Corporate Onboarding User Guide

Oracle Banking Credit Facilities Process Management

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Customer 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 Chapters

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

1.5 Related Documents

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

1.6 Symbols

	Represents Results
\rightarrow	



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:

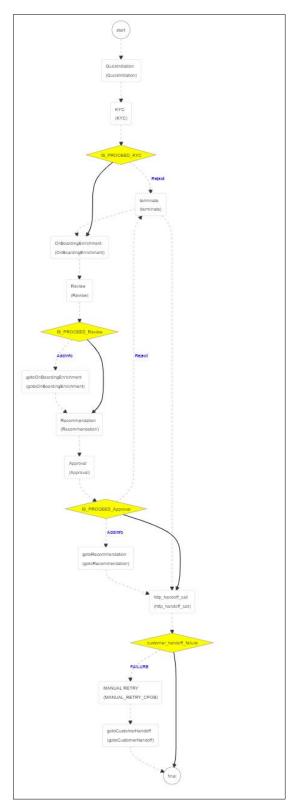
- Initiation
- KYC
- Enrichment
- Review
- Recommendation
- Approval

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.
 - \rightarrow The system displays the **Quick Initiation** window.

Figure 2: Corporate Quick Initiation

organization details				
organization Name *	Organization Type *	Entity Type *	Demograph •	ny Type *
Jpload Logo				
ndustries				
Sector	Industry Group	Industry	Sub Industry	Add Industry
None				
redit Rating				
				Add Rating
Year	Agency	Rating	I	
None				
ocial Media Profiles				
official Website	Facebook		Twitter	

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

QuickInitiation - PTY21264	309																									i I	Cocument	$s = s^{\theta} \times$
Quick Initiation	Commen	ts																										Screen (2 / 2)
Comments						-				-	_	-	-	-	-	 					F==1		7	-				
				ВІ	Ŭ	+	A	- size -	~					. R.			н	H2	69	60		臣	4	Т	Τ*			_
		Enter te	ot here																									
		Post																										_
		No iter	ms to disp	lay.																								
																					Hold	Ba	ĸk	Next	Sa	ve & Close	Submit	Cancel

- 8. Type the overall **Comments** for the Onboarding Initiation stage.
- 9. Click Post.
 - \rightarrow 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.
 - \rightarrow 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 onboarded 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.
 - \rightarrow The system displays the KYC Customer KYC Details Summary page.

Figure 42: KYC Details

KYC - PTY21264310					i Nocuments 🕺 💒 🗙							
🔍 кус	KYC Screen (1/2)											
Comments	Customer KYC Details											
	Party Id	Organization Name	Entity Type	KYC Status	Actions							
	PTY21264310	Demo Corp	Pvt Ltd		KYC Details							
	Page 1 of 1 (1 of 1 items)	К < 1 > Я										
				Hold Back N	lext Save & Close Cancel							

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
 - \rightarrow 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**.
 - \rightarrow 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**.
 - \rightarrow 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

OnBoardingEnrichment - P	Y21264311		(i) Documents 💉 🗙
Enrichment	Enrichment		Screen (1/2)
Comments	Demo Corp		
			III III 112
			-¢-
		Demo Corp	
			and Cause & Caused
		Hold Back N	ext Save & Close Cancel

- 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:



OnBoardingEnrichment - F	TY21264311	Documents 🔎 🗶
Enrichment	Enrichment	Screen (1/2)
Comments	Demo Corp	
		12 11 12
		-0-
	De De Add Customer	
	○, View	
	O _v Quick View	
	🔯 Configure	
		Hold Back Next Save & Close Cancel

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 fi-
	nancial profile, projections, customer profile, stakeholders and
	assets details.



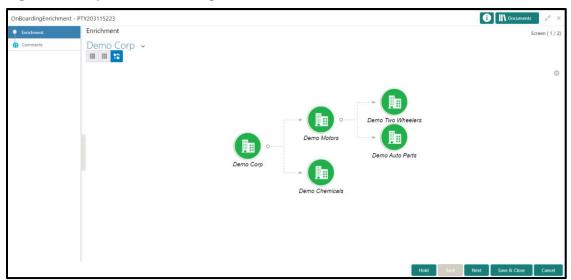


Figure 75: Corporate Onboarding Enrichment Screen – Horizontal Tree View







OnBoardingEnrichment	t - PTY203115223			i Documents 💉
Enrichment	Enrichment			Screen (
Comments	Demo Corp ~			
	Party Id: PTV203115223 Entity Type: Pvt Ltd	Name: Demo Corp	Demographic Type: Domestic	Organization Type: Single
	Party Id: PTV210266160 Entity Type:	Name: Demo Two Wheelers	Demographic Type: Domestic	Organization Type: PRIV
	Party Id: PTV210266161	Name: Demo Auto Parts	Demographic Type: Domestic	Organization Type: PRIV
	Party Id: PTV210266158 Entity Type:	Name: Demo Motors	Demographic Type: Domestic	Organization Type: PRIV
	MEW Party Id: PTV210266159	Name: Demo Chemicals	Demographic Type: Domestic	Organization Type: PRIV
				Hold Back Next Save & Close Cano

Figure 97: Corporate Onboarding Enrichment Screen – List View



nBoardingEnrichment -	PTY203115223					(II)	Documents 🛛 🔎 🗙
Enrichment	Enrichment						Screen (1 / 2
Comments	Demo Corp 🗸						
	Party Id	Name	Demographic Type	Entity Type	Organization Type	Other Information	Action
	8 🔺 PTY203115223	Demo Corp	Domestic	Single	Pvt Ltd	😪 Fi 🔽 🏥 🧕	:
	PTY210266158	Demo Motors	Domestic	PRIV		Q A V 🏦 🧕	:
	PTY210266160	Demo Two Wheelers	Domestic	PRIV			:
	PTY210266161	Demo Auto Parts	Domestic	PRIV		😪 Fi 🔽 🏦 🧟	:
	PTY210266159	Demo Chemicals	Domestic	PRIV		😪 🖪 🔽 🏦 🤮	:

Party Details	Demographi	ic Details		
Customer Profile	>	Basic Info	Address	Rating
Financial Profile	Company Deta	ails		
Revenue Generated	Registration Nu DEMO/EU/928		Company Name Demo Corp	Type Of Company Pvt Ltd
Stakeholders	> Geographical S		Place Of Incorporation	Incorporated Date
Assets	FR		Paris	Jan 26, 2021
	Established Dat	e	RM Id	
	Jan 26, 2021		DEMOUSER1 V	
	Company Web	site	Facebook URL	Twitter URL
	www.democor	p.com	https://www.facebook.com/democorp	https://www.twitter.com/democorp
	Employee Stren	igth	No. Of Years In Business	No. Of Companies In the Group
	5,000		10	3
	Is Blocklisted?		Is KYC Complaint?	Last KVC Date
	Off		On	Jan 17, 2021

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	User Input field. Enter the number of companies that are part of
Group	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.
 - \rightarrow The system posts the comments below the **Comments** text box.



OnBoardingEnrichment - P	TY203115223
Enrichment	Comments Screen (2/)
Comments	∽ ∽ B I U ∓ A -sze- ▼ E Ξ ∃ E E Ξ Ξ H1 H2 ∞ ∞ ⊞ 🖽 ¶ T, T*
	Enter text here Enter text here ConsourdingEnrichment Abhaback Demo Corp is a group company based out of Paris FR and has operations across Energy, Automobile, and Chemicals Industry. They are looking for a long-term relationship for their Banking requirements. Their immediate requirement is for OD and Cash management for the parent organization with more business expected form the subsidiaries in terms of Loans and Deposits. Read more
	Hold Back Next Save & Close Submit Cancel

Figure 1210: Enrichment – Comments

- 11. Click Submit.
 - \rightarrow The system displays the **Checklist** window.
- 12. Select the Outcome as **Proceed**, and click **Submit**.
 - \rightarrow The system moves the task to the **Review** 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 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.
 - \rightarrow The system displays the **Free Tasks** page.
- 2. Select the required task, and click Acquire and Edit.
 - \rightarrow The system displays the **Review** page.

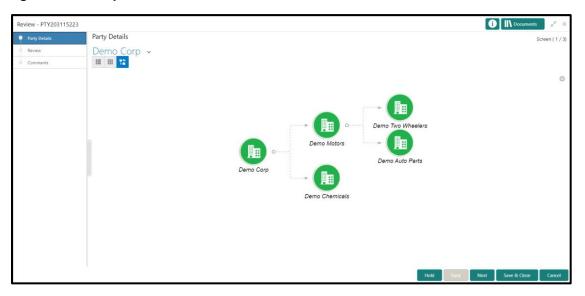


Figure 1311: Corporate Customer – Review

- 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.

Review - PTY203115223		i Documents 💉 🗙
Party Details	Review	Screen (2 / 3)
Review	Review Comments *	
Comments	Reviewed customer details. Requesting Final Approval to complete Onboarding	
	Hold B	ack Next Save & Close Cancel

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.

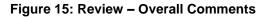
 If mandatory fields have not been captured, system will display error until the mandatory fields have been captured.

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**.
 - \rightarrow The system displays the **Overall Review Comments** page.
- 6. Type the overall **Comments** for the **Review** stage.
- 7. Click Post.
 - \rightarrow The system posts the comments below the **Comments** text box.





Review - PTY203115223	1 II\ Documents 🚽 🗶
Party Details	Comments Screen (3 / 3)
Review	
Comments	Enter text here
	Post
	26 Jan Review '21 Abhishek1 20:23:28 Review completed.
	26 Jan 21 Abhishek1 32 Jan 32 Jan
	Hold Back Next Save & Close Submit Cancel

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.
 - \rightarrow The system displays the **Checklist** window.
- 9. Select the Outcome. The options available are Proceed and Additional Info.
 - \rightarrow 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.

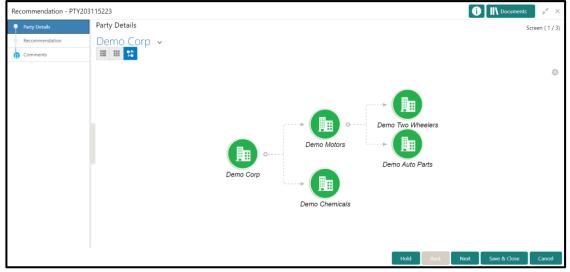


2.6 Recommendation

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.
 - \rightarrow The system displays the **Free Tasks** page.
- 2. Select the required task, and click Acquire and Edit.
 - \rightarrow 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



Party Details	Recommendation					5	Screen (2/
Recommendation							
Comments	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 1713: Corporate Customer – Update Recommendation

Figure 1814: Corporate Customer – Onboarding Approval

Onboarding Approval	×
Party Detail	
Demographics	
As per bank Policies	
Mitigate	Recommendation
Enter Mitigate	
Decision	
Approve 💌	
	Update Cancel

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	Read only field, the recommendation comments for the customer details
Comments	entered in recommendation stage is shown in read only mode.

Description
Fixed field for which contains the specific section – for which the approval
needs to be provided.
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.
User input field, If the customer data is not as per bank policy, then we
may need to enter the details of dimensions.
User input field, Mitigate comments will be entered here
User select toggle button, defaulted to false, Can be selected if the
customer detail is recommended.
User select field. Select Approve or Reject from the dropdown field

Figure 1915: Corporate Customer – Recommendation after decision

Party Details	Recommendation					1	Screen (
Recommendation							
Comments	Party Detail 🔺	As per bank Policies	Details of dimensions not as per Bank Policy	Mitigate	Recommendation	Decision	Edit
	Demographics	Yes			Recommended	APR	Edit
	Geographical Spread	Yes			Recommended	APR	Edit
	Promoters	Yes			Recommended	APR	Edit
	Financial Profile	Yes			Recommended	APR	Edit
	Customers Details	Yes			Recommended	APR	Edi
	Suppliers Details	Yes			Recommended	APR	Edit
	Contractors Details	Yes			Recommended	APR	Edit
	Insurer Details	Yes			Recommended	APR	Edit
	Guarantor Details	Yes			Recommended	APR	Edit
	Banker Details	Yes			Recommended	APR	Edi
	Bank Advisor details	Yes			Recommended	APR	Edi
	Management Information	Yes			Recommended	APR	Edi

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.
 - \rightarrow The system posts the comments below the **Comments** text box.

Figure 20: Recommendation – Overall Comments

Recommendation - PTY203	3115223	ы ж ×
Party Details	Comments Si	creen (3 / 3)
Recommendation		
 Comments 		
		Post
	26 Jan Recommendation '21 Abhishek1 20:4913 Recommendations updated.	
	26 Jan Review 21 Abhishek1 20:23:28 Review completed.	
	26 Jan OnBoardingEnrichment 21 Abhishek1 19:39:44 Demo Corp is a group company based out of Paris, FR and has operations across Energy, Automobile, and Chemicals Industry. They are looking for a long-terr relationship for their Banking requirements. Their immediate requirement is for OD and Cash management for the parent organization with more business exp. Read more	
	Hold Back Next Save & Close Submit	Cancel

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, 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**.
 - \rightarrow The system moves the task to the Approval stage.

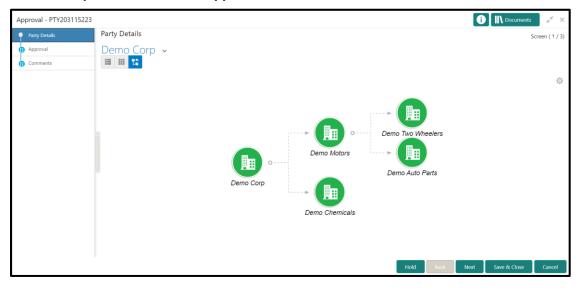


2.7 Approval

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**.
 - \rightarrow The system displays the **Free Tasks** page.
- 2. Select the required task, and click Acquire and Edit.
 - \rightarrow 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.
- 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



Party Details	Approval					Screen (2 / 3)
Approval	Demographics	tes		kecomme	naea APK	Luit
Comments	Geographical Spread	Yes		Recomme	nded APR	Edit
	Promoters	Yes		Recomme	nded APR	Edit
	Financial Profile	Yes		Recomme	nded APR	Edit
	Customers Details	Yes		Recomme	nded APR	Edit
	Suppliers Details	Yes		Recomme	nded APR	Edit
	Contractors Details	Yes		Recomme	nded APR	Edit
	Insurer Details	Yes		Recomme	nded APR	Edit
	Guarantor Details	Yes		Recomme	nded APR	Edit
	Banker Details	Yes		Recomme	nded APR	Edit
	Bank Advisor details	Yes		Recomme	nded APR	Edit
	Management Information	Yes		Recomme	nded APR	Edit
	Customer Approved		Approve	Comments *		
			Approv	ed		

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.
 - \rightarrow The system displays the **Overall Approval Comments** page.
- 6. Type the **Overall Comments** for the Approval stage and Click **Next**.
- 7. Click Post.
 - \rightarrow The system posts the comments below the **Comments** text box.



Approval - PTY203115223	III Doou	ments p ^{er} ×
Party Details	Comments	Screen (3 / 3)
Approval Comments		
		Post
	26 Jan Approval 21 Abhibek1 2108:77 Approved	
	Z6 Jan Recommendation 21 Abhishek1 20-6433 Recommendations updated.	
	26 Jan Review 21 Abhithek1 2023/36 Review completed.	
	C26 Jan 21 OnBoardingEnrichment 933-44 Abhinket 1933-44 Demo Corp is a group company based out of Paris, FR and has operations across Energy, Automobile, and Chemicals Industry. They are looking for a long-term relationship for the requirements. Their immediate requirement is for OD and Cash management for the parent organization with more business expected form the subsidiaries in terms of Loans and	
	Hold Back Next Save & Close Subv	nit Cancel

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.
 - \rightarrow The system displays the **Checklist** window.



- 9. Select the Outcome. The options available are Proceed, Reject and Additional Info.
 - \rightarrow If "Proceed" is selected as the Outcome, the onboarding process is completed.
 - \rightarrow 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** \rightarrow **Corporate** \rightarrow **Amendment**.
 - \rightarrow The system displays the **Amendment** window.

Figure 24: Amendment – Enter Customer Id

Amendment	Y) flexcube Universal Ban Mar 26, 2020		ABHISHE	EK1
		Q	Amend Customer	

- 2. Enter the Customer id and Click Amend Customer button
 - \rightarrow The system displays the **Corporate Amendment** window.



	: - PTY210908476							Documents
Quick Initiation	Quick Initiation							Screen (1/2
Comments	Organization details							
	Organization Name *		Organization Type *		Entity Type *		Demography Type *	
	ABC Rail Roads Pvt Ltd		Single	*	D	~	Domestic	Ŧ
	Classification Type *		Upload Logo					
	Medium	Ŧ	1 Upload					
	Industries *							
								Add Industry
	Sector	Industry Group		Industry	Sub Indu	stry		
	Industrials	Transportation		Road	Railroads		Delete	
	Credit Rating *							
								Add Rating
	Year	Agency		Rating				
	2021	Moodys		АЛА		Delete		
	Social Media Profiles							
	Official Website		Facebook		Twitter			
	www.abcrail.com		www.facebook.com/abcrai		www.twitter.com/abcr	ail		
						Hold	Back Next Sa	ve & Close Cancel

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
- Acquire the Corporate Amendment Enrichment task by navigating to Tasks > Free Tasks and click Acquire and Edit.
- 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 <u>2.2 Onboarding Initiation</u>
 - KYC Stage - refer section 2.3 KYC
 - Enrichment Stage refer section 2.4 Onboarding Enrichment
 - Review Stage refer section <u>2.5 Review</u>
 - Recommendation Stage refer section <u>2.6 Recommendation</u>
 - Approval Stage refer section 2.7 Approval

