

# **Administrator Information and Operations Manual**

## **Updated June 2025**

**OLIVIA123 Pty Ltd**  
**A.C.N. 132 483 179**  
**Level 5, 20 Bond Street, Sydney NSW 2000**  
**+61 2 8022 8494**  
[www.olivia123.com](http://www.olivia123.com)

## Table of Contents

<b>OVERVIEW</b> .....	3
<b>THE INVESTOR'S APPLICATION PROCESS</b> .....	5
<b>HELP &amp; SUPPORT</b> .....	6
Data Look-Ups & Verifications Performed by OLIVIA123 .....	6
<b>THE ADMINISTRATOR PROCESS AND DASHBOARD</b> .....	7
Level 1: Logging in to the admin dashboard .....	7
Level 2: Applications Dashboard .....	9
Application Summary .....	10
Downloading Applications .....	11
Checklist .....	13
<b>INDIVIDUALS</b> .....	13
<b>ENTITIES</b> .....	14
Document Management .....	15
<b>APPROVAL PROCESS</b> .....	17
<b>OTHER DASHBOARD FUNCTIONS</b> .....	18
1. Home .....	18
2. Dashboards/Reports .....	18
3. Messages .....	18
4. Manage .....	18
<b>USERS</b> .....	18
<b>FUNDS</b> .....	19
<b>FUND TMD's (Retail Funds only)</b> .....	19
5. Support .....	20
6. About Us .....	20
7. Live / Beta Site Switch .....	20

## OVERVIEW:

OLIVIA123 is a secure, turn-key, cloud based, online application system (SaaS) for onboarding financial products, and in particular managed funds or managed accounts. OLIVIA can be configured for each product (fund), and to each fund manager's or product issuer's requirements. The resulting application form consists of a customised process, accessed via a common integrated Dashboard for each of four user types – Investor, Advisor, Fund Managers or Administrators.

OLIVIA is designed and configured to overcome a number of issues that each of these four user types experience when completing or processing traditional paper-based application forms.

For the **investor and advisor** OLIVIA123 acts as a “rules based” process which includes 3 Modules: Firstly **Data Collection**, secondly **Online AML and KYC**, and finally, **Document Upload and Execution**.

The first module, **Data Collection** ensures that the applicant only sees the specific questions applicable to their particular entity type (for example individual, company, SMSF or trust) and the number of individuals named in the application. Where appropriate, specific fields have to be answered, ensuring that there should be no missing or incomplete data in the completed form.

In Module 2, **Online AML and KYC** is included for all required individuals named by the applicant, and using GreenID conforms to AUSTRAC's Electronic Verification requirements. The applicant can choose to “skip” online verification, in which case the system will request they provide certified copies of ID documents.

Module 3 lists the **documents** required based on the investor's and entity details provided in Module 1, and the results of AML/KYC in Module 2. The document requirements are also configurable on a fund-by-fund basis, and the investor has the option of uploading and attaching them to the application, or opting to send later, either online or in the mail.

New! (June 2025): If the applicant does not have a required document, a new function has been introduced to allow them to **Request a Document** from a third party. This is primarily intended for documents such as Wholesale Investor Certificates, Trust Deeds or ASIC Company Extracts which are held by their accountant, but it can also be used for sample ID's for individuals named in the application. The email is generated from within OLIVIA123, and the recipient simply replies to the email, attaching the required document.

Once the investor has completed the three modules, they **Execute** the application electronically and submit it. The application is complete, and all relevant parties (investor, manager and administrator) receive a confirmation email. The investor is also provided with a Checklist detailing any outstanding documents, and their payment instructions.

### The Integrated OLIVIA123 Dashboard:

Each OLIVIA123 user type (investor, advisor, fund manager or fund administrator) accesses applications and other system functionality via their **OLIVIA123 DASHBOARD**. Each user type's dashboard has specific functions and capabilities, but they are all integrated. This not only allows secure messages to be attached and sent to/from the investor, but once submitted, it allows the Investor's application status to be automatically updated in real time as the Administrator processes the application.

The **Administrator's Dashboard** is permission driven and multi-functional. Its primary function is to allow each application to be efficiently and securely processed on submission, (including ID verification, document processing and data verification tools) without delays caused by the mail or couriers. However it has a variety of additional functions to help automate the processing of applications, including recording and reconciling payment, and exporting data via API or csv file to the registry system. It also includes a reporting function, and a permission-based admin system for managing administrator staff access, and fund settings.

***Next: The Investor's Application Process:***

## THE INVESTOR'S APPLICATION PROCESS:

The Applicant or Advisor completes the fund's online application form, including the 3 Modules:

1. Data collection, including FATCA and CRS Declaration;
2. AML/KYC Verification
3. Document Upload;

Only when all required data is complete, and required documents have been uploaded, requested from a third party, or designated as "send Later", can the applicant sign via Electronic execution and submit the application.

Prior to starting Module 1 for the first time the applicant registers with OLIVIA123 using their email address and mobile phone number, and creates a unique password. This allows them to save the application and return to at a later time.

The application process starts on a **Pre-requisites page** – this requires them to download the fund's offer documents, and also agree to any specific conditions relating to the fund. At this stage they also select the entity type for their investment – Individual, Partnership, Company, SMSF or Trust, and the type of Trustee – Individual or Corporate.

This is a key step – depending on their selections they will only see and be required to complete the fields relevant to their investor type.

There are also a series of configurable check boxes that must be completed before continuing to ensure the investor has agreed to the various compliance terms associated with the fund.

I am filling in this application as:

The investor, or one of the investors  An advisor or representative of the investor/s

I am:  A new investor in this fund  An existing investor in this fund

I am investing as:  An individual or joint individuals  A company  A self managed super fund  Other type of fund or a trust  A partnership

The fund or trust's trustee type is:  Natural Person Trustees  Corporate Trustee

**Callouts:**  
 - A box points to the 'The investor, or one of the investors' and 'An advisor or representative of the investor/s' options with the text: "The investor selects their status and entity type to ensure they are asked all the required questions..."  
 - A box points to the 'Download Information Memorandum Now' button with the text: "Downloads the IM or PDS, and confirms agreement to the fund's terms"

It is a legal requirement that all investors download and read the current offer documents for the Cyan C3G Fund prior to proceeding.

Download Information Memorandum Now

I/We have read, understand and agreed to the fund terms and [Download the Information Memorandum](#).

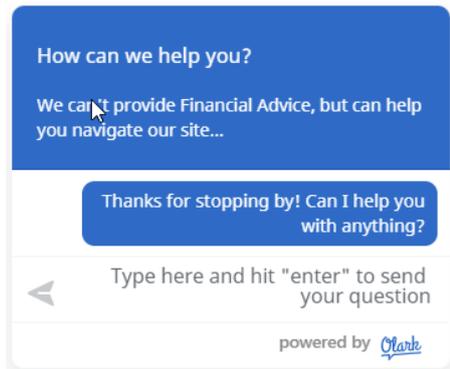
I/We have read and understood the [Terms and Conditions](#) and [Privacy Policy](#) of Olivia123 and agree to provide my/our personal information to Olivia123 for the purposes of completing this application form.

I confirm I am NOT a US investor

The investor **must** complete any "required" question prior to proceeding to the next page. This ensures fewer data entry mistakes, and that there is no missing information in the completed application. If they're unable to answer a required question on any page they can save their application and return to it later.

## HELP & SUPPORT:

We understand some people may not be as computer “savvy” as others, so OLIVIA provides comprehensive support both with online LIVE CHAT, and by phone:



### Data Look-Ups & Verifications Performed by OLIVIA123: (in addition to GreenID ruleset “F”)

The following “Look-Ups”, verifications and confirmations are integral to OLIVIA123 to simplify the application process for the investor, and reduce errors and omissions in the submitted application

1. **Residential or Place of Business Street Address:**

Ensures accuracy for data input and AML verifications.

2. **BSB Verification:**

Confirms investor’s Bank and Branch Name.

3. **ABN/ACN Verification of SMSF or Pty Ltd Company:**

Confirms Number against Entity Name (or reverse) and current validity of SMSF (and requests Applicant to confirm).

4. **AFSL lookup of advisor as required:**

5. **AML/KYC of individual (Australia or NZ residents):**

In accordance with RE or Trustee’s requirements using GreenID ruleset “F”.

**KYC:** Confirms that the individual’s address matches the Electoral Roll, or the D&B Credit Header file record. Matches Driving Licence, Passport or Visa against the DVS.

**AML/CTF:** Checks are completed in background mode with details provided

6. **Document upload** (or certified documents via post):

In accordance with RE or Trustee’s requirements and investor’s status.

Includes sample signature page upload.

7. **Electronic signature:**

As per requirements of the Electronic Transactions Act, 1999.

On pressing **Submit**, the Investor or Advisor (if they are completing the form on behalf of the investor):

1. Receives a confirmation message and the **Application Checklist** which details documents either uploaded (or still required), and next steps such as how to make their payment, and upload a payment receipt or confirmation.
2. OLIVIA123 sends a confirmation email to the applicant, and an email notification to the fund manager and the fund’s administrator.

## THE ADMINISTRATOR PROCESS AND DASHBOARD:

### Level 1: Logging in to the admin dashboard

1. Each time an investor submits an application the Administrator will receive a “New Application” notification email from OLIVIA123 containing key details.
2. If an investor has submitted a message relating to an application the Administrator will receive a “New Message” notification email.
3. They simply follow the link in the email and log onto Olivia using their user name and password, or can choose to login via a One Time Password (OTP) to their registered mobile number.

**FOR SECURITY PURPOSES ADMINISTRATORS MUST NOT SHARE LOG-IN DETAILS.**

The screenshot shows a green modal window titled "Welcome to Olivia123" with a close button (X) in the top right corner. The modal contains the following text and elements:

- A link: "Forgotten password? Click here to receive a One Time Password."
- Section: "Enter your login token"
- Text: "A token has been sent via SMS to your registered mobile phone number. Please enter it below."
- Input field: "Login token" with the value "260060" entered.
- Button: "Submit Token" (blue)
- Text: "If you do not receive the message or your mobile number has not been registered with Olivia123, please contact us at support@olivia123.com or on +61 2 8022 8494."
- Text: "⚠️ If you haven't received your token in a few minutes, you can choose to resend it"
- Button: "Resend My Token" (yellow)
- Text: "You can also"
- Buttons: "Cancel Login" and "Reset Password" (both blue)
- Button: "Close" (blue)

**Once logged in you will be on the Main Dashboard**

The screenshot shows the OLIVIA123 Main Dashboard. At the top, there is a navigation bar with the following items: Home, Dashboards/Reports, Messages, Manage, Support, About us, Beta Site, and a Live Chat button. The user is logged in as Chris Gosselin. The main content area is titled 'Dashboards' and contains four widgets:

- Applications:** Shows 0 new applications, 135 processing, and 155 approved. A 'View report' button is present with a badge '1'.
- My messages:** Shows 125 unread messages and 180 in the inbox. A 'View all' button is present with a badge '2'.
- My invitations:** Shows 'Accepted' and 'Rejected' counts. A 'View invitations' button is present.
- Help and FAQ:** A 'View FAQ' button is present.

The footer contains the following information: Olvia 123 Pty Ltd, ACN: 132 483 179, CONTACT US, LIVE CHAT, and +61 2 8022 8494.

The Dashboard provides an overview of Applications and Messages relating to each application.

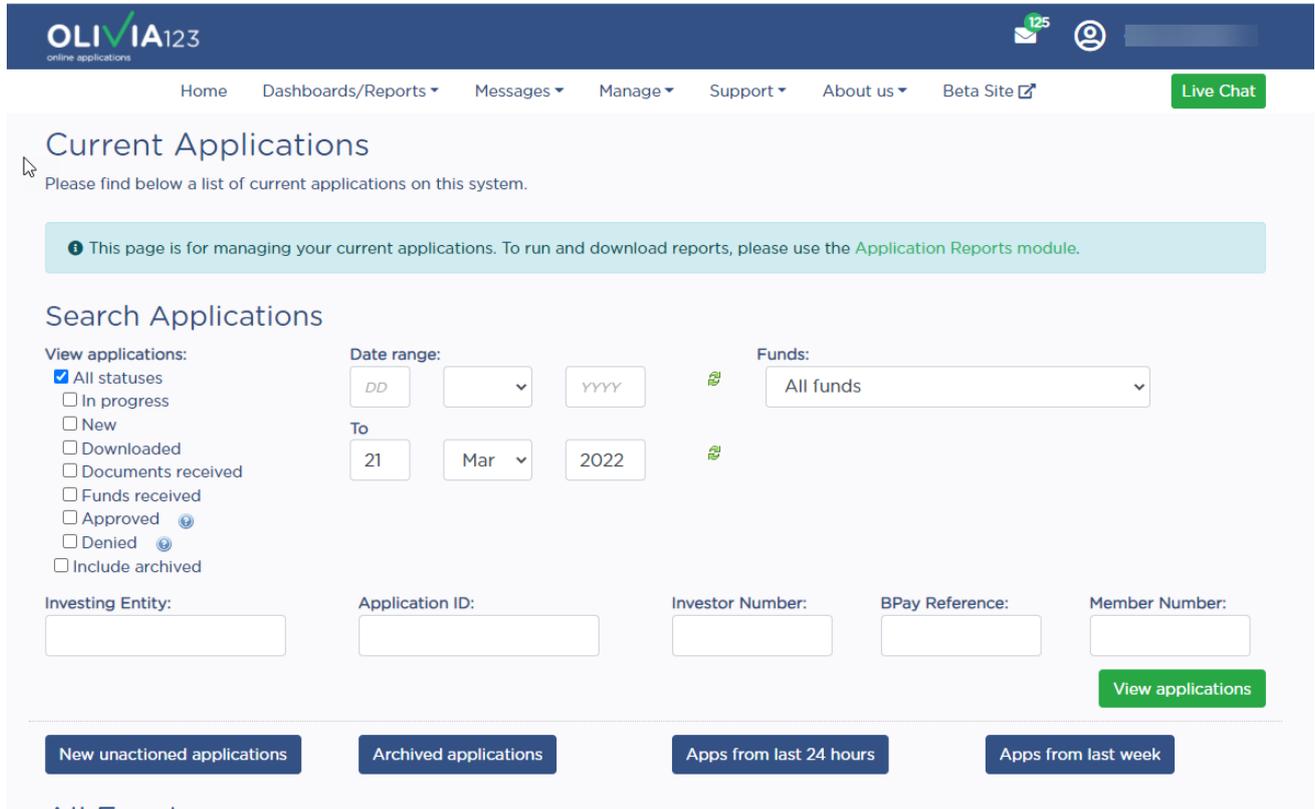
1. For Applications, click on **View Report** to see the detail of all applications;
2. For Messages click on the **View All** to view all messages.

The Dashboard also provides access to a range of other functionality described later in this Operations Manual.

## Level 2: Applications Dashboard

The top half of the Applications Dashboard allows a search for any application by Fund Name, Date submitted, Status, or by individual Application identifiers:

**Note: If searching by individual application number, only the last 5 digits are required.**

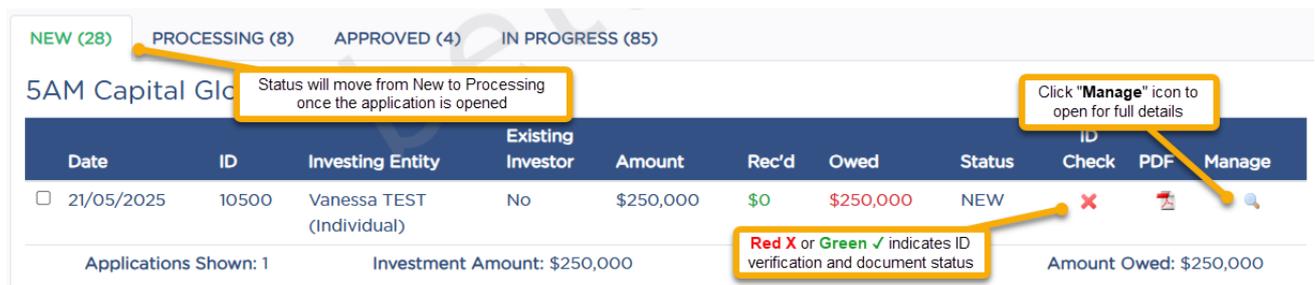


The screenshot shows the OLIVIA123 Applications Dashboard. At the top, there is a navigation bar with links for Home, Dashboards/Reports, Messages, Manage, Support, About us, and Beta Site, along with a Live Chat button. Below the navigation bar, the page title is "Current Applications" with a sub-header "Please find below a list of current applications on this system." A light blue banner contains a message: "This page is for managing your current applications. To run and download reports, please use the Application Reports module." The main section is titled "Search Applications" and includes a "View applications:" section with checkboxes for "All statuses" (checked), "In progress", "New", "Downloaded", "Documents received", "Funds received", "Approved", "Denied", and "Include archived". There are also "Date range:" and "Funds:" dropdown menus. Below these are input fields for "Investing Entity:", "Application ID:", "Investor Number:", "BPay Reference:", and "Member Number:", with a "View applications" button. At the bottom, there are four buttons: "New unactioned applications", "Archived applications", "Apps from last 24 hours", and "Apps from last week".

The bottom half of the page shows details and the number of individual applications, arranged on TABS according to their Status:

- New: Application has not been opened yet;
- Processing: Application has been opened for checking but is not yet approved;
- Approved: The application has been processed and all verifications and documents complete.
- In Progress: The investor has not yet submitted the application;

To view and process NEW applications click the magnifying glass icon under the Manage heading:



The screenshot shows the OLIVIA123 Applications Dashboard with status tabs: NEW (28), PROCESSING (8), APPROVED (4), and IN PROGRESS (85). The "NEW (28)" tab is selected. Below the tabs, there is a table with columns: Date, ID, Investing Entity, Existing Investor, Amount, Rec'd, Owed, Status, Check, PDF, and Manage. A callout box points to the "NEW (28)" tab with the text: "Status will move from New to Processing once the application is opened". Another callout box points to the "Manage" icon in the table header with the text: "Click 'Manage' icon to open for full details". The table shows one application with Date: 21/05/2025, ID: 10500, Investing Entity: Vanessa TEST (Individual), Existing Investor: No, Amount: \$250,000, Rec'd: \$0, Owed: \$250,000, Status: NEW, Check: X, PDF: [icon], and Manage: [magnifying glass icon]. A callout box points to the "Check" column with the text: "Red X or Green ✓ indicates ID verification and document status". At the bottom, there is a summary: "Applications Shown: 1", "Investment Amount: \$250,000", and "Amount Owed: \$250,000".

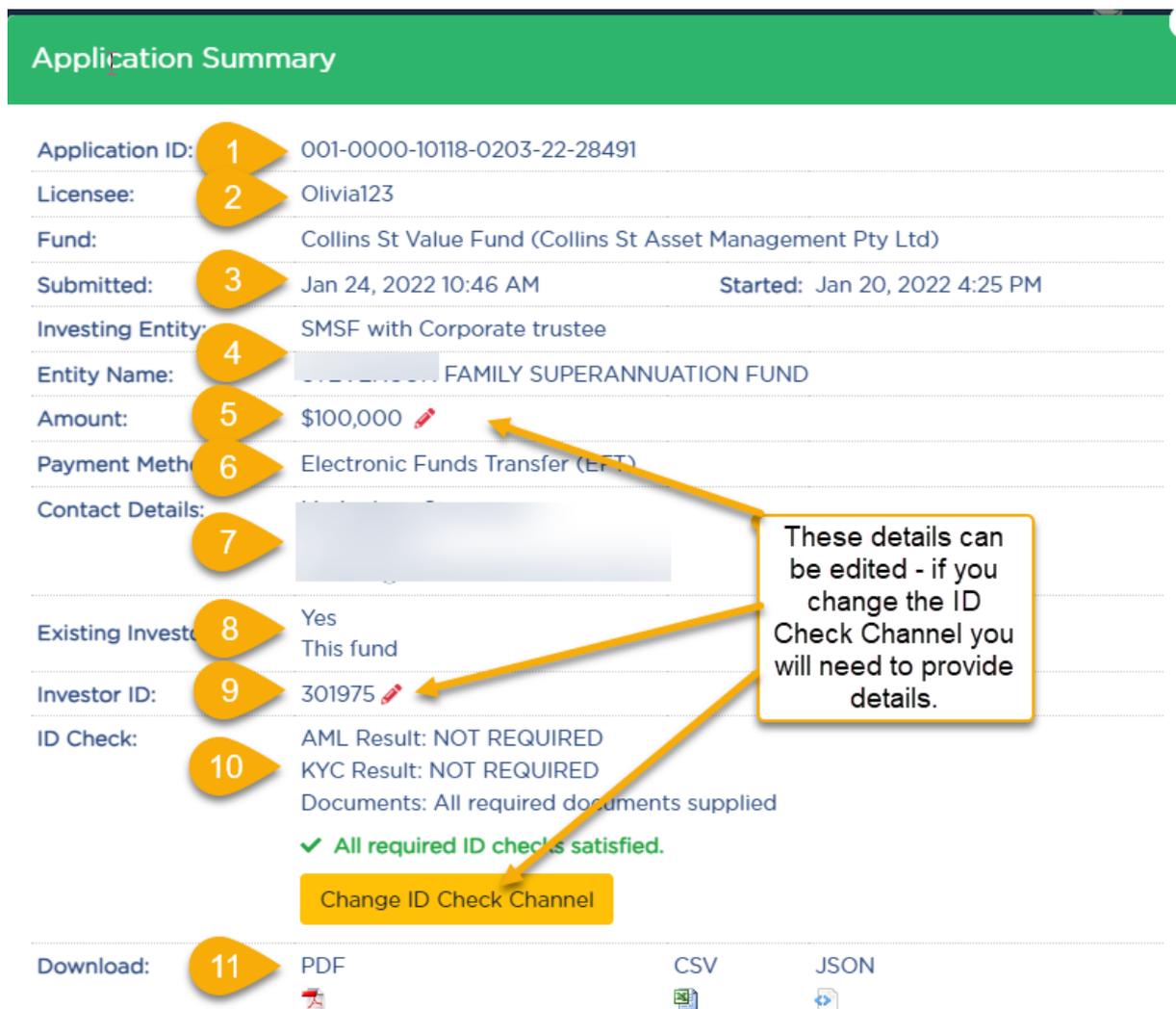
## Application Summary:

Clicking on the Magnifying Glass icon takes you to the Application Summary, which has 2 halves:

The top half provides the essential details of the application such as:

1. Application ID: only at least the last 5 digits are needed for tracking purposes;
2. Licensee: Where the application originated from;
3. Date and Time Submitted / Date and Time Started;
4. Entity Type and Name;
5. Investment Amount;
6. Payment Method;
7. Investor Contact Details;
8. Existing Investor Details;
9. Investor ID Number;
10. Summary ID Check Results;
11. Download Options: PDF, CSV or JSON format.

Where indicated with a Red pen or Yellow box these details can be edited.



The screenshot shows the 'Application Summary' page with the following details:

- Application ID:** 001-0000-10118-0203-22-28491
- Licensee:** Olivia123
- Fund:** Collins St Value Fund (Collins St Asset Management Pty Ltd)
- Submitted:** Jan 24, 2022 10:46 AM **Started:** Jan 20, 2022 4:25 PM
- Investing Entity:** SMSF with Corporate trustee
- Entity Name:** FAMILY SUPERANNUATION FUND
- Amount:** \$100,000 (with a red pen icon)
- Payment Method:** Electronic Funds Transfer (EFT)
- Contact Details:** (Redacted)
- Existing Investor:** Yes This fund
- Investor ID:** 301975 (with a red pen icon)
- ID Check:**
  - AML Result: NOT REQUIRED
  - KYC Result: NOT REQUIRED
  - Documents: All required documents supplied
  - ✓ All required ID checks satisfied.
  - [Change ID Check Channel](#) (Yellow button)
- Download:** PDF, CSV, JSON (with icons)

A callout box with a yellow border contains the text: "These details can be edited - if you change the ID Check Channel you will need to provide details." Arrows point from this box to the 'Amount', 'Investor ID', and 'Change ID Check Channel' button.

## Downloading Applications:

There are multiple ways and formats in which to download, export or transfer details of each application.

This will vary depending on each administrator's individual processes and requirements. In addition OLIVIA123 has an API which can be used to customise downloads to specific requirements.

Standard download functions and formats include PDF, CSV, and JSON. In addition you can also download the complete application as a ZIP file or as a collation of documents in PDF format. **Please contact OLIVIA123 if you have specific processing or export requirements.**



The lower section of the Application Summary provides further details and actions:

### 1. Application Actions

- Application Documents – where you can mark documents as in order or add notes for awaiting/pending documents.
- Funds Received – where you can add the payment details and mark funds as fully/partially received.
- Application Approval – where you can sign off and mark applications as approved or denied.

You should only use these once you have viewed the CHECKLIST and confirmed all details are in order.

NOTE: These buttons will adjust the application's status on the Investor's Dashboard. These will also trigger an automated email to the investor by default, confirming the relevant action. If you'd like to turn these automated emails off, please feel free to reach out to us;

2. **Application Sections** – details of each section of the Application form as completed by the investor;
3. **Checklist** – (see next section). This is important as it allows you to check, confirm and record the essential compliance checks for each application;
4. **Message Investor** – OLIVIA123's built in secure messaging function;
5. **Notes** – general internal application notes (notes here are not visible to investors/advisors);
6. **Audit Log** – logs of all key actions post submission.

Application Actions

Application Documents

Funds Received

Application Approval

Status: NOT REVIEWED

Status: NOT RECEIVED

1 Approve Deny

1 Mark as In Order

1 Add payment

More Information Required

Mark as not expected

Mark as Not Required

**Automated** Sophisticated Investor Eligibility  
**Note:** This application includes information provided by the investor about their sophisticated investor status.

Please review the application form and attached documentation via your administration interface for further details.

Application Sections: 2

Form Identity Document Upload  
COMPLETE VERIFICATION SKIPPED COMPLETE

Click on the magnifying glasses to view each Module completed

- 3 Checklist
- 4 Message Investor
- 5 Notes
- 6 Audit Log

### Checklist:

You probably already use a paper-based checklist when processing applications. OLIVIA123's online Checklist has a range of "look-up" functions to verify each application's key details. It allows you to confirm the accuracy of any documents uploaded with the application, or to add documents as required.

### INDIVIDUALS:

For Individuals the key details are shown, including the AML/KYC status verified during the application process. If PASSED or VERIFIED there is no need to re-verify them provided all other information is correct.

OLIVIA123 provides an additional Google search (1), a date and time stamped "tick box", and comments.

Investor Details			
Investor type	SMSF Members		
Name	Mrs [REDACTED] <a href="#">Perform Google search</a>	<input type="checkbox"/>	<input type="text" value="Add comment"/>
DOB	10 October [REDACTED]	<input type="checkbox"/>	<input type="text" value="Add comment"/>
Address	[REDACTED] SOUTH [REDACTED]	<input type="checkbox"/>	<input type="text" value="Add comment"/>
FATCA	✓ No	<input type="checkbox"/>	<input type="text" value="Add comment"/>
PEP	✓ No	<input type="checkbox"/>	<input type="text" value="Add comment"/>
CRS	✓ Not applicable	<input type="checkbox"/>	<input type="text" value="Add comment"/>
AML Status	✓ PASSED Individual passed the PEP Watchlist. Individual passed the Extended PEP Watchlist. Individual was not found on any international watch lists.	<input type="checkbox"/>	<input type="text" value="Add comment"/>
KYC Status	✓ VERIFIED Individual successfully verified. Individual verified by VICRegoDVS. Individual verified by GDC Asic Person Name. Individual verified by ACD. Individual verified by Aec.	<input type="checkbox"/>	<input type="text" value="Add comment"/>
Documents	Documents not required.	<input type="checkbox"/>	<input type="text" value="Add comment"/>

**ENTITIES:**

SMSF's and Companies can be checked using the "look-up" link which opens either the ATO's Super Fund Lookup site, or the ASIC search results for the entity concerned.

Self Managed Super Fund	
Entity Name	THE [REDACTED] SUPERANNUATION FUND <input type="checkbox"/> <input type="text" value="Add comment"/>
ABN/ACN	[REDACTED] <input type="checkbox"/> <input type="text" value="Add comment"/>
Matched by ABN Lookup	Yes <input type="checkbox"/> <input type="text" value="Add comment"/>
Check Online	<a href="#">Go to Super fund Lookup</a> (opens in new window)
Investor Confirmed	Yes <input type="checkbox"/> <input type="text" value="Add comment"/>
TFN	<span style="color: red;">✘</span> Invalid TFN <input type="checkbox"/> <input type="text" value="Add comment"/> Note that the number is only tested for validity - it is not matched against the entity.

Link directly to the entity's ATO's Super Fund Lookup record



**Super Fund Lookup**



Super Fund Lookup » Search » The Trustee for THE HOCKING AND VIGO SUPERANNUATION FUND

**The Trustee for [REDACTED] SUPERANNUATION FUND**

ABN details		<input type="button" value="Pdf"/> <input type="button" value="Print"/> <input type="button" value="Email"/>
ABN:	[REDACTED] <a href="#">View record on ABN Lookup</a>	
ABN Status:	Active from 21 Mar 2000	
Fund type:	ATO Regulated Self-Managed Superannuation Fund	
Contact details:	[REDACTED]	
Status:	Complying	

Depending on your internal controls each of these can be saved as a PDF and uploaded to OLIVIA123 as required.

**CHECKLIST (Continued):**

It is important to check that any documents required to be uploaded as part of the application are present, correct and valid according to your AML/KYC Internal Policy Requirements.

Corporate Trustee	
Entity Name	PTY LTD <input type="checkbox"/> <input type="text" value="Add comment"/>
ABN/ACN	<input type="text"/> <input type="checkbox"/> <input type="text" value="Add comment"/>
Matched by ABN Lookup	Yes <input type="checkbox"/> <input type="text" value="Add comment"/>
Check Online	<a href="#">Go to ABN/ACN Lookup</a> (opens in new window)
Investor Confirmed	Yes <input type="checkbox"/> <input type="text" value="Add comment"/>
Documents	A copy of the company's annual ASIC extract <input type="checkbox"/> <input type="text" value="Add comment"/>
TFN	TFN not provided <input type="checkbox"/> <input type="text" value="Add comment"/>

Link directly to the entity's ASIC summary

You must conduct a "sanity" check to confirm all Directors and shareholders over 25% have been included on the application

**Document Management:**

You can upload missing documents, send email reminder, request for additional documents or replace/delete wrong documents by clicking the menu button.

Email reminders are automatically sent to the investor or advisor who filled out the form, and documents are automatically uploaded to the form when they reply to the email attaching the documents.

Other Documents	
Supporting Documents	<div style="display: flex; align-items: flex-start;"> <div style="flex: 1;"> <p> Wholesale Investor qualifying certificate from authorised Accountant</p> <p> Sample Signatures</p> </div> <div style="flex: 0.2; text-align: center;"> <input type="checkbox"/> </div> <div style="flex: 0.2; text-align: center;"> <input type="text" value="Add comment"/> </div> </div> <div style="margin-top: 5px; border: 1px solid gray; padding: 2px;"> <input type="button" value="Upload Document"/> <input type="button" value="Send Email Reminder"/> <input type="button" value="Delete Document"/> </div>
Request Additional	<input type="button" value="Request additional document"/>
Upload	Upload any extra documents here <input type="checkbox"/> <input type="text" value="Add comment"/> <input type="button" value="Attach Additional Document"/>

Finally, for compliance and audit purposes, the OLIVIA123 Checklist contains a PDF of the AML/KYC Certificate with verification details of all individuals named in the application.

The screenshot shows the 'Other Documents' section of the OLIVIA123 interface. It features a left-hand navigation menu with three items: 'Supporting Documents', 'AML/KYC Certificate', and 'Upload'. The main content area is divided into three sections:

- Supporting Documents:** Contains a document icon and the text 'Sample Signatures'. A callout box points to this text, stating: 'Sample signatures or driving licence/passport'.
- AML/KYC Certificate:** Contains a document icon and the text 'Download PDF certificate'. A callout box points to this text, stating: 'AML/KYC Certificate provides confirmation of verification checks, and a list of all verified watchlists.' To the right of this text are a checkbox, a circular icon, and an 'Add comment' input field.
- Upload:** Contains the text 'Upload any extra documents here' and a dark blue button labeled 'Attach Additional Document'.

## APPROVAL PROCESS:

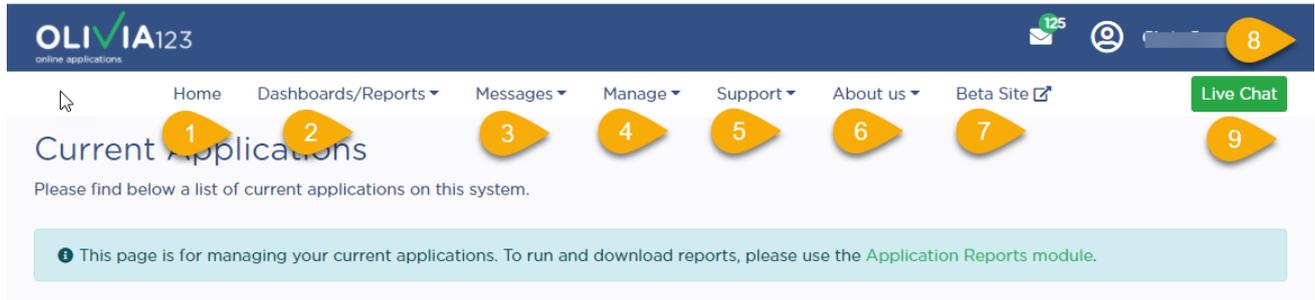
At the end of the Checklist and on the Application Summary page is the Approval Panel. The authority for this will vary from person to person and organisation to organisation

The screenshot shows the 'Approval Process' panel with the following elements and callouts:

- Application Status:** A blue sidebar on the left with a mouse cursor pointing to it.
- Signed off by:** A text input field with the placeholder text 'Required field'. A callout box states: 'Approval Processes will vary from organisation to organisation.'
- Risk Profile:** A dropdown menu currently showing 'n/a'.
- Approval notes:** A text area for entering notes.
- Buttons:** 'Cancel' (dark blue) and 'Approve' (green) buttons are located below the notes field. A callout box points to the 'Approve' button, stating: 'Completing the Approve button will date and time stamp the approval and update the investors records.'
- Close Details:** A dark blue button located below the sidebar.
- Print and Close:** 'Print' and 'Close' buttons are located at the bottom right. A callout box points to the 'Print' button, stating: 'Print function of the Checklist if required'. Another callout box points to the 'Close' button, stating: 'Close to return to Application Summary'.

## OTHER DASHBOARD FUNCTIONS:

OLIVIA123 has a range of additional functions available from the main Dashboard. Your access to these may vary based on a series of PERMISSIONS assigned to each individual in your organisation.



### 1. Home:

This will take you to the main Dashboard to access Applications and Messages.

### 2. Dashboards/Reports:

Access the Applications Dashboard and a series of Reports and Reporting functions including Invoicing data, FATCA/CRS Report and KPI Report.

### 3. Messages:

Message either sent to you by investors, or vice versa: If you have messages waiting it will be flagged in the top row of the navigation bar next to your name.

Messages can be sent as Secure (via OLIVIA123) or via email. If you are concerned that email messages contain confidential information, use SECURE. This also sets up a message trail for audit and tracking purposes, but requires you or the recipient to log in to OLIVIA123 to retrieve the contents.

### 4. Manage:

Subject to your permissions, you can manage (Add, Edit or Delete) your organisation's users, lodge Change Requests for Fund settings, or set/edit TMD settings. All of these changes take place on the BETA version of OLIVIA123, and once approved are synced to the LIVE site.

#### USERS:

Complete the user's contact details and set a temporary password. They will be able to edit this themselves when they login. REMEMBER: Do not share user names and passwords.

Complete the Other Details section to set their permissions. Caution: Main Contact/Company Administrators will be able to edit your company settings and funds, and add or edit users.

Remember changes are made in the BETA version of OLIVIA123, and must be switched to LIVE using the "sync" icon against the user's name:

Company	Name	Contact D	Contact Type	View	Edit	Delete
	Mr Test Administrator	Email Mobile: 0432303656	Administrator Tickets General			

A callout box labeled '"Sync" to LIVE' points to a red sync icon in the 'Edit' column of the user row.

**MANAGE (Continued)**

**FUNDS:**

You will be presented with a list of applicable Funds that you can request a setting change for. Simply select the fund's name, and you will be presented with a series of Tabs covering the settings applying to each section.

**Checklist for Collins St Value Fund**

Below you will find a list of all values for this fund. You can request a change in our data. If you wish to request a change on any of the values, click the "Request Change" button. Once you've finished your changes, scroll to the bottom of the page and click the "Change Request Now" button. We will be in contact with you when we have evaluated your change request.

Fund Name	Collins St Value Fund	Request Change
Fund Manager	Collins St Asset Management Pty Ltd	Request Change
Fund Administrator	Apex Fund Services (Australia) Pty Ltd	Request Change
Fund Trustee	Collins St Asset Management Pty Ltd	Request Change

**FUND TMD's (Retail Funds only)**

OLIVIA123 provides a flexible menu to manage each fund's TMD details, as well as how the TMD should be presented to the investor/consumer:

Scroll down the page and enter the URL for the Fund's TMD, and then select the appropriate target market for each setting for the fund:

**Target Market Definition Details**

URL to fund's TMD:

**Consumer's investment objective**

Capital Growth:  Not in target market  
 Potentially in target market  
 In target market

Capital Preservation:  Not in target market  
 Potentially in target market  
 In target market

Subject to your selections OLIVIA123 will auto generate a Summary description of the TMD. You may edit this if required:

Update the default summary below. If you delete the summary, the system will automatically generate it for you based on your selections.

**Summary**

This product is likely to be appropriate for a consumer seeking capital growth to be used as a small allocation (<25%) within a portfolio where the consumer has a five to seven year investment timeframe, a high to very high risk/return profile and requires daily access to capital.

Continue....

**FUND TMD's (continued)**

Finally, set the display setting the investor will see on their application:

There are four potential options, plus the option to display at the start (recommended) or end of the application form.

**Investor Display Details:**

Display Option

- Description on prerequisites
- Tickbox for agreement on prerequisites
- Link to TMD (document if provided, full description if not)
- Investor questionnaire

1. Description on prerequisites: Summary appears in About Fund section  
 2. Tickbox for agreement: Prevent the investor from continuing without agreeing to TMD definition  
 3. Link to TMD: shows a link to the TMD - if there is a URL provided, it will go there otherwise a full description will be shown  
 4. Investor questionnaire: A questionnaire requesting the investor's investment position is added to the data collection module

Questionnaire Location: Start of form (default)

**5. Support:**

This includes a range of support articles and FAQ's, as well as a Ticket system to request system changes or report issues.

You can also use the OLIVIA123 Live Chat system to contact our support staff during office hours



Or call our Help Line on 02 8022 8494. After hours, please leave a message with your name, company name and mobile phone number, and we will endeavour to return your call as soon as possible.

**6. About Us:**

Details of our Terms & Conditions and Privacy Policy

**7. Live / Beta Site Switch:**

Use this button link to quickly switch between the LIVE and BETA version of OLIVIA123. Remember any changes to Users, Funds or TMD settings must be made in Beta and then switched to LIVE using the red arrow icon.

Company	Name	Contact D	Contact Type	View	Edit	Delete
	Mr Test Administrator	Email: Mobile: 0432303656	Administrator Tickets General			

"Sync" to LIVE

**OLIVIA123 – Makes applying for managed funds and processing applications as easy as 1, 2, 3!**

**If you have any questions, need help or have a suggestion please call us on 02 8022 8494.**