

Corporate Onboarding User Guide

Oracle Banking Branch

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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

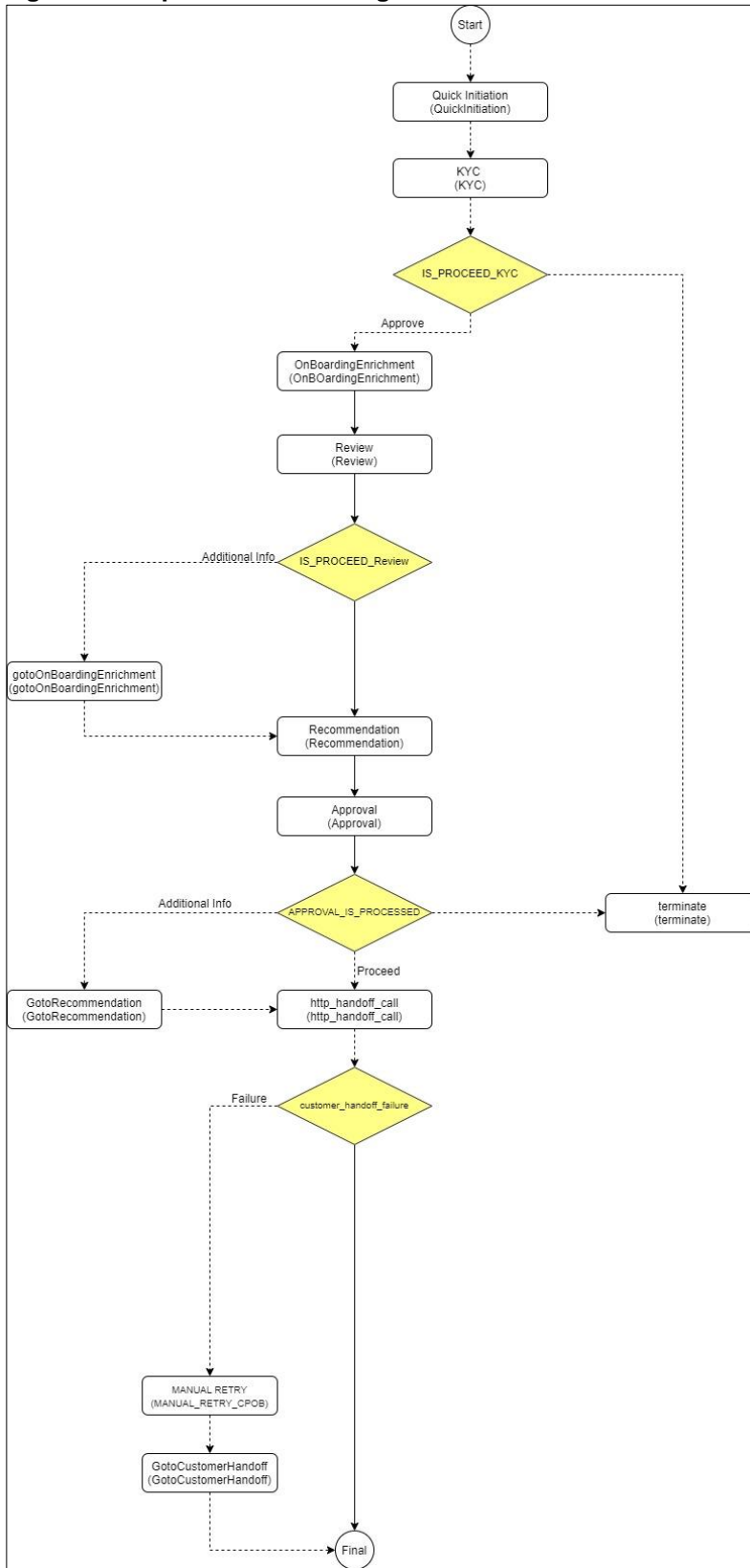
Onboarding process are:

- 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

The screenshot shows a web interface titled 'Onboarding'. At the top, there are two Oracle logos and a notification bell. Below the header, there is a form with two fields: 'Customer Type *' and 'Business Product Code *', both with drop-down arrows. To the right of the form are two buttons: 'Onboard Now' and 'Cancel'.

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 | If required, select the desired business process code. NOTE: This field is displayed and required only if more than one process code is configured for a given customer type. |

3. Click **Onboard Now**.

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

Figure 3: Corporate Quick Initiation

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. |

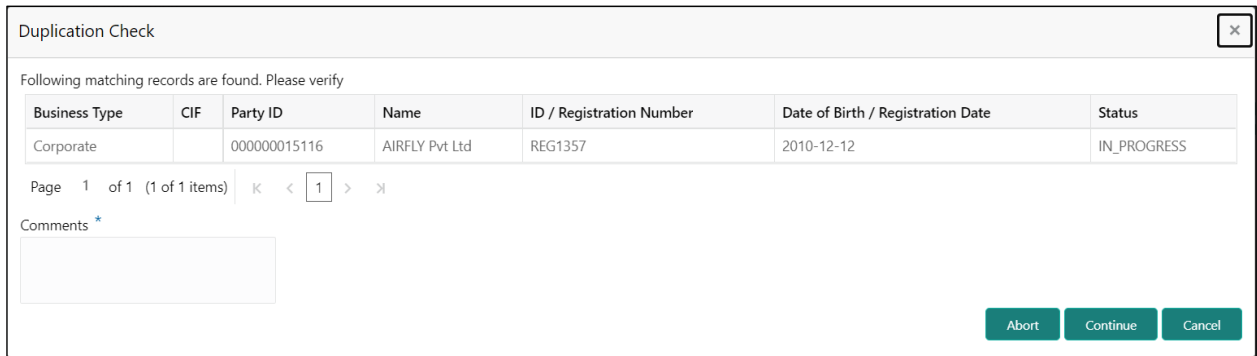
| Field Name | Field description |
|-------------------------|--|
| Official Website | Specify the official website address for the Corporate Customer. |
| Facebook | Specify the Facebook URL for the Corporate. |
| Twitter | Specify the Corporate's twitter handle. |

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

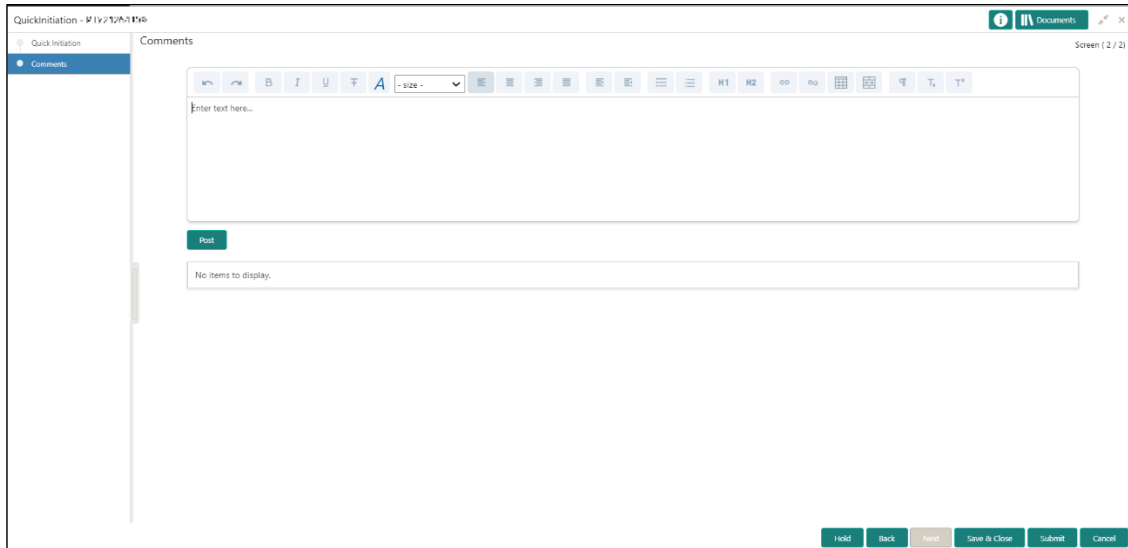
- a. **Discard** the Customer Onboarding or
- b. Go ahead and **save** it or **Cancel** and go back to previous screen

Figure 4: Initiation – Basic Details Screen



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.

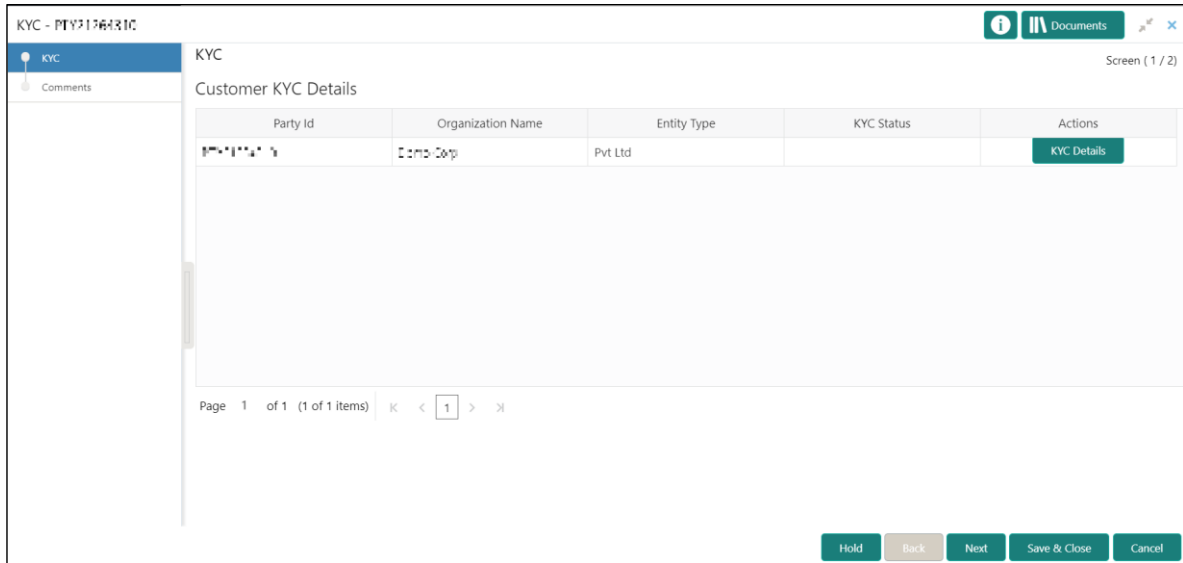
Figure 6: Free Tasks

| Action | Priority | Process Name | Process Reference Number | Application Number | Stage | Application Date | Branch | Customer Number |
|----------------|----------|------------------------|--------------------------|--------------------|-----------------------|------------------|--------|-----------------|
| Acquire & Edit | Medium | Corporate Onboarding | PTV00012370012 | PTV00012370012 | KYC | 21-08-27 | 000 | PTV00012370012 |
| Acquire & Edit | Medium | Retail Party Amendment | PTV00012370011 | APP212371403 | Review | 21-08-25 | 000 | PTV00012370011 |
| Acquire & Edit | Medium | SME Onboarding | PTV00012370012 | PTV00012370012 | Manual Retry | 21-08-24 | 000 | PTV00012370012 |
| Acquire & Edit | Medium | Retail Party Amendment | PTV00012370013 | APP212371404 | Manual Retry | 21-08-25 | 000 | PTV00012370013 |
| Acquire & Edit | Medium | Retail Onboarding | PTV00012370014 | PTV00012370014 | Onboarding Enrichment | 70-01-01 | 000 | PTV00012370014 |
| Acquire & Edit | Medium | Retail Onboarding | PTV00012370015 | STP123700101 | Onboarding Enrichment | 70-01-01 | 000 | PTV00012370015 |
| Acquire & Edit | Medium | Retail Onboarding | PTV00012370014 | PTV00012370014 | KYC MANUAL RETRY | 70-01-01 | 000 | PTV00012370014 |
| Acquire & Edit | Medium | Retail Onboarding | PTV00012370013 | PTV00012370013 | Manual Retry | 70-01-01 | 000 | PTV00012370013 |
| Acquire & Edit | Medium | Corporate Onboarding | PTV00012370011 | PTV00012370011 | Recommendation | 21-08-24 | 000 | PTV00012370011 |
| Acquire & Edit | Medium | Retail Onboarding | PTV00012370014 | STP123700102 | Manual Retry | 70-01-01 | 000 | PTV00012370014 |
| Acquire & Edit | Medium | Retail Onboarding | PTV00012370010 | PTV00012370010 | Manual Retry | 70-01-01 | 000 | PTV00012370010 |
| Acquire & Edit | Medium | Retail Onboarding | PTV00012370012 | PTV00012370012 | Review | 21-08-24 | 000 | PTV00012370012 |
| Acquire & Edit | Medium | Retail Onboarding | PTV00012370011 | PTV00012370011 | Manual Retry | 21-08-24 | 000 | PTV00012370011 |
| Acquire & Edit | Medium | Retail Onboarding | PTV00012370010 | PTV00012370010 | Manual Retry | 21-08-24 | 000 | PTV00012370010 |

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



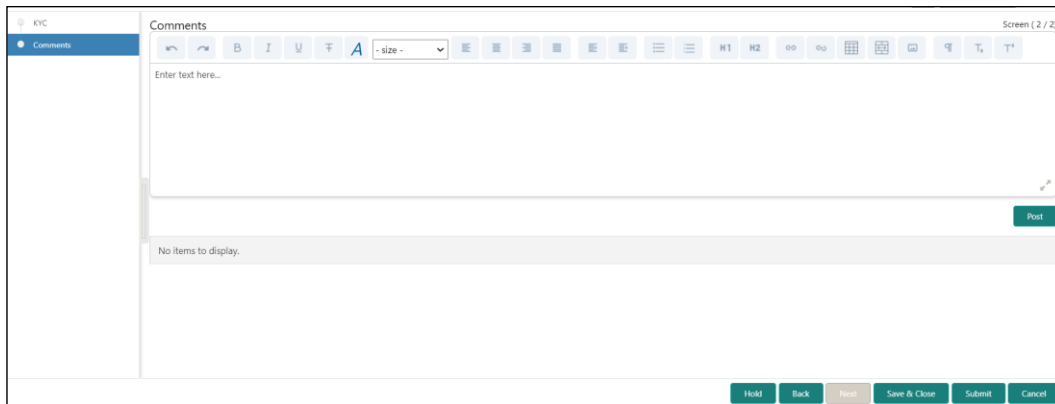
- On **Customer KYC Details** screen, click **KYC Details** to update the status of KYC Check. For more information on fields, refer to the field description table.

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



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**.

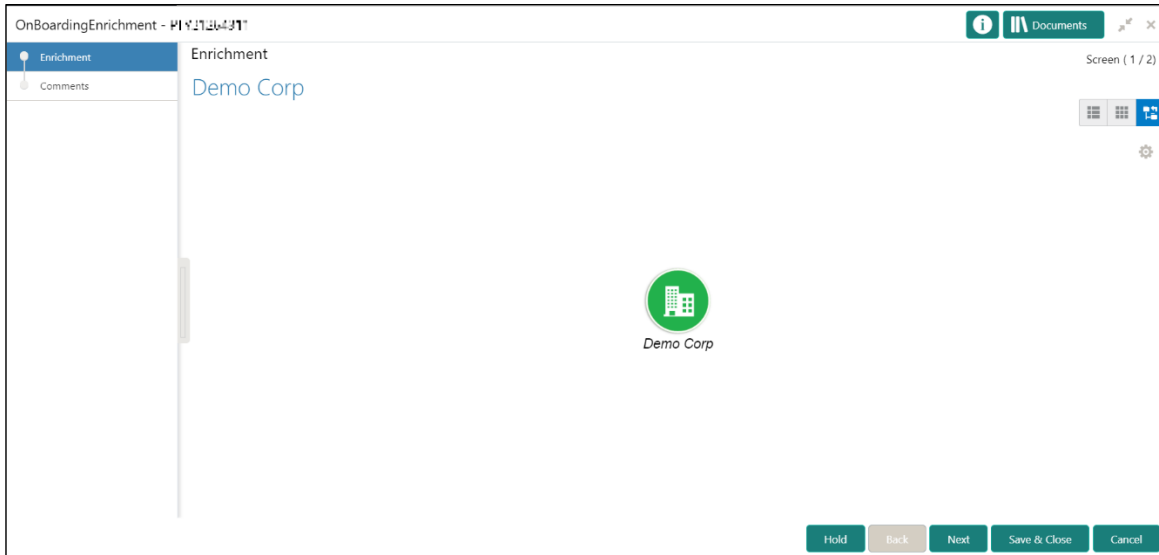
→ The system displays the **Free Tasks** screen.

Figure 9: Free Tasks

| Action | Priority | Process Name | Process Reference Number | Application Number | Stage | Application Date | Branch | Customer Number |
|----------------|----------|------------------------|--------------------------|--------------------|-----------------------|------------------|--------|-----------------|
| Acquire & E... | Medium | Corporate Onboarding | PT00001237800 | PT00001237800 | KYC | 21-08-27 | 000 | PT00001237800 |
| Acquire & E... | Medium | Retail Party Amendment | PT00001237800 | PT00001237800 | Review | 21-08-25 | 000 | PT00001237800 |
| Acquire & E... | Medium | SME Onboarding | PT00001237800 | PT00001237800 | Manual Retry | 21-08-24 | 000 | PT00001237800 |
| Acquire & E... | Medium | Retail Party Amendment | PT00001237800 | PT00001237800 | Manual Retry | 21-08-25 | 000 | PT00001237800 |
| Acquire & E... | Medium | Retail Onboarding | PT00001237800 | PT00001237800 | Onboarding Enrichment | 70-01-01 | 000 | PT00001237800 |
| Acquire & E... | Medium | Retail Onboarding | PT00001237800 | PT00001237800 | Onboarding Enrichment | 70-01-01 | 000 | PT00001237800 |
| Acquire & E... | Medium | Retail Onboarding | PT00001237800 | PT00001237800 | KYC MANUAL RETRY | 70-01-01 | 000 | PT00001237800 |
| Acquire & E... | Medium | Retail Onboarding | PT00001237800 | PT00001237800 | Manual Retry | 70-01-01 | 000 | PT00001237800 |
| Acquire & E... | Medium | Corporate Onboarding | PT00001237800 | PT00001237800 | Recommendation | 21-08-24 | 000 | PT00001237800 |
| Acquire & E... | Medium | Retail Onboarding | PT00001237800 | PT00001237800 | Manual Retry | 70-01-01 | 000 | PT00001237800 |
| Acquire & E... | Medium | Retail Onboarding | PT00001237800 | PT00001237800 | Manual Retry | 70-01-01 | 000 | PT00001237800 |
| Acquire & E... | Medium | Retail Onboarding | PT00001237800 | PT00001237800 | Review | 21-08-24 | 000 | PT00001237800 |
| Acquire & E... | Medium | Retail Onboarding | PT00001237800 | PT00001237800 | Manual Retry | 21-08-24 | 000 | PT00001237800 |
| Acquire & E... | Medium | Retail Onboarding | PT00001237800 | PT00001237800 | Manual Retry | 21-08-24 | 000 | PT00001237800 |

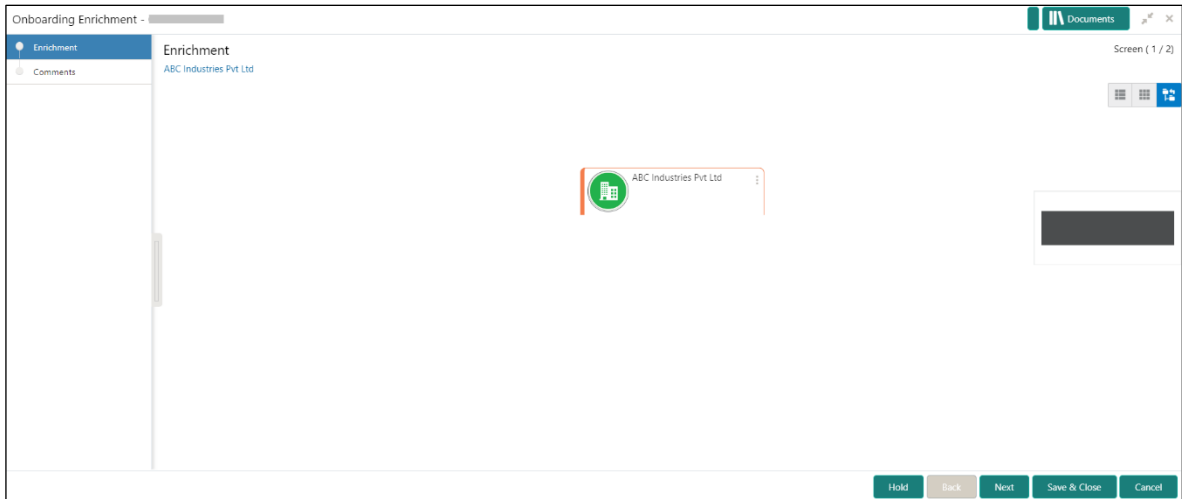
2. On **Free Tasks** screen, select the required task, and click **Acquire and Edit**.

→ 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

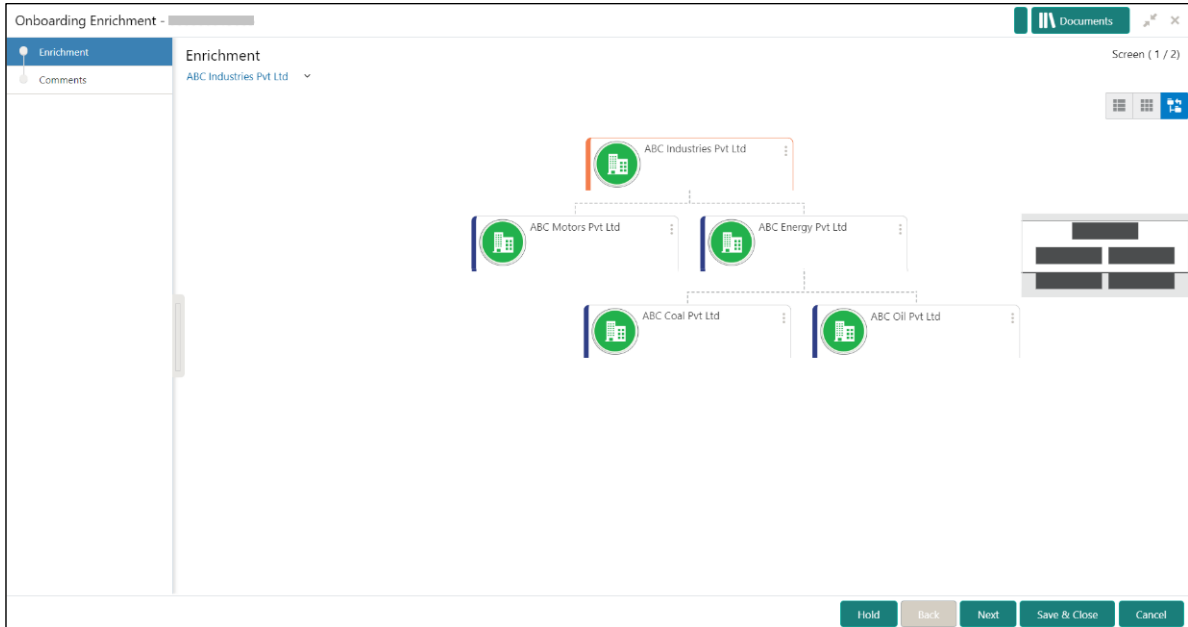
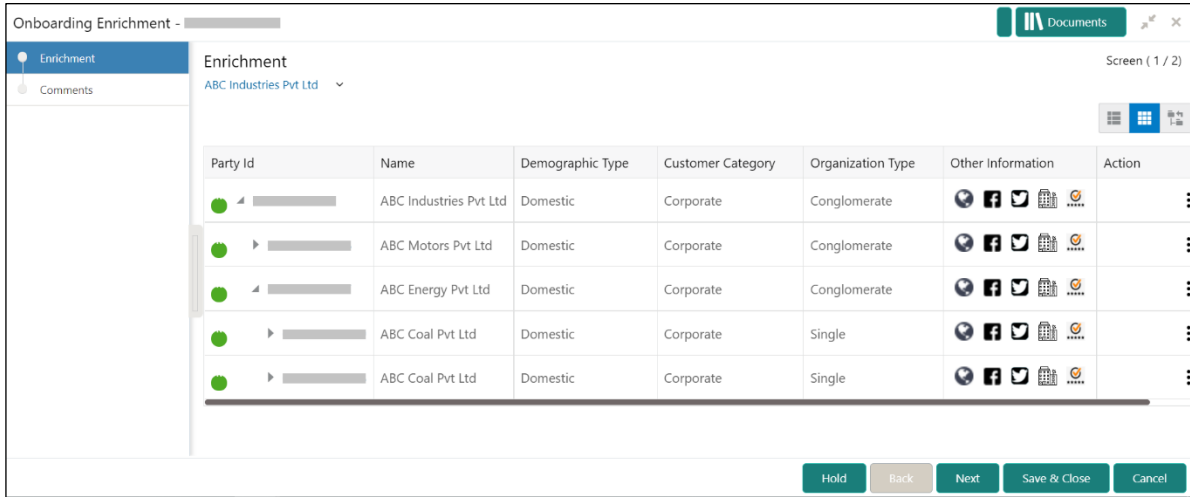


Figure 63: Corporate Onboarding Enrichment – List View

| NEW | Party Id: | Name: | Demographic Type: | Organization Type: |
|-----|----------------------|------------------------|-------------------|--------------------|
| NEW | Party Id: [redacted] | ABC Industries Pvt Ltd | Domestic | Conglomerate |
| NEW | Party Id: [redacted] | ABC Motors Pvt Ltd | Domestic | Conglomerate |
| NEW | Party Id: [redacted] | ABC Coal Pvt Ltd | Domestic | Single |
| NEW | Party Id: [redacted] | ABC Coal Pvt Ltd | Domestic | Single |
| NEW | Party Id: [redacted] | ABC Energy Pvt Ltd | Domestic | Conglomerate |

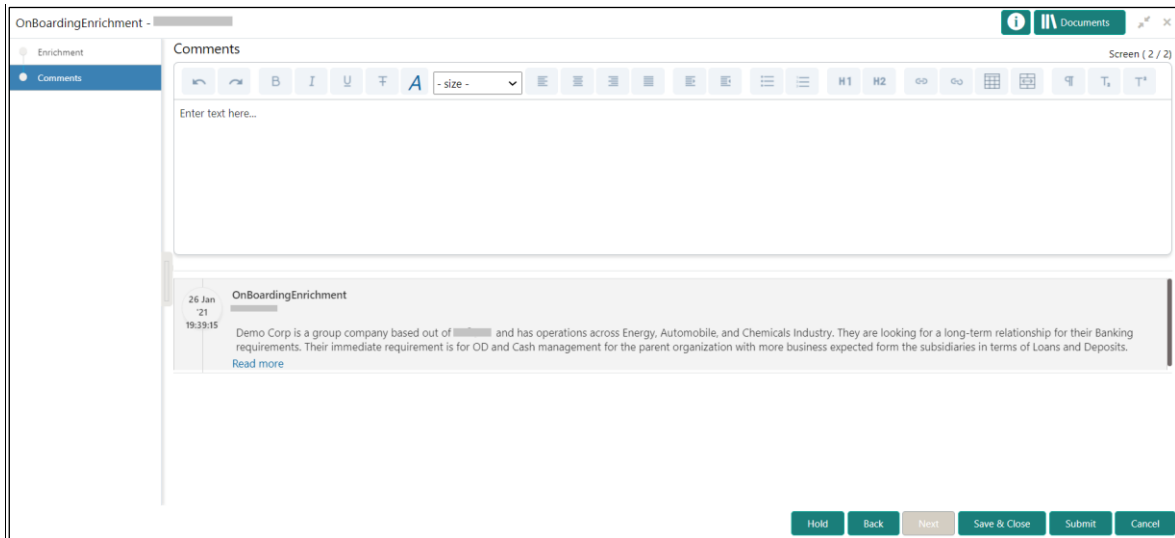
Figure 74: Corporate Onboarding Enrichment – Table View



4. Click **Next**.

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

Figure 85: Enrichment – Comments



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.

5. 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 interface for entering demographic details for a corporate customer. The interface is organized into a sidebar on the left with categories like 'Party Details', 'Customer Profile', 'Financial Profile', 'Stakeholders', and 'Assets'. The main area is titled 'Demographic Details' and has a sub-section 'Basic Info' which is currently active. The form contains several input fields and dropdown menus, some with asterisks indicating they are required. A 'Save' button is located in the top right corner of the form area. At the bottom right, there are 'OK' and 'Cancel' buttons.

| Field Name | Field Type | Value |
|----------------------------|------------------|----------|
| Registration Number * | Text | [Empty] |
| Company Name | Text | [Empty] |
| Organization Type | Dropdown | Single |
| Branch Code | Text | 000 |
| Customer Category | Text with search | [Empty] |
| Demographic Type | Dropdown | Domestic |
| Country Of Incorporation * | Text with search | [Empty] |
| Country Of Risk * | Text with search | [Empty] |
| Place Of Incorporation | Text | [Empty] |
| Incorporated Date | Date | [Empty] |
| Established Date | Date | [Empty] |
| Upload Logo | File Upload | [Upload] |
| RM Id * | Text with search | [Empty] |
| Location * | Text with search | [Empty] |
| Company Web site | Text | [Empty] |
| Facebook URL | Text | [Empty] |
| Twitter URL | Text | [Empty] |
| Employee Strength | Text | [Empty] |

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-corporation | 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

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)

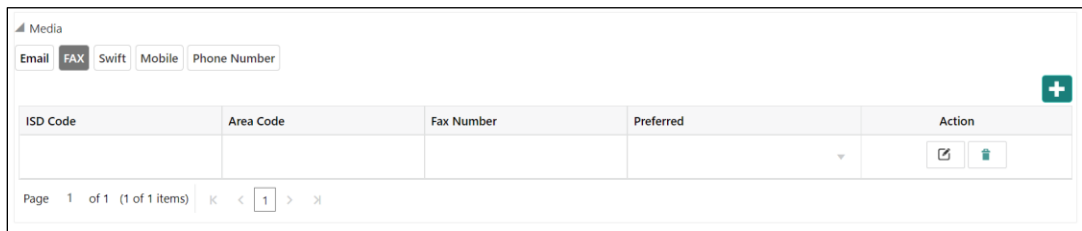
| Media | | | | | | |
|--|-----------|--|--------|--|--|--|
| <div style="display: flex; justify-content: space-between;"> Email FAX Swift Mobile Phone Number + </div> <table border="1"> <thead> <tr> <th>Email Id</th> <th>Preferred</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td> <div style="display: flex; justify-content: flex-end;"> ✉ 📄 </div> </td> </tr> </tbody> </table> <p>Page 1 of 1 (1 of 1 items) ⏪ < 1 > ⏩</p> | Email Id | Preferred | Action | | | <div style="display: flex; justify-content: flex-end;"> ✉ 📄 </div> |
| Email Id | Preferred | Action | | | | |
| | | <div style="display: flex; justify-content: flex-end;"> ✉ 📄 </div> | | | | |

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)



| ISD Code | Area Code | Fax Number | Preferred | Action |
|----------|-----------|------------|-----------|---|
| | | | | <input type="checkbox"/> <input type="checkbox"/> |

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)

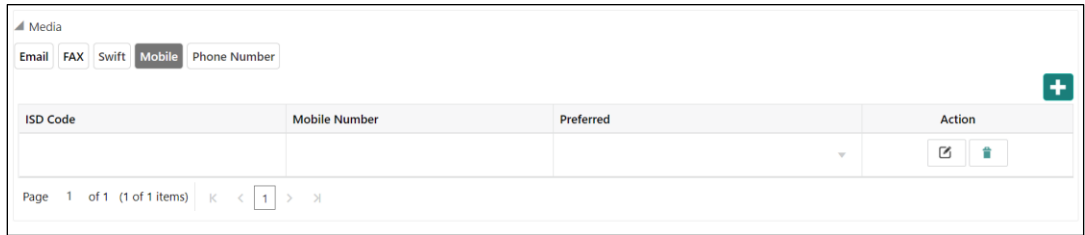


Table 13: Media (Mobile) – Field Description

| 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)



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)

The screenshot displays the 'Media' section for SWIFT. At the top, there are tabs for 'Email', 'FAX', 'Swift', 'Mobile', and 'Phone Number', with 'Swift' selected. Below the tabs is a table with the following columns: Business Identifier Code, Address Line 1, Address Line 2, Address Line 3, Address Line 4, Preferred, and Action. The 'Preferred' column contains a dropdown arrow, and the 'Action' column contains edit and delete icons. The table shows one item. At the bottom, there is a pagination control showing 'Page 1 of 1 (1 of 1 items)'.

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

Figure 219: Search Party – Non-Individual

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. |

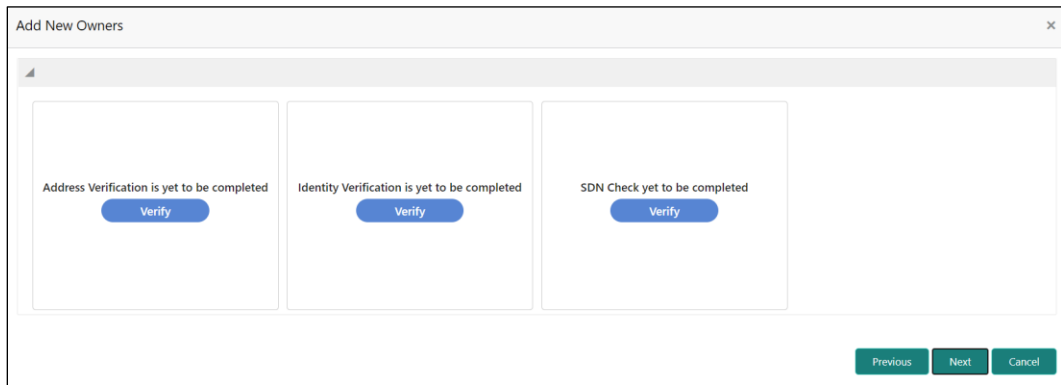
| Field Name | Description |
|-----------------------------|--|
| Upload Photo | Upload the photo of the new stakeholder. |
| Birth Country | Click the search icon and select the birth country from the list of values. |
| Nationality | Click the search icon and select the nationality of the stakeholder 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



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.

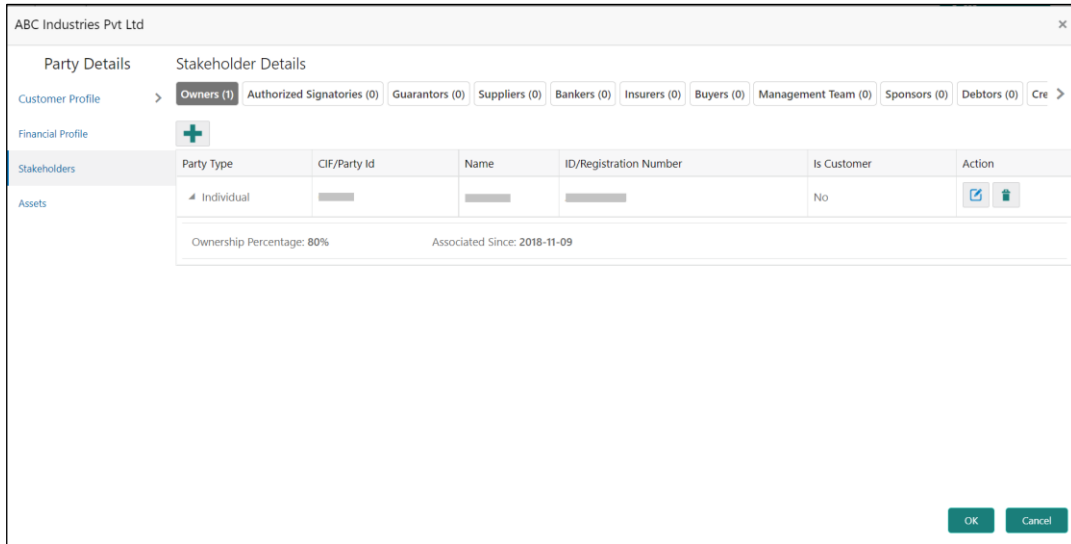
Table 19: Financial Profile – Field Description

| 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



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


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

Figure 255: Add Signatures

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.

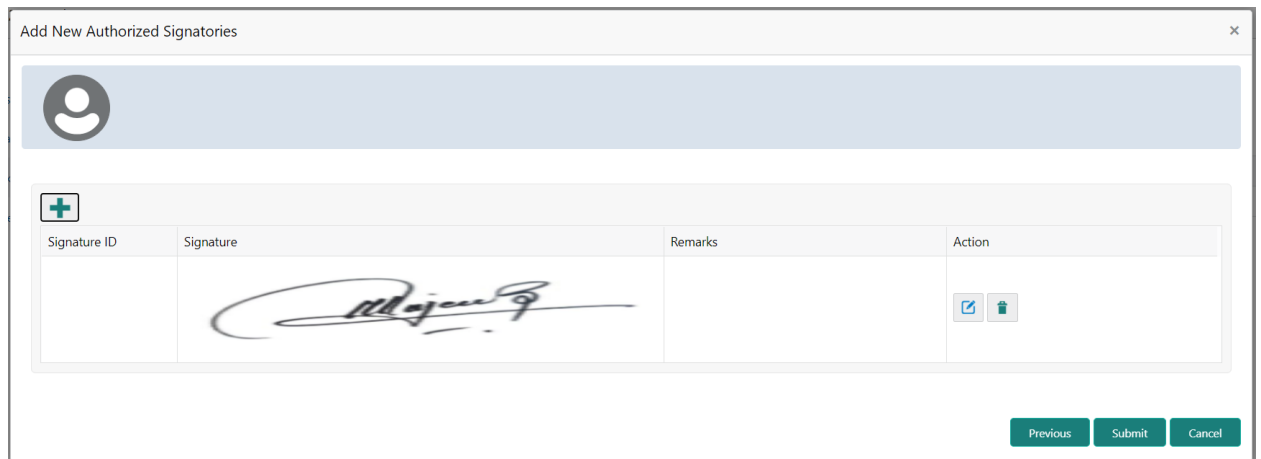
Table 200: Add Signature – Field Description

| 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



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 window titled "Assets" with a close button (X) in the top right corner. The form contains three input fields: "Name *" (with an asterisk indicating it is mandatory), "Value *" (with an asterisk and a dropdown arrow), and "Description". At the bottom right of the form, there 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.

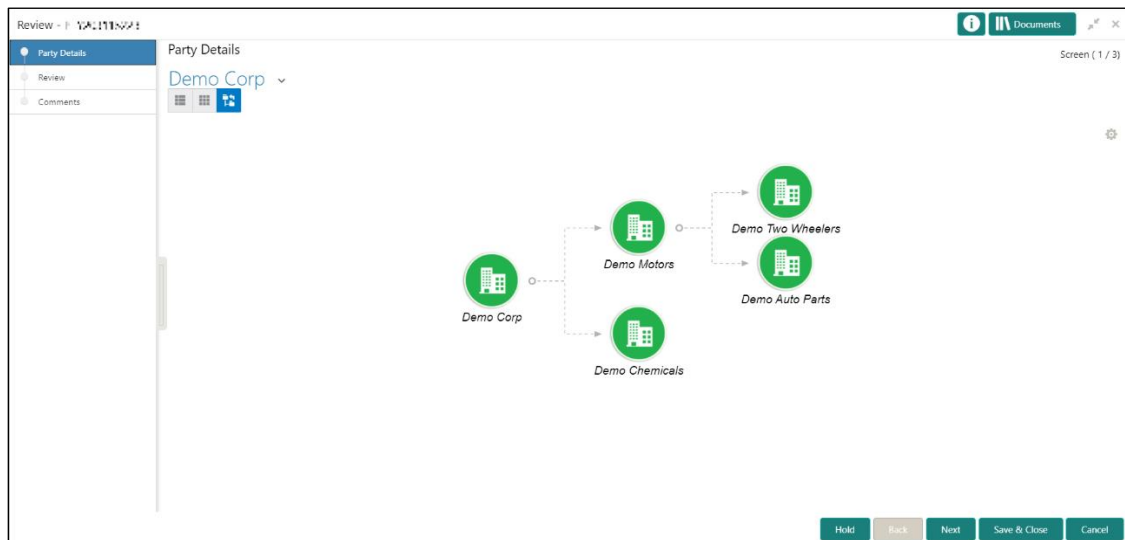
Figure 288: Free Tasks

| Action | Priority | Process Name | Process Reference Number | Application Number | Stage | Application Date | Branch | Customer Number |
|----------------|----------|------------------------|--------------------------|--------------------|-----------------------|------------------|--------|-----------------|
| Acquire & E... | Medium | Corporate Onboarding | ... | ... | KYC | 21-08-27 | 000 | ... |
| Acquire & E... | Medium | Retail Party Amendment | ... | ... | Review | 21-08-25 | 000 | ... |
| Acquire & E... | Medium | SME Onboarding | ... | ... | Manual Retry | 21-08-24 | 000 | ... |
| Acquire & E... | Medium | Retail Party Amendment | ... | ... | Manual Retry | 21-08-25 | 000 | ... |
| Acquire & E... | Medium | Retail Onboarding | ... | ... | Onboarding Enrichment | 70-01-01 | 000 | ... |
| Acquire & E... | Medium | Retail Onboarding | ... | ... | Onboarding Enrichment | 70-01-01 | 000 | ... |
| Acquire & E... | Medium | Retail Onboarding | ... | ... | KYC MANUAL RETRY | 70-01-01 | 000 | ... |
| Acquire & E... | Medium | Retail Onboarding | ... | ... | Manual Retry | 70-01-01 | 000 | ... |
| Acquire & E... | Medium | Corporate Onboarding | ... | ... | Recommendation | 21-08-24 | 000 | ... |
| Acquire & E... | Medium | Retail Onboarding | ... | ... | Manual Retry | 70-01-01 | 000 | ... |
| Acquire & E... | Medium | Retail Onboarding | ... | ... | Manual Retry | 70-01-01 | 000 | ... |
| Acquire & E... | Medium | Retail Onboarding | ... | ... | Review | 21-08-24 | 000 | ... |
| Acquire & E... | Medium | Retail Onboarding | ... | ... | Manual Retry | 21-08-24 | 000 | ... |

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

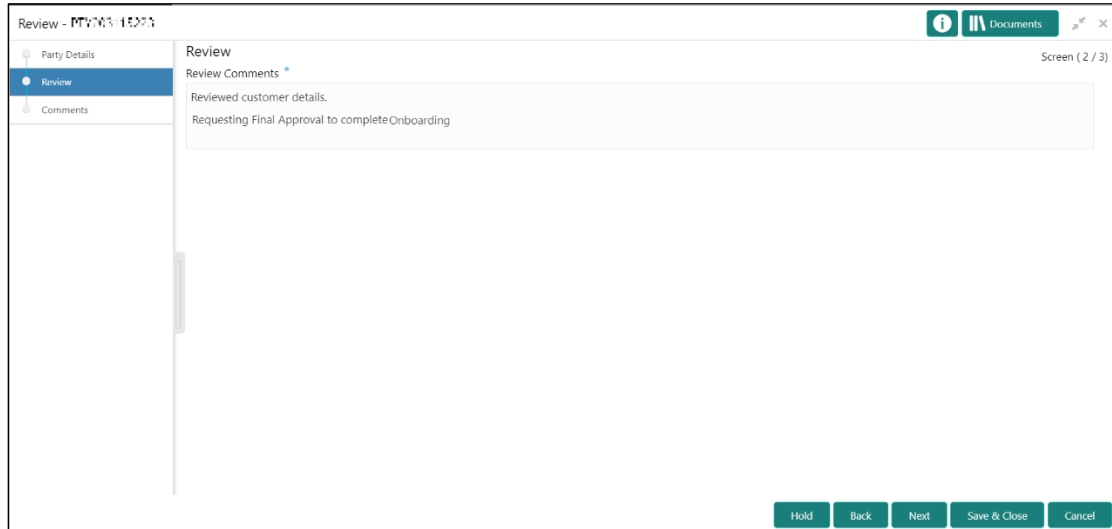
→ The system displays the **Review** screen.

Figure 299: Corporate Customer–Review



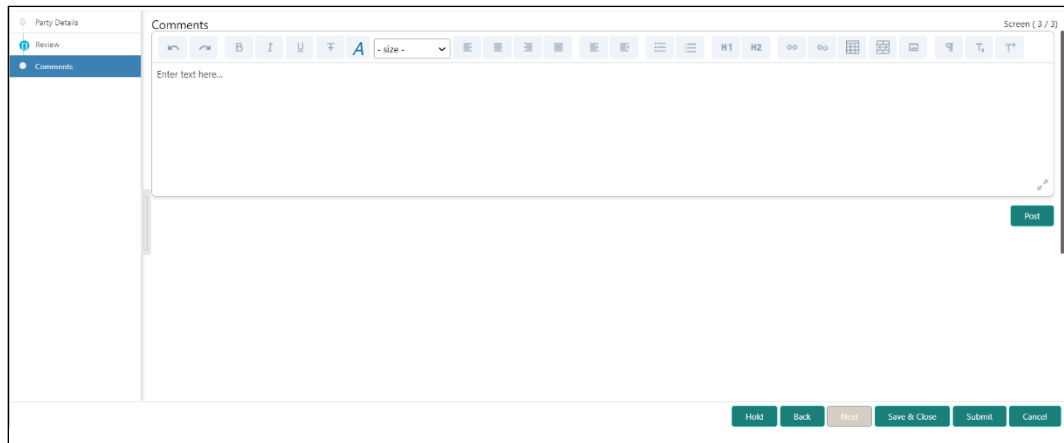
3. To view details captured for the corporate customer, right click on the icon in tree view. Select view option or click on the Party Id hyper link in the List or table view.
4. After reviewing the customer information, click **Next**.
 - The system displays the **Review – Review Comments** screen.

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.

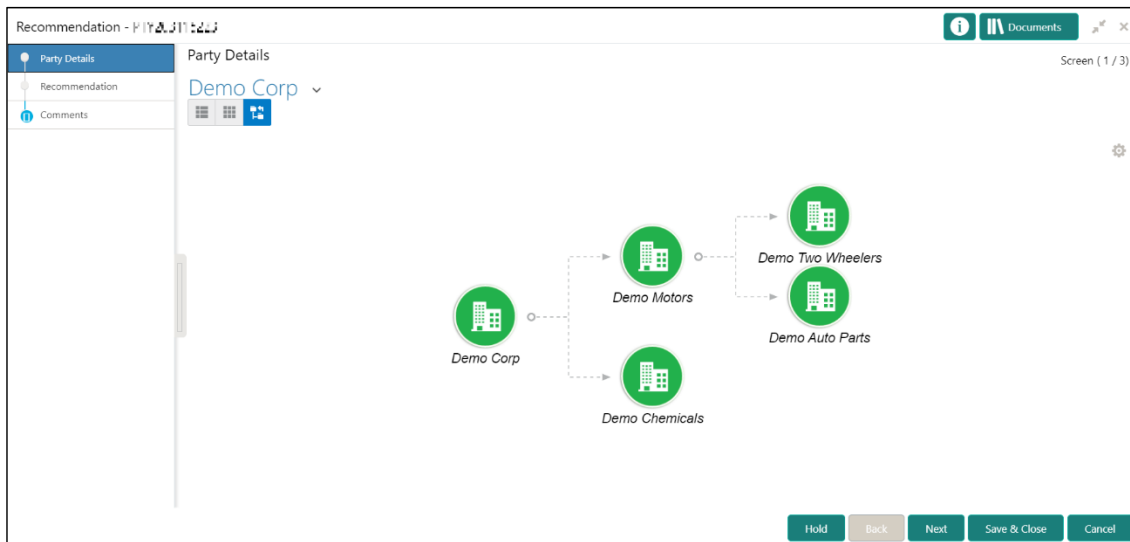
Figure 42: Free Tasks

| Action | Priority | Process Name | Process Reference Number | Application Number | Stage | Application Date | Branch | Customer Number |
|----------------|----------|------------------------|--------------------------|--------------------|-----------------------|------------------|--------|-----------------|
| Acquire & E... | Medium | Corporate Onboarding | PT0001237801 | PT0001237801 | KYC | 21-08-27 | 000 | PT0001237801 |
| Acquire & E... | Medium | Retail Party Amendment | PT0001237802 | PT0001237802 | Review | 21-08-25 | 000 | PT0001237802 |
| Acquire & E... | Medium | SME Onboarding | PT0001237803 | PT0001237803 | Manual Retry | 21-08-24 | 000 | PT0001237803 |
| Acquire & E... | Medium | Retail Party Amendment | PT0001237804 | PT0001237804 | Manual Retry | 21-08-25 | 000 | PT0001237804 |
| Acquire & E... | Medium | Retail Onboarding | PT0001237805 | PT0001237805 | Onboarding Enrichment | 70-01-01 | 000 | PT0001237805 |
| Acquire & E... | Medium | Retail Onboarding | PT0001237806 | PT0001237806 | Onboarding Enrichment | 70-01-01 | 000 | PT0001237806 |
| Acquire & E... | Medium | Retail Onboarding | PT0001237807 | PT0001237807 | KYC MANUAL RETRY | 70-01-01 | 000 | PT0001237807 |
| Acquire & E... | Medium | Retail Onboarding | PT0001237808 | PT0001237808 | Manual Retry | 70-01-01 | 000 | PT0001237808 |
| Acquire & E... | Medium | Corporate Onboarding | PT0001237809 | PT0001237809 | Recommendation | 21-08-24 | 000 | PT0001237809 |
| Acquire & E... | Medium | Retail Onboarding | PT0001237810 | PT0001237810 | Manual Retry | 70-01-01 | 000 | PT0001237810 |
| Acquire & E... | Medium | Retail Onboarding | PT0001237811 | PT0001237811 | Manual Retry | 70-01-01 | 000 | PT0001237811 |
| Acquire & E... | Medium | Retail Onboarding | PT0001237812 | PT0001237812 | Review | 21-08-24 | 000 | PT0001237812 |
| Acquire & E... | Medium | Retail Onboarding | PT0001237813 | PT0001237813 | Manual Retry | 21-08-24 | 000 | PT0001237813 |

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 |

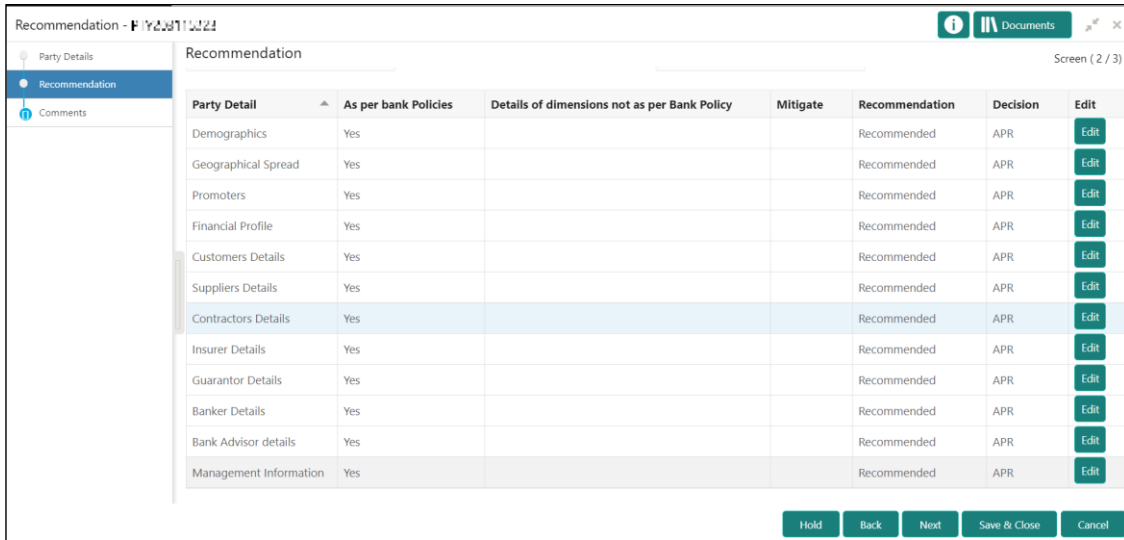
Figure 315: Corporate Customer – Onboarding Approval

- 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. |

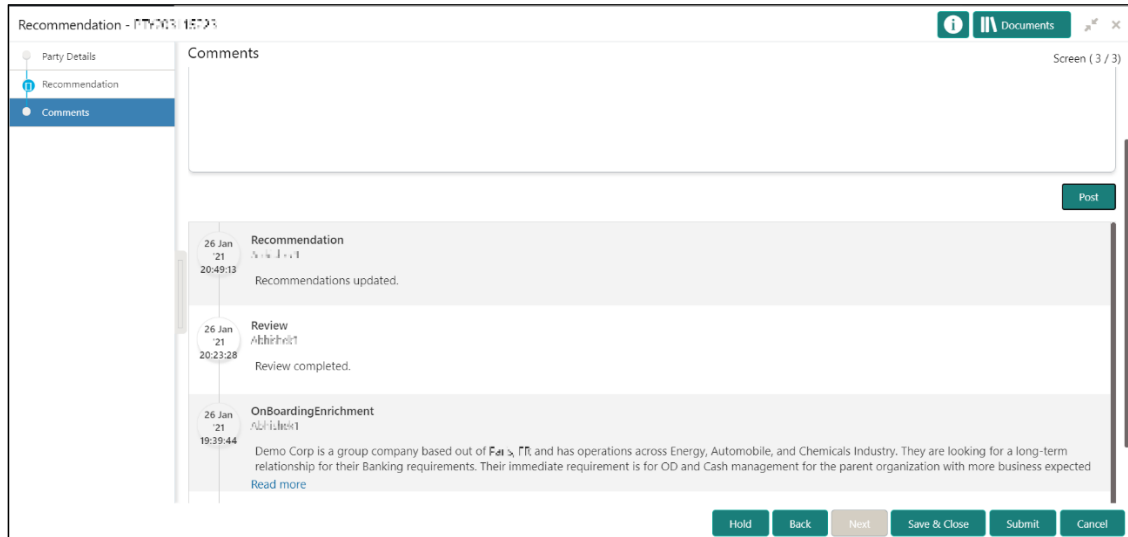
Figure 326: Corporate Customer – Recommendation after decision



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.

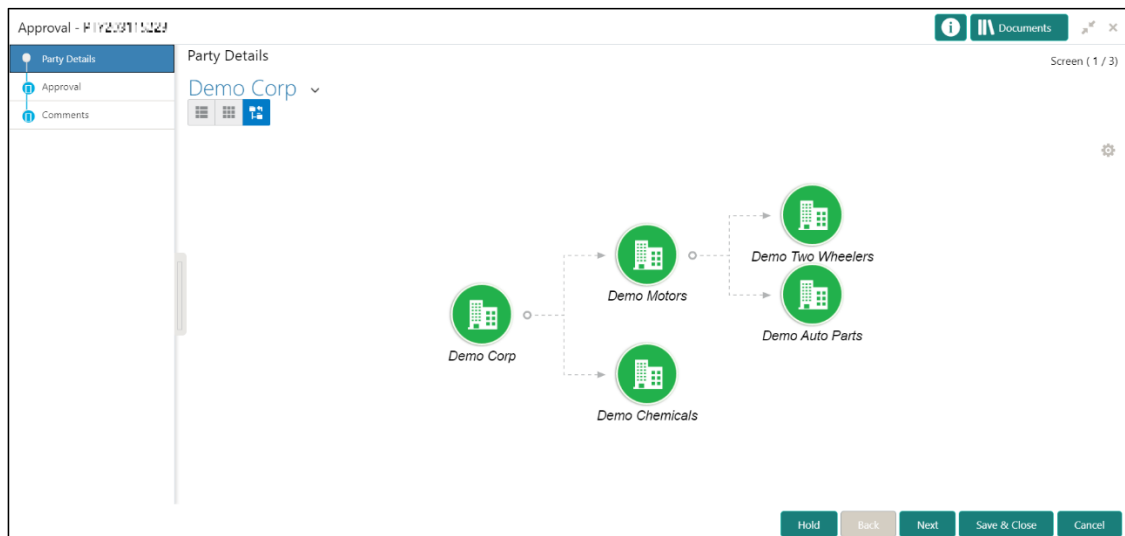
1. To acquire and edit the Review task, navigate to **Tasks**. Under **Tasks**, click **Free**.
 → The system displays the **Free Tasks** screen.

Figure 348: Free Tasks

| Action | Priority | Process Name | Process Reference Number | Application Number | Stage | Application Date | Branch | Customer Number |
|----------------|----------|------------------------|--------------------------|--------------------|-----------------------|------------------|--------|-----------------|
| Acquire & E... | Medium | Corporate Onboarding | PTT000212370003 | PTT000212370003 | KYC | 21-08-27 | 000 | PTT000212370003 |
| Acquire & E... | Medium | Retail Party Amendment | PTT000212370003 | PTT000212370003 | Review | 21-08-25 | 000 | PTT000212370003 |
| Acquire & E... | Medium | SME Onboarding | PTT000212370003 | PTT000212370003 | Manual Retry | 21-08-24 | 000 | PTT000212370003 |
| Acquire & E... | Medium | Retail Party Amendment | PTT000212370003 | PTT000212370003 | Manual Retry | 21-08-25 | 000 | PTT000212370003 |
| Acquire & E... | Medium | Retail Onboarding | PTT000212370003 | PTT000212370003 | Onboarding Enrichment | 70-01-01 | 000 | PTT000212370003 |
| Acquire & E... | Medium | Retail Onboarding | PTT000212370003 | PTT000212370003 | Onboarding Enrichment | 70-01-01 | 000 | PTT000212370003 |
| Acquire & E... | Medium | Retail Onboarding | PTT000212370003 | PTT000212370003 | KYC MANUAL RETRY | 70-01-01 | 000 | PTT000212370003 |
| Acquire & E... | Medium | Retail Onboarding | PTT000212370003 | PTT000212370003 | Manual Retry | 70-01-01 | 000 | PTT000212370003 |
| Acquire & E... | Medium | Corporate Onboarding | PTT000212370003 | PTT000212370003 | Recommendation | 21-08-24 | 000 | PTT000212370003 |
| Acquire & E... | Medium | Retail Onboarding | PTT000212370003 | PTT000212370003 | Manual Retry | 70-01-01 | 000 | PTT000212370003 |
| Acquire & E... | Medium | Retail Onboarding | PTT000212370003 | PTT000212370003 | Manual Retry | 70-01-01 | 000 | PTT000212370003 |
| Acquire & E... | Medium | Retail Onboarding | PTT000212370003 | PTT000212370003 | Review | 21-08-24 | 000 | PTT000212370003 |
| Acquire & E... | Medium | Retail Onboarding | PTT000212370003 | PTT000212370003 | Manual Retry | 21-08-24 | 000 | PTT000212370003 |

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

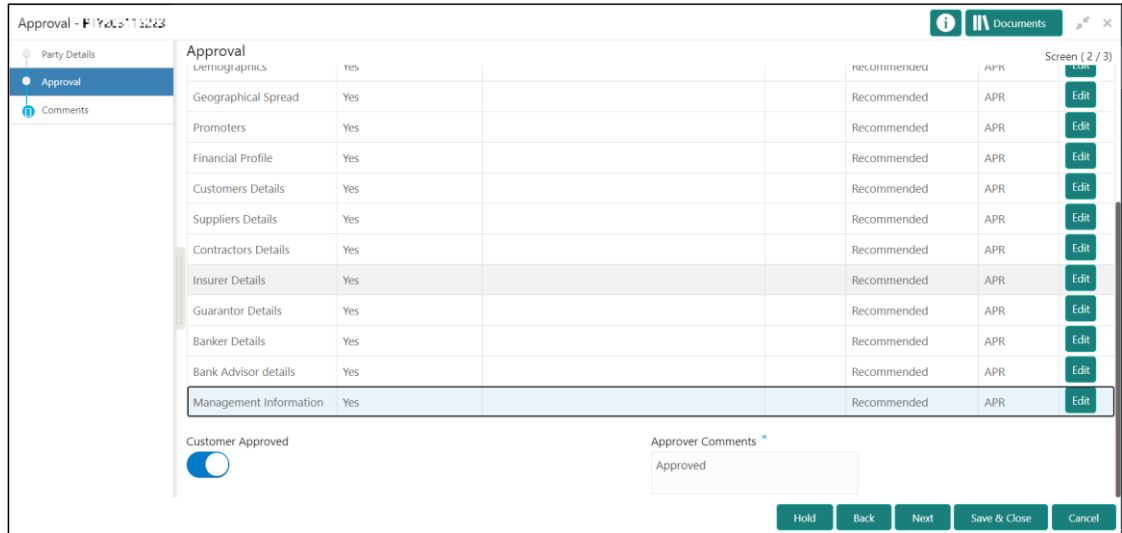
Figure 359: Corporate Customer – Approval



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.

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

Figure 50: Corporate Customer – Approval Decision and Comments



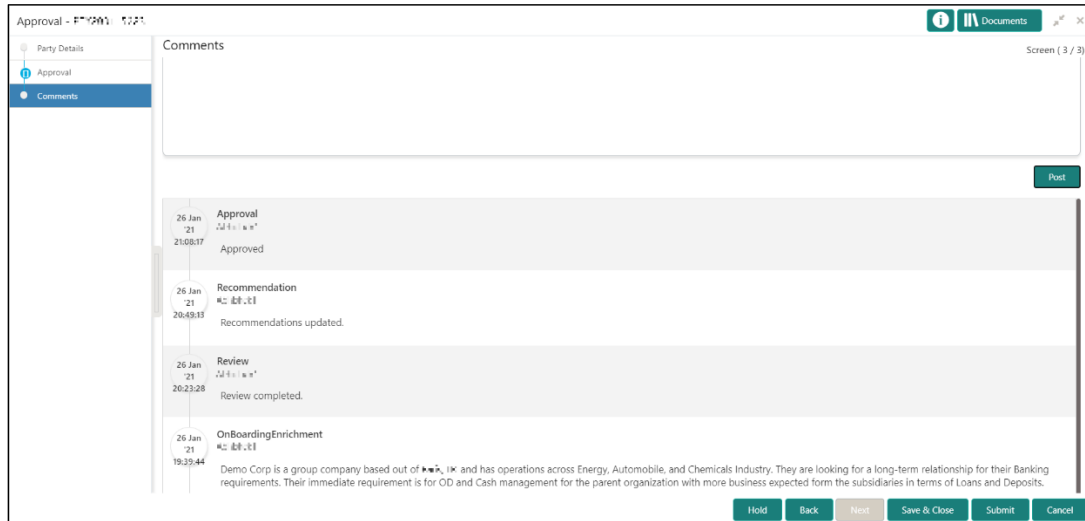
- On **Approval** screen, specify the details to mark the final approval. The fields which are marked with asterisk are mandatory. For more information on fields, refer to the field description table.

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:

1. 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 an 'Amendment' task. At the top, there are navigation icons and user information. Below the header is a large search bar with the text 'Amend Customer' and a magnifying glass icon. The rest of the page is currently blank.

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 displays the 'Corporate Amendment - Quick Initiation' screen. It contains several sections for data entry:

- Organization details:** Fields for Organization Name (e.g., '#1 Rail Roads Pvt Ltd'), Organization Type (Single), Entity Type (D), Demography Type (Domestic), and Classification type (Medium). There is an 'Upload Logo' button.
- Industries:** A table with columns for Sector, Industry Group, Industry, and Sub Industry. An example row shows 'Industrials', 'Transportation', 'Road', and 'Railroads'. There are 'Add Industry' and 'Delete' buttons.
- Credit Rating:** A table with columns for Year, Agency, and Rating. An example row shows '2021', 'M.V.C.P', and 'AAA'. There are 'Add Rating' and 'Delete' buttons.
- Social Media Profiles:** Fields for Official Website, Facebook, and Twitter.

At the bottom, there are navigation buttons: '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](#).

3 List Of Menus

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