MACROPOD

Welcome to Macropod — Organisation Onboarding Guide

A step-by-step walkthrough of onboarding your organisation to Macropod (via Catena Digital Pty Ltd, AFSL 566313) for AUDM access, based on the live platform flow. Most delays happen at KYB review or document formatting — both covered below.

The onboarding journey

1	**Sign up for platform access** Go to the Macropod sign-up page (https://app.macropod.com/), review the disclosure documents and eligibility criteria, then sign up with your email or Google/Apple/Microsoft.
2	**Create your account** Set a password on the secure sign-up screen to activate your application for platform access.
3	**Complete KYB verification (Sumsub)** Submit your ASIC extract and ID for all directors/beneficial owners. Your dashboard shows "Verification Approved" once cleared. See Sumsub tips below.
4	**Accept Terms & set your settlement rule** Macropod Operations will send your Terms & Conditions for signing before your settlement rule can be set up. Not received them yet? Email **hops@macropod.com** to follow up.
5	**Whitelist your wallet and bank account** In Settings → Whitelist, add a wallet (pick blockchain, paste address, name it) and a bank account (BSB or PayID) for withdrawals and settlements.
6	**Invite your team** In Settings → User Management, invite teammates with a role and daily acquire/transfer limits.
7	**Test mint, then go live** Complete a small test mint/redemption to confirm settlement flow before moving to full production volume.

Platform settings at a glance

- **Whitelist** — manage the wallets and bank accounts approved for withdrawals and settlements.
- **Settlements** — configure settlement rules and destination accounts for AUDM flows.
- **User Management** — invite team members, assign roles, and set daily limits.
- **API Keys** — generate credentials for programmatic access to your Macropod account.

User roles & limits

Every invited team member is assigned a role (e.g. Organisation Admin) plus their own daily Acquire Limit and Transfer Limit, set in AUD when the invite is sent.

This gives your organisation granular control over who can move funds and how much, without needing separate logins or shared credentials.

Sumsub submission tips

- Upload original digital files (PDF exports or high-res scans) — Sumsub does not accept screenshots, photos of screens, or cropped documents.
- Ensure all four corners are visible and text is legible, with no glare, blur, or watermark obscuring detail.
- Every director and beneficial owner (25%+) needs their own individual ID verification, not just the applicant.
- Use the same legal entity name and ACN across every document — mismatches trigger manual review.

ASIC extract — what we need

Your current ASIC company extract must be dated within the last 30 days and clearly show:

- Company name and ACN, matching your application exactly
- Registered office and principal place of business address
- Current registration status ("Registered") — not historical or deregistered
- Full list of current directors and secretaries
- Share structure / ultimate holding company, where applicable
- Shareholder registry — to confirm ultimate beneficial owners (UBOs)

Order a fresh extract directly from ASIC (asic.gov.au) or your registered agent — do not reuse an old extract from onboarding elsewhere.

FAQs

Q: Why is my company certificate still under review?
A: It's likely undergoing manual review by the Sumsub compliance team — common for corporate entities, especially complex ownership structures — and typically resolves within a few business days.

Q: Can we submit a photo of our ASIC extract instead of the PDF?
A: No — download the original PDF extract from ASIC and upload that file directly; screenshots and photos are rejected.

Q: How long does full onboarding typically take?
A: Most organisations complete all seven steps within 1–2 weeks, assuming documents are submitted correctly the first time.

Q: Can we set different limits for different team members?
A: Yes — each invited user gets their own daily Acquire and Transfer limits, set when you send their invite, so access can match their role.

Q: Do we need to repeat KYB every time we add a new user?
A: No — organisation-level KYB isn't repeated per user, though any new director or beneficial owner (25%+) will need their own individual ID verification.

Questions at any step? Contact hops@macropod.com or your Macropod onboarding representative directly.