How to Upload Documents to Requests

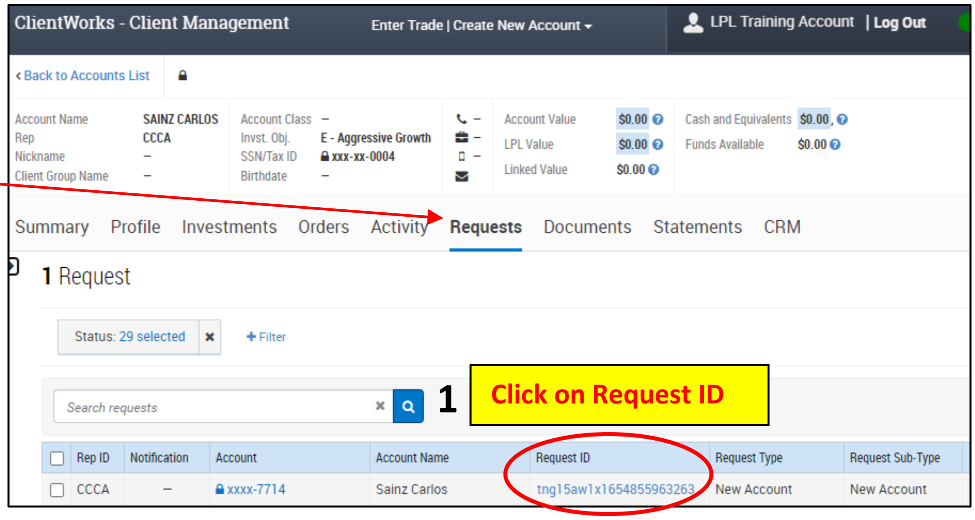
New Accounts & Account Transfers

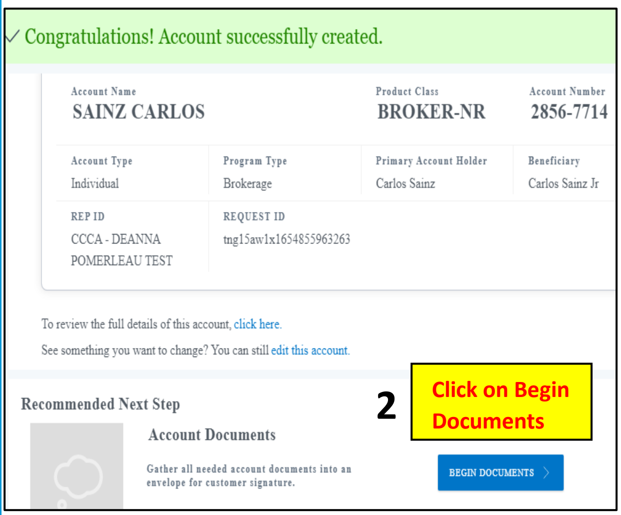
As a Best Practice, account documents should be uploaded directly to the corresponding Request in ClientWorks. This Quick Reference Card provides more detail on uploading to New Account and Account Transfer requests.

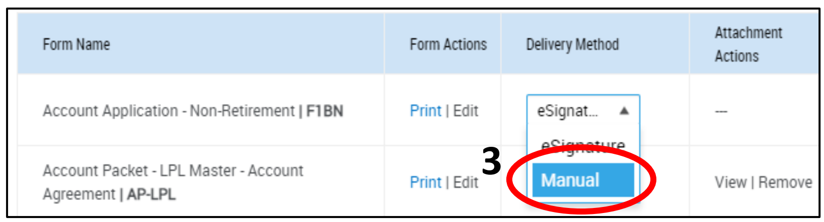
For assistance with uploading documents or to discuss NIGO (Not In Good Order) documents, please contact your **Service360 Team at (866) 321-3640, option 2, say "Team 92"** or reach out to the New Accounts or Account Transfers departments directly by saying the department name at the voice prompt.

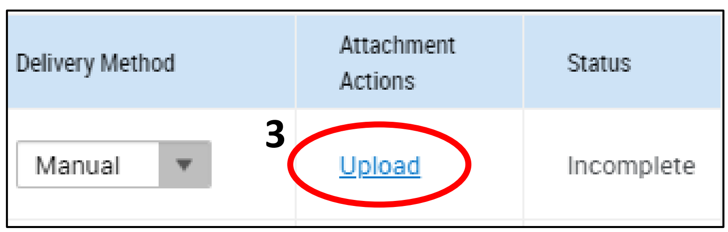
New Account Request

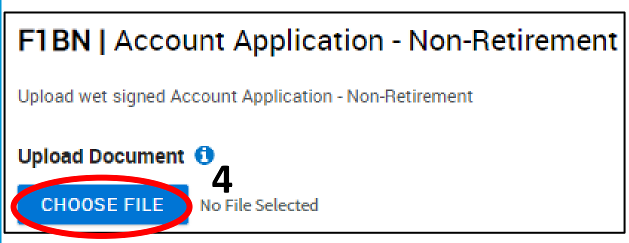
1. Go to **Account Profile Summary** page, click on the **Requests** tab then on blue **Request ID** number
2. Click on **Begin Documents** button
3. Make sure **Delivery Method** is set to **Manual** then click on **Upload** under **Attachment Actions**
4. Scroll down & click on **Choose File**
5. Find saved copy of signed document on your computer, click **Open** then click **Attach** to upload

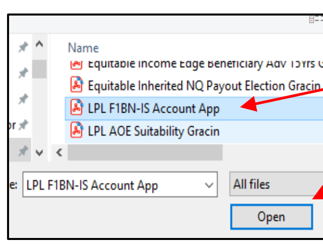












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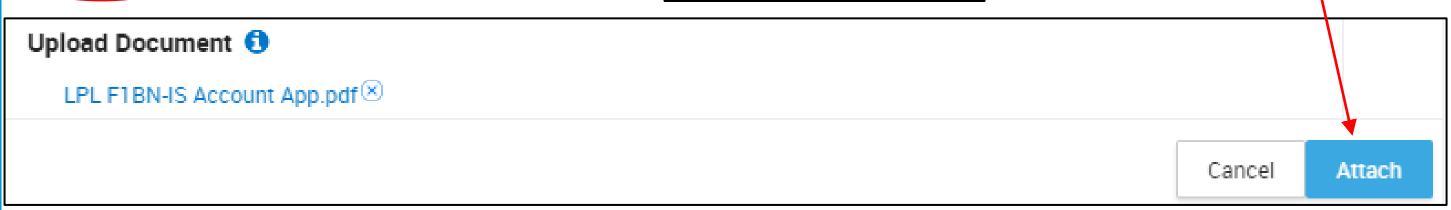
Find the document

Click on Open

Click on Attach



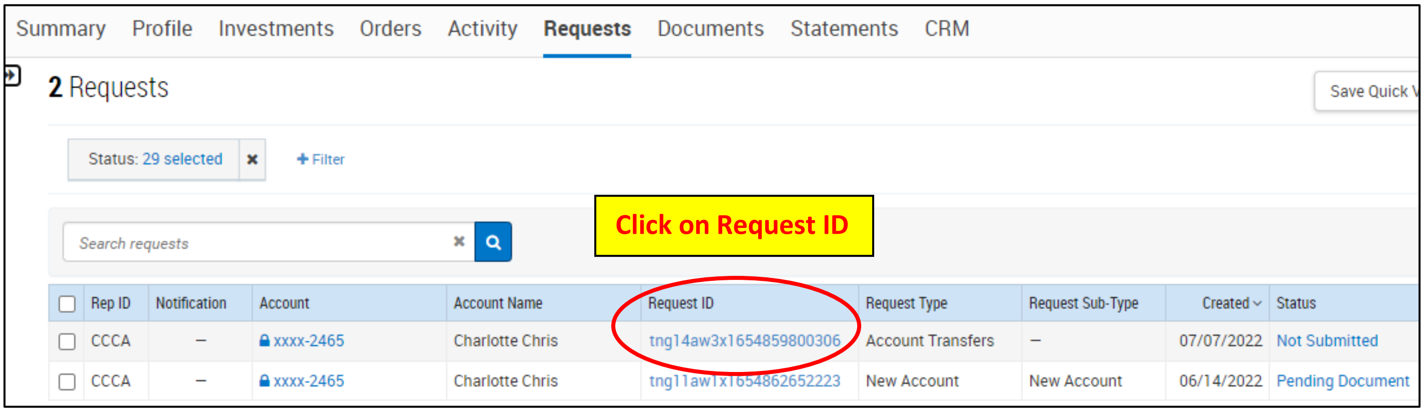
Document will now show up as an attachment. Status should show as **Completed**. Repeat steps 3 to 5 for other signed documents that require LPL processing. LPL New Account Application will be reviewed and logged in good order in about 24 hours. If there are any issues with processing the paperwork, you will get a **Notification** in ClientWorks. Reach out to the New Accounts department for assistance on **NIGO** (Not In Good Order) documents

How to Upload Documents to Requests

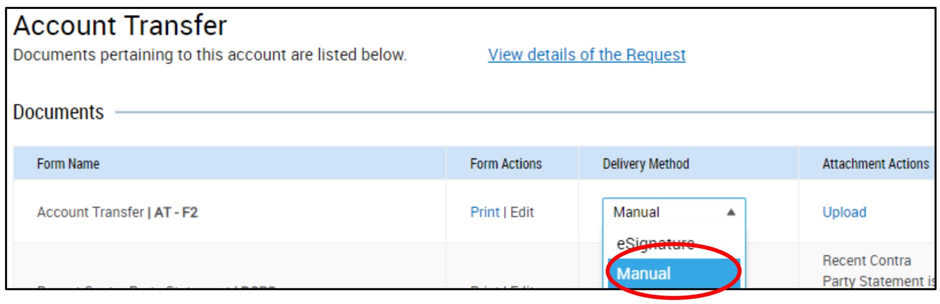
Account Transfers

Account Transfer Request

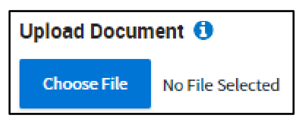
1. Go to the **Account Profile Summary** page, click on the **Requests** tab then on blue **Request ID** number



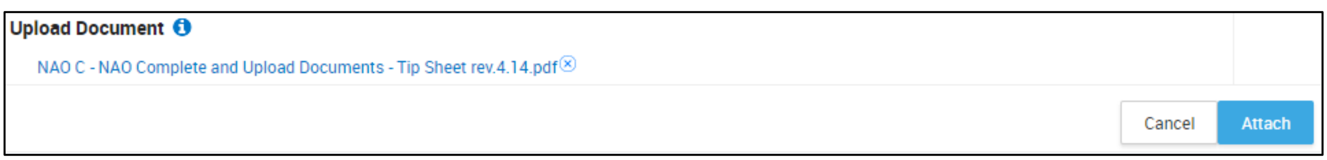
2. Make sure **Delivery Method** is set to **Manual** then click on **Upload** under **Attachment Actions**



3. Click on **Choose File** to find the saved signed document on your computer



4. After choosing the document that you want to upload, click on **Attach**



5. Once the status is **Completed**, click on **Submit** button on bottom right corner of the request to send it for processing. (If you do not click Submit, the request will not be routed to the Account Transfers department for processing.)