperoffice.ai/en/solutions/process/ai-customer-onboarding-kyc-automation

**PRICING**

paperoffice.ai/en/pricing

QUESTIONS ABOUT THIS GUIDE?

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As of October 2026. Screenshots are from a test account. All examples, company names, personal names, addresses, register and account data in this guide are fictional.
PaperOffice, paperoffice.ai.