BROKER CONSOLE · MODULE REFERENCE

Back Office
the people, and their queues

Clients and the documents that prove who they are, the partners who brought them, the desk that moves their money, and the areas each of them logs into — one book, and four doors onto it.

One client record, read by permission · Money desk with two signatures · KYC evidence and its expiry · Multi-level agent commission · Client area on the same book · A permission per report

PRODUCT	MODULE	CONTENTS	VERSION
HonorPro Hub	Back Office	4 menus · 9 tabs	1.0 · 24 Sep 2026

CRM	Clients · Money Desk · Support Tickets · Reports · Import · Settings
Partners Portal	IB & Partners — the structure, the plans, the accruals and what they are owed
Client Portal	Trader Cabinet — the area a client logs into, and who holds a credential for it
Onboarding & Compliance	KYC Queue — the documents, the decision, and the people waiting on one

01 THE MODULE

One book, and four doors onto it

The money desk and the KYC queue are not separate systems with their own screens. They are collections of the CRM, reached as tabs of it, because two doors into one queue is two pieces of state that will eventually disagree — and the one that disagrees is always the one a client is reading over the phone.

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MENUS

The CRM, the partner programme, the client area, and compliance

9

TABS

Each one an address a person can paste to a colleague

6

BUILT-IN ROLES

Admin, head of desk, agent, compliance, finance, support — plus read-only

One list, ten collections

The CRM is a single screen carrying ten collections — clients, leads, follow-ups, the KYC queue, the compliance queue, accounts, money, partners, commissions and support — each with its own columns, filters and row actions, each on a number key, and each addressable. Filter the list and save it, and the view is that exact address under a name.

Leads are not a second table. They are the clients whose funnel stage is still open, which is why a lead that converts does not move anywhere.

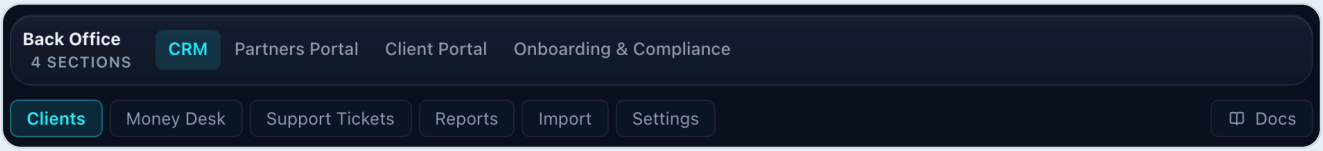
Permission is a field, not only a screen

A role carries three things: what it may do, which records it may see — own, team, desk or the whole book — and, per field, what it may not read and what it may read but not write. A sales seat sees that a client is checked and never the evidence.

Where a block is refused it is **absent**, not empty: a screening list shown as an empty array reads as "this client is clean", and that is a worse answer than no answer.

What it never holds

No balances, no positions, no orders. An account row points at an MT5 login and a settled payment records the deal the trading server produced. Both are references to work done elsewhere, not a second ledger.



The module's four menus, and the CRM's six tabs under them. Every tab is an address; a filtered list saved as a view is that address under a name.

02 MENU · CRM · CLIENTS

The record, and the one field sales may not touch

A client card is assembled from whatever the person reading it is entitled to see, and the timeline under it is built on the server rather than stitched together in the browser — so two operators looking at the same client are looking at the same history.

Clients `/crm`

The book, filtered by status, KYC state, whether they have ever signed in, whether the record was merged, funnel stage and queue, and searchable across it. Open a row and the card carries everything that client is: the KYC cases, the trading accounts, the payments, the support tickets, the screening hits, the risk assessments, the compliance tasks, the desk's own follow-ups and the activity log — each block present only if the reader holds its permission.

The timeline folds all of that into six lanes — account, sales, KYC, trading, money and support — one line per thing that actually happened: the record created, the lead converted, a document asked for and accepted, an account gone live, a payment settled, the record merged, the owner changed, a block applied.

Status · KYC · Stage · Flags · Risk · Saved views

Client classification existed nowhere — not on MT5, not in the CRM contract, not in this console. It is now a field on the record with a permission of its own, **because it is not a commercial tier**: it is the fact that decides which regulatory leverage cap applies to somebody. A group name is what a client is charged; a broker reading *real\vip* as "professional" has categorised nobody.

Who may declare a client professional

Two values and an honest gap: **retail**, **professional**, and blank, meaning not known. The permission is held by the compliance officer and the CRM administrator. Every sales seat, and the finance desk, sees the field and is refused the write — a seat that could move it could sell 1:500 to a retail client by typing one word, and the regulatory check would agree with it.

Blank is the default and stays the default. An uncategorised client is one the work has not been done for, and the filter offers that value on purpose: unknown is the work queue.

Two records, one person

A duplicate is refused at creation on the e-mail address and on every alias already on file, and a second address can be added to a record rather than starting a new one.

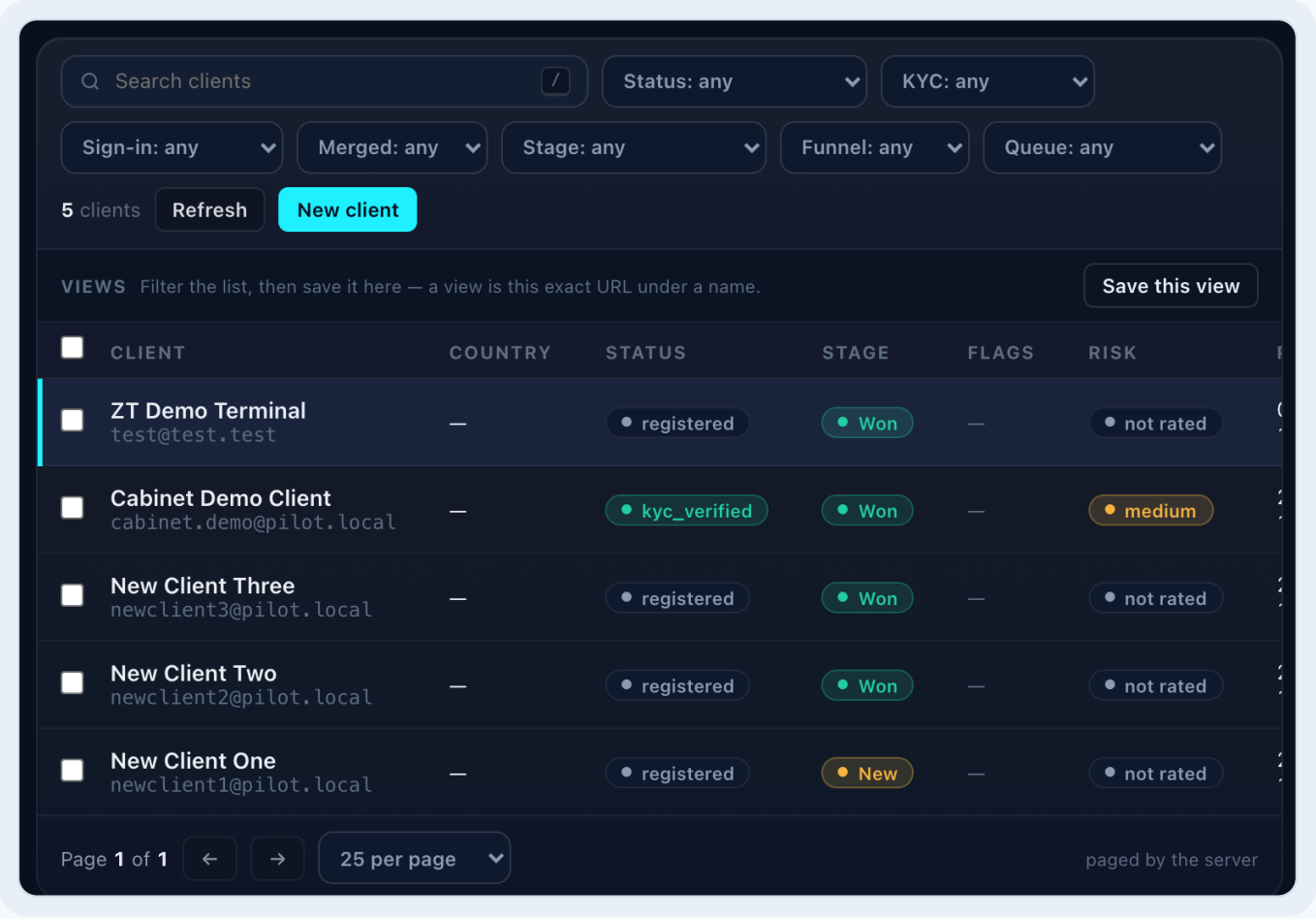
A merge moves every case, account, payment, ticket and commission onto the surviving record, keeps both e-mail addresses as aliases, and leaves the loser closed and pointing at the survivor. Contact details are filled in only where the survivor's are blank: an import must never blank a name a person typed. It is not undoable, and the screen says so before it runs.

The card also answers what **this** reader may do with it — update, assign, decide a case, verify a document, decide a payment, run a screening, export or erase. An action the seat would be refused is not drawn, so nobody learns their own permissions by being told no.

03 THE BOOK

Every filter is part of the address

The client list on a pilot brokerage. Seven filters across the top, the collection's own columns under them, and a Views row that turns whatever is on the screen into a named address.



Back Office · CRM · Clients, showing the pilot's five demo records. Status, stage and risk are drawn as pills so a book can be read down a column; the flags column is where a merge, a block or a password reset shows.

Filtered, then saved

A view is not a stored query living somewhere else: it is this exact address under a name, so a colleague who opens it sees the same list rather than a description of one. The count beside the filters is what the filters matched, and the paging is done by the server — a book of forty thousand behaves the same way as a book of five.

What a row carries

The client and their e-mail, their country, where they stand with the brokerage, where they stand in the funnel, the flags that matter at a glance, their risk rating and when they arrived. The actions offered on a row are the ones this seat may take — screening, a risk assessment, a block, a tag, attaching them to a partner.

The queue that pays, and the queue that answers

Both are collections of the same client book, opened as tabs of the CRM. A payment is a decision about a client and a ticket is a conversation with one, so both belong on the record rather than in a system of their own.

Money Desk `/crm?e=payments`

Every deposit and withdrawal as an intent, not a movement: raised, signed, decided, then settled against the deal the trading server produced. The list carries the client, the direction, the amount, the status, how many of the required signatures it holds and the server's own deal reference. Settlement is live through the gateway, or entered by hand when the Hub cannot reach it.

Nothing on this screen debits or credits anything. The payment provider moves the money and the trading server moves the balance; what the desk keeps is the decision and the reference.

Deposit · withdrawal | Approvals held | Settle or settle by hand | Reverse

The person who raised a payment can never be one of the people who approve it, and nobody signs twice. A payout to a partner and — where the brokerage says so — every withdrawal needs two signatures; a payment in a currency the rules cannot convert is treated as being over the threshold rather than under it. Once money has moved, rejection is no longer reachable: the only way back is a reversal, which raises a mirrored payment through the same queue.

Support Tickets `/crm?e=tickets`

The ticket queue, by subject, priority, status, the channel it arrived on and who owns it. A reply moves the ticket by itself — the desk answering puts it in *waiting*, the client answering puts it back in *open* — and a closed ticket refuses new replies rather than quietly reopening. Every reply is appended and none is edited, so the thread is the history.

Open · waiting · resolved · closed | Low · normal · high | Portal · e-mail · Telegram | Assignee

Tickets had no door of their own until recently. The collection has always been part of the CRM, but the only way anybody reached it was the Support entry in the embedded trading desk's private sidebar. They belong to the client they are about, the operator who answers and the record that outlives both — so **this is where the door goes**.

The rules the desk is held to

The thresholds are the brokerage's, set once and enforced on every payment before anybody is asked to sign:

- **A floor and a ceiling** on what a single payment may be
- **A second signature above an amount**, and always on a payout
- **A daily withdrawal limit**, counted across everything approved or moved that day, converted across currencies
- **Money leaves only a verified client**, and a payout only a verified partner, unless the brokerage says otherwise

The person who sets these is not the person who decides a payment against them: only the CRM's administrator holds the rules, and the finance desk that signs them does not.

05 MENU · CRM · REPORTS · IMPORT · SETTINGS

Reports, an inherited book, and four decisions

The last three tabs of the CRM: the periodic questions a manager asks of the book, the book a brokerage arrives with, and the handful of decisions that shape how the rest of the module behaves.

Reports `/crm/reports`

Six reports, each with a permission of its own rather than one blanket grant: the funnel, retention and dormancy, deposits and withdrawals, desk activity, the compliance queue, and partner earnings. Each answers over a chosen period — except the compliance queue, which is a photograph of what is waiting now — and each carries its own reach back with it, so a report run by an agent says on its face that it covers their book and not the brokerage's. Every one exports to CSV, and a report can be scheduled daily or weekly to the chats the brokerage has bound.

Funnel · Retention · Money · Activity · Compliance · Partners

Import `/crm/import`

A CSV of an existing book. One column is required — the e-mail address — and about forty header spellings are recognised for the rest. The preview and the commit run the same code with writing switched off and on, and every row comes back as created, updated, merged, unchanged or skipped, with a sentence for each effect and each warning.

Matching is on the two keys a stranger could not guess: an external id and an e-mail address. A trading login is never one of them — a mistyped login would fold two unrelated people into one record. Fields are filled in on blanks and never overwritten, and a row with no account and no recognisable KYC word arrives as a lead rather than a client, because counting them as clients overstates the brokerage on its first day here.

CSV · Preview equals commit · Match on id or e-mail · Fill blanks only

Settings `/crm/settings`

Four decisions. Whether this brokerage uses the bundled CRM or its own, and how much of identity and KYC the external one is authoritative for. The sales funnel itself — the stages, and whether each counts as open, won or lost. What happens when somebody registers: whether an account is opened, in which group, at what leverage, live or demo. And the API keys the broker's own systems use, each scoped to capturing a lead or reading clients, KYC state or payment state, shown once and stored only as a hash.

Bundled or external · Funnel stages · Registration policy · API keys

A setting that would carry a credential is refused. The external CRM's configuration holds the **name of an environment variable** and the screen says whether it resolves on this host — the secret itself never reaches the console, in either direction.

06 MENU · PARTNERS PORTAL

What an agent earned, and the row that proves it

Multi-level agent commission extends the CRM's existing partner engine rather than adding a second partner model beside it: one structure, one plan per partner, one ledger, and one row that answers "why is my commission this number".

IB & Partners `/crm?e=partners`

The partner book: the code they introduce clients with, where they sit in the structure — direct, or under somebody — their status, their owner, and the commission plan they are on. A plan is a set of rules, each one naming what it pays on (a lot, a spread share, a deposit share), at which level, at what rate, narrowed where the broker wants to a trading group or an instrument, with a ceiling per event. Where more than one rule could apply, the narrowest wins.

A suspended partner keeps their structure and everything already earned, and the partners above them go on earning — a partner who was switched off does not switch off the people above.

Code · Depth · Plan · Applied · active · suspended · closed

A level is not a tier

A **level** is distance up the tree — level one is the partner who introduced the client, level two is whoever introduced them, and a structure pays at most eight levels deep however deep the tree goes. The walk steps over a suspended partner without breaking.

A **tier** is a rank an agent reaches by doing business. The screen shows which agents clear each rung, and moving one onto the tier's plan is a decision somebody takes on the partner's card. It is a rule for a conversation, not an automatic move: changing what somebody is paid without anyone deciding to is not a feature.

An earning is an accrual

Every accrual carries the basis the rate was applied to, the rate at the moment it fired, the level it was earned at and the event it came from. A row reads **basis × rate = amount** beside the event — which is how an agent disputing a figure gets answered rather than reassured.

Nothing is done to an accrual directly: it is earned by an event and settled by a payout. A list offering to edit one would be offering to change what a partner is owed without either happening.

Where the events come from

A deposit earns by itself: the moment a client's deposit settles on the money desk, the accruals fire up the structure — skipped for a demo account, and for a deposit that is itself the mirror of a reversal. A trade is pushed in, by hand or by a feed, because the trading gateway publishes no deal feed this Hub can read; each one is keyed on its own reference, so the same deal delivered twice earns once.

Nothing on these screens moves money. A payout claims the commissions it covers and raises one ordinary pending payment against them, which the money desk then decides with the button it already has — two signatures, neither of which can be the partner, because they raised it. A reversed deposit takes back only the accruals still unclaimed; anything already paid is logged as owed back, because **clawing money out of a partner's pocket is a conversation, not a database write**.

07 MENUS · CLIENT PORTAL · ONBOARDING & COMPLIANCE

Where the client signs in, and what they had to prove

The last two menus are the client's own half of the back office: the area they log into, and the queue their documents sit in while somebody decides. Both read the same client record the desk does.

Trader Cabinet `/trader-cabinet`

The client area the Hub serves at a fixed address, and the state of it: whether the component is licensed and rolled out, whether registration is open, which documents it asks a client to upload, the minimum password length, and the four counts that matter — clients on the book, clients holding a credential, clients with a live session, and clients who registered themselves.

Who holds a credential is not a second register. It is counted off the client records themselves, because a client with a credential **is** a client with access, and one row cannot disagree with itself. A partner who is also a client gets their partner section on the same login — never a second portal and never a second password.

Fixed address · Registration open · Document kinds · Credential counts

KYC Queue `/crm?e=kyc`

A case per client with its evidence beside it: each document requested, submitted, accepted, rejected or expired, and the case itself collecting, being checked, ready or decided. The queue is filtered by what it is waiting on, so the work is visible rather than deduced. A case cannot be decided while any document is still open, a rejection takes a reason, and a client who resubmits opens a new case rather than reopening the old one — the decision that was taken stays taken.

A document can carry an expiry. When it passes, the document moves to expired by itself and a periodic review is opened on the client naming what lapsed, so an identity document that quietly went out of date becomes a queue item rather than an audit finding.

Passport · address · selfie · Collecting · checking · ready · decided · Source of funds · Expiry sweep

How a client comes to have a login

Two ways, and no third. A client registers themselves, which captures a lead, sets their password and converts them in one step; or a member of staff sets one from the client's card. A client imported from a spreadsheet arrives with no password at all, and the screen says so rather than leaving the desk to discover it.

A forgotten password raises a flag on the record — *reset asked* — which the desk clears by setting a new one. A session is a bearer token with a life of twelve hours, and what the desk is shown is the count of clients currently holding one, never a list of them.

Deciding a case and reading its evidence are different permissions. The compliance officer and the CRM administrator decide; a sales seat may open a case and see that a client is checked, and is refused the documents, the trail and the source-of-funds answers entirely. Compliance, in turn, holds no general write on a client record: the classification is the only client field it can change.

08 HOW IT CONNECTS

What the back office owns, and what it points at

The system of record for people, and for the decisions taken about them. Everything it says about trading points at the server that owns the answer.

TAB	READS	WRITES
Clients	The book, and every collection hanging off a record	The record, its aliases, owner, stage, tags, blocks and merges
Money Desk	Payments, the rules, and whether the gateway can settle	Approvals, rejections, settlements and reversals — never a balance
Support Tickets	The ticket queue and its threads	Replies, status, priority and assignment
Reports	The collections, over a period, at the reader's own reach	Nothing; CSV per request, and the schedule if one is set
Import	A CSV, and the server's known logins where reachable	Clients, leads, accounts and KYC state — blanks only
Settings	This installation's CRM configuration	The CRM mode, the funnel, the registration policy, API keys
IB & Partners	The structure, the plans, accruals and payouts	Partners, plans, and a pending payment on the money desk
Trader Cabinet	The client area's own state and four counts	Nothing here; a credential is set from the client's card
KYC Queue	Cases, documents and the source-of-funds answer	Document verdicts, the case decision and the expiry sweep

The broker's own systems

A key minted on the Settings tab opens a narrow outside door: capture a lead, look a client up, read their KYC state or their payment states. What does not come out matters as much — no balances, no positions, no orders, no evidence, and none of a payment's provider or approvals.

Licensing and seats

The CRM is part of every licence, which is why it carries no component gate. The partner programme and the client area are licensed, and are not drawn where a brokerage has not bought them.

Until a brokerage places its staff on roles, a console administrator is treated as the CRM's administrator and everybody else as read-only.

Every decision is appended to a history nobody edits: who approved a payment, who declared a client professional, who merged two records and why. **"On whose authority"** is answered by pointing at a row.