Oracle® Banking Microservices Architecture

Corporate Onboarding User Guide

Innovation Release 14.8.1.0.0
G44226-01
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Oracle Banking Microservices Architecture Corporate Onboarding User Guide, Innovation Release 14.8.1.0.0

G44226-01

Contents

Preface

Purpose

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

Audience

This guide is intended for the bankers who are responsible for onboarding corporate customers into the bank.

Documentation 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.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

Critical Patches

Oracle advises customers to get all their security vulnerability information from the Oracle Critical Patch Update Advisory, which is available at Critical Patches, Security Alerts and Bulletins. All critical patches should be applied in a timely manner to make sure effective security, as strongly recommended by Oracle Software Security Assurance.

Diversity and Inclusion

Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and partners, we are working to remove insensitive terms from our products and documentation. We are also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
`monospace`	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Related Resources

For more information, see these Oracle resources:

- Getting Started User Guide
- Corporate 360 User Guide
- Oracle Banking Party Configurations User Guide

Screenshot Disclaimer

Personal information used in the interface or documents is dummy and does not exist in the real world. It is only for reference purposes.

Acronyms and Abbreviations

The following acronyms and abbreviations are used in this guide:

Table Acronyms and Abbreviations

Acronym/ Abbreviation	Description
CIF	Customer Information File
KYC	Know Your Customer
SME	Small and Medium Enterprise

Basic Actions

Most of the screens contain icons to perform all or a few of the basic actions. The actions which are called here are generic, and it varies based on the usage and the applicability. The table below gives a snapshot of them:

Table Common Icons and its Definitions

Icon	Operation
Submit	Click **Submit** to default the checklists applicable for the stage based on the application category. On verifying all the checklists and on the selection of the outcome, the task will be submitted.
Post	Click **Post** to post the comments below the **Comments** text box.
Cancel	Once you click **Cancel**, the system will ask for confirmation, and on confirming, the task will be closed without saving the data.
Hold	Click **Hold** to save the captured details and suspend the task status. The suspended task will be available in the Hold queue. This option is used if there is any pending information to be captured. If mandatory fields have not been captured, the system will display an error until the mandatory fields have been captured.
Next	Click **Next** to save the captured details 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	Click **Back** to save the captured details and move to the previous screen.
Save and Close	Click **Save and Close** to save the captured details. If mandatory fields have not been captured, the system will display an error until the mandatory fields are captured.

Symbols and Icons

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

Table Symbols

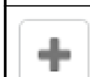
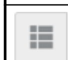
Symbol	Function
	Add icon

Table (Cont.) Symbols

Symbol	Function
	Edit icon
	Delete icon
	Close
	Expand view
	Table view
	List view
	Maximize
	Minimize
	Open a list
	Options
	Tree view

1

Corporate Customer Onboarding

This topic describes the information on the various activities performed for the Corporate Customer Onboarding process.

- Overview
  This topic describes the information about the Corporate Customer Onboarding.
- Prerequisites
- Onboarding Initiation
  This topic describes the systematic instructions to capture the basic demographic information about the corporate customer to be onboarded using Oracle Banking Enterprise Party Management.
- KYC Details
  This topic describes the systematic instructions to capture KYC details about the corporate customers to be onboarded using Oracle Banking Enterprise Party Management.
- Onboarding Enrichment
  This topic describes the systematic instruction to capture detailed information about the corporate customer to be added in Oracle Banking Enterprise Party Management.
- Review
  This topic describes the systematic information to enable the final reviewers to review the customer details and moves the task to the *Approval* stage if the details are appropriate.
- Recommendation
  This topic describes the systematic instruction to enable the recommending user to review the progress did so far and provides recommendations for each of the data segments with a the decision as approve/reject
- Approval
  This topic describes the systematic instruction to enable the approver to review the activity done across all the stages and provides final signoff to approve the customer onboarding.
- Amendment
  This topic describes the systematic instruction to enable the Relationship Manager to amend the information or can add additional information about a corporate customer using Oracle Banking Enterprise Party Management.

1.1 Overview

This topic describes the information about the Corporate Customer Onboarding.

Corporate Customer Onboarding is an umbrella term that is often used to describe the entire process that users go through when they start their journey as a customer of a banking product or service. Onboarding is an ongoing process, which helps banks to create a relationship with customers. In a bank, there would be a Relationship Manager (RM) for every corporate customer. The respective RM would take care of the customer to successfully onboard into the bank.

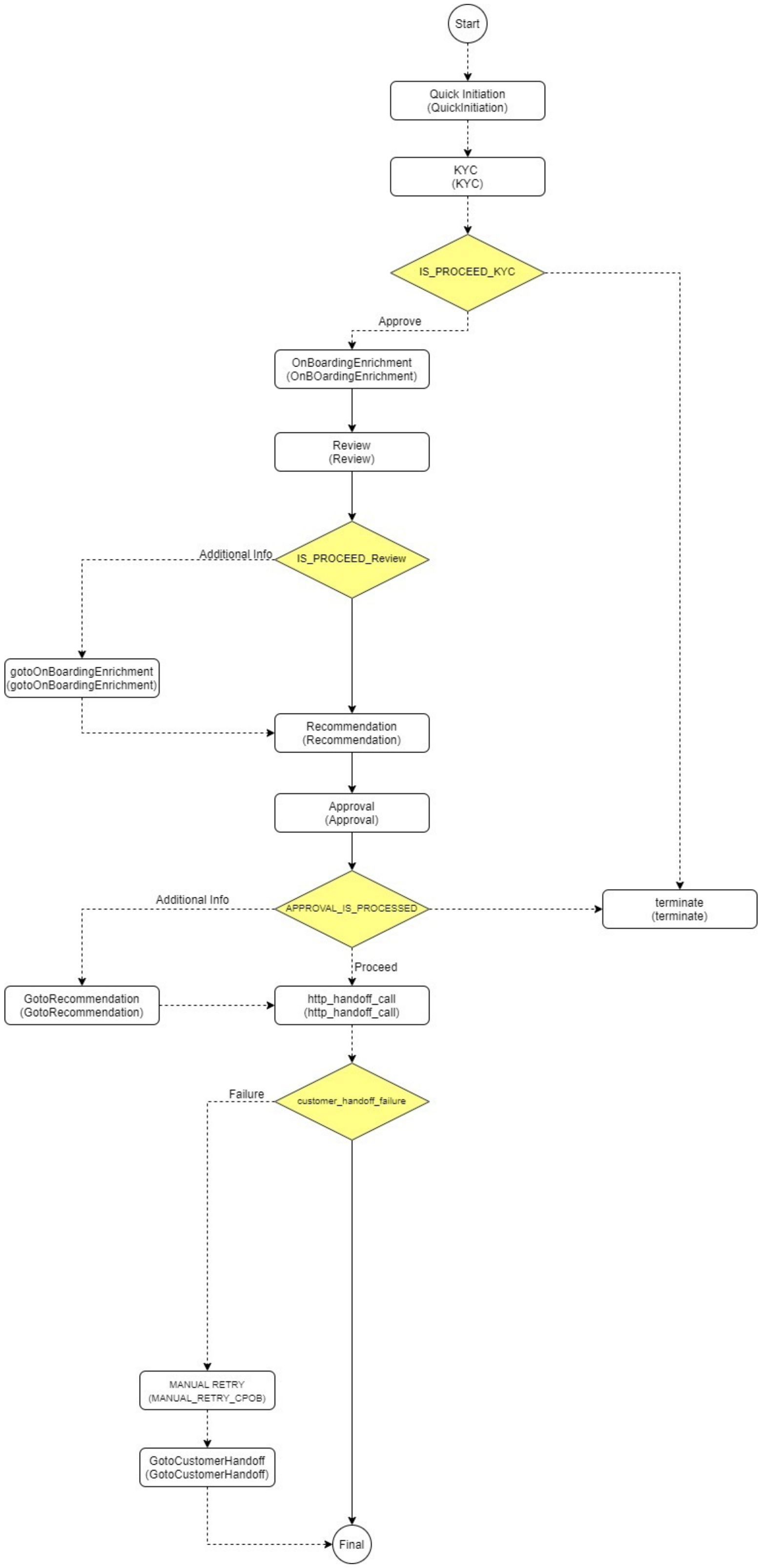
The various activities performed for the Corporate Customer Onboarding process are:

- Initiation

- KYC
- Enrichment
- Review
- Recommendation
- Approval

Process Flow Diagram

The flow diagram illustrating the different stages in the corporate customer onboarding process is shown below for reference:


Start
Quick Initiation
(QuickInitiation)
KYC
(KYC)
IS_PROCEED_KYC
Approve
OnBoardingEnrichment
(OnBOardingEnrichment)
Review
(Review)
Additional Info
IS_PROCEED_Review
gotoOnBoardingEnrichment
(gotoOnBoardingEnrichment)
Recommendation
(Recommendation)
Approval
(Approval)
Additional Info
APPROVAL_IS_PROCESSED
terminate
(terminate)
Proceed
GotoRecommendation
(GotoRecommendation)
http_handoff_call
(http_handoff_call)
Failure
customer_handoff_failure
MANUAL RETRY
(MANUAL_RETRY_CPOB)
GotoCustomerHandoff
(GotoCustomerHandoff)
Final

1.2 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*.

1.3 Onboarding Initiation

This topic describes the systematic instructions to capture the basic demographic information about the corporate customer to be onboarded using Oracle Banking Enterprise Party Management.

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

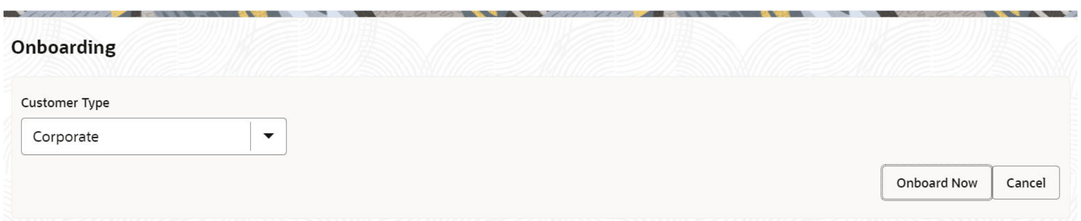
To initiate the Onboarding process:

> **Note**
>
> The fields marked as **Required** are mandatory.

1. On the **Home** page, click **Party Services**. Under **Party Services**, click **Onboarding**.

   The **Onboarding** screen displays.

   Figure 1-1 Onboarding Initiation

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

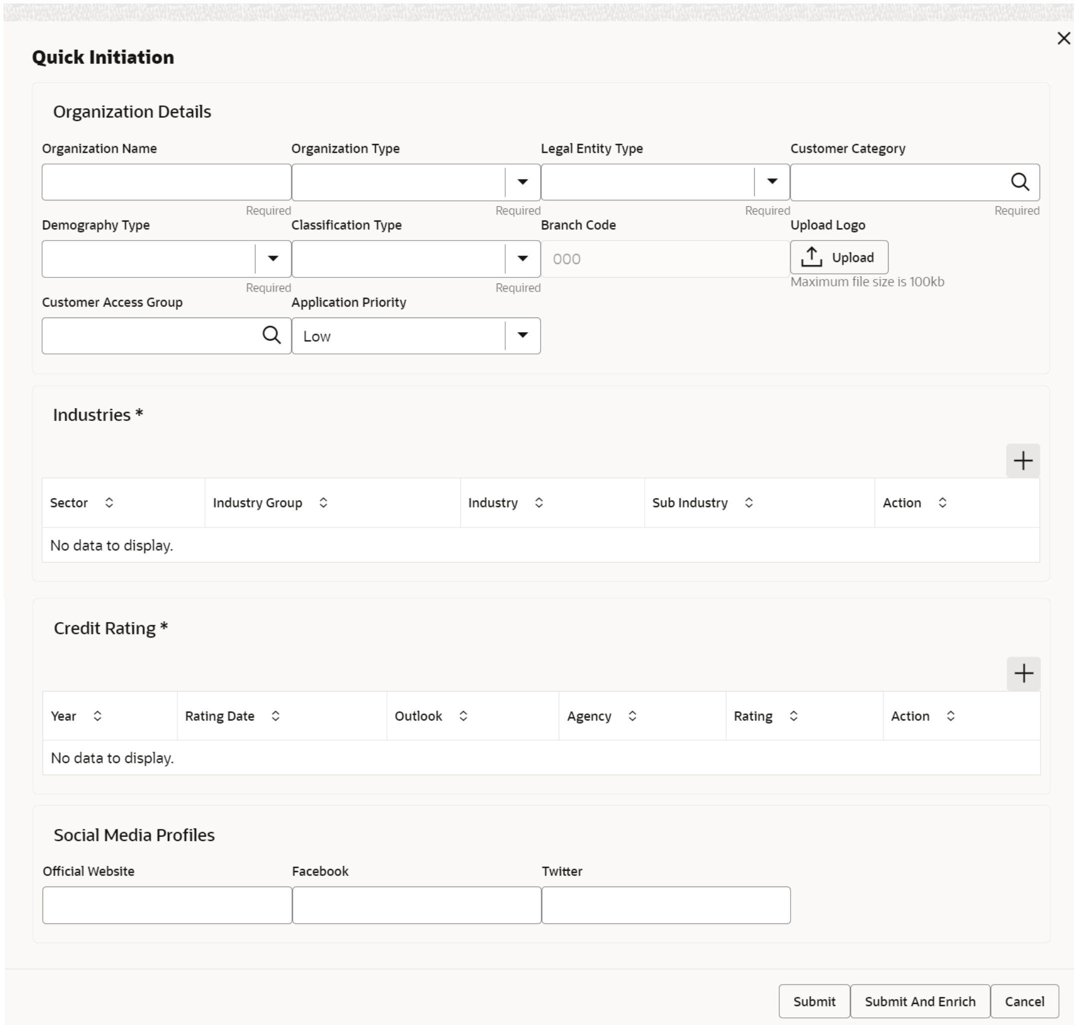
   Table 1-1 Onboarding - Field Description

Field	Description
Customer Type	Select **Corporate** from the drop-down values.
Business Process Code	Select the desired business process code, if required. **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 displays.

Figure 1-2 Corporate Quick Initiation



4. On the **Quick Initiation** screen, specify the details about the customer. For more information on fields, refer to the field description table.

Table 1-2 Quick Initiation - Field Description

Field Name	Description
Organization details	Specify the fields under this section.
Organization Name	Specify the registered name of the organization.
Organization Type	Select the type of organization from the following drop-down values: • **Conglomerate** • **Single**
Customer Category	Click **Search** icon and select the customer category from the list of values.

Table 1-2 (Cont.) Quick Initiation - Field Description

Field Name	Description
Entity Type	Select the type of business entity from the following drop-down values: • **Private Limited** • **Public Limited** • **Trusts** • **Government Owned** • **Associations**
Demography Type	Specify the company demography from the following drop-down values: • **Global** • **Domestic**
Geographical Spread	Select the geographical spread of the company from the given list.
Classification Type	Select the Classification of the Corporate as per the local regulations from the following drop-down values: • **Micro** • **Small** • **Medium**
Branch Code	Specify the branch code. **Note** For the parent customer, the branch code defaults to the logged-in branch. For subsidiaries, the values can be entered at the time of capturing the details.
Logo	Upload the logo of the company.
Customer Access Group	Click **Search** icon and select the customer access group for the party. **Note** The user should have required access to onboarding a party within a customer access group. For more details, refer **Oracle Banking Party Configuration User Guide**.
Application Priority	Specify the Priority of Party Onboarding application.
Industries	Specify the fields under this section.
Sector	Specify the industry sector to which the corporate belongs. For example, • Energy • Real Estate • Utilities • Consumer Staples, etc.

Table 1-2 (Cont.) Quick Initiation - Field Description

Field Name	Description
Industry Group	Specify the industry group within the sector. For example, • Software • Hardware • Semiconductor Industry Groups within Information technology Sector
Industry	Specify the industry within the Industry group. For example, IT services and software products within software.
Sub Industry	Specify the sub-industry within the industry. For example, • IT Consulting Services • Data Processing Services • Internet Services within IT services
Credit Rating	Specify the fields under this section.
Rating Agency	Select the name of the credit rating agency which has given a rating to the corporate.
Rating	Select 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 corporate customer.
Facebook	Specify the Facebook URL for the corporate.
Twitter	Specify the corporate’s Twitter handle.

5. Click **Submit**.

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

   If there are duplicate customers exist in the system. It will display the list of customers with the same name. the user will have the following facility:

   - **Abort** to discard the Customer Onboarding.
   - **Continue** to save the Customer Onboarding.
   - **Cancel** to cancel the Customer Onboarding.

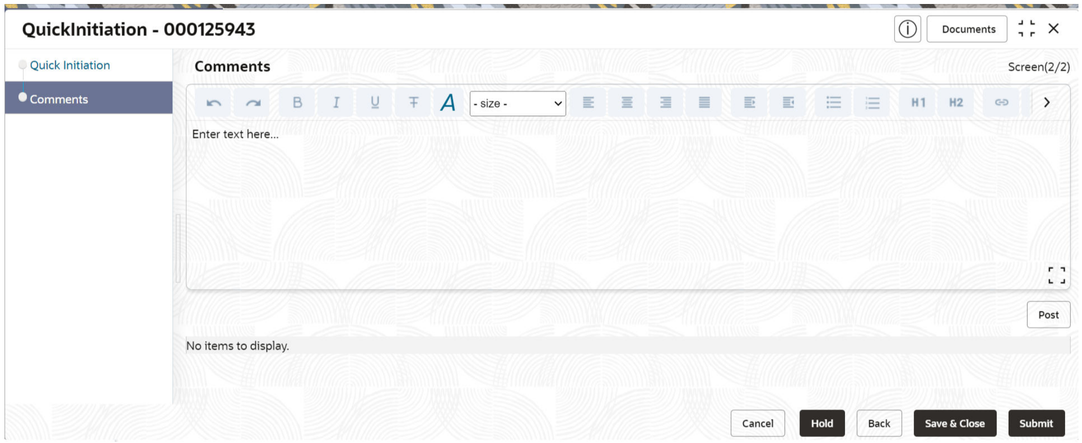
   The **Initiation - Duplication Check** screen displays.

   Figure 1-3 Initiation – Duplication Check

6. Click **Next**.

   The **Initiation - Comments** screen displays.

Figure 1-4 Initiation – Comments



> **Note**
>
> The Relationship Managers can capture overall comments for the *Initiation* stage. Capturing comments helps in a 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.
8. Click **Submit** to submit the **Onboarding Initiation** stage.

   The **Checklist** window is displayed and select the **Outcome**.

   The available **Outcome** options are:

   - If **Approve** is selected, the task is moved to the **KYC** stage.
   - If **Reject** is selected, the task is terminated.

   After **Submit** successful screen displays and Task will be available in the **Free Task** screen.

1.4 KYC Details

This topic describes the systematic instructions to capture KYC details about the corporate customers to be onboarded using Oracle Banking Enterprise Party Management.

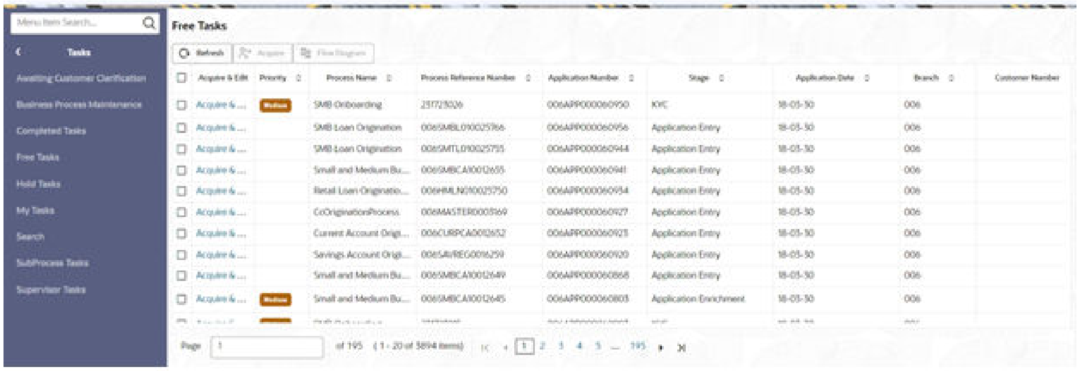
The user can acquire and edit the *KYC* task using the **Free Tasks** screen.

To add the KYC details:

1. On the **Home** page, click **Tasks**. Under **Tasks**, click **Free Tasks**.

   The **Free Tasks** screen displays.

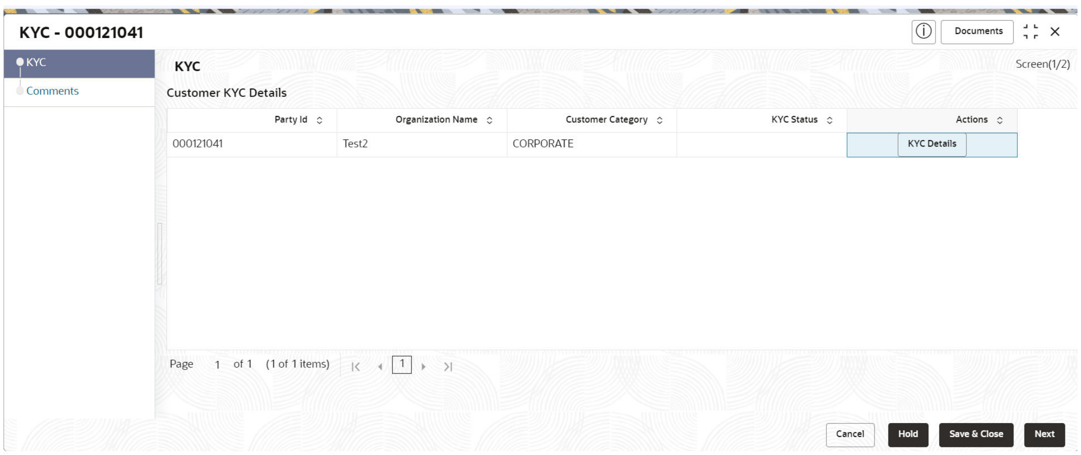
Figure 1-5 Free Tasks



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

   The **Customer KYC Details** screen displays.

Figure 1-6 KYC Details



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

Table 1-3 Customer KYC Details - Field Description

Field	Description
Report Received	Once you select this option, it highlights blue, which indicates true, and the report is received. **Note** By default, it is selected as false.
Verification Date	Specify the date or use the calendar icon to select the KYC verification date.
Effective Date	Specify the date or use the calendar icon to select the KYC effective from the date.

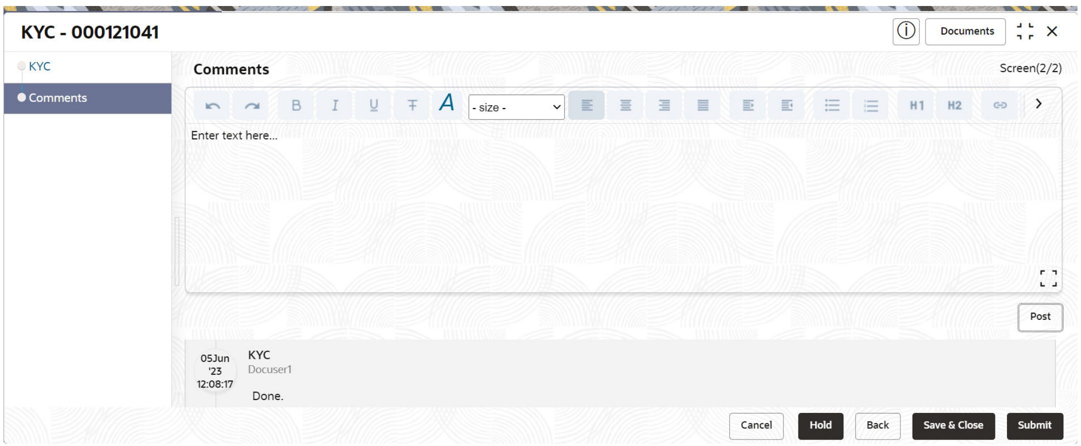
Table 1-3 (Cont.) Customer KYC Details - Field Description

Field	Description
KYC Method	Specify the method by which the KYC is completed.
KYC Status	Select the KYC status from the drop-down values.

4. Click **Next**.

   The **Comments** screen displays.

Figure 1-7 KYC – Comments



5. Specify the overall comments for the **KYC** stage.
6. Click **Post** to post the comments.
7. Click **Submit** to submit the **KYC** stage.

   The **Checklist** window displays and select the **Outcome**.

   The available **Outcome** options are:

   - If **Approve** is selected, the task is moved to the **Onboarding Enrichment** stage.
   - If **Reject** is selected, the task is terminated.

   After **Submit** successful screen displays and Task will be available in the **Free Task** screen.

1.5 Onboarding Enrichment

This topic describes the systematic instruction to capture detailed information about the corporate customer to be added in Oracle Banking Enterprise Party Management.

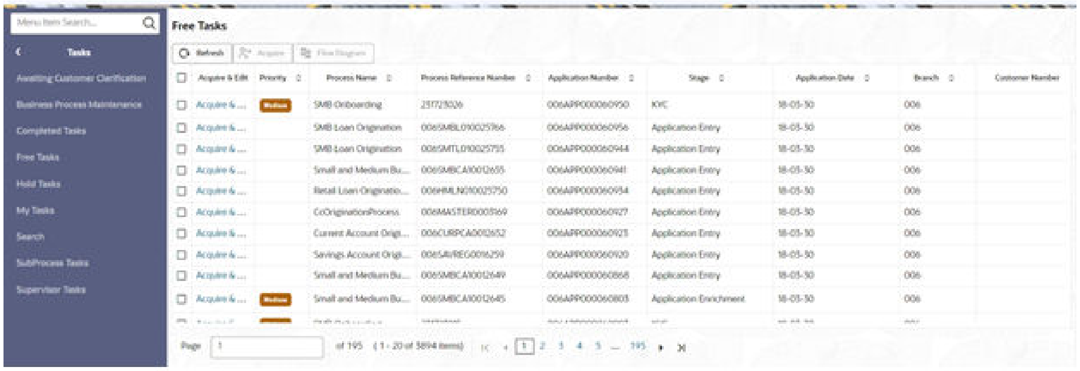
The user can acquire and edit the *Enrichment* task using the **Free Tasks** screen.

To add the additional information:

1. On the **Home** page, click **Tasks**. Under **Tasks**, click **Free Tasks**.

   The **Free Tasks** screen displays.

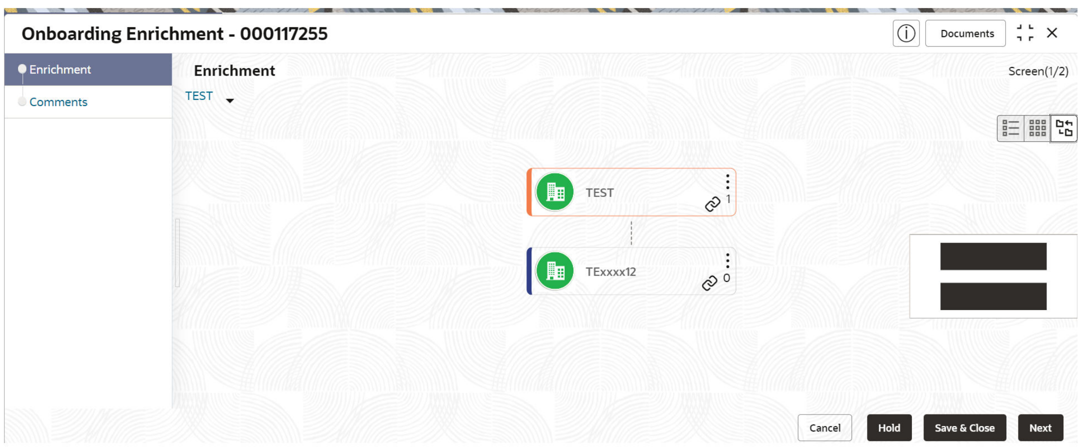
Figure 1-8 Free Tasks



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

   The **Onboarding Enrichment** screen displays.

Figure 1-9 Corporate Onboarding Enrichment



> **Note**
>
> By default, the onboarded customer is displayed as an icon under the tree view. The default view can be changed to a list view or table view if required.

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

Figure 1-10 Corporate Onboarding Enrichment Options

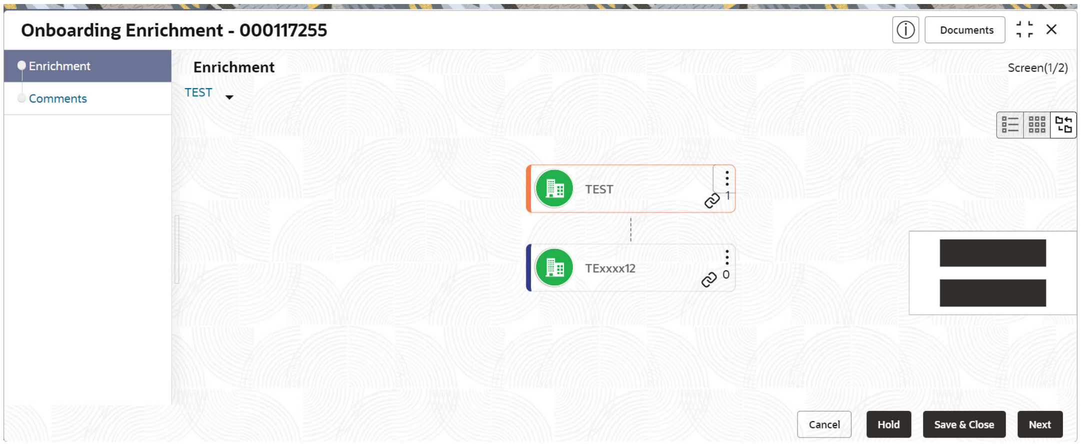


Table 1-4 Onboarding Enrichment – Field Description

Field	Description
Add Customer	Select this option to open a pop-up with multiple options, where the child customer details are added and linked with the parent customer.
View	Select this option to open a pop-up with the customer details in read-only mode.
Quick View	Select this option to open a pop-up with the limited customer details in read-only mode.
Configure	Select this option to add the following details. For more information, refer to Customer Profile thru Assets. • Customer Profile • Financial Profile • Stakeholders • Assets

The details of the corporate customer can be displayed in various views. The following figures depict the tree, list, and table views.

Figure 1-11 Corporate Onboarding Enrichment – Tree View

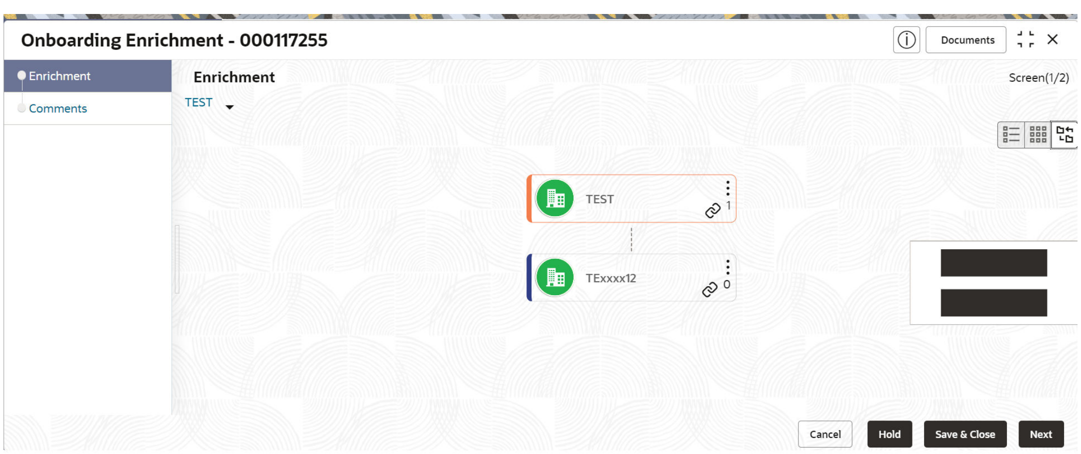


Figure 1-12 Corporate Onboarding Enrichment – List View

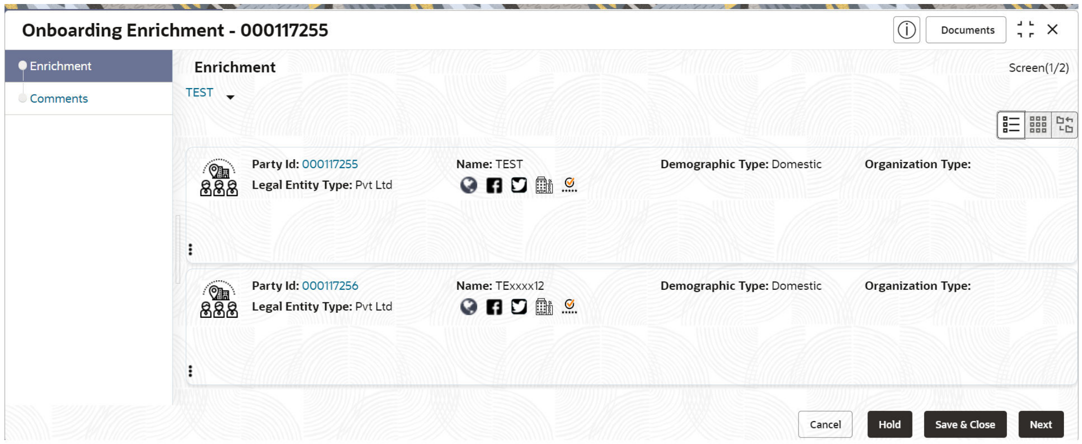
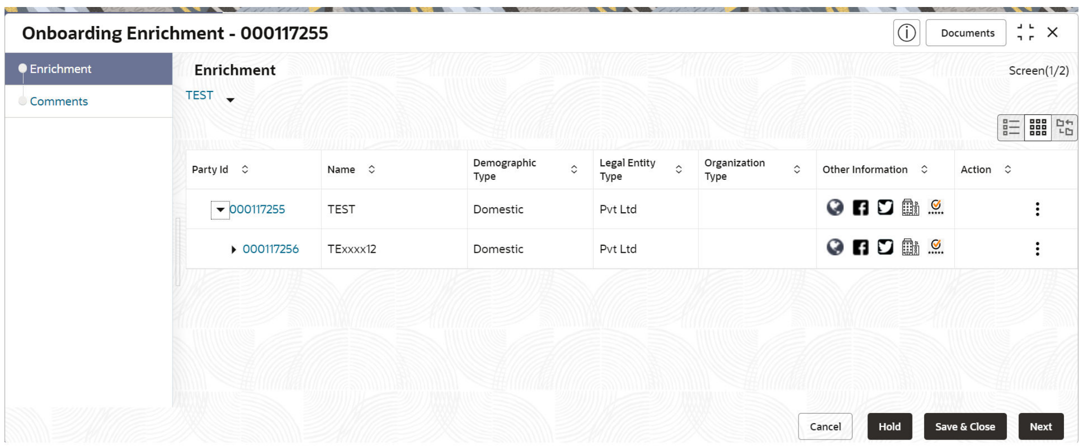


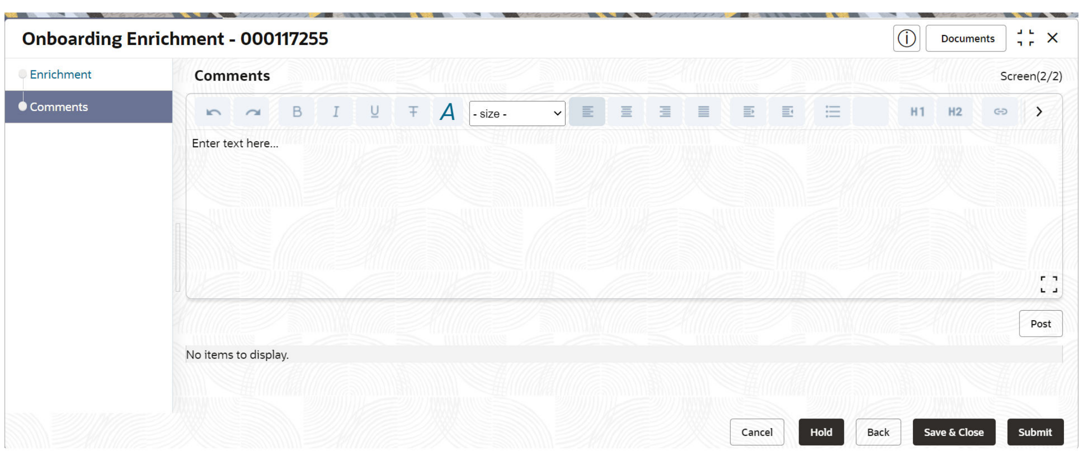
Figure 1-13 Corporate Onboarding Enrichment – Table View



4. Click **Next**.

   The **Onboarding Enrichment - Comments** screen is displayed.

Figure 1-14 Enrichment – Comments



> **Note**
>
> TThe Relationship Managers can capture overall comments for the *Enrichment* stage. Capturing comments helps in a better understanding of the task by the banker who will work with this task in the next stage.

5. On the **Comments** screen, click **Submit**.

   The **Checklist** window displays.

6. On the **Checklist** window, select the **Outcome** as *Proceed* and click **Submit**.

   The task is moved to the **Review** stage.

- Customer Profile
  This topic describes the systematic instructions to enrich the corporate customer with additional details.
- Financial Profile
  This topic describes the systematic instructions to add the financial information of the corporate customer.
- Add Stakeholders
  This topic describes the systematic instruction to add the details about the stakeholder such as authorized signatories, management team, etc. of the business.
- Assets
  This topic describes the systematic instructions to add the details about the assets of the corporate customer.

1.5.1 Customer Profile

This topic describes the systematic instructions to enrich the corporate customer with additional details.

This topic contains the following subtopics:

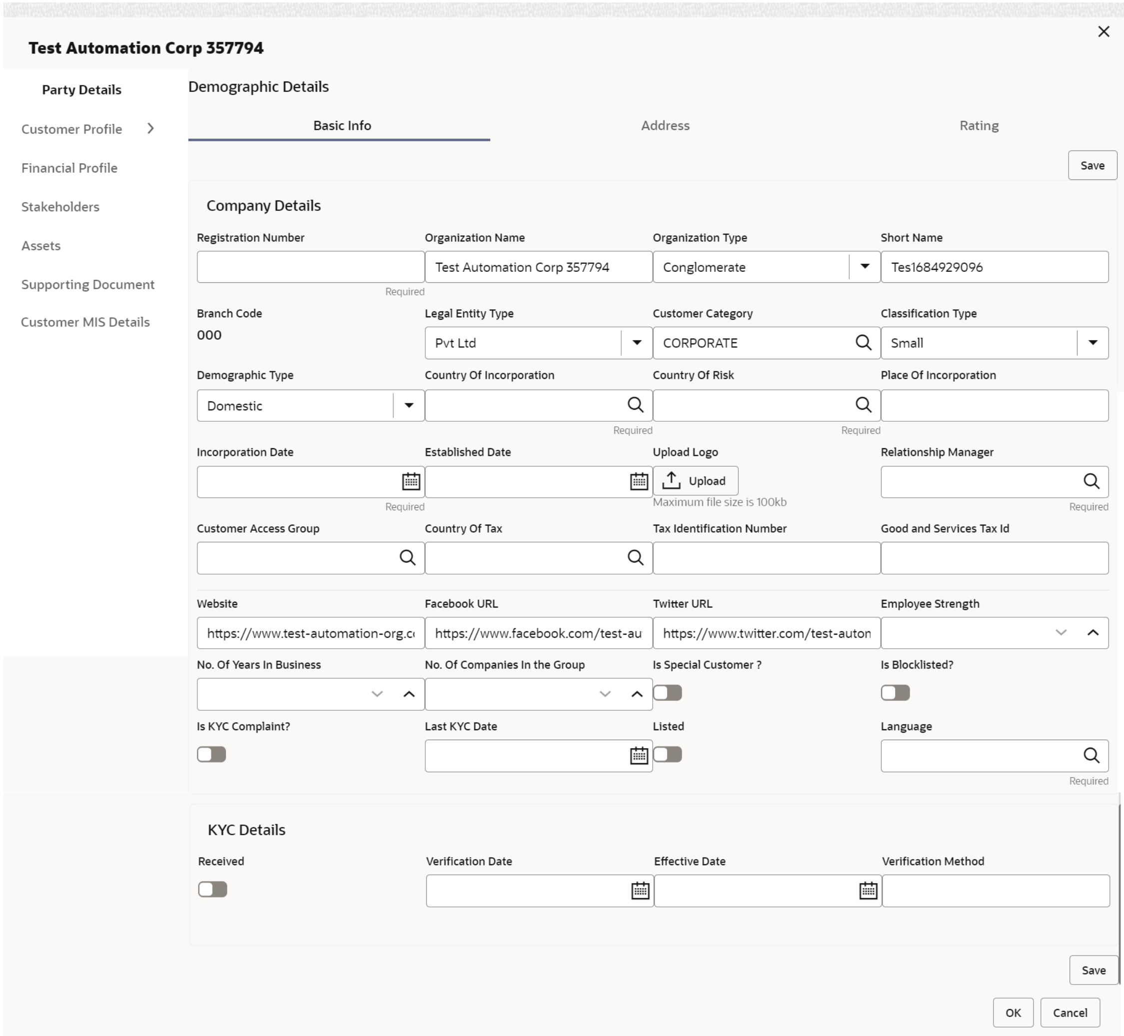
- Basic Information
  This topic describes the systematic instructions to add the demographic details of the corporate customer in the **Basic Info** segment.
- Address
  This topic describes the systematic instruction to add the address details for the Corporate customer.
- Rating
  This topic describes the systematic instruction to add the details of the credit ratings of the corporate customer given by the agencies.

1.5.1.1 Basic Information

This topic describes the systematic instructions to add the demographic details of the corporate customer in the **Basic Info** segment.

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

Figure 1-15 Demographic Details – Basic Info



To update the basic information:

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

> **Note**
>
> The fields marked as **Required** are mandatory.

Table 1-5 Demographic Details – Basic Info – Field Description

Field	Description
Registration Number	Specify the registration number of the company.
Company Name	Specify the company name.
Organization Type	Select the type of company.

Table 1-5 (Cont.) Demographic Details – Basic Info – Field Description

Field	Description
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 **Search** icon and select the desired value from the list of values.
Country Of Tax	Specify the country of tax.
Tax Identification Number	Specify the Tax Identification Number. **Note** If the Tax Identification Number is provided, the Country of Tax must be provided.
Good and Services Tax Id	Specify the Goods and Service Tax ID.
Demography Type	Specify the company demography from the drop-down values: • **Global** • **Domestic**
Geographical Spread	Select the geographical spread of the company from the given list.
Country of Incorporation	Click **Search** icon and select the country code from the list of values.
Country of Risk	Click **Search** icon and select country code from the list of values.
Place of In-corporation	Specify the place of incorporation of the company.
Incorporation Date	Specify the incorporation date.
Established Date	Specify the established date.
Upload Logo	Upload the logo of the corporate customer.
RM ID	Select the RM to be associated with the customer.
Customer Access Group	Specify the Customer Access Group for the party. **Note** The user should have required access to onboarding a party within a customer access group. For more details, refer to **Oracle Banking Party Configurations User Guide**.
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.

Table 1-5 (Cont.) Demographic Details – Basic Info – Field Description

Field	Description
No. Of Years In Business	Specify the number of years the corporate is in business.
No. Of Companies In the Group	Specify the number of companies that are part of the corporate group.
Is KYC Compliant	Specify the Party is KYC Compliant.
Last KYC Date	Specify the date of last KYC Check.
Listed Company	Specify whether the party is a listed company.
Language	Specify the preferred language to be used for communication.
Media	Specify the preferred mode of communication.

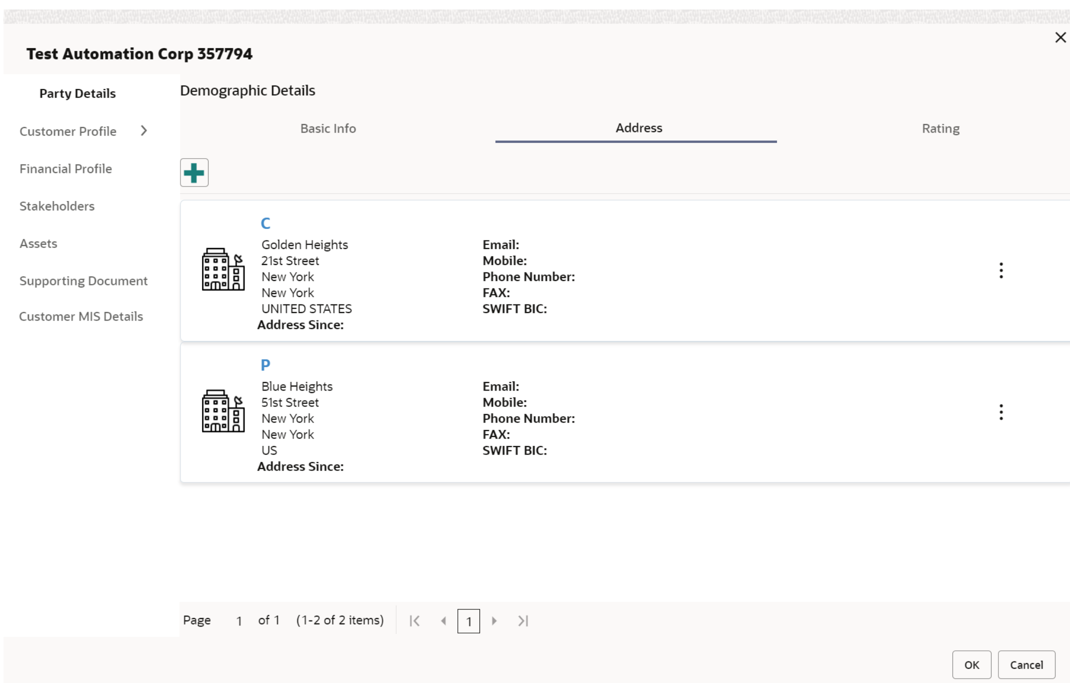
1.5.1.2 Address

This topic describes the systematic instruction to add the address details for the Corporate customer.

1. On the **Customer Profile** screen, click on the **Address** tab after you add the basic information.

   The **Demographic Details - Address** screen displays.

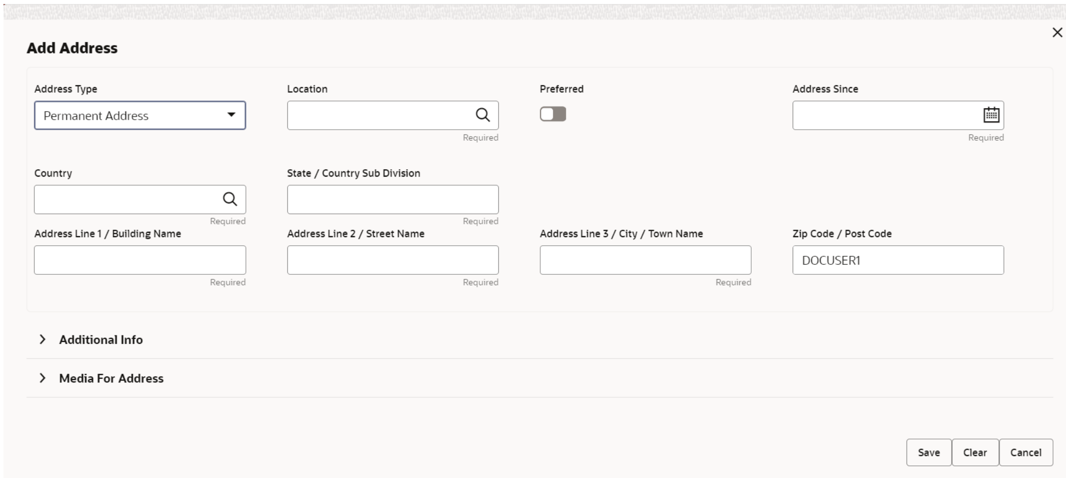
Figure 1-16 Demographic Details - Address



2. Click and expand the **Address** section.
3. Click on the **+** button to add the address details.

   The **Add Address** screen displays.

Figure 1-17 Add Address



4. On the **Add Address** segment, specify the fields. For more information on fields, refer to the field description table.

Table 1-6 Add Address – Field Description

Field	Description
Address Type	Select the address type from the drop-down list. The available options are: • Permanent Address • Residential Address • Communication Address • Office Address **Note** The address type can be configured as mandatory using Address Management. Refer to the **Oracle Banking Party Configurations User Guide** for more details.
Location	Click **Search** and select the preferred location from the list of values. **Note** The list of values can be configured through Common Core Maintenance for Location Code.

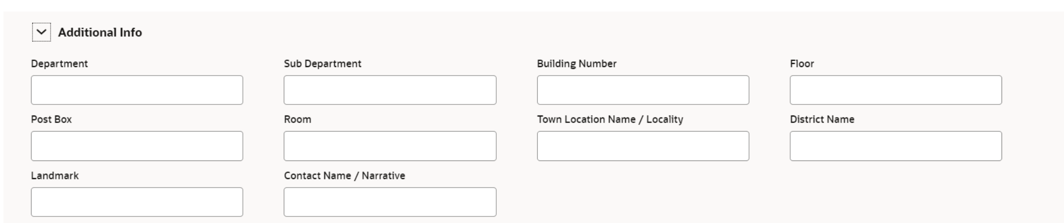
Table 1-6 (Cont.) Add Address – Field Description

Field	Description
Preferred	Click the toggle to specify the preferred to be used for communication. **Note** If more than one address is captured for the same address type, at-least one address should be marked as preferred.
Address Since	Specify address start date.
Country	Click **Search** icon and select the country from the list of values. **Note** The list of values can be configured through Common Core Maintenance for Country Code
State / Country Sub-division	Specify State or Country Sub-division.
Address Line 1 / Building Name	Specify Address Line 1 or Building Name.
Address Line 2 / Street Name	Specify Address Line 2 or Street Name.
Address Line 3 / City / Town Name	Specify Address Line 3 or City Name or Town Name.
Zip Code / Post Code	Specify Zip Code or Post Code.

5. Expand the **Additional Info** section on the **Add Address** segment.

   The **Additional Info** data segment is displayed.

Figure 1-18 Additional Info



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

Table 1-7 Additional Info – Field Description

Field	Description
Department	Specify the name of the department for the customer.
Sub Department	Specify the sub-department for the customer.

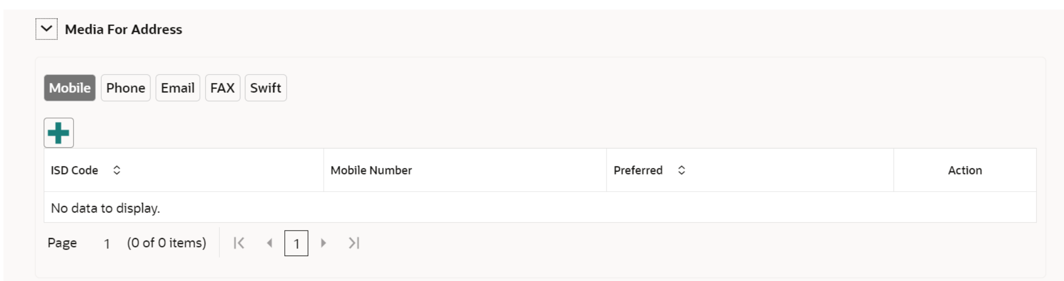
Table 1-7 (Cont.) Additional Info – Field Description

Field	Description
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 the near Landmark to address.
Contact Name / Narrative	Specify Contact Name or Narrative for the address

> **Note**
>
> Refer to the **Oracle Banking Party Configurations User Guide** for entity maintenance.

7. On the **Add Address** screen, in the **Media For Address** segment, specify the details under the **Mobile** tab.

Figure 1-19 Mobile



8. On the **Mobile** tab, click **+** icon.

   The **Add Mobile Number** pop-up screen is displayed.

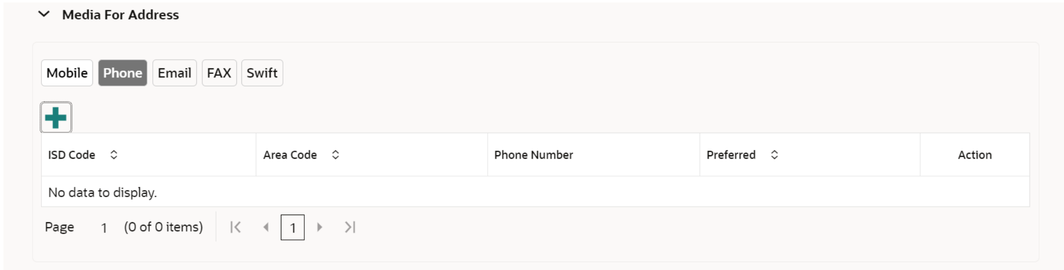
9. Specify the details in the **Add Mobile Number** pop-up screen. For more information on the fields, refer to the field description table.

Table 1-8 Media (Mobile) – Field Description

Field	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.

10. On the **Add Address** screen, in the **Media For Address** segment, specify the details under the **Phone** tab.

Figure 1-20   Phone



11. On the **Phone** tab, click **+** icon.

    The **Add Phone Number** pop-up screen is displayed.

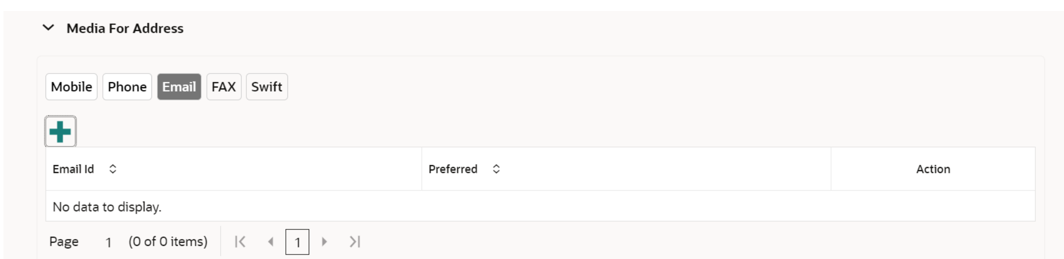
12. Specify the details in the **Add Phone Number** pop-up screen. For more information on the fields, refer to the field description table.

Table 1-9   Media (Phone Number) – Field Description

Field	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.

13. On the **Add Address** screen, in the **Media** segment, specify the details under the **Email** tab.

Figure 1-21   Email



14. On the **Email** tab, click **+** icon.

    The **Add Email** pop-up screen is displayed.

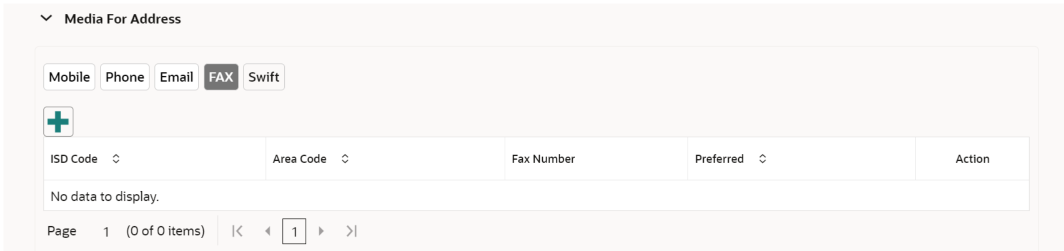
15. Specify the details in the **Add Email** pop-up screen. For more information on the fields, refer to the field description table.

Table 1-10   Media (Email) – Field Description

Field	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.

16. On the **Add Address** screen, in the **Media** segment, specify the details under the **FAX** tab.

Figure 1-22 FAX



17. On the **Fax** tab, click **+** icon.

    The **Add Fax Number** pop-up screen is displayed.

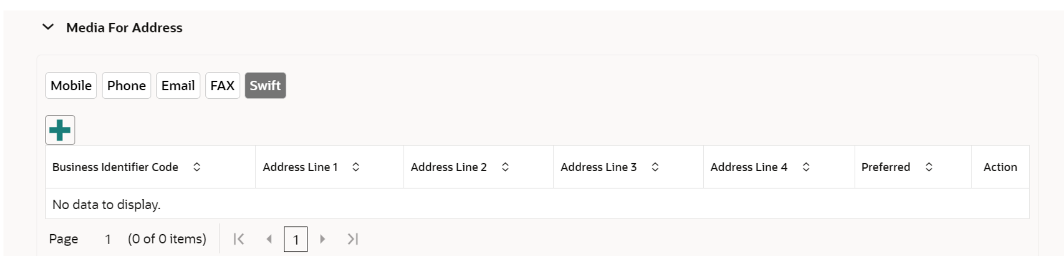
18. Specify the fields under **Add Fax Number** pop-up screen. For more information on fields, refer to the field description table.

Table 1-11 Media (Fax) – Field Description

Field	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.

19. On the **Add Address** screen, in the **Media for Address** segment, specify the details under the **SWIFT** tab.

Figure 1-23 SWIFT



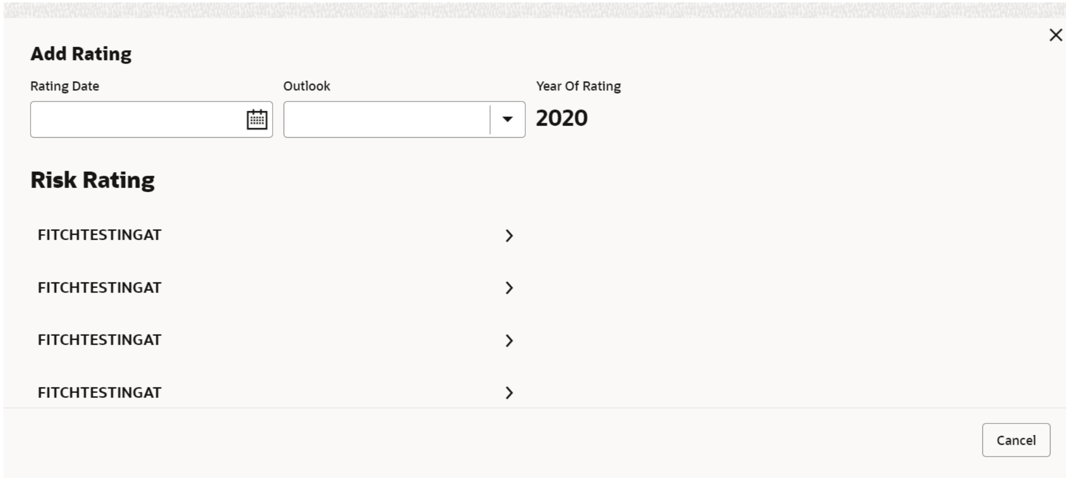
1.5.1.3 Rating

This topic describes the systematic instruction to add the details of the credit ratings of the corporate customer given by the agencies.

1. On the **Customer Profile** screen, Click on the **Rating** tab to add the address information for Corporate customer.

   The **Demographic Details – Add Rating** screen displays.

Figure 1-24 Demographic Details – Add Rating



2. Specify the required details of the corporate customer in the **Rating** segment.

> **Note**
>
> The fields marked as **Required** are mandatory.

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

Table 1-12 Demographic Details – Add Rating – Field Description

Field	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.

3. Click **OK** to save the details.

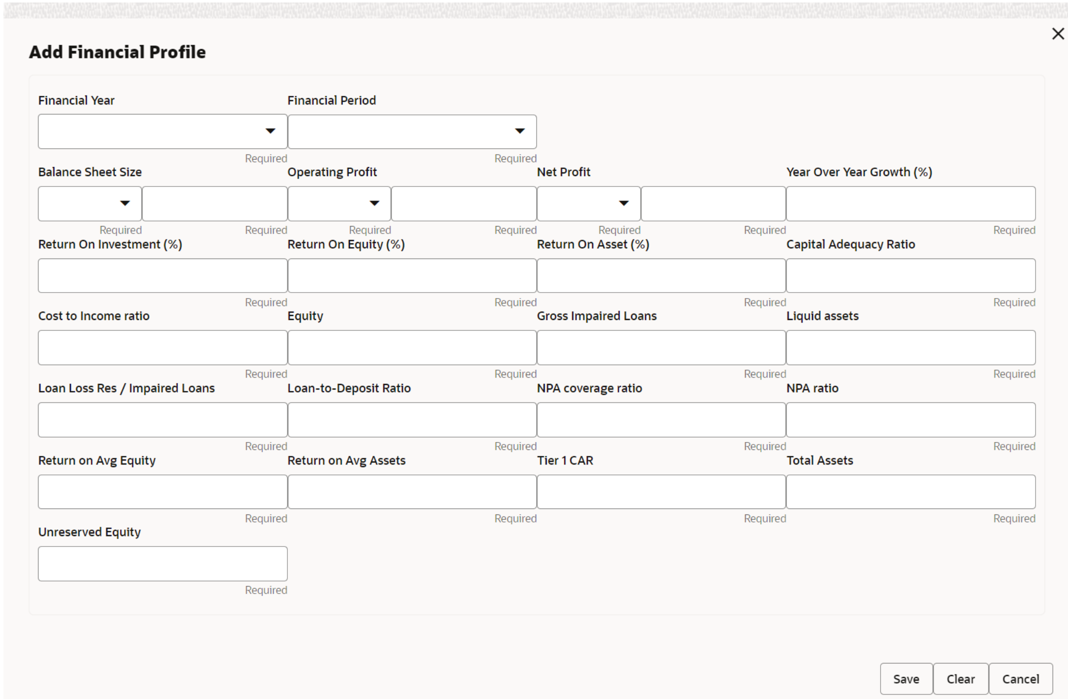
1.5.2 Financial Profile

This topic describes the systematic instructions to add the financial information of the corporate customer.

1. On the **Party Details** screen, click on the **Financial Profile** section.

   The **Demographic Details - Financial Profile** screen displays.

Figure 1-25 Financial Profile



2. Click **+** icon to add the financial profile.

   The **Financial Profile** screen displays.

> **Note**
>
> The fields marked as **Required** are mandatory.

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

Table 1-13 Financial Profile – Field Description

Field	Description
Year	Specify the year for which the financial details will be captured.
Balance Sheet Size	Specify the balance sheet size of the Financial Institution for the selected year.
Operating Profit	Specify the operating profit of the Financial Institution for the selected year.
Net Profit	Specify the net profit of the Financial Institution for the selected year.
Year Over Year Growth	Specify the year-on-year growth.
Return On Investment	Specify the return on investment for the selected year.
Return On Equity	Specify the return on equity for the selected year.
Return On Asset	Specify the return on assets for the selected year.

3. Click **Save** to save the details.

1.5.3 Add Stakeholders

This topic describes the systematic instruction to add the details about the stakeholder such as authorized signatories, management team, etc. of the business.

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)

The following stakeholder types are supported for the corporate customer:

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

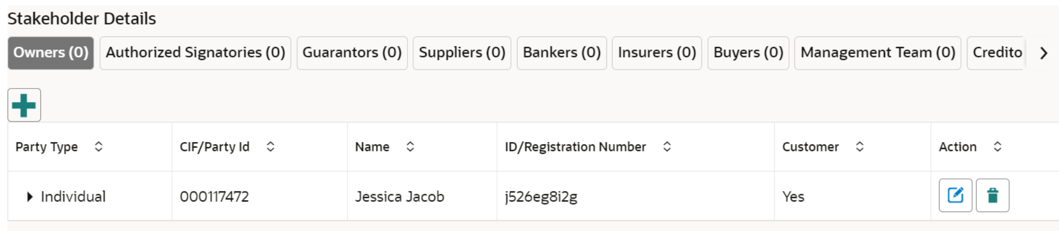
> **Note**
>
> - Users should have the required access to add a party within a customer access group as a stakeholder. For more details, refer to **Oracle Banking Party Configuration User Guide**.
> - User should have required Personal Identifiable Information (PII) access to add individual stakeholders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

To update the stakeholder details:

1. On the **Party Details** screen, click on the **Stakeholders** section.

The **Demographic Details - Stakeholders Details** screen displays.

Figure 1-26 Stakeholder Details



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.
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The Following **Stakeholder** types are supported for the FI customer:

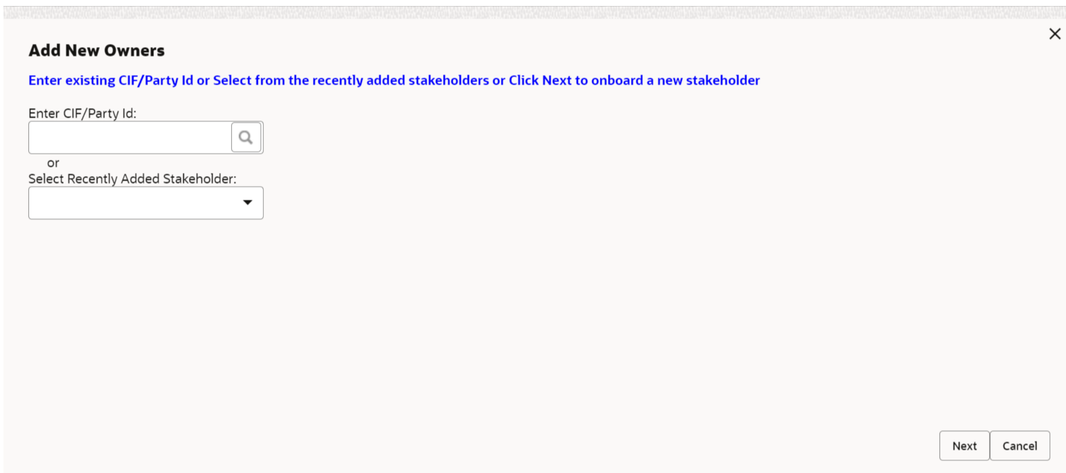
- Shareholders
- Customers
- Owners
- Authorized Signatories – Signature can be uploaded for Authorized Signatories.
- Guarantors
- Suppliers
- Bankers
- Insurers
- Buyers
- Management Team
- Sponsors
- Directors
- Contractors
- Auditors
- Debtors
- Creditors
- Advisor

> **Note**
>
> - Users should have the required access to add a party within a customer access group as a stakeholder. For more details, refer to **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 to **Oracle Banking Party Configuration User Guide**.

2. Select the corresponding Stakeholder and click the **+** icon to add the desired stakeholder.

   The **Add New Owners** screen displays.

   Figure 1-27 Add New Owners

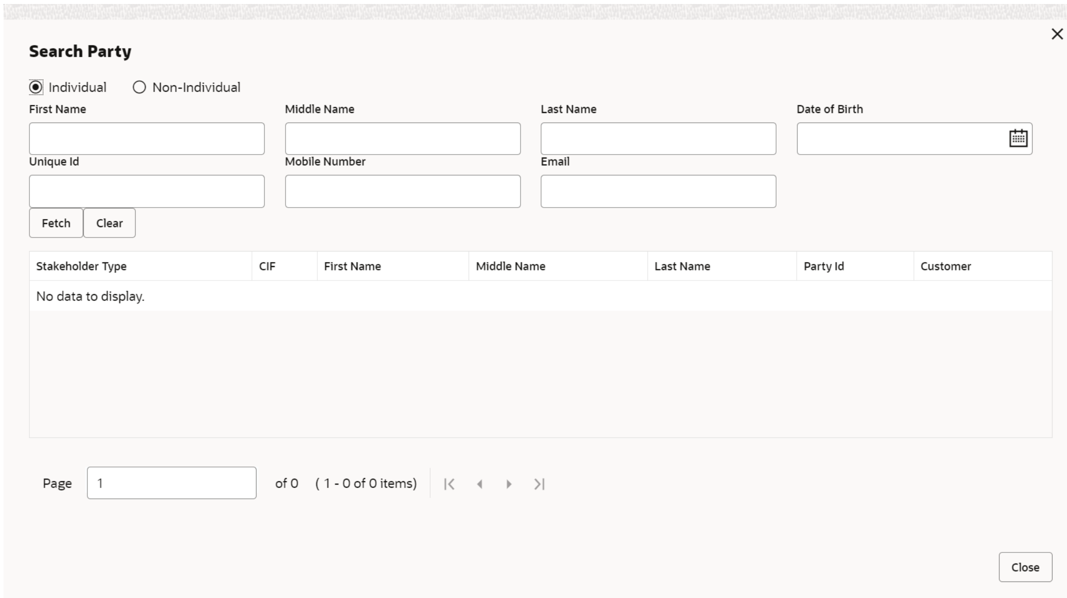


3. On the **Add New Owners** screen.
   - Specify the existing CIF if the stakeholder is an existing customer.
   - Specify the existing Party Id if the stakeholder is an existing party but not a customer (or) select from the list of the recently added stakeholders to the same application.

> **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.

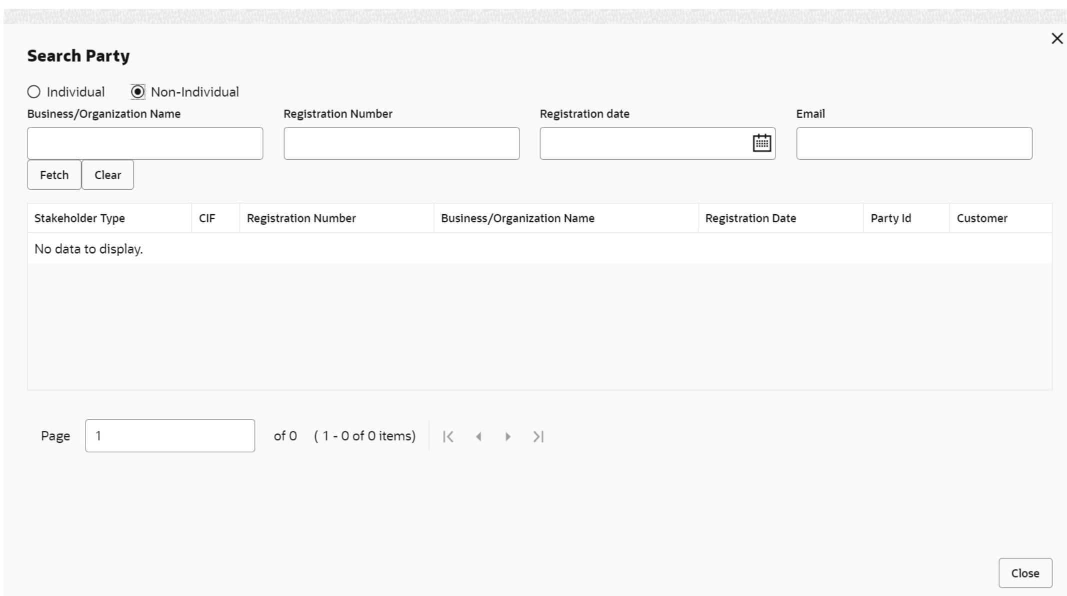
The **Search Party - Individual** screen displays.

Figure 1-28 Search Party – Individual



The **Search Party - Non Individual** screen displays.

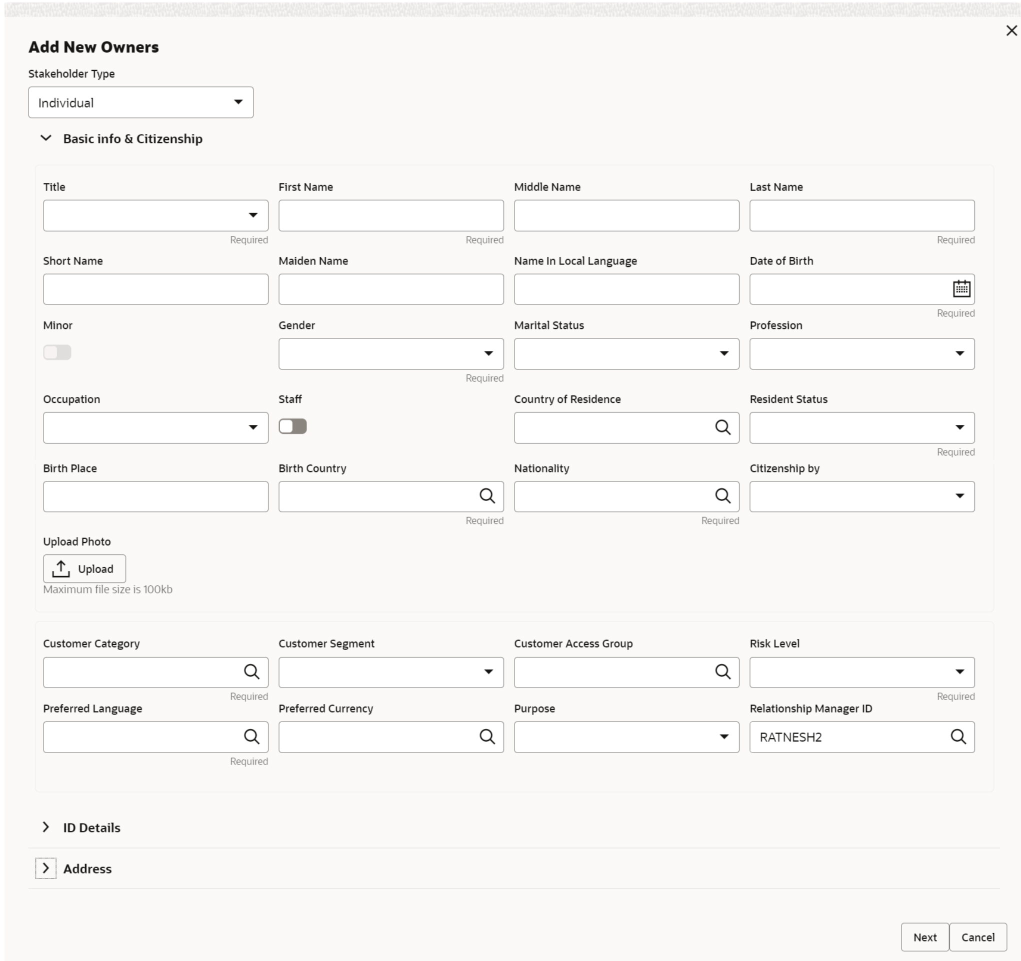
Figure 1-29 Search Party – Non-Individual



4. If the **Stakeholder** is **New** to the bank, perform the following steps:
   a. Click **Next** without entering **CIF/Party Id**.

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

Figure 1-30 Add New Owners



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

> **Note**
>
> The fields marked as **Required** are mandatory.

Table 1-14 Add New Owners – Field Description

Field	Description
Stakeholder Type	Select the stakeholder type from the drop-down list.
Basic Info & Citizenship	Specify the fields under this segment.
Title	Select the title from the drop-down list.
First Name	Specify the first name of the new stakeholder.
Middle Name	Specify the middle name of the new stakeholder.
Last Name	Specify the last name of the new stakeholder.
Short Name	Specify the short name of the new stakeholder.
Maiden Name	Specify the maiden name of the new stakeholder.
Date of Birth	Select the date of birth of the new stakeholder.

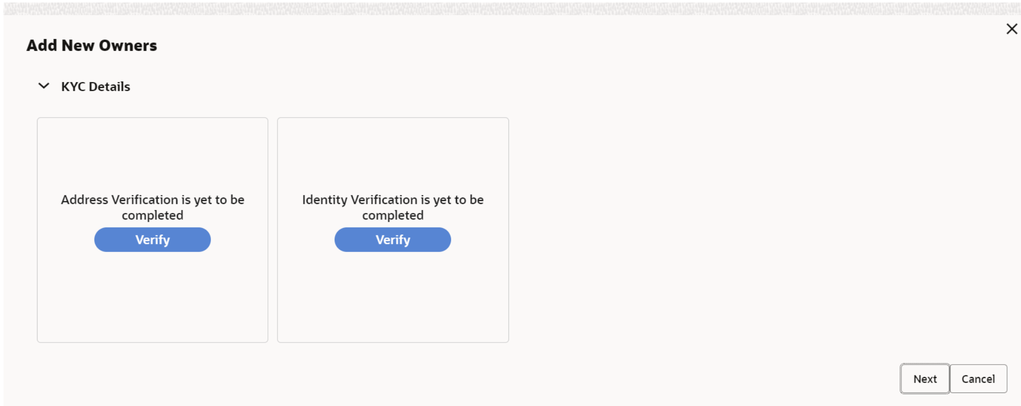
Table 1-14 (Cont.) Add New Owners – Field Description

Field	Description
Gender	Select the gender from the drop-down list.
Marital Status	Select the marital status from the drop-down list.
Customer Category	Click the **Search** icon and select the customer category from the list.
Customer Segment	Select the customer segment from the drop-down list.
Customer Access Group	Click the **Search** icon and select the customer access group for the party. **Note** The user should have required access to onboarding a party within a customer access group. For more details, refer **Oracle Banking Party Configurations User Guide**.
ID Type	Select the ID type from the drop-down list.
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.
Nationality	Click the **Search** icon and select the nationality of the stakeholder from the list.
Citizenship By	Select the Citizenship By from the drop-down list.
Residential Status	Select the residential status from the drop-down list.
Country of Residence	Click the **Search** icon and select the country from the list.
Preferred Language	Select the preferred language from the drop-down list.
Preferred Currency	Click the **Search** icon and select a preferred currency from the list.
Address	Specify the fields under this segment.
Address Type	Select the address type from the drop-down list.
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.
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.

c. Click **Next** to capture the KYC details for the new relationship.

The **Add New Owners - KYC** screen displays.

Figure 1-31 Add New Owners - KYC



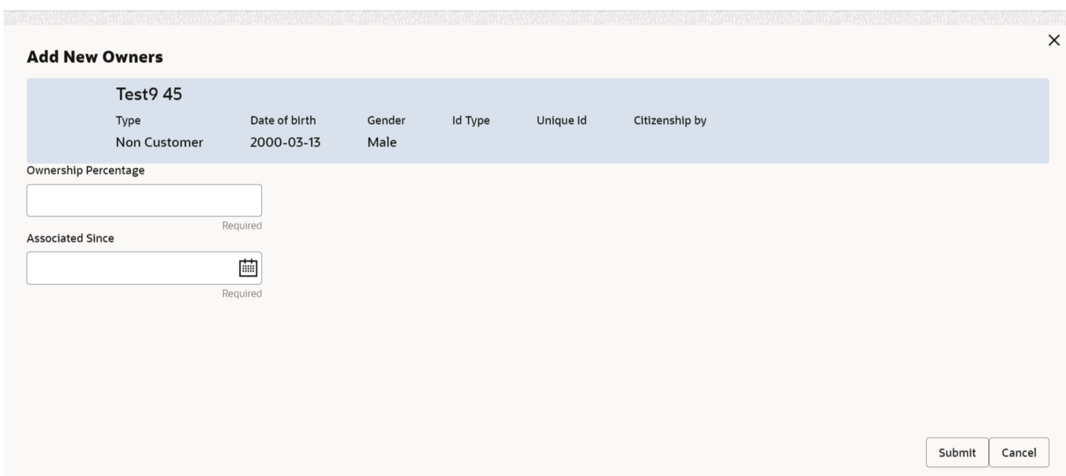
d. On the **Add New Owners - KYC** screen, update the KYC Details.

> **Note**
>
> This step is optional.

5. Click **Next** to add relationship-specific attributes for the stakeholder.

   The **Add New Owner - Relationship Specific** screen displays.

Figure 1-32 Add New Owners – Capture relationship-specific attribute



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

> **Note**
>
> The fields marked as **Required** are mandatory.

Table 1-15 Add New Owners – Relationship Specific - Field Description

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

7. Click **Submit** to linked to the customer being onboarded.

   The **Stakeholder Details** screen displays.

> **Note**
>
> f 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 the stakeholder.

8. Click **OK** to save the details.

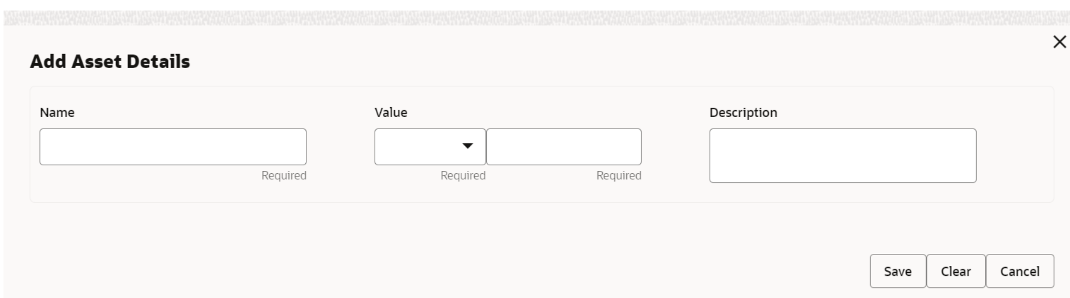
1.5.4 Assets

This topic describes the systematic instructions to add the details about the assets of the corporate customer.

1. On the **Party Details** screen, click on the **Assets** section.
2. Click on the **+** button to add Assets Details.

   The **Add Assets** screen displays.

Figure 1-33 Assets



3. Specify the required details in the **Add Assets** segment.

> **Note**
>
> The fields marked as **Required** are mandatory.

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

Table 1-16 Add Assets – Field Description

Field	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.

4. Click **Submit** to submit the asset details.

1.6 Review

This topic describes the systematic information to enable the final reviewers to review the customer details and moves the task to the *Approval* stage if the details are appropriate.

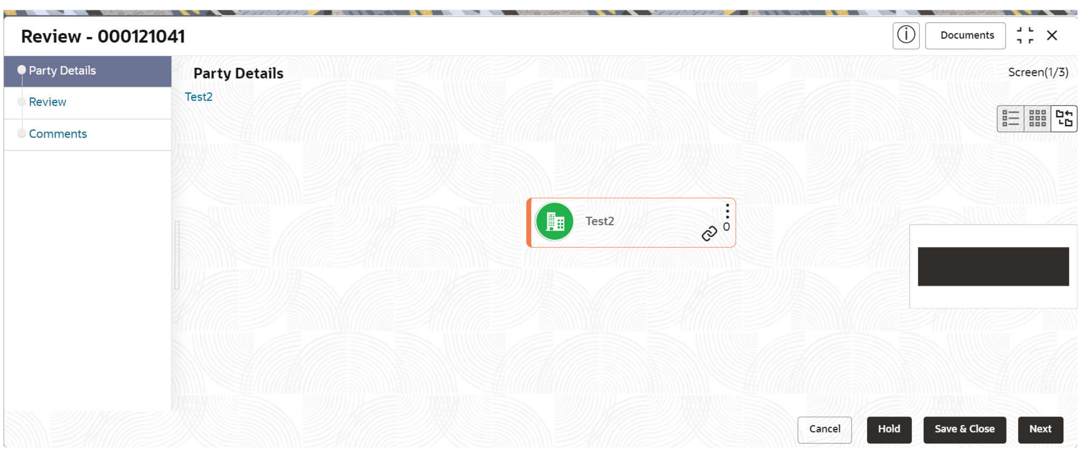
As a prerequisite, log in to the application homepage. For information on how to log in, refer to the ***Getting Started User Guide***.

If the details are inappropriate, the reviewer can send the task back to the previous stage.

1. Click **Acquire and Edit** in the **Free Tasks** screen of the previous stage **Onboarding Enrichment** stage.

   The **Review** screen displays.

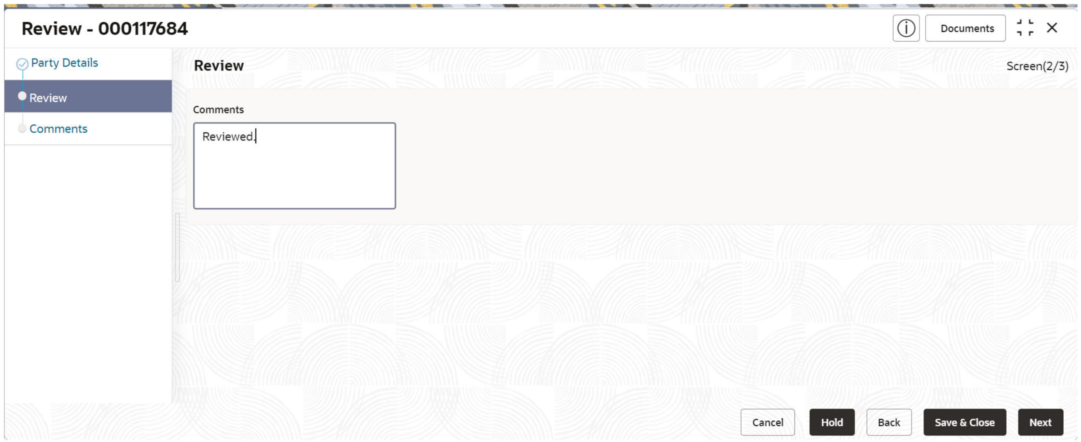
Figure 1-34 Corporate Customer–Review



2. Right click on the **Customer** icon in tree view and select the **View Option** or click **Party ID** hyperlink to view the details captured for the corporate customer in the List or Tree view.
3. Click **Next**, once the details are reviewed.

   The **Review Comments** screen displays.

Figure 1-35 Review – Review Comments



4. Specify the **Review Comments**.
5. Click **Next**.

   The **Review – Overall Comments** screen displays.
6. Specify the **Overall Comments** for the **Review** stage and click **Post**.
7. Click **Submit** to move to **Recommendation** stage.

1.7 Recommendation

This topic describes the systematic instruction to enable the recommending user to review the progress did so far and provides recommendations for each of the data segments with a the decision as approve/reject

The approver also has the 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.

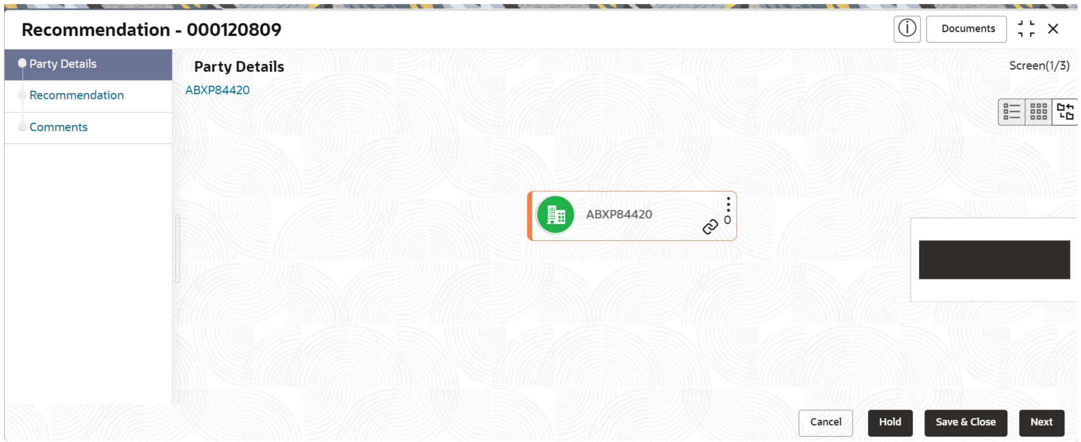
> **Note**
>
> For the Recommendation stage, more than one user can be configured to Recommend the Party Onboarding Application. For more details, refer to **Oracle Banking Party Configuration User Guide**.

> **Note**
>
> The fields marked as **Required** are mandatory.

1. Click **Acquire and Edit** in the **Free Tasks** screen of the previous stage **Review** stage.

   The **Recommendation** screen displays.

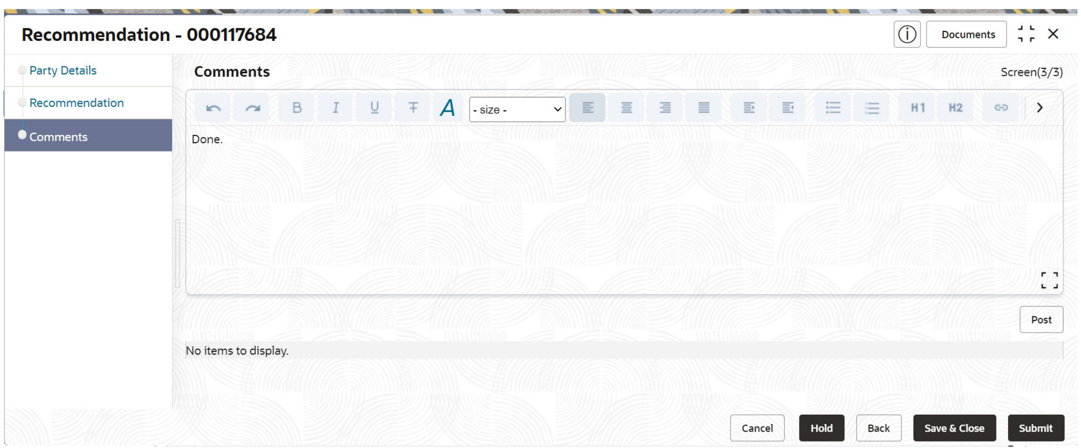
Figure 1-36 Corporate Customer – Recommendation



2. Right-click on the **Customer** icon in the tree view and select the **View Option** or Click **Party ID** hyperlink to view the details captured in List or table view.
3. Click **Next**, once the details are reviewed.

   The **Recommendation Comments** screen displays.

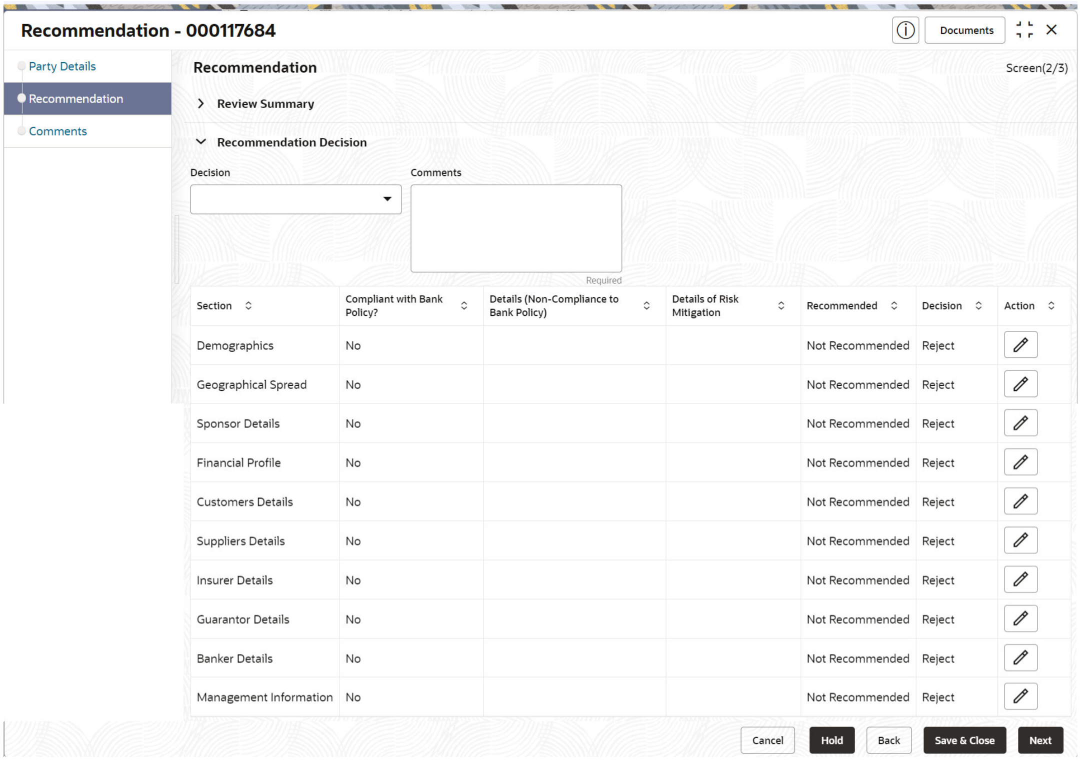
Figure 1-37 Recommendation Comments



4. Click and Expand **Review Summary** to view comments from Reviewer in Review Stage.
5. Click and Expand **Recommendation Decision**

   The **Recommendation Decision** screen displays.

Figure 1-38 Recommendation Decision



6. Specify the fields for the **Recommendation Decision** screen.
7. Click **Action** to Input Recommendation details for each of the Party Information Data Segment.

   The **Onboarding Approval** screen displays.
8. Specify the fields for **Onboarding Approval**.

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

Table 1-17 Onboarding Approval - Field Description

Field	Description
Compliant with Bank Policy	Select the toggle button if customer is compliant with the Bank Policy.
Recommended	Select the toggle button if customer is Recommended by reviewing user.
Decision	Specify decision with respect to KYC type.
Details (Non-Compliance to Bank Policy)	Specify the details of Non-Compliance to Bank Policy. **Note** This field is available only Compliant with Bank Policy toggle is disabled.

Table 1-17 (Cont.) Onboarding Approval - Field Description

Field	Description
Details of Risk Mitigation	Specify the comments of Details of Risk Mitigation. **Note** This field is available only Compliant with Bank Policy toggle is disabled.

9. Click **Next** after updating the decision on the Recommendation screen.

   The **Recommendation – Overall Comments** screen displays.

10. Specify the overall comments for the **Recommendation** stage and Click **Post**.
11. Click **Submit**, a message is displayed, and Task will be submitted to **Free Task**.

1.8 Approval

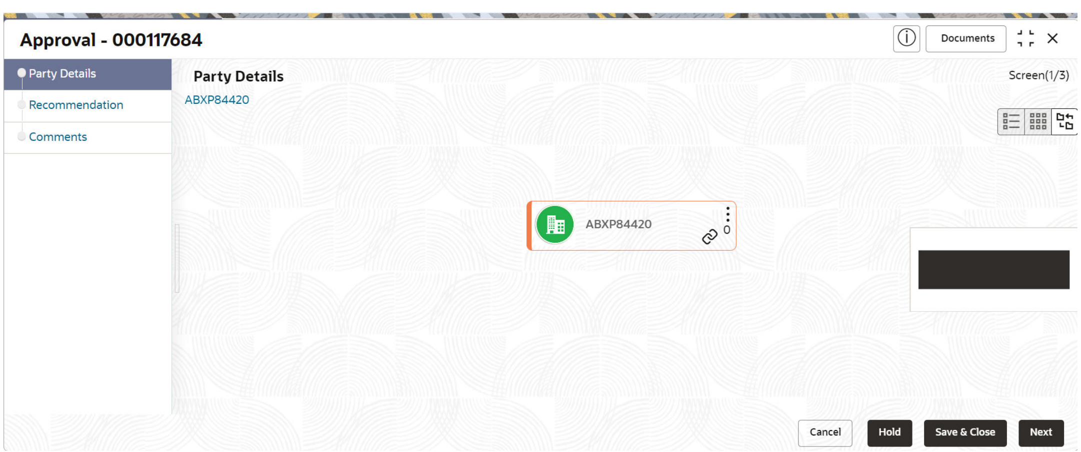
This topic describes the systematic instruction to enable the approver to review the activity done across all the stages and provides final signoff to approve the customer onboarding.

The approver also has the 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. Click **Acquire and Edit** in the **Free Tasks** screen of the previous stage **Recommendation** stage.

   The **Approval** screen displays.

Figure 1-39 Corporate Customer – Approval



2. Right-click on the **Customer** icon in tree view and select the **View Option** or Click **Party ID** hyperlink to view the details captured in List or table view.
3. Click **Next**, once the details are reviewed.

   The **Approval Comments** screen displays.

4. View the **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 are as follows:

Table 1-18 Recommendation Summary

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

5. Click and Expand the **Recommendation Summary** to view the **Recommendation Decision** and **Comments** from respective users from Recommendation stage.

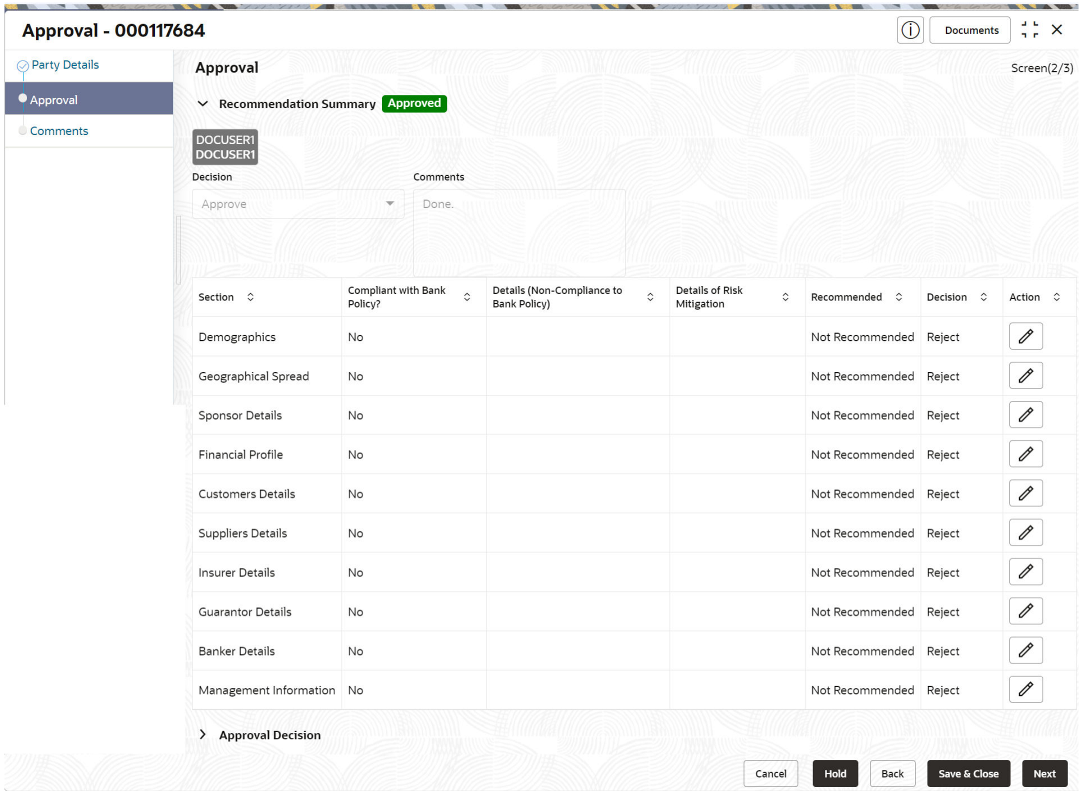
   The **Recommendation Summary** screen displays.

6. Click **Action** to see **Recommendation** details and **KYC** details for the respective KYC types.

7. Click and Expand **Approval Decision** to provide **Approval Decision** and Comments for Party Onboarding.

   The **Approval Decision** screen displays.

Figure 1-40 Approval Decision



8. Click **Next** to **Comments** data segments.

   The **Approval – Comments** screen displays.

9. Specify the Overall Comments for the **Approval** stage and click **Post**.

10. Click **Submit** to complete the Onboarding process.

1.9 Amendment

This topic describes the systematic instruction to enable the Relationship Manager to amend the information or can add additional information about a corporate customer using Oracle Banking Enterprise Party Management.

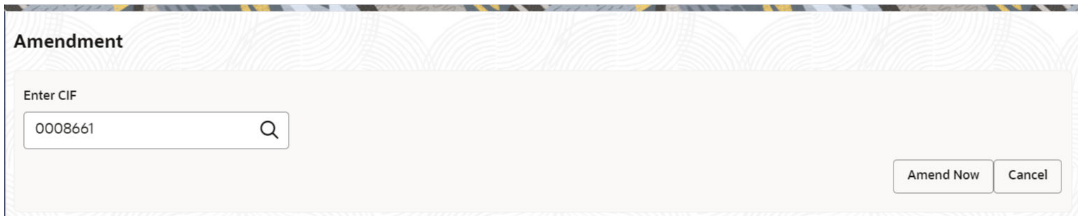
> **Note**
>
> - The user should have required access to amend a party within a customer access group as relationship. For more details, refer **Oracle Banking Party Configuration User Guide**.
> - The user should have required Personal Identifiable Information (PII) access to amend individual stakeholders,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

1. On the **Home** page, click **Party Services**. Under **Party Services**, click **Corporate**.

2. Under **Corporate**, click **Amendment**

   The **Amendment** screen displays.

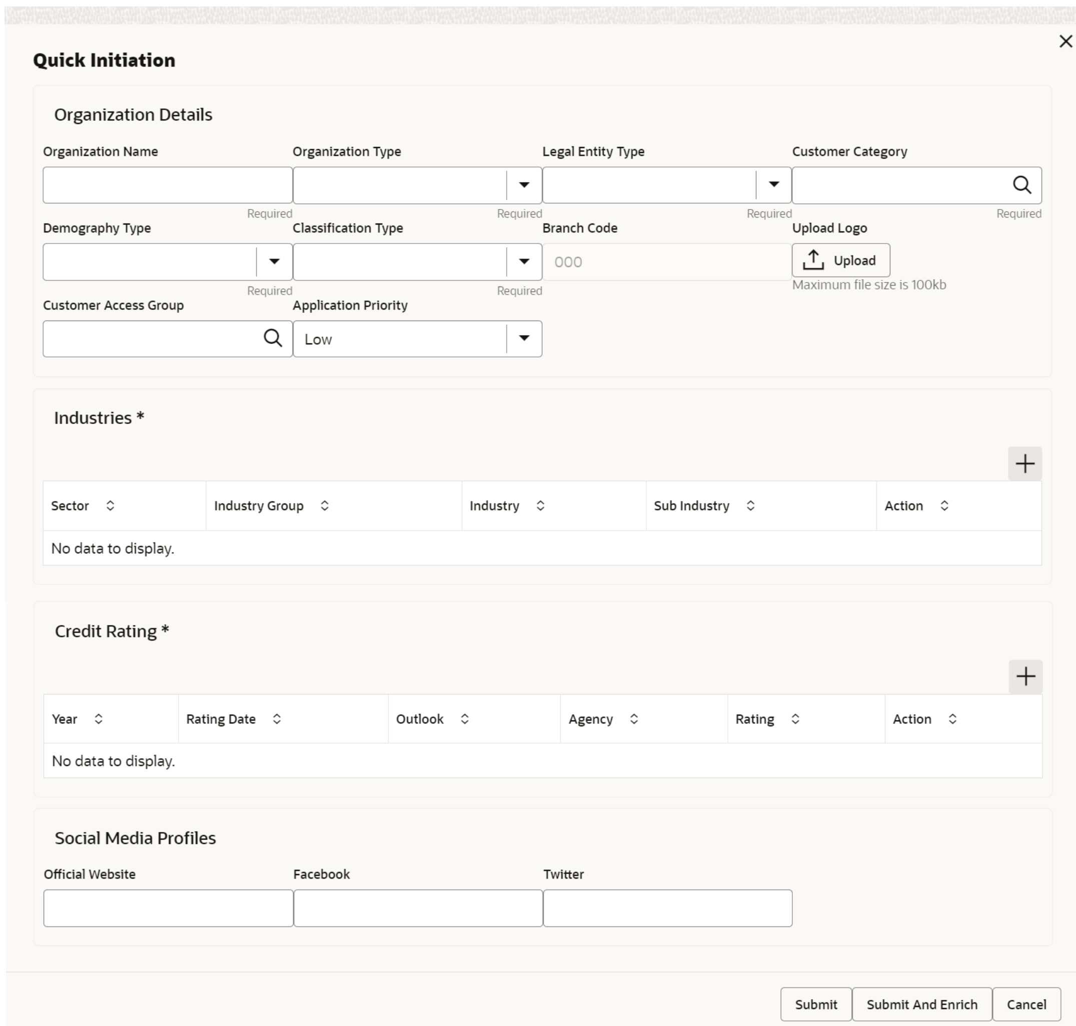
Figure 1-41 Amendment – Enter Customer Id



3. On **Amendment** screen, specify the **Customer ID** and click **Amend Customer**.

   The **Corporate Amendment** screen displays.

Figure 1-42 Amendment – Corporate Amendment



4. On **Corporate Amendment** screen, specify the information for desired fields.

   For more information on the fields, refer to the Table 1-2 table.
5. Click **Submit** to move to the next stage (**Amendment KYC** stage).

   For more information on the **KYC**, refer to the KYC Details stage.
6. To acquire the **Corporate Amendment KYC** task, perform the following steps:

   a. Click **Acquire and Edit** from the **Free Task**.
   b. Update the status of **KYC** Check in this stage and submit the **KYC** task.

      For more information on enrichment stage, refer to the Onboarding Enrichment stage.

7. To acquire the **Corporate Amendment Enrichment** task, perform the following steps:
   a. Click **Acquire and Edit** from the **Free Task**.
   b. Update the desired information in **Enrichment** stage and submit the task.

      For more information on review stage, refer to the Review stage.

8. To acquire the **Corporate Amendment Enrichment** task, perform the following steps:
   a. Click **Acquire and Edit** from the **Free Task**.
   b. Update the desired information in the **Enrichment** stage, and submit the task to move to following stages in the sequential order:
      - **Corporate Amendment - Review** stage. For more information, refer to Review stage.
      - **Corporate Amendment - Recommendation** stage. For more information, refer to Recommendation stage.
      - **Corporate Amendment - Approval** stage. For more information, refer to Approval stage.

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