

**Small and Medium Enterprise Onboarding
User Guide**

Oracle Banking Branch

Release 14.7.0.0.0

Part Number F73002-01

November 2022

Small and Medium Enterprise Onboarding User Guide

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1 Preface

1.1 Introduction

This guide provides step-by-step instructions to onboard a Small and Medium Enterprise (SME) customer using Oracle Banking Enterprise Party Management.

1.2 Audience

This manual is for the Bankers responsible for onboarding Small and Medium Enterprise (SME) 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

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. Small and Medium Enterprise 360 User Guide
3. Configurations User Guide

1.6 Symbols and Icons

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

Table 2: Symbols and Icons

Symbol	Function
→	Represents Results
	Add icon
	Edit icon
	Delete icon
	Calendar icon
	Minimize
	Maximize
	Close
	Perform search
	Open a list
	Increase/decrease value

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 checklists and on the 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 the next stage or complete the onboarding process in the Approval stage. Users 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. Users can select this option in the Review and Approval stages.
Post	On click of Post, the system posts the comments below the Comments text box.
Cancel	On click of Cancel , the system will ask for confirmation and on confirming the task will be closed without saving the data.
Hold	On click of Hold , the captured details will be saved and the task status will be suspended and will be available in the Hold queue. This option is used, if there are any pending information to be captured. If mandatory fields have not been captured, system will display error until the mandatory fields have been captured.

Action	Description
Next	On click of Next , the details of the captured will be saved and then the system will move to the next screen. If mandatory fields have not been captured, the system will display an error until the mandatory fields have been captured. If mandatory fields have not been captured, the system will display an 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, the system will display an error until the mandatory fields are captured.

2 SME Onboarding

2.1 Overview

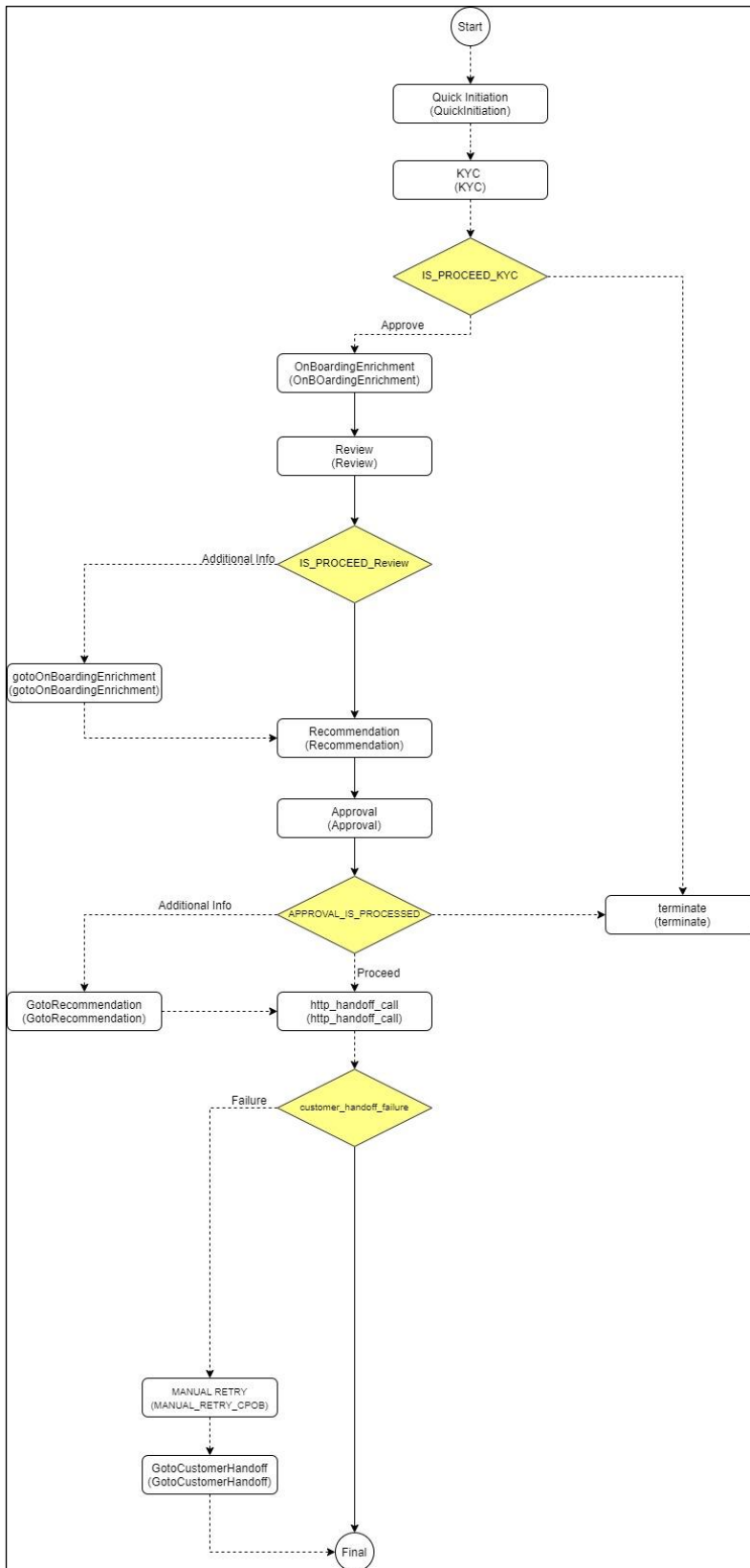
SME Onboarding is an umbrella term that is often used to describe the entire process that users go through when they start their journey as a customer of a banking product or service. Onboarding is an ongoing process, which helps banks to create a relationship with customers. In a bank, there would be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

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

2.1.1 Process Flow Diagram

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

Figure 1: SME Onboarding Process Flow



2.2 Onboarding Initiation

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

Prerequisites:

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

To initiate the Onboarding process:

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

Figure 2: Onboarding Initiation

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

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

Table 3: Onboarding – Field Description

Field Name	Description
Customer Type	Select Small and Medium Enterprise 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: Small and Medium Enterprise - Quick Initiation

The screenshot shows the 'Quick Initiation' form. It is divided into four main sections:

- Organization details:** Includes text input fields for 'Organization Name', 'Customer Category', and 'Customer Access Group'. There are dropdown menus for 'Classification Type' and 'Application Priority'. A 'Branch Code' field contains the value '006'. An 'Upload Logo' button is present with a note: 'Maximum file size is 100kb'.
- Industries:** A table with columns: Sector, Industry Group, Industry, Sub Industry, and Action. The table is currently empty with the text 'No data to display.' and a green '+' icon to add data.
- Credit Rating:** A table with columns: Year, Rating Date, Outlook, Agency, Rating, and Action. The table is currently empty with the text 'No data to display.' and a green '+' icon to add data.
- Social Media Profiles:** Text input fields for 'Official Website', 'Facebook', and 'Twitter'.

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

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

Table 4: Quick Initiation – Field Description

Field Name	Field description
Organization details	Specify the fields under this section.
Organization Name	Specify the Registered Name of the organization.
Customer Category	Click search icon and select customer category from the list of values.
Classification Type	Classification of the SME as Micro, Small or Medium as per the local regulations.
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.

Field Name	Field description
Logo	Upload logo of the company.
Customer Access Group	<p>Click search icon and select customer access group from the list of values.</p> <p>User should have required access to add a party within a customer access group as relationship. For more details, refer Oracle Banking Party Configuration User Guide.</p>
Application Priority	Priority of Party Onboarding application
Industries	Specify the fields under this section.
Sector	<p>Specify the Industry Sector to which the SME belongs. For example,</p> <ul style="list-style-type: none"> • Energy • Real Estate • Utilities • Consumer • Staples, etc.
Industry Group	<p>Specify the Industry group within the sector. For example,</p> <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, Software Products within Software.
Sub Industry	<p>Specify the sub Industry within the Industry. For example,</p> <ul style="list-style-type: none"> • IT Consulting Services • Data Processing Services • Internet Services within IT services.

Field Name	Field description
Credit Rating	Specify the fields under this section.
Rating Agency	Specify the Name of the Credit Rating agency, which has given rating to the SME. If rating from agency is not available, then Bank's internal rating can be captured.
Rating	Specify the Rating provided by the credit rating Agency.
Social Media Profile	Specify the fields under this section.
Official Website	Specify the official website address for the SME.
Facebook	Specify the Facebook URL for the SME.
Twitter	Specify the SME's twitter handle.

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

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

- a. **Abort** the Customer Onboarding or
- b. Go ahead and **Continue** it or
- c. **Cancel** and go back to previous screen

Figure 4: Duplication Check

Duplication Check ✕

Following matching records are found. Please verify

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

Page 1 of 1 (1 of 1 items) ⏪ < 1 > ⏩

Comments *

Abort
Continue
Cancel

6. Click **Next**.

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

Figure 4: 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 the next stage.

7. Specify the overall comments for the Onboarding Initiation stage and click **Post**.8. On click of **Submit**, a message is displayed, and Task will be submitted to **Free Tasks**.

2.3 KYC

In this stage, the Relationship Manager can capture KYC details about the SME 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**. Under **Tasks**, click **Free Tasks**.

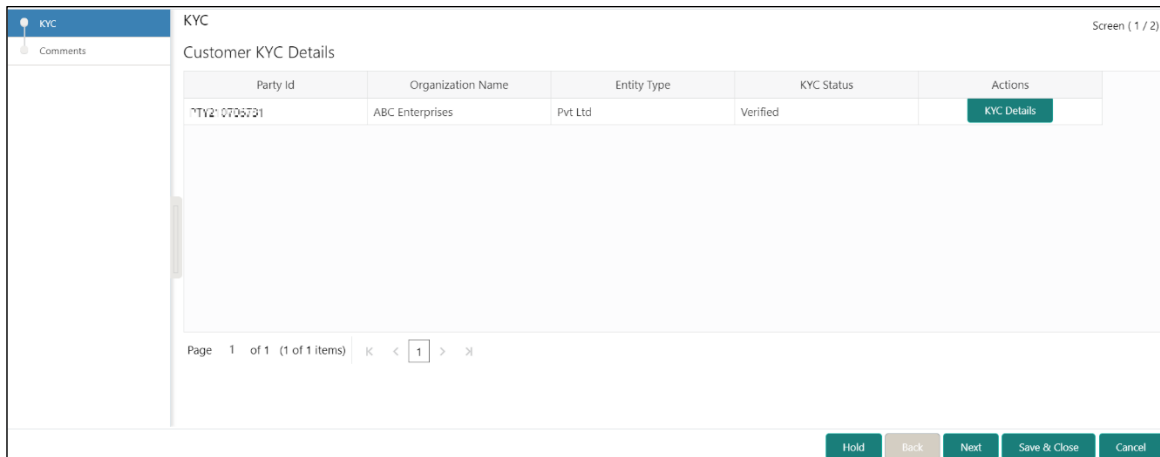
→ The system displays the **Free Tasks** screen.

Figure 5: Free Tasks

Action	Priority	Process Name	Process Reference Number	Application Number	Stage	Application Date	Branch	Customer Number
Acquire & E...	Medium	Corporate Onboarding	PT00001230001	PT00001230001	KYC	21-08-27	000	PT00001230001
Acquire & E...	Medium	Retail Party Amendment	PT00001230002	PT00001230002	Review	21-08-25	000	PT00001230002
Acquire & E...	Medium	SME Onboarding	PT00001230003	PT00001230003	Manual Retry	21-08-24	000	PT00001230003
Acquire & E...	Medium	Retail Party Amendment	PT00001230004	PT00001230004	Manual Retry	21-08-25	000	PT00001230004
Acquire & E...	Medium	Retail Onboarding	PT00001230005	PT00001230005	Onboarding Enrichment	70-01-01	000	PT00001230005
Acquire & E...	Medium	Retail Onboarding	PT00001230006	PT00001230006	Onboarding Enrichment	70-01-01	000	PT00001230006
Acquire & E...	Medium	Retail Onboarding	PT00001230007	PT00001230007	KYC MANUAL RETRY	70-01-01	000	PT00001230007
Acquire & E...	Medium	Retail Onboarding	PT00001230008	PT00001230008	Manual Retry	70-01-01	000	PT00001230008
Acquire & E...	Medium	Corporate Onboarding	PT00001230009	PT00001230009	Recommendation	21-08-24	000	PT00001230009
Acquire & E...	Medium	Retail Onboarding	PT00001230010	PT00001230010	Manual Retry	70-01-01	000	PT00001230010
Acquire & E...	Medium	Retail Onboarding	PT00001230011	PT00001230011	Manual Retry	70-01-01	000	PT00001230011
Acquire & E...	Medium	Retail Onboarding	PT00001230012	PT00001230012	Review	21-08-24	000	PT00001230012
Acquire & E...	Medium	Retail Onboarding	PT00001230013	PT00001230013	Manual Retry	21-08-24	000	PT00001230013
Acquire & E...	Medium	Retail Onboarding	PT00001230014	PT00001230014	Manual Retry	21-08-24	000	PT00001230014

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

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

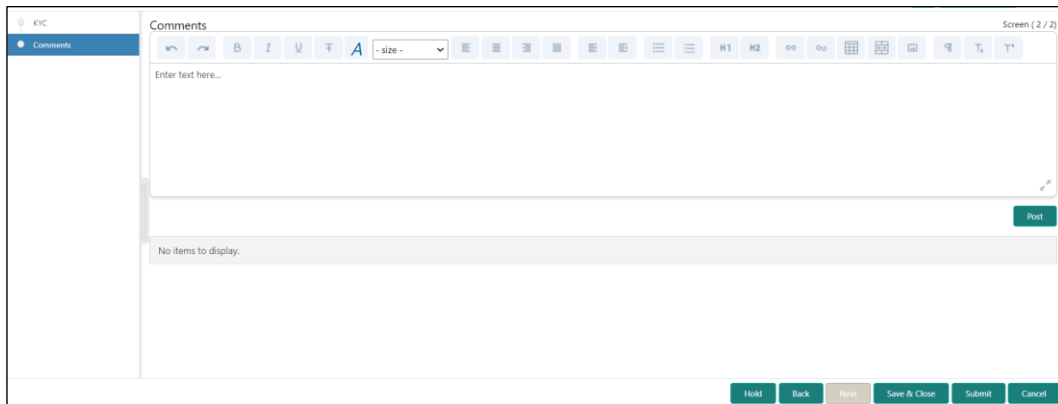
Figure 6: Customer KYC Details

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

Table 5: KYC – Field Description

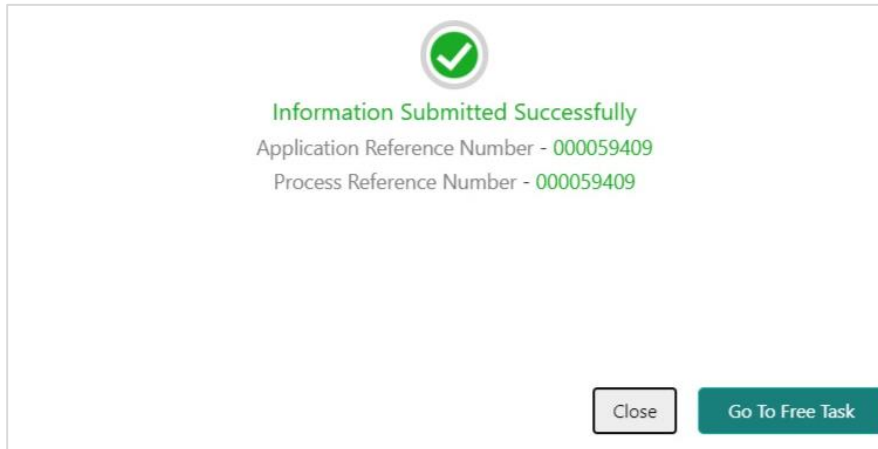
Field Name	Description
Report Received	On click, it highlights blue. It indicates that report is true and it is received. By default, it is selected to false.
Verification Date	Specify the date or use the calendar icon to select the KYC verification date.
Effective Date	Specify the date or use the calendar 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 dropdown.

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

Figure 7: KYC – Comments

The screenshot displays the 'Comments' section of the KYC interface. It features a text input area with a placeholder 'Enter text here...' and a 'Post' button. Below the input area, it indicates 'No items to display.' The interface also includes a navigation bar at the bottom with buttons for 'Hold', 'Back', 'Print', 'Save & Close', 'Submit', and 'Cancel'.

5. Specify the overall comments for the **KYC** stage and click **Post**.
6. On click of **Submit**, a message is displayed, and Task will be submitted to **Free Tasks**.



2.4 Onboarding Enrichment

In this stage, the Relationship Manager can capture detailed information about the SME 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**.
2. Under **Tasks**, click **Free Tasks**.

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

Figure 8: Free Tasks

Action	Priority	Process Name	Process Reference Number	Application Number	Stage	Application Date	Branch	Customer Number
Acquire & Edit	Medium	Corporate Onboarding	PTV0001237043	PTV0001237043	KYC	21-08-27	000	PTV0001237043
Acquire & Edit	Medium	Retail Party Amendment	PTV0001237043	PTV0001237043	Review	21-08-25	000	PTV0001237043
Acquire & Edit	Medium	SME Onboarding	PTV0001237042	PTV0001237042	Manual Retry	21-08-24	000	PTV0001237042
Acquire & Edit	Medium	Retail Party Amendment	PTV0001237043	PTV0001237043	Manual Retry	21-08-25	000	PTV0001237043
Acquire & Edit	Medium	Retail Onboarding	PTV0001237044	PTV0001237044	Onboarding Enrichment	70-01-01	000	PTV0001237044
Acquire & Edit	Medium	Retail Onboarding	PTV0001237045	PTV0001237045	Onboarding Enrichment	70-01-01	000	PTV0001237045
Acquire & Edit	Medium	Retail Onboarding	PTV0001237046	PTV0001237046	KYC MANUAL RETRY	70-01-01	000	PTV0001237046
Acquire & Edit	Medium	Retail Onboarding	PTV0001237047	PTV0001237047	Manual Retry	70-01-01	000	PTV0001237047
Acquire & Edit	Medium	Corporate Onboarding	PTV0001237048	PTV0001237048	Recommendation	21-08-24	000	PTV0001237048
Acquire & Edit	Medium	Retail Onboarding	PTV0001237049	PTV0001237049	Manual Retry	70-01-01	000	PTV0001237049
Acquire & Edit	Medium	Retail Onboarding	PTV0001237050	PTV0001237050	Manual Retry	70-01-01	000	PTV0001237050
Acquire & Edit	Medium	Retail Onboarding	PTV0001237051	PTV0001237051	Review	21-08-24	000	PTV0001237051
Acquire & Edit	Medium	Retail Onboarding	PTV0001237052	PTV0001237052	Manual Retry	21-08-24	000	PTV0001237052

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

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

Figure 9: SME Onboarding Enrichment

Party Id	Name	Demographic Type	Entity Type	Organization Type	Other Information	Action
PTV0001237043	ABC Enterprises	Domestic	Pvt Ltd			

4. 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.

5. On **Enrichment** screen, right click on the customer icon for the following options. For more information on options, refer to the field description table.

- Add Customer
- Configure

Figure 10: SME Onboarding Enrichment

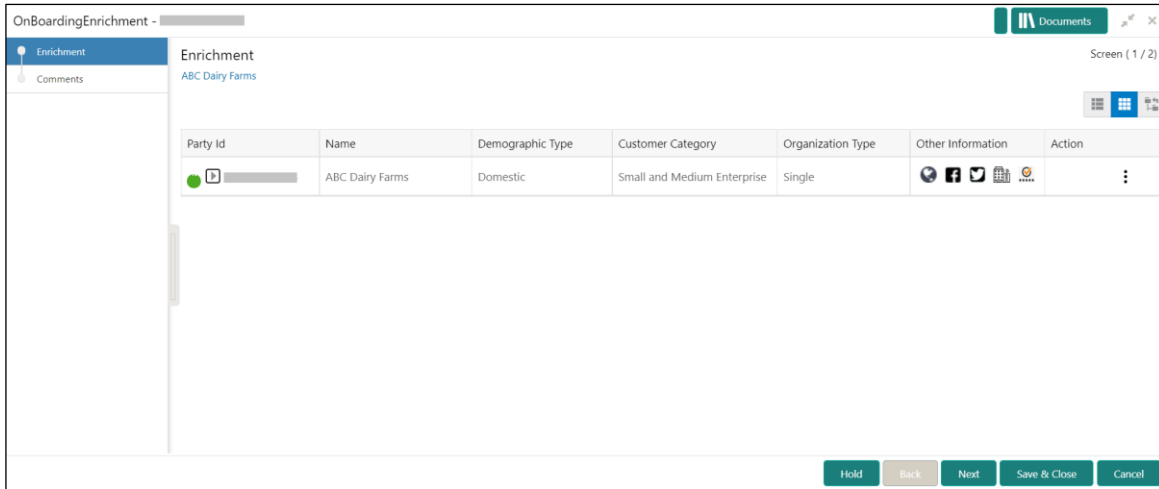


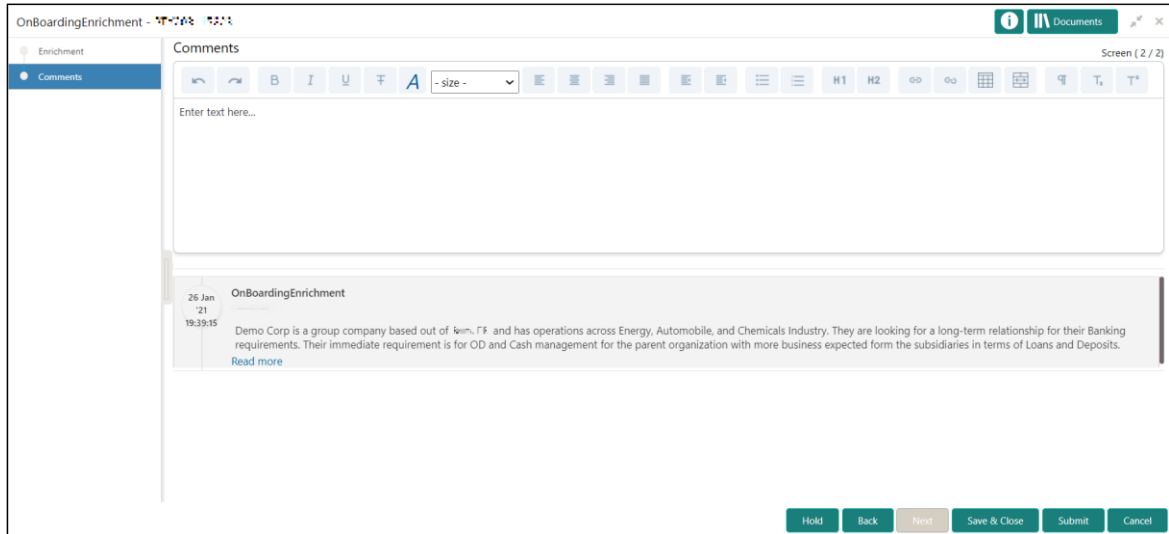
Table 6: Enrichment – Field Description

Field Name	Description
Add Customer	Select this option to open a popup screen with multiple options, where you can add the child customer details and link with the parent customer. Duplication check is performed while trying to save the child customer.
Configure	Select this option to open a popup screen, where you can add the following details: <ul style="list-style-type: none"> • Customer Profile • Financial Profile • Stakeholders • Assets

6. Click **Next**.

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

Figure 11: Enrichment – Comments



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

7. Specify the overall comments for the **Onboarding Enrichment** stage and click **Next**.

2.4.1 Customer Profile

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

Topics:

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

2.4.1.1 Basic Info

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

Prerequisites:

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

Figure 12: Demographic Details – Basic Info

The screenshot displays the 'Demographic Details' form for an SME customer, specifically the 'Basic Info' tab. The form is organized into several sections:

- Company Details:** This section contains multiple input fields and dropdown menus for company information, including Registration Number, Company Name (with a search icon), Organization Type, Short Name, Branch Code, Entry Type, Customer Category, Classification Type, Demographic Type, Country Of Incorporation, Country Of Risk, Place Of Incorporation, Incorporated Date, Established Date, Upload Logo (with a maximum file size of 100kb), RM Id, Customer Access Group, Country Of Tax, Tax Identification Number, Good and Services Tax Id, Company Web site, Facebook URL, Twitter URL, Employee Strength, No. Of Years In Business, No. Of Companies In The Group, Is Special Customer?, Is Blockedlist?, Is KYC Complaint?, Last KYC Date, Listed Company, Language, and Media.
- KYC Details:** This section includes fields for Received, Verification Date, Effective Date, and Verification Method.
- Address:** This section is currently empty.

A 'Save' button is located in the top right corner of the form.

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 7: Demographic Details – Basic Info – Field Description

Field Name	Description
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
Country of Incorporation	Click the search icon and select the country code from the list of values.
Country of Risk	Click the search icon and select country code from the list of values.
Geographical Spread	Select the geographical spread of the company from the given list.
Place of Incorporation	Specify the place of incorporation of the company.
Incorporation Date	Specify the incorporation date.

Field Name	Description
Established Date	Specify the established date.
Upload Logo	Upload the logo of the SME customer.
RM ID	Select the RM to be associated with the customer.
Customer Access Group	<p>Click search icon and select the customer access group from the list of values.</p> <p>User should have required access to add a party within a customer access group as relationship. For more details, refer Oracle Banking Party Configuration User Guide.</p>
Country Of Tax	Specify Country of Tax
Tax Identification Number	<p>Specify Tax Identification Number</p> <p>Note: If Tax Identification Number is provided, Country of Tax must be provided</p>
Good and Services Tax Id	Specify Goods and Service Tax ID
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 SME is in business.
No. Of Companies In the Group	Specify the number of companies that are part of the SME group.
Is Special Customer	Specify if Party is considered as special customer
Is Blacklisted	Specify, if party is blacklisted

Field Name	Description
Language	Specify the preferred language to be used for communication.
Is KYC Compliant	Specify is Party is KYC Compliant
Last KYC Date	Specify date of last KYC Check
Listed Company	Specify, if party is a listed company
Language	Specify preferred language
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.

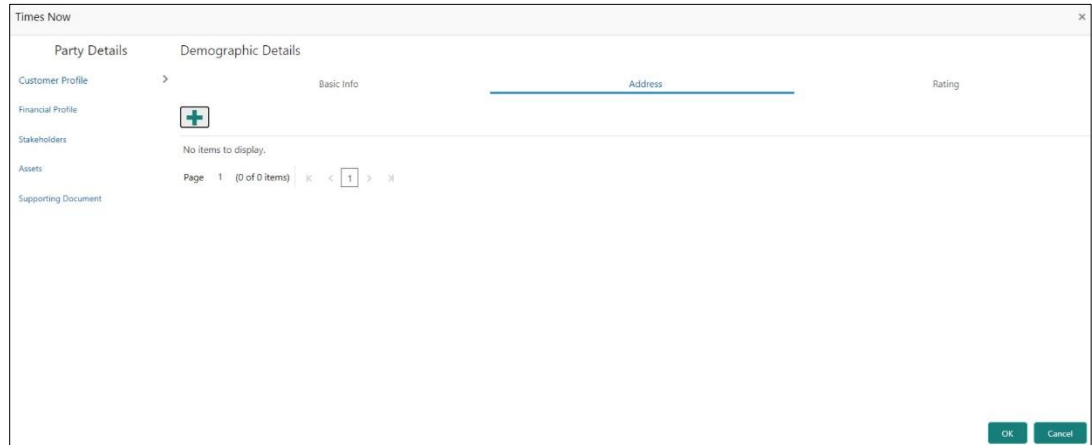
Prerequisites:

The prerequisites are as follows:

1. Acquire the enrichment task and select **Configure** option to enrich the desired SME 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** screen is displayed.

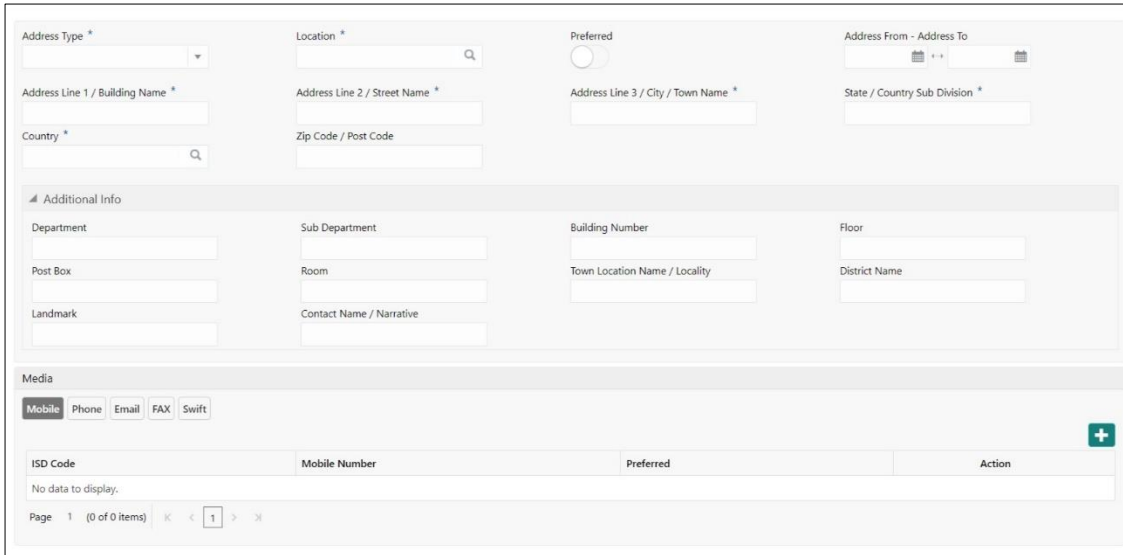
Figure 13: Demographic Details – Address



3. Click on the **+** button to add **Address** Details

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

Figure 14: Address



4. On **Address** segment, specify the details of the address. The fields which are marked with asterisk are mandatory. For more information on fields, refer to the field description table.

Table 8: Address – Field Description

Field Name	Description
Address Type	Select the address type from the drop-down values.
Location	Select the Location from the list of values. This pertains to a particular area in a country
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.
Address From	Specify Address Start Date
Address To	Specify Address End Date
Address Line 1 / Building Name	Specify Address Line 1 or Building Name
Address Line 2 / Street Name	Specify Address Line 12 or Street Name

Field Name	Description
Address Line 3 / City / Town Name	Specify Address Line 3 or City Name or Town Name
State / Country Sub Division	Specify State or Country Sub-division
Country	Click search icon and select country code from the list of values.
Zip Code / Post Code	Specify Zip Code or Post Code

5. For Additional Address Information, expand **Additional Info** on **Address** segment, specify the details of the address. The fields which are marked with asterisk are mandatory. For more information on fields, refer to the field description table.

Table 9: Add Address – Field Description

Field Name	Description
Department	Specify the name of the department for the customer.
Sub Department	Specify the sub-department for the customer.
Building Number	Specify the building number.
Floor	Specify the floor for the given address.
Post Box	Specify the post box.
Room	Specify the room for the given address.
Town Location Name / Locality	Specify Town Location or Locality Name
District Name	Specify the district name.
Landmark	Specify Landmark near address
Contact Name / Narrative	Specify Contact Name or Narrative for the address
Street Name	Specify the street name.
Add More	Click this button to add another address.

6. Specify the following media details in this data segment:

- Mobile
- Phone
- Email
- FAX
- SWIFT

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


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

Figure 15: Media (Email)


Media				
Email	FAX	Swift	Mobile	Phone Number
Email Id	Preferred	Action		
			<input type="checkbox"/> <input type="checkbox"/>	
Page 1 of 1 (1 of 1 items)				

Table 10: Media (Email) – Field Description

Field Name	Description
Email Id	Specify the email id of the customer.
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 16: Media (FAX)


Media					
Email	FAX	Swift	Mobile	Phone Number	
ISD Code	Area Code	Fax Number	Preferred	Action	
				<input type="checkbox"/> <input type="checkbox"/>	
Page 1 of 1 (1 of 1 items)					

Table 11: 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 17: Media (Mobile)

ISD Code	Mobile Number	Preferred	Action
			<input type="checkbox"/> <input type="checkbox"/>

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

Table 12: 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 18: Media (Phone Number)

ISD Code	Area Code	Phone Number	Preferred	Action
				<input type="checkbox"/> <input type="checkbox"/>

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

Table 13: 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.
Preferred	Specify the preferred phone number, in case more than one phone number is captured.

Field Name	Description
Action	If required, select the desired icon to edit/delete the entry.

Figure 19: Media (SWIFT)

Table 14: 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.

2.4.1.3 Rating

You can add the details of the credit ratings of the SME 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 SME 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 Rating tab. For more information, refer to [Basic Info](#).

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

Figure 20: Demographic Details – Add Rating

To update the credit ratings:

Specify the credit rating details of the SME 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 15: 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.
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 SME 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 SME 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 21: 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 16: 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 SME for the selected year.
Operating Profit	Specify the operating profit of the SME for the selected year.
Net Profit	Specify the net profit of the SME for the selected year.

Field Name	Description
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 SME 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 22: 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 +

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 SME customer:

- Owners
- Authorized Signatories – Signature can be uploaded for Authorized Signatories.
- Guarantors
- Suppliers
- Bankers
- Insurers
- Buyers
- Management Team
- Sponsors
- Debtors
- Creditors
- Advisor
- Auditors

NOTE:

- User should have required access to add a party within a customer access group as relationship. For more details, refer **Oracle Banking Party Configuration User Guide**.
- User should have required Personal Identifiable Information (PII) access to add individual stakeholders, if PII fields are configured. For more details, refer **Oracle Banking Party Configuration User Guide**.

To update the stakeholder details:

1. On the **Stakeholder Details** screen, select the corresponding stakeholder button on top of the screen, and click the **+** icon.

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

Figure 23: 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 24: Search Party – Individual

Search Party

Individual Non-Individual

First Name Middle Name Last Name Date of Birth

Unique Id Mobile Number Email

Fetch Clear

Stakeholder Type	CIF	First Name	Middle Name	Last Name	DOB	Id Type	Unique Id	Party Id	Is Customer
No data to display.									

Page 1 of 0 (1 - 0 of 0 items) K < > X

Close

Figure 25: Search Party – Non-Individual

Search Party

Individual Non-Individual

Business/Organization Name Registration Number Registration date Email

Fetch Clear

Stakeholder Type	CIF	First Name	Middle Name	Last Name	Party Id	Is Customer
No data to display.						

Page 1 of 0 (1 - 0 of 0 items) K < > X

Close

- 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.
- 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 26: Add New Owners

The screenshot shows the 'Add New Owners' form with the following sections and fields:

- Stakeholder Type ***: Individual (dropdown)
- Basic info & Citizenship**:
 - Title *, First Name *, Middle Name, Last Name *, Short Name
 - Maiden Name, Name In Local Language, Date of Birth *, Gender *
 - Marital Status *, Customer Category *, ID Type *, Unique ID *
 - Customer Segment, Customer Access Group, Details of Special Need, Remarks for Special Need
 - Relationship Manager ID, Staff (radio button), Upload Photo (button with 'Upload' and 'Maximum file size is 100kb')
- Birth Country ***, **Nationality ***, **Citizenship by ***, **Resident Status**
- Country of residence**, **Preferred Language ***, **Preferred Currency ***
- Address**:
 - Address Type *, Location *, Preferred (radio button), Delete (button)
 - Building Name *, Street Name *, Locality, City *
 - State *, Country Code *, Zip Code, ISD *, Mobile Number *
 - Email ID *, ISD *, Contact Number *, Narrative

Buttons at the bottom: Add More, Next, Cancel.

- 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 17: Add New Owners – Field Description

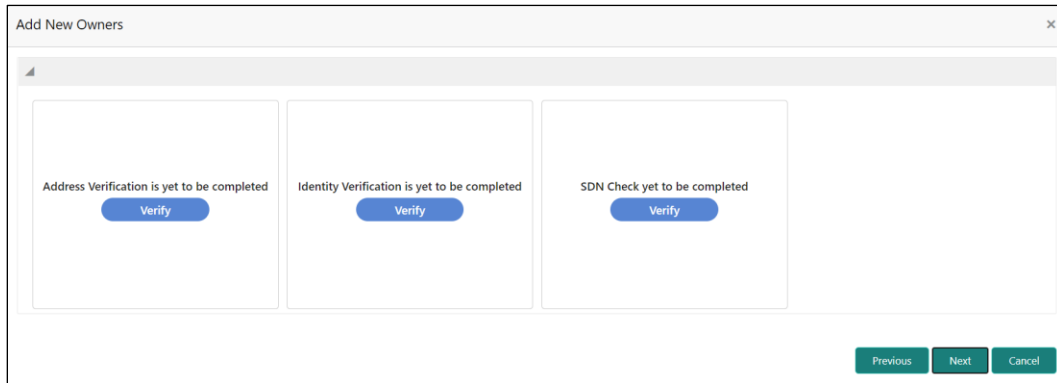
Field Name	Description
Stakeholder Type	Select the stakeholder type from the drop-down values.
Basic Info & Citizenship	Specify the fields under this segment.
Title	Select the title from the drop-down values.
First Name	Specify the first name of the new stakeholder.
Middle Name	Specify the middle name of the new stakeholder.

Field Name	Description
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.
Customer Access Group	<p>Click search icon and select the customer access group for the party.</p> <p>Note: User should have required access to onboarding a party within a customer access group.</p> <p>For more details, refer Oracle Banking Party Configuration User Guide.</p>
ID Type	Select the ID type from the drop-down values.
Unique ID	Specify the unique ID of the new stakeholder.
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.

Field Name	Description
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.
Location	Select the Location from the list of values. This pertains to a particular area in a country
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.
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**.
7. The **Add New Owners – KYC** screen is displayed.

Figure 27: Add New Owners - KYC

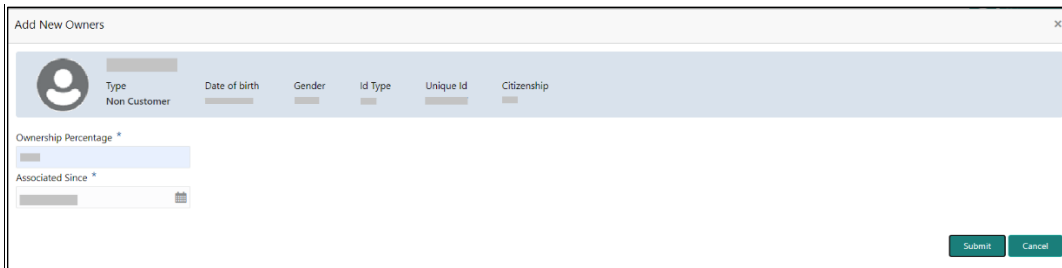


- c. On the **Add New Owners – KYC** screen, update the KYC Details.

NOTE: This step is optional

8. After updating the KYC details, click **Next**
- The **Add New Owners** screen is displayed to capture relationship-specific attributes for the stakeholder

Figure 28: Add New Owners – Capture relationship-specific attribute



9. 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 18: 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.

10. Click **Submit**.

→ The stakeholder will be linked to the customer being onboarded and displayed on the **Stakeholder Details** screen.

Figure 30: New Stakeholder Added

ABC Industries Pvt Ltd

Party Details Stakeholder Details

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

Financial Profile +

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

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

OK Cancel

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

2.4.4 Signature Upload

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

Figure 31: Add New Authorized Signatories

Add New Authorized Signatories

Signature ID	Signature	Remarks	Action
No data to display.			

Previous Submit Cancel

1. On the **Signatures** screen, click the **+** icon.

→ The **Add Signature** pop-up screen is displayed.

Figure 29: Add Signatures

2. On the **Add Signature** screen, upload the customer's signature. For more information on fields, refer to the field description table.

- 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).

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

Table 19: 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 30: Add Signatures

The screenshot shows a dialog box titled "Add New Authorized Signatories". At the top left, there is a circular profile icon. Below it is a table with the following structure:

Signature ID	Signature	Remarks	Action
			 

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

2.4.5 Assets

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

Prerequisites:

The prerequisites are as follows:

1. Acquire the enrichment task and select **Configure** option to enrich the desired SME 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 31: Assets

The screenshot shows a dialog box titled "Assets". It contains three input fields: "Name *", "Value *", and "Description". The "Name" and "Value" fields have asterisks indicating they are mandatory. Below the input fields, there are three buttons: "Add", "Clear", and "Cancel".

To update the assets details:

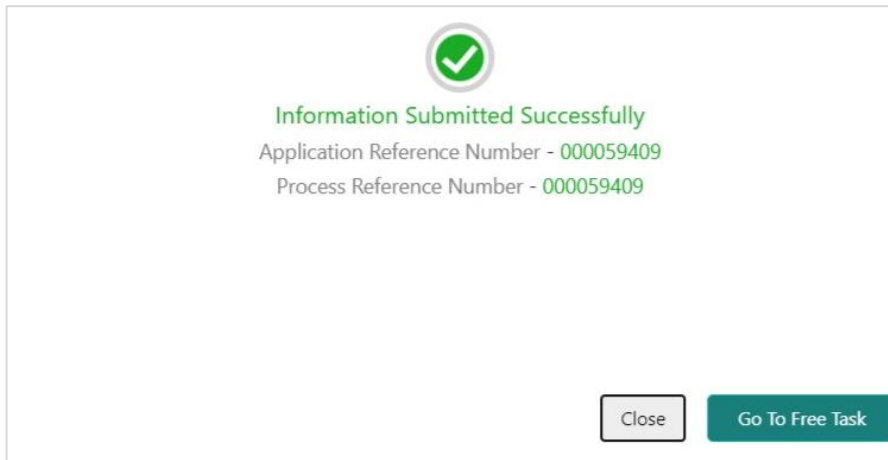
Specify the details about the assets of the SME customer. For more information on fields, refer to the field description table.

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

Table 20: 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.

On click of **Submit**, a message is displayed and Task will be submitted to **Free Task**

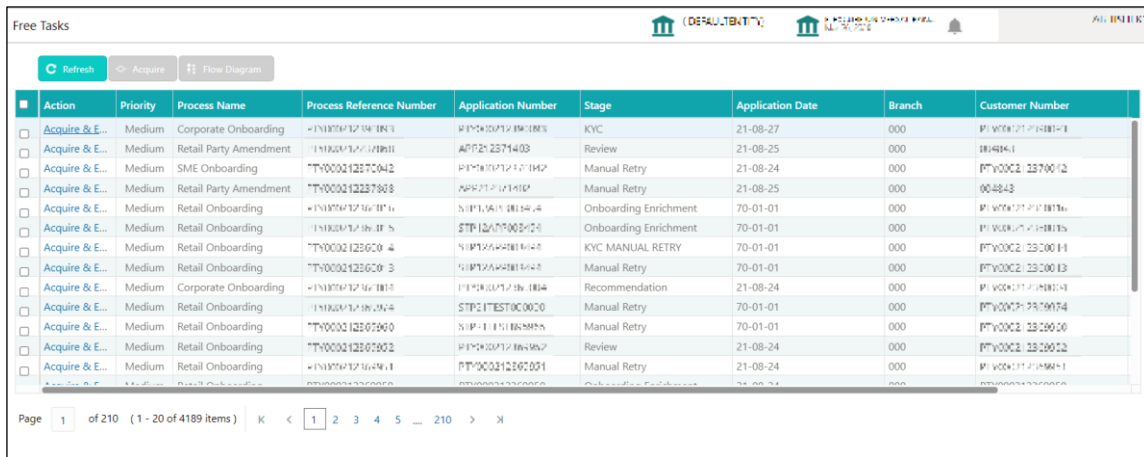


2.5 Review

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

- To acquire and edit the Review task, navigate to **Tasks > Free Tasks**.
→ The system displays the **Free Tasks** screen.

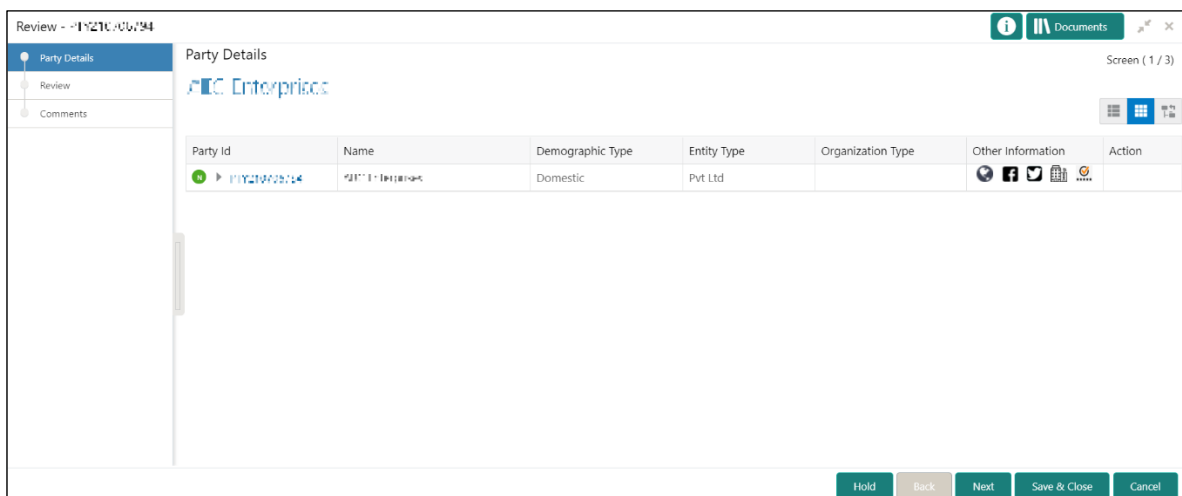
Figure 32: Free Tasks



Action	Priority	Process Name	Process Reference Number	Application Number	Stage	Application Date	Branch	Customer Number
Acquire & Edit	Medium	Corporate Onboarding	PTT00021237803	PTT00021237803	KYC	21-08-27	000	PTT00021237803
Acquire & Edit	Medium	Retail Party Amendment	PTT00021237803	APP212371403	Review	21-08-25	000	PTT00021237803
Acquire & Edit	Medium	SME Onboarding	PTT00021237803	PTT00021237803	Manual Retry	21-08-24	000	PTT00021237803
Acquire & Edit	Medium	Retail Party Amendment	PTT00021237803	APP212371403	Manual Retry	21-08-25	000	PTT00021237803
Acquire & Edit	Medium	Retail Onboarding	PTT00021237803	PTT00021237803	Onboarding Enrichment	70-01-01	000	PTT00021237803
Acquire & Edit	Medium	Retail Onboarding	PTT00021237803	PTT00021237803	Onboarding Enrichment	70-01-01	000	PTT00021237803
Acquire & Edit	Medium	Retail Onboarding	PTT00021237803	PTT00021237803	KYC MANUAL RETRY	70-01-01	000	PTT00021237803
Acquire & Edit	Medium	Retail Onboarding	PTT00021237803	PTT00021237803	Manual Retry	70-01-01	000	PTT00021237803
Acquire & Edit	Medium	Corporate Onboarding	PTT00021237803	PTT00021237803	Recommendation	21-08-24	000	PTT00021237803
Acquire & Edit	Medium	Retail Onboarding	PTT00021237803	PTT00021237803	Manual Retry	70-01-01	000	PTT00021237803
Acquire & Edit	Medium	Retail Onboarding	PTT00021237803	PTT00021237803	Manual Retry	70-01-01	000	PTT00021237803
Acquire & Edit	Medium	Retail Onboarding	PTT00021237803	PTT00021237803	Manual Retry	21-08-24	000	PTT00021237803
Acquire & Edit	Medium	Retail Onboarding	PTT00021237803	PTT00021237803	Manual Retry	21-08-24	000	PTT00021237803

- On **Free Tasks** screen, select the required task, and click **Acquire and Edit**.
→ The system displays the **Review** page.

Figure 33: SME – Review



Party Id	Name	Demographic Type	Entity Type	Organization Type	Other Information	Action
PTT00021237803	MTC Enterprises	Domestic	Pvt Ltd			

- Right-click on the icon in the tree view and select the view option or click on the Party Id hyperlink in List or table view to view details captured for the SME.

- After reviewing the customer information, click **Next**.

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

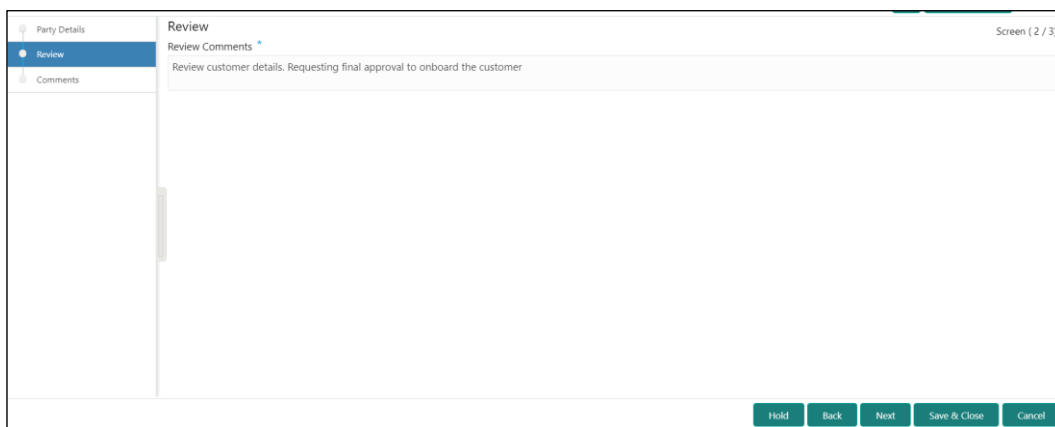
Figure 34: Review – Review Comments



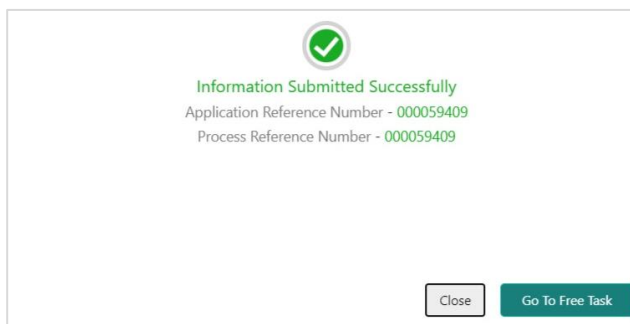
- Specify the **Review Comments** and Click **Next**.

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

Figure 35: Review – Overall Comments



- Specify the overall comments for the **Review** stage and click **Next**.
- On click of **Submit**, a message is displayed, and Task will be submitted to **Free Task**.



2.6 Recommendation

In this stage, the Recommending user 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.

NOTE: For Recommendation stage, more than one user can be configured to Recommend the Party Onboarding Application. For more details, refer **Party Onboarding Configuration User Guide**

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

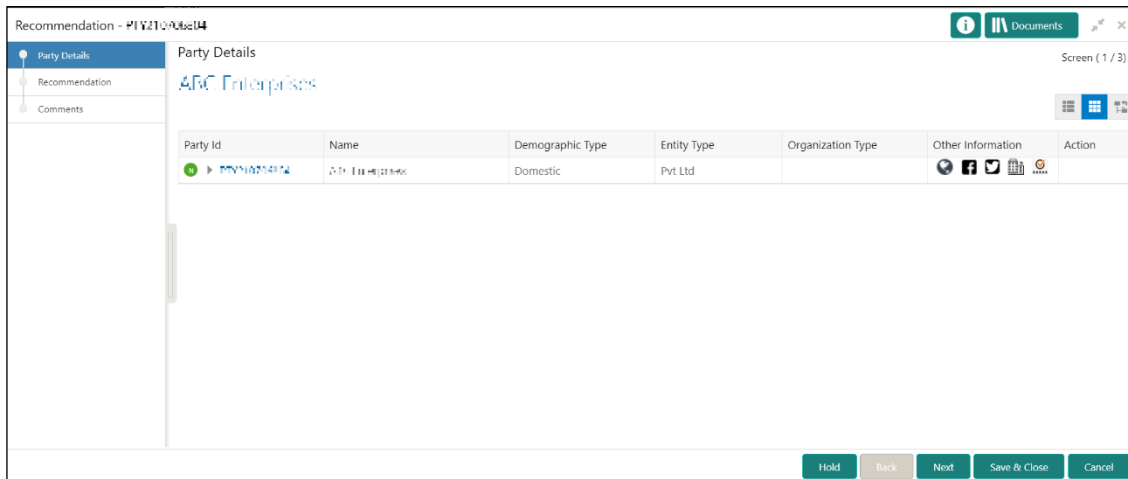
→ The system displays the **Free Tasks** screen.

Figure 36: Free Tasks

Action	Priority	Process Name	Process Reference Number	Application Number	Stage	Application Date	Branch	Customer Number
Acquire & Edit	Medium	Corporate Onboarding	PTT00021237001	PTT00021237001	KYC	21-08-27	000	PTT00021237001
Acquire & Edit	Medium	Retail Party Amendment	PTT00021237002	APP212371403	Review	21-08-25	000	PTT00021237002
Acquire & Edit	Medium	SME Onboarding	PTT00021237003	PTT00021237003	Manual Retry	21-08-24	000	PTT00021237003
Acquire & Edit	Medium	Retail Party Amendment	PTT00021237004	APP212371404	Manual Retry	21-08-25	000	PTT00021237004
Acquire & Edit	Medium	Retail Onboarding	PTT00021237005	PTT00021237005	Onboarding Enrichment	70-01-01	000	PTT00021237005
Acquire & Edit	Medium	Retail Onboarding	PTT00021237006	PTT00021237006	Onboarding Enrichment	70-01-01	000	PTT00021237006
Acquire & Edit	Medium	Retail Onboarding	PTT00021237007	PTT00021237007	KYC MANUAL RETRY	70-01-01	000	PTT00021237007
Acquire & Edit	Medium	Retail Onboarding	PTT00021237008	PTT00021237008	Manual Retry	70-01-01	000	PTT00021237008
Acquire & Edit	Medium	Corporate Onboarding	PTT00021237009	PTT00021237009	Recommendation	21-08-24	000	PTT00021237009
Acquire & Edit	Medium	Retail Onboarding	PTT00021237010	PTT00021237010	Manual Retry	70-01-01	000	PTT00021237010
Acquire & Edit	Medium	Retail Onboarding	PTT00021237011	PTT00021237011	Manual Retry	70-01-01	000	PTT00021237011
Acquire & Edit	Medium	Retail Onboarding	PTT00021237012	PTT00021237012	Review	21-08-24	000	PTT00021237012
Acquire & Edit	Medium	Retail Onboarding	PTT00021237013	PTT00021237013	Manual Retry	21-08-24	000	PTT00021237013

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

→ The system displays the **Recommendation – Customer Summary** page.

Figure 37: SME – Recommendation

3. Right-click on the icon in tree view and select view option or click on the Party Id hyperlink in List or table view to view details captured for the SME.
4. After reviewing the customer information, click **Next**.
 - The **Recommendation – Recommendation Comments** screen is displayed.

Figure 38: Recommendation – Recommendation Comments

5. Click and Expand Review Summary to view comments from Reviewer in Review Stage
6. Click and Expand **Recommendation Decision**
 - The **Recommendation Decision** Screen is displayed.

Figure 39: Recommendation Decision

Review Summary

Recommendation Decision

Decision Comments

Section	Compliant with Bank Policy?	Details (Non-Compliance to Bank Policy)	Details of Risk Mitigation	Recommended	Decision	Action
Demographics	No			Not Recommended	Reject	<input type="button" value="✎"/>
Geographical Spread	No			Not Recommended	Reject	<input type="button" value="✎"/>
Sponsor Details	No			Not Recommended	Reject	<input type="button" value="✎"/>
Financial Profile	No			Not Recommended	Reject	<input type="button" value="✎"/>
Customers Details	No			Not Recommended	Reject	<input type="button" value="✎"/>
Suppliers Details	No			Not Recommended	Reject	<input type="button" value="✎"/>
Insurer Details	No			Not Recommended	Reject	<input type="button" value="✎"/>
Guarantor Details	No			Not Recommended	Reject	<input type="button" value="✎"/>
Banker Details	No			Not Recommended	Reject	<input type="button" value="✎"/>
Management Information	No			Not Recommended	Reject	<input type="button" value="✎"/>

7. Select **Recommendation** decision in **Decision** field
8. Input **Recommendation** comments in **Comments** field
9. Click **Action** to Input Recommendation details for each of the Party Information Data Segment
→ The **Onboarding Approval** screen is displayed

Figure 40: Onboarding Approval

Onboarding Approval

Section

Demographics

Compliant with Bank Policy? Recommended Decision

Details (Non-Compliance to Bank Policy) * Details of Risk Mitigation

10. Specify the fields as required for Recommendation. For more information on fields, refer to the field description table.

Table 21: Onboarding Approval – Field Description

Field Name	Description
Compliant with Bank Policy	Enable toggle button if customer is compliant with the Bank Policy
Recommended	Enable toggle button if customer is Recommended by reviewing user
Decision	Specify decision with respect to KYC type
Details (Non-Compliance to Bank Policy)	Details if customer is not compliant with Bank policy Comment box will be available only if Compliant with Bank policy toggle is disabled
Details of Risk Mitigation	Details if customer is not compliant with Bank policy Comment box will be available only if Compliant with Bank policy toggle is disabled


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

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

Figure 41: Recommendation – Overall Comments

12. Specify the overall comments for the **Recommendation** stage and click **Post**.

13. On click of **Submit**, a message is displayed, and Task will be submitted to **Free Task**.



Information Submitted Successfully
Application Reference Number - 000059409
Process Reference Number - 000059409

Close [Go To Free Task](#)

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 if the captured details are as per Bank's policy or not and if there are any steps required to mitigate the risk.

- To acquire and edit the Review task, navigate to **Tasks > 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	PT00001230001	PT00001230001	KYC	21-08-27	000	PT00001230001
Acquire & E...	Medium	Retail Party Amendment	PT00001230002	PT00001230002	Review	21-08-25	000	PT00001230002
Acquire & E...	Medium	SME Onboarding	PT00001230003	PT00001230003	Manual Retry	21-08-24	000	PT00001230003
Acquire & E...	Medium	Retail Party Amendment	PT00001230004	PT00001230004	Manual Retry	21-08-25	000	PT00001230004
Acquire & E...	Medium	Retail Onboarding	PT00001230005	PT00001230005	Onboarding Enrichment	70-01-01	000	PT00001230005
Acquire & E...	Medium	Retail Onboarding	PT00001230006	PT00001230006	Onboarding Enrichment	70-01-01	000	PT00001230006
Acquire & E...	Medium	Retail Onboarding	PT00001230007	PT00001230007	KYC MANUAL RETRY	70-01-01	000	PT00001230007
Acquire & E...	Medium	Retail Onboarding	PT00001230008	PT00001230008	Manual Retry	70-01-01	000	PT00001230008
Acquire & E...	Medium	Corporate Onboarding	PT00001230009	PT00001230009	Recommendation	21-08-24	000	PT00001230009
Acquire & E...	Medium	Retail Onboarding	PT00001230010	PT00001230010	Manual Retry	70-01-01	000	PT00001230010
Acquire & E...	Medium	Retail Onboarding	PT00001230011	PT00001230011	Manual Retry	70-01-01	000	PT00001230011
Acquire & E...	Medium	Retail Onboarding	PT00001230012	PT00001230012	Review	21-08-24	000	PT00001230012
Acquire & E...	Medium	Retail Onboarding	PT00001230013	PT00001230013	Manual Retry	21-08-24	000	PT00001230013

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

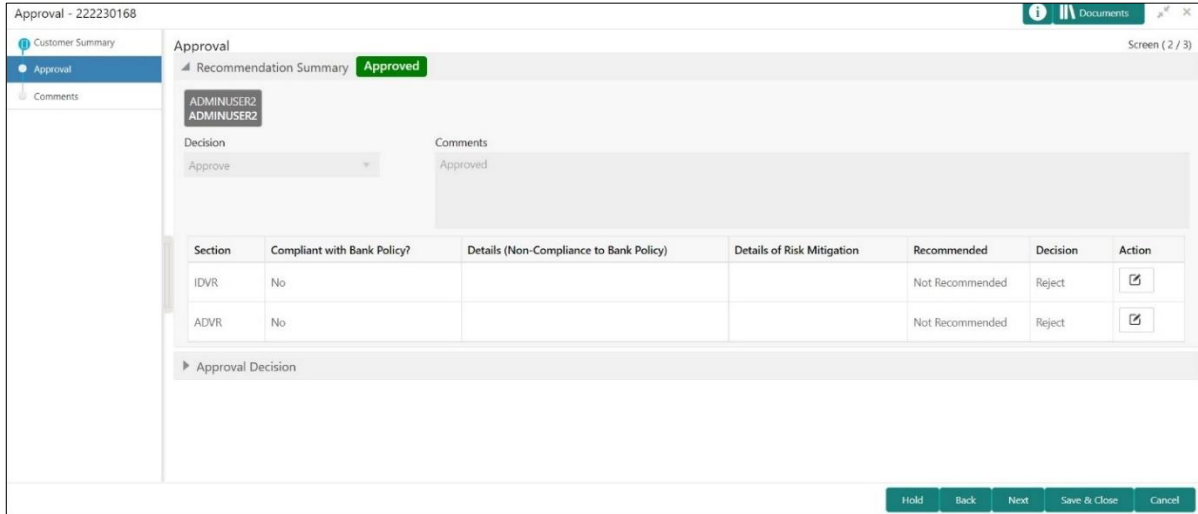
Figure 43: SME – Approval

Party Id	Name	Demographic Type	Entity Type	Organization Type	Other Information	Action
PT00001230001	ABC Enterprises	Domestic	Pvt Ltd			

- Right-click on the icon in tree view and select view option or click on the Party Id hyperlink in List or table view to view details captured for the SME.
- After reviewing the customer information, click **Next**.

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

Figure 44: Approval – Approval Comments



- View **Recommendation Summary** as **Approved** or **Rejected** based on the **Recommendation Decision** provided in **Recommendation stage**

NOTE: If more than one Recommendation user is configured, Recommendation summary will be determined as per below example

Number of Users	Individual Decision	Recommendation Summary
2 User (User 1 & User 2)	User 1 – Approved User 2 – Approved	Approved
2 User (User 1 & User 2)	User 1 – Approved User 2 – Rejected	Rejected
3 Users (User 1 & User 2 & User 3)	User 1 – Approved User 2 – Rejected User 3 - Approved	Rejected

- Click and Expand **Recommendation Summary** to see **Recommendation Decision** and **Comments** from respective users from Recommendation stage

Figure 45: Recommendation Summary

Approval - 222230168

Customer Summary

Approval

Comments

ADMINUSER2
ADMINUSER2

Decision: Approve

Comments: Approved

Section	Compliant with Bank Policy?	Details (Non-Compliance to Bank Policy)	Details of Risk Mitigation	Recommended	Decision	Action
IDVR	No			Not Recommended	Reject	
ADVR	No			Not Recommended	Reject	

Approval Decision

Hold Back Next Save & Close Cancel

7. Click **Action** to see Recommendation details and KYC details for respective KYC types
8. Click and Expand **Approval Decision** to provide **Approval Decision** and **Comments** for Party Onboarding

Figure 46: Approval Decision

Approval - 222230168

Customer Summary

Approval

Comments

ADMINUSER2
ADMINUSER2

Decision: [Dropdown]

Comments *

Hold Back Next Save & Close Cancel

9. Click **Next**.
→ The system displays the **Approval – Comments** screen.

Figure 47: Approval - Comments

The screenshot displays the 'Approval - Comments' section of the SME Onboarding User Guide. The interface includes a sidebar with navigation options: 'Customer Summary', 'Approval', and 'Comments' (which is currently selected). The main content area is titled 'Comments' and features a rich text editor with a toolbar containing various formatting options such as bold, italic, underline, strikethrough, link, and list creation. Below the editor is a 'Post' button. A message 'No items to display.' is shown below the 'Post' button. At the bottom right, there are buttons for 'Hold', 'Back', 'Next', 'Save & Close', 'Submit', and 'Cancel'. The top right corner shows 'Screen (3 / 3)' and a 'Documents' icon.

10. Specify the **Approve Comments** and the **Overall Comments**.
11. Specify the overall comments for the **Approval** stage and click **Post**.
12. Click **Submit** to complete the onboarding process

2.8 Amendment

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

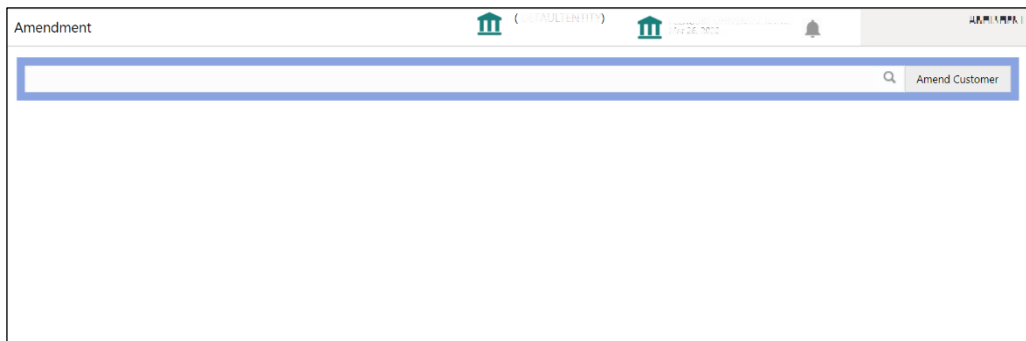
NOTE:

- User should have required access to amend a party within a customer access group as relationship. For more details, refer **Oracle Banking Party Configuration User Guide**.
- User should have required Personal Identifiable Information (PII) access to amend individual stakeholders, if PII fields are configured. For more details, refer **Oracle Banking Party Configuration User Guide**.

To initiate the Amendment process:

1. From the home page, click **Party Services**. Under **Party Services**, click **Small Medium Enterprise**.
2. Under **Small Medium Enterprise**, click **Amendment**.
 - The system displays the **Amendment** screen.

Figure 48: Amendment – Enter Customer Id



3. On **Amendment** screen, specify the Customer id, and Click **Amend Customer**.
 - The system displays the **SME Amendment** screen.

Figure 49: Amendment – SME Amendment

Quick Initiation

Organization details

Organization Name * Customer Category * Classification Type * Branch Code

Upload Logo Customer Access Group Application Priority *

Maximum file size is 100kb

Industries *

Sector	Industry Group	Industry	Sub Industry	Action
No data to display.				

Credit Rating

Year	Rating Date	Outlook	Agency	Rating	Action
No data to display.					

Social Media Profiles

Official Website Facebook Twitter

Submit Submit And Enrich Cancel

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

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

5. To acquire the **SME 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 **SME Amendment – Enrichment** stage.

6. To acquire the **SME 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 status of KYC Check in this stage and submit the KYC task. For more information on enrichment stage, refer to

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

7. To acquire the **SME 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:
- **SME Amendment - Review** stage. For more information on review stage, refer to
 - **SME Amendment – Recommendation** stage. For more information on recommendation stage, refer to [2.6 Recommendation](#).
 - **SME Amendment – Approval** stage. For more information on approval stage, refer to [2.7 Approval](#).

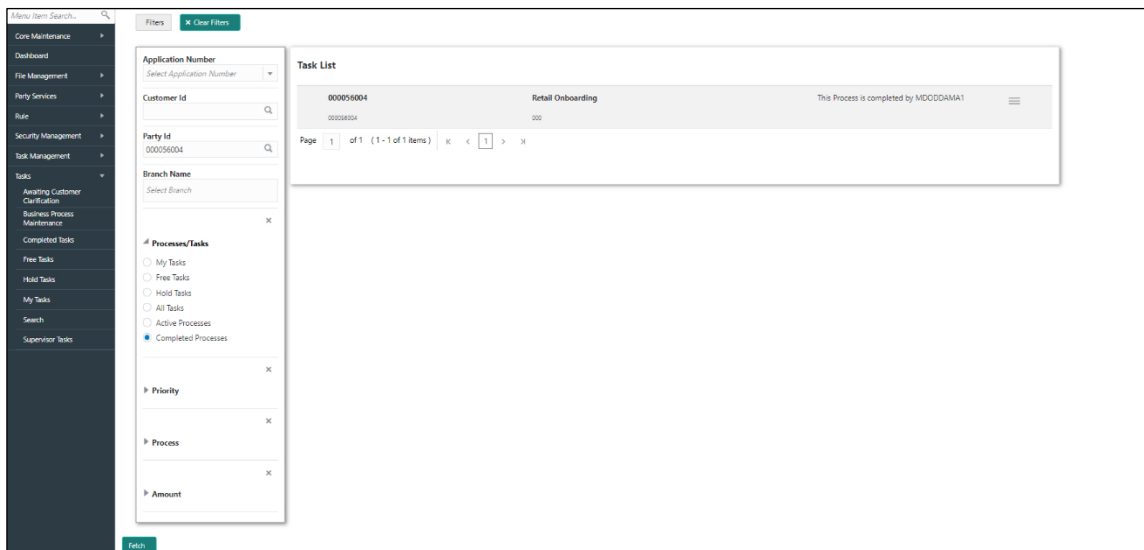
2.9 Completed Task

Completed Task functionality is used to view details of different tasks completed by the user and information provided during those tasks.

To view the Completed Tasks:

1. On the Home page, click **Tasks**. Under **Tasks**, click **Search**.
→ The **Task List - Search** screen is displayed.

Figure 50: Task List - Search



2. On **Search** screen, enter required search parameter
3. In **Processes/Tasks**, select **Completed Tasks** and Click **Fetch**.
→ The **Completed Tasks** will be displayed.
4. Click **View** to view details of completed Tasks

Figure 51: Task List – Completed Tasks

The screenshot displays a web application interface for task management. On the left is a dark sidebar with a navigation menu including: Core Maintenance, Dashboard, File Management, Party Services, Rule, Security Management, Task Management, Tasks, Awaiting Customer Clarification, Business Process Maintenance, Completed Tasks, Free Tasks, Hold Tasks, My Tasks, Search, and Supervisor Tasks. The main content area is titled 'Task List' and features a filter panel on the left with fields for Application Number, Customer Id, Party Id, and Branch Name. Below these are filter options for Processes/Tasks (My Tasks, Free Tasks, Hold Tasks, All Tasks, Active Processes, and Completed Processes), Priority, Process, and Amount. The main task list shows one entry: Application Number 000056004, Customer Id 000002004, Party Id 000056004, and Branch Name. The task is 'Retail Onboarding' and is marked as completed by user MD00DDAMA1. A pagination bar shows 'Page 1 of 1 (1 - 1 of 1 items)'. A context menu on the right offers 'Audit', 'FlowDiagram', and 'View' options.

5. Details of Completed Tasks will be displayed in Read Only Mode. Screen provides a consolidated view of the information captured in all the data segments. User can view the displayed information.

3 List Of Menus

1. Amendment - [Amendment](#) (pg. 54)
2. Approval Stage - [Approval](#) (pg. 50)
3. Enrichment Stage - [Onboarding Enrichment](#) (pg. 15)
4. Initiation Stage - [Onboarding Initiation](#) (pg. 7)
5. KYC Stage - [KYC](#) (pg. 12)
6. Recommendation Stage - [Recommendation](#) (pg. 45)
7. Review Stage - [Review](#) (pg. 43)