

Corporate Onboarding User Guide

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Corporate Onboarding User Guide

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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
	Add icon
	Edit icon
	Delete icon
	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	<p>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':</p> <ul style="list-style-type: none"> • 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.
Post	<p>On click of Post, the system posts the comments below the Comments text box.</p>
Cancel	<p>On click of Cancel, the system will ask for confirmation and on confirming the task will be closed without saving the data.</p>
Hold	<p>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.</p>

Action	Description
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.

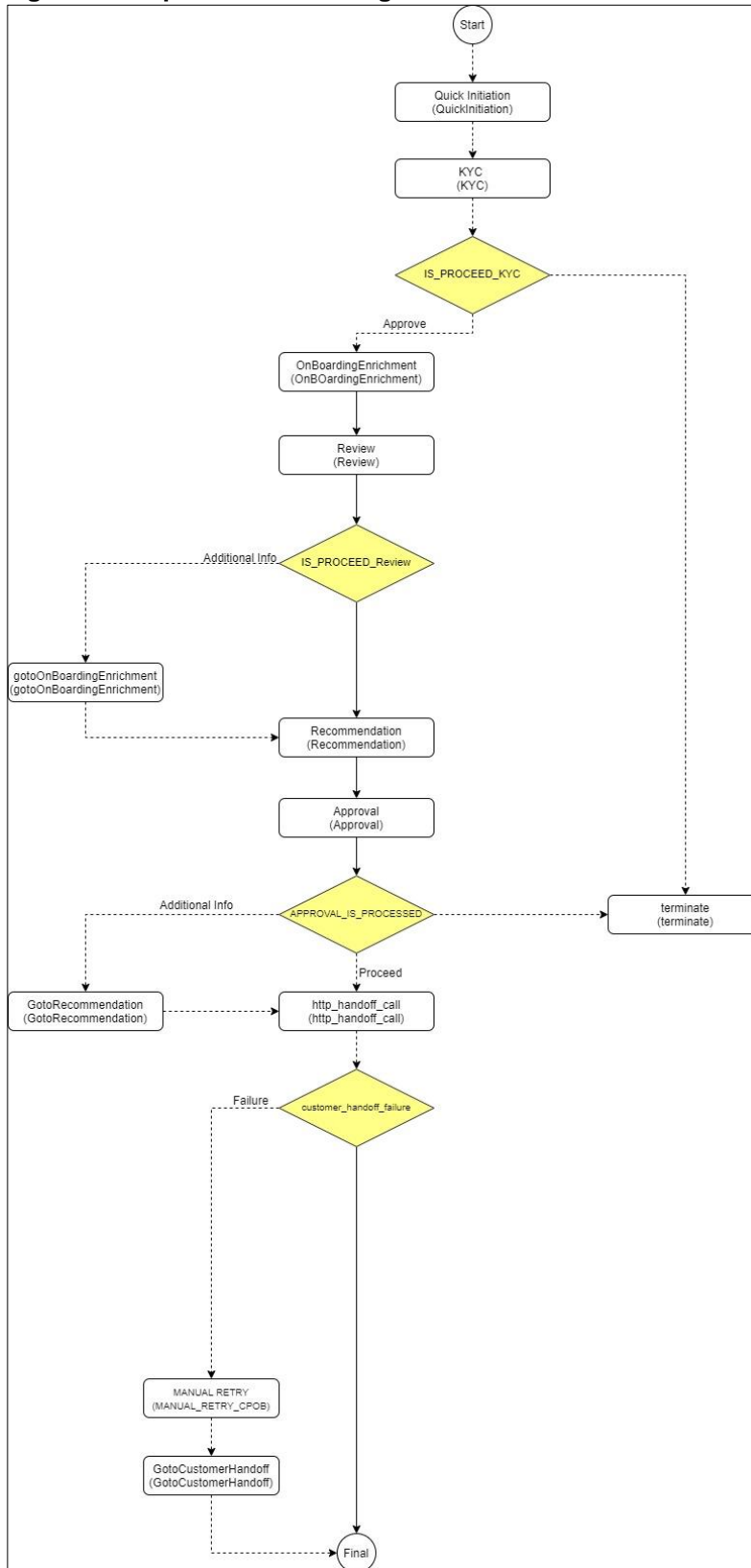
Onboarding is an ongoing process, which helps banks to create a relationship with customers. In a bank there would be RM for every corporate customer, the respective RM would take care of the customer to successfully onboard into the bank. The various activities performed for the Corporate Customer

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.

Prerequisites:

Before you begin, log in to the application Home page. For information on how to log in, refer to the *Getting Started User Guide*.

To initiate the Onboarding process:

1. On the Home page, click **Party Services**. Under **Party Services**, click **Onboarding**.
→ The **Onboarding** screen is displayed.

Figure 2: Onboarding Initiation

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

NOTE: The fields, which are marked with an asterisk, are mandatory.

Table 4: Onboarding – Field Description

Field Name	Description
Customer Type	Select Corporate from the drop-down values.
Business Process Code	<p>If required, select the desired business process code.</p> <p>NOTE: This field is displayed and required only if more than one process code is configured for a given customer type.</p>

3. Click **Onboard Now**.

→ The **Quick Initiation** screen is displayed.

Figure 3: Corporate Quick Initiation

The screenshot shows the 'Quick Initiation' screen with the following sections:

- Organization details:** Includes fields for Organization Name *, Organization Type *, Entity Type *, and Demography Type *. There is also an 'Upload Logo' section with an 'Upload' button.
- Industries:** A table with columns: Sector, Industry Group, Industry, and Sub Industry. It includes an 'Add Industry' button.
- Credit Rating:** A table with columns: Year, Agency, and Rating. It includes an 'Add Rating' button.
- Social Media Profiles:** Includes fields for Official Website, Facebook, and Twitter.

At the bottom right, there are three buttons: 'Submit', 'Submit And Enrich', and 'Cancel'.

4. 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 5: 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.
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.

Field Name	Field description
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, <ul style="list-style-type: none"> • Energy • Real Estate • Utilities • Consumer Staples, etc.
Industry Group	Specify the industry group within the sector. For example, <ul style="list-style-type: none"> • 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, <ul style="list-style-type: none"> • 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.

5. Click **Submit**, system will check for duplicate customers. If there is no duplicate customer existed in the system then the system creates unique party ID for the customer and displays the **Initiation - Basic Details** screen.

If there is a duplicate customer/s existed in the system. It will display the list of customers with same name. User will have facility to

- Discard** the Customer Onboarding or
- Go ahead and **save** it or **Cancel** and go back to previous screen

Figure 4: Initiation – Basic Details Screen

Duplication Check

Following matching records are found. Please verify

Business Type	CIF	Party ID	Name	ID / Registration Number	Date of Birth / Registration Date	Status
Corporate		000000015116	AIRFLY Pvt Ltd	REG1357	2010-12-12	IN_PROGRESS

Page 1 of 1 (1 of 1 items)

Comments *

Abort Continue Cancel

6. Click **Next**.
- The system displays the **Initiation – Comments** screen.

Figure 5: 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.

7. 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 6: Free Tasks

Action	Priority	Process Name	Process Reference Number	Application Number	Stage	Application Date	Branch	Customer Number
Acquire & E...	Medium	Corporate Onboarding	PTV00012370001	PTV00012370001	KYC	21-08-27	000	PTV00012370001
Acquire & E...	Medium	Retail Party Amendment	PTV00012370002	PTV00012370002	Review	21-08-25	000	PTV00012370002
Acquire & E...	Medium	SME Onboarding	PTV00012370003	PTV00012370003	Manual Retry	21-08-24	000	PTV00012370003
Acquire & E...	Medium	Retail Party Amendment	PTV00012370004	PTV00012370004	Manual Retry	21-08-25	000	PTV00012370004
Acquire & E...	Medium	Retail Onboarding	PTV00012370005	PTV00012370005	Onboarding Enrichment	21-08-25	000	PTV00012370005
Acquire & E...	Medium	Retail Onboarding	PTV00012370006	PTV00012370006	Onboarding Enrichment	21-08-25	000	PTV00012370006
Acquire & E...	Medium	Retail Onboarding	PTV00012370007	PTV00012370007	KYC MANUAL RETRY	21-08-25	000	PTV00012370007
Acquire & E...	Medium	Retail Onboarding	PTV00012370008	PTV00012370008	Manual Retry	21-08-25	000	PTV00012370008
Acquire & E...	Medium	Corporate Onboarding	PTV00012370009	PTV00012370009	Recommendation	21-08-24	000	PTV00012370009
Acquire & E...	Medium	Retail Onboarding	PTV00012370010	PTV00012370010	Manual Retry	21-08-24	000	PTV00012370010
Acquire & E...	Medium	Retail Onboarding	PTV00012370011	PTV00012370011	Manual Retry	21-08-24	000	PTV00012370011
Acquire & E...	Medium	Retail Onboarding	PTV00012370012	PTV00012370012	Review	21-08-24	000	PTV00012370012
Acquire & E...	Medium	Retail Onboarding	PTV00012370013	PTV00012370013	Manual Retry	21-08-24	000	PTV00012370013

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 7: KYC Details

KYC - Details

KYC

Screen (1 / 2)

Customer KYC Details

Party Id	Organization Name	Entity Type	KYC Status	Actions
XXXXXXXXXX	Emp Corp	Pvt Ltd		KYC Details

Page 1 of 1 (1 of 1 items)

Hold Back Next Save & Close Cancel

- 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 6: 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.

- Once details are updated, click **Next**.
→ The system displays the **KYC – Comments** screen.

Figure 8: KYC – Comments

KYC

Comments

Screen (2 / 2)

Enter text here...

Post

No items to display.

Hold Back Next Save & Close Submit Cancel

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.

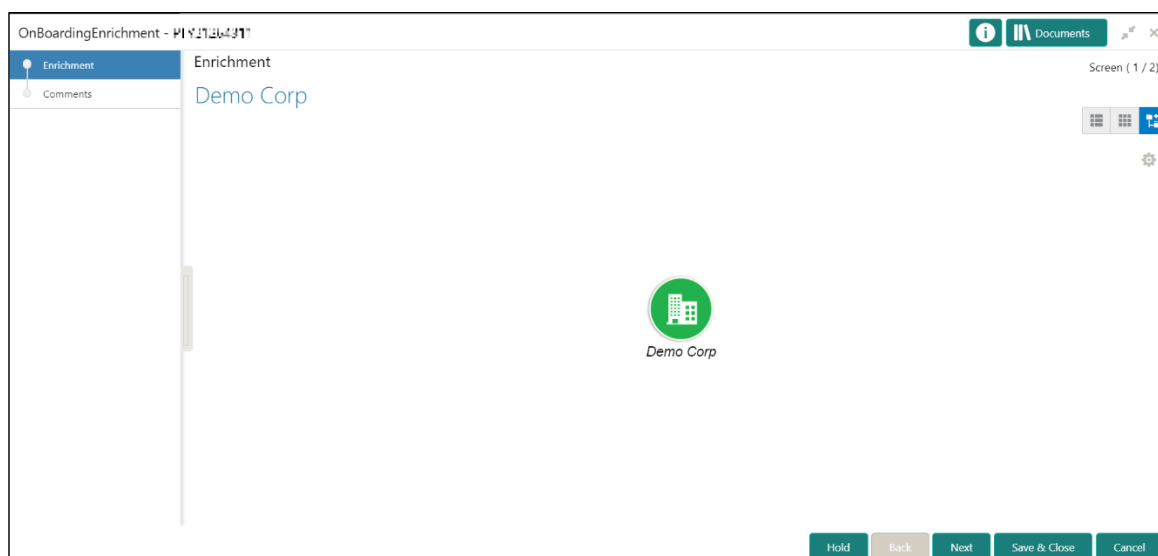
Figure 9: Free Tasks

Action	Priority	Process Name	Process Reference Number	Application Number	Stage	Application Date	Branch	Customer Number
<input type="checkbox"/> Acquire & Edit	Medium	Corporate Onboarding	PTV0001237801	PTV0001237801	KYC	21-08-27	000	PTV0001237801
<input type="checkbox"/> Acquire & Edit	Medium	Retail Party Amendment	PTV0001237802	PTV0001237802	Review	21-08-25	000	PTV0001237802
<input type="checkbox"/> Acquire & Edit	Medium	SME Onboarding	PTV0001237803	PTV0001237803	Manual Retry	21-08-24	000	PTV0001237803
<input type="checkbox"/> Acquire & Edit	Medium	Retail Party Amendment	PTV0001237804	PTV0001237804	Manual Retry	21-08-25	000	PTV0001237804
<input type="checkbox"/> Acquire & Edit	Medium	Retail Onboarding	PTV0001237805	PTV0001237805	Onboarding Enrichment	21-08-25	000	PTV0001237805
<input type="checkbox"/> Acquire & Edit	Medium	Retail Onboarding	PTV0001237806	PTV0001237806	Onboarding Enrichment	21-08-25	000	PTV0001237806
<input type="checkbox"/> Acquire & Edit	Medium	Retail Onboarding	PTV0001237807	PTV0001237807	KYC MANUAL RETRY	21-08-25	000	PTV0001237807
<input type="checkbox"/> Acquire & Edit	Medium	Retail Onboarding	PTV0001237808	PTV0001237808	Manual Retry	21-08-25	000	PTV0001237808
<input type="checkbox"/> Acquire & Edit	Medium	Corporate Onboarding	PTV0001237809	PTV0001237809	Recommendation	21-08-24	000	PTV0001237809
<input type="checkbox"/> Acquire & Edit	Medium	Retail Onboarding	PTV0001237810	PTV0001237810	Manual Retry	21-08-24	000	PTV0001237810
<input type="checkbox"/> Acquire & Edit	Medium	Retail Onboarding	PTV0001237811	PTV0001237811	Manual Retry	21-08-24	000	PTV0001237811
<input type="checkbox"/> Acquire & Edit	Medium	Retail Onboarding	PTV0001237812	PTV0001237812	Review	21-08-24	000	PTV0001237812
<input type="checkbox"/> Acquire & Edit	Medium	Retail Onboarding	PTV0001237813	PTV0001237813	Manual Retry	21-08-24	000	PTV0001237813

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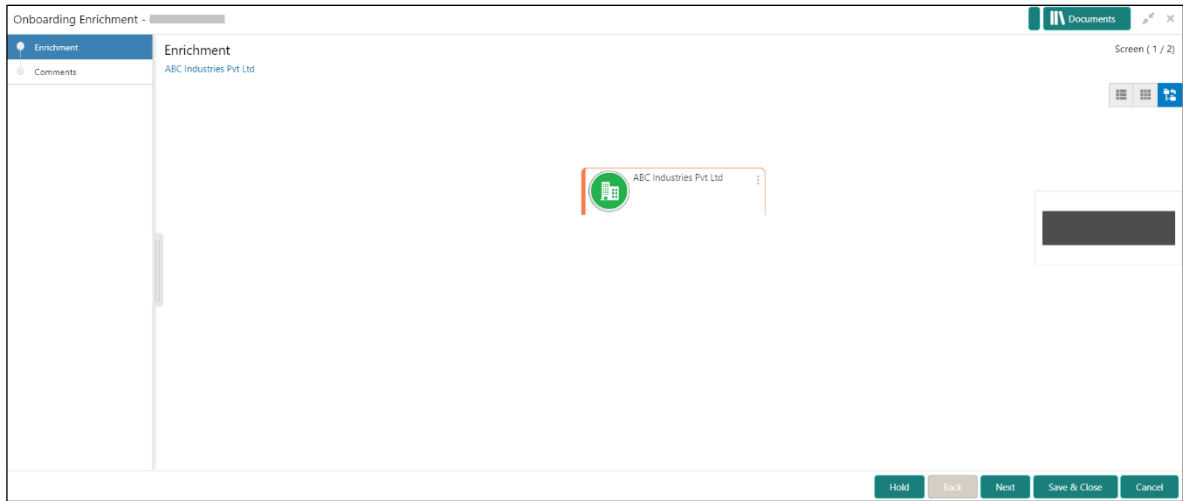
2. On **Free Tasks** screen, select the required task, and click **Acquire and Edit**.

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

Figure 10: 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 4: Corporate Onboarding Enrichment Options**Table 7: Enrichment – Field Description**

Option	Description
Add Customer	Click to open a popup with multiple options, where the child customer details are added and linked with the parent customer. Duplication check is performed while trying to save the child 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	<p>Select this option to add the following details. For more information, refer to sections 2.4.1 thru 2.4.4.</p> <ul style="list-style-type: none"> • Customer Profile • Financial Profile • Stakeholders • Assets

The following figures shows the corporate customer in tree, list, and table views:

Figure 5: Corporate Onboarding Enrichment – Tree View

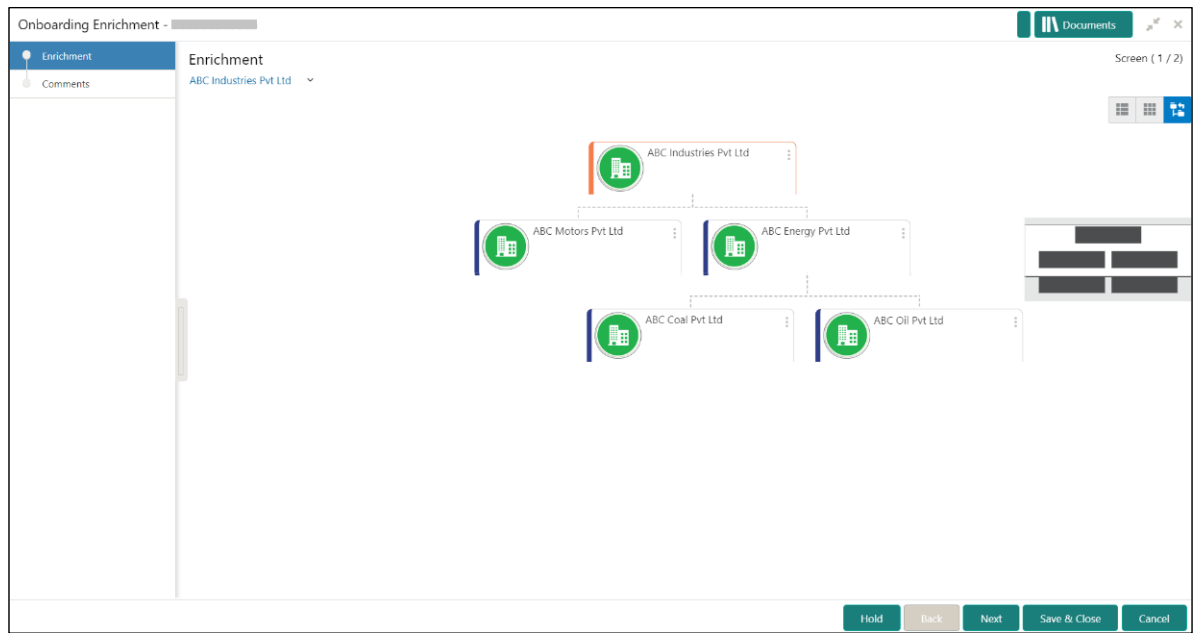


Figure 63: Corporate Onboarding Enrichment – List View

Onboarding Enrichment -

Enrichment

ABC Industries Pvt Ltd

Screen (1 / 2)

NEW	Party Id:	Name: ABC Industries Pvt Ltd	Demographic Type: Domestic	Organization Type: Conglomerate
	Customer Category: Corporate			
NEW	Party Id:	Name: ABC Motors Pvt Ltd	Demographic Type: Domestic	Organization Type: Conglomerate
	Customer Category: Corporate			
NEW	Party Id:	Name: ABC Coal Pvt Ltd	Demographic Type: Domestic	Organization Type: Single
	Customer Category: Corporate			
NEW	Party Id:	Name: ABC Energy Pvt Ltd	Demographic Type: Domestic	Organization Type: Conglomerate
	Customer Category: Corporate			

Hold Back Next Save & Close Cancel

Figure 74: Corporate Onboarding Enrichment – Table View

Party Id	Name	Demographic Type	Customer Category	Organization Type	Other Information	Action
	ABC Industries Pvt Ltd	Domestic	Corporate	Conglomerate		
	ABC Motors Pvt Ltd	Domestic	Corporate	Conglomerate		
	ABC Energy Pvt Ltd	Domestic	Corporate	Conglomerate		
	ABC Coal Pvt Ltd	Domestic	Corporate	Single		
	ABC Coal Pvt Ltd	Domestic	Corporate	Single		

- Click **Next**.

→ The **Onboarding Enrichment – Comments** screen is displayed.

Figure 85: Enrichment – Comments

Enter text here...

26 Jan '21 19:39:15 OnBoardingEnrichment

Demo Corp is a group company based out of [redacted] and has operations across Energy, Automobile, and Chemicals Industry. They are looking for a long-term relationship for their Banking requirements. Their immediate requirement is for OD and Cash management for the parent organization with more business expected from the subsidiaries in terms of Loans and Deposits.

[Read more](#)

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

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

2.4.1 Customer Profile

In the **Customer Profile** section, you can enrich the corporate customer with additional details.

Topics:

- [Basic Info](#)
- [Address](#)
- [ISO Address](#)
- [Rating](#)

2.4.1.1 Basic Info

You can add the demographic details of the corporate customer in the **Basic Info** segment.

Prerequisites:

Before you begin, acquire the enrichment task and select **Configure** option to enrich the desired corporate customer with additional information. For more information, refer to [Onboarding Enrichment](#).

Figure 96: Demographic Details – Basic Info

The screenshot shows a web application interface for entering demographic details. The main window is titled 'Party Details' and has a sub-tab 'Demographic Details'. Under 'Demographic Details', there are four sub-tabs: 'Basic Info' (selected), 'Address', 'ISO Address', and 'Rating'. The 'Basic Info' tab contains a 'Company Details' section with the following fields:

- Registration Number * (text input)
- Company Name (text input)
- Organization Type (dropdown menu, currently showing 'Single')
- Branch Code (text input, currently showing '000')
- Customer Category (text input with search icon)
- Demographic Type (dropdown menu, currently showing 'Domestic')
- Country Of Incorporation * (text input with search icon)
- Country Of Risk * (text input with search icon)
- Place Of Incorporation (text input)
- Incorporated Date (calendar icon)
- Established Date (calendar icon)
- Upload Logo (button with upload icon and text 'Maximum file size is 100kb')
- RM Id * (text input with search icon)
- Location * (text input with search icon)
- Company Web site (text input)
- Facebook URL (text input)
- Twitter URL (text input)
- Employee Strength (text input)

At the top right of the 'Demographic Details' section is a 'Save' button. At the bottom right of the entire form are 'OK' and 'Cancel' buttons.

To update the basic information:

Specify the required details in the **Basic Info** segment. For more information on fields, refer to the field description table.

NOTE: The fields, which are marked with an asterisk, are mandatory.

Table 8: Demographic Details – Basic Info – 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.
Organization Type	Select the type of company.
Branch Code	Specify the branch code. NOTE: For the parent customer, the branch code defaults as the logged-in branch. For subsidiaries, the values can be entered at the time of capturing the details.
Customer Category	Click the search icon and select the desired value from the list of values.
Demography Type	Specify the company demography from the drop-down values: <ul style="list-style-type: none"> • Global • Domestic
Geographical Spread	Select the geographical spread of the company from the given list.
Country of Incorporation	Click the search icon and select the country code from the list of values.

Field Name	Description
Country of Risk	Click the search icon and select country code from the list of values.
Place of In-incorporation	Specify the place of incorporation of the company.
Incorporation Date	Specify the incorporation date.
Established Date	Specify the established date.
Upload Logo	Upload the logo of the corporate customer.
RM ID	Select the RM to be associated with the customer.
Location	Specify the location.
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.
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.

2.4.1.2 Address

You can add the details of the address in the **Address Details** screen.

Prerequisites:

The prerequisites are as follows:

1. Acquire the enrichment task and select **Configure** option to enrich the desired corporate customer with additional information. . For more information, refer to [Onboarding Enrichment](#).
2. On the **Party Details** screen, click on the **Address** tab after you add the basic information. For more information, refer to [Basic Info](#).

→ The **Address Details** screen is displayed.

Figure 107: Demographic Details – Address Details

To update the address details:

Specify the details of the address on this screen. For more information on fields, refer to the field description table.

NOTE: The fields, which are marked with an asterisk, are mandatory.

Table 9: Address Details – Field Description

Field Name	Description
Address Type	Select the address type from the drop-down values.

Field Name	Description
Name	Specify the name of the contact person or the person to whom the correspondence will be addressed.
Building Name	Specify the building name of the customer.
Street Name	Specify the street name of the customer.
Locality	Specify the locality of the customer.
Landmark	Specify the nearest landmark
Area	Specify the area for the address
City	Specify the city of the customer.
State	Specify the state of the customer.
Country Code	Click the search icon and select country code from the list of values.
Zip Code	Specify the zip code of the address.
Phone Number	Specify the phone number of the customer.
Email ID	Specify the email Id of the customer.
Add More	Click this button to add another address.

2.4.1.3 ISO Address

In addition to the address details, you can also add the address details in ISO format in the **Add Address** screen.

Prerequisites:

The prerequisites are as follows:

1. Acquire the enrichment task and select **Configure** option to enrich the desired corporate customer with additional information. . For more information, refer to [Onboarding Enrichment](#).
2. Add the basic information. For more information, refer to [Basic Info](#).
3. Add the address details. For more information, refer to [Address](#).
4. On the **Party Details** screen, click on the **ISO Address** tab. For more information, refer to [Basic Info](#).

→ The **Address Details** screen is displayed.

Figure 118: Demographic Details – ISO Address

Add Address

Address

Address Type *
 Location
 Building Number
 Room
 District Name

Preferred *
 Department
 Building Name
 Post Code
 Country Sub Division

Sub Department
 Floor
 Town Name
 Country *

Street Name
 Post Box
 Town Location Name

Media

Email FAX Swift Mobile Phone Number

Email Id	Preferred	Action
No data to display.		

Page 1 (0 of 0 items) | < 1 > |

Save Clear Cancel

To update the ISO address:

Specify the address details in ISO format on this screen. For more information on fields, refer to the field description table.

NOTE: The fields, which are marked with an asterisk, are mandatory.

Table 10: ISO – Add Address – Field Description

Field Name	Description
Address Type	Select the address type from the drop-down values.
Preferred	If more than one address is captured for the same address type, specify which one is the preferred address to be used for communication.
Location	Specify the location of the customer.
Department	Specify the name of the department for the customer.
Sub Department	Specify the sub-department for the customer.
Street Name	Specify the street name.
Building Number	Specify the building number.
Building Name	Specify the building name.
Floor	Specify the floor for the given address.
Post Box	Specify the post box.
Room	Specify the room for the given address.
Post Code	Specify the post code.
Town Name	Specify the name of the town.

Field Name	Description
Town Location Name	Specify the town location name.
District Name	Specify the district name.
Country Sub Division	Specify the country sub-division.
Country	Click the search icon and select country code from the list of values.

2.4.1.3.1 Media

Specify the following media details in this data segment:

- Email
- Fax
- Mobile
- Phone Number
- SWIFT

For more information on fields, refer to the field description table.

NOTE: The fields, which are marked with an asterisk, are mandatory.

Figure 129: Media (Email)

Table 11: Media (Email) – Field Description

Field Name	Description
Email Id	Specify the email id of the customer.

Field Name	Description
Preferred	Specify the preferred email id, in case more than one email id is captured.
Action	If required, select the desired icon to edit/delete the entry.

Figure 20: Media (FAX)

Media

Email FAX Swift Mobile Phone Number

ISD Code	Area Code	Fax Number	Preferred	Action

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Table 12: Media (Fax) – Field Description

Field Name	Description
ISD Code	Specify the ISD code for the FAX number of the customer.
Area Code	Specify the area code for the FAX number of the customer.
Fax Number	Specify the FAX number of the customer.
Preferred	Specify the preferred FAX number, in case more than one FAX number is captured.
Action	If required, select the desired icon to edit/delete the entry.

Figure 131: Media (Mobile)

Media

Email FAX Swift **Mobile** Phone Number

ISD Code	Mobile Number	Preferred	Action

Page 1 of 1 (1 of 1 items) < 1 >

Table 13: Media (Mobile) – Field Description

Field Name	Description
ISD Code	Specify the ISD code for the mobile number of the customer.
Mobile Number	Specify the mobile number of the customer.
Preferred	Specify the preferred mobile number, in case more than one mobile number is captured.
Action	If required, select the desired icon to edit/delete the entry.

Figure 142: Media (Phone Number)

Media

Email FAX Swift Mobile **Phone Number**

ISD Code	Area Code	Phone Number	Preferred	Action

Page 1 of 1 (1 of 1 items) < 1 >

Table 14: Media (Phone Number) – Field Description

Field Name	Description
ISD Code	Specify the ISD code for the phone number of the customer.
Area Code	Specify the area code for the phone number of the customer.
Phone Number	Specify the phone number of the customer.

Field Name	Description
Preferred	Specify the preferred phone number, in case more than one phone number is captured.
Action	If required, select the desired icon to edit/delete the entry.

Figure 153: Media (SWIFT)

Table 15: Media (SWIFT) – Field Description

Field Name	Description
Business Identifier Code	Specify the business identifier code of the customer.
Address Line 1 to Address Line 4	Specify the address of the customer in SWIFT format.
Preferred	Specify the preferred mobile number, in case more than one mobile number is captured.
Action	If required, select the desired icon to edit/delete the entry.

2.4.1.4 Rating

You can add the details of the credit ratings of the corporate customer given by the agencies in the **Add Rating** screen.

Prerequisites:

The prerequisites are as follows:

1. Acquire the enrichment task and select **Configure** option to enrich the desired corporate customer with additional information. . For more information, refer to [Onboarding Enrichment](#).
2. Add the basic information. For more information, refer to [Basic Info](#).
3. Add the address details. For more information, refer to [Address](#).
4. Add the ISO address details. For more information, refer to [ISO Address](#).
5. On the **Party Details** screen, click on the **Rating** tab. For more information, refer to [Basic Info](#).

→ The **Add Rating** screen is displayed.

Figure 164: Demographic Details – Add Rating

To update the credit ratings:

Specify the credit rating details of the corporate customer in this section. For more information on fields, refer to the field description table.

NOTE: The fields, which are marked with an asterisk, are mandatory.

Table 16: Add Rating – Field Description

Field Name	Description
Rating Date	Select the date on which the rating was updated.
Outlook	Specify the credit rating agency output for the customer.
Year Of Rating	Specify the year of the rating.

Field Name	Description
Risk Rating	Specify the credit rating by selecting the rating agency and the corresponding rating.

2.4.2 Financial Profile

You can add the financial information of the corporate customer in the **Financial Profile** screen.

Prerequisites:

The prerequisites are as follows:

1. Acquire the enrichment task and select **Configure** option to enrich the desired corporate customer with additional information. . For more information, refer to [Onboarding Enrichment](#).
2. Add the details in the **Customer Profile** section. For more information, refer to [Customer Profile](#).
3. On the **Party Details** screen, click on the **Financial Profile** section. For more information, refer to [Basic Info](#).

→ The **Financial Profile** screen is displayed.

Figure 175: Financial Profile

To update the financial profile:

Specify the details about the financial profile of the customer. For more information on fields, refer to the field description table.

NOTE: The fields, which are marked with an asterisk, are mandatory.

Table 17: Financial Profile – Field Description

Field Name	Description
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.

Field Name	Description
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 assets for the selected year.

2.4.3 Stakeholders

You can add the details about the stakeholder such as authorized signatories, management team, etc. of the business in this section.

Prerequisites:

The prerequisites are as follows:

1. Acquire the enrichment Task, and select **Configure** option to enrich the desired corporate customer with additional information. . For more information, refer to [Onboarding Enrichment](#).
2. Add the details in the **Customer Profile** section. For more information, refer to [Customer Profile](#).
3. Add the details in the **Financial Profile** section. For more information, refer to [Financial Profile](#).

4. On the **Party Details** screen, click on the **Stakeholder Details** section. For more information, refer to [Basic Info](#).

→ The **Stakeholder Details** screen is displayed.

Figure 186: Stakeholder Details

AIR2 Pvt Ltd

Party Details Stakeholder Details

Customer Profile > Owners (0) Authorized Signatories (0) Guarantors (0) Suppliers (1) Bankers (0) Insurers (0) Buyers (0) Management Team (0) Sponsors (0) Debtors (0) Creditors (0) Ac >

Financial Profile +

Stakeholders

Party Type	CIF/Party Id	Name	ID/Registration Number	Is Customer	Action
No data to display.					

Assets

OK Cancel

Stakeholders' detail is necessary for the bank to ascertain the credibility of the business.

Stakeholders to a customer can be either of the following:


- An existing customer of the Bank
- An existing party that is not a customer but is a stakeholder to another customer of the bank
- A new party, which is neither a customer nor an existing party (stakeholder)

Following stakeholder types are supported for the corporate customer:

- Owners
- Authorized Signatories – Signature can be uploaded for Authorized Signatories.
- Guarantors
- Suppliers
- Bankers
- Insurers
- Buyers

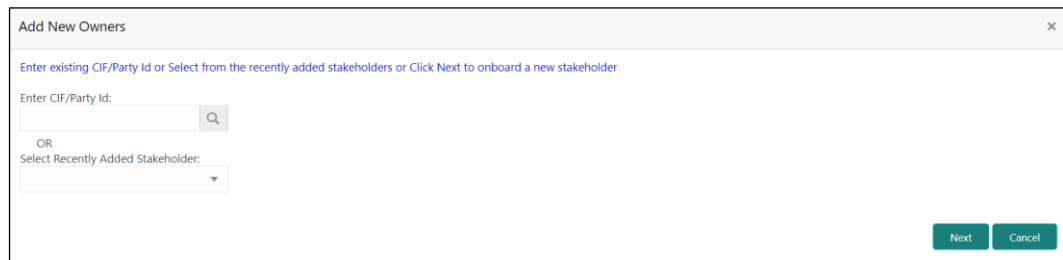
- Management Team
- Sponsors
- Debtors
- Creditors
- Advisor
- Auditors

To update the stakeholder details:

1. To add the desired stakeholder, select the corresponding stakeholder button on top of the **Stakeholder Details** screen, and click the  icon.

→ The **Add New Owners** screen is displayed.

Figure 197: Add New Owners



2. On the **Add New Owners** screen:
 - Specify the existing CIF if the stakeholder is an existing customer.
 - Specify the existing Party Id if the stakeholder is an existing party but not a customer (or) select from the list of the recently added stakeholders to the same application.

NOTE: If CIF/Party Id is not known, click the search icon to launch the **Search Party** screen and select from the list of values.

Figure 208: Search Party – Individual

Search Party

☒ Individual ☐ Non-Individual

First Name

Middle Name

Last Name

Date of Birth

Unique Id

Mobile Number

Email

Fetch

Clear

Stakeholder Type

CIF

First Name

Middle Name

Last Name

DOB

Id Type

Unique Id

Party Id

Is Customer

No data to display.

Page

1

of 0

(1 - 0 of 0 items)

K

<

>

X

Close

Figure 219: Search Party – Non-Individual

Search Party

☐ Individual ☒ Non-Individual

Business/Organization Name

Registration Number

Registration date

Email

Fetch

Clear

Stakeholder Type

CIF

First Name

Middle Name

Last Name

Party Id

Is Customer

No data to display.

Page

1

of 0

(1 - 0 of 0 items)

K

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>

X

Close

3. After you specify the CIF/Party Id for the existing customer, Click **Next**.
- The **Add New Owners** screen is displayed to add a relationship-specific attribute for the stakeholder.

4. If the stakeholder is new to the Bank, then click **Next** without entering CIF/Party Id.

→ The **Add New Owners** screen is displayed to capture details for the new stakeholder.

Figure 30: Add New Owners

- a. On the **Add New Owners** screen, specify the details of the new stakeholder. For more information on fields, refer to the field description table.

NOTE: The fields, which are marked with an asterisk, are mandatory.

Table 18: Add New Owners – Field Description

Field Name	Description
Stakeholder Type	Select the stakeholder type from the drop-down values.
Basic Info & Citizenship	Specify the fields under this segment.
Title	Select the title from the drop-down values.
First Name	Specify the first name of the new stakeholder.
Middle Name	Specify the middle name of the new stakeholder.
Last Name	Specify the last name of the new stakeholder.
Short Name	Specify the short name of the new stakeholder.
Maiden Name	Specify the maiden name of the new stakeholder.
Date of Birth	Select the date of birth of the new stakeholder.
Gender	Select the gender from the drop-down values.
Marital Status	Select the marital status from the drop-down values.
Customer Category	Click the search icon and select the customer category from the list of values.
Customer Segment	Select the customer segment from the drop-down values.
ID Type	Select the ID type from the drop-down values.
Unique ID	Specify the unique ID of the new stakeholder.

Field Name	Description
Upload Photo	Upload the photo of the new stakeholder.
Birth Country	Click the search icon and select the birth country from the list of values.
Nationality	Click the search icon and select the nationality of the stakeholder from the list of values.
Citizenship By	Select the 'Citizenship By' from the drop-down values.
Residential Status	Select the residential status from the drop-down values.
Country of Residence	Click the search icon and select the country from the list of values.
Preferred Language	Select the preferred language from the drop-down values.
Preferred Currency	Click the search icon and select a preferred currency from the list of values.
Address	Specify the fields under this segment.
Address Type	Select the address type from the drop-down values.
Building Name	Specify the building name of the new stakeholder.
Street Name	Specify the street name of the new stakeholder.
Locality	Specify the locality of the new stakeholder.
City	Specify the city of the new stakeholder.
State	Specify the state of the new stakeholder.

Field Name	Description
Country Code	Click the search icon and select country code from the list of values.
Zip Code	Specify the zip code of the address.
Mobile Number	Specify the mobile number of the new stakeholder.
Email ID	Specify the email Id of the new stakeholder.
Contact Number	Specify the contact number of the new stakeholder.
Narrative	Specify the description for the new stakeholder.

b. Click **Next**.

→ The **Add New Owners – KYC** screen is displayed.

Figure 221: Add New Owners - KYC

The screenshot shows a window titled "Add New Owners" with a close button (X) in the top right corner. Inside the window, there are three rectangular boxes arranged horizontally. Each box contains a status message and a blue "Verify" button. The first box says "Address Verification is yet to be completed", the second says "Identity Verification is yet to be completed", and the third says "SDN Check yet to be completed". At the bottom right of the window, there are three green buttons: "Previous", "Next", and "Cancel".

c. On the **Add New Owners – KYC** screen, update the KYC Details.

NOTE: This step is optional

5. After updating the KYC details, click **Next**

→ The **Add New Owners** screen is displayed to capture relationship-specific attributes for the stakeholder

Figure 232: Add New Owners – Capture relationship-specific attribute

6. On the **Add New Owners** screen, specify the fields. For more information on fields, refer to the field description table.

NOTE: The fields, which are marked with an asterisk, are mandatory.

Table 19: Financial Profile – Field Description

Field Name	Description
Ownership Percentage	Specify the ownership percentage value.
Associated Since	Specify the date from which the stakeholder is associated with the bank.

7. Click **Submit**.
- The stakeholder will be linked to the customer being onboarded and displayed on the **Stakeholder Details** screen.

Figure 243: New Stakeholder Added

ABC Industries Pvt Ltd

Party Details Stakeholder Details

Customer Profile > Owners (1) Authorized Signatories (0) Guarantors (0) Suppliers (0) Bankers (0) Insurers (0) Buyers (0) Management Team (0) Sponsors (0) Debtors (0) Cre >

Financial Profile +

Stakeholders

Party Type	CIF/Party Id	Name	ID/Registration Number	Is Customer	Action
Individual				No	

Ownership Percentage: 80% Associated Since: 2018-11-09

OK Cancel

NOTE: If the stakeholder is an existing customer or an existing Party, then the linkage is based on the CIF/Party Id. In case a new stakeholder is being added, the system will generate a Party Id for the newly added stakeholder. This Party Id is used to establish a link between the new customer and stakeholder.

2.4.4 Signature Upload

You can add/upload Signatures of the Authorized Signatories while adding the details of the Authorized Signatories.

Figure 34: Add New Authorized Signatories

The screenshot shows a window titled "Add New Authorized Signatories". At the top, there is a light blue header bar containing a circular user icon. Below this is a table with the following structure:

Signature ID	Signature	Remarks	Action
No data to display.			

At the bottom right of the window, there are three buttons: "Previous", "Submit", and "Cancel".

- 1. On the **Signatures** screen, click the icon.
→ The **Add Signature** pop-up screen is displayed.

Figure 255: Add Signatures

The screenshot shows a window titled "Add Signature". It contains the following fields and controls:

- Upload Signature ***: A dashed box containing the text "Drag and Drop" and "Select or drop files here.", followed by a plus sign icon.
- Uploaded Signature**: An empty rectangular box for the signature image.
- Remarks**: A text input field.
- Buttons**: "Add" and "Cancel" buttons at the bottom right.

- 2. On the **Add Signature** screen, upload the customer's signature. For more information on fields, refer Table 200: Add Signature – Field Description

NOTE: The fields, which are marked with an asterisk, are mandatory.

Table 200: Add Signature – Field Description

Field	Description
Upload Signature	Drag and drop the signature file or click on Select or drop files here to browse and upload the signature from the local system.
Uploaded Signature	Displays the uploaded signature.
Remarks	Specify the remarks related to the signature.

3. Click **Add** to add the signature.

→ The added signature is displayed on the **Signatures** screen.

Figure 266: Add Signatures

The screenshot shows a web application window titled "Add New Authorized Signatories". At the top, there is a header bar with a user icon. Below the header, there is a table with four columns: "Signature ID", "Signature", "Remarks", and "Action". The "Signature" column contains a handwritten signature. The "Action" column contains two icons: a checkmark and a trash can. At the bottom right of the window, there are three buttons: "Previous", "Submit", and "Cancel".

NOTE:

- User can upload up to 5 signatures of a customer
- PNG & JPEG file formats are supported
- On approval signature will be handed off to CIF (FCUBS).

2.4.5 Assets

You can add the details about the assets of the corporate customer in the **Assets** screen.

Prerequisites:

The prerequisites are as follows:

1. Acquire the enrichment task and select **Configure** option to enrich the desired corporate customer with additional information. . For more information, refer to [Onboarding Enrichment](#).
2. Add the details in the **Customer Profile** section. For more information, refer to [Customer Profile](#).
3. Add the details in the **Financial Profile** section. For more information, refer to [Financial Profile](#).
4. Add the details in the **Stakeholders** section. For more information, refer to [Stakeholders](#).
5. On the **Party Details** screen, click on the **Assets** section. For more information, refer to [Basic Info](#).

→ The **Assets** screen is displayed.

Figure 277: Assets

The screenshot shows a web form titled "Assets" with a close button (X) in the top right corner. The form contains three input fields: "Name *" (a text box), "Value *" (a dropdown menu), and "Description" (a text box). At the bottom right of the form are three buttons: "Add", "Clear", and "Cancel".

To update the assets details:

Specify the details about the assets of the corporate customer. For more information on fields, refer to the field description table.

NOTE: The fields, which are marked with an asterisk, are mandatory.

Table 21: Assets – Field Description

Field Name	Description
Name	Specify the name for the asset.
Value	Specify the currency and value of the asset.
Description	Specify the description of the details of the assets being captured.

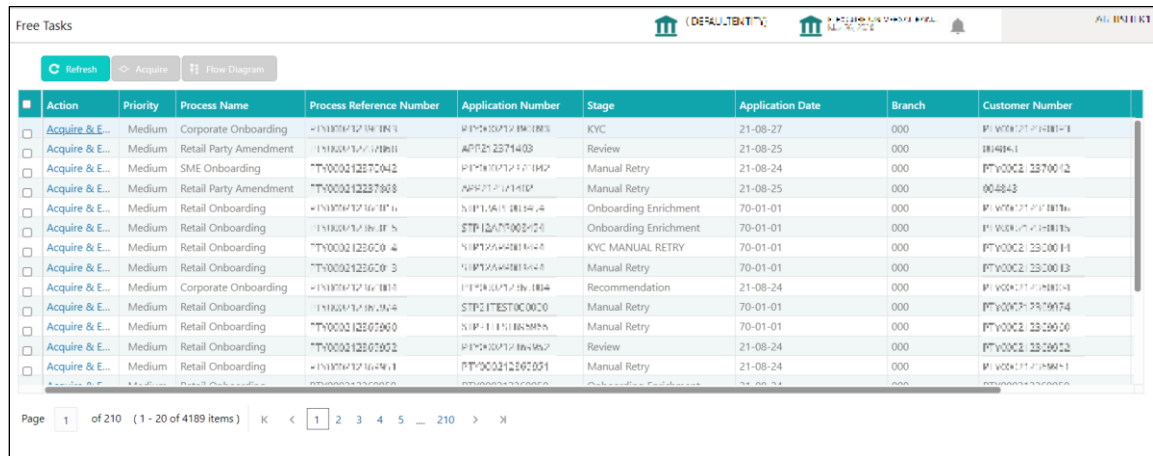
2.5 Review

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 288: Free Tasks

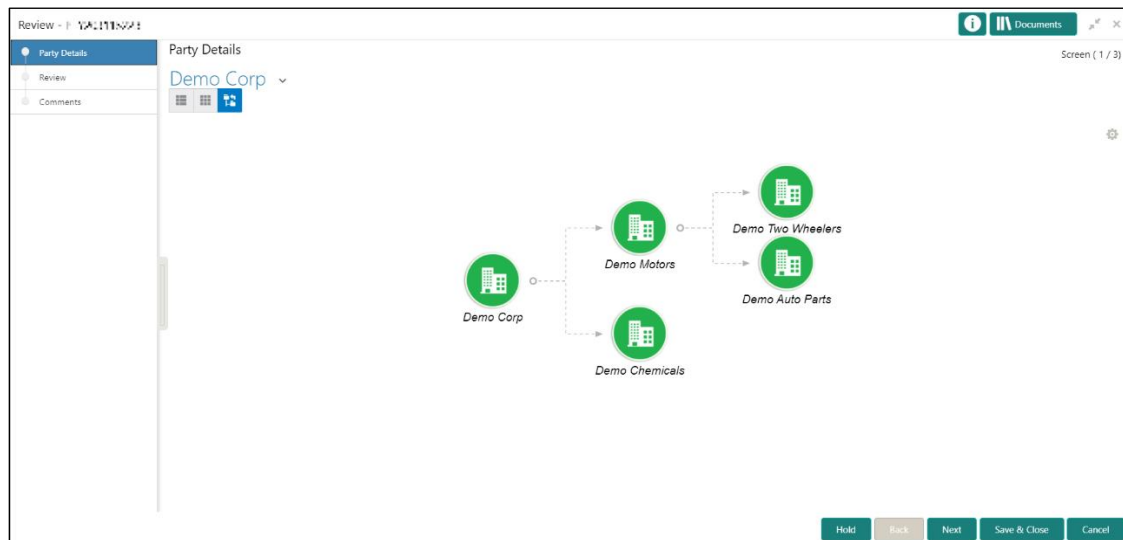


Action	Priority	Process Name	Process Reference Number	Application Number	Stage	Application Date	Branch	Customer Number
Acquire & E...	Medium	Corporate Onboarding	+1318741216181	PTV0001216181	KYC	21-08-27	000	PTV0001216181
Acquire & E...	Medium	Retail Party Amendment	+1318741216181	APR212371403	Review	21-08-25	000	PTV0001216181
Acquire & E...	Medium	SME Onboarding	TTV00021237042	PTV0001216181	Manual Retry	21-08-24	000	PTV00021237042
Acquire & E...	Medium	Retail Party Amendment	TTV00021237908	APR212371403	Manual Retry	21-08-25	000	PTV00021237908
Acquire & E...	Medium	Retail Onboarding	+1318741216181	PTV0001216181	Onboarding Enrichment	20-01-01	000	PTV0001216181
Acquire & E...	Medium	Retail Onboarding	+1318741216181	STP1237000000	Onboarding Enrichment	20-01-01	000	PTV0001216181
Acquire & E...	Medium	Retail Onboarding	TTV00021236004	PTV0001216181	KYC MANUAL RETRY	20-01-01	000	PTV00021236004
Acquire & E...	Medium	Retail Onboarding	TTV00021236003	PTV0001216181	Manual Retry	20-01-01	000	PTV00021236003
Acquire & E...	Medium	Corporate Onboarding	+1318741216181	PTV0001216181	Recommendation	21-08-24	000	PTV0001216181
Acquire & E...	Medium	Retail Onboarding	+1318741216181	STP1237000000	Manual Retry	20-01-01	000	PTV0001216181
Acquire & E...	Medium	Retail Onboarding	TTV00021236000	PTV0001216181	Manual Retry	20-01-01	000	PTV00021236000
Acquire & E...	Medium	Retail Onboarding	TTV00021236002	PTV0001216181	Review	21-08-24	000	PTV00021236002
Acquire & E...	Medium	Retail Onboarding	+1318741216181	PTV00021236001	Manual Retry	21-08-24	000	PTV00021236001

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

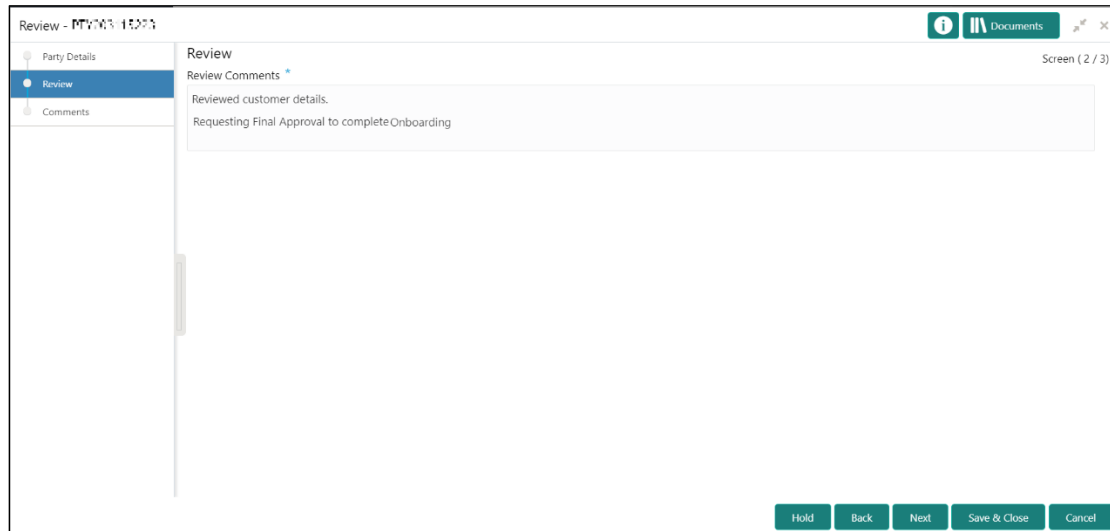
→ The system displays the **Review** screen.

Figure 299: Corporate Customer–Review



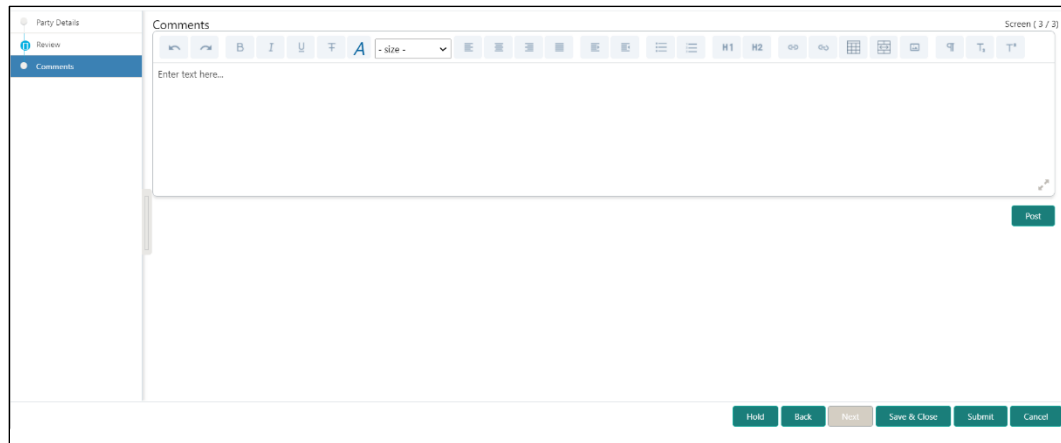
3. To view details captured for the corporate customer, right click on the icon in tree view. Select view option or click on the Party Id hyper link in the List or table view.
4. After reviewing the customer information, click **Next**.
 - The system displays the **Review – Review Comments** screen.

Figure 40: Review – Review Comments



5. Specify the **Review Comments** and click **Next**.
 - The system displays the **Overall Review – Comments** screen.

Figure 41: 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.

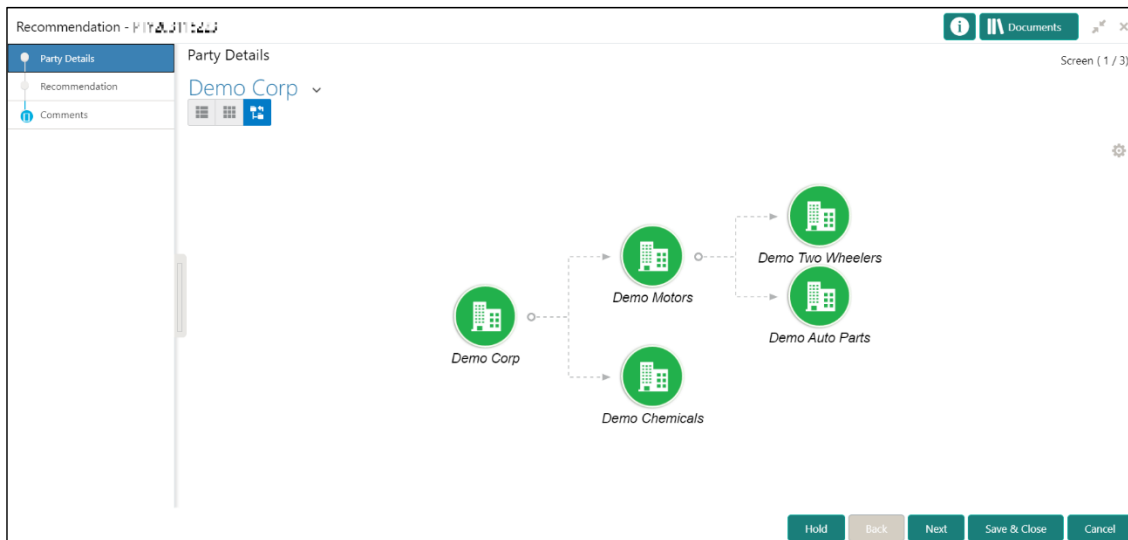
Figure 42: Free Tasks

Action	Priority	Process Name	Process Reference Number	Application Number	Stage	Application Date	Branch	Customer Number
Acquire & E...	Medium	Corporate Onboarding	PTV0001237001	PTV0001237001	KYC	21-08-27	000	PTV0001237001
Acquire & E...	Medium	Retail Party Amendment	PTV0001237002	PTV0001237002	Review	21-08-25	000	PTV0001237002
Acquire & E...	Medium	SME Onboarding	PTV0001237003	PTV0001237003	Manual Retry	21-08-24	000	PTV0001237003
Acquire & E...	Medium	Retail Party Amendment	PTV0001237004	PTV0001237004	Manual Retry	21-08-25	000	PTV0001237004
Acquire & E...	Medium	Corporate Onboarding	PTV0001237005	PTV0001237005	Onboarding Enrichment	70-01-01	000	PTV0001237005
Acquire & E...	Medium	Retail Onboarding	PTV0001237006	PTV0001237006	Onboarding Enrichment	70-01-01	000	PTV0001237006
Acquire & E...	Medium	Retail Onboarding	PTV0001237007	PTV0001237007	KYC MANUAL RETRY	70-01-01	000	PTV0001237007
Acquire & E...	Medium	Retail Onboarding	PTV0001237008	PTV0001237008	Manual Retry	70-01-01	000	PTV0001237008
Acquire & E...	Medium	Corporate Onboarding	PTV0001237009	PTV0001237009	Recommendation	21-08-24	000	PTV0001237009
Acquire & E...	Medium	Retail Onboarding	PTV0001237010	PTV0001237010	Manual Retry	70-01-01	000	PTV0001237010
Acquire & E...	Medium	Retail Onboarding	PTV0001237011	PTV0001237011	Manual Retry	70-01-01	000	PTV0001237011
Acquire & E...	Medium	Retail Onboarding	PTV0001237012	PTV0001237012	Review	21-08-24	000	PTV0001237012
Acquire & E...	Medium	Retail Onboarding	PTV0001237013	PTV0001237013	Manual Retry	21-08-24	000	PTV0001237013

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

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

Figure 43: 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.

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

Figure 304: Corporate Customer – Update Recommendation

Party Detail	As per bank Policies	Details of dimensions not as per Bank Policy	Mitigate	Recommendation	Decision	Edit
Demographics	Yes			Recommended	Reject	Edit
Geographical Spread	No			Not Recommended	Reject	Edit
Promoters	No			Not Recommended	Reject	Edit
Financial Profile	No			Not Recommended	Reject	Edit
Customers Details	No			Not Recommended	Reject	Edit
Suppliers Details	No			Not Recommended	Reject	Edit
Contractors Details	No			Not Recommended	Reject	Edit
Insurer Details	No			Not Recommended	Reject	Edit
Guarantor Details	No			Not Recommended	Reject	Edit
Banker Details	No			Not Recommended	Reject	Edit
Bank Advisor details	No			Not Recommended	Reject	Edit
Management Information	No			Not Recommended	Reject	Edit

Hold Back Next Save & Close Cancel

Figure 315: Corporate Customer – Onboarding Approval

Onboarding Approval

Party Detail
Demographics

As per bank Policies
☒

Mitigate
Enter Mitigate

Recommendation
☒

Decision
Approve

Update Cancel

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

Table 22: 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 326: Corporate Customer – Recommendation after decision

Party Detail	As per bank Policies	Details of dimensions not as per Bank Policy	Mitigate	Recommendation	Decision	Edit
Demographics	Yes			Recommended	APR	Edit
Geographical Spread	Yes			Recommended	APR	Edit
Promoters	Yes			Recommended	APR	Edit
Financial Profile	Yes			Recommended	APR	Edit
Customers Details	Yes			Recommended	APR	Edit
Suppliers Details	Yes			Recommended	APR	Edit
Contractors Details	Yes			Recommended	APR	Edit
Insurer Details	Yes			Recommended	APR	Edit
Guarantor Details	Yes			Recommended	APR	Edit
Banker Details	Yes			Recommended	APR	Edit
Bank Advisor details	Yes			Recommended	APR	Edit
Management Information	Yes			Recommended	APR	Edit

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

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

Figure 337: 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.

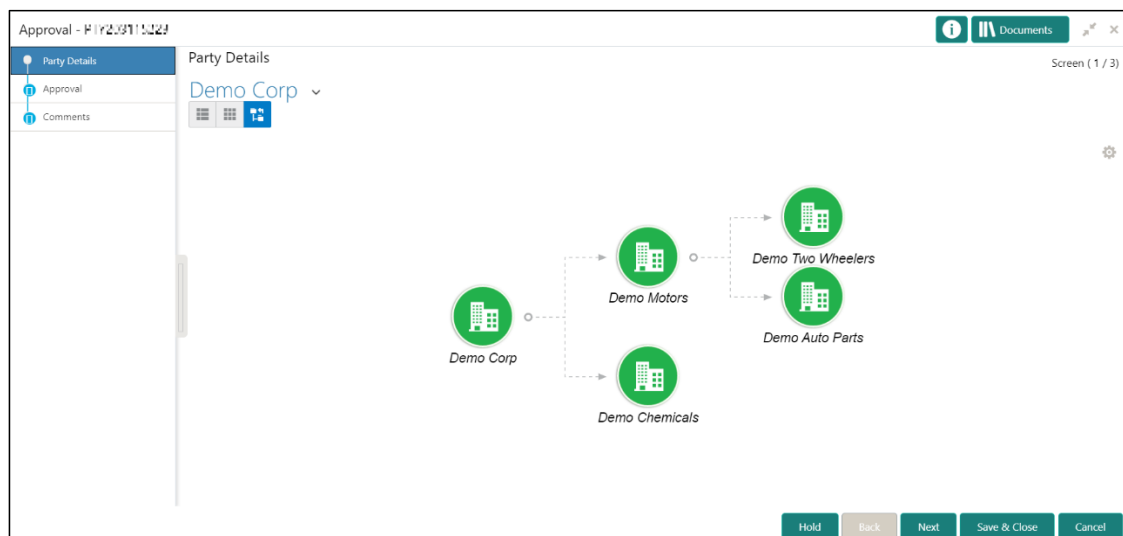
1. To acquire and edit the Review task, navigate to **Tasks**. Under **Tasks**, click **Free**.
→ The system displays the **Free Tasks** screen.

Figure 348: Free Tasks

Action	Priority	Process Name	Process Reference Number	Application Number	Stage	Application Date	Branch	Customer Number
Acquire & E...	Medium	Corporate Onboarding	PTV00012370001	PTV00012370001	KYC	21-08-27	000	PTV00012370001
Acquire & E...	Medium	Retail Party Amendment	PTV00012370002	PTV00012370002	Review	21-08-25	000	PTV00012370002
Acquire & E...	Medium	SME Onboarding	PTV00012370003	PTV00012370003	Manual Retry	21-08-24	000	PTV00012370003
Acquire & E...	Medium	Retail Party Amendment	PTV00012370004	PTV00012370004	Manual Retry	21-08-25	000	PTV00012370004
Acquire & E...	Medium	Retail Onboarding	PTV00012370005	PTV00012370005	Onboarding Enrichment	21-08-25	000	PTV00012370005
Acquire & E...	Medium	Retail Onboarding	PTV00012370006	PTV00012370006	Onboarding Enrichment	21-08-25	000	PTV00012370006
Acquire & E...	Medium	Retail Onboarding	PTV00012370007	PTV00012370007	KYC MANUAL RETRY	21-08-25	000	PTV00012370007
Acquire & E...	Medium	Retail Onboarding	PTV00012370008	PTV00012370008	Manual Retry	21-08-25	000	PTV00012370008
Acquire & E...	Medium	Corporate Onboarding	PTV00012370009	PTV00012370009	Recommendation	21-08-24	000	PTV00012370009
Acquire & E...	Medium	Retail Onboarding	PTV00012370010	PTV00012370010	Manual Retry	21-08-24	000	PTV00012370010
Acquire & E...	Medium	Retail Onboarding	PTV00012370011	PTV00012370011	Manual Retry	21-08-24	000	PTV00012370011
Acquire & E...	Medium	Retail Onboarding	PTV00012370012	PTV00012370012	Manual Retry	21-08-24	000	PTV00012370012
Acquire & E...	Medium	Retail Onboarding	PTV00012370013	PTV00012370013	Manual Retry	21-08-24	000	PTV00012370013
Acquire & E...	Medium	Retail Onboarding	PTV00012370014	PTV00012370014	Manual Retry	21-08-24	000	PTV00012370014
Acquire & E...	Medium	Retail Onboarding	PTV00012370015	PTV00012370015	Manual Retry	21-08-24	000	PTV00012370015
Acquire & E...	Medium	Retail Onboarding	PTV00012370016	PTV00012370016	Manual Retry	21-08-24	000	PTV00012370016
Acquire & E...	Medium	Retail Onboarding	PTV00012370017	PTV00012370017	Manual Retry	21-08-24	000	PTV00012370017
Acquire & E...	Medium	Retail Onboarding	PTV00012370018	PTV00012370018	Manual Retry	21-08-24	000	PTV00012370018
Acquire & E...	Medium	Retail Onboarding	PTV00012370019	PTV00012370019	Manual Retry	21-08-24	000	PTV00012370019
Acquire & E...	Medium	Retail Onboarding	PTV00012370020	PTV00012370020	Manual Retry	21-08-24	000	PTV00012370020

2. On **Free Tasks** screen, select the required task, and click **Acquire and Edit**.
→ The system displays the **Approval** screen.

Figure 359: 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 50: Corporate Customer – Approval Decision and Comments

Field Name	Status	Recommendation	Action
Demographics	Yes	Recommended	APR
Geographical Spread	Yes	Recommended	APR
Promoters	Yes	Recommended	APR
Financial Profile	Yes	Recommended	APR
Customers Details	Yes	Recommended	APR
Suppliers Details	Yes	Recommended	APR
Contractors Details	Yes	Recommended	APR
Insurer Details	Yes	Recommended	APR
Guarantor Details	Yes	Recommended	APR
Banker Details	Yes	Recommended	APR
Bank Advisor details	Yes	Recommended	APR
Management Information	Yes	Recommended	APR

Customer Approved: ☒

Approver Comments:

Buttons: Hold, Back, Next, Save & Close, Cancel

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 23: 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 51: 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:

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

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

Figure 52: Amendment – Enter Customer Id

The screenshot shows a web application interface for the 'Amendment' screen. At the top, there is a header with navigation icons and user information. Below the header, there is a large search bar with a magnifying glass icon and a button labeled 'Amend Customer'.

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

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

Figure 53: Amendment – Corporate Amendment

The screenshot shows the 'Corporate Amendment' screen. It features a sidebar with 'Quick Initiation' and 'Comments' tabs. The main area is titled 'Quick Initiation' and contains several sections:

- Organization details:** Fields for Organization Name (marked with an asterisk), Organization Type (dropdown), Entity Type (dropdown), Demography Type (dropdown), Classification Type (dropdown), and an Upload Logo button.
- Industries:** A table with columns for Sector, Industry Group, Industry, and Sub Industry. It includes an 'Add Industry' button and a 'Delete' button.
- Credit Rating:** A table with columns for Year, Agency, and Rating. It includes an 'Add Rating' button and a 'Delete' button.
- Social Media Profiles:** Fields for Official Website, Facebook, and Twitter.

 At the bottom, there are buttons for 'Hold', 'Back', 'Next', 'Save & Close', and 'Cancel'.

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 5](#).

→ 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](#).

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