



SHORT GUIDE · PROCESS · CUSTOMER ONBOARDING

Checking customer documents page by page?

Missing details show up as a review task.

ID, proof of address, commercial register extract and contract: in customer onboarding, documents have to be complete and consistent. This short guide shows how PaperOffice recognizes the documents, reads the details as fields, reports gaps as a review task and has the contract signed.

WHAT YOU TAKE AWAY

Every document with its type, every detail as a field with its source location, missing required details as a review task, one document folder per customer and the contract signed by SMS code. Your team decides.

01 · THE PROBLEM

Three documents, three spellings.

A new customer sends an ID, proof of address and the signed form, as a photo, a scan and a PDF. The ID says house number 12, the electricity bill says 12a. Whether that fits is checked by hand, page by page, while the customer waits for the contract.

WHY IT HAPPENS

**Every document arrives
another way**

Photos by email, scans from the counter, PDFs from the form. Before anyone can check, they first have to gather one customer's documents.

Details sit in different places

ID, electricity bill and register extract arrange name, address and date differently. Whoever compares reads each document anew and easily misses a discrepancy.

Gaps show up late

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

HOW YOU NOTICE IT

- ID numbers and addresses are copied into the customer system by hand.
- One customer's documents are spread across inbox, filing and the counter.
- Missing documents surface once the contract has already been prepared.
- Expired IDs are noticed solely by whoever happens to look at the date.
- ID copies sit in folders that many people can access.

02 · THE WAY WITH PAPEROFFICE

Recognize, read, bundle, then sign.

The process is the same for every type of customer: classification recognizes the document, an IDP Agent reads the fields you define, and open required details go to your team as a task. Only then does the contract go out for signature.

1

Recognize the documents

Classification assigns a type to each document: identity document, passport, driver's license, registration certificate, utility statement, commercial register extract or power of attorney.

[MODULE: CLASSIFICATION](#)

2

Read details as fields

Templates for ID card, passport and driver's license read name, date of birth, number and validity, each with its source location. A missing required field creates a review task.

[MODULE: IDP AGENT](#)

3

Bundle and compare per customer

You group one customer's documents in a document folder. There you ask the agent, for example, whether name and address match. The documents appear below the answer.

[MODULE: DOCUMENT CHAT](#)

4

Check business customers

You check a business customer's VAT ID via the REST API against VIES. Fake email detection checks the email address for disposable domains and a mail server.

[MODULE: VAT ID CHECK VIA VIES](#)

5

Have the contract signed

With PaperOffice Sign, the contract goes out as a signature request. The customer verifies by SMS code and signs in the browser, and the certificate is part of the result.

[MODULE: PAPEROFFICE SIGN](#)

03 · IN THE APP

One agent per document, one folder per customer.

Define once which fields your onboarding needs. Bind each agent to its document type so it runs across your account, or apply it by hand. Review tasks are included from the Professional plan.

1

Build an agent from a template

Select an ID, then choose **Actions › Agents & workflows › IDP** and **Create new agent**. Pick an ID template, mark expiry date and number as required fields and choose a review queue.

2

Add further documents

For proof of address, use the **Utility Bill** template. For a register extract or power of attorney, describe fields such as company name or representation in your own words.

3

Review open items

The **Data Fields** tab shows the values with their source location; export them via **Actions › Share & export › Export data**. **IDP Review** collects open required fields.

4

Bundle per customer

Select the documents and create a folder via **Actions › Document folder › New Folder**. With **Ask Agent** and **Current document folder** in the Agent context, you ask specifically about discrepancies.

5

Sign and protect

Send the contract to the customer via **Actions › Signature › Send for signature**. Put ID copies in a separate Workspace with **Access protection** by password or SMS code.

TIP FROM PRACTICE

Choose required fields deliberately Mark as required the details without which you will not sign a contract, such as name, date of birth, ID number and expiry date. That way, exclusively real gaps land in the review queue.

04 · AN EXAMPLE

A car leasing company at the customer counter.



A leasing company for business and private vehicles with two employees in customer onboarding. New customers send their ID, proof of address and, for companies, the commercial register extract by email or bring them to the counter. Only then is there a contract.

BEFORE

- ID copies and proofs arrive by email, as photos and on paper.
- Name, address and ID number are typed into the customer system by hand.
- Whether the address on ID and electricity bill matches is checked page by page.
- The contract goes out by mail once all documents are together.

WITH PAPEROFFICE

- Classification recognizes the ID, the utility statement and the register extract.
- IDP Agents read the details as fields, and missing required fields become a review task.
- One customer's documents sit in a document folder, and the agent answers questions about them.
- The contract goes out as a signature request, and the customer confirms by SMS code.

A made-up example for illustration. Which documents you must require and how long you may keep ID copies is for you or your compliance advisor to assess.

05 · CHECKLIST

Ten points for your customer onboarding.

Go through these points for your own business. Each can be answered with yes or no and shows where to improve.

- | | |
|--|---|
| ☐ We have defined per type of customer which documents we require. | ☐ For each document, we have defined which fields we really need. |
| ☐ Expiry date and ID number are marked as required fields. | ☐ Front and back of an ID arrive as one file. |
| ☐ A person reviews every document with open required fields before the contract goes out. | ☐ The expiry date is compared with today's date before approval. |
| ☐ One customer's documents are bundled in a document folder. | ☐ Business customers' VAT IDs are checked against VIES and the result is filed. |
| ☐ ID copies sit in a Workspace with access protection and their own group permissions. | ☐ We have documented which checks our due diligence requires and who is responsible. |

06 · FREQUENTLY ASKED QUESTIONS

What to settle before the first new customer.

Which documents does PaperOffice recognize?

Classification knows identity document, passport, driver's license, visa, registration certificate, utility statement, commercial register extract and power of attorney, among others. You add your own types with a short instruction.

Does this replace an identity check 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. Whether a video or bank ident is also needed is up to you.

How does the customer sign the contract?

Through a signature request with PaperOffice Sign, a simple electronic signature. The customer verifies by SMS code and signs in the browser. The result includes a certificate with audit trail and timestamp.

Which fields does the IDP Agent read?

ID templates read name, date of birth, number, authority and validity, some with the machine-readable zone. The **Utility Bill** template reads customer, service address and date. You describe further fields yourself.

Does PaperOffice check whether an ID is genuine?

PaperOffice reads what is printed on the ID and stores each value with its source location. You check authenticity with your own procedure, for example against the original on site.

How does the data get into our customer system?

Via **Actions › Share & export › Export data**, you export the fields as JSON, CSV or Excel. Via the REST API, POST /documents/idp-agent-run starts an agent, and via MCP the po_documents_idp_agent_run tool.

07 · HOW TO START

Read your next new customer's documents with an agent

Upload an ID, build an agent from an ID template via **Actions › Agents & workflows › IDP** with **Create new agent** and set the required fields. Billing is based on usage, and the pricing page has the details.

A Workspace for onboarding

A separate Workspace of type Business or Compliance with group permissions and **Access protection** keeps ID data apart from the rest of your files.

Read the datasheets

Classification, IDP Agent, document chat, VAT ID check, PaperOffice Sign and Workspaces are each described with menu paths.

Connect your system

Fetch the fields as JSON via the REST API and check business customers with POST /vat/validate and POST /fakeemail/check.

DATASHEETS ON THIS TOPIC

Classification

paperoffice.ai/downloads/paperoffice-ai-datasheet-classification.pdf

IDP Agent

paperoffice.ai/downloads/paperoffice-ai-datasheet-idp-intelligent-document-processing.pdf

Document Chat

paperoffice.ai/downloads/paperoffice-ai-datasheet-document-chat.pdf

VAT ID Check via VIES

paperoffice.ai/downloads/paperoffice-ai-datasheet-vat.pdf

PaperOffice Sign

paperoffice.ai/downloads/paperoffice-ai-datasheet-esignature.pdf

Workspaces

paperoffice.ai/downloads/paperoffice-ai-datasheet-workspaces.pdf

MORE ON THIS TOPIC

Customer onboarding

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



MORE ON THIS TOPIC

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