

Retail Loan Origination  
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**ORACLE**  
FINANCIAL SERVICES

**ORACLE**

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# 1. Retail Loan Origination

## 1.1 Introduction

The process of loan origination gets initiated when a prospective customer approaches the bank, with a loan account opening request or when the bank approaches a prospective customer, taking lead from its database. In case of a bank-initiated request, the process moves forward only if the prospective customer is interested. The entire process is carried out in multiple stages and on successful completion of each stage, it moves automatically to the next stage.

Loan applications can also be captured in an offline mode at client sites by authorised users. These can be subsequently brought into the main system and processed through the normal loan origination process.

When the customer approaches the bank for its products and offers, before initiating the loan origination process, the bank can create a mock-proposal which would have the personal details of the customer, the loan offers the customer is interested in as well as the schedules associated with the loan offer. This can be stored as reference in the system to be retrieved when the actual loan process flow is initiated.

Retail lending process flow uses Oracle BPEL framework with multiple human tasks for workflow stages. The capture and enrichment of information in multiple steps can be dynamically assigned to different user roles, so that multiple users can take part in the transaction. Oracle Business rules are used for dynamic creation of multiple approval stages.

The following details need to be maintained for originating a Retail Loan:

- Loan prospect retails
- Credit rating rules
- Credit ratios
- Override details

- Document checklist and advices
- Application category details

The Retail Loan origination process flow is composed of following stages:

- Application Entry
- Application Verification
- Underwriting
- Loan Approval
- Document Verification
- Customer, Customer Account Contract and Collateral Creation

These features, maintenances and the different stages in the process flow are explained in detail in the following sections.

## 1.2 Maintaining Loan Prospect Details

You can maintain the details of a prospective borrower or a loan applicant, when the borrower initially approaches the bank enquiring about the various loan products that are being offered.

The following details are captured as part of this maintenance:

- Prospective customer’s personal and location details
- Prospective customer’s employment details
- Requested loan details

You can maintain the details related to the prospective customer in ‘Prospect Details’ screen. You can invoke this screen by typing ‘ORDLEADM’ in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

You can specify the following details in this screen:

**Lead Id**

Specify a unique identification for the prospective loan customer.

**Description**

Specify a suitable description for the prospective loan customer.

**Reason**

Specify the reason for the loan enquiry.

**Date of Enquiry**

Specify the date when the prospective customer has made the enquiry about the loan. You can also select the date by clicking the adjoining 'Calendar' icon.

**1.2.1 Customer Tab**

You can capture the following personal and geographical details related to a prospective customer:

**Type**

Select the type of the customer from the drop-down list provided. The following options are available:

- Primary
- Co-Applicant

**Salutation**

Select the salutation preference of the customer from the drop-down list provided. You can select any of the following options:

- Mr
- Mrs
- Miss
- Dr

**First Name**

Specify the first name of the customer.

**Middle Name**

Specify the middle name of the customer.

**Last Name**

Specify the last name of the customer.

**National Id**

Specify the national Id or country code of the customer or select the national Id from the option list provided.

**Short Name**

Specify the short name of the customer.

**Gender**

Select the gender of the customer from the drop-down list.

**Date of Birth**

Specify the date of birth of the customer or select the date by clicking the 'Calendar' icon provided.

**Mother's Maiden Name**

Specify the customer's mother's maiden name.

**Customer Category**

Specify the category to which the customer belongs or select the customer category from the option list that displays all valid customer categories.

**Country**

Specify the country of domicile of the customer or select the country code from the option list provided.

**Nationality**

Specify the country of which the customer is a national or select the country code from the option list provided.

**Language**

Specify the primary language of the customer or select the language from the option list provided.

**Mobile Number**

Specify the mobile phone number of the prospective customer.

**Landline No**

Specify the land phone number of the prospective customer.

**Office No**

Specify the office phone number of the prospective customer.

**Fax**

Specify the fax number of the prospective customer.

**Passport No**

Specify the passport number of the prospective customer.

**Passport Issue Date**

Specify the date on which the customer's passport was issued or select the date from by clicking the adjoining 'Calendar' icon.

## Passport Expiry Date

Specify the date on which the customer's passport expires or select the date from by clicking the adjoining 'Calendar' icon.

## Passport Issue Place

Specify the place where the customer's passport was issued.

## E-mail

Specify the e-mail Id of the prospective customer.

## Dependents

Specify the number of dependents for the customer.

## Marital Status

Select the marital status of the prospective customer from the drop-down list. The following options are available:

- Married
- Unmarried
- Divorcee

## 1.2.2 Details Tab

You can capture the address and employment related details of the prospective customer in 'Details' tab.

The screenshot displays a software window titled "Prospect Details" with a tabbed interface. The "Details" tab is active, showing two main sections: "Address Details" and "Employment Details".

**Address Details:** Includes fields for "Address Line 1", "Address Line 2", "Address Line 3", "Contact Number", "Zip", and "Country". It also features a "Sequence Number" field with a "10f1" spinner, an "Address Type" dropdown menu set to "Permanent", and a "Mailing" checkbox.

**Employment Details:** Includes fields for "Address Line 1", "Address Line 2", "Address Line 3", "Zip", "Country", "Phone Number", "Extension", "Contact", "Contact Name", "Contact Phone", "Contact Extension", "Comments", "Department", "Stated Years", and "Stated Months". It also features an "Employment Type" dropdown menu set to "Part Time", and fields for "Employer", "Occupation", "Designation", and "Employee Id".

At the bottom of the form, there are fields for "Maker", "Checker", "Date Time", "Mod No", "Record Status", and "Authorization Status", along with an "Exit" button.

## Address Details

### Seq No

The sequence number is automatically generated by the system.

## **Address Type**

Select the address type of the customer from the following options provided in the drop-down list:

- Permanent
- Home
- Work
- Temporary
- Others

## **Mailing**

Check this box to indicate that the address you specify here is the customer's mailing address.

## **Address Line 1 – 3**

Specify the address of the customer in three lines starting from Address Line 1 to Address Line 3.

## **Contact Number**

Specify the contact telephone number of the customer.

## **Zip**

Specify the zip code associated with the address specified.

## **Country**

Specify the country associated with the address specified.

## **Employment Details**

### **Seq No**

The sequence number is automatically generated by the system.

### **Employment Type**

Select the customer's employment type from the drop-down provided. The following options are available:

- Part Time
- Full Time
- Contract Based

### **Employer**

Specify the name of the employer of the prospective customer.

### **Occupation**

Specify the occupation of the prospective customer.

### **Designation**

Specify the designation of the prospective customer.



**Employee Id**

Specify the employee Id of the prospective customer.

**Address Line 1 – 3**

Specify the employment address of the customer in three lines starting from Address Line 1 to Address Line 3.

**Zip**

Specify the zip code associated with the office address specified.

**Country**

Specify the country associated with the employment address specified.

**Phone No**

Specify the official phone number of the prospective customer.

**Extn**

Specify the telephone extension number, if any, of the prospective customer.

**Contact**

Specify the contact number of the prospective customer.

**Contact Name**

Specify the name of a contact person at the customer's office.

**Contact Phone**

Specify the contact phone number of the customer's contact person.

**Contact Extn**

Specify the telephone extension number, if any, associated with contact person.

**Comments**

Specify comments, if any, related to the customer's employment.

**Department**

Specify the department to which the customer belongs.

**Stated Years**

Specify the number of years the customer has spent with his current employer.

**Stated Months**

Specify the number of months the customer has spent with his current employer.

### 1.2.3 Requested Tab

You can capture the details related to the requested loan in 'Requested' tab.

Prospect Details

Lead Id \*  
Description  
Reason  
Date of Enquiry

Customer Details Requested

Loan Requested  
Currency  
Requested Amount  
EMI Amount  
Tenor(In Months)

Interest Rate  
Down Payment %  
Down Payment Amount

Maker  
Checker

Date Time:  
Date Time:

Mod No  
Record Status  
Authorization Status

Exit

You can capture the following details here:

#### Currency

Specify the loan currency preference of the customer or select the currency from the option list provided.

#### Requested Amount

Specify the loan amount requested by the prospective customer.

#### EMI Amount

Specify the preferred EMI amount of the prospective customer.

#### Tenor (in months)

Specify the preferred loan tenor (in months) of the prospective customer.

#### Intrate

Specify the preferred interest rate of the prospective customer.

#### Down-payment %

Specify the percentage of amount that the prospective customer can provide as down-payment.

#### Down-payment Amount

Specify the preferred amount that the prospective customer can provide as down-payment.

## 1.3 Viewing Loan Prospect Summary

You can view a summary of the prospective loan customers or the borrowers in 'Loan Prospect Details' screen. You can also query for a particular record based on desired search criteria.

You can invoke this screen by typing 'ORSLEADM' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

<input type="checkbox"/>	Authorization Status	Record Status	Lead Id	Date Of Enquiry
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				

You can specify any of the following details to search for a record:

- Authorization Status
- Record Status
- Lead Id
- Date of Enquiry

Click 'Search' button to search for a record based on the search criteria specified. You can double click a desired record to view the detailed screen.

## 1.4 Simulating Retail Loans

You can simulate a loan proposal for a customer approaching the bank with enquiries about the loan products offered by the bank. The following details would need to be captured as part of the simulation:

- Personal Details of the Prospect
- Loan offers selected by the Prospect

Based on the product, offers selected and requested details, the system will generate loan and schedule details.

You can enter the required details for the prospective customer in 'Retail Loan Simulation Details' screen. You can invoke this screen by typing 'ORDRLSIM' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

If details are available as part of the maintenance for the prospect in the 'Prospect Details' screen, then after you specify the Application category, Product Code and Customer Number in this screen, if you click the 'Default' button, the system will populate all loan and schedule details available for the prospect.

When you create a new proposal, the system will generate the Enquiry ID and the Date for the proposal. You are required to capture the following details:

### **Application Category**

Specify the application category for the loan enquiry. You can also select it from the adjoining option list.

### **Product Code**

Specify the product code for loan product selected by the customer. You can also select it from the adjoining option list.

### **Branch**

Specify the branch code in which the loan will be processed. You can also select it from the adjoining option list.

### **Customer Details**

Specify the following customer details:

**Customer No**

Specify a unique customer number for the prospect who has initiated a loan account for the same product and application category combination.

**First Name**

Specify the first name of the customer.

**Last Name**

Specify the last name of the customer.

**Contact Number**

Specify the number at which the customer can be contacted.

**E-mail ID**

Specify the e-mail ID of the prospective customer.

**Requested**

You can enter the following details requested by the prospect:

**Currency**

Specify the loan currency preference of the customer or select the currency from the option list provided.

**Requested Amount**

Specify the loan amount requested by the prospective customer.

**Default Interest rate**

Specify the preferred interest rate of the prospective customer.

**Tenor**

Specify the preferred loan tenor (in months) of the prospective customer.

**Down-payment %**

Specify the percentage of amount that the prospective customer can provide as down-payment.

**Down-payment Amount**

Specify the preferred amount that the prospective customer can provide as down-payment.

**1.4.1 Loan Tab**

You can maintain the offers for the customer in the loan tab.

Enter the following details here:

### Offer Id

Specify a unique identification for the loan offer being made to the customer.

### No of Instalments

Specify the number of instalments associated with the loan.

### Units

Select the units based on which the loan disbursement should be carried out. The following options are available in the option list:

- Daily
- Weekly
- Monthly
- Quarterly
- Half Yearly
- Yearly

### Frequency

Specify the frequency at which the loan disbursement should be carried out.

### Rate

Specify the interest rate to be associated with the loan.

## Rate Code

Specify the rate code used to derive the interest rate or select the rate code from the option list provided.

## Spread

Specify the spread that is applicable for the loan being offered.

## Effective Rate

The effective rate of interest gets displayed here, based on the interest and the spread specified.

## Check

Select the required offer by clicking the 'Check' option and click the 'Apply' button. The system will default all the details in the 'Loan Details' pane. When you click the 'Apply' button available in the lower pane in 'Loan Details', the system will populate the schedule details for the offer you have selected.

### 1.4.2 Schedule Tab

After the loan details have been displayed by the system or modified as per your requirements, click 'Apply'. The system will process these details. Click 'Schedule' and the system will display the details of the payment and amortization schedules based on the loan details.

The screenshot displays the 'Retail Loan Simulation Details' window. It is divided into several sections:

- Loan Simulation:** Fields for Enquiry ID (with a 'Default' button), Application Category, Date, Product Code, and Branch.
- Customer Details:** Fields for Customer No, First Name, Last Name, Contact Number, and Email Id.
- Requested:** Fields for Currency, Requested Amount, Rate, Tenor, Down Payment Amount, and Down Payment %.
- Loan Schedule:** A tabbed interface with 'Loan' and 'Schedule' tabs. The 'Schedule' tab is active, showing a table with columns: Component Name, Schedule Type, Due Date, Number, Frequency, Units, and Amount. A single row is visible with 'Payment' in the Schedule Type column.
- Schedule Details:** A tabbed interface with 'Schedule' and 'Schedule Details' tabs. The 'Schedule Details' tab is active, showing a table with columns: Component Name, Due Date, Amount Due, EMI, and Amortized Principal. A single row is visible.
- Footer:** Fields for Maker, Checker, Date Time, Mod No, Record Status, and Authorization Status, along with an 'Exit' button.

After the loan application has been created in the system, if you select the 'Enquiry ID' specified here, the system will default the requested details for the offer selected here in the 'Retail Loan Application Entry' screen (in the 'Requested' tab). You can only view the details in the screen. At the Underwriting stage, the system will default the loan details which you can modify (in the 'Loan' tab of the 'Retail Loan Underwriting Stage' screen)

## 1.5 Viewing Simulated Loan Details

You can view a summary of the loans that have been simulated for prospects in 'Retail Loan Simulation Summary' screen. You can also query for a particular record based on desired search criteria.

You can invoke this screen by typing 'ORSRLSIM' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot shows a web application window titled "Retail Loan Simulation Summary". At the top, there are two columns of search criteria, each with a dropdown menu and a search icon: Authorization Status, Enquiry ID, Last Name, and Email Id on the left; Record Status, First Name, and Contact Number on the right. Below these are buttons for "Search", "Advanced Search", "Refresh", and "Reset". A "Records per page" dropdown is set to "15". Below the search area is a table with 7 columns: Authorization Status, Record Status, Enquiry ID, First Name, Last Name, Contact Number, and Email Id. The table is currently empty. At the bottom right of the window is an "Exit" button.

You can specify any of the following details to search for a record:

- Authorization Status
- Record Status
- Enquiry ID
- Customer Number
- First Name
- Last Name
- Contact Number



Click 'Search' button to search for a record based on the search criteria specified. You can double click a desired record to view the detailed screen.

## 1.6 Maintaining Credit Rating Rules

You can maintain a set of questions along with a possible set of answers with associated scores, to assess the credit rating of a prospective loan customer. You can also calculate the risk factor associated with the loan and arrive at a credit grade based on the scores obtained.

You can maintain these details in 'Rule Details' screen. You can invoke this screen by typing 'ORDRULMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot displays the 'Rule Maintenance' application window. At the top, there are input fields for 'Rule Id \*' and 'Description'. To the right, there are radio buttons for 'Type', with 'Retail' selected and 'Corporate' unselected. Below this, there are two tabs: 'Main' and 'Risk Factor'. The 'Question Details' section features a table with columns 'Question Id', 'Category', and 'Question'. The 'Answer Details' section features a table with columns 'Sequence Number', 'Possible Answer', and 'Score'. At the bottom, there is a 'Rating' section with fields for 'Maker', 'Checker', 'Date Time', 'Mod No', 'Record Status', and 'Authorization Status', along with an 'Exit' button.

You can specify the following details in this screen:

### **Rule Id**

Specify a unique identification for the credit rating rule.

### **Description**

Specify a suitable description for the credit rating rule.

### **Type**

Select the type of the loan from the following options available:

- Retail
- Corporate

### 1.6.1 **Main Tab**

You can maintain the following details in this tab:

#### **Question Details**

##### **Question Id**

The question Id is automatically generated by the system.

##### **Category**

Select the category to which the question belongs from the option list provided.

##### **Question**

Specify the question to be asked to the prospective customer to derive the credit rating score.

#### **Answer Details**

##### **Sequence Number**

The sequence number is automatically generated by the system.

##### **Possible Answer**

Specify a set of possible answers to be associated with a question.

##### **Score**

Specify the score associated with an answer.

## 1.6.2 Risk Factor Tab

You can specify the risk details associated with the loan and also indicate the formula for calculating the credit score in this tab.

The screenshot shows the 'Rule Maintenance' application window. At the top, there are input fields for 'Rule Id \*' and 'Description', and radio buttons for 'Type' with options 'Retail' (selected) and 'Corporate'. Below this is a navigation bar with 'Main' and 'Risk Factor' tabs. The 'Risk Factor' tab is active, displaying a table with columns 'Risk Id \*', 'Description', and 'Formula'. The table is currently empty. Below the table is a 'Rating' section with fields for 'Maker', 'Checker', 'Date Time:', 'Mod No', 'Record Status', and 'Authorization Status'. An 'Exit' button is located in the bottom right corner.

You can specify the following details here:

### **Risk Id**

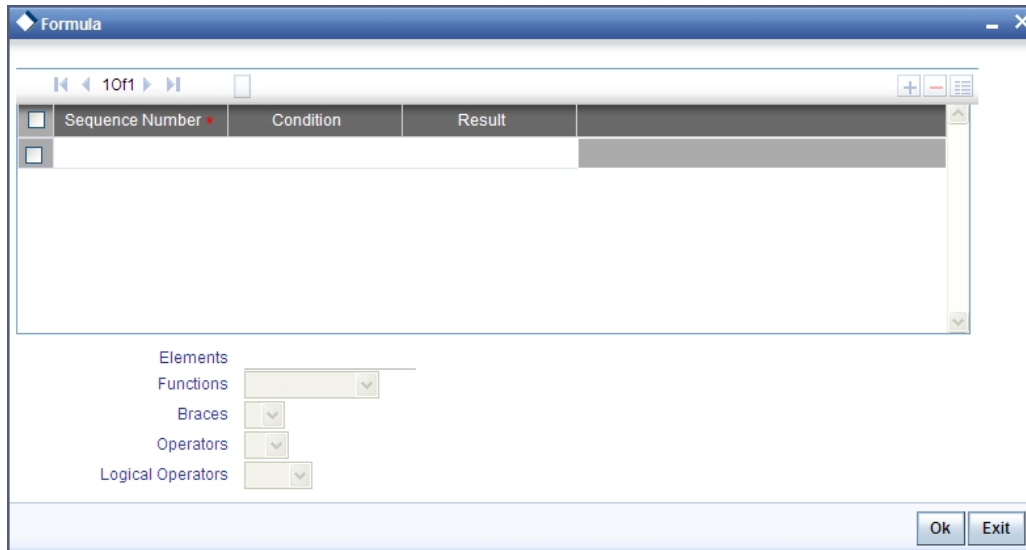
Specify a unique identifier for the credit risk being maintained.

### **Description**

Specify a suitable description for the credit risk.

### 1.6.2.1 Specifying Formula Details

You can specify the formula to calculate the credit score by clicking the 'Formula' button corresponding to a credit risk entry in Risk Factor tab. The 'Formula' screen is displayed where you can specify the condition for calculating the credit score associated with a risk condition.



You can specify the following details here:

#### **Sequence Number**

The sequence number is automatically generated by the system.

#### **Condition**

The condition specified using the Elements, Functions, Operators etc. gets displayed here.

#### **Result**

Specify the result to be associated with the condition specified.

#### **Elements**

Specify the data elements to be used to define the formula for credit score calculation or select the element from the option list provided.

#### **Functions**

Select the mathematical function to be used to define the formula from the drop-down list provided.

#### **Braces**

Select the opening or the closing brace from the drop-down list provided, to define the credit score calculation formula.

#### **Operators**

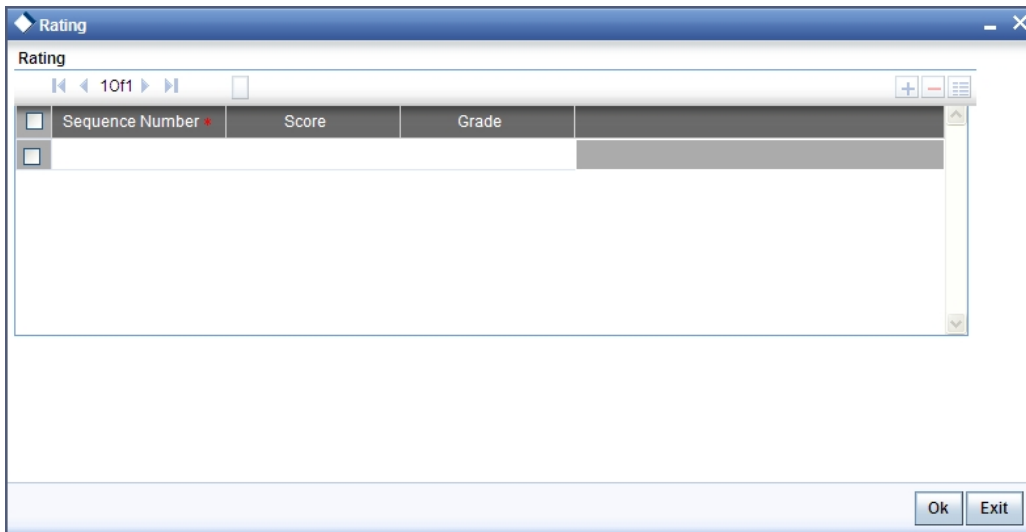
Select the mathematical operator to be used to define the credit score calculation formula. You can select '+', '-', '\*', or '/'.

## Logical Operators

Select the logical operator to be used to define the credit score calculation formula. You can select '<', '>', '=', '<>', '>=', '<=', 'AND' or 'OR'.

### 1.6.3 Specifying Credit Grades

You can maintain different credit grades based on the credit scores obtained. Click 'Rating' button in Rule Details screens to invoke the 'Rating' screen, where you can maintain these details.



You can specify the following details here:

#### **Sequence Number**

The sequence number is automatically generated by the system.

#### **Score**

Specify the score associated with a credit risk.

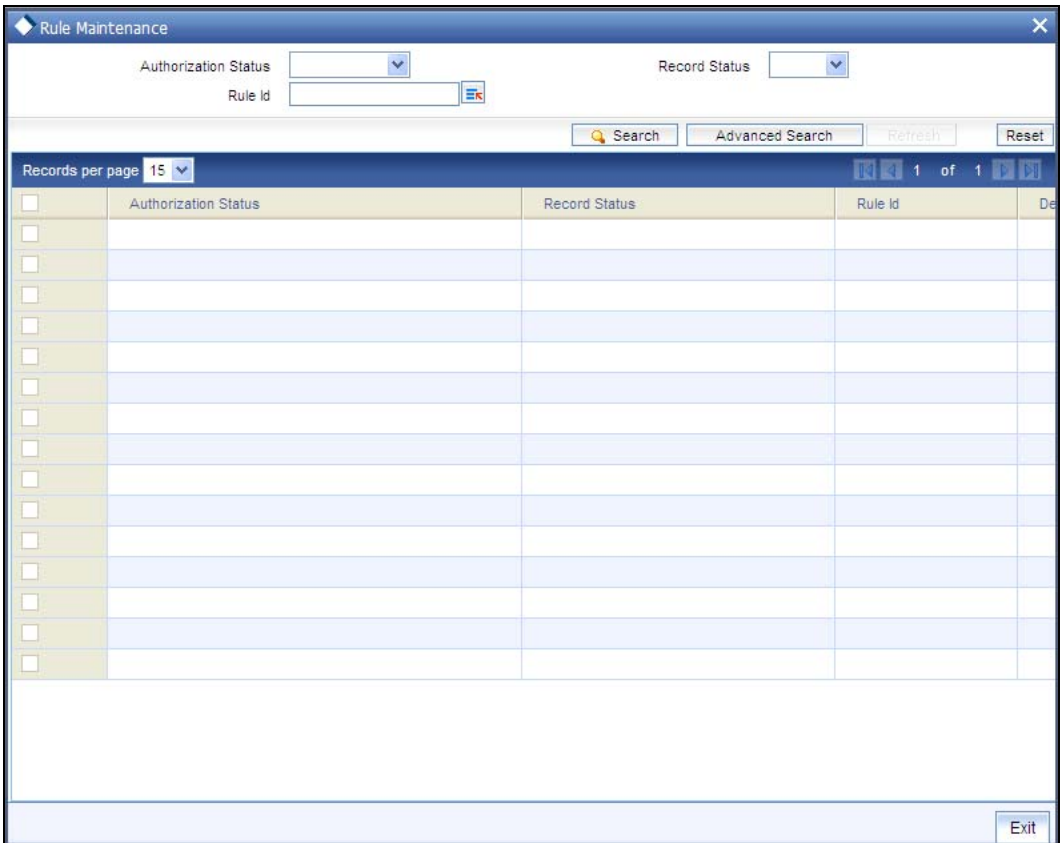
#### **Grade**

Specify the credit grade based on the score obtained.

## 1.7 Viewing Credit Rule Summary

You can view a summary of the credit rules in 'Rule Maintenance' screen. You can also query for a particular record based on desired search criteria.

You can invoke this screen by typing 'ORSRULMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.



You can specify any of the following details to search for a record:

- Authorization Status
- Record Status
- Rule Id

Click 'Search' button to search for a record based on the search criteria specified. You can double click a desired record to view the detailed screen.

## 1.8 Maintaining Credit Ratios

You can maintain the rules to calculate the credit ratios in 'Credit Ratio Maintenance' screen. You can invoke this screen by typing 'ORDRATMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot shows a software window titled "LMC Eligibility Ratio". At the top, there are input fields for "Group Id \*" and "Description". To the right, there are radio buttons for "Type", with "Retail" selected and "Corporate" unselected. Below this is a section labeled "Ratio Id" containing a table with three columns: "Ratio Id \*", "Description", and "Formula". The first row of the table is empty, and the second row has a "Formula" button in the "Formula" column. At the bottom of the window, there are fields for "Maker", "Checker", "Date Time:", "Mod No", "Record Status", and "Authorization Status", along with an "Exit" button.

You can specify the following details in this screen:

### **Group Id**

Specify a unique identification code for the ratio group.

### **Description**

Specify a suitable description for the ratio group.

### **Type**

Select the type of the loan from the following options available:

- Retail
- Corporate

### **Ratio Id**

Specify a unique identification for the credit ratio being maintained.

### **Description**

Specify a suitable description for the credit ratio.

## 1.8.1 Specifying Formula Details

You can specify the formula to calculate the credit ratio by clicking the 'Formula' button corresponding to a ratio Id. The 'Formula' screen is displayed where you can specify the condition for calculating the credit ratio associated with a ratio Id.

Ratio Type	Condition
Stated Before	

Elements  
Functions  
Braces  
Operators

Ok Exit

You can specify the following details here:

### **Ratio Type**

Select the type of the ratio being maintained, from the drop down list provided. The following options are available:

- Stated Before
- Stated After
- Actual Before
- Actual After

### **Condition**

The condition specified using the Elements, Functions, Operators etc. gets displayed here.

### **Elements**

Specify the data elements to be used to define the formula for credit ratio calculation or select the element from the option list provided.

### **Functions**

Select the mathematical function to be used to define the formula from the drop-down list provided.

### **Braces**

Select the opening or the closing brace from the drop-down list provided, to define the credit ratio calculation formula.



## Operators

Select the mathematical operator to be used to define the credit ratio calculation formula. You can select '+', '-', '\*', or '/'.

## 1.9 Viewing Credit Ratio Summary

You can view a summary of the credit ratios in 'Credit Ratio Maintenance' screen. You can also query for a particular record based on desired search criteria.

You can invoke this screen by typing 'ORSRATMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

	Authorization Status	Record Status	Group Id	
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				

You can specify any of the following details to search for a record:

- Authorization Status
- Record Status
- Group Id

Click 'Search' button to search for a record based on the search criteria specified. You can double click a desired record to view the detailed screen.

## 1.10 Maintaining Override Details

You can maintain the formulae to verify if overrides need to be generated dynamically, in 'Override Maintenance' screen. You can invoke this screen by typing 'ORDOVDMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

You can specify the following details in this screen:

### Process Code

Specify the process code of the process for which you wish to maintain override conditions or select the process code from the option list provided.

### Application Category

Specify the category to which the loan application belongs or select the application category from the option list provided.

### Type

Select the type of the loan from the following options available:

- Retail
- Corporate

### Stage

Select the stage of the loan origination process from the option list provided. The various stages can be Application Entry, Application Verification, Underwriting, Loan Approval etc.

### Description

Specify a suitable description for the loan origination stage.

## **Overrides**

Here, you can capture the details of the conditions to be checked for generating override messages.

### **Sequence Number**

The sequence number is automatically generated by the system.

### **Condition**

The condition specified using the Elements, Functions, Operators etc. gets displayed here.

### **Error Code**

Specify the error code to be used to generate the override message or select the error code from the option list provided.

### **Error Parameter**

Specify the error parameter to be substituted in the override messages.

### **Elements**

Specify the data elements to be used to define the conditions for generating override messages or select the element from the option list provided.

### **Functions**

Select the mathematical function to be used to define the condition from the drop-down list provided.

### **Braces**

Select the opening or the closing brace from the drop-down list provided, to define the conditions for generating override messages.

### **Operators**

Select the mathematical operator to be used to define the conditions for generating override messages. You can select '+', '-', '\*', or '/'.

### **Logical Operators**

Select the logical operator to be used to define the conditions for generating override messages. You can select '<', '>', '=', '<>', '>=', '<=', 'AND' or 'OR'.

## 1.11 Viewing Override Summary

You can view a summary of the overrides in 'Override Maintenance' screen. You can also query for a particular record based on desired search criteria.

You can invoke this screen by typing 'ORSOVDMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot shows the 'Override Maintenance' application window. At the top, there are four search filters: 'Authorization Status' (dropdown), 'Record Status' (dropdown), 'Process Code' (text input with a search icon), and 'Application Category' (text input with a search icon). Below these filters are four buttons: 'Search', 'Advanced Search', 'Refresh', and 'Reset'. A 'Records per page' dropdown is set to '15'. The table below has four columns: 'Authorization Status', 'Record Status', 'Process Code', and 'Application Category'. The table is currently empty. At the bottom right, there is an 'Exit' button.

You can specify any of the following details to search for a record:

- Authorization Status
- Record Status
- Process Code
- Application Category

Click 'Search' button to search for a record based on the search criteria specified. You can double click a desired record to view the detailed screen.

## 1.12 Maintaining Document Checklist and Advices

You can maintain the list of documents that are required during the loan origination process, in 'Documents and Advice Maintenance' screen. Document checklists are maintained for an application category and for the various stages in the origination process. You can also maintain the details of the Advices that need to be generated on completion of a stage in the process.

You can invoke 'Documents and Advice Maintenance' screen by typing 'ORDDOCMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot shows the 'Document & Advice Maintenance' window. It has a title bar with a diamond icon and standard window controls. The main area is divided into several sections:

- Process Code \*** and **Application Category \***: Two text input fields with dropdown arrows.
- Process Stages**: A section with a 'Stage \*' dropdown and a 'Stage' text input field. Navigation controls show '1 of 1'.
- Document Details**: A table with columns: Document Category, Document Type, and Mandatory. The first row has a checked checkbox, an empty text field, and 'Mandatory'.
- BI Advices**: A table with columns: Report Name, Template, Format, and Locale. The first row has a checked checkbox, an empty text field, 'PDF', and 'en-US'.
- Bottom Section**: Fields for Maker, Checker, Date Time, Mod No, Record Status, and Authorization Status. A 'Cancel' button is on the right.

You can specify the following details in this screen:

### **Process Code**

Specify the process code of the process for which you wish to maintain override conditions or select the process code from the option list provided.

### **Application Category**

Specify the category to which the loan application belongs or select the application category from the option list provided.

### **Stage**

Select the stage of the loan origination process from the option list provided. The various stages can be Application Entry, Application Verification, Underwriting, Loan Approval etc.

### **Stage Title**

Specify a suitable description for the loan origination stage.

### **Document Details**

#### **Document Category**

Specify the category to which the document belongs or select the document category from the option list provided.

#### **Document Type**

Specify the type of the document or select the document type from the option list provided.

## **Mandatory**

Select the option to indicate whether the document is mandatory or not. You can select any of the following options from the drop-down list provided:

- Mandatory
- Overridden
- Others

## **BI Advices**

### **Report Name**

Specify the name of the advice report to be generated on completion of the process stage.

### **Template**

Specify the template to be used to generate the advice report.

### **Format**

Select the format in which the advice report needs to be generated from the drop-down list provided. The following options are available:

- PDF
- RTF

### **Locale**

Select the locale information to be used for generating the advices from the drop-down list. The following options are available:

- en-US

## 1.13 Viewing Document Checklist Summary

You can view a summary of the document checklists and advices in 'Document Details' screen. You can also query for a particular record based on desired search criteria.

You can invoke this screen by typing 'ORSDOCMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

<input type="checkbox"/>	Authorization Status	Record Status	Process Code	Application Category
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				

You can specify any of the following details to search for a record:

- Authorization Status
- Record Status
- Process Code
- Application Category

Click 'Search' button to search for a record based on the search criteria specified. You can double click a desired record to view the detailed screen.

## 1.14 Maintaining Application Category Details

You can maintain various application categories linked to multiple loan products that cater to the requirements of different customers, in 'Application Category Maintenance' screen. The entire process of loan origination depends mainly on the category to which the application belongs.

You can invoke 'Application Category Maintenance' screen by typing 'ORDCATMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

You can specify the following details in this screen:

### **Application Category**

Specify a unique identification for the loan application category.

### **Category Description**

Specify a suitable description for the loan application category.

### **Rule Id**

Specify the credit rule to be associated with the application category or select the Rule Id from the option list provided.

### **Ratio Id**

Specify the credit ratio to be associated with the application category or select the Ratio Id from the option list provided.

## **1.14.1 Main Tab**

You can capture the following details in the 'Main' tab.

### **Product Details**

You can specify the following details related to the loan product here:



**Product Code**

Specify the identification code of the loan product to be linked to the application category being maintained. You can also select the product code from the option list provided.

**Product Description**

The description associated with the selected loan product gets displayed here.

**Default**

Check this box to indicate if the loan product selected should be maintained as the default product for the application category.

**Other Details**

You can capture the additional details related to the loan product here:

**Offer Id**

Specify a unique identification for the loan offer being made to the customer.

**No of Installments**

Specify the number of instalments associated with the loan.

**Units**

Select the units based on which the loan disbursement should be carried out. The following options are available in the option list:

- Daily
- Weekly
- Monthly
- Quarterly
- Half Yearly
- Yearly

**Frequency**

Specify the frequency at which the loan disbursement should be carried out.

**Rate**

Specify the interest rate to be associated with the loan.

**Rate Code**

Specify the rate code used to derive the interest rate or select the rate code from the option list provided.

**Spread**

Specify the spread that is applicable for the loan being offered.

## Effective Rate

The effective rate of interest gets displayed here, based on the interest and the spread specified.

## Default

Check this box to indicate if the loan offer specified should be maintained as the default offer for the application category.

### 1.14.2 Agency Tab

In 'Agency' tab, you can capture the details of the credit rating agencies and credit bureaus that provide credit rating details for customer securities.

The screenshot shows the 'Application Category Maintenance Detail' window. At the top, there are fields for 'Application Category \*', 'Category Description', 'Loan Type' (set to 'LBL\_RTL'), 'Rule Id', and 'Ratio Id'. Below this is a tabbed interface with 'Main' and 'Agency' tabs. The 'Agency' tab is active and contains three sections: 'Credit Agency', 'Bureau Details', and 'Investigation Agency'. Each section has a table with columns for 'Agency Code', 'Agency Name', 'Bureau Code', 'Bureau', and 'Investigation Agency' (with 'Verification Type' as a sub-column). The 'Credit Agency' and 'Bureau Details' sections have two rows each, and the 'Investigation Agency' section has two rows. At the bottom of the window, there are fields for 'Maker', 'Checker', 'Date Time', 'Mod No', 'Record Status', and 'Authorization Status', along with an 'Exit' button.

You can specify the following details in this screen:

### Credit Agency

You can capture the details related to the credit rating agencies here.

### Agency Code

Specify the identification code of the rating agency that provides credit rating details for customer securities.

## Agency Name

Specify the name of the rating agency that provides credit rating details for customer securities.

## Bureau Details

You can capture the details related to the credit bureau here.

### Bureau Code

Specify the identification code of the credit bureau that provides credit ratings for customer securities.

### Bureau

Specify the name of the credit bureau that provides credit rating details for customer securities.

## 1.15 Viewing Application Category Summary

You can view a summary of the application categories in 'Category Details' screen. You can also query for a particular record based on desired search criteria.

You can invoke this screen by typing 'ORSCATMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

	Authorization Status	Record Status	Application Category	Category De
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				

You can specify any of the following details to search for a record:

- Authorization Status

- Record Status
- Application Category

Click 'Search' button to search for a record based on the search criteria specified. You can double click a desired record to view the detailed screen.

## 1.16 **Stages in Retail Loan Origination**

The different stages in Retail lending process flow are designed using Oracle BPEL framework. The process of loan origination consists of several manual as well as system tasks, carried out in a sequential manner. Many users can be involved in the completion of a transaction and at each stage of the process, a user or a group of users, assigned with a task, acquire and work on the relevant transaction.

Oracle Business rules that are embedded help the dynamic creation of multiple approval stages. The different stages and sub-stages in the process flow can be summarized as follows:

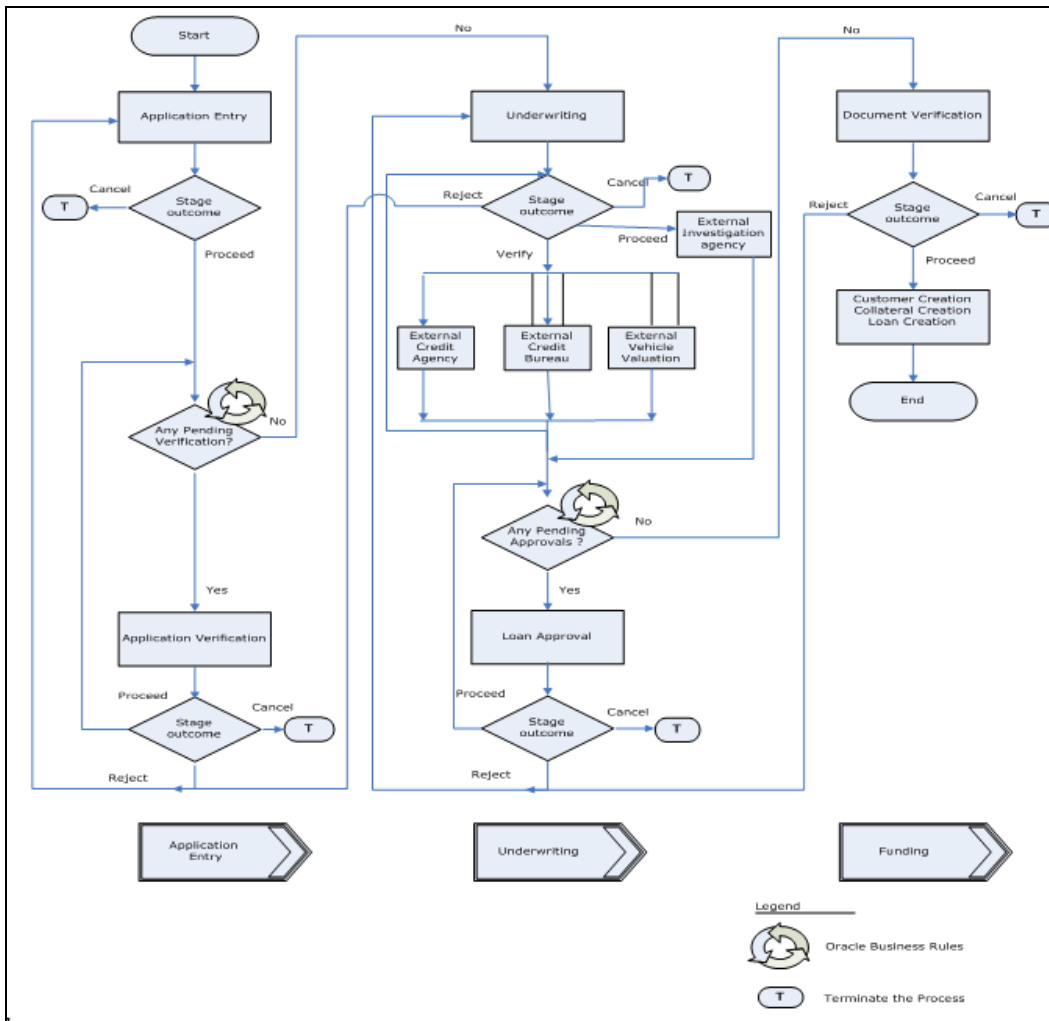
- Application Entry – the following details are captured in this stage
  - Applicant Information
  - Application details
  - Requested Loan Details
  - Collateral Details
  - Checklist
  - Documents
  - Advice Generation
- Application Verification
  - Information captured during 'Application Entry' stage is verified
  - Advice Generation
- Underwriting
  - Collateral Valuation Information
  - Applicant Financial Ratios
  - Applicant Credit Score
  - Applicant Bureau Report
  - Loan Offers
  - Loan Schedules
  - Loan Charges
  - Field Investigation
  - Document Capture
  - Advice Generation
- Loan Approval
  - Information captured during Previous stages are verified
  - Advice Generation
- Document Verification
  - Information captured during Previous stages are verified
  - All documents obtained are verified against checklist
  - Advice Generation
- Customer , Customer Account Contract / Collateral Creation

- Customer Creation
- Customer Account Creation
- Loan Account Creation
- Collateral Creation
- Advice Generation

The various tasks carried out in these stages will be explained in detail in the subsequent sections.

### 1.16.1 Process Flow Diagram

The process flow diagram given below illustrates the activities carried out during the different stages of the workflow.



### 1.16.2 Process Matrix

The process matrix given below lists out the different stages, the user role handling each stage, the function Ids involved and the exit points for each stage.

Stage	Stage Title	Description	Roles	Function Id	Exit point
1	Application Entry	The following details are captured as part of this stage Application Details Applicant Details Requested Lending Details Collateral Details Check List User Defined Fields and Comments Document Capture Advice Generation	CEROLE	ORDRLAPP	PROCEED, CANCEL
2	Application Verification	The details captured as part of 'Application Entry' stage is verified	CMROLE	ORDRLVER	PROCEED, REJECT, CANCEL
3	Underwriting	The following details are captured as part of this stage Collateral Valuation Information Applicant Financial Ratios Applicant Credit Score Applicant Bureau Report Loan Offers Loan Schedules Loan Charges Field Investigation Document Capture	CMROLE	ORDRLUND	VERIFY PROCEED, REJECT, CANCEL
4	Loan Approval	Loan Approval	CMROLE	ORDRLAPR	PROCEED, REJECT, CANCEL
5	Document Verification	Document Verification Final Verification Customer Creation	CMROLE	ORDRLDVR	PROCEED, REJECT, CANCEL

Stage	Stage Title	Description	Roles	Function Id	Exit point
		Loan Account Creation Advice Generation			
6	Customer / Loan / Collateral / Account Creation	The system task is used to create the following Customer Collateral Loan	N/A		N/A

The stages are explained in detail in the sections that follow.

## Step 1. Application Entry

In this stage, the bank receives an application for a loan along with the relevant documents and financial statements from a prospective customer. If the applicant does not have an account but intends to open one, the bank also obtains the account opening form and related documents as part of this activity.

The details related to the applicant, contact information, employment information, requested loan details, collateral details etc. are captured during this stage. Documents obtained from the applicant are uploaded and advices maintained for the stage are generated by the process after completion of the stage.

Users belonging to user role 'CEROLE' are authorized to perform these tasks.

You can key-in the loan application details required in 'Retail Loan Application Entry' screen. You can also invoke this screen by typing 'ORDRLAPP' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The Application Number is automatically generated by the system. You can capture the following details in the main screen:

### Application Category

Specify the loan application category to be used or select the application category from the option list provided.

### Product Code

Specify the retail lending product to be used for initiating the loan or select the product code from the option list provided.

### Lead ID

Specify the lead Id of the loan applicant or select the lead Id from the option list provided.

### Enquiry ID

Specify an enquiry Id, if you wish to retrieve information on the loan offer selected by the customer. You can also select the ID from the adjoining option list. The list contains all the Enquiry IDs created for the customer as part of the loan simulation process.



**User Reference Number**

Specify the user reference number for the loan application.

**Date**

Specify the date on which the application was entered or select the date by clicking the 'Calendar' icon provided.

**Purpose**

Specify the purpose for which the loan is availed.

**Channel**

Specify the channel Id of the originating channel.

**Intermediary Code**

Specify the identification code of the intermediary agency if the customer has been associated with any.

**Offline Application Number**

Specify the offline application number, if the loan application has been created using the offline facility. You can also select the application number from the adjoining option list. The list contains all the application numbers for loan applications that have been created offline.

After specifying the loan number, click the 'Sync' button. All the details for the selected offline application will be displayed in this screen. You can modify the required details.

**Status**

The status of the application gets displayed here.

Click 'Default' button to default the details related corresponding to the prospective loan customer.

**1.16.3 Customer Tab**

The details corresponding to the lead Id selected gets displayed in the 'Customer' tab, once you click the 'Default' button. You can modify these details if needed.

For existing customers of the bank, you need to specify the following details:

**Existing**

Check this box to indicate if the customer applying for the loan is an existing customer of the bank.

**Customer No**

For existing customers you need to select the customer number from the option list provided.

Click 'Def' button to default the details of existing customers.

### **Account Class**

Specify the account class or select the account class of the customer from the option list provided.

### **Account Number**

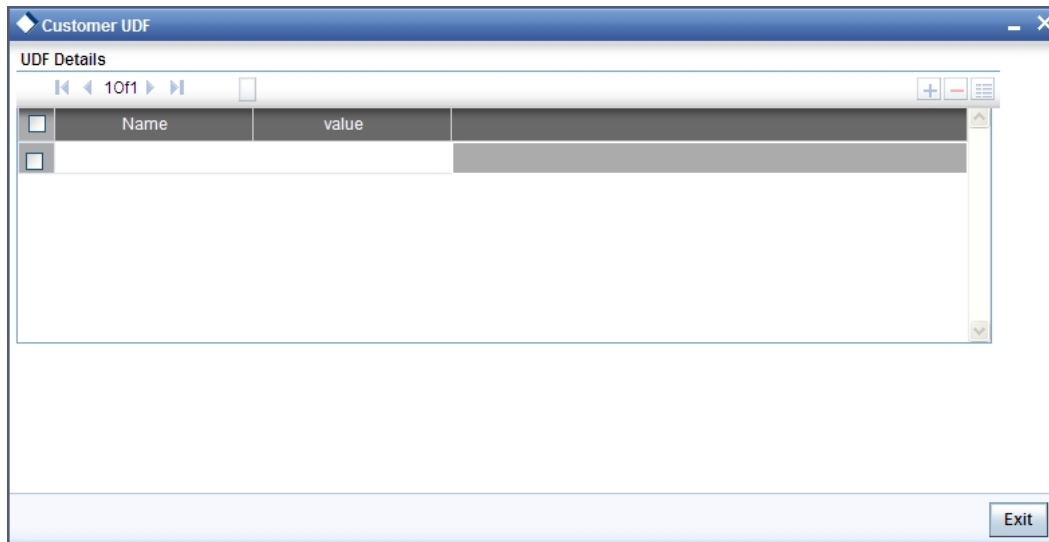
The account number gets generated when you click the 'P' button, after specifying the account class.

### **Financial Currency**

Specify the financial currency or select the financial currency from the option list provided.

#### **1.16.3.1 Fields**

You can capture the user defined field details for the customer, if any by clicking 'Fields' button against a row in the Applicant Details table. The 'Customer UDF' screen gets displayed where you can maintain the UDF details.



You can specify the following details in this screen:

#### **Name**

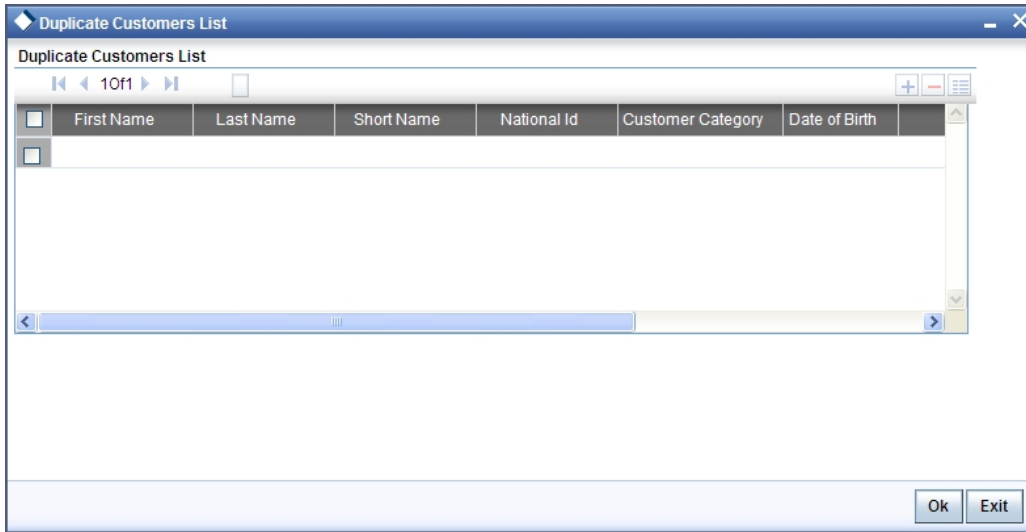
Specify the name of the UDF being created for the customer.

#### **Value**

Specify the value associated with the UDF being created for the customer.

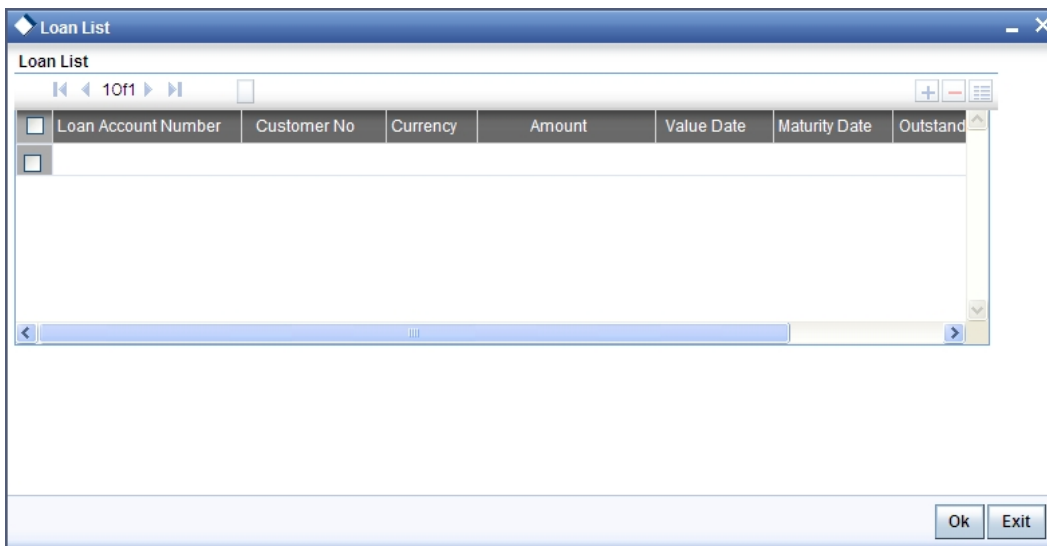
#### **1.16.3.2 Dedupe**

You can verify if the customer details are duplicated by clicking the 'Dedupe' button. 'Duplicate Customer List' screen gets displayed where any duplicate customer details are displayed.



### 1.16.3.3 Loans

You can view the existing loan for the customer by clicking the 'Loans' button against the Applicant record.



### 1.16.4 Details Tab

The address and employment related details of the customer corresponding to the Lead Id selected are displayed in this tab. You can modify these details if required.

**Retail Loan Application Entry**

Workflow Reference # \_\_\_\_\_ Priority **Low** ▾

Application Category \_\_\_\_\_ Application Number \* \_\_\_\_\_ Branch Code \_\_\_\_\_

Product Code \_\_\_\_\_ User Reference \* \_\_\_\_\_ Channel \_\_\_\_\_

Lead Id \_\_\_\_\_ Date \_\_\_\_\_ Intermediary Code \_\_\_\_\_

Enquiry ID \_\_\_\_\_ Purpose \_\_\_\_\_ Status **New Application** ▾

Priority **Low** ▾ Offline Application Number \_\_\_\_\_

**Default** **Sync**

**Customer Details Financials Requested Collaterals Comments**

---

**Address Details**

◀ 10f1 ▶ Address Line 1 \* \_\_\_\_\_ Country \_\_\_\_\_

Address Type **Permanent** ▾ Address Line 2 \_\_\_\_\_ Zip \_\_\_\_\_

Mailing Address Line 3 \_\_\_\_\_ Contact Number \_\_\_\_\_

---

**Employment Details**

◀ 10f1 ▶ Address Line 1 \_\_\_\_\_ Extension \_\_\_\_\_

Employer \* \_\_\_\_\_ Address Line 2 \_\_\_\_\_ Contact Phone \_\_\_\_\_

Employment Type **Part Time** ▾ Address Line 3 \_\_\_\_\_ Contact Name \_\_\_\_\_

Occupation \_\_\_\_\_ Country \_\_\_\_\_ Contact Extension \_\_\_\_\_

Designation \_\_\_\_\_ Zip \_\_\_\_\_ Comments \_\_\_\_\_

Employee Id \_\_\_\_\_ Phone Number \_\_\_\_\_ Department \_\_\_\_\_

---

**Documents Trade In**

Prev Remarks \_\_\_\_\_ Remarks \_\_\_\_\_ Outcome **Audit** ▾ **Exit**

In this screen, you can capture multiple address and employment details, if required.

## 1.16.5 Financials Tab

You can capture the financial details corresponding to the customer in this screen.

The screenshot shows the 'Retail Loan Application Entry' window. At the top, there are various input fields and dropdown menus for application details. Below this is a navigation bar with tabs: 'Customer', 'Details', 'Financials', 'Requested', 'Collaterals', and 'Comments'. The 'Financials' tab is selected, showing two main sections: 'Income Details' and 'Liability Details'. Each section has a table with columns for various financial attributes. The 'Income Details' table has columns for 'Income Type', 'Currency', 'Amount', and 'Frequency'. The 'Liability Details' table has columns for 'Liability Type', 'Liability Sub Type', 'Frequency', 'Amount', 'Account Balance', 'Start Date', and 'End Date'. Below these tables are sections for 'Asset Details' and 'Vehicle' information, including fields for 'Type', 'Asset Sub Type', 'Description', 'Asset Value', 'Make', 'Model', 'Manufacture Year', 'Body', 'Reg#', and 'Home' address lines. At the bottom, there are 'Documents' and 'Trade In' tabs, a 'Prev Remarks' field, a 'Remarks' field, an 'Outcome' dropdown, an 'Audit' button, and an 'Exit' button.

### Income Details

You can capture the following details corresponding to the loan applicant's income:

#### **Income Type**

Select the type of income associated with the customer from the drop-down list provided. The following options are available:

- Salary
- Rent
- Business
- Others

**Currency**

Specify the currency in which the customer draws his income or select the currency from the option list provided.

**Amount**

Specify the amount that the customer draws as his income.

**Frequency**

Select the frequency at which the customer earns income. The following options are available in the drop-down list:

- Daily
- Weekly
- Monthly
- Quarterly
- Half Yearly
- Yearly

**Liability Details**

You can capture the following details corresponding to the loan applicant's liabilities:

**Liability Type**

Select the type of the liability from the following options provided in the drop-down list:

- Loan
- Lease
- Rent
- Others

**Liability Sub Type**

Specify the sub type corresponding to the liability.

**Frequency**

Select the frequency at which the customer pays his liability amount. The following options are available in the drop-down list:

- Daily
- Weekly
- Monthly
- Quarterly
- Half Yearly
- Yearly

**Amount**

Specify the amount that the customer pays as his liability.

**Account Balance**

Specify the balance associated with the liability account.

**Start Date**

Specify a start date for the liability or select the start date by clicking the 'Calendar' icon.

**End Date**

Specify an end date for the liability or select the end date by clicking the 'Calendar' icon.

**Asset Details****Type**

Select the type of the asset from the following options available in the drop-down list:

- Vehicle
- Home
- Others

**Asset Sub Type**

Specify the sub type associated with the asset.

**Description**

Specify a suitable description for the asset type.

**Asset Value**

Specify the value associated with the asset.

**Vehicle**

You can specify the following details for the asset type 'Vehicle'.

**Make**

Specify the make of the vehicle.

**Model**

Specify the model of the vehicle.

**Manufacturing Year**

Specify the year of manufacture of the vehicle.

**Body**

Specify the body details of the vehicle.

**Reg#**

Specify the registration number of the vehicle.

## Home

### **Address Line 1-3**

Specify the address of customer's residence in the three Address lines provided.

### **Width**

Specify the width of the customer's residence.

### **Length**

Specify the length of the customer's residence.

### **Occupancy**

Specify the number of people who occupy of the customer's residence.

## **1.16.6 Requested Tab**

The details related to the requested loan corresponding to the Lead Id selected are displayed in this tab. You can modify these details if required. If you have selected an 'Enquiry ID' for the customer, then the requested details that have been stored for the corresponding loan proposal are displayed here.

The screenshot shows the 'Retail Loan Application Entry' window. The 'Requested' tab is selected, displaying the following details:

- Loan Requested:** Currency, Requested Amount, Tenor(In Months), Interest Rate, Down Payment Amount, Promotion Id.
- Itemizations:** A table with columns: Itemization, Requested Amount, Comments.
- Documents:** Trade In, Prev Remarks, Remarks, Outcome, Audit, Exit.

You can also capture the following itemization details corresponding to the requested loan:

### **Itemization**

Specify the tenor itemization that is required. For example, you can specify the itemizations like 'Booking Amount', 'Payment', 'Interiors' etc.



## Requested Amount

Specify the amount requested corresponding to the itemization specified.

## Comments

Specify comments, if any, corresponding to the itemization.

### 1.16.7 Collaterals Tab

You can capture the details related to the collaterals provided by the customer in this tab.

The screenshot shows the 'Retail Loan Application Entry' window with the 'Collaterals' tab selected. The form is divided into several sections:

- Collateral Details:** Includes fields for Collateral Id, Description, Currency, Value, Start/End Dates, Category, Type (Normal), Haircut, Revision Date, Charge Type (Mortgage), Revaluation Date, and a checkbox for 'Revalue Collateral'.
- Market Value Based / Guarantor Based:** Includes Security Id, Units / Nominal Value, Cap Amount, Guarantor Id, and Rating.
- Vehicle Details:** Includes Identification Number, Year, Make, Model, Body, and Usage.
- Covenant Details:** A table with columns: Covenant Name, Reversal Date, Mandatory, Grace Days, Notice Days, Frequency, and Start Month.

At the bottom, there are tabs for 'Documents' and 'Trade In', a 'Remarks' field, an 'Outcome' dropdown, and an 'Exit' button.

In this screen, specify the following details to facilitate vehicle evaluation:

### Vehicle Details

You can capture the details of the vehicle which is to be evaluated in the following fields:

#### Identification Number

Enter the unique identification number associated with the vehicle.

#### Year

Specify the year of manufacture for the vehicle.

## Make

Specify the make of the vehicle.

## Model

Specify the vehicle model.

## Body

Specify the vehicle body details.

## Usage

Specify the mileage used by the vehicle till date.

These details will be used at the underwriting stage to evaluate the vehicle.

For more details on capturing Collateral details, refer the chapter titled 'Maintaining Collateral Details' in Enterprise Limits and Collateral Management user manual.

### 1.16.8 Comments Tab

In this tab, you can specify comments, if any, related to the loan application.

The screenshot shows the 'Retail Loan Application Entry' window with the 'Comments' tab selected. The form contains various input fields for application details, a navigation bar with tabs for 'Customer', 'Details', 'Financials', 'Requested', 'Collaterals', and 'Comments', and a table for entering comments. The table has columns for 'Sequence Number', 'Comments', 'Comment Type', and 'Comment Date'. At the bottom, there are fields for 'Prev Remarks', 'Remarks', 'Outcome', and an 'Exit' button.

Sequence Number *	Comments	Comment Type	Comment Date

You can specify the following details here:

### Sequence Number

The sequence number is automatically generated by the system.

## Comments

Specify comments, if any, to be associated with the loan application.

## Comment Type

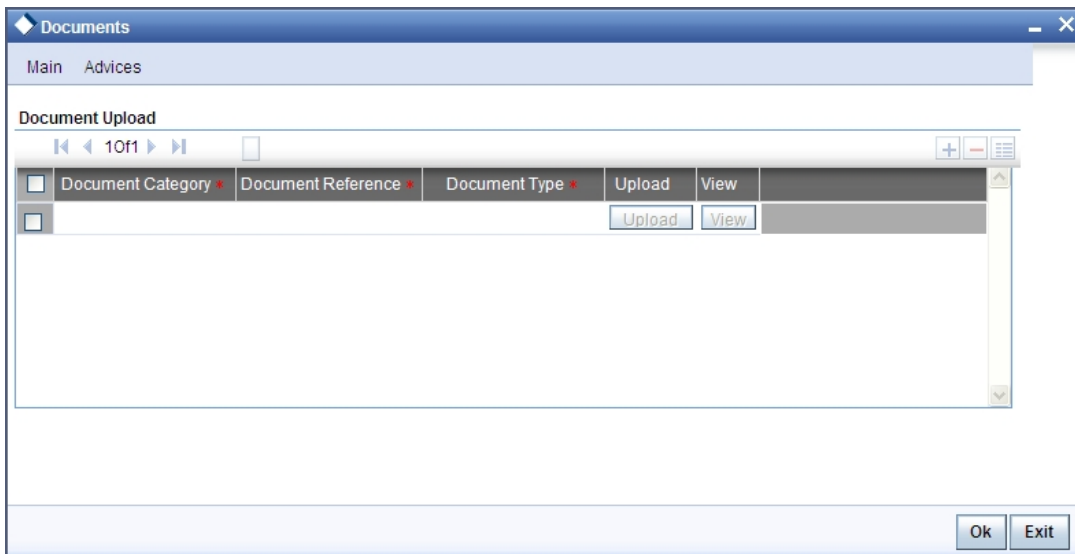
Specify the type of the comment given.

## Comment Date

Specify the date on which the comment was given or select the date by clicking the 'Calendar' icon.

### 1.16.9 Capturing Document Details

You can upload the scanned documents in 'Documents' sub screen. To invoke this screen, click 'Documents' button in Retail Loan Application Entry screen.



You can capture the following details in this screen:

#### Document Category

Specify the category to which the document belongs or select the document category from the option list provided.

#### Document Reference Number

Specify a unique reference number for the document being uploaded.

#### Document Type

Specify the type of the document or select the document type from the option list provided.

Click 'Upload' button to upload the documents or 'View' button to view the documents.

### 1.16.10 Capturing Trade In Details

You can capture the trade-in details related to the loan application in 'Trade In' sub screen. To invoke this screen, click 'Trade In' button in Retail Loan Application Entry screen.

Asset	
Type *	10f1
Sub Type	
Description	
Asset Id	
Make	
Model	
Manufacture Year	
Body	

value	
Currency	
Wholesale	
Source	
Supplement	
Edition	
Validation Date	
Base Retail	
Payment Amt(-)	
Add-ons(+)	
Total Transaction Value	

You can capture the asset details and the valuation details of the asset in this screen.

For more details on capturing Asset Valuation details, refer the section titled 'Account Asset Valuation' in Retail Lending user manual.

For more details on Capturing Asset Valuation details, refer the section titled 'Account Asset Valuation' in Retail Lending user manual.

After specifying the mandatory details in Application Entry screen, select the 'Outcome' that you wish in the lower portion of the screen. To move to the next stage select 'PROCEED' as the outcome and click the 'Save' icon. You can select 'CANCEL' to terminate the process, if required.

The following validations are carried out in this stage:

- If any of the mandatory documents are missing, the system displays an error message
- If any of the override documents are missing, the system displays an override message
- If any mandatory customer information is missing, the system displays error messages

You will not be able to proceed to the next stage without correcting the errors, if any.

On successful completion a message, stating that the task is successfully completed, gets displayed.

The task is completed successfully. The Workflow Reference Number is RetailLending<nnnn>.

To acquire the next stage, you need to go to the 'Task' menu and select 'Assigned' under 'Standard' option.

The screenshot displays the Oracle Task Management interface. On the left, a 'Task Details' sidebar shows a search bar and a 'Standards' menu with options: Acquired(8), Assigned(55), Completed(150), Pending(0), and Supervisor(0). The 'Tasks' menu item is highlighted. The main area shows a 'Task List' table with columns: Workflow Ref No, Title, Assignee Group, Assignee Users, Customer Name, Amount, Creation Date, and Priority. The table contains 10 rows of task data. Below the table is a 'Task History' section with columns: Action Time, Pickup Time, User ID, User Name, Action Code, Action Description, Branch, and Remarks.

Workflow Ref No	Title	Assignee Group	Assignee Users	Customer Name	Amount	Creation Date	Priority
Retailending1382	Document Verification	ALLROLES.ALLREAD				2010-06-29 20:13:10 IST	Low
Retailending1461	Application Entry	ALLROLES.ALLREAD				2010-07-01 10:41:27 IST	
Retailending1464	Application Entry	ALLROLES.ALLREAD				2010-07-01 10:57:11 IST	
OpenSavingsAccount1465	Receive And Verify	ALLROLES.RCSE ROLE ALLREAD				2010-07-01 19:06:37 IST	
OpenCurrentAccount1466	Receive and Verify Cust Details	ALLROLES.ALLREAD				2010-07-01 19:07:20 IST	
Retailending1467	Application Entry	ALLROLES.ALLREAD				2010-07-01 19:07:44 IST	
Retailending1469	Application Entry	ALLROLES.ALLREAD				2010-07-01 19:45:10 IST	
Retailending1471	Application Entry	ALLROLES.ALLREAD				2010-07-01 19:55:02 IST	
Retailending1384	Document Verification	ALLROLES.ALLREAD				2010-07-02 11:24:34 IST	Low
Retailending1476	Underwriting	ALLROLES.ALLREAD				2010-07-02 14:14:12 IST	Low

All tasks that have been successfully completed are listed in the right side of the screen. Select the checkbox against your 'Workflow Ref No' and click 'Acquire' button at the top of the screen to acquire the next stage of the task.

The following option message gets displayed on successful acquisition of the task.

**Acquire Successful**

Click 'Ok' to proceed to the next stage. To select the acquired task for the next stage, select 'Acquired' under 'Standard' option in the 'Task' menu. All the tasks that have been successfully acquired are displayed in the right side of the screen. Search for your workflow reference number and click the 'Workflow Ref No' to open 'Retail Loan Application Verification' screen.

## Step 2. Application Verification

The information captured in the previous stage is verified in the Application Verification stage. Application verification is carried out by the user role 'CMROLE'.

The details related to the loan application entry are displayed in this screen, which can be verified by the verifier. The details cannot be modified in this stage, but comments can be added appropriately. On completion of this stage, the advices that are maintained for the stage are generated.

The verifier can either send the application back to the previous stage if the information provided is not adequate or can cancel it if the information captured is not satisfactory.

If the application details are verified successfully, the verifier can proceed with the processing of the application by selecting 'PROCEED' as the Outcome. The verifier can select 'REJECT' to return the process to previous stage for data correction or 'CANCEL' to terminate the process.

On successful verification a message, stating that the task is successfully completed, gets displayed.

To acquire the next stage, you need to go to the 'Task' menu and select 'Assigned' under 'Standard' option. All tasks that have been successfully completed are listed in the right side of the screen. Select the checkbox against your 'Workflow Ref No' and click 'Acquire' button at the top of the screen to acquire the next stage of the task.

The following message gets displayed on successful acquisition of the task.

**Acquire Successful**

Click 'Ok' to proceed to the next stage. To select the acquired task for the next stage, select 'Acquired' under 'Standard' option in the 'Task' menu. All the tasks that have been successfully acquired are displayed in the right side of the screen. Search for your workflow reference number and click the 'Workflow Ref No' to open 'Retail Loan Underwriting' screen.

### Step 3. Underwriting

In this stage, the bank assesses the eligibility of the borrower for the requested loan offer, based on the analysis of the borrower's financial ratios and credit scores. The bank also obtains credit details from external agencies and field investigation agencies. The tasks in underwriting stage are also carried out by the user role 'CMROLE'.

After ascertaining the eligibility of the customer, the bank provides multiple loan offers for the borrower and uses one offer chosen by the customer to generate payment schedule and schedule details. The advices that are maintained for the stage are generated on completion of the stage.

In this stage, the bank also conducts vehicle evaluation based on the details that have been captured at the 'Application Entry' stage. This evaluation can be done with details from an external agency in the collateral tab.

#### 1.16.11 Collateral Tab

You can carry out the evaluation of vehicles in the collateral tab. Here, the details provided as part of the 'Application Entry' stage are defaulted, which you can modify. The evaluation can be done by interfacing with external agencies.

The screenshot shows the 'Retail Loan Underwriting Stage' application window. The 'Collaterals' tab is selected. The form is divided into several sections:

- Application Details:** Application Category, Product Code, Lead Id, Enquiry ID, Priority (Low), Application Number (RETAIL1), User Reference, Date, Purpose, Branch Code, Channel, Intermediary Code, Status (New Application), Offline Application Number.
- Collateral Details:** Collateral Id, Collateral Description, Collateral Currency, Collateral Value, Collateral Category, Collateral Type (Normal), Start Date, End Date, Haircut, Revision Date, Charge Type (Mortgage), Revaluation Date, Revalue Collateral (checkbox).
- Market Value Based:** Security Id, Units / Nominal Value, Cap Amount.
- Guarantor Based:** Guarantor Id, Rating.
- Vehicle Details:** Identification Number, Year, Make, Model, Body, Usage, Valuation Source (Internal), Valuation Status (Recommended), Evaluate button.
- Covenant Details:** A table with columns: Covenant Name, Reversal Date, Mandatory, Grace Days, Notice Days, Frequency, Start Month.

At the bottom, there are 'Documents' and 'Trade In' tabs, and a 'Remarks' field with an 'Audit' button and an 'Outcome' dropdown menu.

In this screen, capture the following details:

#### Vehicle Details

You can modify the details of the vehicle which is to be evaluated in the fields listed below.

#### **Identification Number**

Enter the unique identification number associated with the vehicle.

**Year**

Specify the year of manufacture for the vehicle.

**Make**

Specify the make of the vehicle.

**Model**

Specify the vehicle model.

**Body**

Specify the vehicle body details.

**Usage**

Specify the mileage used by the vehicle till date.

You can retrieve vehicle details from an external agency either by specifying the identification number for the vehicle or all of the following fields:

- Year
- Make
- Model
- Body
- Usage

**Valuation Source**

Select the valuation source from the adjoining drop-down list. The options are:

- INTERNAL
- NONE

Select 'INTERNAL' if you wish the evaluation to be done by interfacing with an external agency.

**Status**

Select the status from the adjoining drop-down list. The options are:

- RECOMMENDED
- NOT RECOMMENDED
- COMPLETE
- NO DATA

The evaluation will be done only if the valuation source is selected as 'INTERNAL' and the status is 'RECOMMENDED'. For any other combination of values for the two fields, the system will display an error message and will not proceed with the evaluation till the values are set as specified above.

After entering the required details, select 'VERIFY' as the Outcome and click 'Save'. If you have indicated that evaluation should be done you will not be allowed to select 'PROCEED' or 'CANCEL' as the Outcome till the verification has been successfully done.



The system will display a message stating that the task is successfully completed on saving the record.

To acquire the next stage, you need to go to the 'Task' menu and select 'Assigned' under 'Standard' option. All tasks that have been successfully completed are listed in the right side of the screen. Select the checkbox against your 'Workflow Ref No' and click 'Acquire' button at the top of the screen to acquire the next stage of the task.

The following message gets displayed on successful acquisition of the task.

**Acquire Successful**

Click 'Ok' to proceed to the next stage which will again be the underwriting stage. To select the acquired task for the next stage, select 'Acquired' under 'Standard' option in the 'Task' menu. All the tasks that have been successfully acquired are displayed in the right side of the screen. Search for your workflow reference number and click the 'Workflow Ref No' to open 'Retail Loan Underwriting Stage' screen.

The system will invoke the external valuation agency for vehicle evaluation. You can view the details in the collateral tab. In the collateral tab, click the 'Evaluate' button. The system will check for the data within the FLEXCUBE database. If there are none for the corresponding vehicle, it will try to obtain the details from the external agency and display them in the 'Vehicle Evaluator' screen.

Attribute Description	Attribute Code	Attribute Value	Package Incl
<input type="checkbox"/>			

In this screen, you can view the information available for the vehicle based on the information provided by you. If the information in this screen matches the details available in the system database for the same vehicle, the status is updated to 'COMPLETED' in the collateral tab. If it does not match, then the status is updated to 'NO DATA'.

Once the verification is completed, you can select the Outcome as 'PROCEED' and move to the next stage.

For more details on capturing Collateral details, refer the chapter titled 'Maintaining Collateral Details' in Enterprise Limits and Collateral Management user manual.

## 1.16.12 Credit Score Tab

The credit score tab is used to calculate the credit score details of the customer. You can also interface with external Credit engines and display recommendations and report. Internal Credit engine obtains information from customer and calculates credit score and displays system recommendation.

The screenshot displays the 'Retail Loan Underwriting Stage' application window. The top section contains various input fields for application details, including Workflow Reference #, Priority (set to Low), Application Category, Product Code, Lead Id, Enquiry ID, Application Number, User Reference, Date, Purpose, Branch Code, Channel, Intermediary Code, Status (set to New Application), and Offline Application Number. Below this is a navigation menu with tabs for Customer, Details, Financials, Requested, Collaterals, Credit Score (selected), Bureau, LMC Eligibility Ratio, Loan, Schedule, Charges, Fields, and Investigation. Under the 'Credit Score' tab, there are two main sections: 'Internal Credit Rating' and 'Risk Factor Details'. Each section contains a table with columns for Category/Question and Answer/Description, and a 'Calculate' button. The bottom of the window features a 'Documents' tab and a 'Trade In' section with fields for Prev Remarks, Remarks, Outcome (set to Audit), and an Exit button.

The set of questions used to assess the credit rating of a prospective loan customer, associated Rule Id are displayed in this screen. You can specify the following details here:

### **Answer**

Specify the answer to be associated with the question used for calculating the credit score.

### **Risk Factor**

Specify the risk factor associated with the loan, if any.

### **Description**

Specify a suitable description for the risk factor associated with the loan.

Click 'Calculate' button to calculate the credit score and the grade, based on the formula maintained for calculating the credit score. The 'Grade' and the 'Score' are displayed based on this calculation.

### 1.16.13 Bureau Tab

You can interface with external credit bureaus and view report obtained from them in 'Bureau' tab. Based on the reports that are obtained from the external bureaus, the underwriter determines whether to approve the loan to the customer or not.

The credit agencies and the bureaus maintained for the Application Category are displayed in this screen: You can capture the remarks and recommendations from these agencies in this tab. You can also view the credit report obtained from the agencies and bureaus.

#### Credit Bureau Details

##### Customer Id

The identification of the loan customer gets displayed here.

##### Bureau

The credit bureau maintained for the Application Category in 'Application Category Maintenance' gets displayed here.

##### Status

Select the status for the credit bureau check from the following options in the drop-down list:

- Completed
- Pending

## Remarks

Specify remarks, if any, associated with the loan application.

## External Credit Rating

### External Agency

Specify the external agency that you want to use for the evaluation,. If you do not specify a value here, the system will display an error message.

### Recommended

Select the recommendation of the credit agency for the loan requested from the following options provided in the drop-down list:

- Recommended
- Not Recommended

## Remarks

Specify remarks, if any, associated with the loan application.

## Status

The following statuses are available:

- Initiated
- Completed

The evaluation will be done only if the external agency has been specified and the 'Recommended' field has the value 'Recommended' status is 'RECOMMENDED'. For any other combination of values for the two fields, the system will display an error message and will not proceed with the evaluation till the values are set as specified above.

After entering the required details, select 'VERIFY' as the Outcome and click 'Save'. If you have indicated that evaluation should be done you will not be allowed to select 'PROCEED' or 'CANCEL' as the Outcome till the verification has been successfully done.

The system will display a message stating that the task is successfully completed on saving the record.

To acquire the next stage, you need to go to the 'Task' menu and select 'Assigned' under 'Standard' option. All tasks that have been successfully completed are listed in the right side of the screen. Select the checkbox against your 'Workflow Ref No' and click 'Acquire' button at the top of the screen to acquire the next stage of the task which will be the underwriting stage again.

The following message gets displayed on successful acquisition of the task.

**Acquire Successful**

Click 'Ok' to proceed to the next stage. To select the acquired task for the next stage, select 'Acquired' under 'Standard' option in the 'Task' menu. All the tasks that have been successfully acquired are displayed in the right side of the screen. Search for your workflow reference number and click the 'Workflow Ref No' to open 'Retail Loan Underwriting Stage' screen.

The system will invoke the external valuation agency for credit evaluation. You can view the details in the bureau tab. This includes the score assigned by the agency for the customer.

In this screen, you can view the information available for the customer by clicking the 'Report' button under the field 'Status' in the External Credit Rating section. If the information is available, the status is updated to 'COMPLETED' in the collateral tab. If it does not match, then the status is updated to 'NO DATA'.

Once the verification is completed, you can select the Outcome as 'PROCEED' and move to the next stage.

You can click 'Report' button adjacent to credit rating record or credit bureau record to view the report obtained from the credit rating agency or the credit bureau.

The following reports can be viewed:

### Summary1

## Summary 2

**Creditbureau Report**

**Report Header**

Bureau \_\_\_\_\_ Credit Report Id \_\_\_\_\_  
 First Name \_\_\_\_\_ Report Dt \_\_\_\_\_  
 MI \_\_\_\_\_ Unique Id \_\_\_\_\_  
 Last Name \_\_\_\_\_ Onfile Dt \_\_\_\_\_  
 Birth Dt \_\_\_\_\_  Best Match

Summary1 Summary2 Trade Lines Public Records Collections Fraud Messages Inquiries Also Known As Consumer Statement Credit Scores

**Inquiries**

Auto \_\_\_\_\_ 6M \_\_\_\_\_  
 Bank \_\_\_\_\_ 12M \_\_\_\_\_  
 Card \_\_\_\_\_ 24M \_\_\_\_\_  
 Retail \_\_\_\_\_ Total \_\_\_\_\_  
 Loan Finance \_\_\_\_\_ Newest \_\_\_\_\_  
 Sales Finance \_\_\_\_\_ Oldest \_\_\_\_\_

Exit

## Trade Lines

**Creditbureau Report**

**Report Header**

Bureau \_\_\_\_\_ Credit Report Id \_\_\_\_\_  
 First Name \_\_\_\_\_ Report Dt \_\_\_\_\_  
 MI \_\_\_\_\_ Unique Id \_\_\_\_\_  
 Last Name \_\_\_\_\_ Onfile Dt \_\_\_\_\_  
 Birth Dt \_\_\_\_\_  Best Match

Summary1 Summary2 Trade Lines Public Records Collections Fraud Messages Inquiries Also Known As Consumer Statement Credit Scores

**Trade Lines**

10/1

<input type="checkbox"/>	Creditors Name	Status	Type	Type Code	Past Due Amt	Balance	Balance Dt
<input type="checkbox"/>							

Exit

## Public Records

**Creditbureau Report**

**Report Header**

Bureau \_\_\_\_\_ Credit Report Id \_\_\_\_\_  
 First Name \_\_\_\_\_ Report Dt \_\_\_\_\_  
 MI \_\_\_\_\_ Unique Id \_\_\_\_\_  
 Last Name \_\_\_\_\_ Onfile Dt \_\_\_\_\_  
 Birth Dt \_\_\_\_\_  Best Match

Summary1 Summary2 Trade Lines Public Records Collections Fraud Messages Inquiries Also Known As Consumer Statement Credit Scores

**Public Records**

10/1

<input type="checkbox"/>	Record Type	Status	Amount	Filed Dt	Satisfied Dt
<input type="checkbox"/>					

Exit

## Collections

**Creditbureau Report**

Report Header

Bureau \_\_\_\_\_ Credit Report Id \_\_\_\_\_  
First Name \_\_\_\_\_ Report Dt \_\_\_\_\_  
MI \_\_\_\_\_ Unique Id \_\_\_\_\_  
Last Name \_\_\_\_\_ Onfile Dt \_\_\_\_\_  
Birth Dt \_\_\_\_\_  Best Match

Summary1 Summary2 Trade Lines Public Records Collections Fraud Messages Inquiries Also Known As Consumer Statement Credit Scores

Collections

<input type="checkbox"/>	Creditors Name	Account #	Acct Balance	High Balance	Term Type	Balance Dt	Open Dt
<input type="checkbox"/>							

Exit

## Fraud Messages

**Creditbureau Report**

Report Header

Bureau \_\_\_\_\_ Credit Report Id \_\_\_\_\_  
First Name \_\_\_\_\_ Report Dt \_\_\_\_\_  
MI \_\_\_\_\_ Unique Id \_\_\_\_\_  
Last Name \_\_\_\_\_ Onfile Dt \_\_\_\_\_  
Birth Dt \_\_\_\_\_  Best Match

Summary1 Summary2 Trade Lines Public Records Collections Fraud Messages Inquiries Also Known As Consumer Statement Credit Scores

Fraud Messages

<input type="checkbox"/>	Product	Message
<input type="checkbox"/>		

Exit

## Inquiries

**Creditbureau Report**

**Report Header**

Bureau \_\_\_\_\_ Credit Report Id \_\_\_\_\_  
 First Name \_\_\_\_\_ Report Dt \_\_\_\_\_  
 MI \_\_\_\_\_ Unique Id \_\_\_\_\_  
 Last Name \_\_\_\_\_ Onfile Dt \_\_\_\_\_  
 Birth Dt \_\_\_\_\_  Best Match

Summary1 Summary2 Trade Lines Public Records Collections Fraud Messages Inquiries Also Known As Consumer Statement Credit Scores

**Inquiries**

10/1

<input type="checkbox"/>	Inquirer Name	Inquirer Subscriber #	Inquirer Industry Code	Inquiry Dt	Rate Shopping	Duplicate
<input type="checkbox"/>					<input type="checkbox"/>	<input type="checkbox"/>

Exit

## Also Known As

**Creditbureau Report**

**Report Header**

Bureau \_\_\_\_\_ Credit Report Id \_\_\_\_\_  
 First Name \_\_\_\_\_ Report Dt \_\_\_\_\_  
 MI \_\_\_\_\_ Unique Id \_\_\_\_\_  
 Last Name \_\_\_\_\_ Onfile Dt \_\_\_\_\_  
 Birth Dt \_\_\_\_\_  Best Match

Summary1 Summary2 Trade Lines Public Records Collections Fraud Messages Inquiries Also Known As Consumer Statement Credit Scores

**Also Known As**

10/1

<input type="checkbox"/>	First Name	MI	Last Name	Suffix	Spouse First Name
<input type="checkbox"/>					

Exit

## Consumer Statements

**Creditbureau Report**

**Report Header**

Bureau TEST1 Credit Report Id 3  
 First Name Mani Report Dt 2009-10-10  
 MI M Unique Id 1422314  
 Last Name M Onfile Dt 2009-10-10  
 Birth Dt 1976-10-02  Best Match

Summary1 Summary2 Trade Lines Public Records Collections Fraud Messages Inquiries Also Known As **Consumer Statement** Credit Scores

Consumer Statement

10/1

<input type="checkbox"/>	Reported Dt	Text
<input checked="" type="checkbox"/>	2010-10-10	Completed
<input type="checkbox"/>	2010-10-09	Completed

Cancel



## Credit Score Details

The screenshot shows a window titled "Creditbureau Report". It has a "Report Header" section with fields for Bureau, First Name, MI, Last Name, Birth Dt, Credit Report Id, Report Dt, Unique Id, and Onfile Dt. There is a "Best Match" checkbox. Below this is a tabbed interface with tabs for Summary1, Summary2, Trade Lines, Public Records, Collections, Fraud Messages, Inquiries, Also Known As, Consumer Statement, and Credit Scores. The "Credit Scores" section contains fields for Score Model, Score, and Score Factor. An "Exit" button is located at the bottom right.

### 1.16.14 Ratios Tab

In the 'Ratios' tab, the system calculates the stated and actual income/debt ratios and also calculates the ratio based on 'What if payment amount'.

The screenshot shows a window titled "Retail Loan Underwriting Stage". It has a top section with various input fields including Workflow Reference #, Priority (Low), Application Category, Product Code, Lead Id, Enquiry ID, Application Number, User Reference, Date, Purpose, Branch Code, Channel, Intermediary Code, Status (New Application), and Offline Application Number. Below this is a tabbed interface with tabs for Customer, Details, Financials, Requested, Collaterals, Credit Score, Bureau, LMC Eligibility Ratio, Loan, Schedule, Charges, Fields, and Investigation. The "Credit Score" tab is active, showing "Stated" and "Actual" sections with fields for Monthly Income and Monthly Debt. There are "Calculate Ratios" and "Update Ratios" buttons. Below this is a "Ratios" table with columns for Ratios, Stated Before, Stated After, Actual Before, and Actual After. At the bottom, there are "Documents" and "Trade In" tabs, a "Remarks" field, an "Audit" button, an "Outcome" dropdown, and an "Exit" button.

The stated income and debt of the customer are displayed here You can capture the following additional details here.

### Actual

#### Monthly Income

Specify the actual monthly income of the customer based on documentary proof provided.

## Monthly Debt

Specify the actual monthly debt of the customer based on documentary proof provided.

Click 'Calculate Ratios' button to calculate the asset/ liability ratios for the customer.

## What if Pmt Amt

Specify the EMI amount that the customer is ready to pay.

Click 'Update Ratio' button to update the asset/ liability ratios for the customer, taking into account the EMI payments also.

The ratios for Installment, Loan To Value and Disposable Income are calculated for the following conditions:

- Stated Before
- Stated After
- Actual Before
- Actual After

### 1.16.15 Loan Tab

In the 'Loans' tab, the system displays the list of the multiple loan offers that are attached to the application category specified. If you have selected an 'Enquiry ID' for the customer, then the loan details that have been stored for the corresponding loan proposal are displayed here. You can modify these details, if required.

The screenshot shows the 'Retail Loan Underwriting Stage' application window. The interface includes the following sections:

- Application Details:** Fields for Workflow Reference #, Priority (Low), Application Category, Product Code, Lead Id, Enquiry ID, Application Number, User Reference, Date, Purpose, Branch Code, Channel, Intermediary Code, Status (New Application), and Offline Application Number.
- Navigation:** Tabs for Customer, Details, Financials, Requested, Collaterals, Credit Score, Bureau, LMC Eligibility Ratio, Loan, Schedule, Charges, Fields, Investigation, Check List, and Comments.
- Multiple Offers:** A table with columns: Offer Id, No of Installments, Unit, Frequency, Rate, Rate Code, Spread, Effective Rate, Check, and Apply. The first row shows 'Daily' for Unit and 'Apply' for the Apply column.
- Loan Details:** Fields for Loan Currency, Loan Amount, Effective Rate, CL Account Number, Installation Start Date, Down Payment Amount, Value Date, Maturity Date, No of Installments, Unit (Daily), and Frequency.
- Documents:** A section with 'Trade In' and 'Audit' buttons, and an 'Outcome' dropdown menu.

The details related to the loan offer like the number of installments, frequency, unit, interest rate etc. are displayed here. Select the required offer by clicking the 'Check' option and click then click the 'Apply' button to apply the selected loan offer. The details corresponding to the selected loan offer are displayed in 'Loan Details' section. You can modify these details, if required, and click 'Apply' button to calculate the schedule details.

The payment schedules are derived based on the offer selected.



You can select only one loan offer in this screen.

## 1.16.16 Schedule Tab

In 'Schedule' tab, the system calculates and displays the payment schedules and the schedule details based on the loan offer selected. If you have selected an 'Enquiry ID' for the customer, then the schedule details that have been stored for the corresponding loan proposal are displayed here. You can modify them, if required.

The screenshot displays the 'Retail Loan Underwriting Stage' application window. At the top, there are various input fields for application details, including Workflow Reference #, Priority (set to Low), Application Category, Application Number, Branch Code, Product Code, User Reference, Channel, Lead Id, Date, Intermediary Code, Enquiry ID, Purpose, Status (set to New Application), and Offline Application Number. Below these fields is a navigation bar with tabs for Customer, Details, Financials, Requested, Collaterals, Credit Score, Bureau, LMC Eligibility Ratio, Loan, Schedule, Charges, Fields, and Investigation. The 'Schedule' tab is currently active, showing a table with columns: Component Name, Schedule Type (set to Payment), First Due Date, No, Frequency, Units, and Amount. Below the Schedule table is the 'Details' tab, which shows a table with columns: Component Name, Due Date, Amount Due, EMI amount, and Amortized Principal. At the bottom of the window, there are sections for 'Documents' and 'Trade In', with fields for Prev Remarks, Remarks, Outcome (set to Audit), and an Exit button.

The following details related to the schedule are displayed here:

- Component name
- Schedule type
- First due date
- Number
- Frequency
- Units

- Amount

For each component of the components listed, the system calculates and displays the details like the Due Date, Amount Due, EMI Amount and Amortized Principal.

### 1.16.17 Charges Tab

In 'Charges' tab, the system calculates and displays charges, if any applicable.

The system calculates and displays the charge details associated with the loan. The following details are displayed:

- Component Name
- Event Code
- Associated currency
- Amount

#### **Waive**

Check this box to waive the charges associated with the loan.

### 1.16.18 Fields Tab

In this tab, you can capture the user defined fields associated with the loan.

**Retail Loan Underwriting Stage**

Workflow Reference # \_\_\_\_\_ Priority

Application Category \_\_\_\_\_ Application Number \* \_\_\_\_\_ Branch Code \_\_\_\_\_

Product Code \_\_\_\_\_ User Reference \* \_\_\_\_\_ Channel \_\_\_\_\_

Lead Id \_\_\_\_\_ Date \_\_\_\_\_ Intermediary Code \_\_\_\_\_

Enquiry ID \_\_\_\_\_ Purpose \_\_\_\_\_ Status

Priority  Offline Application Number \_\_\_\_\_

---

Customer Details Financials Requested Collaterals Credit Score Bureau LMC Eligibility Ratio Loan Schedule Charges Fields Investigation

Check List Comments

_____	f1	_____	<input type="checkbox"/>
_____	f2	_____	<input type="checkbox"/>
_____	f3	_____	<input type="checkbox"/>
_____	f4	_____	<input type="checkbox"/>
_____	f5	_____	<input type="checkbox"/>
_____	f6	_____	<input type="checkbox"/>
_____	f7	_____	<input type="checkbox"/>
_____	f8	_____	<input type="checkbox"/>
_____	f9	_____	<input type="checkbox"/>
_____	f10	_____	<input type="checkbox"/>
_____	f11	_____	<input type="checkbox"/>
_____	f12	_____	<input type="checkbox"/>
_____	f13	_____	<input type="checkbox"/>
_____	f14	_____	<input type="checkbox"/>
_____	f15	_____	<input type="checkbox"/>
_____	f16	_____	<input type="checkbox"/>
_____	f17	_____	<input type="checkbox"/>
_____	f18	_____	<input type="checkbox"/>
_____	f19	_____	<input type="checkbox"/>
_____	f20	_____	<input type="checkbox"/>

---

Documents Trade In

Prev Remarks \_\_\_\_\_ Remarks \_\_\_\_\_ Outcome

## 1.16.19 Investigation Tab

In this tab, the system captures the field investigation details associated with the customer.

The screenshot shows a software window titled "Retail Loan Underwriting Stage". The interface is divided into several sections:

- Form Fields:** Includes fields for Workflow Reference #, Priority (Low), Application Category, Product Code, Lead Id, Enquiry ID, Application Number \*, User Reference \*, Date, Purpose, Branch Code, Channel, Intermediary Code, Status (New Application), and Offline Application Number.
- Navigation Tabs:** A row of tabs includes Customer, Details, Financials, Requested, Collaterals, Credit Score, Bureau, LMC Eligibility Ratio, Loan, Schedule, Charges, Fields, and Investigation. Below this is a "Check List" section with a "Comments" tab.
- Invest Section:** A table with columns: Customer No, Verification Type, Agency, and Report. A "Report" button is located below the Report column.
- Bottom Section:** Includes "Documents" and "Trade In" tabs, "Prev Remarks" and "Remarks" text areas, an "Audit" button, an "Outcome" dropdown menu, and an "Exit" button.

The following details related to the customer can be captured here:

- Verification Type
- Verification agency

You can view the investigation report associated with the customer by clicking the 'Report' button.

## 1.16.20 Checklist Tab

In this tab, the system lists the checklists that are associated with the application category.

The screenshot displays the 'Retail Loan Underwriting Stage' application window. At the top, there are several input fields for application details, including Workflow Reference #, Application Category, Product Code, Lead Id, Enquiry ID, Priority (set to Low), Application Number \*, User Reference \*, Date, Purpose, Branch Code, Channel, Intermediary Code, Status (set to New Application), and Offline Application Number. Below these fields is a navigation menu with tabs for Customer, Details, Financials, Requested, Collaterals, Credit Score, Bureau, LMC Eligibility Ratio, Loan, Schedule, Charges, Fields, and Investigation. The 'Check List' tab is currently selected. The main area shows a table with columns for Check List Id, Description, Verified, and Comments. The table is currently empty. At the bottom of the window, there are sections for Documents and Trade In, with sub-sections for Prev Remarks and Remarks. There is also an Audit button, an Outcome dropdown menu, and an Exit button.

The following details are displayed in this screen:

- Checklist Id
- Description

### **Verified**

Check this box to indicate that checklist maintained has been verified for the customer.

### **Comments**

Specify comments, if any, associated with the loan application.

## 1.16.21 Comments Tab

In this tab, you can capture the comments by the users.

The screenshot displays the 'Retail Loan Underwriting Stage' application window. The top section contains various input fields for application details, including Workflow Reference #, Priority (set to Low), Application Category, Product Code, Lead Id, Enquiry ID, Application Number \*, User Reference \*, Date, Purpose, Branch Code, Channel, Intermediary Code, Status (set to New Application), and Offline Application Number. Below these fields is a navigation menu with tabs for Customer, Details, Financials, Requested, Collaterals, Credit Score, Bureau, LMC Eligibility Ratio, Loan, Schedule, Charges, Fields, and Investigation. The 'Comments' tab is currently selected. The main area shows a table with columns for Sequence Number, Comments, Comment Type, and Comment Date. The table is currently empty. At the bottom of the window, there are sections for 'Documents' and 'Trade In', and a 'Remarks' section with an 'Audit' button and an 'Outcome' dropdown menu (set to 'Proceed'). An 'Exit' button is located in the bottom right corner.

You can capture the following details:

### **Comments**

Specify comments, if any, to be associated with the loan application.

### **Comment Type**

Specify the type of the comment given.

### **Comment Date**

Specify the date on which the comment was given or select the date by clicking the 'Calendar' icon.

If the underwriting stage is successfully completed, the underwriter can proceed with the processing of the application by selecting 'PROCEED' as the Outcome. The underwriter can select 'REJECT' to return the process to previous stage for data correction or 'CANCEL' to terminate the process.

On successful completion a message, stating that the task is successfully completed, gets displayed.

To acquire the next stage, you need to go to the 'Task' menu and select 'Assigned' under 'Standard' option. All tasks that have been successfully completed are listed in the right side of the screen. Select the checkbox against your 'Workflow Ref No' and click 'Acquire' button at the top of the screen to acquire the next stage of the task.



The following message gets displayed on successful acquisition of the task.

**Acquire Successful**

Click 'Ok' to proceed to the next stage. To select the acquired task for the next stage, select 'Acquired' under 'Standard' option in the 'Task' menu. All the tasks that have been successfully acquired are displayed in the right side of the screen. Search for your workflow reference number and click the 'Workflow Ref No' to open 'Retail Loan Approval' screen.

## Step 4. Loan Approval

In the Loan Approval stage, the approver verifies the loan application, analyzes the applicant's financial status, credit rating and field investigation reports and based on the credit worthiness of the customer approves the loan offered to the customer.

Users belonging to user role 'CMROLE' are authorized to perform these tasks.

The screenshot shows the 'Retail Loan Loan Approval Stage' application window. It features a top navigation bar with tabs for 'Customer', 'Details', 'Financials', 'Requested', 'Collaterals', 'Credit Score', 'Bureau', 'LMC Eligibility Ratio', 'Loan', 'Schedule', 'Charges', 'Fields', 'Investigation', 'Check List', and 'Comments'. Below this is a 'Customer' section with various input fields for application details, including Application Category, Product Code, Lead Id, Enquiry ID, Priority, Application Number, User Reference, Date, Purpose, Branch Code, Channel, Intermediary Code, Status, and Offline Application Number. A 'New Application' dropdown is also present. The main area is titled 'Applicant Details' and contains a table with columns for Type, Existing, Customer No, Def, Salutation, First Name, Middle Name, Last Name, National Id, Fields, De-dupe, and Loan. Below the table are numerous input fields for personal and financial information, such as Short Name, Gender, Date of Birth, Mothers Maiden Name, Financial Currency, Customer Category, Account Number, Account Class, Country, Nationality, Language, Mobile Number, Landline Number, Office Number, Fax, Passport Number, Passport Issue Date, Passport Expiry Date, E-mail, Dependents, and Marital Status. At the bottom, there is a 'Documents' section with 'Trade In' and 'Audit' buttons, and an 'Outcome' dropdown menu with an 'Exit' button.

The approver can send the application back to the previous stage if the information provided is not adequate or choose to cancel it if the information captured is not satisfactory.

If the application details are verified successfully, the approver can proceed with the processing of the application by selecting 'PROCEED' as the Outcome. The approver can select 'RETURN' to return the process to previous stage for data correction or 'CANCEL' to terminate the process.

On successful completion, a message stating that the task is successfully completed gets displayed.

To acquire the next stage, you need to go to the 'Task' menu and select 'Assigned' under 'Standard' option. All tasks that have been successfully completed are listed in the right side of the screen. Select the checkbox against your 'Workflow Ref No' and click 'Acquire' button at the top of the screen to acquire the next stage of the task.

The following message gets displayed on successful acquisition of the task.

**Acquire Successful**

Click 'Ok' to proceed to the next stage. To select the acquired task for the next stage, select 'Acquired' under 'Standard' option in the 'Task' menu. All the tasks that have been successfully acquired are displayed in the right side of the screen. Search for your workflow reference number and click the 'Workflow Ref No' to open 'Retail Loan Document Verification' screen.

Any advices maintained for this stage are generated after the completion of the stage.

## Step 5. Document Verification

In the Document Verification stage, the documents captured in the previous stages are verified. It is ensured that all documents in the checklist maintained are obtained from the customer. In this stage, the application and applicant information captured as part of the previous stages undergoes a final verification.

Users belonging to user role 'CMROLE' are authorized to perform these tasks.

The screenshot shows the 'Retail Loan Document Verification Stage' application window. It features a top navigation bar with tabs for 'Customer', 'Details', 'Financials', 'Requested', 'Collaterals', 'Credit Score', 'Bureau', 'LMC Eligibility Ratio', 'Loan', 'Schedule', 'Charges', 'Fields', 'Investigation', 'Check List', and 'Comments'. The 'Customer' tab is active. Below the navigation bar, there is a section for 'Applicant Details' with a table listing applicant information. The table has columns for 'Type', 'Existing', 'Customer No', 'Def', 'Salutation', 'First Name', 'Middle Name', 'Last Name', 'National Id', 'Fields', 'De-dupe', and 'Loan'. The first row shows a 'Primary' applicant with a 'Def' status and a salutation of 'Mr.'. Below the table, there are various input fields for applicant details, including 'Short Name', 'Gender' (set to 'Male'), 'Date of Birth', 'Mothers Maiden Name', 'Financial Currency', 'Customer Category', 'Account Number', 'Account Class', 'Country', 'Nationality', 'Language', 'Mobile Number', 'Landline Number', 'Office Number', 'Fax', 'Passport Number', 'Passport Issue Date', 'Passport Expiry Date', 'E-mail', 'Dependents', and 'Marital Status' (set to 'Married'). At the bottom, there is a 'Documents' section with 'Trade In' and 'Audit' buttons, and an 'Outcome' dropdown menu with options for 'PROCEED', 'RETURN', and 'CANCEL'. An 'Exit' button is also present.

The verifier can choose to send the application back to the previous stage if the information provided is not adequate or choose to cancel it if the information captured is not satisfactory.

If the applicant, application and document details are verified successfully, the verifier can proceed with the processing of the application by selecting 'PROCEED' as the Outcome. The verifier can select 'RETURN' to return the process to underwriting stage for data correction or 'CANCEL' to terminate the process.

On successful completion, a message stating that the task is successfully completed gets displayed. The customer, customer account, collateral etc. are created in the system on completion of the Document verification stage.

## Step 6. Customer, Customer Account and Collateral Creation

In this final stage, the loan and collateral are created. Customer is also created if the applicant is a new customer. Customer account is also created if information is captured for the same.

The system creates a Loan, Customer and Collateral in Oracle FLEXCUBE with details captured from previous stages. A user in manager level role handles this stage. The creation of customer, collateral and loan can be verified in STDCIF, GEDCOLLT, and CLDACCNT screens respectively.

### 1.17 Creating Offline Loan Applications

Oracle FLEXCUBE facilitates the capturing of information for retail loans at the client site even when the client is not connected to the network. This feature is designed using Oracle Lite 10g mobile network. To use this facility, the client is required to have Olite web application downloaded from an URL when connected over network from the server. Snap shot of the required tables would be installed along with OC4J server to run the application standalone in the Laptop. To enable authorized people to get access to the latest data for creating loans, synchronization of data for banking parameters from the centralized database to the database of the client is done.

After the offline applications have been created and the mobile application is synchronized with the corporate database, the applications are pushed into a queue created for applications originating out of the offline application. If any additional information is required, this can be entered by the users within the Oracle FLEXCUBE system. The validations required for the loans are done within the bank network when the network is online. The offline application allows the capture 2 records of address, employment details for both the primary and co-applicants.

The process of creating the loan application is detailed below:

## 1.18 Logging In

A user can access the offline application by logging in to the mobile client application using the URL provided. These users should be defined in Oracle FLEXCUBE and have access to download the application and enter the required details. You can have multiple users accessing the application at a given point in time. As a user, you can specify the login details in the following screen:

ORACLE DATABASE LITE 10g  
Mobile Workspace

Logon | Help  
Workspace

Logon

User Name:  
A29460M01

Password:  
\*\*\*\*\*

Logon

Unauthorized use of this site is prohibited and may be subject to civil and criminal prosecution.  
Copyright © 1997, 2010, Oracle. All rights reserved.

About Web-to-Go

Specify the following details:

### **User Name**

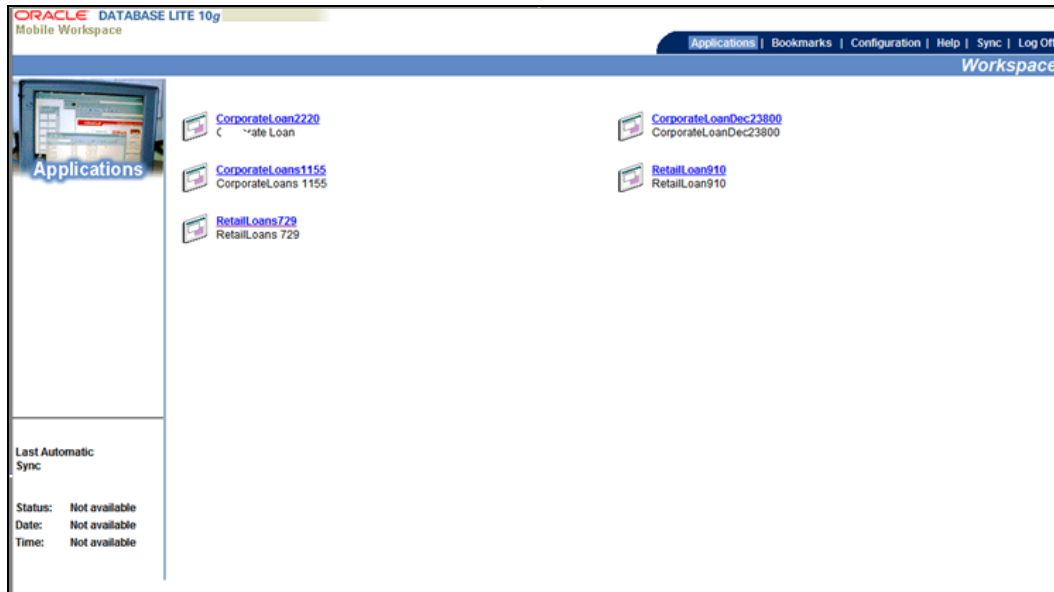
Enter the user name provided to you. This may or may not be a valid user maintained in Oracle FLEXCUBE.

### **Password**

Enter the password.

## 1.19 Selecting the Application

After you have entered the login details successfully, all the applications for which you have access rights will be displayed, as shown in the screen below.



In this screen, select the retail lending URL. The screens in which you require to capture information are displayed.

## 1.20 Creating Applications

You can enter the required details in the following screens to create a loan application:

### 1.20.1.1 Customer Tab

The Application Number is auto generated. You can enter the following details in this tab:

- Loan Product
- Originating Channel
- User Reference Number
- Purpose
- Intermediary
- Loan Prospect
- Application and Customers Information

**Retail Loan Application Entry**

Previous Next Save Add Cancel

**Application Details**

Application Category: RETAIL\_1 User Reference Number: 1001 Channel: Offline  
 Product Code: VVV3 Date: 24/12/2010 Intermediary Code: 000000010  
 Lead Id: VEH\_LD\_01 Purpose: TESTING Status: NEW APPLICATION  
 Application Number: RetailLending1001 Branch Code: 001

Customer Details Financials Requested Collaterals Comments Add Cancel

**Applicant Details**

Type: Primary Existing:  Date Of Birth:  Office Number:   
 Customer No: 001001926 Mothers Maiden Name:  Fax:   
 Salutation: Mr. Financial Currency: GB Passport Number:   
 First Name: RON Customer Category: INDIVIDUAL Passport Issue Date:   
 Middle Name:  Account Number: 00100192601 Passport Expiry Date:   
 Last Name:  Country: GB E-mail:   
 National Id:  Nationality: GB Dependents:   
 Short Name: RON Language: ENG Marital Status: Select...  
 Gender: Male Mobile Number:  Landline Number:

First Previous1 Next1 Last

For details on this screen, refer the corresponding tab in the 'Retail Loan Application Entry' screen described earlier in this manual.

### 1.20.1.2 Details Tab

You can enter the following details in this tab:

- Address Details
- Employment Details

**Retail Loan Application Entry**

Previous Next Save Add Cancel

**Application Details**

Application Category: RETAIL\_1 User Reference Number: 1001 Channel: Offline  
 Product Code: VVV3 Date: 24/12/2010 Intermediary Code: 000000010  
 Lead Id: VEH\_LD\_01 Purpose: TESTING Status: NEW APPLICATION  
 Application Number: RetailLending1001 Branch Code: 001

Customer Details Financials Requested Collaterals Comments Add Cancel

**Address Details**

Address Type: PERMANENT Address Line 1: 100 Country:   
 Mailing:  Address Line 2:  Zip:   
 Address Line 3:  Contact Number:

**Employment Details**

Employer: 21100 Address Line 1: BANGALORE Extn:   
 Employment Type: FULLTIME Address Line 2:  Contact Phone:   
 Occupation:  Address Line 3:  Contact Name:   
 Designation:  Country:  Contact Extn:   
 Employee Id:  Zip:  Comments:   
 Phone Number:  Department:

For details on this screen, refer the corresponding tab in the 'Retail Loan Application Entry' screen described earlier in this manual.

### 1.20.1.3 Financials Tab

You can capture the following details in this tab:

- Income Details
- Liability Details
- Asset Details
- Asset Type
- Asset Information for type 'Home'
- Asset Information for type 'Vehicle'

The screenshot displays the 'Financials' tab of a 'Retail Loan Application Entry' screen. The interface includes several sections:

- Application Details:** Fields for Application Category (RETAIL\_1), Product Code (VVV3), Lead Id (VEH\_LD\_01), Application Number (RetailLending1001), User Reference Number (1001), Date (24/12/2010), Purpose (TESTING), Branch Code (001), Channel (Offline), Intermediary Code (000000010), and Status (NEW APPLICATION).
- Income Details:** A table with columns for Income Type, Currency, Amount, and Frequency. The entry shows SALARY, GBP, 250000, and MONTHLY.
- Liability Details:** A table with columns for Liability Type, Liability Sub Type, Frequency, Amount, Account Balance, Start Date, and End Date. The entry shows OTHERS, LINE01, MONTHLY, 100000, and a start date of 24/12/2010.
- Asset Details:** Fields for Asset Type, Asset Sub Type, Asset Description, Asset Value, Make, Model, Manufacture Year, Body, Registration Number, Address Line 1, Address Line 2, Address Line 3, Width, Length, and Occupancy.

For details on this screen, refer the corresponding tab in the 'Retail Loan Application Entry' screen described earlier in this manual.

### 1.20.1.4 Requested Tab

You can capture the following details in this tab:

- Requested Loan Amount
- Requested Currency for the Loan
- Requested Tenor Itemizations

**Retail Loan Application Entry**

Previous Next Save Add Cancel

**Application Details**

Application Category: RETAIL\_1 \* User Reference Number: 1001 Channel: Offline  
 \* Product Code: VVV3 Date: 24/12/2010 Intermediary Code: 000000010  
 Lead Id: VEH\_LD\_01 Purpose: TESTING Status: NEW APPLICATION  
 \* Application Number: RetailLending1001 Branch Code: 001

Customer Details Financials Requested Collaterals Comments

**Loan Requested** Add Cancel

Currency: GBP Interest Rate: 9 Remarks:  
 \* Requested Amount: 10000 Downpayment Amount:  
 Tenor (In Months): 12 Promotion Id:

Add Cancel

**Itemizations**

Itemization	Requested Amount	Comments
No rows yet.		

For details on this screen, refer the corresponding tab in the 'Retail Loan Application Entry' screen described earlier in this manual.

### 1.20.1.5 Collaterals Tab

In this tab, you can capture the following details:

- Collateral Code and description
- Collateral Currency
- Collateral Value

**Retail Loan Application Entry**

Previous Next Save Add Cancel

**Application Details**

Application Category: RETAIL\_1 \* User Reference Number: 1001 Channel: Offline  
 \* Product Code: VVV3 Date: 24/12/2010 Intermediary Code: 000000010  
 Lead Id: VEH\_LD\_01 Purpose: TESTING Status: NEW APPLICATION  
 \* Application Number: RetailLending1001 Branch Code: 001

Customer Details Financials Requested Collaterals Comments

**Collateral Details** Add Cancel

Collateral Code	Collateral Description	Collateral Currency	Collateral Value
ESCORP	ESCORP	GBP	100000



For details on this screen, refer the corresponding tab in the 'Retail Loan Application Entry' screen described earlier in this manual.

### 1.20.1.6 Comments Tab

In this tab, you can capture the following details:

- User Comments
- User who commented and Date the comments were given.

The screenshot displays the 'Retail Loan Application Entry' interface with the 'Comments' tab selected. The 'Application Details' section includes fields for Application Category (RETAIL\_1), Product Code (VVV3), Lead Id (VEH\_LD\_01), Application Number (RetailLending1001), User Reference Number (1001), Date (24/12/2010), Purpose (TESTING), Branch Code (001), Channel (Offline), Intermediary Code (000000010), and Status (NEW APPLICATION). The 'Comments' section contains a table with the following data:

Comments	Comment By	Comment Date
FULL CASE	29460	24/12/2010

For details on this screen, refer the corresponding tab in the 'Retail Loan Application Entry' screen described earlier in this manual.

### 1.20.1.7 Transferring Data to Oracle FLEXCUBE Database

After you have captured and saved the details for the loan applications, you can transfer it into the database of the main system when you are connected to the network. To do this you need to change the 'OffApplicationStatus' to 'SYNCHRONIZE' from the existing 'PENDING' status and click the 'Synchronize' button in the following screen:

Application Entry Synchronization	Synchronize							
	Synchronization							
Select	Application No	Product Code	Customer No	First Name	Last Name	Account No	Offline App No	Off Application Status
<input checked="" type="radio"/>	RetailLending1001	VVV3	001001926	RON		00100192601	RetailLending1001	PENDING

If the synchronization is successful, the system will update the status in the 'OffApplicationStatus' as 'SYNCHRONIZED' and all the details will be populated in the database of the system from where you can view it by selecting the application number in the 'Retail Loan Application Entry' screen. The process followed thereafter will be the usual one followed for the loan origination. If the synchronization is unsuccessful, the system will update the status as 'PENDING'.

## 2. Reports

### 2.1 Introduction

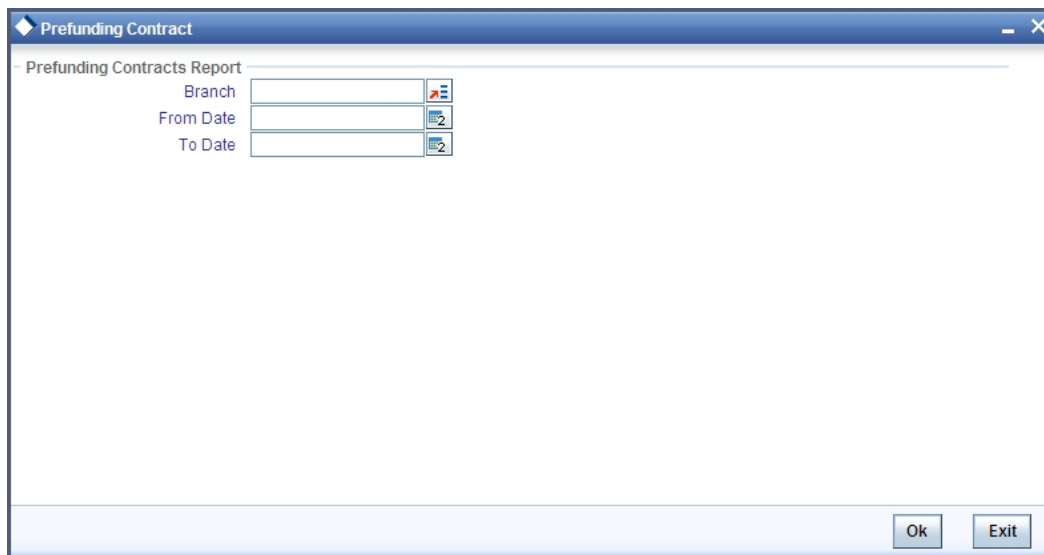
The following are the reports that you can generate in Retail Loan Origination module:

- Prefunding Contract Report
- Funded Contract Report
- Credit Application By User Report
- Underwriting Status By Month and Intermediary Report
- Underwriting Status By Month and Underwriter Report
- Underwriting Status By Month Report

To generate any of these reports choose Reports in the Application Browser. Choose Retail Lending under it. A list of all the reports in Retail Lending module will be displayed. You can choose to view or print the report.

### 2.2 Prefunding Contract Report

This report lists out all the applications verified for loans. You can invoke the 'Prefunding Contract' screen by typing 'RLRPPFCR' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.



The screenshot shows a window titled "Prefunding Contract" with a close button (X) in the top right corner. The window contains a form titled "Prefunding Contracts Report" with three input fields: "Branch", "From Date", and "To Date". Each field has a small icon to its right, likely representing a dropdown menu or calendar. At the bottom right of the window, there are two buttons: "Ok" and "Exit".

Specify the following details:

#### **Branch**

Specify the branch for which you wish to generate the report. You can also select the branch from the adjoining option list. The list contains all the valid branches maintained in the system.

#### **From Date**

Specify, from the adjoining calendar button, the date from which you require details.

### **To Date**

Specify, from the adjoining calendar button, the date till which you require details.

Click 'OK' button to generate the report. Click 'Exit' to return to the Reports Browser.

## **2.2.1 Contents of the Report**

The contents of the report are discussed under the following heads:

### **Header**

The Header carries the Report Name, Run Date and Time, Branch and the Period for which the report is generated.

### **Body of the report**

The following details are displayed in the report:

<b>Field Name</b>	<b>Field Description</b>
Product Code	This indicates the product for the contract
Application Number	This indicates the application number for the loan
Application Date	This indicates the date of the application
Stage	This indicates the stage for the application
Contract Date	This indicates the contract date
Contract Amount	This indicates the contract amount
Contract Interest	This indicates the interest rate for the contract
Contract Term	This indicates the duration of the contract
Branch Total	This indicates the total number of records for the branch

## **2.3 Funded Contracts Report**

This report lists the applications funded for the loan. You can invoke the 'Funded Contract' screen by typing 'RLRPFNCR' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows a software dialog box titled "Funded Contract". Inside the dialog, there is a section titled "Funded Contracts Report". Below this title, there are three input fields: "Branch Code" (with a dropdown arrow icon), "From Date" (with a calendar icon), and "To Date" (with a calendar icon). At the bottom right of the dialog, there are two buttons: "Ok" and "Exit".

Specify the following details:

**Branch**

Specify the branch for which you wish to generate the report. You can also select the branch from the adjoining option list. The list contains all the valid branches maintained in the system.

**From Date**

Specify, from the adjoining calendar button, the date from which you require details.

**To Date**

Specify, from the adjoining calendar button, the date till which you require details.

Click 'OK' button to generate the report. Click 'Exit' to return to the Reports Browser.

**2.3.1 Contents of the Report**

The contents of the report are discussed under the following heads:

**Header**

The Header carries the Report Name, Run Date and Time, Branch and the Period for which the report is generated.

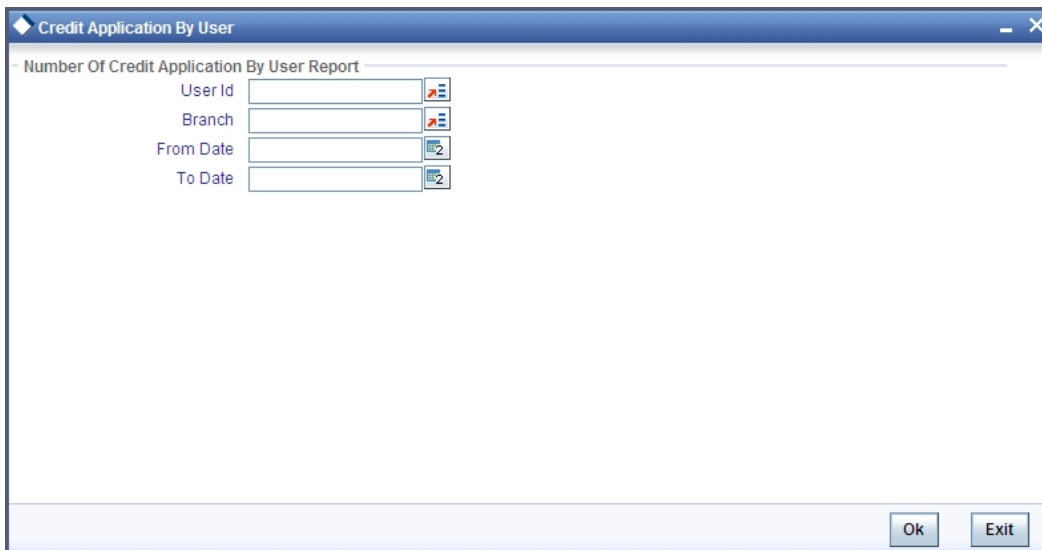
## Body of the report

The following details are displayed in the report:

Field Name	Field Description
Product	This indicates the product for the contract
Application No	This indicates the loan application number
Stage	This indicates the stage for the application
Application Date	This indicates the date of the application
Contract Date	This indicates the contract date
Contract Amount	This indicates the contract amount
Contract Interest	This indicates the interest rate for the contract
Contract Term	This indicates the duration of the contract
Branch Total	This indicates the total number of records for the branch

## 2.4 Credit Application By User Report

This report lists out the number of credit applications entered by the user. You can invoke the 'Credit Application By User' screen by typing 'RLRPCAUR' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.



The screenshot shows a window titled "Credit Application By User". Inside the window, there is a section titled "Number Of Credit Application By User Report". Below this title, there are four input fields: "UserId", "Branch", "From Date", and "To Date". Each field has a small icon to its right, likely for data selection or help. At the bottom right of the window, there are "Ok" and "Exit" buttons.

Specify the following details:

**User ID**

Specify the Id of the user for which you wish to generate the report. You can also select the ID from the adjoining option list. The list contains all the valid users maintained in the system.

**Branch**

Specify the branch for which you wish to generate the report. You can also select the branch from the adjoining option list. The list contains all the valid branches maintained in the system.

**From Date**

Specify, from the adjoining calendar button, the date from which you require details.

**To Date**

Specify, from the adjoining calendar button, the date till which you require details.

Click 'OK' button to generate the report. Click 'Exit' to return to the Reports Browser.

**2.4.1 Contents of the Report**

The contents of the report are discussed under the following heads:

**Header**

The Header carries the Report Name, Run Date and Time, Branch, User ID and the Period for which the report is generated.

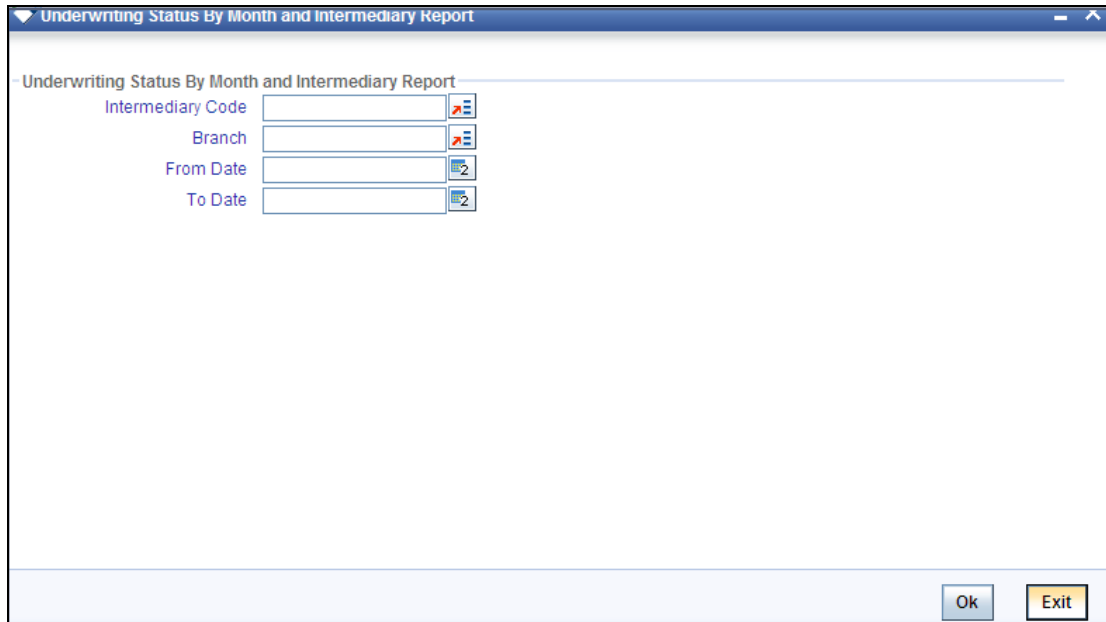
**Body of the Report**

The following details are displayed in the report:

<b>Field Name</b>	<b>Field Description</b>
Product	This indicates the product for the contract
Application No	This indicates the loan application number
Stage	This indicates the stage for the application
Application Date	This indicates the date of the application
Contract Date	This indicates the contract date
Contract Amount	This indicates the contract amount
Contract Interest	This indicates the interest rate for the contract
Contract Term	This indicates the duration of the contract
Branch Total	This indicates the total number of records for the branch

## 2.5 Underwriting Status By Month and Intermediary Report

This report lists application status by month and producer for loans. You can invoke the 'Underwriting Status By Month and Intermediary Report' screen by typing 'RLRPUNMI' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.



The screenshot shows a software window titled "Underwriting Status By Month and Intermediary Report". The window contains a form with the following fields:

- Intermediary Code: A text input field with a dropdown arrow icon to its right.
- Branch: A text input field with a dropdown arrow icon to its right.
- From Date: A date input field with a calendar icon to its right.
- To Date: A date input field with a calendar icon to its right.

At the bottom right of the window, there are two buttons: "Ok" and "Exit".

Specify the following details:

### **Intermediary Code**

Specify the code of the intermediary for which you wish to generate the report. You can also select the ID from the adjoining option list. The list contains all the valid intermediaries maintained in the system.

### **Branch**

Specify the branch for which you wish to generate the report. You can also select the branch from the adjoining option list. The list contains all the valid branches maintained in the system.

### **From Date**

Specify, from the adjoining calendar button, the date from which you require details.

### **To Date**

Specify, from the adjoining calendar button, the date till which you require details.

Click 'OK' button to generate the report. Click 'Exit' to return to the Reports Browser.

### 2.5.1 Contents of the Report

The contents of the report are discussed under the following heads:



## Header

The Header carries the Report Name, Run Date and Time, Branch, Intermediary Code, Month for which report is being generated and the Period for which the report is generated.

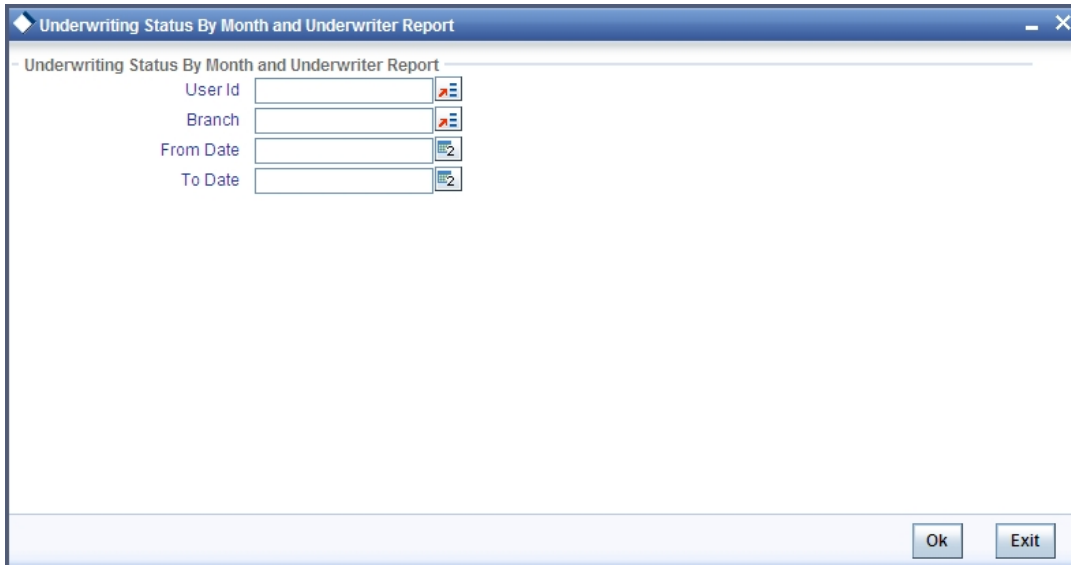
## Body of the Report

The following details are displayed in the report:

Field Name	Field Description
Product	This indicates the product for the contract
Application No	This indicates the loan application number
Stage	This indicates the stage for the application
Application Date	This indicates the date of the application
Contract Date	This indicates the contract date
Contract Amount	This indicates the contract amount
Contract Interest	This indicates the interest rate for the contract
Contract Term	This indicates the duration of the contract

## 2.6 Underwriting Status By Month and Underwriter Report

This report lists application status by month and underwriter for loans. You can invoke the 'Underwriting Status By Month and Underwriter Report' screen by typing 'RLRPUNMU' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.



Underwriting Status By Month and Underwriter Report

- Underwriting Status By Month and Underwriter Report

User Id

Branch

From Date

To Date

Ok Exit

Specify the following details:

**User ID**

Specify the ID of the user for which you wish to generate the report. You can also select the ID from the adjoining option list. The list contains all the valid users with underwriter role maintained in the system.

**Branch**

Specify the branch for which you wish to generate the report. You can also select the branch from the adjoining option list. The list contains all the valid branches maintained in the system.

**From Date**

Specify, from the adjoining calendar button, the date from which you require details.

**To Date**

Specify, from the adjoining calendar button, the date till which you require details.

Click 'OK' button to generate the report. Click 'Exit' to return to the Reports Browser.

**2.6.1 Contents of the Report**

The contents of the report are discussed under the following heads:

**Header**

The Header carries the Report Name, Run Date and Time, Branch, Underwriter Code, Month for which report is being generated and the Period for which the report is generated.

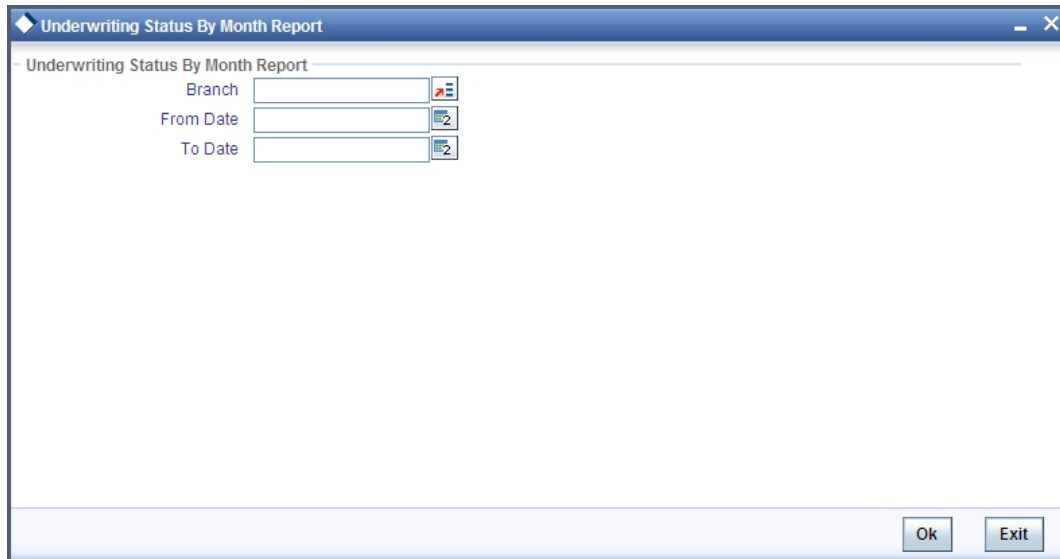
**Body of the Report**

The following details are displayed in the report:

<b>Field Name</b>	<b>Field Description</b>
Product	This indicates the product for the contract
Application No	This indicates the loan application number
Stage	This indicates the stage for the application
Application Date	This indicates the date of the application
Contract Date	This indicates the contract date
Contract Amount	This indicates the contract amount
Contract Interest	This indicates the interest rate for the contract
Contract Term	This indicates the duration of the contract
Branch Total	This indicates the total number of records for the branch

## 2.7 Underwriting Status By Month Report

This report lists application status by the month for loans. You can invoke the 'Underwriting Status By Month Report' screen by typing 'RLRPUNMN' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.



Specify the following details:

### **Branch**

Specify the branch for which you wish to generate the report. You can also select the branch from the adjoining option list. The list contains all the valid branches maintained in the system.

### **From Date**

Specify, from the adjoining calendar button, the date from which you require details.

### **To Date**

Specify, from the adjoining calendar button, the date till which you require details.

Click 'OK' button to generate the report. Click 'Exit' to return to the Reports Browser.

### 2.7.1 Contents of the Report

The contents of the report are discussed under the following heads:

#### **Header**

The Header carries the Report Name, Run Date and Time, Branch, Intermediary Code, Month for which report is being generated and the Period for which the report is generated.

#### **Body of the Report**

The following details are displayed in the report:

Field Name	Field Description
------------	-------------------

<b>Field Name</b>	<b>Field Description</b>
Product	This indicates the product for the contract
Application No	This indicates the loan application number
Stage	This indicates the stage for the application
Application Date	This indicates the date of the application
Contract Date	This indicates the contract date
Contract Amount	This indicates the contract amount
Contract Interest	This indicates the interest rate for the contract
Contract Term	This indicates the duration of the contract
Branch Total	This indicates the total number of records for the branch

---

## 3. Screen Glossary

### 3.1 Function ID List

The following table lists the function id and the function description of the screens covered as part of this User Manual.

Function ID	Function Description
ORDCATMT	Application Category Maintenance
ORDDOCMT	Documents and Advice Maintenance
ORDLEADM	Prospect Details
ORDOVDMT	Override Maintenance
ORDRATMT	Credit Ratio Maintenance
ORDRLAPP	Retail Loan Application Entry
ORDRLSIM	Retail Loan Simulation Details
ORDRULMT	Rule Maintenance
ORSCATMT	Category Details
ORSDOCMT	Document Details
ORSLEADM	Loan Prospect Details
ORSOVDMT	Override Maintenance
ORSRATMT	Credit Ratio Maintenance
ORSRLSIM	Retail Loan Simulation Summary
ORSRULMT	Rule Maintenance
RLRPCAUR	Credit Application By User
RLRPFNCR	Funded Contract
RLRPPFCR	Prefunding Contract
RLRPUNMI	Underwriting Status By Month and Intermediary Report
RLRPUNMN	Underwriting Status By Month Report
RLRPUNMU	Underwriting Status By Month and Underwriter Report



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