Corporate Onboarding User Guide

Oracle Banking Branch

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Corporate Onboarding User Guide

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Contents

1 Preface

1.1 Introduction

This guide provides step-by-step instructions to onboard a Corporate customer using Oracle Banking Enterprise Party Management.

1.2 Audience

This manual is for the Bankers responsible for onboarding corporate customers into the bank.

1.3 Document Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

1.4 List of Topics

This guide is organized into following topics:

Table 1: List of Topics

Topic	Description
Customer Onboarding	This topic provides an overview of the Customer Onboarding process and covers the actions to be performed in the Onboarding process.
List of Menus	This topic displays the list of main screens in the document along with its reference.

1.5 Related Documents

1. Getting Started User Guide
2. Corporate 360 User Guide

1.6 Symbols and Icons

The following are the symbols/icons you are likely to find in this guide:

Table 2: List of Symbols

Symbol	Function
→	Represents Results

Symbol	Function
	Minimize
	Maximize
	Close

1.7 Basic Actions

Most of the screens contain buttons to perform all or few of the basic actions. The table below gives a snapshot of them:

Table 3: Basic Actions

Action	Description
Submit	On click of Submit, the checklists applicable for the stage will be defaulted based on the application category. On verifying all the checklist and on selection of the outcome, the task will be submitted. The following options are available for 'Outcome': • Proceed – move the task to next stage or complete the onboarding process in Approval stage. User can select this option in the Initiation, Enrichment, Review, Recommendation, and Approval stages. • Approve – the onboarding process is approved. User can select this option in KYC stage. • Reject – the onboarding process is rejected. User can select this option in KYC and Approval stages. • Additional Info – the task is moved back to the Manual retry queue for further. User can select this option in Review and Approval stages.

Action	Description
Post	On click of Post, the system posts the comments below the **Comments** text box.
Cancel	On click of Cancel, the system will ask for confirmation and on confirming the task will be closed without saving the data.
Hold	On click of Hold, the captured details will be saved and the task status will be suspended and will be available in the Hold queue. This option is used, if there are any pending information to be captured. If mandatory fields have not been captured, system will display error until the mandatory fields have been captured.
Next	On click of Next, the details of the captured will be saved and then system will move to the next screen. If mandatory fields have not been captured, system will display error until the mandatory fields have been captured. If mandatory fields have not been captured, system will display error until the mandatory fields have been captured.
Back	On click of Back, the details of the captured will be saved and then system will move to the previous screen.
Save & Close	On click of Save & Close, the captured details will be saved. If mandatory fields have not been captured, system will display error until the mandatory fields are captured.

2 Corporate Customer Onboarding

2.1 Overview

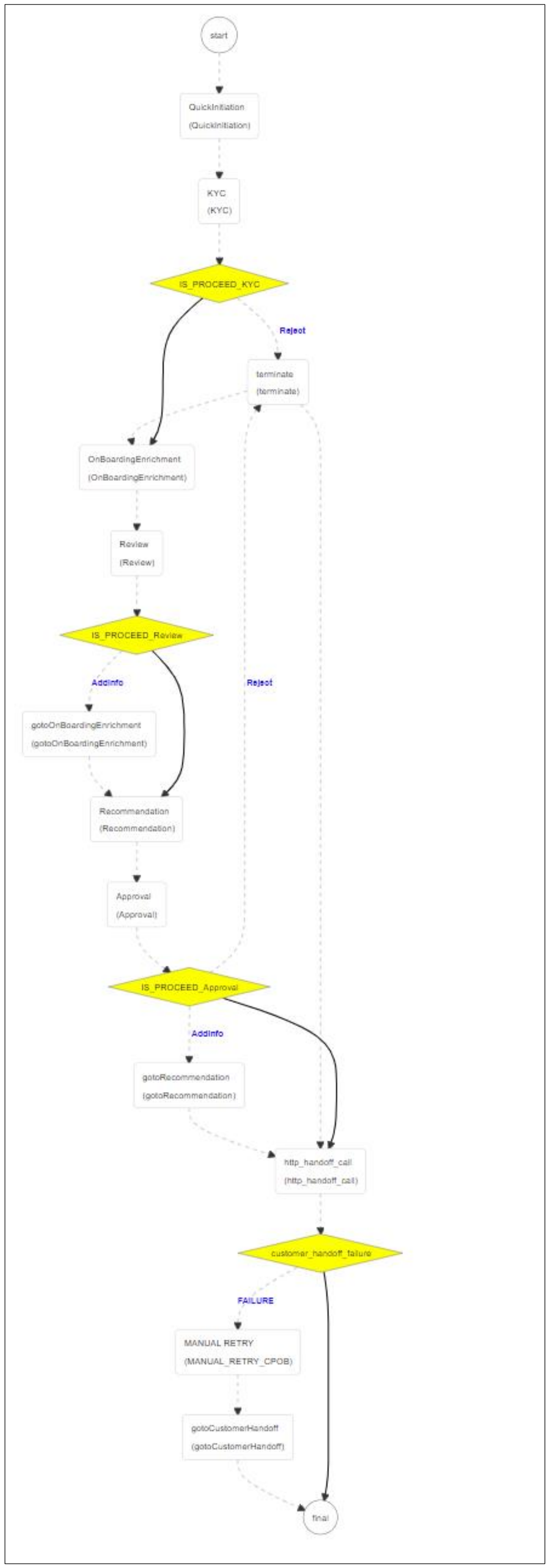
Corporate Customer Onboarding is an umbrella term that is often used to describe the entire process that users go through when they start their journey as a customer of a banking product or service. Onboarding is an ongoing process, which helps banks to create a relationship with customers. In a bank there would be RM for every corporate customer, the respective RM would take care of the customer to successfully onboard into the bank. The various activities performed for the Corporate Customer Onboarding process are:

- Initiation
- KYC
- Enrichment
- Review
- Recommendation
- Approval

2.1.1 Process Flow Diagram

The flow diagram illustrating the different stages in Corporate Customer Onboarding process is shown below for reference:

Figure 1: Corporate Onboarding Process Flow



2.2 Onboarding Initiation

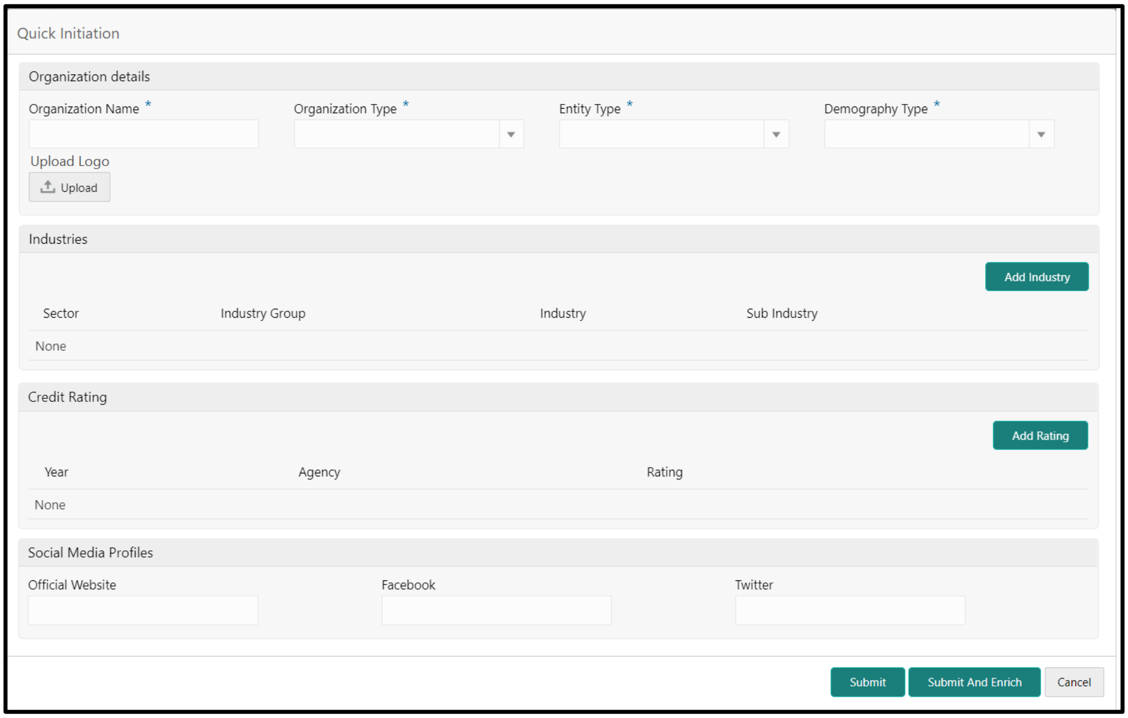
In this stage, the Relationship Manager can capture basic demographic information about the corporate customer to be on-boarded using Oracle Banking Enterprise Party Management.

To initiate the Onboarding process:

1. From the Home page, navigate to left menu and click **Corporate Onboarding**.

   → The system displays the **Quick Initiation** screen.

Figure 2: Corporate Quick Initiation



2. On **Quick Initiation** screen, specify the details of the customer. The fields which are marked with asterisk are mandatory. For more information on fields, refer to the field description table.

Table 4: Quick Initiation – Field Description

Field Name	Field description
Organization details	Specify the fields under this section.
Organization Name	Specify the Registered Name of the organization.
Organization Type	Select the type of the organization from the drop-down values – Conglomerate and Single.

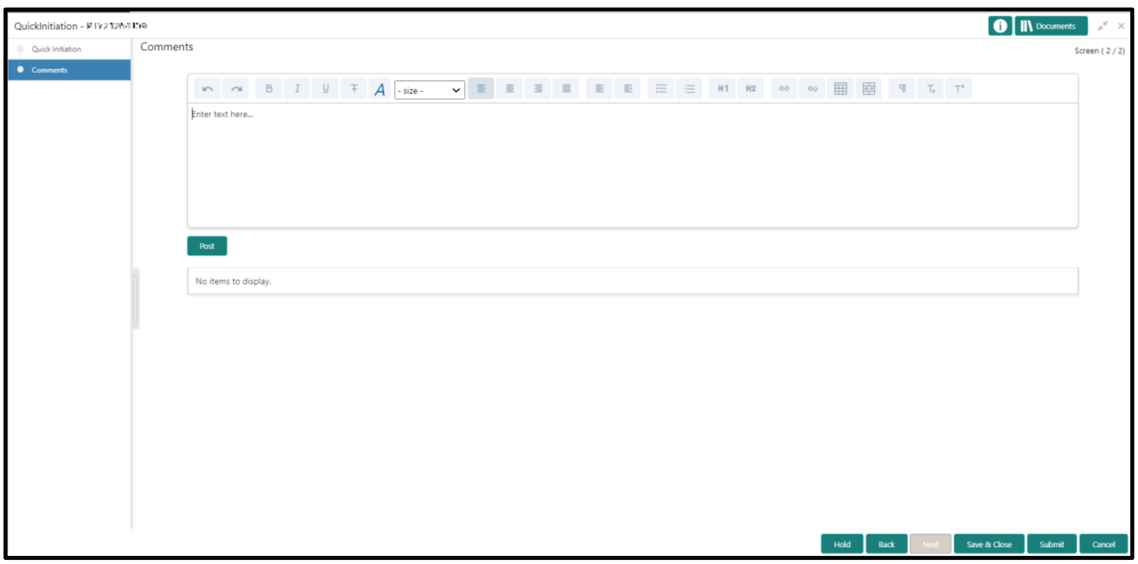
Field Name	Field description
Entity Type	Select the type of business entity from the drop-down values – Private Limited, Public Limited, Trusts, Government Owned, Associations etc.
Demography Type	Specify the company Demography from the drop-down values – Global, Domestic.
Logo	Upload logo of the company.
Industries	Specify the fields under this section.
Sector	Specify the industry Sector to which the corporate belongs. For example, • Energy • Real Estate • Utilities • Consumer Staples, etc.
Industry Group	Specify the industry group within the sector. For example, • Software • Hardware • Semiconductor Industry Groups within Information technology Sector
Industry	Specify the industry within the Industry group. For example, IT services and Software Products within Software.
Sub Industry	Specify the sub Industry within the Industry. For example, • IT Consulting Services • Data Processing Services • Internet Services within IT services
Credit Rating	Specify the fields under this section.
Rating Agency	Select the Name of the Credit Rating agency which has given rating to the corporate.
Rating	Select the Rating provided by the credit rating Agency.
Social Media Profile	Specify the fields under this section.

Field Name	Field description
Official Website	Specify the official website address for the Corporate Customer.
Facebook	Specify the Facebook URL for the Corporate.
Twitter	Specify the Corporate's twitter handle.

3. Click **Submit**. The system creates unique party ID for the customer and displays the **Initiation - Basic Details** screen.
4. Click **Next**.

→ The system displays the **Initiation – Comments** screen.

Figure 3: Initiation – Comments



NOTE: The Relationship Managers can capture overall comments for the Initiation stage in this data segment. Capturing comments helps in better understanding of the task by the banker who will work with this task in next stage.

5. Specify the overall comments for the **Onboarding Initiation** stage, and click **Post**.

2.3 KYC

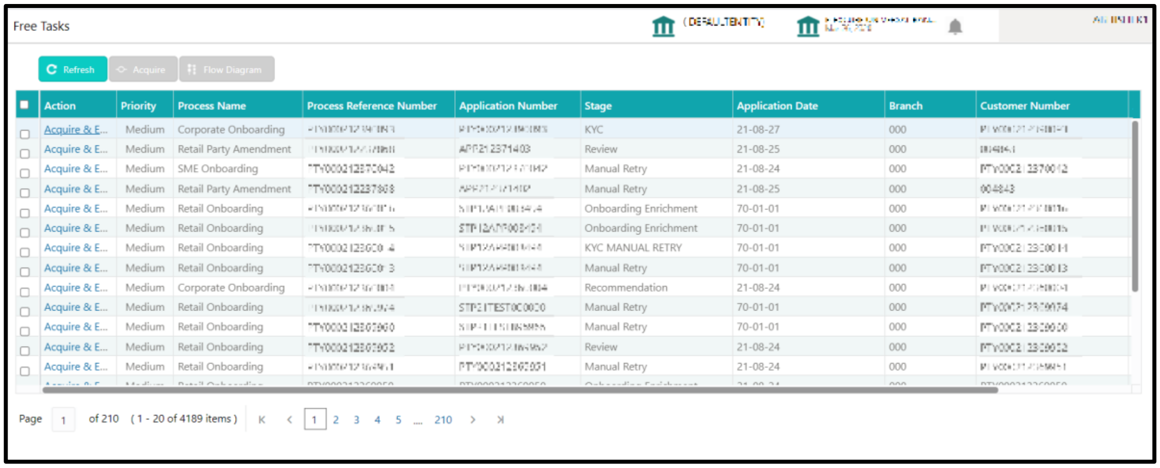
In this stage, the Relationship Manager can capture KYC details about the corporate customer to be onboarded using Oracle Banking Enterprise Party Management.

To initiate the Onboarding process:

1. To acquire and edit the KYC task, navigate to **Tasks.** Under **Tasks,** click **Free Tasks**.

   → The system displays the **Free Tasks** screen.

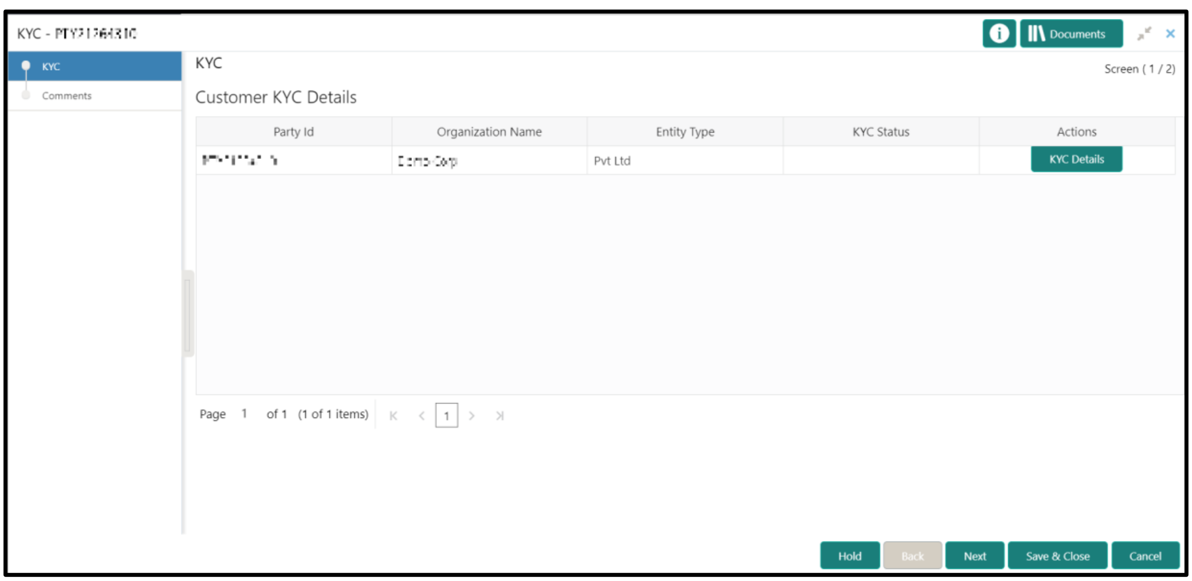
Figure 4: Free Tasks



2. On **Free Tasks** screen, select the required task, and click **Acquire and Edit**.

   → The system displays the **KYC – Customer KYC Details** summary screen.

Figure 5: KYC Details



3. On **Customer KYC Details** screen, click **KYC Details** to update the status of KYC Check. For more information on fields, refer to the field description table.

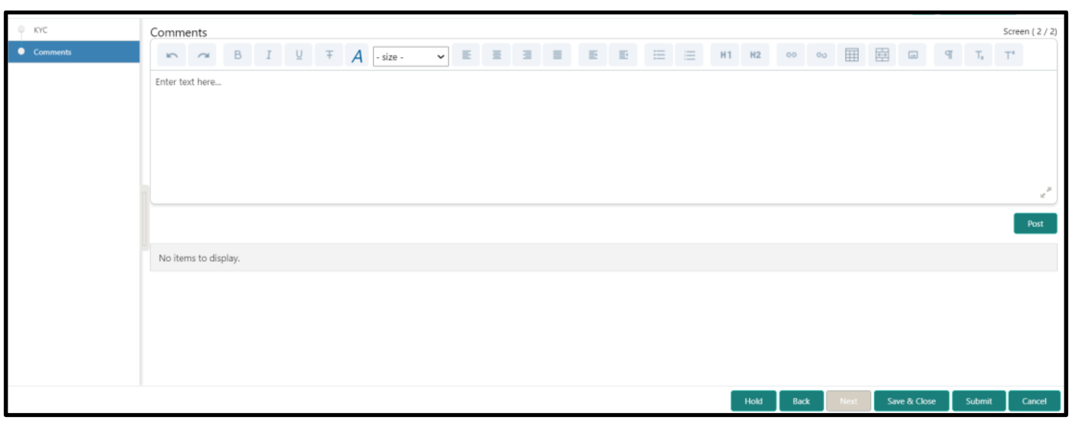
Table 5: KYC Details – Field Description

Field Name	Description
Report Received	On select, it highlights blue, which indicates true and the report is received. By default, it is selected as false.
Verification Date	Specify the date or use the calendar icon to select the KYC verification date.
Effective Date	Specify the date or use the calendar icon to select the KYC effective from date.
KYC Method	Specify the Method by which the KYC is completed.
KYC Status	Select the KYC status from the drop-down.

4. Once details are updated, click **Next**.

→ The system displays the **KYC – Comments** screen.

Figure 6: KYC – Comments



5. Specify the overall comments for the **KYC** stage, and click **Post**.

2.4 Onboarding Enrichment

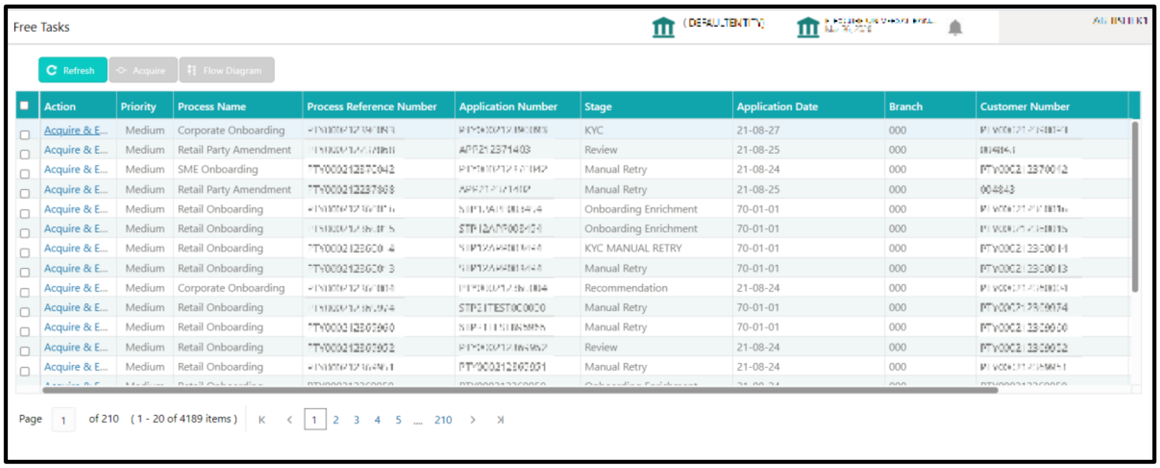
In this stage, the Relationship Manager can capture detailed information about the corporate customer to be added in Oracle Banking Enterprise Party Management.

To initiate the Onboarding process:

1. To acquire and edit the Onboarding Enrichment task, navigate to **Tasks.** Under **Tasks,** click **Free Tasks**.

   → The system displays the **Free Tasks** screen.

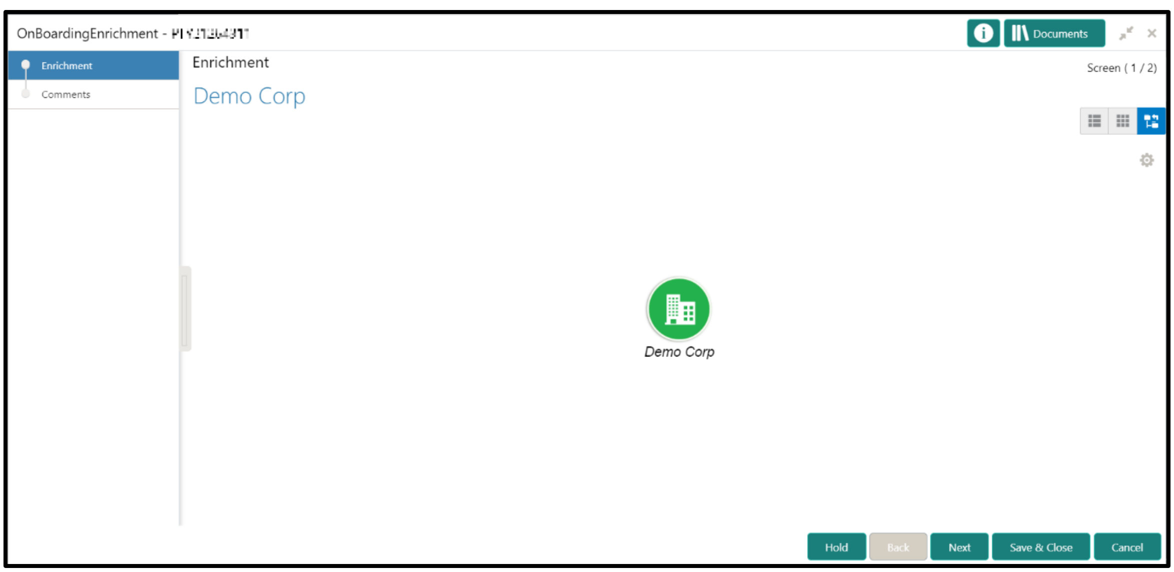
Figure 7: Free Tasks



2. On **Free Tasks** screen, select the required task, and click **Acquire and Edit**.

   → The system displays the **Onboarding Enrichment** Summary screen.

Figure 8: Corporate Onboarding Enrichment



NOTE: By default, the onboarded customer is displayed as an icon under the Tree view. Default view can be changed to List View or Table View, if required.

3. On **Enrichment** screen, right click on the customer icon for the following options. For more information on options, refer to the field description table.
   a. Add Customer
   b. View
   c. Quick View
   d. Configure

Figure 9: Corporate Onboarding Enrichment Options

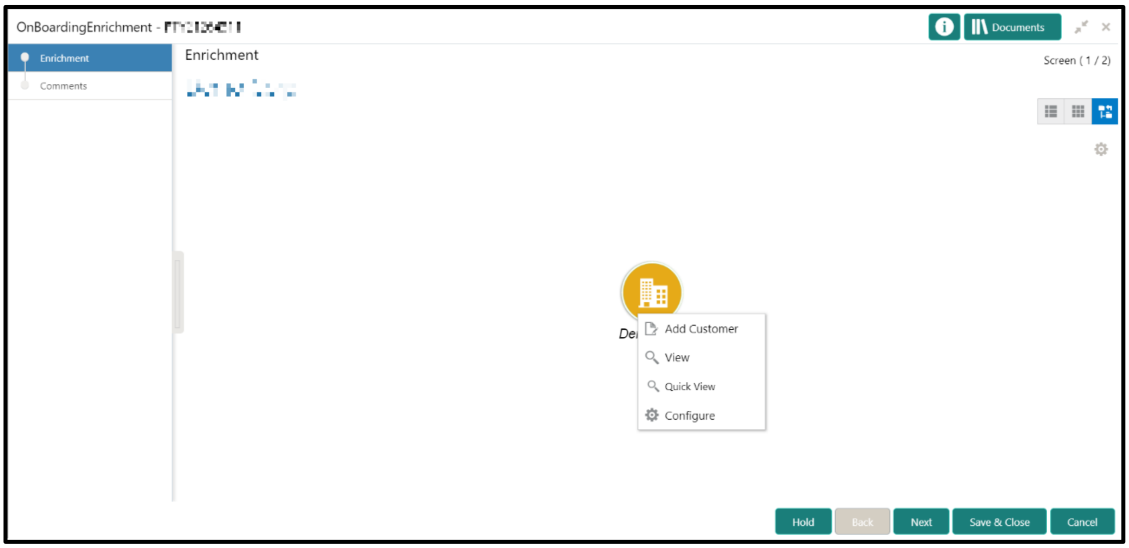


Table 6: Enrichment – Field Description

Field Name	Description
Add Customer	Click to open a popup with multiple options, where the child customer details are added and linked with the parent customer.
View	Click to open a popup with the customer details in read only mode.
Quick View	Click to open a popup with the limited customer details in read only mode.
Configure	Click to open a popup to add the financial profile, projections, customer profile, stakeholders and assets details.

Figure 10: Corporate Onboarding Enrichment Screen – Horizontal Tree View

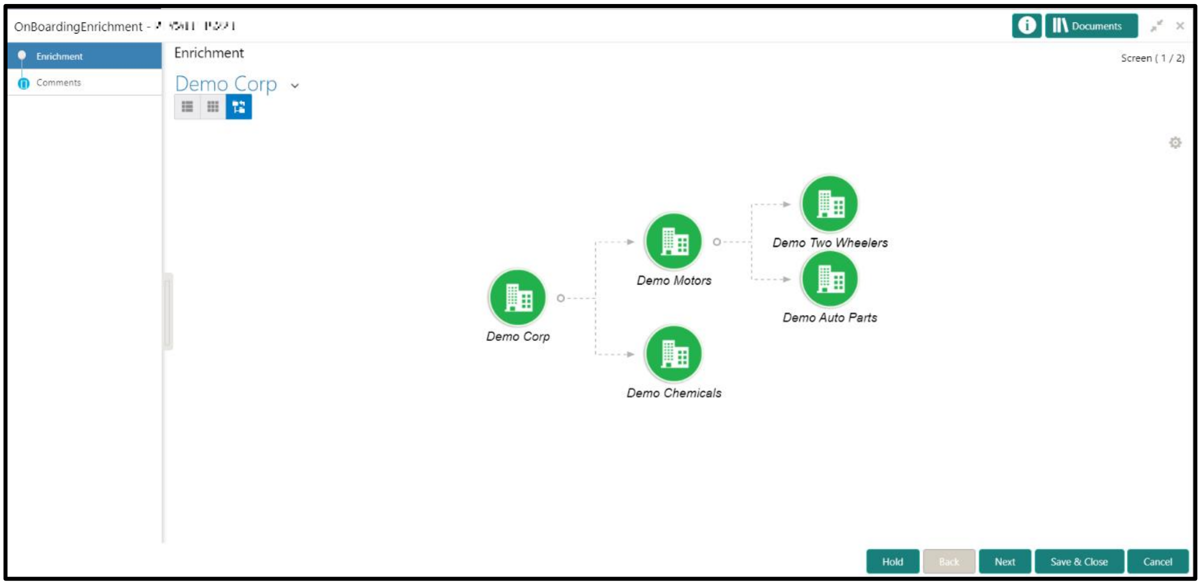


Figure 11: Corporate Onboarding Enrichment Screen – Vertical Tree View

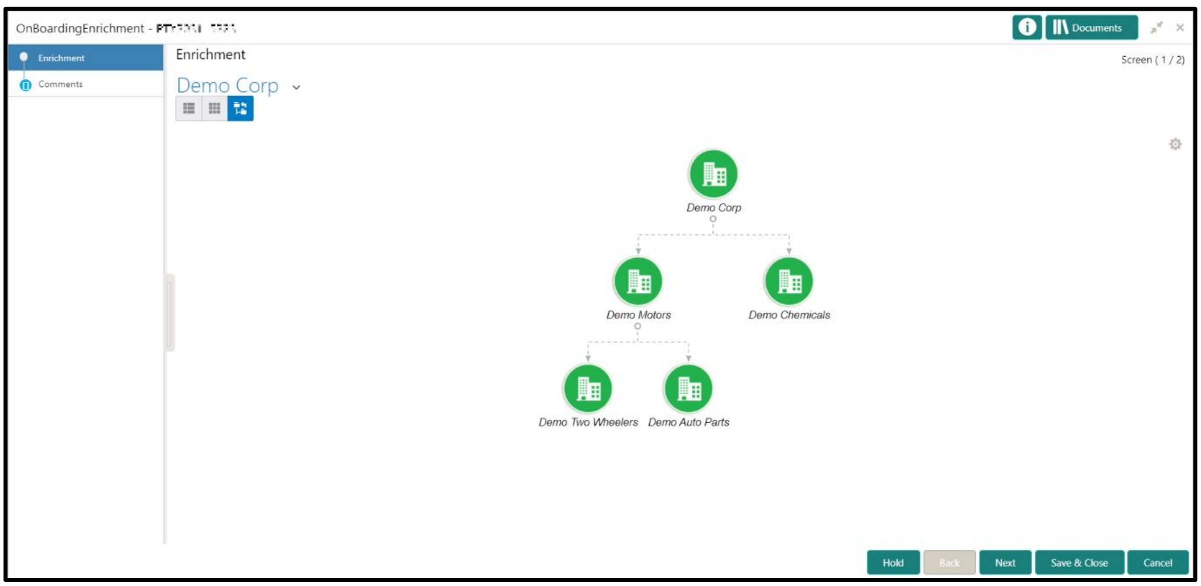


Figure 12: Corporate Onboarding Enrichment Screen – List View

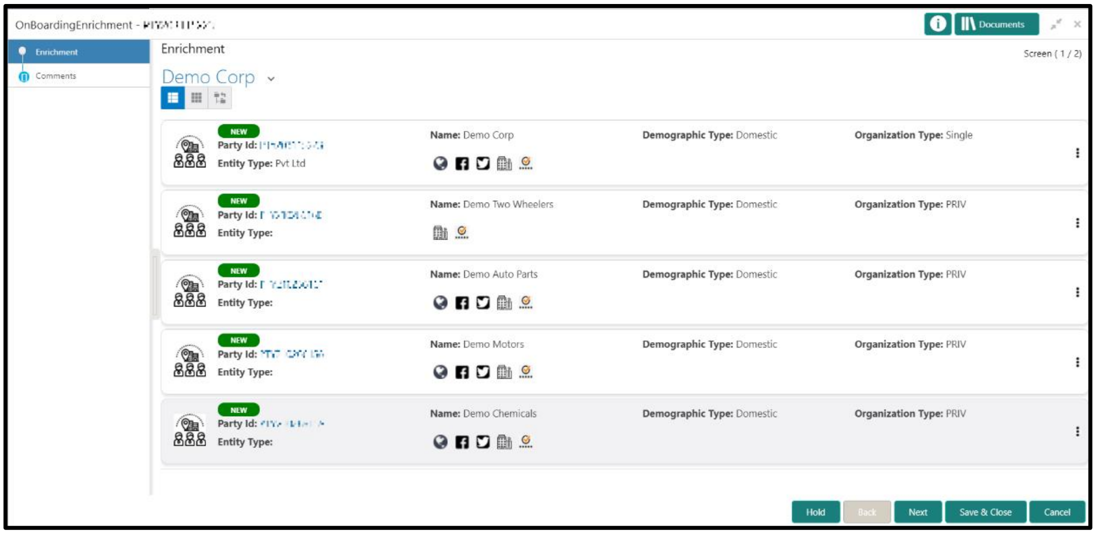


Figure 13: Corporate Onboarding Enrichment Screen – Table View

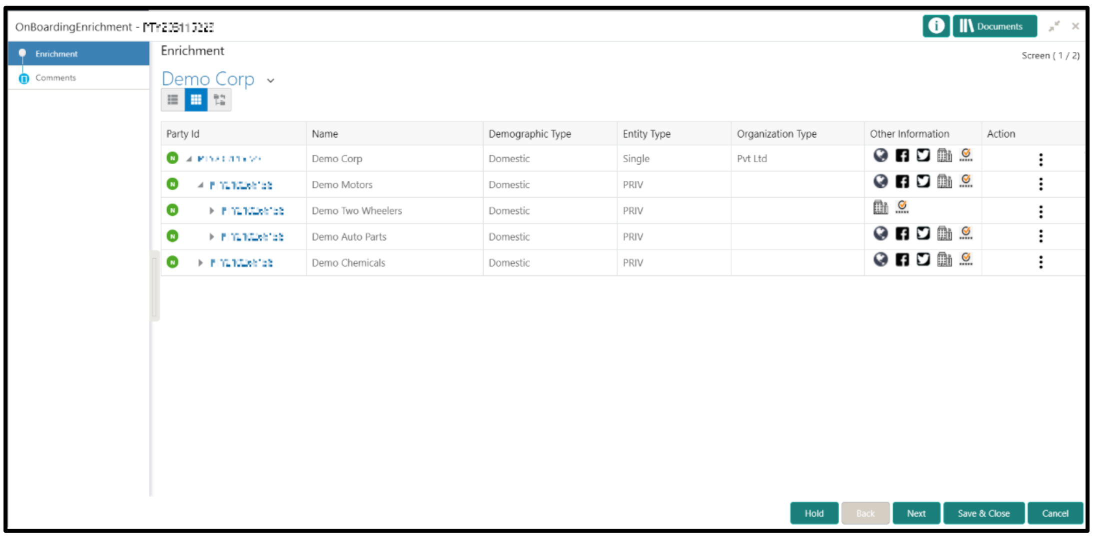
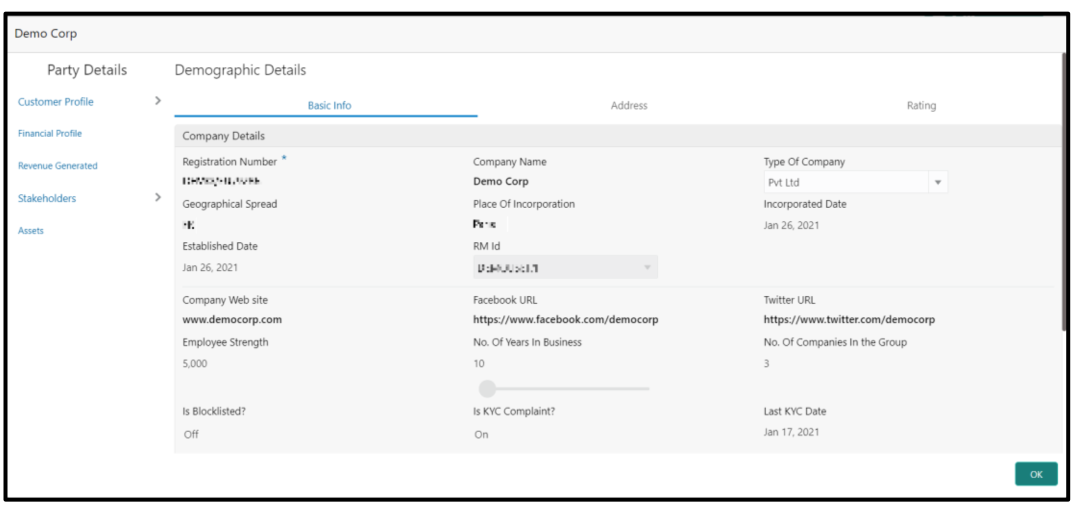


Figure 14: Corporate Onboarding Enrichment Screen – Table View



4. Following additional information can be added or enriched for the Corporate Customer under **Configure** option. For more information on fields, refer to the field description table. The fields which are marked with asterisk are mandatory.

Table 7: Corporate Onboarding Enrichment – Field Description

Field Name	Description
Customer Profile	Specify the fields in this segment.
Registration Number	Specify the Registration Number of the Company.
Company Name	Specify the Company Name.
Type of Company	Select the type of the Company.
Geographical Spread	Select the geographical spread of the company from the given list.
Place of In-corporation	Specify the Place of incorporation of the company.
Incorporation Date	Specify the Incorporation Date.
Established Date	Specify the Established Date.
RM ID	Select the RM to be associated with the Customer.
Company Website	Specify the Company Website.
Facebook URL	Specify the Facebook URL of the company.
Twitter URL	Specify the Twitter URL of the company.
Employee Strength	Specify the employee strength of the company.

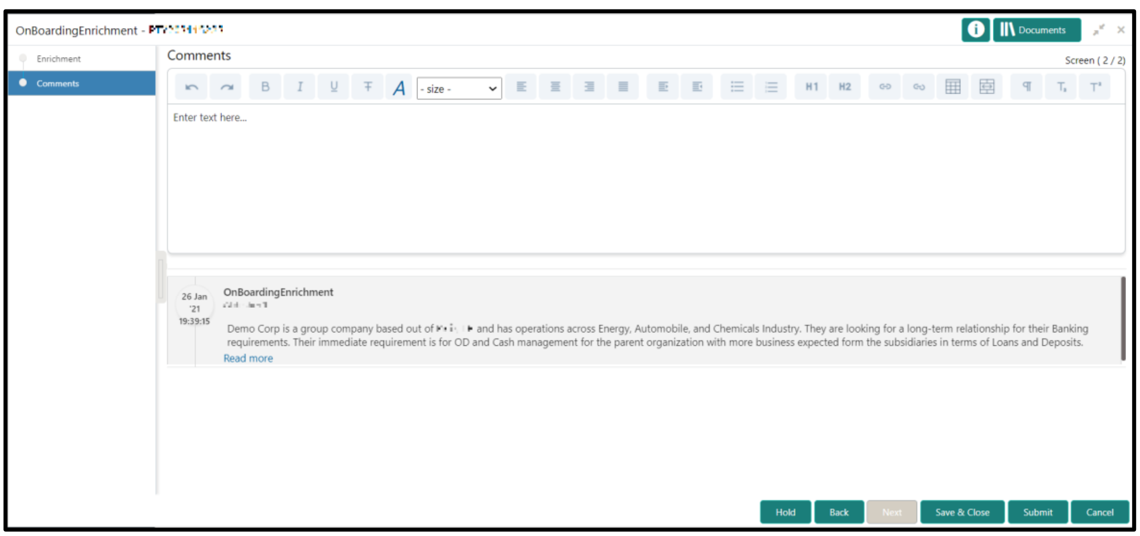
Field Name	Description
No. Of Years In Business	Specify the number of years the corporate is in business.
No. Of Companies In the Group	Specify the number of companies that are part of the corporate group.
Language	Specify the preferred language to be used for communication.
Media	Specify the preferred mode of communication.
Financial Profile	Specify the fields in this segment.
Year	Specify the year for which the financial details will be captured.
Currency	Specify the currency for capturing Financial details.
Balance Sheet Size	Specify the Balance Sheet size of the corporate for the selected year.
Operating Profit	Specify the Operating Profit of the corporate for the selected year.
Net Profit	Specify the Net Profit of the corporate for the selected year.
Year Over Year Growth	Specify the year on year growth.
Return On Investment	Specify the return on investment for the selected year.
Return On Equity	Specify the return on equity for the selected year.
Return On Asset	Specify the return on asset for the selected year.
Stakeholders	Specify the fields in this segment.

Field Name	Description
Sponsors	Specify the details of the Sponsors for the Corporate.
Management Team	Specify the details of the Corporate's Management Team.
Bankers	Specify the details of other Bankers with which the corporate has banking relations.
Guarantors	Specify the details of the Guarantors for the Corporate.
Suppliers	Specify the details of the Suppliers for the Corporate.
Insurers	Specify the details of the Insurers for the Corporate.

5. Click **Next**.

→ The system displays the **Onboarding Enrichment – Comments** screen.

Figure 15: Enrichment – Comments



NOTE: The Relationship Managers can capture overall comments for the Enrichment stage in this data segment. Capturing comments helps in better understanding of the task by the banker who will work with this task in the next stage.

6. Specify the overall comments for the **Onboarding Enrichment** stage, and click **Post**.

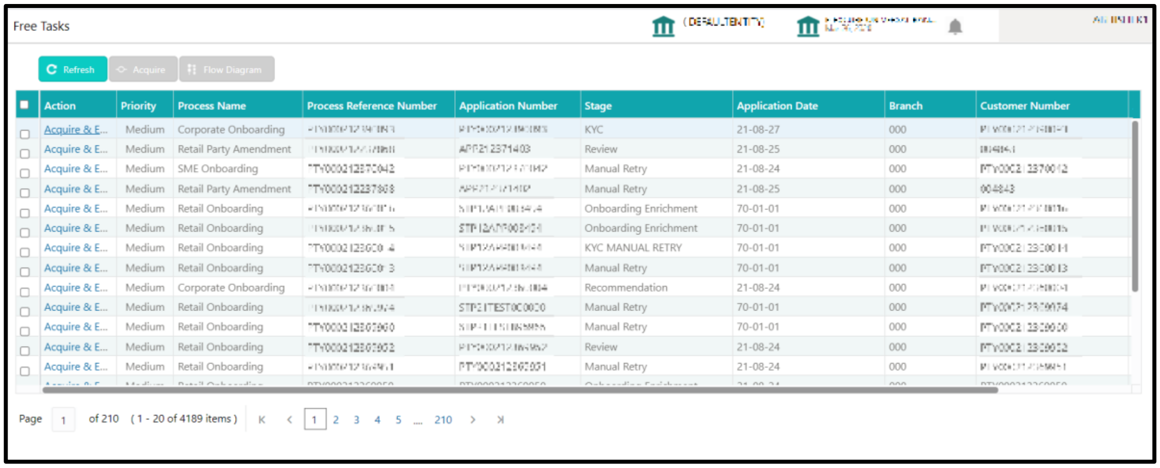
2.5 Review

In this stage, the final reviewer reviews the customer details and moves the task to Approval stage if the details are appropriate. If the details are inappropriate, the reviewer can send the task back to the previous stage.

1. To acquire and edit the Review task, navigate to **Tasks.** Under **Tasks,** click **Free Tasks**.

   → The system displays the **Free Tasks** screen.

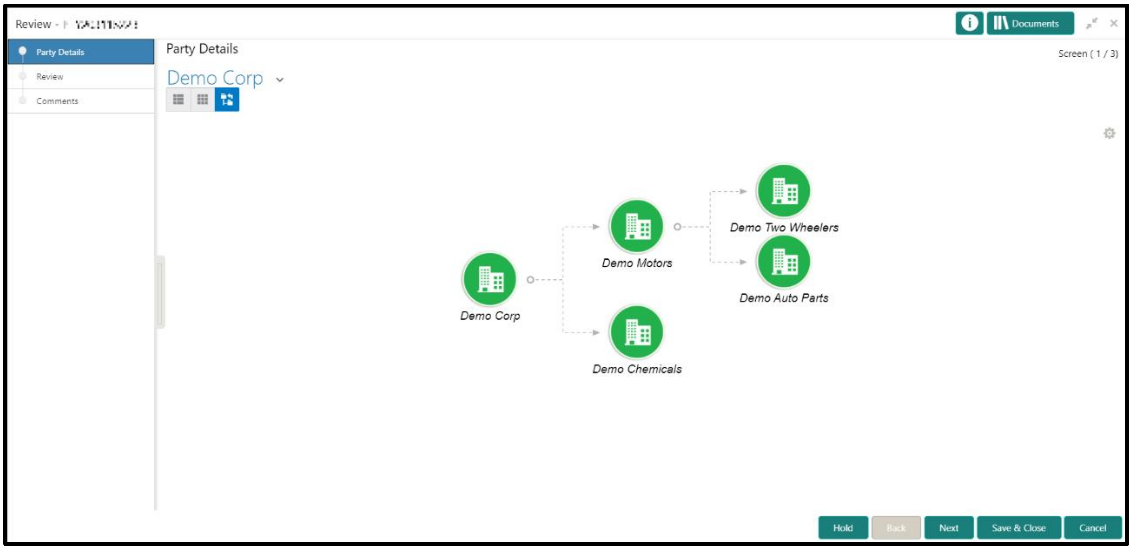
Figure 16: Free Tasks



2. On **Free Tasks** screen, select the required task, and click **Acquire and Edit**.

   → The system displays the **Review** screen.

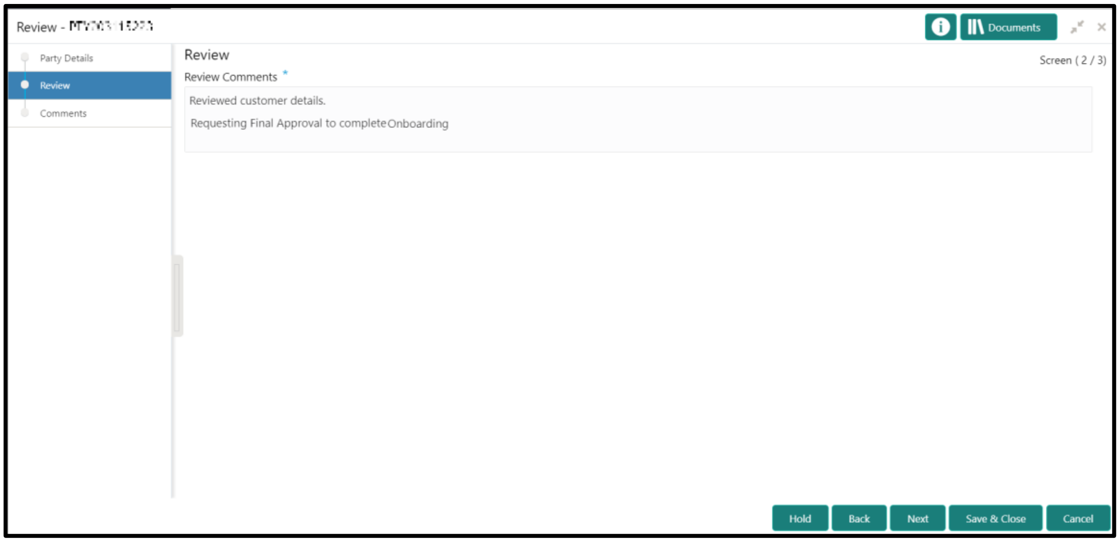
Figure 17: Corporate Customer–Review



3. To view details captured for the corporate customer, right click on the icon in tree view. Select view option or click on the Party Id hyper link in the List or table view.
4. After reviewing the customer information, click **Next**.

   → The system displays the **Review – Review Comments** screen.

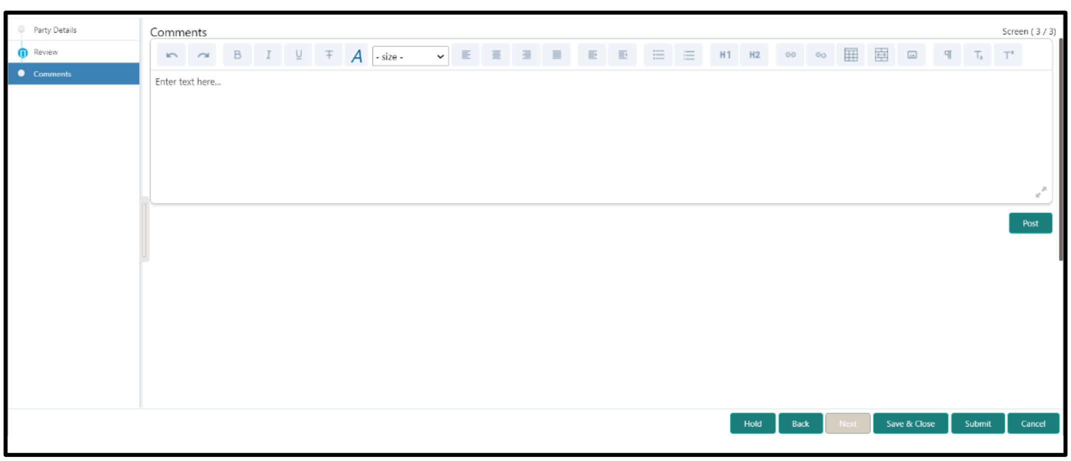
Figure 18: Review – Review Comments



5. Specify the **Review Comments** and click **Next**.

   → The system displays the **Overall Review – Comments** screen.

Figure 19: Review – Overall Comments



6. Specify the overall comments for the **Review** stage, and click **Post**.

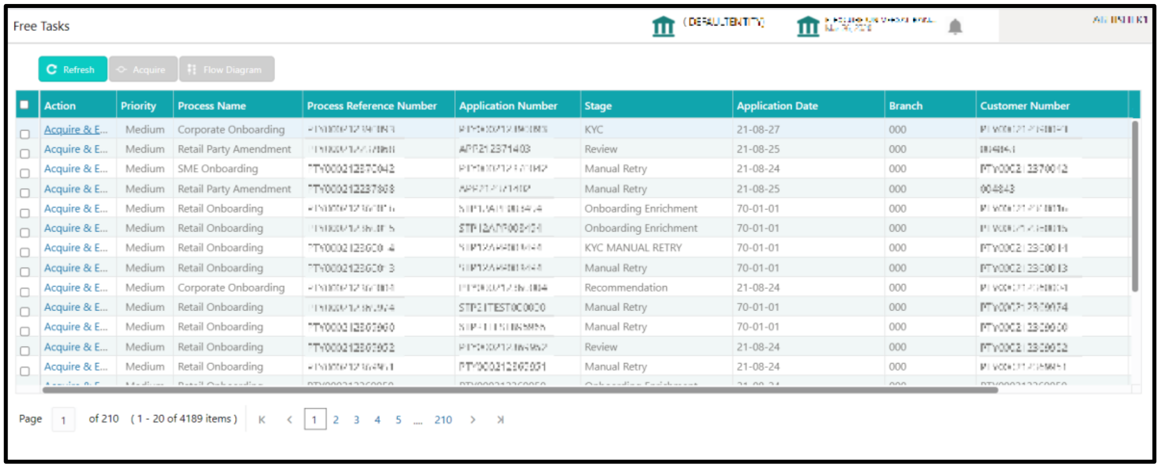
2.6 Recommendation

In this stage, the approver reviews the progress done so far and provides recommendations for each of the data segments with a decision as approve/reject. The approver also has an option to validate of the captured details are as per Bank's policy or not and if there are any steps required to mitigate the risk.

1. To acquire and edit the Review task, navigate to **Tasks.** Under **Tasks,** click **Free Tasks**.

   → The system displays the **Free Tasks** screen.

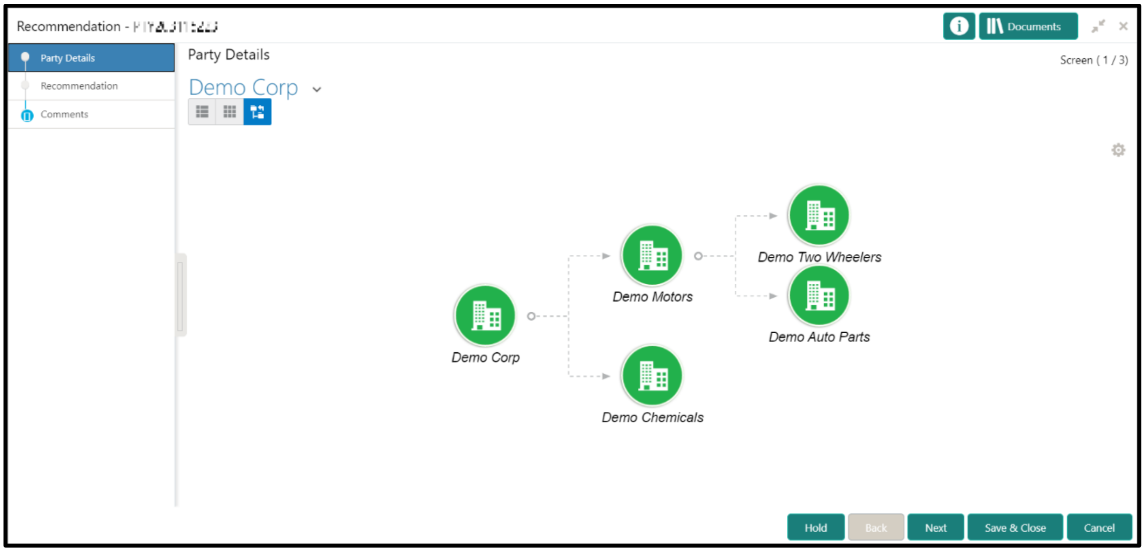
Figure 20: Free Tasks



2. On **Free Tasks** screen, select the required task, and click **Acquire and Edit**.

   → The system displays the **Recommendation** screen.

Figure 21: Corporate Customer – Recommendation



3. To view details captured for the corporate customer, right click on the icon in tree view. Select view option or click on the Party Id hyperlink in List or table view.

4. Click **Next** to go to **Recommendation** screen which allows decision for each section to be updated by the Approver.

Figure 22: Corporate Customer – Update Recommendation

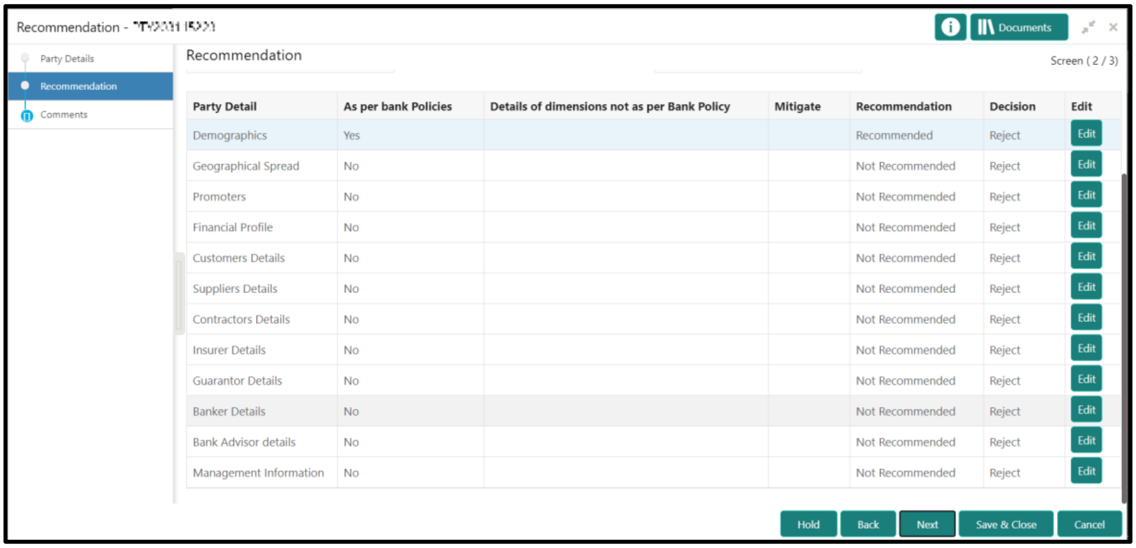
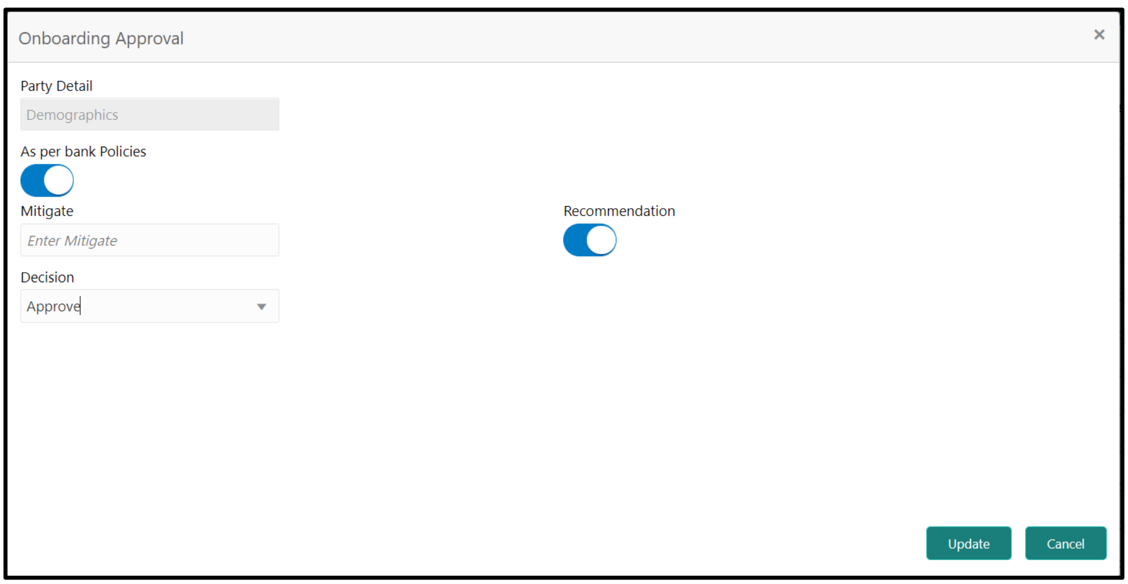


Figure 23: Corporate Customer – Onboarding Approval

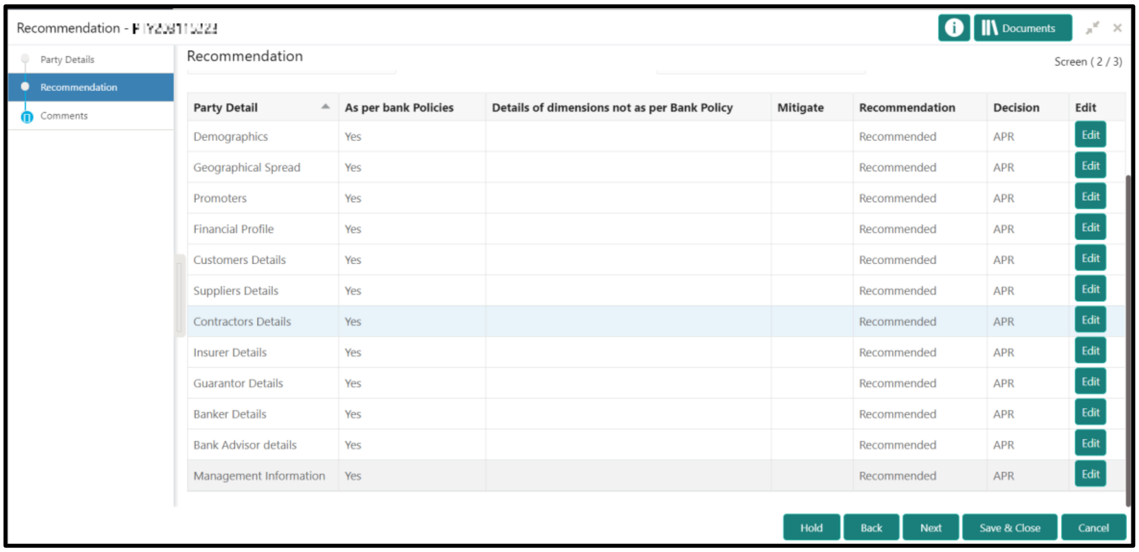


5. On **Onboarding Approval** screen, specify the details. For more information on fields, refer to the field description table.

Table 8: Onboarding Approval – Field Description

Field Name	Description
Review Comments	Displays the review comments added in the previous stage will be shown in read only mode.
Overall Comments	Displays the overall comments for the customer details entered.
Recommendation Comments	Displays the recommendation comments for the customer details entered in recommendation stage is shown in read only mode.
Party Detail	Fixed field for which contains the specific section – for which the approval needs to be provided.
As per Bank Policies	User Select toggle button, defaulted to false, It can be selected to true, if the customer details of those section is as per bank policy.
Details of Dimensions as per bank policy	If the customer data is not as per bank policy, then we may need to enter the details of dimensions.
Mitigate	Specify the Mitigate comments.
Recommendation	Select if the customer detail is recommended. This is defaulted to false.
Decision	Select Approve or Reject from the dropdown field.

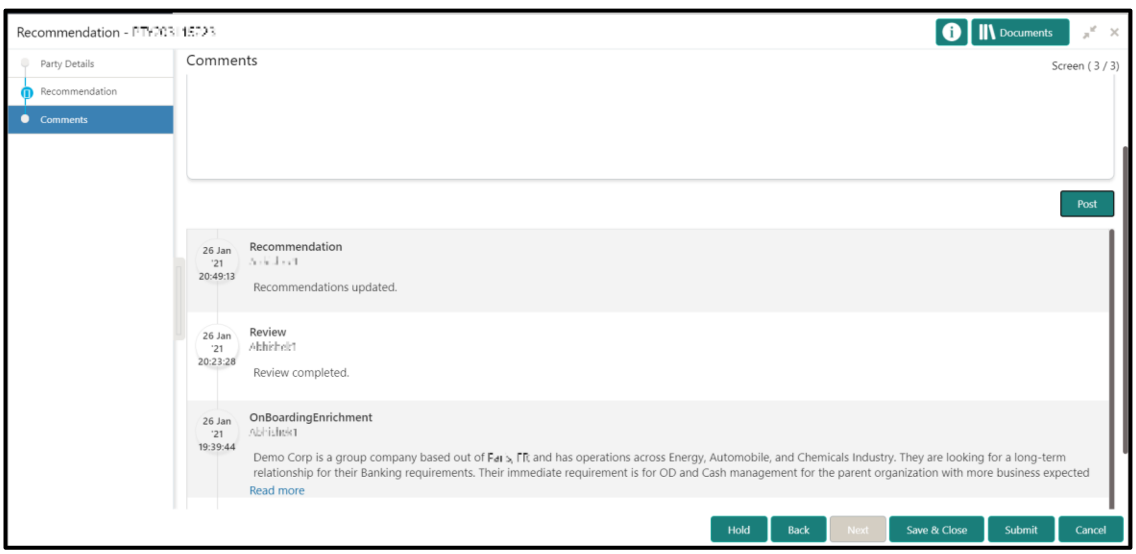
Figure 24: Corporate Customer – Recommendation after decision



6. After updating the decision on the **Recommendation** screen, click **Next**.

   → The system displays the **Recommendation – Comments** screen.

Figure 25: Recommendation – Overall Comments



7. Specify the overall comments for the **Recommendation** stage, and Click **Next**.

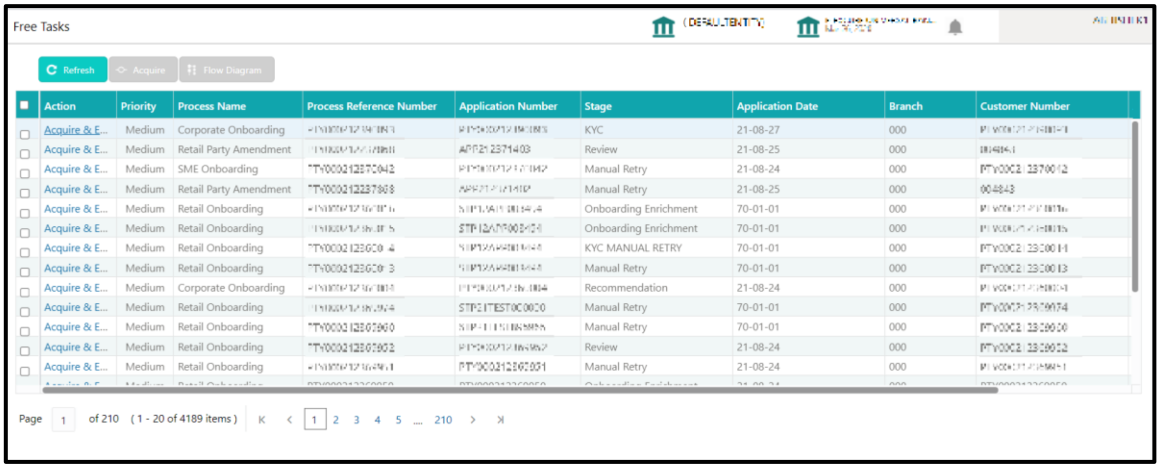
2.7 Approval

In this stage, the approver reviews the activity done across all the stages and provides final signoff to approve the customer onboarding. The approver also has an option to validate of the captured details are as per Bank's policy or not and if there are any steps required to mitigate the risk.

1. To acquire and edit the Review task, navigate to **Tasks.** Under **Tasks,** click **Free**.

   → The system displays the **Free Tasks** screen.

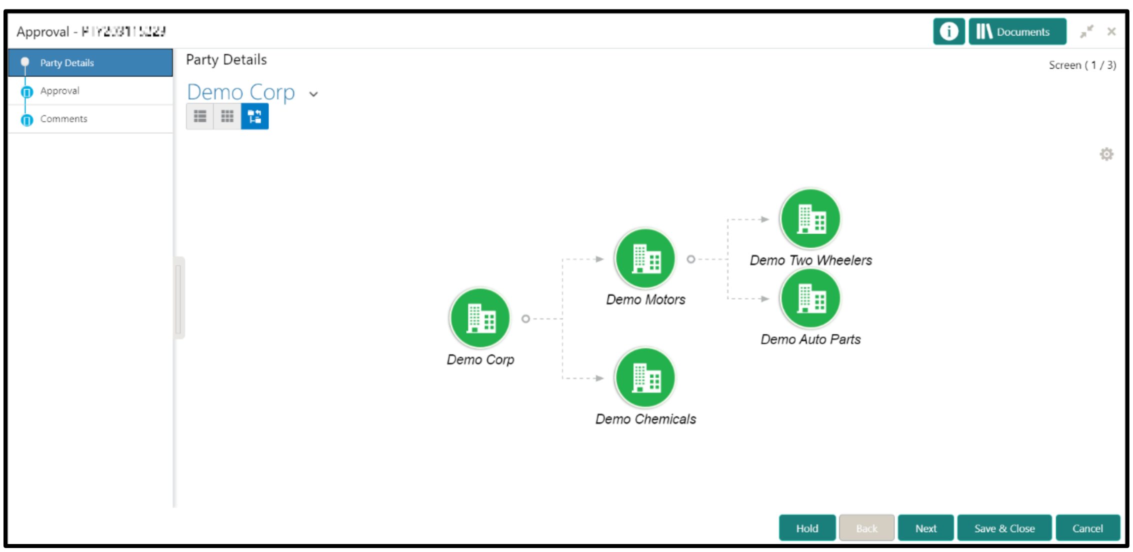
Figure 26: Free Tasks



2. On **Free Tasks** screen, select the required task, and click **Acquire and Edit**.

   → The system displays the **Approval** screen.

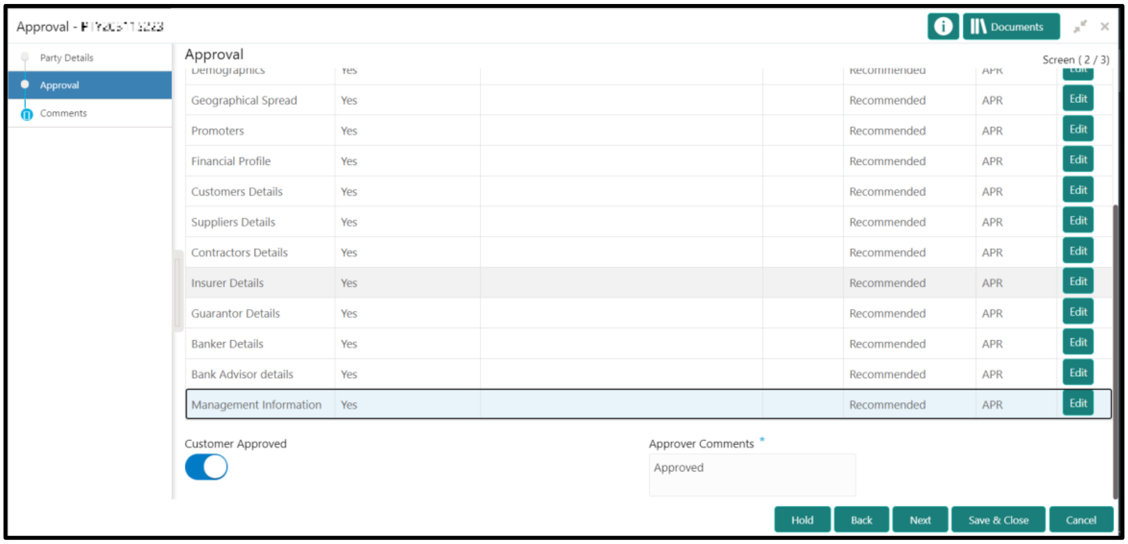
Figure 27: Corporate Customer – Approval



3. To view details captured for the corporate customer, right click on the icon in tree view and select view option or click on the Party Id hyperlink in List or table view.

4. Verify the details captured for the Corporate customer and click **Next** go to **Approval** screen.

Figure 28: Corporate Customer – Approval Decision and Comments



5. On **Approval** screen, specify the details to mark the final approval. The fields which are marked with asterisk are mandatory. For more information on fields, refer to the field description table.

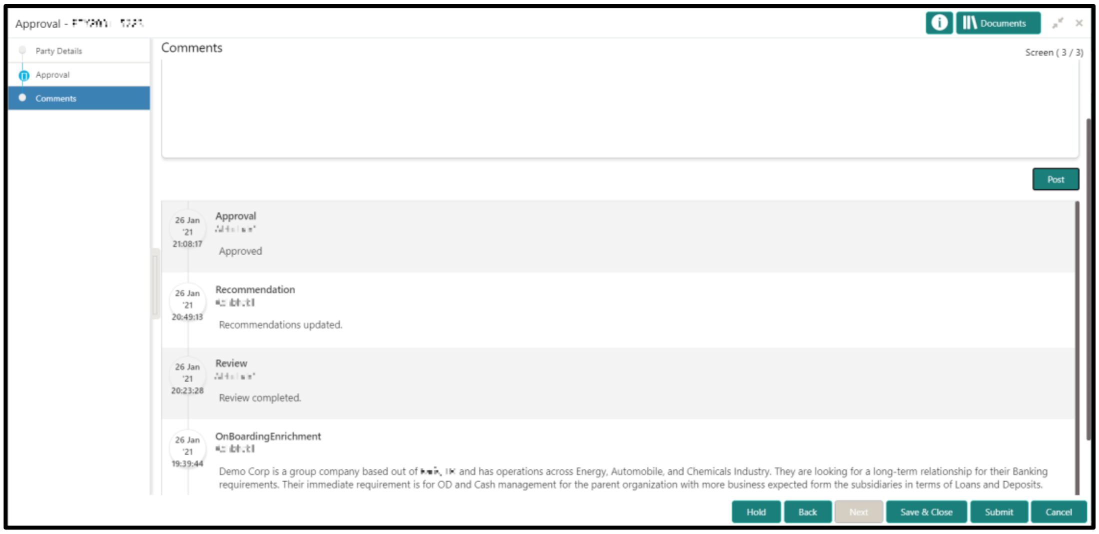
Table 9: Corporate Customer – Approval – Field Description

Field Name	Description
Customer Approval	Select if the customer detail is Approved or not. This is a user select toggle button, defaulted to false.
Approver Comments	Specify customer approval comments.

6. After updating the **Approval Comments** on the **Approval** screen, click **Next**.

   → The system displays the **Overall Approval – Comments** screen.

Figure 29: Recommendation – Overall Comments



7. Specify the overall comments for the **Approval** stage, and click **Next.**

2.8 Amendment

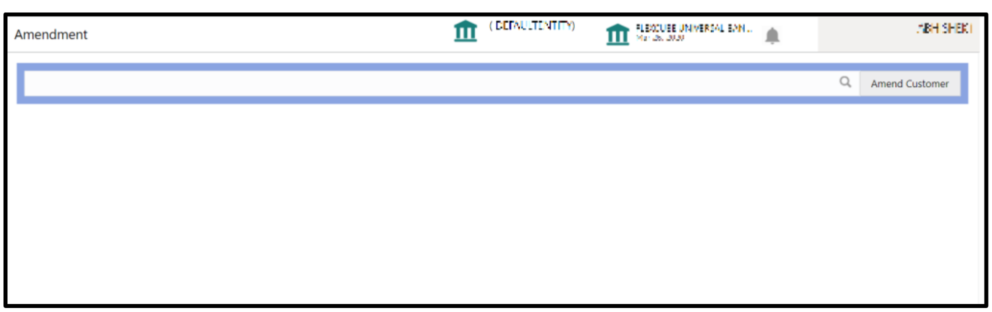
In this stage, the Relationship Manager can amend the information or can add additional information about a corporate customer using Oracle Banking Enterprise Party Management.

To initiate the Amendment process:

1. From the home screen, click **Party Services.** Under **Party Services,** click **Corporate,** and then click **Amendment**.

   → The system displays the **Amendment** screen.

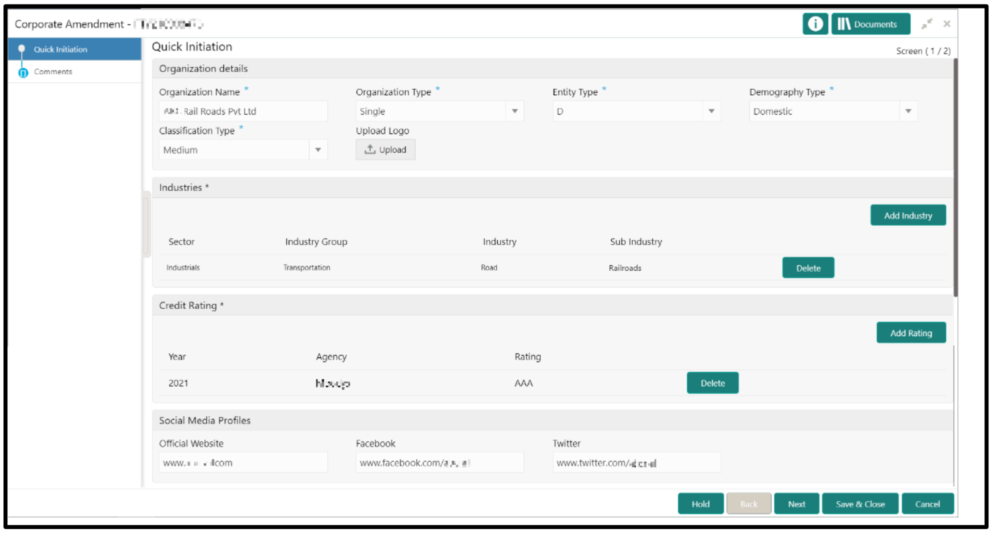
Figure 30: Amendment – Enter Customer Id



2. On **Amendment** screen, specify the Customer id and Click **Amend Customer** button.

   → The system displays the **Corporate Amendment** screen.

Figure 31: Amendment – Corporate Amendment



3. On **Corporate Amendment** screen, edit the information for the desired fields and submit the task to move to Corporate Amendment - KYC stage. The fields which are marked with asterisk are mandatory. For more information on fields, refer to *Table 4*.

   → The system moves the task to the **Corporate Amendment KYC** stage.

   For more information on **KYC** stage, refer to *2.3 KYC*.

4. To acquire the **Corporate Amendment KYC** task, perform the following steps:

   a. Navigate to home screen, and click **Tasks** in the main menu**.**

   b. Under **Tasks**, click **Free Tasks**, and select **Acquire and Edit**.

   c. Update the status of KYC Check in this stage and submit the KYC task. For more information on enrichment stage, refer to *2.4 Onboarding Enrichment*.

      → The system moves the task to the **Corporate Amendment – Enrichment** stage.

5. To acquire the **Corporate Amendment Enrichment** task, perform the following steps:

   a. Navigate to home screen, and click **Tasks** in the main menu.

   b. Under **Tasks**, click **Free Tasks,** and select **Acquire and Edit**.

   c. Update the desired information in the enrichment stage and submit the task. For more information on review stage, refer to *2.5 Review*.

      → The system moves the task to the **Corporate Amendment – Review** stage.

6. To acquire the **Corporate Amendment Enrichment** task, perform the following steps:

   a. Navigate to home screen, and click **Tasks** in the main menu**.**

   b. Under **Tasks,** click **Free Tasks,** and select **Acquire and Edit**.

   c. Update the desired information in the enrichment stage, and submit the task to move to following stages in the sequential order:

      - **Corporate Amendment - Review** stage. For more information on review stage, refer to *2.5 Review*.

      - **Corporate Amendment – Recommendation** stage. For more information on recommendation stage, refer to *2.6 Recommendation*.

      - **Corporate Amendment – Approval** stage. For more information on approval stage, refer to *2.7 Approval*.

3 List Of Menus