NORTHSTAR
LEADING THE WAY

Prospect Journey - Tier 1

Prospect Journey Tier 1
Simple Prospect Nomination Journey where the Prospect Application is received into the Northstar Back Office, after which the process is managed manually by the Client. Allows Clients to maintain all their existing processes and forms that they currently use without automating them, yet having the ability to incorporate the Prospect Journey into the NS Back Office Application.   *Turnaround time for required for setup: 1 week (5 business days).*

Start of Prospect Journey	
Anyone can submit a request from the Client's Public Website with their interest to become a Member by filling up a CRM based form. Prospect receives an automated e-mail that their request for membership has been submitted.	An existing member submits their nomination of a new member from the Private Website using a CRM based form. Member receives an automated e-mail that their nomination has been received by the Client
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The information submitted by the Prospect gets captured in the **NS Back Office Application --> Membership Module --> Prospective List**	
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Client reaches out to the Prospect to conduct their interview and other documentation manually. All information captured during this stage will be manually entered into the **NS Back Office Application --> Membership Module --> Prospective List --> Prospect Application** by the Client	
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Client will review the Prospect Application and will decide whether to approve or decline membership	
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Client decides to approve the Prospect Application. Client will convert Prospect into a Member.	Client decides to reject the Prospect Application. Will change the Prospective Status of the application to DENIED.
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New member receives a confirmation e-mail informing them that their membership has been approved and the details of their login credentials	Prospect receives an automated e-mail that their nomination has been rejected by the Client
End of Prospect Journey	