Corporate Onboarding User Guide

Oracle Banking Credit Facilities Process Management

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Customer Onboarding User Guide
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Table of Contents

1 Preface

1.1 Introduction

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

1.2 Audience

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

1.3 Document Accessibility

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

1.4 List of Chapters

Chapter	Description
Customer Onboarding	Provides an overview of the Customer Onboarding process and covers the actions to be performed in the Onboarding process.
List of Glossary	Displays the list of main screens in the document along with its reference

1.5 Related Documents

1. The Procedures User Manual
2. Customer 360 User Manual

1.6 Symbols

→	Represents Results

2 Corporate Customer Onboarding

2.1 Overview

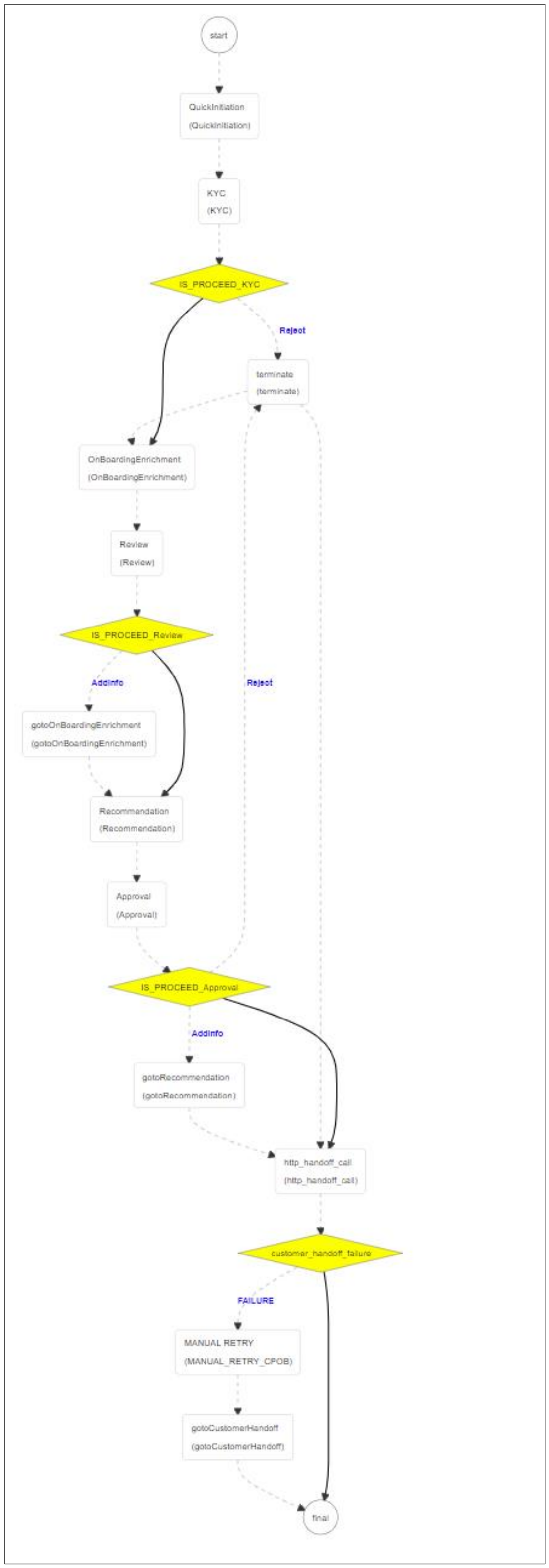
Corporate Customer Onboarding is an umbrella term that is often used to describe the entire process that users go through when they start their journey as a customer of banking product or service. The onboarding is an ongoing process, which helps banks to create relationship with customers. In a bank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

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

2.1.1 Process Flow Diagram

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

Figure 1: Corporate Onboarding Process Flow



2.2 Onboarding Initiation

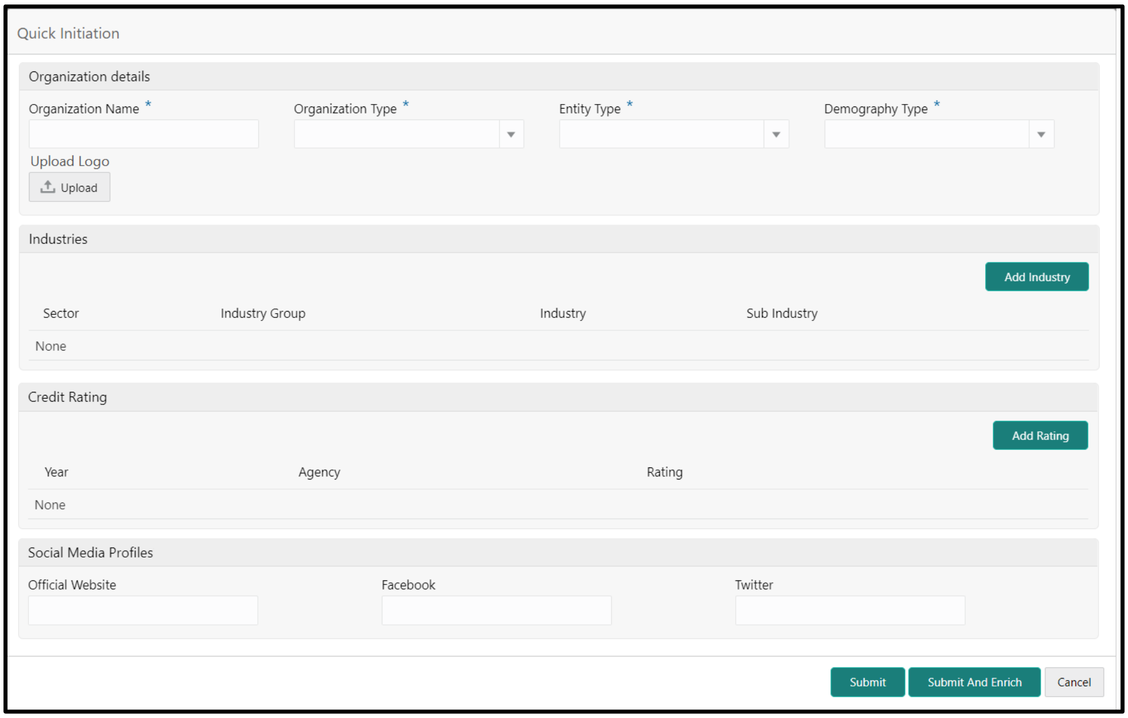
In this stage, the Relationship Manager can capture basic demographic information about the corporate customer to be on-boarded using Oracle Banking Enterprise Party Management.

To initiate the Onboarding process:

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

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

Figure 2: Corporate Quick Initiation



2. Type the following details about the customer:

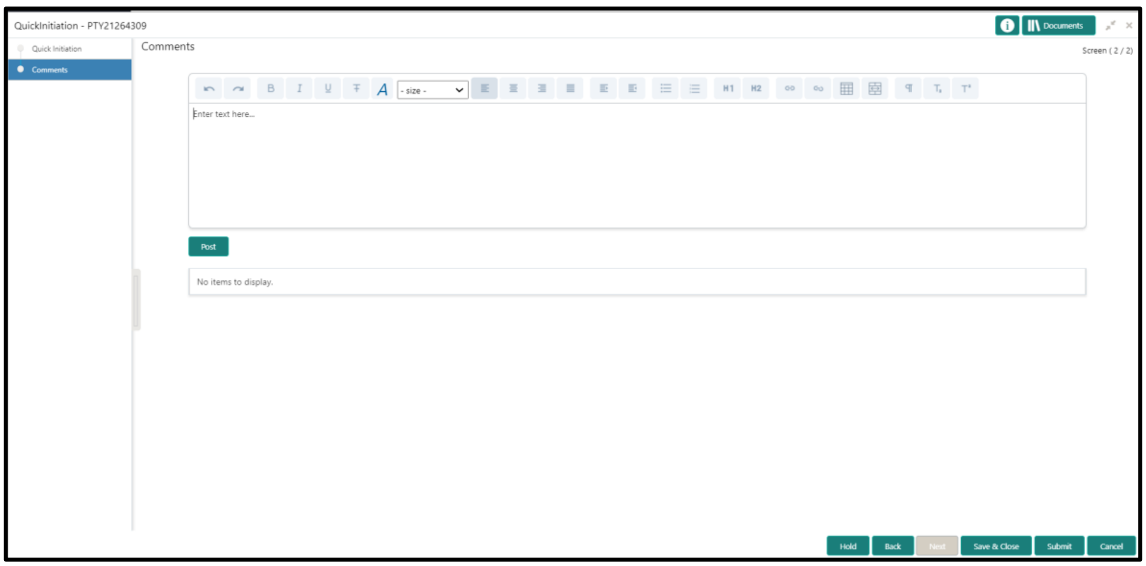
Field Name	Field description
Organization details	
Organization Name	User Input Field. Enter the Registered Name of the organization
Organization Type	Drop down field. User can specify Type of the organization – Conglomerate, Single

Field Name	Field description
Entity Type	Drop down field. User can mentioned the Type of business entity – Private Limited, Public Limited, Trusts, Government Owned, Associations etc.
Demography Type	Drop down field. Specify the company Demography – Global, Domestic
Logo	File upload field. Upload logo of the company
Industries	
Sector	User select field. Industry Sector to which the corporate belongs. For example – Energy, Real Estate, Utilities, Consumer Staples etc.
Industry Group	User select field. Industry group within the sector. For example – Software, Hardware, Semiconductor Industry Groups within Information technology Sector
Industry	User select field. Specify the industry within the Industry group. For example – IT services, Software Products within Software
Sub Industry	User select field. Specify the sub Industry within the Industry. For example – IT Consulting Services, Data Processing Services, Internet Services within IT services
Credit Rating	
Rating Agency	User select field. Name of the Credit Rating agency which has given rating to the corporate
Rating	User select field. Rating provided by the credit rating Agency
Social Media Profile	
Official Website	User input field. The official website address for the Corporate Customer
Facebook	User input field. Facebook URL for the Corporate
Twitter	User input field.

Field Name	Field description
	Corporate’s twitter handle

3. To submit the customer details, click **Submit**.
4. To cancel the initiation operation, click the **cancel button**.
5. Upon clicking **Submit**, the system creates unique party ID for the customer and displays the **Initiation - Basic Details** page.
   6. Click Next.
      → The system displays the **Initiation – Comments** page.
   7. 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.

Figure 31: Initiation – Comments



   8. Type the overall **Comments** for the Onboarding Initiation stage.
   9. Click **Post**.
      → The system posts the comments below the **Comments** text box.
   10. Click **Submit**.
      → The system displays the **Checklist** window.
   11. Select the Outcome as **Proceed**, and click **Submit**.
      → The system moves the task to the **KYC** stage.

Action Buttons

After providing required data, you will be able to perform one of the below actions –

Submit – On 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.

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.

Hold – On Click of Hold, the captured details will be saved and the task status will be suspended and will be available in the Hold queue. This option is used, if there are any pending information to be captured.

- If mandatory fields have not been captured, system will display error until the mandatory fields have been captured.

Cancel – On Click the system will ask for confirmation and on confirming the task will be closed without saving the data.

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.

2.3 KYC

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

To initiate the Onboarding process:

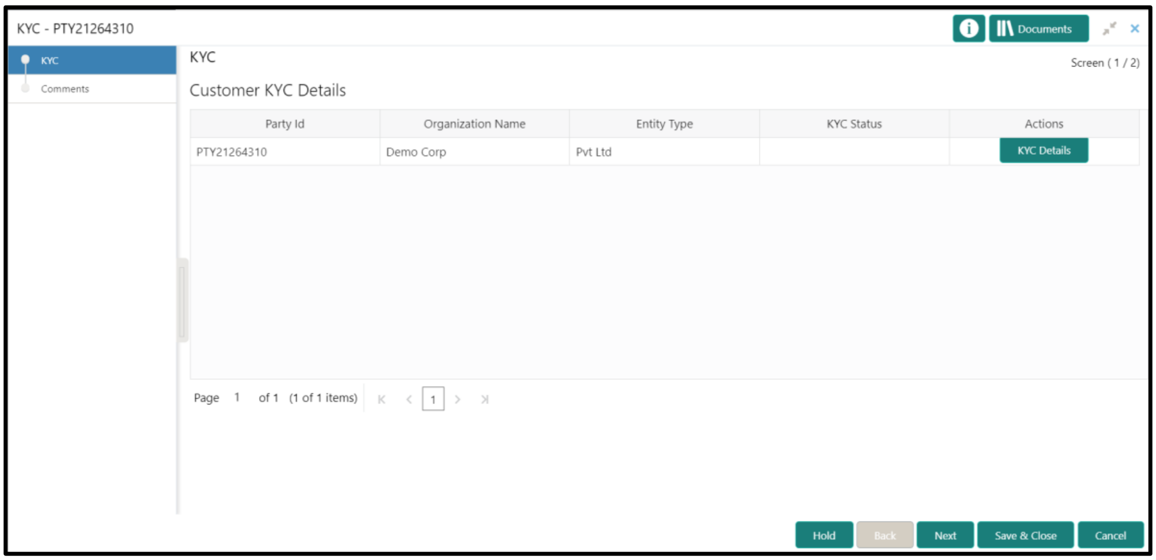
1. To acquire and edit the KYC task, navigate to **Tasks > Free Tasks**.

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

2. Select the required task, and click **Acquire and Edit**.

   → The system displays the KYC – Customer KYC Details Summary page.

Figure 42: KYC Details



3. Click on the **KYC Details** button to update the status of KYC Check

Field Name	Description
Report Received	Toggle Button, by default selected to false. On clicking it highlits blue, which means true and the report is received.
Verification Date	User Input Date field. User can enter the date or use the calendar icon to select the KYC verification date.
Effective Date	User Input Date field. User can enter the date or use the calendar icon to select the KYC effective from date.
KYC Method	User Input field. User can enter the Method by which the KYC is completed.
KYC Status	User Select field. User can select the KYC status from the dropdown.

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

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

5. Click **Submit**.

   → The system displays the **Checklist** window.

6. Select the Outcome as **Approve**, and click **Submit**.

   → The system moves the task to the **Enrichment** stage.

Action Buttons

After providing required data, you will be able to perform one of the below actions –

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.

Hold – On Click of Hold, the captured details will be saved and the task status will be suspended and will be available in the Hold queue. This option is used, if there are any pending information to be captured.

- If mandatory fields have not been captured, system will display error until the mandatory fields have been captured.

Cancel – On Click, the system will ask for confirmation and on confirming the task will be closed without saving the data.

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.

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:

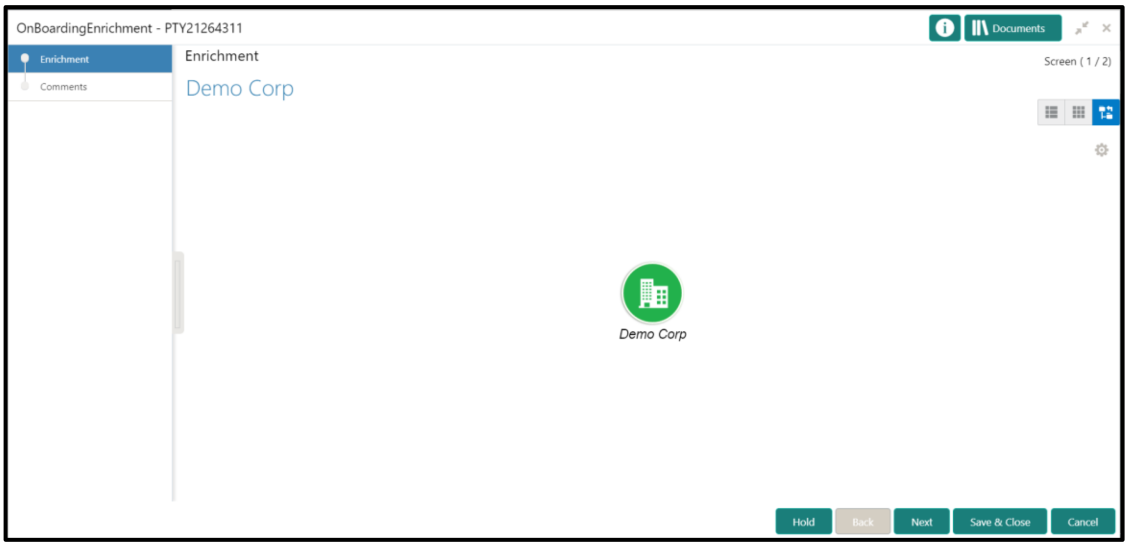
1. To acquire and edit the Onboarding Enrichment task, navigate to **Tasks > Free Tasks**.

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

2. Select the required task, and click **Acquire and Edit**.

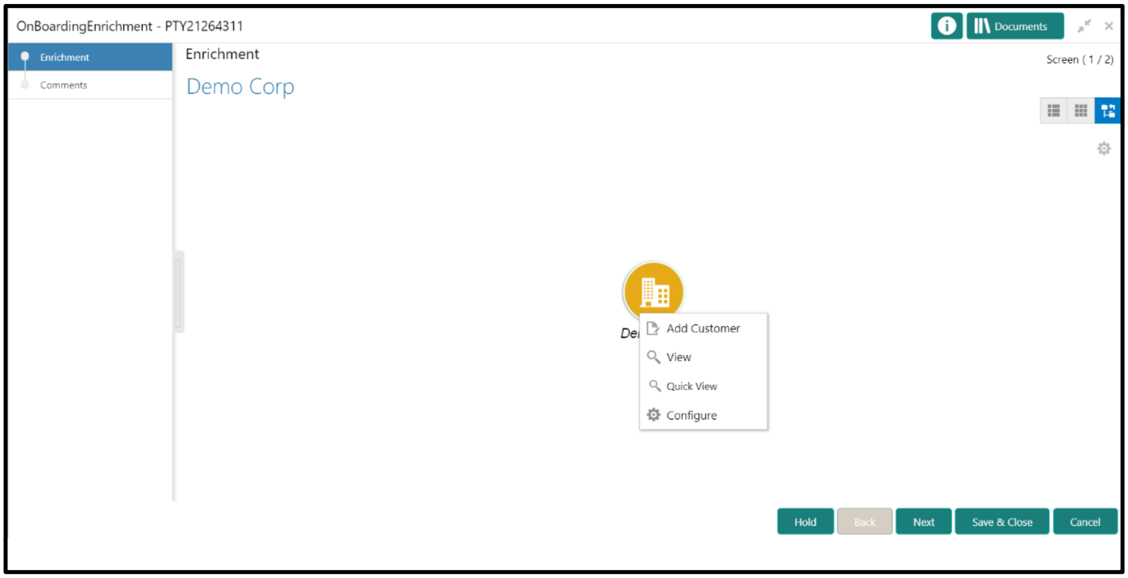
   → The system displays the **Onboarding Enrichment** Summary page.

Figure 53: Corporate Onboarding Enrichment Screen



3. By default, the onboarded customer is displayed as an icon under the Tree view
4. Default view can be changed to List View or Table View, if required
5. Right Click on the customer icon for possible option:

Figure 64: Corporate Onboarding Enrichment Options



Field Name	Description
Add Customer	On clicking **Add Customer**, a popup opens with multiple options, where the child customer details are added and linked with the parent customer
View	On Clicking **View,** a popup opens with the customer details in read only mode.
Quick View	On Clicking the **Quick View**, a popup opens with the limited customer details in read only mode.
Configure	On Clicking **Configure**, a popup opens, where we can add the financial profile, projections, customer profile, stakeholders and assets details.

Figure 75: Corporate Onboarding Enrichment Screen – Horizontal Tree View

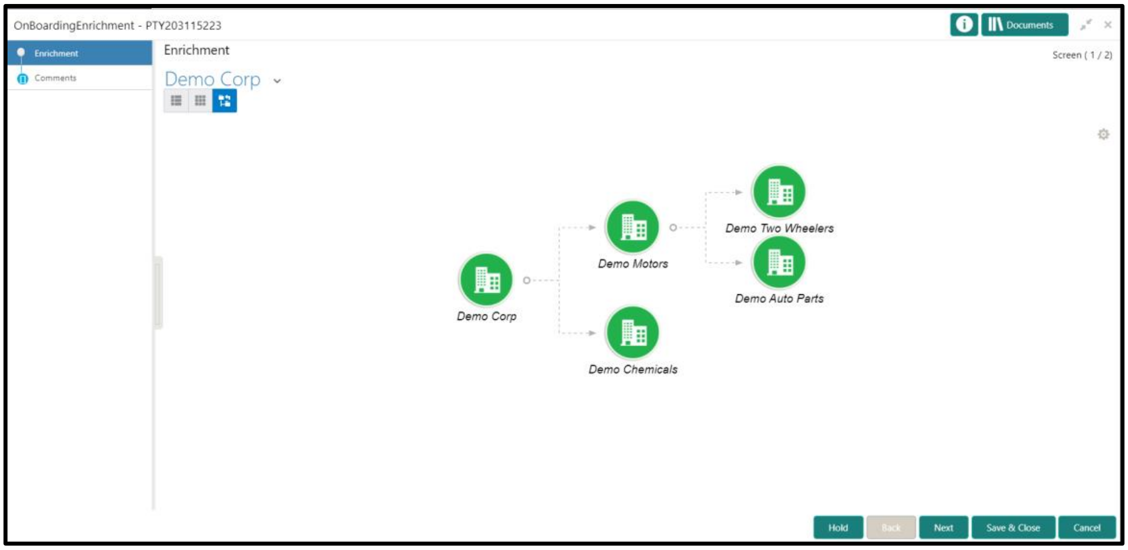


Figure 86: Corporate Onboarding Enrichment Screen – Vertical Tree View

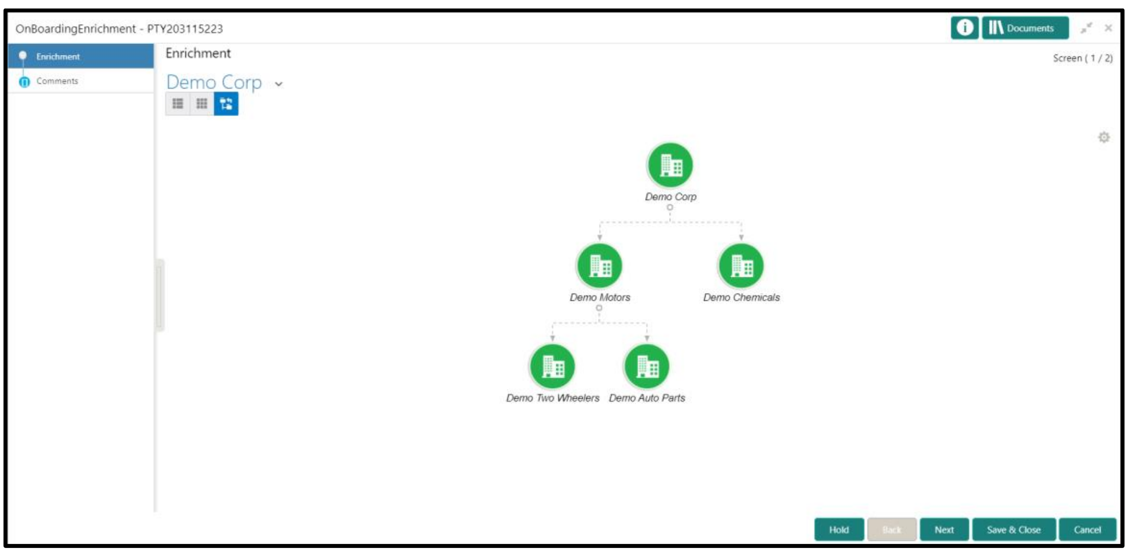


Figure 97: Corporate Onboarding Enrichment Screen – List View

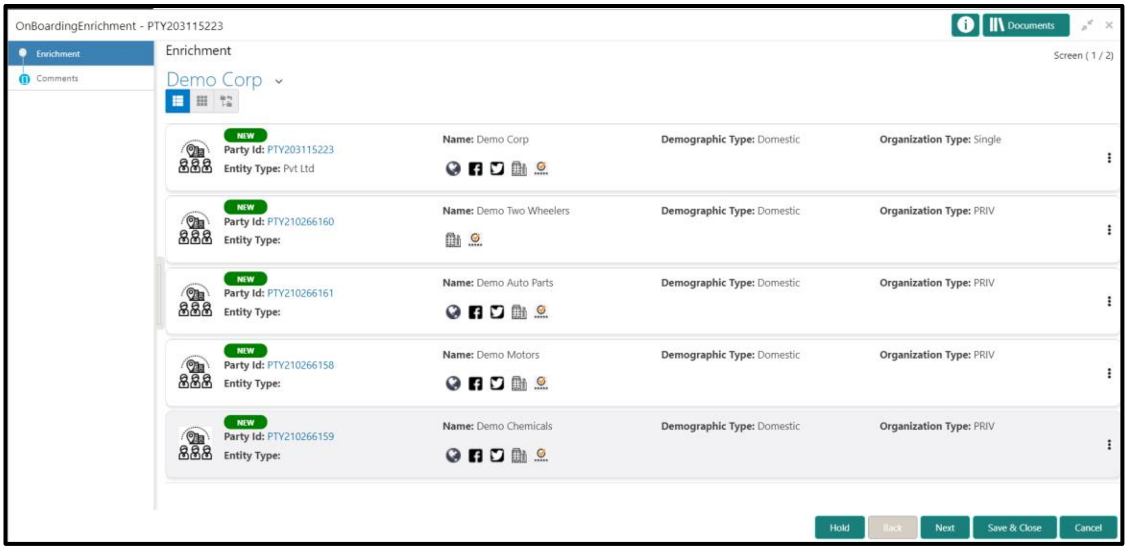


Figure 108: Corporate Onboarding Enrichment Screen – Table View

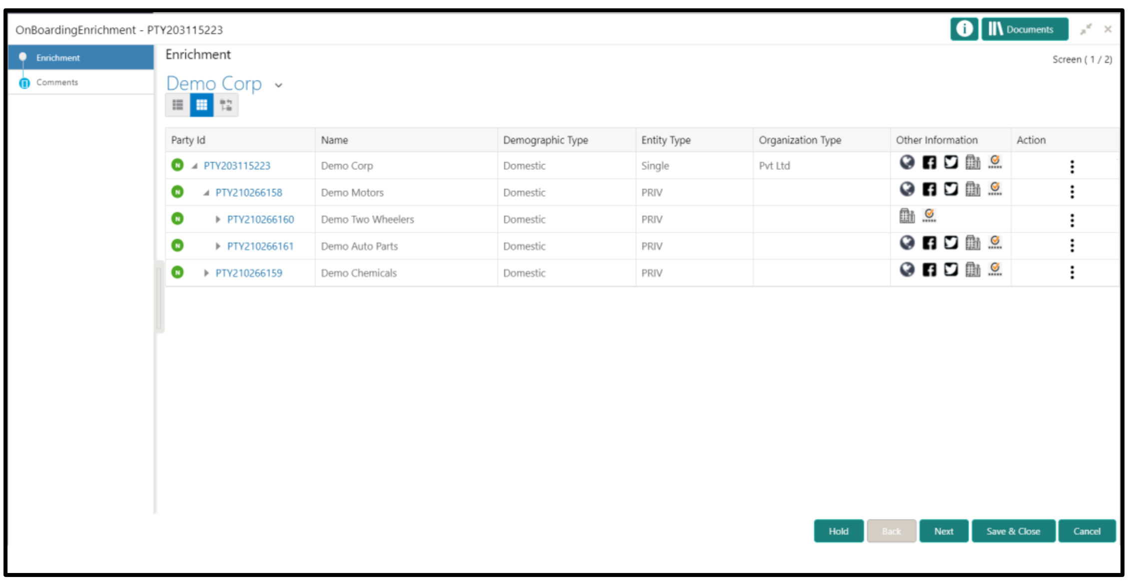
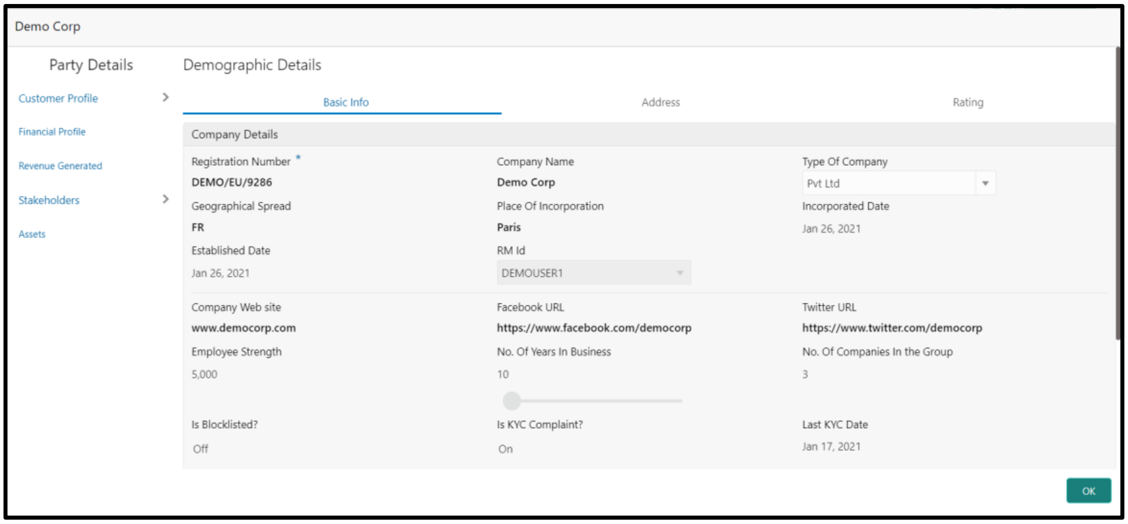


Figure 119: Corporate Onboarding Enrichment Screen – Table View



6. Following additional information can be added or enriched for the Corporate Customer under **Configure** option

Field Name	**Description**
Customer Profile	
Registration Number	User Input Field. Enter the Registration Number of the Company
Company Name	User Input Field. Enter the Company Name
Type of Company	User Select Field. Select the type of the Company
Geographical Spread	User Select Field. Select the geographical spread of the company from the given list
Place of In-corporation	User Input Field. Enter the Place of incorporation of the company
Incorporation Date	User Input Field. Enter the Incorporation Date
Established Date	User Input Field. Enter the Established Date
RM ID	User Input Field. Select the RM to be associated with the Customer
Company Website	User Input Field. Enter the Company Website
Facebook URL	User Input Field. Enter the Facebook URL of the company
Twitter URL	User Input Field. Enter the Twitter URL of the company
Employee Strength	User Input Field. Enter the employee strength of the company
No. Of Years In Business	User Input field. Enter the number of years the corporate is in business

No. Of Companies In the Group	User Input field. Enter the number of companies that are part of the corporate group
Language	User Input Field. Enter the preferred language to be used for communication
Media	User Input Field. Enter the preferred mode of communication.
Financial Profile	
Year	User Input Field. Enter the year for which the financial details will be captured
Currency	User Input Field. Enter the currency for capturing Financial details
Balance Sheet Size	User Input Field. Enter the Balance Sheet size of the corporate for the selected year
Operating Profit	User Input Field. Enter the Operating Profit of the corporate for the selected year
Net Profit	User Input Field. Enter the Net Profit of the corporate for the selected year
Year Over Year Growth	User Input Field. Enter the year on year growth
Return On Investment	User Input Field. Enter the return on investment for the selected year
Return On Equity	User Input Field. Enter the return on equity for the selected year
Return On Asset	User Input Field. Enter the return on asset for the selected year
Stakeholders	
Sponsors	User Input Section. Enter the details of the Sponsors for the Corporate
Management Team	User Input Section. Enter the details of the Corporate's Management Team
Bankers	User Input Section. Enter the details of other Bankers with which the corporate has banking relations
Guarantors	User Input Section. Enter the details of the Guarantors for the Corporate
Suppliers	User Input Section. Enter the details of the Suppliers for the Corporate
Insurers	User Input Section. Enter the details of the Insurers for the Corporate

Action Buttons

After providing required data, you will be able to perform one of the below actions –

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.

Hold – On Click of Hold, the captured details will be saved and the task status will be suspended and will be available in the Hold queue. This option is used, if there are any pending information to be captured.

- If mandatory fields have not been captured, system will display error until the mandatory fields have been captured.

Cancel – On Click the system will ask for confirmation and on confirming the task will be closed without saving the data. 41

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.

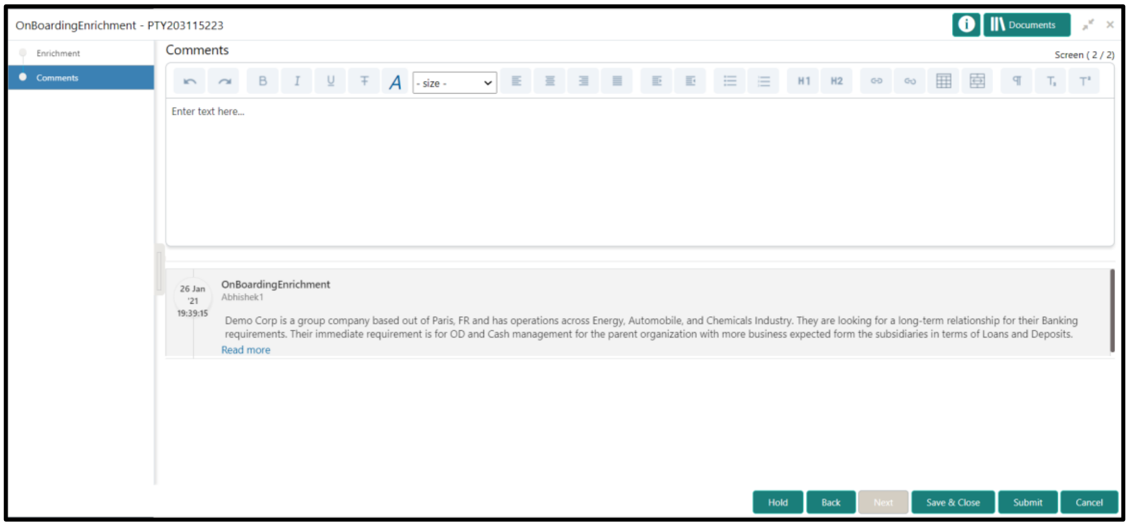
7. Click Next.

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

8. The Relationship Managers can capture overall comments for the Enrichment stage in this data segment. Capturing comments helps in better understanding of the task by the banker who will work with this task in next stage.
9. Type the overall **Comments** for the Onboarding Enrichment stage.
10. Click **Post**.

    → The system posts the comments below the **Comments** text box.

Figure 1210: Enrichment – Comments



11. Click **Submit**.

    → The system displays the **Checklist** window.

12. Select the Outcome as **Proceed**, and click **Submit**.

    → The system moves the task to the **Review** stage.

<u>Action Buttons</u>

After providing required data, you will be able to perform one of the below actions –

Submit – On 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.

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.

Hold – On Click of Hold, the captured details will be saved and the task status will be suspended and will be available in the Hold queue. This option is used, if there are any pending information to be captured.

- If mandatory fields have not been captured, system will display error until the mandatory fields have been captured.

Cancel – On Click the system will ask for confirmation and on confirming the task will be closed without saving the data.

Next – On click of Next, the captured details 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.

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.

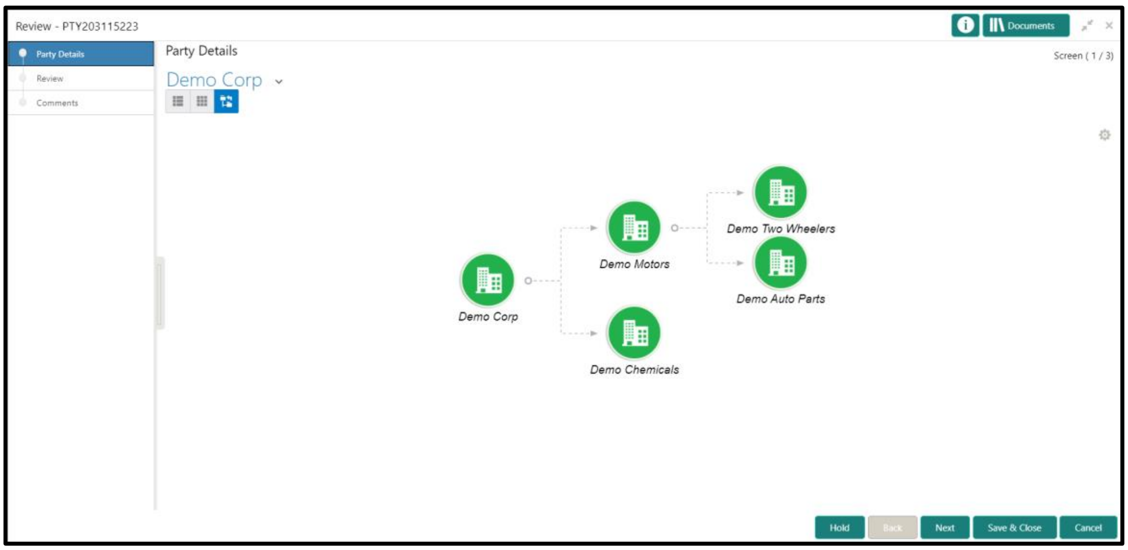
1. To acquire and edit the Review task, navigate to **Tasks > Free Tasks**.

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

2. Select the required task, and click **Acquire and Edit**.

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

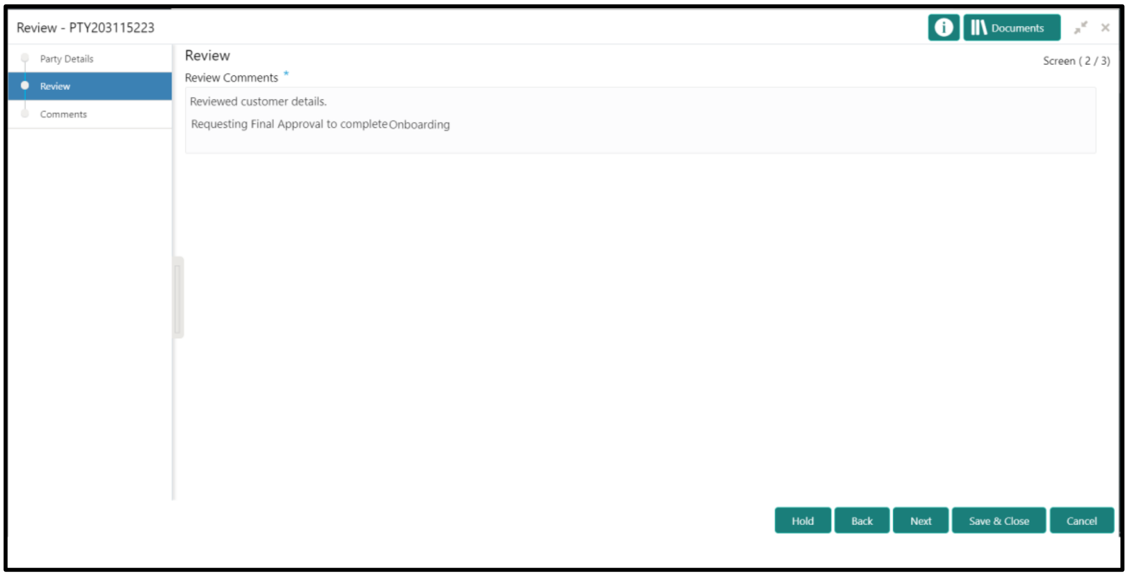
Figure 1311: Corporate Customer – Review



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 hyper link in List or table view
4. After reviewing the customer information, click **Next**.

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

Figure 14: Review – Review Comments



Action Buttons

After providing required data, you will be able to perform one of the below actions –

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.

Hold – On Click of Hold, the captured details will be saved and the task status will be suspended and will be available in the Hold queue. This option is used, if there are any pending information to be captured.

- If mandatory fields have not been captured, system will display error until the mandatory fields have been captured.

Cancel – On Click the system will ask for confirmation and on confirming the task will be closed without saving the data.

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.

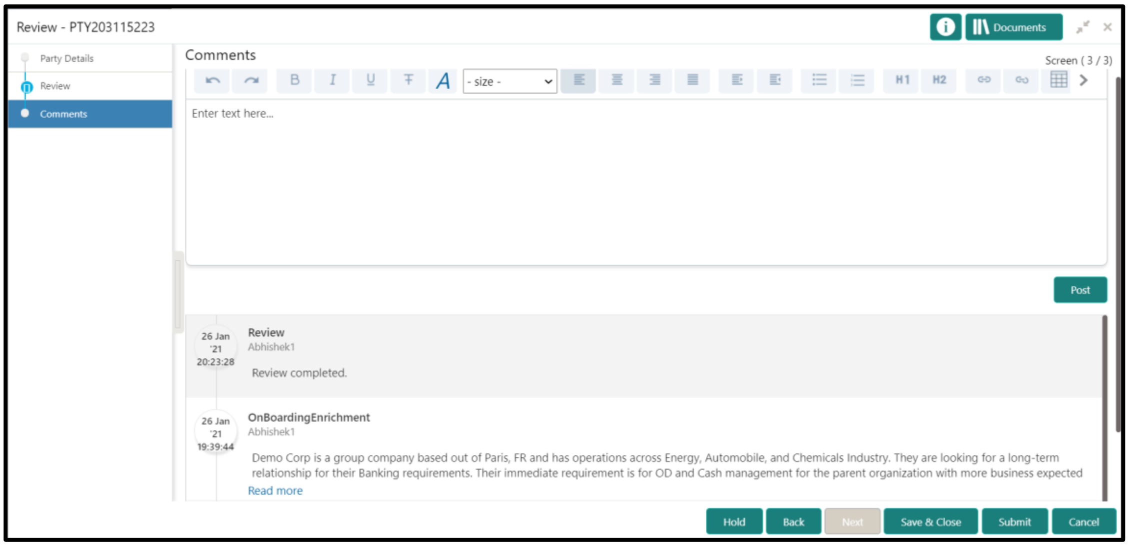
5. Type the **Review Comments** and Click **Next**.

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

6. Type the overall **Comments** for the **Review** stage.
7. Click **Post**.

   → The system posts the comments below the **Comments** text box.

Figure 15: Review – Overall Comments



Action Buttons

After providing required data, you will be able to perform one of the below actions –

Submit – On 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.

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.

Hold – On Click of Hold, the captured details will be saved and the task status will be suspended and will be available in the Hold queue. This option is used, if there are any pending information to be captured.

- If mandatory fields have not been captured, system will display error until the mandatory fields have been captured.

Cancel – On Click the system will ask for confirmation and on confirming the task will be closed without saving the data.

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.

8. Click **Submit**.

   → The system displays the **Checklist** window.

9. Select the **Outcome.** The options available are - **Proceed** and **Additional Info**.

   → If "Proceed" is selected as the Outcome, the task is moved to the **Recommendation** stage.

   → If "Additional Info" is selected as the Outcome, the task is moved back to the **Onboarding Enrichment** stage.

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.

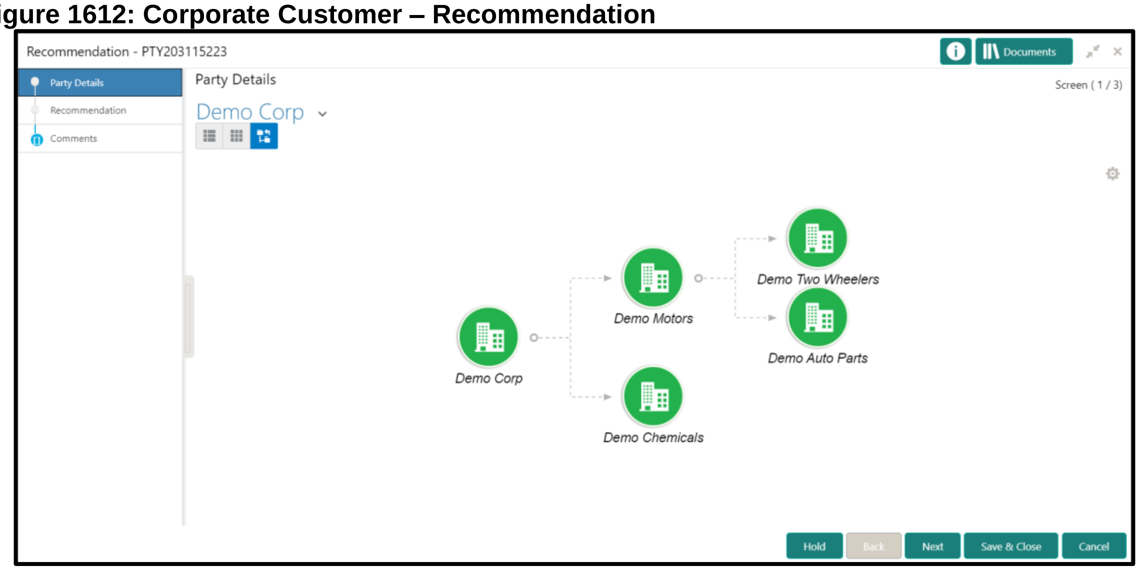
1. To acquire and edit the Review task, navigate to **Tasks > Free Tasks**.

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

2. Select the required task, and click **Acquire and Edit**.

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

Figure 1612: Corporate Customer – Recommendation



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

Figure 1713: Corporate Customer – Update Recommendation

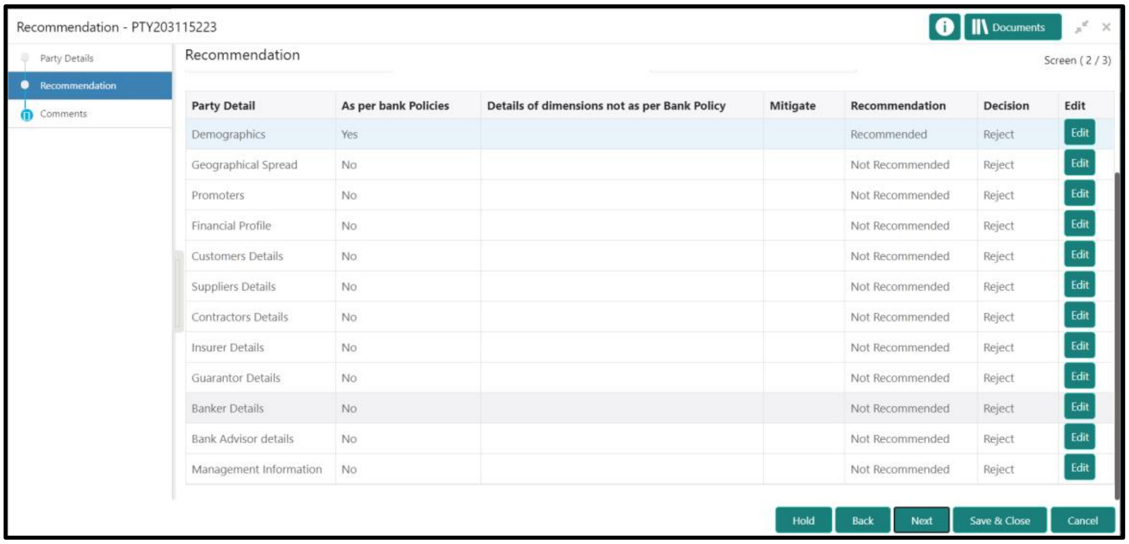
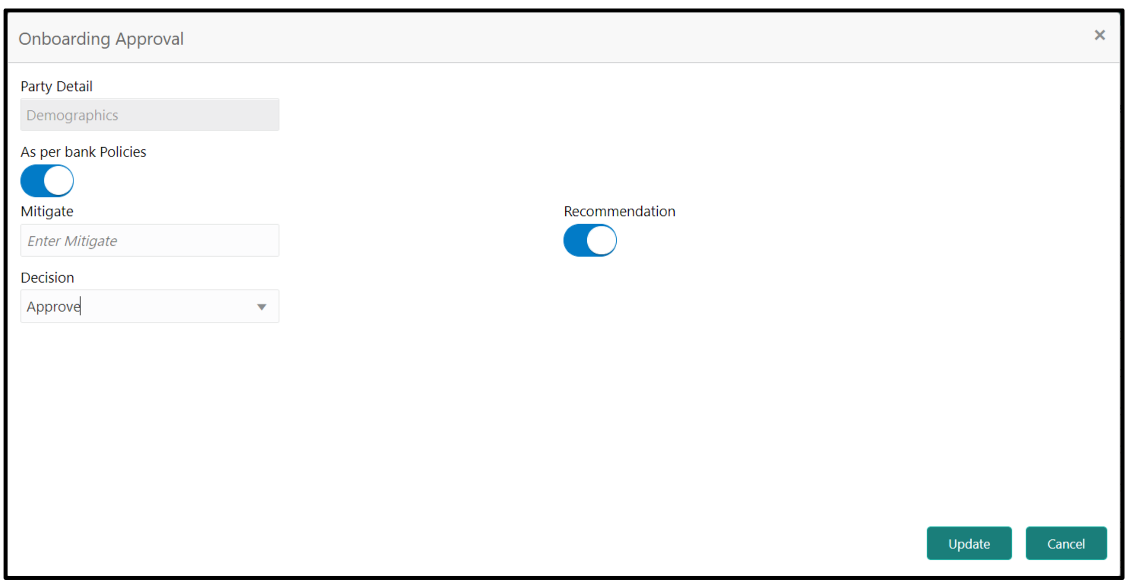


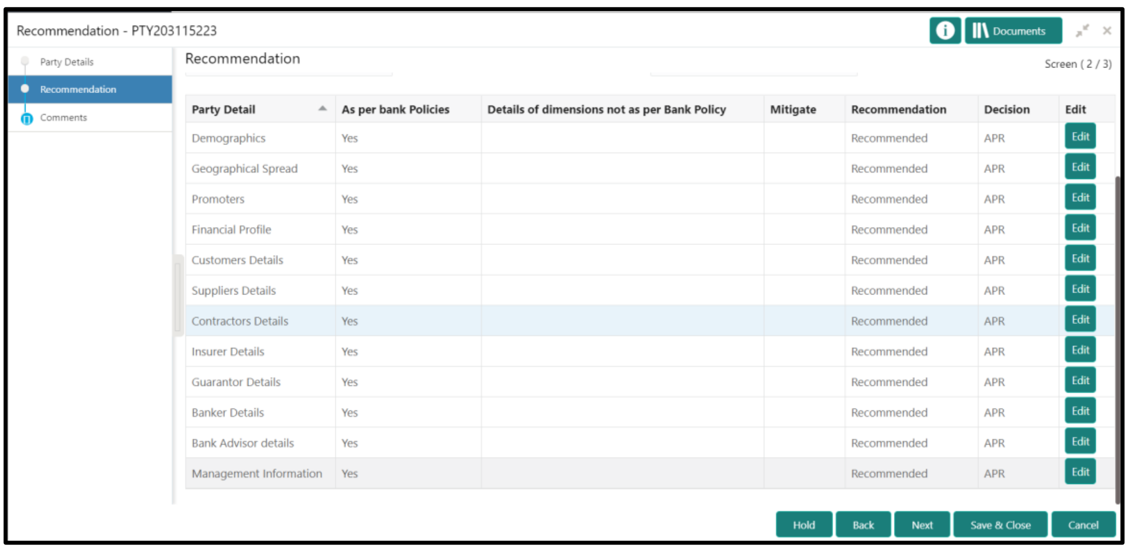
Figure 1814: Corporate Customer – Onboarding Approval



Field Name	Description
Review Comments	Read only field, Review comments added in the previous stage will be shown in read only mode.
Overall Comments	Read only field, the overall comments for the customer details entered will be available in the read only mode.
Recommendation Comments	Read only field, the recommendation comments for the customer details entered in recommendation stage is shown in read only mode.

Field Name	Description
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	User input field, If the customer data is not as per bank policy, then we may need to enter the details of dimensions.
Mitigate	User input field, Mitigate comments will be entered here
Recommendation	User select toggle button, defaulted to false, Can be selected if the customer detail is recommended.
Decision	User select field. Select Approve or Reject from the dropdown field

Figure 1915: Corporate Customer – Recommendation after decision



Action Buttons

After providing required data, you will be able to perform one of the below actions –

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.

Hold – On Click of Hold, the captured details will be saved and the task status will be suspended and will be available in the Hold queue. This option is used, if there are any pending information to be captured.

- If mandatory fields have not been captured, system will display error until the mandatory fields have been captured.

Cancel – On Click the system will ask for confirmation and on confirming the task will be closed without saving the data.

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.

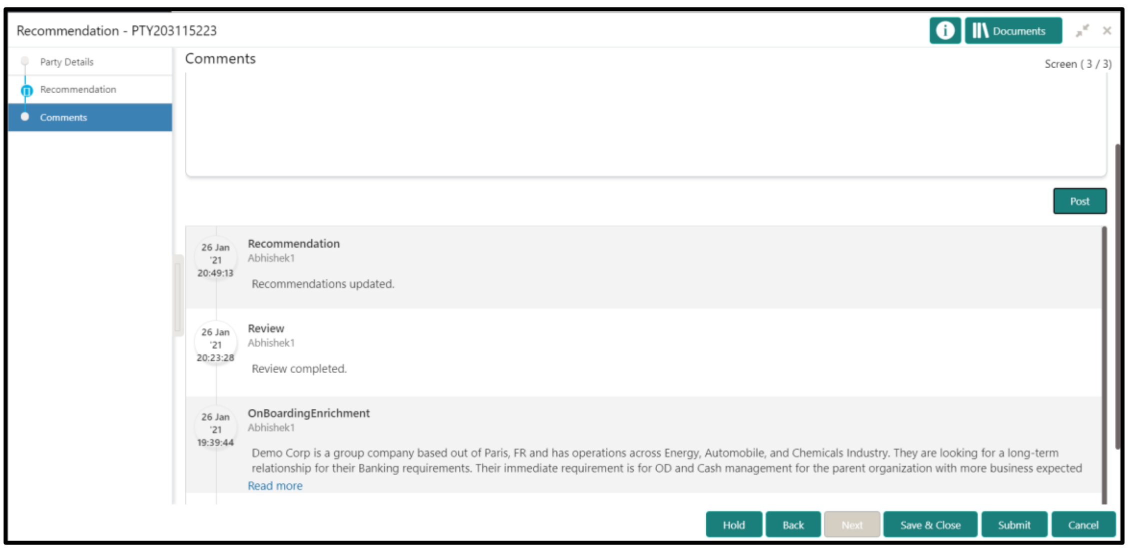
5. After updating the decision on the **Recommendation** page, click **Next**.

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

6. Type the **Overall Comments** for the Recommendation stage and Click **Next**.
7. Click **Post**.

   → The system posts the comments below the **Comments** text box.

Figure 20: Recommendation – Overall Comments



<u>Action Buttons</u>

After providing required data, you will be able to perform one of the below actions –

Submit – On 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.

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.

Hold – On Click of Hold, the captured details will be saved and the task status will be suspended and will be available in the Hold queue. This option is used, if there are any pending information to be captured.

- If mandatory fields have not been captured, system will display error until the mandatory fields have been captured.

Cancel – On Click the system will ask for confirmation and on confirming the task will be closed without saving the data.

Next – On click of Next, captured details will be saved and 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.

8. Click **Submit**.

   → The system displays the **Checklist** window.

9. Select the Outcome as **Proceed**, and click **Submit**.

   → The system moves the task to the Approval stage.

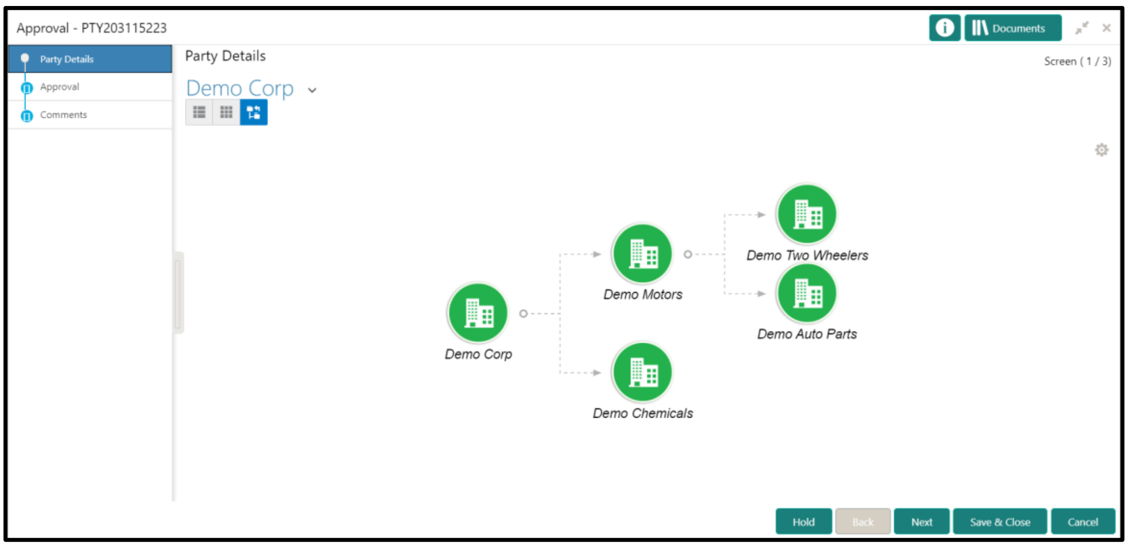
2.7 Approval

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 > Free Tasks**.
   → The system displays the **Free Tasks** page.

2. Select the required task, and click **Acquire and Edit**.
   → The system displays the **Approval** page.

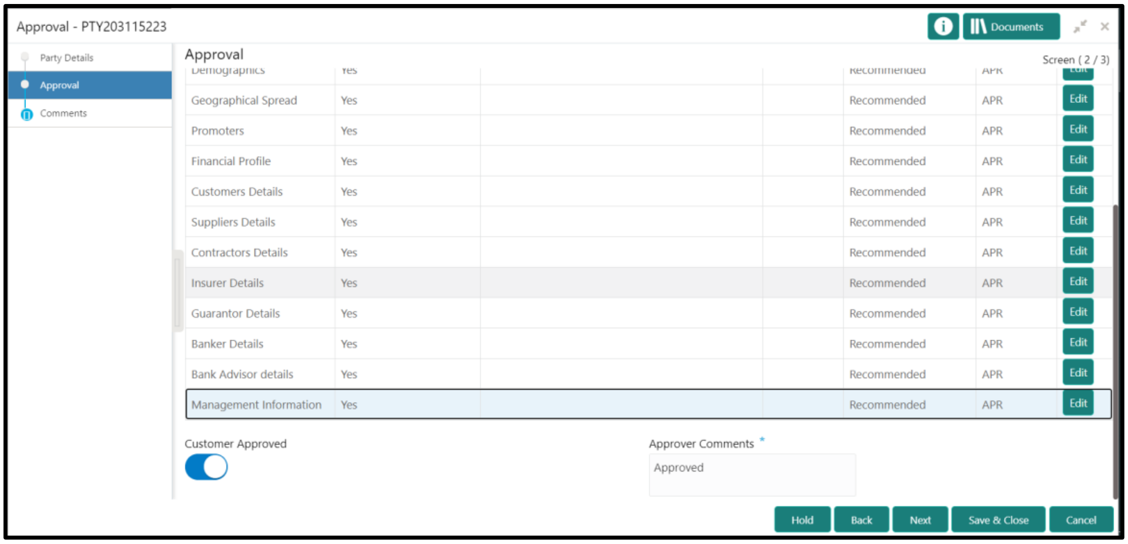
Figure 2116: Corporate Customer – Approval



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 page
   Mark the final approval by clicking on the **Customer Approved** button and updating the **Approval Comments**

Figure 2217: Corporate Customer – Approval Decision and Comments



Field Name	Description
Customer Approval	User select toggle button, defaulted to false, Can be selected if the customer detail is Approved or not.
Approver Comments	User input field, customer approval comments will be entered here

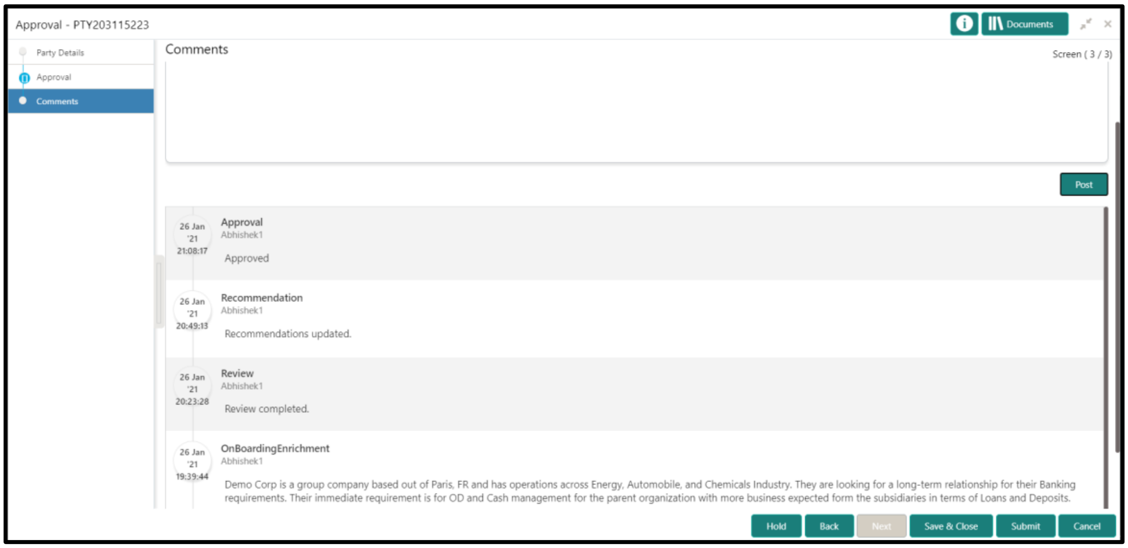
5. After updating the **Approval Comments** on the **Approval** page, click **Next**.

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

6. Type the **Overall Comments** for the Approval stage and Click **Next.**
7. Click **Post**.

   → The system posts the comments below the **Comments** text box.

Figure 23: Recommendation – Overall Comments



Action Buttons

After providing required data, you will be able to perform one of the below actions –

Submit – On 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.

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.

Hold – On Click of Hold, the captured details will be saved and the task status will be suspended and will be available in the Hold queue. This option is used, if there are any pending information to be captured.

- If mandatory fields have not been captured, system will display error until the mandatory fields have been captured.

Cancel – On Click the system will ask for confirmation and on confirming the task will be closed without saving the data.

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.

8. Click **Submit**.

→ The system displays the **Checklist** window.

9. Select the **Outcome.** The options available are – **Proceed, Reject** and **Additional Info**.
   → If "Proceed" is selected as the Outcome, the onboarding process is completed.
   → If "Reject" is selected as the Outcome, the onboarding process is rejected
   → If "Additional Info" is selected as the Outcome, the task is moved back to the Manual retry queue for further

2.8 Amendment

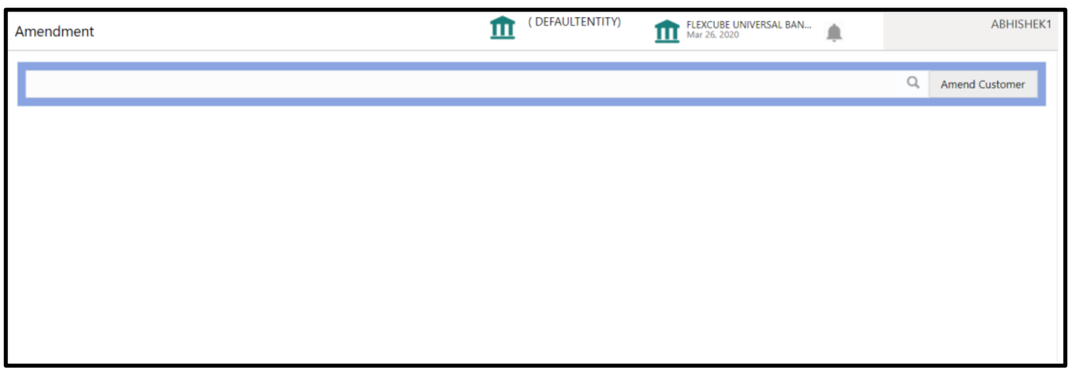
In this stage, the Relationship Manager can amend the information or can add additional information about a corporate customer using Oracle Banking Enterprise Party Management.

To initiate the Amendment process:

1. From the home page, click **Party Services → Corporate → Amendment**.

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

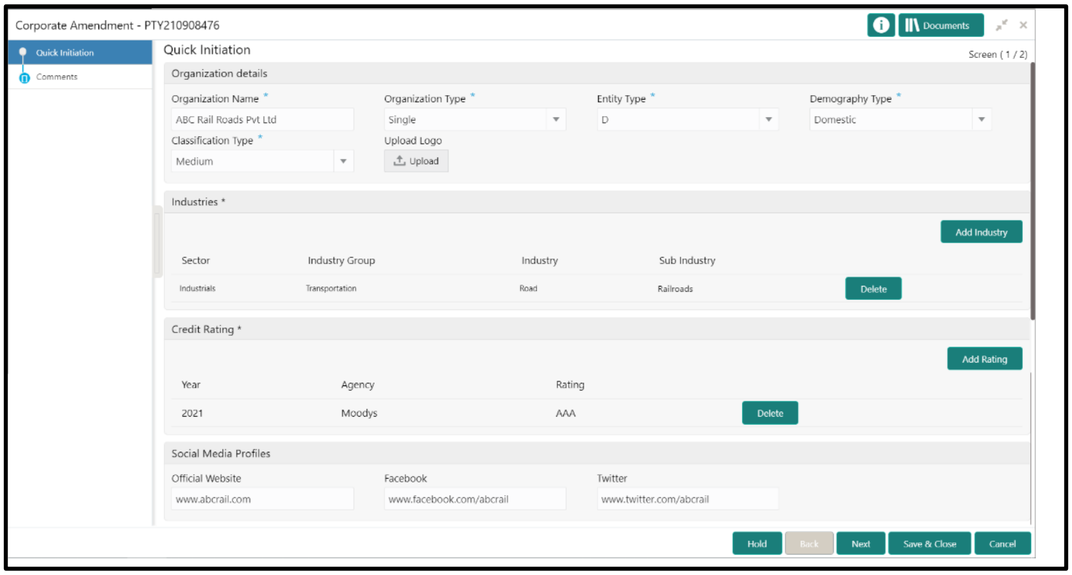
Figure 24: Amendment – Enter Customer Id



2. Enter the Customer id and Click **Amend Customer** button

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

Figure 25: Amendment – Corporate Amendment



3. Edit the information for the desired fields and submit the task to move to Corporate Amendment - KYC stage

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

4. Acquire the Corporate Amendment KYC task by navigating to **Tasks > Free Tasks** and click **Acquire and Edit**.

   Update the status of KYC Check in this stage and submit the KYC task

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

5. Acquire the Corporate Amendment Enrichment task by navigating to **Tasks > Free Tasks** and click **Acquire and Edit**.

6. Update the desired information in the enrichment stage and submit the task to move to **Corporate Amendment - Review** Stage

7. Acquire the Corporate Amendment Enrichment task by navigating to **Tasks > Free Tasks** and click **Acquire and Edit**.

8. Update the desired information in the enrichment stage and submit the task to move to **Corporate Amendment - Review** Stage, followed by **Corporate Amendment – Recommendation** and **Corporate Amendment – Approval** stage.

9. Please refer to the below sections for more details on

    - Initiation Stage - refer section 2.2 Onboarding Initiation
    - KYC Stage - - refer section 2.3 KYC
    - Enrichment Stage - refer section 2.4 Onboarding Enrichment
    - Review Stage - refer section 2.5 Review
    - Recommendation Stage - refer section 2.6 Recommendation
    - Approval Stage - refer section 2.7 Approval