

User Guide - Consumer Lease Collection
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Oracle FLEXCUBE Lending and Leasing
9SS17 -FLEXCUBE V.LL Release 12.5.0.0
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CHAPTER 1 : SIGN IN

At the beginning of each Oracle FLEXCUBE Lending and Leasing (FLL) session and prior to working with any account, you must sign in at your workstation. Oracle FLEXCUBE Lending and Leasing then enables you to “enter” the system and open the pages available to your level of responsibility. To sign in to Oracle FLEXCUBE Lending and Leasing, you need to have your own user id and password. Each user id is attached to a responsibility level, or “profile,” that controls the user’s access to various areas of the system. Your user id is also associated to all the applications you process.

This chapter explains how to sign in and sign off from the Oracle FLEXCUBE Lending and Leasing system.

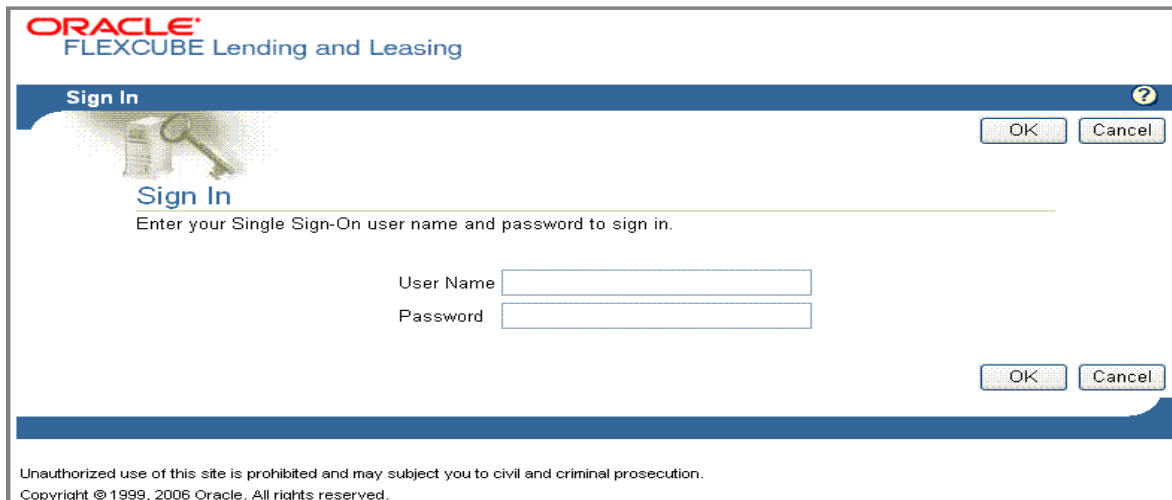
Signing On

The ability to sign in is automatically disabled after a specified number of days of inactivity. The user id and password required to sign in to Oracle FLEXCUBE Lending and Leasing may be different from the user id and password used to sign in to your computer or network. If you are unsure of your user id and password for Oracle FLEXCUBE Lending and Leasing, contact your system administrator.

To sign in to Oracle FLEXCUBE Lending and Leasing

- 1 Follow the guidelines for your business to begin a Oracle FLEXCUBE Lending and Leasing session.

After starting Oracle FLEXCUBE Lending and Leasing, the Sign In page appears.



ORACLE
FLEXCUBE Lending and Leasing

Sign In ?

OK Cancel

Sign In

Enter your Single Sign-On user name and password to sign in.

User Name

Password

OK Cancel

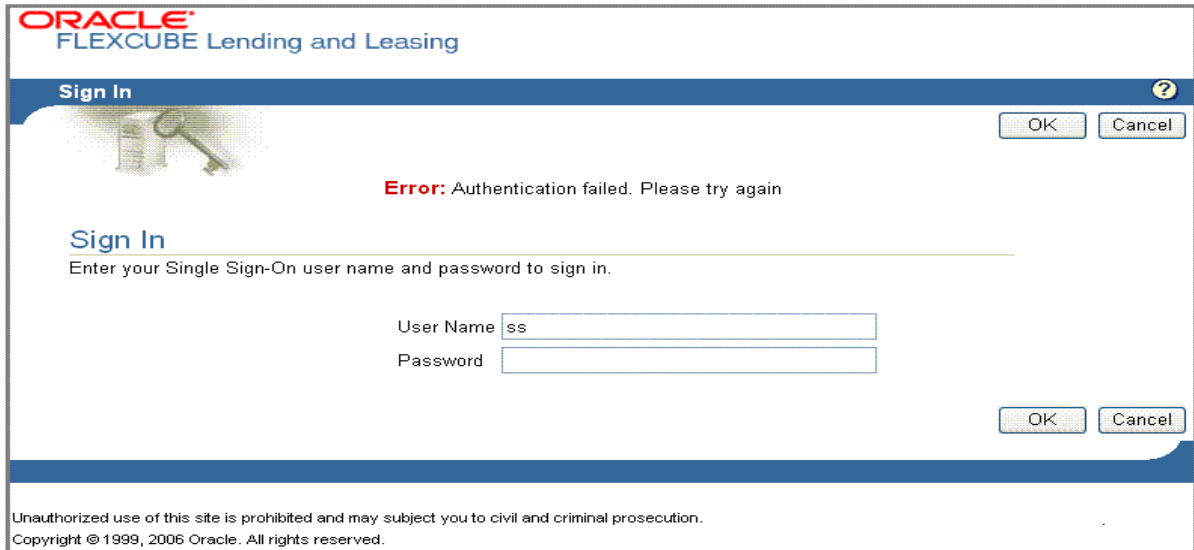
Unauthorized use of this site is prohibited and may subject you to civil and criminal prosecution.
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- 2 In the **User Name** field, type your user identification name.
- 3 Press **TAB** to move to the **Password** field.
-or-
Click the **Password** field.
- 4 In the **Password** field, type your password.
- 5 Click **OK**.

-or-
Press **ENTER**.

Note: If you click **Cancel**, Oracle FLEXCUBE Lending and Leasing closes the Sign In page.

If your user id or password is inaccurate, Oracle FLEXCUBE Lending and Leasing displays the following:



The screenshot shows the Oracle FLEXCUBE Lending and Leasing Sign In page. At the top, the Oracle logo and "FLEXCUBE Lending and Leasing" are displayed. Below this is a "Sign In" header with a help icon. A red error message reads: "Error: Authentication failed. Please try again". Below the error is a "Sign In" section with the instruction: "Enter your Single Sign-On user name and password to sign in." There are two input fields: "User Name" containing "ss" and "Password" which is empty. There are "OK" and "Cancel" buttons at the top right and bottom right of the sign-in area. At the bottom of the page, there is a footer with the text: "Unauthorized use of this site is prohibited and may subject you to civil and criminal prosecution. Copyright © 1999, 2006 Oracle. All rights reserved."

- Click **OK** and retype your user id and password. If problems signing on persist, contact your system administrator.

IMPORTANT:

The length of a password is established during system setup. Special characters (&, @, #, \$, %, ^, &, *, and so on) cannot be used to create a password. To prevent others from seeing your password, your password does not appear in the Password field as you type it. Instead, your keystrokes appear as bullet points. Keep your password confidential to prevent access to Oracle FLEXCUBE Lending and Leasing by unauthorized users.

If Oracle FLEXCUBE Lending and Leasing recognizes your user id and password, the Oracle FLEXCUBE Lending and Leasing Suite home page appears. Your user id and other information appear in the My Info section.

ORACLE FLEXCUBE Lending and Leasing - Propelling you forward

ORACLE FLEXCUBE LENDING AND LEASING IS A COMPREHENSIVE SOLUTION THAT ADDRESSES EVERY REQUIREMENT OF THE LENDING AND LEASING SPACE. ITS UNIQUE VALUE LIES IN ITS ABILITY TO PROVIDE YOUR BUSINESS WITH PRE-DEFINED PROCESSES, AND A WORLD-CLASS FRAMEWORK THAT ADDRESSES ALL YOUR RISK AND COMPLIANCE NEEDS. ORACLE FLEXCUBE LENDING AND LEASING IS A SINGLE SOURCE FOR ALL LENDING AND LEASING PROCESSES - FROM DESIGN TO EXECUTION. IN A NUTSHELL, OUR SOLUTION IS A ONE-STOP-SHOP FOR ALL YOUR LENDING AND LEASING NEEDS.

ORACLE FLEXCUBE LENDING AND LEASING AUTOMATES THE ENTIRE LIFECYCLE OF LENDING -- ACROSS ORIGINATION, SERVICING AND COLLECTIONS -- FOR MULTIPLE LENDING AND LEASING PRODUCTS. IT MAKES YOUR SOLUTION STAND OUT FOR ITS INTEGRATED APPROACH. IT ALSO HAS THE UNIQUE ABILITY TO INTEGRATE WITH OUR GOVERNANCE, RISK AND COMPLIANCE (ORC) FRAMEWORK AND IMPROVES INTERNAL POLICY, REGULATORY COMPLIANCE AND RISK MANAGEMENT.

SOME OF THE BENEFITS YOU CAN GAIN FROM THE ORACLE FLEXCUBE LENDING AND LEASING ARE:

- BUSINESS PROCESSES DESIGNED TO REMAIN CONNECTED WITH A COMMON THREAD
- SOFTWARE COMPONENTS ALIGNED TO YOUR BUSINESS PROCESSES
- TOOLS TO MEASURE PERFORMANCE, RISK AND COMPLIANCE
- INTEGRATED APPLICATIONS
- REDUCED TIME-TO-MARKET

Documentation

THE ORACLE FLEXCUBE LENDING AND LEASING DOCUMENTATION SET CONSISTS OF THE SETUP GUIDE AND USER GUIDE.

- THE ORACLE FLEXCUBE LENDING AND LEASING SETUP GUIDE LIBRARY CONTAINS ADMINISTRATION, CONFIGURATION, AND DEVELOPMENT DOCUMENTATION. THE DOCUMENTATION LIBRARY IS ON ITS OWN CD-ROM IN THE ORACLE FLEXCUBE LENDING AND LEASING BUNDLE CD PACK.
- THE ORACLE FLEXCUBE LENDING AND LEASING USER GUIDE DOCUMENTATION INCLUDES HOW TO USE THE PRODUCT. THE USER GUIDE DOCUMENTATION IS ON THE ORACLE FLEXCUBE LENDING AND LEASING CD-ROM IN THE ORACLE FLEXCUBE LENDING AND LEASING BUNDLE CD PACK.

Your User Id now appears in the page's My Info section.

Select Language

SPANISH

Select

My info

User Id	SSC
Name	ORACLE FINANCIAL SERVICES DEMO
Responsibility	SUPERUSER
Organization	XXX
Division	C-01
Default Language	ENGLISH

Time of Last Login

Date 07/14/2009 10:16:57 AM

Release Version

UI Version FLL.12.1.0_80_BLD.07132009.1405
DB Version 11.5.1.0.REL.0.0.ALL.0

DB Information

DB	DFFLNEW.JDBC.ORACLE:THIN:@//ANDES.I
User	FLEX.CDM.1621/DEVJ2EE

Home | SalesLead | Origination | Servicing | Collections | WFP | Documents | Reports | Interfaces | Producers | Vendor | Tools | Setup

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6 In the **Select Language** section, select the language you want to with when using Oracle FLEXCLUBE.

7 In the **My Info** section, view the following information:

In this field:

View this:

User Id

The user identification code of the person log on to the Oracle FLL system.

Name

The name of the person log on to the Oracle FLL system.

Responsibility

The responsibility of the person log on to the Oracle FLL system.

Note: The level of responsibility determines which screens are available and what tasks a user can perform in the Oracle FLL system.

Organization

The organization of the person log on to the Oracle FLL system.

Division

The division of the person log on to the Oracle FLL system.

Default Language

The default language of the person log on to the Oracle FLL system.

8 In the **Time of Last Login** section, view the timestamp (mm/dd/yyyy hh:mm:ss) of when the current user most recently logged on to the Oracle FLL system.

9 In the **Release Version** section, view the UI Version and DV versions currently in use.

10 In the **DB Information** section, view the DB user information.

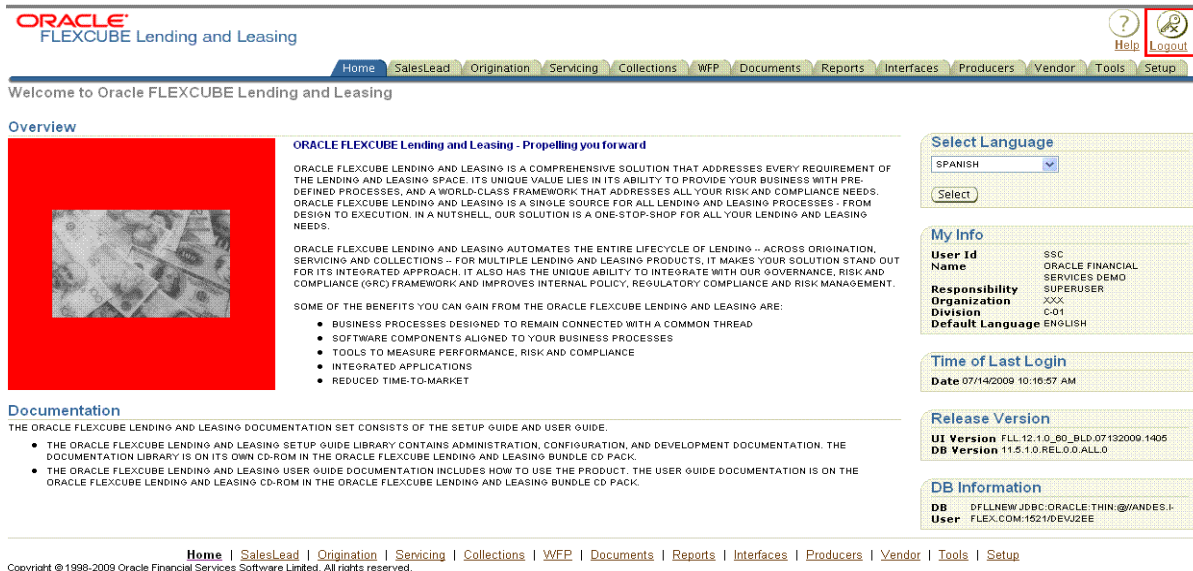
Signing Off

Sign off from the Oracle FLEXCUBE Lending and Leasing when you have finished your work session.

To sign off from Oracle FLEXCUBE Lending and Leasing

- 1 On the **Oracle FLEXCUBE Lending and Leasing Suite** home page, click the **Logout** icon. (The Logout icon contains a gold key and is located in the upper right corner).

The Logout from Oracle FLEXCUBE Lending and Leasing Suite page appears.



ORACLE FLEXCUBE Lending and Leasing

Welcome to Oracle FLEXCUBE Lending and Leasing

Overview

ORACLE FLEXCUBE Lending and Leasing - Propelling you forward

ORACLE FLEXCUBE LENDING AND LEASING IS A COMPREHENSIVE SOLUTION THAT ADDRESSES EVERY REQUIREMENT OF THE LENDING AND LEASING SPACE. ITS UNIQUE VALUE LIES IN ITS ABILITY TO PROVIDE YOUR BUSINESS WITH PRE-DEFINED PROCESSES, AND A WORLD-CLASS FRAMEWORK THAT ADDRESSES ALL YOUR RISK AND COMPLIANCE NEEDS. ORACLE FLEXCUBE LENDING AND LEASING IS A SINGLE SOURCE FOR ALL LENDING AND LEASING PROCESSES - FROM DESIGN TO EXECUTION. IN A NUTSHELL, OUR SOLUTION IS A ONE-STOP-SHOP FOR ALL YOUR LENDING AND LEASING NEEDS.

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- BUSINESS PROCESSES DESIGNED TO REMAIN CONNECTED WITH A COMMON THREAD
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- TOOLS TO MEASURE PERFORMANCE, RISK AND COMPLIANCE
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Select Language

SPANISH

My Info

User Id	SSC
Name	ORACLE FINANCIAL SERVICES DEMO
Responsibility	SUPERUSER
Organization	XXX
Division	C-01
Default Language	ENGLISH

Time of Last Login

Date 07/14/2009 10:16:57 AM

Release Version

UI Version FLL.12.1.0_80_BLD.07132009.1405
DB Version 11.5.1.0.REL.0.0.ALL.0

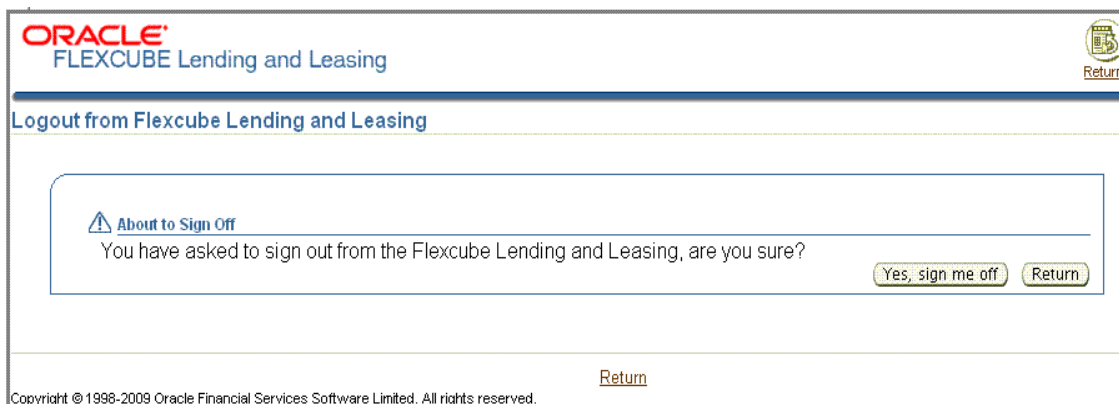
DB Information

DB	DFLLNEWJDBC:ORACLE:THIN:@ANDES.I
User	FLEX.COM:1521/DEWJ2EE

Home | SalesLead | Origination | Servicing | Collections | WFP | Documents | Reports | Interfaces | Producers | Vendor | Tools | Setup

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- If you click **Return**, Oracle FLEXCUBE Lending and Leasing closes the Logout from Oracle FLEXCUBE Lending and Leasing Suite page and returns to the Oracle FLEXCUBE Lending and Leasing Suite page.



ORACLE FLEXCUBE Lending and Leasing

Logout from Flexcube Lending and Leasing

About to Sign Off

You have asked to sign out from the Flexcube Lending and Leasing, are you sure?

Yes, sign me off Return

Return

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- 2 Click **Yes, sign me off**.

Oracle FLEXCUBE Lending and Leasing closes the session, releases any accounts you may have been working on, and returns to the Sign In page.

CHAPTER 2 : CUSTOMER SERVICE AND COLLECTIONS

After an application has cycled through the lease origination process, it becomes an account. Account maintenance and collections tasks can be performed with Oracle FLEX-CUBE Lending and Leasing's Customer Service window.

The Customer Service window enables you to view and manage all customer information in a centralized location to assure data integrity and provide better service. Oracle FLEX-CUBE Lending and Leasing provides online real-time information about the applicant(s), contract, account balances, dues, transactions, call activities, and comments. Oracle FLEX-CUBE Lending and Leasing also supports back-dating of financial transactions up to the account's opening date.

The Customer Service window uses a link bar to open pages that perform the following tasks:

- Search for and load accounts on the Customer Service window
- View comprehensive account and customer details, including status, balances, transaction histories, payoff quotes, statements, escrow information, insurance information, and vendor work orders.
- Track attributes associated with an account
- View vendor work orders
- Record call activities, promises to pay, comments, and references
- Use checklists to perform customer service tasks
- View payment rating history and due date history
- Perform monetary and nonmonetary maintenance on a lease
- Record information concerning bankruptcies, repossessions, foreclosures, and account deficiencies
- View contract information recorded during the funding process
- View information regarding account collateral
- Perform a credit bureau pull
- Add comments to an account during any time of the customer service process.

This chapter explains how to do all of this.

Activating an Account

An account is automatically activated when you fund the contract with the Funding window or convert from a legacy system. You cannot activate an account with the Customer Service window.

Posting and Reversing Payments

A payment can be posted and reversed on the Payments window. You cannot post and reverse the payment in Customer Service window. (For more information, see the **Payment Processing** chapter.)

A Note About Account Numbers

After an application completes the lease origination cycle and is funded or is ported into Oracle FLEXCUBE Lending and Leasing, it becomes an account and receives an account number.

Oracle FLEXCUBE Lending and Leasing assigns account numbers using the following logic:

YYYYMMNNNNNNNX

where:

YYYYMM = contract date

NNNNNNN = serial number

X = check digit

Oracle FLEXCUBE Lending and Leasing sorts accounts using the **NNNNNN** portion only. That portion is referred to as the account ID.

Searching for a Customer

There are a number of different ways to load the customer details on the Customer Service window.

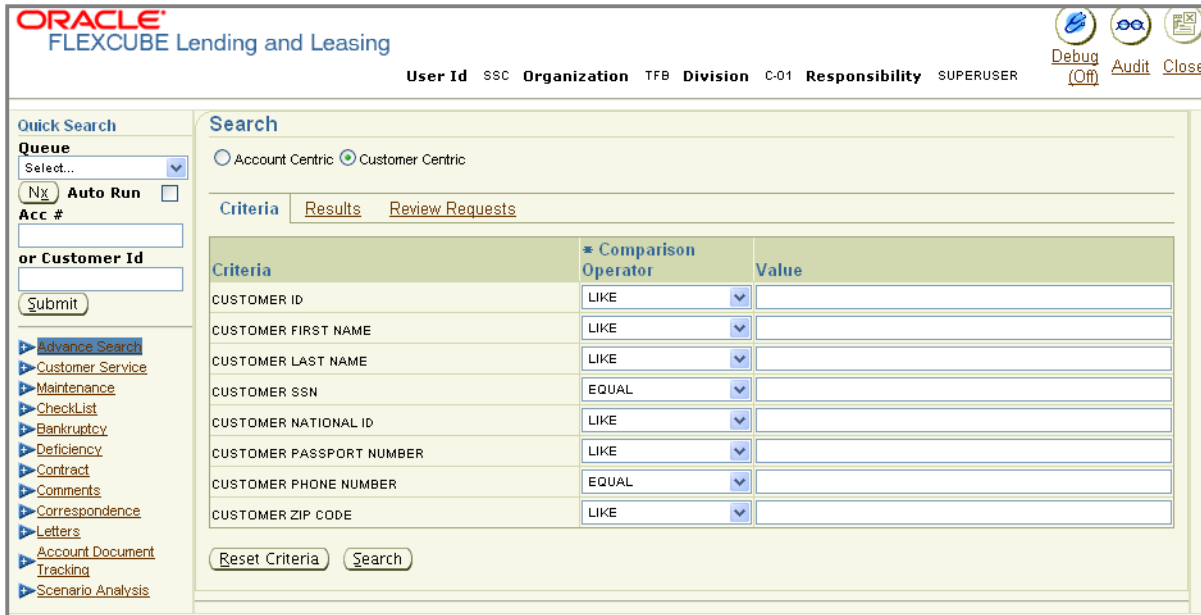
- Use the Search page by selecting Customer Centric option.
- Use the Quick Search section to search for the customer by account number.
- Use the Quick Search section to search for the customer by Customer Id.
- Use the Next Account feature to load the customer from a predefined queue.

To search for and load the customer details with the Search page

- 1 On the Oracle FLEXCUBE Lending and Leasing Suite home page, click the **Collections** master tab.
- 2 Click **Collections** on the bar link.

The Customer Service window appears, opened at the Search page's Criteria page.

- 3 Select **Customer Centric** option to view the total liabilities(of all accounts) of a customer.

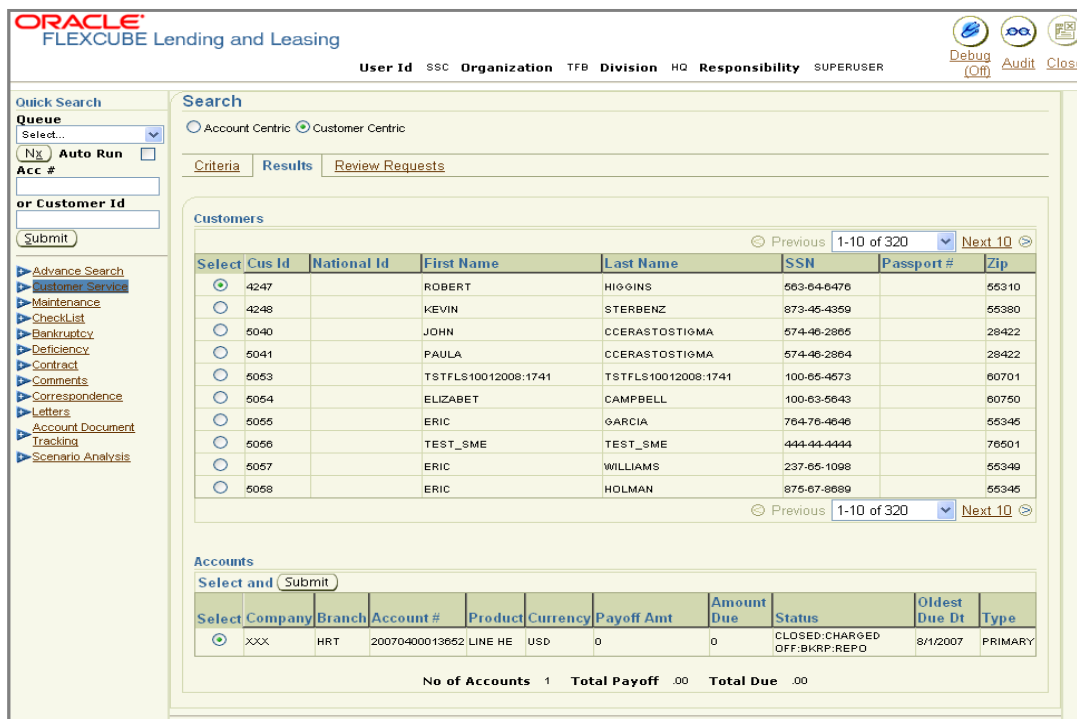


- On the **Criteria** page, use the **Comparison Operator** and **Values** columns to create the search criteria you want to use to find the customer.

Note: Click **Reset Criteria** at any time to clear the **Comparison Operator** and **Values** columns.

- Click **Search**.

Oracle FLEXCUBE Lending and Leasing locates and displays on the Results page all the accounts that meet your search criteria on the Criteria page.



- On the Results page, view the following information for the list of accounts of a customer:

In this field:	View this:
<u>Customers section</u>	
Select	If selected, indicates that this is the current record.
Cus Id	The customer identification number.
National Id	The national identification number (for non US members).
First Name	The customer's first name.
Last Name	The customer's last name.
SSN	The customer SSN number (for US members only).
Passport #	The customer's passport number.
Zip	The zip code of the customer.

Accounts section

The account section will display the list of accounts for the customer selected.

Company	The company of the account.
Branch	The branch of the account
Account #	The account number.
Product	The product for the account.
Currency	The currency for the account.
Payoff Amt	The current payoff amount for the account.
Amount Due	The current delinquent amount due for the account.
Status	The account's status.
Oldest Due Dt	The oldest due date.
Type	The account type.

- On the **Results** page, select the customer you want to retrieve and click **Submit**.

Oracle FLEXCUBE Lending and Leasing loads the customer's details on the Customer Service link bar's Account Details page

Searching for an Account

There are a number of different ways to load an account on the Customer Service window.

- Use the Search page.
- Use the Quick Search section to search for an account by account number.
- Use the Quick Search section to search for an account by social security number.
- Use the Next Account feature to load an account from a predefined queue.

To search for and load an account with the Search page

- On the Oracle FLEXCUBE Lending and Leasing Suite home page, click the **Collections** master tab.
- Click **Collections** on the bar link.
The Customer Service window appears, opened at the Search page's Criteria page.
- Select **Account Centric** option to view the total liabilities(of all accounts) of an account.

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization TFB Division HQ Responsibility SUPERUSER Debug (Off) Audit Close

Quick Search

Queue
Select...

Auto Run

Acc #

or Customer Id

- [Advance Search](#)
- [Customer Service](#)
- [Maintenance](#)
- [Check List](#)
- [Bankruptcy](#)
- [Deficiency](#)
- [Contract](#)
- [Comments](#)
- [Correspondence](#)
- [Letters](#)
- [Account Document Tracking](#)
- [Scenario Analysis](#)

Search

Account Centric Customer Centric

Criteria Results Review Requests

Criteria	* Comparison Operator	Value
ACCOUNT #	LIKE	
ACCOUNT STATUS	LIKE	Select...
PRODUCT	LIKE	
CUSTOMER SSN	EQUAL	
CUSTOMER LAST NAME	LIKE	
CUSTOMER FIRST NAME	LIKE	
CUSTOMER ID	EQUAL	
VIN	LIKE	
YEAR	EQUAL	
MAKE	LIKE	
MODEL	LIKE	
ASSET TYPE	LIKE	
PRODUCER #	LIKE	
PRODUCER NAME	LIKE	
ACCOUNT CONDITION	LIKE	Select...
QUEUE NAME (UNDEFINED FOR DEFAULT)	LIKE	
QUEUE DESCRIPTION	LIKE	

- On the **Criteria** page, use the **Comparison Operator** and **Values** columns to create the search criteria you want to use to find an account.

Note: Click **Reset Criteria** at any time to clear the **Comparison Operator** and **Values** columns.

- Click **Search**.

Oracle FLEXCUBE Lending and Leasing locates and displays on the Results page all the accounts that meet your search criteria on the Criteria page.

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization TFB Division HQ Responsibility SUPERUSER Debug (Off) Audit Close

Quick Search

Queue
Select...

Auto Run

Acc #

or Customer Id

- [Advance Search](#)
- [Customer Service](#)
- [Maintenance](#)
- [Check List](#)
- [Bankruptcy](#)
- [Deficiency](#)
- [Contract](#)
- [Comments](#)
- [Correspondence](#)
- [Letters](#)
- [Account Document Tracking](#)
- [Scenario Analysis](#)

Search

Account Centric Customer Centric

Criteria Results Review Requests

Select and

Select	Company	Branch	Account #	Date	Title	Product	Status	Producer	Secured
<input checked="" type="radio"/>	XXX	HRT	20070400013652	4/1/2007	HIGGINS ROBERT	LINE HE	CLOSED:CHARGED OFF:BKRP:REPO		<input checked="" type="checkbox"/>
<input type="radio"/>	XXX	HRT	20070400013660	4/1/2007	STERBENZ KEVIN		:REPO		<input type="checkbox"/>
<input type="radio"/>	YYY	HQ	20060500013991	5/10/2006	CCERASTOSTIGMA PAULA / JOHN	LOAN UNSECURED	CHARGED OFF		<input type="checkbox"/>
<input type="radio"/>	YYY	HQ	20060500014098	5/1/2006	TSTFLS10012008-1741 TSTFLS10012008-1741 / CAMPBELL ELIZABET	LOAN HOME ISLAMIC (VR)	CHARGED OFF:REPO		<input type="checkbox"/>
<input type="radio"/>	XXX	HRT	20081000014106	10/4/2008	GARCIA ERIC	LOAN VEHICLE (VR)	:DELQ:REPO		<input type="checkbox"/>
<input type="radio"/>	XXX	HRT	20081000014114	10/6/2008	TEST_SME TEST_SME	LOAN VEHICLE	ACTIVE:BKRP:REPO:TIP		<input type="checkbox"/>
<input type="radio"/>	XXX	HRT	20081000014122	10/4/2008	WILLIAMS ERIC	LOAN VEHICLE (VR)	:DELQ:REPO		<input type="checkbox"/>
<input type="radio"/>	XXX	HRT	20081000014130	10/4/2008	HOLMAN ERIC	LOAN VEHICLE (VR)	:DELQ:REPO		<input type="checkbox"/>
<input type="radio"/>	XXX	C01	20081000014239	10/15/2008	JOHNSON JOHN	LOAN VEHICLE (VR)	:BKRP		<input type="checkbox"/>
<input type="radio"/>	XXX	C01	20060500010301	11/10/2006	CCINQUFOIL PIERRE / JEAN		:TIP		<input type="checkbox"/>

Select and

6 On the Results page, view the following information for each account:

In this field:	View this:
Select	If selected, indicates that this is the current record.
Company	The company of the account.
Branch	The branch of the account
Account #	The account number
Date	The date the account was created.
Title	The primary and other applicant(s) attached to the account.
Product	The lease product of the account.
Status	The status of the account.
Producer	The producer of the account.
Secured.	If selected, indicates the account is secured and may only be loaded by authorized users.

7 On the **Results** page, select the application you want to retrieve and click **Submit**.

Oracle FLEXCUBE Lending and Leasing loads the account on the Customer Service link bar's Account Details page.

The screenshot displays the Oracle FLEXCUBE Lending and Leasing interface. At the top, the user is logged in as 'SUPERUSER' with various organizational details. The main area is divided into several sections:

- Search Results:** A table showing search results for accounts. The first row is highlighted with a red border and a red arrow pointing to it. The data in this row is: Company: XXX, Branch: HRT, Account #: 20070400013652, Date: 4/1/2007, Title: HIGGINS ROBERT, Product: LINE HE, Status: CLOSED-CHARGED OFF-BKRP:REPO, Producer: , Secured:
- Account(s) Section:** A table showing account details for the selected account. The data is: Company: XXX, Branch: HRT, Account #: 20070400013652, Product: LINE HE, Currency: USD, Payoff Amt: \$0.00, Amount Due: \$0.00, Status: CLOSED-CHARGED OFF-BKRP:REPO, Oldest Due Dt: 8/1/2007.
- Customer(s) Section:** A table showing customer details for the selected account. The data is: Customer Id: 4247, Name: ROBERT N HIGGINS SR, Type: PRIMARY, Language: ENGLISH.
- Account Details Section:** A list of links for account details, including: Dues, Delinquency Information, Activities, Promises, Call Activities, Payment Rating History, Due Date History, Repayment Schedule, Rate Schedule, ACH, Card Details, References, Post Date Check, and Payment Arrangement.

You are now ready to begin work on the account.

A note about conditions and queues

During the lease application process, accounts do not have sub statuses; instead, accounts use *conditions*. Conditions further define the status of an account; for example: delinquent, bankruptcy, and scheduled for charge off. Conditions can be applied automatically by Oracle FLEXCUBE Lending and Leasing based on set up and manually by Oracle FLEXCUBE Lending and Leasing users with the Customer Service window.

Oracle FLEXCUBE Lending and Leasing can assign accounts to specific users by way of *queues*. Queues are a workflow management tool that allow Oracle FLEXCUBE Lending and Leasing users to work on accounts sequentially from a prioritized list, rather than having to manually search for and load them. Queues are created and sorted during nightly processing. Examples of customer service queues include due date change requests, delinquent accounts, deferment requests, and title and insurance follow-up.

Account conditions serve as default queues; that is, an account's condition determines which queue the account is in.

In the following example, the account has a condition of DELINQUENT, noted in the Conditions section and Status field. The account was loaded from the delinquent queue, DELQ (D).

A queue can be associated with only one condition. In the following example, the Delinquent queue is associated with the Delinquent condition.

The screenshot displays the Oracle FLEXCUBE Lending and Leasing interface. The top navigation bar includes the Oracle logo and the text 'FLEXCUBE Lending and Leasing'. Below this, the user's session information is shown: 'User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER'. On the right side, there are icons for 'Debug (Off)', 'Audit', and 'Close'. The main interface is divided into several sections:

- Quick Search:** A dropdown menu for 'Queue' is set to 'DELQ (D)'. There are checkboxes for 'Ng' and 'Auto Run', and a 'Submit' button.
- Account(s):** A table with columns: 'Select', 'Company', 'Branch', 'Account #', 'Product', 'Currency', 'Payoff Amt', 'Amount Due', 'Status', and 'Oldest Due Dt'. A single row is displayed with the following data: 'XYZ', 'HQ', '20090200023411', 'LEASE VEHICLE', 'USD', '\$12,020.00', '\$4,000.00', 'ACTIVE:DELQ', and '3/8/2009'. The 'Status' field is highlighted with a red box.
- Customer(s):** A table with columns: 'Select', 'Details', 'Customer Id', 'Name', 'Type', and 'Language'. A single row is displayed with the following data: 'Show', '24206', 'GOPI GOPINATH', 'PRIMARY', and 'ENGLISH'.
- Conditions:** A table with columns: 'Condition', 'Start', and 'Followup'. A single row is displayed with the following data: 'DELINQUENT', '3/19/2009', and '6/19/2009'. This section is also highlighted with a red box.

However, an account can have more than one condition, so an account can be in more than one queue. In the following example, the single account for Steven A Jones has two different conditions, SCHEDULE FOR CHARGE OFF and DELINQUENT. It can appear in two different queues, one for SCHEDULE FOR CHARGE OFF condition (the SCHGOFF (D) queue) and one for the DELINQUENT condition (the DELQ (D) queue).

Multiple queues can be created for a single condition. Account attributes (such as number of days delinquent and product code) can be used for assigning accounts to a queue and sorting accounts within a queue.

In the following example, two queues have been set up for the single condition of DELINQUENT, based on the number of days the account is delinquent. One queue contains accounts that are delinquent zero to 30 days (the DELQ-DELQ_DAYS_0_30 queue) and one queue contains accounts that are delinquent zero more than 30 days (the DELQ-DELQ_DAYS_30+ queue).

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization XXX Division C01 Responsibility SUPERUSER

Quick Search Queue: DELQ-DELQ_DAYS_0_30

Account(s) Current Show All Group Follow-up

Select	Company	Branch	Account #	Product	Currency	Payoff Amt	Amount Due	Status	Oldest Due Dt
<input type="radio"/>	YYY	HQ	20061000010213	LEASE	USD	\$4,950.65	\$40.17	ACTIVE:DELQ	12/10/2006

Customer(s)

Select Details	Customer Id	Name	Type	Language
<input type="radio"/>	Show 1034	HANK B CCOTONEASTER	PRIMARY	ENGLISH
<input type="radio"/>	Show 1033	MARIE A CCOTONEASTER	SPOUSE	ENGLISH

Account Details

Delinquency Information

Late	30	60	90	120	150	180
0	1	0	0	0	0	0

BP(Life) 0 Days 15
NSF(Life) 0 Category 190
BP(Year) 0 Collector DALE
NSF(Year) 0

Conditions

Condition	Start	Followup
DELINQUENT	07/30/2008	10/23/2008

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization XXX Division C01 Responsibility SUPERUSER

Quick Search Queue: DELQ-DELQ_DAYS_30+

Account(s) Current Show All Group Follow-up

Select	Company	Branch	Account #	Product	Currency	Payoff Amt	Amount Due	Status	Oldest Due Dt
<input type="radio"/>	YYY	HQ	20061000010213	LEASE	USD	\$4,950.65	\$48.17	ACTIVE:DELO	12/10/2006

Customer(s)

Select Details	Customer Id	Name	Type	Language
<input type="radio"/>	Show 1034	HANK B CCOTONEASTER	PRIMARY	ENGLISH
<input type="radio"/>	Show 1033	MARIE A CCOTONEASTER	SPOUSE	ENGLISH

You can quickly load an account from a queue using the Next Account feature in the Quick Search section.

Customer Service window's Account(s) and Customer(s) sections

Most pages on the Customer Service window contain the Account(s) and Customer(s) sections as a header. The Account(s) section provides a quick overview of an account by displaying its company, branch, account number, product, payoff amount and amount due, status, and oldest due date. The information on the Customer Service window always refers to the account selected in this section.

The Customer(s) section displays information about the customer(s) attached to the account. The information on the Customer Service window always refers to the customer selected in this section.

To view an account's details in the Account(s) and Customer(s) sections

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service window's **Account(s)** section, view the following information:

With this command button: **Oracle FLEXCUBE Lending and Leasing does this:**

Current	Displays the current search account only. It does not matter how that account was searched like using account search screen or selected a queue from drop-down and pressed "Next" button or account number was directly pasted in Acc# text box and pressed Submit button. Note: This is the default option.
Show All	Displays the related accounts based on current selected customer's SSN #. To view the details of account number(s) other than current account, select the account in the Account(s) section and click Submit.
Group Follow-up	Displays the set of accounts that share the same account condition as the selected account and bear the same SSN #. Other than having same account condition and SSN #, the queue currently selected should have the Group Follow-up Indicator enabled in queue setup and the follow-up date should fall in range of the organization level system parameter UCS_GROUP_FOLLOWUP_DAYS.

In this field:

View this:

Select	If selected, indicates that this is the current record.
Company	The company of the account.
Branch	The branch of the account.
Account #	The account number.
Product	The product for the account.
Currency	The currency for the account.
Payoff Amt	The current payoff amount for the account.
Amount Due	The current delinquent amount due for the account.
Status	The account's status.
Oldest Due Dt	The oldest due date.

- 3 On the Customer Service window's **Customer(s)** section, select the record you want to work with, click **Show** in the **Details** column, and view the following information:

In this field:	View this:
<u>Customers (s) section</u>	
Select	If selected, indicates that this is the current record.
Customer Id	Customer identification number (unique customer identifier).
Name	Customer's relationship to the account.
Type	Customer
Language	Language spoken by the customer.
<u>Customer Details section</u>	
Gender	Customer's gender.
Marital St	Customer's marital status.
Time Zone	Customer's time zone.
Email	Customer's e-mail address.
Birth Dt	Customer's date of birth.
Nationality	Customer's nationality.
SSN	Customer's social security number. Note: If the organizational parameter <code>UIX_HIDE_RESTRICTED_DATA</code> is set to <code>Y</code> , this appears as a masked number; for example, <code>XXX-XX-1234</code> .
Stop Correspondence	Stop correspondence indicator. If selected, Oracle FLEX-CUBE Lending and Leasing will not send correspondence to customer. This is selected using the Maintenance page.
Privacy Opt-Out	Privacy opt-out indicator. If selected, indicates that the applicant has elected to refrain from the non-public sharing of information (optional).
Disability	Customer disability indicator. If selected, this indicates that the customer is disabled.
Skip	Customer's skip indicator. If selected, this indicates that the customer is a skip debtor. This is selected using the Maintenance page.
Active Military Duty	Active military duty indicator. If selected, indicates that the customer is on active military duty and may qualify for the rates in accordance with the Servicemembers Civil Relief Act of 2003 (SCRA).
Existing CIF	If selected, indicates that the customer is an existing CIF.
National ID	Customer's national identification number.
<u>Address Details section</u>	
Type	Address type.
Current	If selected, indicates that this is the current address.
Mailing	If selected, indicates that this is the mailing address.
Phone	Phone number.
Address	Address details.

Conditions section

Oracle FLEXCUBE Lending and Leasing enables you to quickly view an account's condition in the Conditions section. An account can have more than one condition. You can manually change the condition of the account using the Add Call Activities section's Action field by selecting QR QUEUE CONDITION REQUEST.

To view an account's condition

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 In the right column, click the **Conditions** section drop-down link.

The screenshot displays the Oracle FLEXCUBE Lending and Leasing interface. The top navigation bar includes the Oracle logo, the application name, and user information: User Id SSC, Organization XXX, Division C-01, Responsibility SUPERUSER. On the right, there are icons for Debug (Off), Audit, and Close.

The main interface is divided into several sections:

- Quick Search:** Includes a Queue dropdown set to 'DELQ (D)', an 'Auto Run' checkbox, and input fields for 'Acc #' (20090200023411) and 'or SSN'. A 'Submit' button is located below.
- Account(s):** Features radio buttons for 'Current', 'Show All', and 'Group Follow-up'. Below is a 'Select and' button and a table with columns: Company, Branch, Account #, Product, Currency, Payoff Amt, Amount Due, Status, and Oldest Due Dt. A single row is visible: XYZ, HQ, 20090200023411, LEASE VEHICLE, USD, \$12,020.00, \$4,000.00, ACTIVE:DELQ, 3/8/2009.
- Customer(s):** Includes a 'Select and' button and a table with columns: Details, Customer Id, Name, Type, and Language. A single row is visible: Show, 24206, GOPI GOPINATH, PRIMARY, ENGLISH.
- Alerts:** A section with the text 'No rows yet.'
- Conditions:** A section with a 'Search Criteria' dropdown and an 'Execute Search' button. Below is a table with columns: Condition, Start, and Followup. A single row is visible: DELINQUENT, 3/19/2009, 6/19/2009. This section is highlighted with a red box in the original image.
- Navigation:** On the left, there are links for 'Advance Search', 'Customer Service', 'Maintenance', 'Loan Details', and 'CheckList'. On the right, there are links for 'Add Call Activities' and 'Add Comments'.

In this field:

Condition
Start
Followup

View this:

The condition.
The start date of the condition.
The next follow-up date.

Add Call Activities section

With the Add Call Activities section, Oracle FLEXCUBE Lending and Leasing enables you to record the details of all actions you performed regarding this account. This includes calls from the customer, calls you make regarding the account, or changes to the condition of the account. Entries in the Call Activities section are listed in reverse chronological order of follow-up date.

Note: Call activity action codes (Action field) and call activity results codes (Results field) are user-defined.

Each action and result has a code and description. The code for the call action and call result is what appears on the Call Activity sub page.

To record a call activity

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 In the right column, click the **Add Call Activities** section drop-down link.

The screenshot shows the Oracle FLEXCUBE Lending and Leasing interface. The 'Add Call Activities' section is highlighted with a red box. This section contains the following fields:

- Action:** A text input field with a dropdown arrow.
- Result:** A text input field with a dropdown arrow.
- Contact:** A dropdown menu with 'Select...'.
- Reason:** A dropdown menu with 'Select...'.
- Promise Dt:** A date input field.
- Promise Amt:** A text input field.
- Condition:** A dropdown menu with 'Select...'.
- FollowUp:** A date input field.
- Time Zone:** A dropdown menu with 'Select...'.
- Appn't:** A checkbox.
- Group Follow-up Ind:** A checkbox.
- Submit** and **Cancel** buttons.

- 3 In the **Action** field, select the action performed.
- 4 In the **Result** field, select the result of the action.
- 5 If you choose, complete the following optional fields:

In this field:

Do this:

Contact

Select who you contacted.

Reason

Select the reason for the communication.

- 6 In the **Condition** field, select the condition or queue type. The LOV that is used in the Condition field is the intersection of the list of condition setups for what is entered in the Action and Result fields and the open conditions on the account.
- 7 In the **Followup Dt** field, type the next follow-up date; that is, when FLS will next place this account in a queue. (This may automatically default based on setup.)

- 8 In the **Time Zone** field, select the time zone for the customer.
- 9 In the **Add Call Activities** section, click **Submit**.

Oracle FLEXCUBE Lending and Leasing creates two entries on the Customer Service window for the call activity.

The codes for the Action and Result appear as a record on the Account Detail page's Call Activities section.

The description for the Action and Result appear as a system generated comment the Comments page.

The screenshots illustrate the data flow from a call activity to a system-generated comment. The top screenshot shows the 'Call Activities' section with the following table:

Action	Result	Contact	Reason	DI	Promise Amt	Cancel	Condition	Followup	Time Zone	Adj. Followup Dt	Appn't
AT	HU	ATY			\$0.00	<input type="checkbox"/>	DELO	11/18/2008 12:00:00 AM	US/EASTERN	11/18/2008 06:00:00 AM	<input type="checkbox"/>

The bottom screenshot shows the 'Comments' section with the following table:

Alert	Date	By	Type	SubType	Comment
<input type="checkbox"/>	11/18/2008 12:09:14 AM	SSC	SYSTEM	SYSTEM	ATTORNEY GENERAL TELEPHONE B-RUNG UP-CONTACTED ATTORNEY
<input type="checkbox"/>	07/29/2008 00:55:53 AM	UNDEFIN	SYSTEM	SYSTEM	DECISION LETTER GENERATED. (CORRESPONDENCE: CNLNC_DEC_FAX JOB REQUEST ID: 4206)

Making an Appointment

The Appn'mt box on the Add Call Activities section enables you to schedule an account to appear in a particular queue at a future date and time. When you make an appointment, the account will appear in the front of the queue listed in the Conditions field at the time listed in the FollowUp Dt field.

Note: You must be working that queue at the followup time in order to view the account. Refer the 'To record a call activity section'.

To make an appointment

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 In the right column, click the **Add Call Activities** section drop-down link.
- 3 Complete the fields on the **Add Call Activities** section (see above, **To record a call activity**).
- 4 In the **Condition** field, select the condition for the queue you want the account to appear in.
- 5 In the **FollowUp Dt** field, select the date and time you want the account to appear. This can be either the current day or a day in the future.
- 6 Select the **Appn'mt** box.

Note: If account is not worked within the queue on day of the appointment, the nightly jobs will cancel the appointment. Also, if the account's queue condition changes during the nightly batch jobs, the outstanding appointments are cancelled.

Canceling an Appointment

Using the Add Call Activities section page, you can cancel an appointment for an account. The account will still appear in the queue on the follow up date, but no longer receive a priority.

To cancel an appointment

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 In the right column, click the **Add Call Activities** section drop-down link.
- 3 **If you need to change the time for the appointment**, create a new entry on the account's **Add Call Activities** section with the same condition, but enter a new followup date.

If you need to cancel the appointment, create a new entry on the account's **Add Call Activities** section with the same condition, but don't check the **Appointment** check box.

- 4 In the **Add Call Activities** section, click **Submit**.

Recording a Promise to Pay

If you record an action on the Add Call Activities section as a “promise to pay,” it appears as a record on the Account Details page’s Promises section. The Promises section enables you to quickly view these actions without searching for them individually.

To record a promise to pay

- 1 Open the **Customer Service** window and load the account you want to work with.
 - 2 In the right column, click the **Add Call Activities** section drop-down link.
 - 3 In the **Action** field, select the action performed.
 - 4 In the **Result** field, select a result involving a promise to pay, such as PP PROMISE TO PAY.
 - 5 If you choose, complete the following optional fields:

In this field:	Do this:
Contact	Select the contact type. (Who was the person you communicated with?) (optional).
Reason	Select the reason, as stated by the contacted person. (What is the reason for this contact?) (optional).
 - 6 In the **Promise Dt** field, record the date when the person you spoke with promises to make payment (optional).
 - 7 In the **Promise Amt** field, record the amount of the payment the person you spoke with promises to pay (optional).
 - 8 In the **Condition** field, select the condition or queue type.
 - 9 In the **Followup Dt** field, enter the next follow-up date for the promise-to-pay or accept the default date.
 - 10 In **Add Call Activities** section, click **Submit**
- Oracle FLEXCUBE Lending and Leasing automatically notes this information as an entry on the Promises and Comments sub pages.

Canceling a Promise to Pay

Oracle FLEXCUBE Lending and Leasing enables you to cancel promises to pay with the Account Detail’s page Call Activities section. You might do this when a customer informs you prior to the promise date that he or she cannot make the payment.

To cancel the existing promise to pay

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the **Account Details** page, click the **Call Activities** section drop-down link
- 3 In the **Call Activities** section, select the call activity entry for the promise to pay you want to cancel.
- 4 Click the **Cancel** box.

The promise is marked as canceled and will not be considered when processing promises; in other words, it will not be counted as either satisfied or broken.

Add Comments section

Oracle FLEXCUBE Lending and Leasing enables you to record comments on the Customer Service window using the Add Comments section. These comments can also appear on the Comments page.

To record an additional comment

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 In the right column, click the **Add Comments** section drop-down link.

The screenshots show the Oracle FLEXCUBE Lending and Leasing interface. The top screenshot displays the 'Add Comments' form with the following fields:

- Alert**: * **Type**: REGULAR
- * Sub Type**: COLLECTION
- Comment**: CHECK LOCATION OF COLLATERAL

The bottom screenshot shows the 'Alerts' section with the comment 'CHECK LOCATION OF COLLATERAL' displayed.

- 3 If you want to tag this comment as important, select the **Alert** box.

Note: If you select the Alert box, the comment appears on the Customer Service window's Alerts section when you click **Submit**.

- 4 In the **Type** field, select what type of comment you are adding.
- 5 In the **Sub Type** field, select what sub type of comment you are adding.
- 6 In the **Comment** field, type your comment.
- 7 When you are finished, click **Submit**.

Comments can be viewed on the Comments link's Comments page. (For more information, see the **Comments page** section of this chapter.)

Customer Service link bar

The Customer Service window uses a link bar as its main navigational tool to open pages used by the wide array customer service personnel. The link bar contains the following links:

- Advance Search
- Customer Service (drop-down link)
- Maintenance
- Details
- Checklist
- Bankruptcy
- Repo/Foreclosure (drop-down link)
- Deficiency
- Contract
- Collateral
- Bureau
- Comments
- Correspondence
- Letters
- Account Document Tracking (drop-down link)
- Scenario Analysis

Note: The Collections master tab enables you to open four different Customer Service windows with link bars tailored to perform the tasks of general collections, bankruptcy, repossession/foreclosure, and deficiency. (For more information, please see the following chapter, **Collections**.)

Customer Service drop-down link

The Customer Service drop-down link contains the following links:

- Account Details
- Customer Details
- Balances
- Transactions
- Tracking Attributes
- Statements
- Escrow (available if this account contains escrow information)
- Insurances
- Vendor Work Orders
- Business.

Account Details link (Account Details page)

The Account Details page displays information about the current state of the account. It's a quick snapshot of the most important account-related information, including:

- Customer and contact information
- Dues (including delinquencies, late charges, and nonsufficient funds)
- Number of delinquencies by length of overdue payment
- Dates of activities and payments, as well as payment amounts
- History of promises to pay, broken promises, and call activities
- Payment rating and due date history
- Repayment and rate change schedules
- ACH, credit card, and reference information

To view the Account Details page

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click the **Customer Service** drop-down link, then click **Account Details**.

The screenshot displays the Oracle FLEXCUBE Lending and Leasing interface. At the top, it shows the user ID as SUPERUSER. The main content area is divided into several sections:

- Account(s)**: A table with columns for Company, Branch, Account #, Product, Currency, Payoff Amt, Amount Due, Status, and Oldest Due Dt. One account is listed with status 'CLOSED-CHARGED OFF-BKRP.REPO'.
- Customer(s)**: A table with columns for Customer Id, Name, Type, and Language. One customer is listed as 'ROBERT N HIGGINS SR'.
- Account Details**: A list of links for various account-related information, including Dues, Activities, Promises, Call Activities, Payment Rating History, Due Date History, Repayment Schedule, Rate Schedule, ACH, Card Details, References, Post Date Check, and Payment Arrangement.
- Alerts**: A section for managing alerts, showing a 'TEST' alert.
- Conditions**: A section for managing conditions, showing a table with columns for Condition, Start, and Followup.

- 3 On the Account Details page, view the following information in the **Dues** section:

In this field:

Delq Due
LC Due
NSF Due
Other Due

View this:

The delinquent amount.
The late charges due.
The nonsufficient funds fee due.
The other dues.

Total Due	The total amount due.
Due Dt (1)	The most recent due date.
Amt (1)	The most recent amount due.
Due Dt (2)	The next most recent due date.
Amt (2)	The next most recent amount due.
Due Dt (3)	The next most recent due date.
Amt (3)	The next most recent amount due.
Due Dt (4)	The next most recent due date.
Amt (4)	The next most recent amount due.
Due Dt (5)	The next most recent due date.
Amt (5)	The next most recent amount due.
Today's Payoff	The payoff (for today).
Oldest Due Dt	The due date.

Account Details			
Dues			
		Due Date	Amt
Delq Due	\$4,000.00	1 7/4/2009	\$1,000.00
LC Due	\$20.00	2 6/9/2009	\$1,000.00
NSF Due	\$0.00	3 5/11/2009	\$1,000.00
Other Due	\$0.00	4 4/11/2009	\$1,000.00
Total Due	\$4,020.00	5 3/11/2009	\$1,000.00
Today's PayOff	\$12,020.00	Oldest Due Dt	3/8/2009

4 View the following information in the **Delinquency Information** section:

In this field:	View this:
Late	The number of times less than 30 days delinquent over the life of the account.
30	The number of times 30 days delinquent over the life of the account.
60	The number of times 60 days delinquent over the life of the account.
90	The number of times 90 days delinquent over the life of the account.
120	The number of times 120 days delinquent over the life of the account.
150	The number of times 150 days delinquent over the life of the account.
180	The number of times 180 days delinquent over the life of the account.
BP (Life)	The number of broken promises over the life of the account.
NSF (Life)	The number of nonsufficient funds over the life of the account.
BP (Year)	The number of broken promises this year.
NSF (Year)	The number of nonsufficient funds this year.
Days	The number of days delinquent. A negative number in this fields denotes the number of days until a payment is due.
Category	The delinquency category.
Collector	The default collector working on the account.

Account Details						
Dues						
Delinquency Information						
Late	30	60	90	120	150	180
1	1	1	1	0	0	0
BP(Life)	0	Days	104			
NSF(Life)	0	Category	90			
BP(Year)	0	Collector				
NSF(Year)	0					

- 5 View the following information in the **Activities** section:

In this field:	View this:
Active Dt	The date account was made active.
Last Activity Dt	The date the most recent activity was performed on the account.
Due Day	The due day for payment.
Last Pmt Amt	The last payment amount.
Customer Grade	The customer grade.
App#	The application number from which this account was created.
Paid Off Dt	The date the account was paid off.
Producer	The channel and producer of the account.
Effective Dt	The date account became effective.
Current Pmt	The current payment amount.
Last Bill Amt	The last bill amount.
Last Pmt Amt	The last payment amount.
Customer Score	The customer score.
Behavior Score	The behavior score.
Military Duty	If selected, indicates that at the time of billing, the customer was in active military duty and qualifies for rates in accordance with Servicemembers Civil Relief Act (SCRA) of 2003.
Chargeoff Dt	Date account was charged off.
<u>PDC Details section</u>	
PDC Ind	If selected, indicates that this account involves a post dated check as a method of repayment.
PDC Security Ind	If selected, indicates that this account involves a secure post dated check as a method of repayment.
PDC End Dt Ind	The end date of the post dated check.
<u>ACH Details section</u>	
ACH Ind	If selected, indicates that this direct debit fee is included.
ACH Fee Ind	If selected, indicates that this ACH fee is included.

- 6 View the following information in the **Promises** section:

If a call was recorded as a “promise to pay” on the Call Activities section, it will appear on the Promises section. The Promises section enables you to quickly view details about the call and subsequent actions and displays the 25 most recent promises to pay.

If Oracle FLEXCUBE Lending and Leasing does not receive the promised amount before the promised time, it notes the broken promise on the Delinquency Information section of the Account Details page.

In this field:	View this:
Promise Amt	The amount promised.
Promise Dt	The date the promise was made.
Taken By	The user who took the promise.
Taken Dt	The date the promise was taken.
Collected Amt	The amount collected against the promise.
Broken	If selected, indicates that this is a broken promise.
Cancelled	If selected, indicates that this is a cancelled promise.

Promise Amt	Promise Dt	Taken By	Taken Dt	Collected Amt	Broken	Cancelled
\$500.00	06/27/2008	SSC	06/21/2008	\$0.00	<input type="checkbox"/>	<input type="checkbox"/>
\$0.00				\$0.00	<input type="checkbox"/>	<input type="checkbox"/>
\$0.00				\$0.00	<input type="checkbox"/>	<input type="checkbox"/>
\$0.00				\$0.00	<input type="checkbox"/>	<input type="checkbox"/>
\$0.00				\$0.00	<input type="checkbox"/>	<input type="checkbox"/>
\$0.00				\$0.00	<input type="checkbox"/>	<input type="checkbox"/>
\$0.00				\$0.00	<input type="checkbox"/>	<input type="checkbox"/>
\$0.00				\$0.00	<input type="checkbox"/>	<input type="checkbox"/>
\$0.00				\$0.00	<input type="checkbox"/>	<input type="checkbox"/>
\$0.00				\$0.00	<input type="checkbox"/>	<input type="checkbox"/>

7 The **Call Activities** section displays the history of the call actives entered in the Add Call Activities section, including the following information:

In this field:	View this:
Action	The action performed.
Result	The result of the action.
Contact	The person contacted during the call.
Reason	The reason for the communication.
Promise Dt	If the call activity involved a promise to pay, view the date payment is promised.
Promise Amt	If the call activity involved a promise to pay, view the amount promised in payment.
Cancel	If selected, indicates the promise to pay was canceled.
Condition	The condition pertaining to the call activity.
FollowUp	The followup date.
Time Zone	The default time zone for the customer.
Adj. Followup Dt	The adjusted followup date based on the contents of the Followup and Time Zone fields.
Appn'mt	If selected, indicates the call activity was posted as an appointment.

Action	Result	Contact	Reason	Promise Dt	Promise Amt	Cancel	Condition	FollowUp	Time Zone	Adj. Followup Dt	Appn'mt
AT	HU	ATY			\$0.00	<input checked="" type="checkbox"/>	DELQ	11/18/2008 12:00:00 AM	US/EASTERN	11/18/2008 06:00:00 AM	<input checked="" type="checkbox"/>

8 The **Payment Rating History** section displays the month and year of payment and the rating reported to credit bureaus through the Metro 2 file for the past 24 months, including the following:

In this field:**View this:**

Pmt Rating
 Description
 Acc Status
 Description
 Month/Year
 Rating

The payment rating.
 The payment rating description.
 The credit bureau account status.
 The credit bureau account status description.
 The month/year of payment rating.
 The payment rating.

- Click **Previous** and **Next** to view additional address information, if present on account.

Payment Rating History												
Pmt Rating	Description											
6	180 OR MORE DAYS PAST DUE DATE											
	ACCOUNT 180 DAYS PAST THE DUE DATE											
Month/Year	12/2007	11/2007	10/2007	09/2007	08/2007	07/2007	06/2007	05/2007	04/2007	03/2007	02/2007	01/2007
Rating	6	6	6	6	6	6	6	6	6	6	6	6
Month/Year	12/2006	11/2006	10/2006	09/2006	08/2006	07/2006	06/2006	05/2006	04/2006	03/2006	02/2006	
Rating	6	6	6	6	6	5	4	3	2	1	0	

- The **Due Date History** section provides a delinquency history, by payment, by displaying a history of all due dates, along with when the actual payment was made for that due date and the subsequent balance. If a payment was delinquent, the Due Date History section displays the number of days the customer was delinquent against each due date.

In this field:**View this:**

Due Dt
 Due Amt
 Pmt Dt
 Pmt Amt
 Balance Amt
 Days Past Due
 Pmt Received

The due date.
 The due amount.
 The payment date.
 The payment amount.
 The balance amount.
 The days past due.
 If selected, indicates the payment was received.

Due Date History						
Due Dt	Due Amt	Last Pmt Dt	Pmt Amt	Balance Amt	Days Past Due	Pmt Received
01/04/2008	\$2,207.53		\$0.00	\$2,207.53	-3	<input type="checkbox"/>
12/04/2007	\$125.99		\$0.00	\$125.99	28	<input type="checkbox"/>
11/04/2007	\$127.53		\$0.00	\$127.53	58	<input type="checkbox"/>
10/04/2007	\$125.99		\$0.00	\$125.99	89	<input type="checkbox"/>
09/04/2007	\$127.53		\$0.00	\$127.53	119	<input type="checkbox"/>

- The **Repayment Schedule** section contains information about the schedule of repayment such as the date and payment amount, including the following:

In this field:**View this:**Repayment Schedule section

Sequence
 Date
 # of Pmts
 Pmt Amt
 Generated

The payment sequence number.
 The repayment date.
 The number of payments.
 The payment amount.
 If selected, indicates that the repayment schedule has been generated.

Repayment Schedule Details section

Date
 Payment Amt
 Principal
 Interest
 Balance Principal

The repayment date.
 The payment amount.
 The amount paid to principal.
 The amount paid to interest.
 The balance of the principal.

Repayment Schedule				Repayment Schedule Details				
Sequence	Date	# of Pmts	Pmt Amt Generated	Date	Payment Amt	Principal	Interest	Balance Principal
1	05/08/2009	36	\$0.00	04/20/2009	\$0.00	\$0.00	\$0.00	\$60,200.00
				03/17/2009	\$595.28	\$443.42	\$151.86	\$14,160.47
				04/17/2009	\$595.28	\$432.41	\$162.87	\$13,717.05
				05/17/2009	\$595.28	\$442.63	\$152.65	\$13,284.64
				06/17/2009	\$595.28	\$442.80	\$152.48	\$12,842.01

- 11 If used, the **ACH** section displays information about automated clearinghouse and electronic fund transfers.

Note: This information can be edited using the Maintenance page and the nonmonetary transaction ACH MAINTENANCE.

In this field:

View this:

Bank	The bank name.
Account Type	The account type.
ACH	If selected, indicates that ACH is enabled.
Account #	The account number. Note: If the organizational parameter <code>UIX_HIDE_RESTRICTED_DATA</code> is set to Y, this appears as a masked number; for example, XXXXX1234. Start Dt
Debit Day	The payment day.
Start Dt	The date Oracle FLEXCUBE Lending and Leasing began using ACH payments for this account
Routing #	The routing number.
Debit Amt	The payment amount.
Debit Freq	The payment frequency.

ACH Details											
Search Criteria		Execute Search									
Bank Name	Account Type	Default	Direct Debit Fee	Account #	Pmt Day	Start Dt	End Dt	Routing #	Pmt Amt	Pmt Amt Excess	Pmt Freq
DENA BANK	SAVINGS	<input type="checkbox"/>	<input type="checkbox"/>	1234DENA	1	1/1/2007	6/1/2007	600012012	\$2,342.73	\$110.00	MONTHLY
HAWALA BANK	SAVINGS	<input type="checkbox"/>	<input type="checkbox"/>	1234HAWALA	1	2/1/2007	5/1/2007	600101101	\$100.00	\$10.00	MONTHLY

- 12 The **Card Details** section displays information regarding credit cards associated with the account.

In this field:

View this:

Card Type	The credit card type.
Card Company	The credit card company.
Card #	The credit card number.
Start Dt	The credit card start date.
Expiry Dt	The expiration date.
Pmt Amt	The card payment amount.
Billing Address	The billing address for the credit card.

Zip

The zip code for the billing address for the credit card.

A screenshot of a web application interface showing a table titled "Card Details". The table has a search bar at the top with "Search Criteria" and "Execute Search" buttons. The table columns are: Card Type, Card Company, Card #, Start Dt, Expiry Dt, Pmt Amt, Billing Address, and Zip. The table currently shows "No rows yet."

- 13 The **References** section enables you to view the references attached to the account during the lease origination cycle.

In this field:

View this:

Relationship	The reference type.
Name	The reference name.
Country	The country.
City	The city.
State	The state.
Address	The address line.
Zip	The zip code.
Years	The number of years.
Months	The number of months.
Phone	The reference's primary phone number.
Extn	The reference's primary phone extension.
Phone	The reference's secondary phone number.
Extn	The reference's secondary phone extension.
Comment	The comments regarding the reference.

A screenshot of a web application interface showing a table titled "References". The table has a search bar at the top with "Search Criteria" and "Execute Search" buttons. The table columns are: Relationship, Name, Country, City, State, Address, Zip, Years, Months, Phone, Extn, Phone, Extn, and Comment. The table currently shows "No rows yet."

- 14 The **Post Date Check** section enables you to view any post dated check information for the account, if PDC is a method of repayment.

In this field:

View this:

Select	If selected, indicates that this is the current record.
PDC Type	The type of post dated check in use.
Status	The status of the post dated check.
Check #	The check number of the post dated check.
Check Dt	The check date of the post dated check.
Check Amt	The check amount of the post dated check.
Bank Name	The bank name of the post dated check.
Account Type	The account type of the post dated check.
Account #	The account number of the post dated check.

A screenshot of a web application interface showing a table titled "Post Date Check". The table has a search bar at the top with "Search Criteria" and "Execute Search" buttons. The table columns are: PDC Type, Status, Check #, Check Dt, Check Amt, Bank Name, Account Type, and Account #. The table currently shows "No rows yet."

- 15 The **Payment Arrangement** section enables you to define and calculate the payment amount for the account with status Charge-off.

In this field:	Do this:
Frequency	Displays the payment frequency.
Start Date	Enter the start date from when the customer pays.
Terms	Enter the number of payments.

- On Clicking **Calculate**, view the following details:

End Date	View the end date of the payment.
Plan Amount	View the payment amount which the customer plans to pay.
Outstanding Amount	View the outstanding amount.

- On Clicking **Activate**, view the following details:

Select	If selected, indicates that this is the current record.
Date	View the start date of the payment plan.
Frequency	View the payment frequency.
Plan Amount	View the planned payment amount.
Paid Amount	View the paid amount..
Satisfied Ind	Indicates that the customer done the payment arrangements.
Broken Ind	Indicates that the customer didnot make the payment arrangement.
Enabled Ind	Indicates that the arrangement is active.

The screenshot shows a 'Payment Arrangement' form with the following fields and values:

- Frequency: M
- Start Date: 10/22/2009
- End Date: 11/22/2009
- Terms: 2
- Plan Amount: 65695.745
- OutStanding Amount: (empty)

Buttons: Calculate, Activate, DeActivate

Select	Date	Frequency	Plan Amount	Paid Amount	Satisfied Ind	Broken Ind	Enabled Ind
<input checked="" type="radio"/>	10/22/2009	M	65695.745		N	N	Y
<input type="radio"/>	11/22/2009	M	65695.745		N	N	Y

- On Clicking **DeActivate**, the account will be deactivated.

Notes :

1. An alert message will be displayed in the Customer Service screen when the user tries to view the payment arrangement for account other than charged off status.
2. The Payment Arrangement section is enabled only when the Payment Arrangement Batch job is posted.

Customer Details link (Customer Details page)

Information gathered on the application entry process regarding the customer and the customer's address, employment data, and phone numbers appears on the Customer Details page. Using the Customer Service window's Customer Details page, you can update or add to a customer's address, employment information, or phone listing.

Note: Information about the customer can be changed using the Maintenance page.

To view or edit customer information

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click the Customer Service drop-down link, then click **Customer Details**.

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER

Quick Search: Queue (Ng) Auto Run Acc # 20090200023411 or SSN

Account(s): XYZ HQ 20090200023411 LEASE VEHICLE USD \$12,020.00 \$4,000.00 ACTIVE:DELQ 3/8/2009

Customer(s): GDI GOPINATH PRIMARY ENG-LISH

Customer Details

Customer
 Customer # 24208 Name GDI GOPINATH Relation Class PRIMARY NORMAL
 Birth Dt 12/1/1980 Marital Status SINGLE Stop Correspondence Email
 Language ENG-LISH Education ENGLISH Disability Skip
 Mothers Maiden Name Privacy Opt-Out Existing CIF ECOA INDIVIDUAL

Identification Details
 Passport # Issue Dt. Expiry Dt. Visa # Nationality National ID SSN XXX-XXX-6346 License # State

Military Service
 Active Military Duty Effective Dt Order Ref # Release Dt

Address
 Type HOME Current Mailing Country US City HOLTSVILLE St NY Postal Type NORMAL ADDRESS Address 75 ST Zip 00501 Zip Extn Ph 766-756-7567 Landmark Location Census Tract Comment

Employment
 Current Type FULL TIME Employer Title PROFESSIONAL Department 29175 Employee Id Comment Country US City HOLTSVILLE St NY Address Line 2 Zip 00501 phone 3453453453 Extn

Telecom
 Search Criteria Execute Search
 Telecom Type Phone Extn Start Time End Time Time Zone Current
 No rows yet.

Customer Tracking Attributes
 Search Criteria Execute Search
 Sub Attribute ALL Create Tracking Edit Cancel
 Select Value Parameter
 No rows yet.

- On the Customer Details page, load the customer whose information you want to edit or enhance.

In this field:

View this:

Customer section

Customer #	Customer number.
Name	Customer's name.
Birth Dt	Customer's date of birth.
Marital Status	Customer's marital status.
State	Customer's driving license state.
Language	Customer's language.
Education	Education of the customer.
ECO A	Customer's Equal Credit Opportunity Act code.
Relation	Customer's relationship to the account.
Mothers Maiden Name	Customer's mother's maiden name.
Class	Customer's classification type.
Email	Customer's e-mail address.
Stop Correspondence	Customer's stop correspondence indicator. If selected, this indicates that Oracle FLEXCUBE Lending and Leasing will not send the customer any correspondence, such as monthly statements. This is selected using the Maintenance page.
Disability	Customer's disability indicator.
Skip	Customer's skip indicator. If selected, this indicates that the customer is a skip debtor. This is selected using the Maintenance page.
Privacy Opt-Out	Privacy opt-out indicator. If selected, indicates that the applicant has elected to refrain from the non-public sharing of information.
Existing CIF	If selected, indicates that the customer is an existing CIF.
National ID	Customer's national identification.

Identification Details section

Passport #.	Customer's passport number.
Issue date	Passport's issue date.
Expiry Date	Passport's expiry date.
Visa #	Customer's visa number .
Nationality	Customer's nationality
National Id	National id number of the customer.
SSN	Customer's social security number. Note: If the organizational parameter UIX_HIDE_RESTRICTED_DATA is set to Y, this appears as a masked number; for example, XXX-XX-1234.
License #	Customer's driving license number.
State	Customer's state.

Military Service section

Active Military Duty	Active military duty indicator. If selected, indicates that the customer is on active military duty and may qualify for the rates in accordance with the Servicemembers Civil Relief Act of 2003 (SCRA).
Order Ref #	The order reference number.

Effective Dt	The effective date. This is the date the Active Military Duty indicator was selected.
Released Dt	The release date. This is the date the customer was released from active military duty.

- Use the **First**, **Previous**, **Next**, and **Last** buttons in the Military Service section to view all the customers associated with this account.

Address section

Type	The address type.
Current	If selected, indicates that this is the customer's current address.
Mailing	If selected, indicates that this is the customer's mailing address.
Country	The country.
City	The city.
St	The state code.
Postal Type	The postal address type.
Address	The address.
Zip	The zip code.
Zip Extn	The zip code extension.
Ph	The phone number.
Landmark	The landmark associated with the address.
Census Tract	The census tract/BNA code.
Location	The metropolitan statistical area (MSA) code.
Comment	Comments regarding the address.
Default Media for Sending Messages	The default media for sending messages.

- Use the **First**, **Previous**, **Next**, and **Last** buttons in the Address section to view all the addresses associated with this customer.

Employment section

Current	If selected, indicates that this is the customer's current address.
Type	The occupation.
Employer	The employer's name.
Title	The title.
Occupation	The occupation.
Department	The department of the employment.
Employee Id	The employment identification number.
Comment	Comments regarding the employment.
Country	The country.
City	The city.
St	The state.
Address	The address line 1.
Line 2	The address line 2.
Zip	The zip code.
Phone	The work phone number.
Extn	The work phone number extension.

- Use the **First**, **Previous**, **Next**, and **Last** buttons in the Employment section to view all the employments associated with this customer

Telecom section

Telecom Type	Select the telecommunication type (required).
Phone	Enter the phone number (required).
Extn	Enter the phone extension (optional).
Start Time	Enter the best time to call start time (optional).
End Time	Enter the best time to call end time (optional).
Time Zone	Select the applicant's time zone (optional).
Current	Select if this telecom number is current (required).

You can add tracking attribute information to an application at any time on the Customer Details page's Customer Tracking Attributes section.

- When you click **Create Tracking**, Oracle FLEXCUBE Lending and Leasing loads the tracking parameters.
 - If you want to reduce the list of parameters, select a sub-attribute in the **Sub Attribute** box.
 - If your system has been configured to use the Sub Attribute field, only attributes in a particular group appear in the Parameter display.
 - Enter the requested parameter in the **Value** field and click **Save**.
- 4 Save any changes you made to the account.

Balances link (Account Balances page)

Details of an account's balance can be viewed on the Account Balance page. The Account Balances page contains four action buttons in the Balance Group section: Current, Deficiency, Non-Performing, and Terminate.

Depending on which one you select, a different set of balance information appears. In all cases, the Balance page can be viewed in two transaction period modes: ITD/CTD (Inception-to-date: loans)/Cycle-to-date: line of credit) and YTD (year-to-date).

To view account balance information

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click the **Customer Service** drop-down link, then click **Balances**.
- 3 In the **Balance Group** section, select the balance you want to view.

Current displays the current balances for accounts with an status of ACTIVE. If you click **Current**, the following information appears:

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER

Quick Search Queue Select... Auto Run Acc # 20090200023411 or SSN Submit

Account(s) Current Show All Group Follow-up

Select	Company	Branch	Account #	Product	Currency	Payoff Amt	Amount Due	Status	Oldest Due Dt
<input checked="" type="radio"/>	XYZ	HQ	20090200023411	LEASE VEHICLE	USD	\$12,020.00	\$4,000.00	ACTIVE:DELD	3/8/2009

Customer(s) Show 24206

Details	Customer Id	Name	Type	Language
<input checked="" type="radio"/>	24206	G O P I N A T H	PRIMARY	ENGLISH

Account Balances

Balance Group: Current Deficiency Non-Performing Terminate

Txn Period: ITD/CTD YTD

Balance Type	Opening Balance	Posted	Adj	Waived	Charged	Adjusted (-)	Adjusted (+)	Balance
ADVANCE / PRINCIPAL	\$0.00	\$12,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$12,000.00
INTEREST	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
FEE LATE CHARGE	\$0.00	\$20.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$20.00
FEE NSF	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
FEE EXTENSION	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
FEE PHONE PAY	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
FEE PERIODIC MAINTENANCE	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
EXPENSE BANKRUPTCY	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
EXPENSE REPOSSESSION/FORECLOSURE	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
EXPENSE SERVICING	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Current Balance Total	\$12,020.00							
Deficiency Balance Total	\$0.00							
Non-Performing Balance Total	\$0.00							

Promotion Details: Promotion Type NONE, Rate 0, Term 0, Start Dt 2/28/2009, End Dt 12/31/4000

Credit Insurance: Insurance Status, Sub Type

In this field:

Balance Type
Opening Balance
Posted

View:

The balance type.
The opening balance amount.
The amount posted (in addition to the opening balance).

Paid	The amount paid.
Waived	The amount waived.
Charged Off	The amount charged off.
Adjusted (-)	The amount adjusted (negative adjustments).
Adjusted (+)	The amount adjusted (positive adjustments).
Balance	The current (closing) balance.
Current Balance Total	The total active balance of the account.
Deficiency Balance Total	The total deficiency balance of the account.
Non-Performing Balance Total	The total non-performing balance of the account.

- **Deficiency** displays the current balances for accounts with an status of CHARGED OFF. If you click **Deficiency**, the following information appears:

In this field:	View:
Balance Type	The balance type.
Opening Deficiency	The opening deficiency balance.
Chgoff Posted	The additional charged off amounts posted.
Recovery	The amount of deficiency balance paid.
Deficiency Balance	The current (closing) deficiency balance.
Current Balance Total	The total active balance of the account.
Deficiency Balance Total	The total deficiency balance of the account.
Non-Performing Balance Total	The total non-performing balance of the account.

- **Non-Performing** displays the current balance for accounts with an status of NON-PERFORMING. Non-Performing accounts fall between CHARGED OFF accounts and ACTIVE accounts. These accounts are treated as active when dealing with the customer, but for accounting purposes are treated differently as they are expected to charge off in the future. Fee and interest balances are not expected to be collected in full and therefore are not recognized as income. If you click **Non-Performing**, the following information appears:

In this field:	View:
Balance Type	The balance type.
Opening Non-Performing	The opening nonperforming balance.
Paid	The amount of nonperforming balance paid.
Paid Excess	The additional nonperforming amounts posted.
Waived	The amount waived.
Adjusted (-)	The amount adjusted (Negative adjustments).
Adjusted (+)	The amount adjusted (Positive adjustments).
Balance	The current (Closing) nonperforming balance.
Current Balance Total	The total active balance of the account.
Deficiency Balance Total	The total deficiency balance of the account.
Non-Performing Balance Total	The total non-performing balance of the account.

- **Terminate Balance** displays the current balance for lease accounts with an status of **TERMINATE**. If you choose **Terminate Balance**, the following information appears:

In this field:	View:
Balance Type	The balance type.
Opening Balance	The opening balance amount.
Terminate	The terminate balance amount.
Paid	The amount paid.
Waived	The amount waived.
Charged Off	The amount charged off.
Adjusted (-)	The amount adjusted (negative adjustments).
Adjusted (+)	The amount adjusted (positive adjustments).
Balance	The current (closing) balance.
Total Balance	The total account balance.

- 4 In the **Txn Period** section, choose how you want to view the balance:
 - Choose **ITD/CTD** to view transactions by Inception-to-date (loans)/Cycle-to-date (line of credit)
 - or-
 - Choose **YTD** to view the transactions by year to date.

- 5 View the following balance details at the bottom of the **Account Balances** page:

In this field:	View:
<u>Promotion Details section</u>	
Promotion	The balance promotion.
Type	The balance promotion type.
Rate	The balance rate.
Term	The balance term.
Start Dt	The balance date.
End Dt	The balance promotion end date.
<u>Credit Insurance section</u>	
Insurance	The balance insurance.
Status	The balance insurance status.
Sub Type	The balance insurance sub type.

Transactions link (Transactions page)

The Transactions page displays all transactions that have occurred over the life of the account. Transactions can be sorted by when the transaction was created (Post Dt) or the effective date of transaction (Txn Dt). You can also choose to view all transactions or reverse certain transactions. This information comes from the payments and advances applied to the account, maintenance tasks, and nightly processes such as billing.

To view the transaction history of an account

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click the Customer Service drop-down link, then click **Transactions**.

The screenshot shows the Oracle FLEXCUBE Lending and Leasing interface. The top header displays the user ID as SSC, Organization as XXX, Division as C-01, and Responsibility as SUPERUSER. The main content area is divided into several sections:

- Accounts(s):** A table with columns: Select, Company, Branch, Account #, Product, Currency, Payoff Amt, Amount Due Status, and Oldest Due Dt. One row is visible: XYZ, HQ, 20090200023411, LEASE VEHICLE, USD, \$12,020.00, \$4,000.00 ACTIVE, DELQ 3/8/2009.
- Customer(s):** A table with columns: Select, Details, Customer Id, Name, Type, and Language. One row is visible: Show, 24206, GOPI GOPINATH, PRIMARY, ENGLISH.
- Transactions:** A section with a 'Sort By' dropdown set to 'Post Dt' and 'View Options' set to 'Good Payments'. Below this is a table with columns: Select, Post Dt, Txn Dt, Description, Currency, Amount, Details, and Balance Amt. The table is currently empty, showing 'No rows yet.'

- 3 In the **View Options** section, select the type of transactions in this account's history you want to view on the **Transactions** page.

If you select this:

Good Payments
All Payments
Good Txns
All Txns

Oracle FLEXCUBE Lending and Leasing displays:

All valid payments that were neither voided nor reversed.
All transaction involving payments.
All transactions that were neither voided nor reversed.
All transactions.

- 4 In the **Sort By** section, choose **Post Dt** to sort the entries on in the **Transactions** section in order of when the transaction was made effective.

-or-

Choose **Txn Dt** to sort the entries on in the **Transactions** section in order of when the transaction was created.

In either case, Oracle FLEXCUBE Lending and Leasing displays the following information:

In this field:	View:
<u>Transactions section</u>	
Select	If selected, indicates that this is the current record.
Post Dt	The transaction posting date.
Txn Dt	The transaction effective date.
Description	The transaction details.
Currency	The currency of the transaction.
Amount	The transaction amount.
Details	The transaction details.
Balance Amt	The balance amount. Note: This is the principal balance, not the total balance amount.
<u>Description section</u>	
Payment Currency	The payment currency.
Payment Amount	The payment amount.
Payment Type	The payment type.
Reference	The reference number associated with the transaction.
Mode	The mode of the transaction.
Reason	The reason for the transaction.
<u>Details</u>	
Txn	The transaction allocation details.
Amt	The transaction allocation amount.

To reverse (or void) a transaction

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click the **Customer Service** drop-down link, then click **Transactions**.
- 3 In the **Transactions** section, select the transaction you want to reverse.
- 4 Click **Reverse**.

Note: Some transactions cannot be reversed. If a transaction cannot be reversed, the Reverse button will be dimmed when the transaction is selected.

In this example, the Reverse button is available. The transaction CHANGE BALLOON EXPENSES can be reversed.

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization XXX Division 001 Responsibility SUPERUSER

Queue: Select... Ng Auto Run

Acc # 2009040023211

or SSN

Submit

Account(s)

Current Show All Group Follow-up

Select and Submit

Select	Company	Branch	Account #	Product	Currency	Payoff Amt	Amount Due	Status	Oldest Due Dt
<input checked="" type="radio"/>	YYY	HQ	2009040023211	LEASE VEHIC	USD	\$0.00	\$0.00	ACTIVE:TIP	05/08/2009

Customer(s)

Select Details Customer Id Name Type Language

Show 0923

Customer Id	Name	Type	Language
0923	JOE ANDERS ROGEE	PRIMARY	ENGLISH

Transactions

Sort By View Options

Post Dt Txn Dt Good Payments All Payments Good Txns All Txns

Reverse

Transactions

Select	Post Dt	Txn Dt	Description	Amount Details	Balance Amt
<input checked="" type="radio"/>	04/09/2009	04/09/2009	CHANGE BALLOON	\$0.00 BALLOON AMT= \$10.00,FMT AMT= \$0.00 TERM= 0	\$0.00
<input type="radio"/>	04/08/2009	04/08/2009	PAYMENT (Y)	\$300.00 0TH PD= \$10.00 DIVD PD= \$200.00 POSTED ON 04/08/2009	\$0.00
<input type="radio"/>	04/08/2009	04/08/2009	INTEREST ACCRUAL	\$0.00	\$0.00
<input type="radio"/>	04/08/2009	04/08/2009	ADJUSTMENT TO PMF.ADD	\$10.00	\$0.00
<input type="radio"/>	04/08/2009	04/08/2009	LOAN RECEIVABLES	\$0.00	\$0.00
<input type="radio"/>	04/08/2009	04/08/2009	ACTIVE	\$0.00	\$0.00

Description

Payment Currency USD Payment Amount Payment Type Reference UNDEFINED Mode NONE Reason UNDEFINED

Details

Txn	Amt
No rows yet.	

In this example, the Reverse button is unavailable. The transaction ANNIVERSARY cannot be reversed.

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER

Queue: Select... Ng Auto Run

Acc # 20090200023411

or SSN

Submit

Account(s)

Current Show All Group Follow-up

Select and Submit

Select	Company	Branch	Account #	Product	Currency	Payoff Amt	Amount Due	Status	Oldest Due Dt
<input checked="" type="radio"/>	XYZ	HQ	20090200023411	LEASE VEHICLE	USD	\$12,020.00	\$4,000.00	ACTIVE:DELQ	3/8/2009

Customer(s)

Select Details Customer Id Name Type Language

Show 24206

Customer Id	Name	Type	Language
24206	GOPI GOPINATH	PRIMARY	ENGLISH

Transactions

Sort By View Options

Post Dt Txn Dt Good Payments All Payments Good Txns All Txns

Reverse

Transactions

Search Criteria Execute Search

Select	Post Dt	Txn Dt	Description	Currency	Amount	Details	Balance Amt
<input checked="" type="radio"/>	7/7/2009	8/13/2009	BILL/DUE DATE	USD	\$1,000.00	DUE DT 07/04/2009	\$12,000.00
<input type="radio"/>	7/7/2009	5/15/2009	BILL/DUE DATE	USD	\$1,000.00	DUE DT 06/05/2009	\$12,000.00
<input type="radio"/>	7/7/2009	4/20/2009	BILL/DUE DATE	USD	\$1,000.00	DUE DT 05/11/2009	\$12,000.00
<input type="radio"/>	8/19/2009	3/21/2009	BILL/DUE DATE	USD	\$1,000.00	DUE DT 04/11/2009	\$12,000.00
<input type="radio"/>	3/25/2009	3/11/2009	LATE CHARGE	USD	\$20.00		\$12,000.00
<input type="radio"/>	2/28/2009	2/18/2009	BILL/DUE DATE		\$1,000.00	DUE DT 03/11/2009	\$12,000.00
<input type="radio"/>	2/28/2009	2/11/2009	LOAN RECEIVABLES		\$12,000.00		\$12,000.00
<input type="radio"/>	2/28/2009	2/11/2009	ACTIVE		\$0.00		\$0.00

Description

Payment Currency USD Payment Amount Payment Type Reference Content Mode NONE Reason NONE

Details

Search Criteria Execute Search

Txn	Amt
No rows yet.	

Access to the Reverse button can be restricted by user responsibility and the account's product type using the PAYMENT_REV transaction code (Super Group: ACCOUNT MONETARY TXN) on the Administration window. (For more information, see the **Txn Codes tab (Transaction Super Group page)** section of the **Administration (System) Setup** chapter in the **Oracle FLEXCUBE Lending and Leasing Suite Setup Guide**).

To void an account

Oracle FLEXCUBE Lending and Leasing can be configured to void an account using the Reverse button on the Transaction page.

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click the **Customer Service** drop-down link, then click **Transactions**.
- 3 In the **Transactions** section, select the ACTIVE entry in the **Description** field.
- 4 Click **Reverse**.

On the Transactions page, Oracle FLEXCUBE Lending and Leasing creates an entry of REVERSE ACTIVE and reverses all transactions. Oracle FLEXCUBE Lending and Leasing also changes the status of the account to CLOSED: VOID and changes the status of the application to APPROVED-VOID (or whatever the account's last status was before funding).

Note: To use this feature, the ACTIVE_REV transaction code must be enabled and set to manual on the Transaction Super Group page for your user responsibility and account's product type. (For more information, see the **Txn Codes tab (Transaction Super Group page)** section of the **Administration (System) Setup** chapter in the **Oracle FLEXCUBE Lending and Leasing Suite Setup Guide**).

Tracking Attributes link (Tracking Attributes page)

The Tracking Attributes page enables you to link information to an account that is not tracked by default in the Oracle FLEXCUBE Lending and Leasing system, but is part of your company's business practices; for example, the location of important documents, how customers receive paychecks, or the hint questions for remembering a PIN number. Such attributes are defined during system setup.

To use the Customer Service window's Tracking Attributes page

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click the **Customer Service** drop-down link, then click **Tracking Attributes**.
- 3 Click **Create Tracking**.

Oracle FLEXCUBE Lending and Leasing loads the tracking parameters.

The screenshot displays the Oracle FLEXCUBE Lending and Leasing interface. The top header shows the Oracle logo and the text 'FLEXCUBE Lending and Leasing'. Below this, there are user and organization details: 'User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER'. On the right, there are icons for 'Debug (Off)', 'Audit', and 'Close'.

The main interface is divided into several sections:

- Quick Search:** Includes a 'Queue' section with a 'Select...' dropdown, 'Nx' and 'Auto Run' checkboxes, and an 'Acc #' field containing '20090200023411' or 'SSN'.
- Account(s):** A table with columns: 'Select Company', 'Branch', 'Account #', 'Product', 'Currency', 'Payoff Amt', 'Amount Due Status', and 'Oldest Due Dt'. A row is selected with values: 'XYZ', 'HQ', '20090200023411', 'LEASE VEHICLE', 'USD', '\$12,020.00', '\$4,000.00 ACTIVE:DELQ 3/8/2009'.
- Customer(s):** A table with columns: 'Select Details', 'Customer Id', 'Name', 'Type', and 'Language'. A row is selected with values: 'Show', '24206', 'G O P I G O P I N A T H', 'PRIMARY', 'ENGLISH'.
- Tracking Attributes:** A section with a 'Search Criteria' field, an 'Execute Search' button, and a 'Save' button. Below this is a 'Sub Attribute' dropdown menu set to 'ALL', and a 'Create Tracking' button. A table with columns 'Parameter' and 'Value' is shown, with the text 'No rows yet.'
- Alerts:** A section with a 'CHECK LOCATION OF COLLATERAL' alert.
- Conditions:** A section with a 'Search Criteria' field, an 'Execute Search' button, and a table with columns 'Condition', 'Start', and 'Followup'. A row is shown with values: 'DELINQUENT', '3/19/2009', '6/19/2009'.

On the left side, there is a navigation menu with various options like 'Advance Search', 'Customer Service', 'Account Details', 'Balances', 'Transactions', 'Tracking Attributes', 'Statements', 'Insurances', 'Vendor Work Order', 'Business', 'Maintenance', 'Loan Details', 'Check List', 'Bankruptcy', 'RespoForeclosure', 'Deficiency', 'Contract', 'Collateral', 'Comments', 'Correspondence', 'Letters', 'Account Document Tracking', and 'Scenario Analysis'.

- 4 If you want to reduce the list of parameters, select a sub-attribute in the **Sub Attribute** box.

If your system has been configured to use the Sub Attribute field, only attributes in a particular group appear in the Parameter display.

- 5 Complete the **Tracking** section by entering the requested parameter in the **Value** field.
- 6 Save any changes you made to the account.

Statements link (Statements page)

The Statements page contains three display only sections. The Statements section displays a list all the statements generated during the life of the account. The Transaction section displays monetary transactions applied to the account from the closing date of the previous statement through the closing date of the current statement. The Messages section displays the user-defined message that appears in the statement.

To view the Statements page

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click the **Customer Service** drop-down link, then click **Statements**.

The screenshot shows the Oracle Flexcube Lending and Leasing interface. The top header displays "ORACLE FLEXCUBE Lending and Leasing" and user information: "User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER". The left navigation menu includes sections like "Quick Search", "Advance Search", "Customer Service", "Account Details", "Customer Details", "Balances", "Transactions", "Tracking", "Attributes", "Statements", "Insurances", "Vendor Work Order", "Business", "Maintenance", "Loan Details", "Check List", "Bankruptcy", "Repo/Foreclosure", "Deficiency", "Contract", "Collateral", "Comments", "Correspondence", "Letters", "Account Document Tracking", and "Scenario Analysis".

The main content area is divided into several sections:

- Account(s)**: Includes a "Select and" button and a table with columns: Company, Branch, Account #, Product, Currency, Payoff Amt, Amount Due Status, and Oldest Due Dt. A row is selected for XYZ HQ 20090200023403 LEASE VEHICLE USD \$12,020.00 \$4,000.00 ACTIVE:DELO 3/15/2009.
- Customer(s)**: Includes a "Select and" button and a table with columns: Customer Id, Name, Type, and Language. A row is selected for Show 24205 GOPI GOPI PRIMARY ENGLISH.
- Statements**: Includes a "Search Criteria" and "Execute Search" button. Below is a table with columns: Closing Dt, Due Dt, and Generation Dt. Three rows are listed:

Select	Closing Dt	Due Dt	Generation Dt
<input checked="" type="radio"/>	6/20/2009	7/11/2009	1/1/1800
<input type="radio"/>	5/22/2009	6/12/2009	1/1/1800
<input type="radio"/>	4/27/2009	5/18/2009	1/1/1800
- Transactions**: Includes a "Search Criteria" and "Execute Search" button. Below is a table with columns: Txn Dt, Description, and Amount. It shows "No rows yet."
- Messages**: Includes a "Search Criteria" and "Execute Search" button. Below is a table with columns: Seq # and Message. It shows "No rows yet."

At the bottom, there are tabs for "Loan", "Line of Credits", and "Lease". Below these are links for "Statement Details", "Profit Rate", and "Escrow".

- 3 In the **Statements** section, view the following information:

In this field:

Select
Closing Dt
Due Dt
Generation Dt

View:

If selected, indicates that this is the current record.
The statement closing date.
The statement due date.
The statement generation date.

- 4 In the **Statements** section, select the statement you to view.

Oracle FLEXCUBE Lending and Leasing displays the following information for the selected statement in the **Transactions** and **Messages** sections.

In this field:

View:

Transactions section

Txn Dt	The transaction effective date.
Description	The transaction.
Amount	The transaction amount.

Messages section

Seq #	The sequence number.
Message	The message.

The Statements pages has one sub pages:**Lease** which will appear depending on what kind of account you have loaded.

- View the statement details on the available sub page.
- If the **Lease** sub page is available, view the following details in the Statement Details section:

Loan	Line of Credits	Lease										
<p>▼ Statement Details</p> <table> <tr> <td>Current Due(+)</td> <td>\$280.37</td> </tr> <tr> <td>PastDue(+)</td> <td>\$6,448.51</td> </tr> <tr> <td>Late Charge(+)</td> <td>\$70.10</td> </tr> <tr> <td>Other Charges(+)</td> <td>\$0.00</td> </tr> <tr> <td>Total Due =</td> <td>\$6,798.98</td> </tr> </table>			Current Due(+)	\$280.37	PastDue(+)	\$6,448.51	Late Charge(+)	\$70.10	Other Charges(+)	\$0.00	Total Due =	\$6,798.98
Current Due(+)	\$280.37											
PastDue(+)	\$6,448.51											
Late Charge(+)	\$70.10											
Other Charges(+)	\$0.00											
Total Due =	\$6,798.98											

In this field:

View:

Current Due (+)	The current due.
Past Due (+)	The past due amount.
Late Charge (+)	The late charge due.
Other Charges (+)	The other charges due.
Total Due =	The total due.

Insurances link (Insurances page)

If insurance information was entered on the Funding window during lease origination, you can view the financed insurance information on the Customer Service window's Insurances page. The Insurances page displays the details of all financed insurances, including cancellation and refund information whenever applicable. It also displays the insurances that were financed after funding of the lease using the Customer Service window's Maintenance page.

To view the Insurances page

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click the Customer Service drop-down link, then click **Insurances**.

The screenshot shows the Oracle Flexcube Lending and Leasing interface. The top navigation bar includes 'User Id', 'SSC Organization', 'XXX Division', 'C-01 Responsibility', and 'SUPERUSER'. The main content area is divided into several sections:

- Quick Search:** Includes a search queue, account number (20090200023403), and SSN.
- Account(s):** A table with columns: Select, Company, Branch, Account #, Product, Currency, Payoff Amt, Amount Due Status, and Oldest Due Dt. A row is shown for company XYZ, HQ, account 20090200023403, product LEASE VEHICLE, currency USD, payoff \$12,020.00, amount due \$4,000.00, and status ACTIVE:DELO 3/15/2009.
- Customer(s):** A table with columns: Select, Details, Customer Id, Name, Type, and Language. A row is shown for customer ID 24205, name GQPI GQPI, type PRIMARY, and language ENGLISH.
- Insurances:** The main section, containing:
 - Policy Information:** A table with columns: Contractual (checkbox), Insurance Type, Insurance Plan, Company, Policy Number, Effective Dt, Premium Amt, Commission Rule, Primary Beneficiary, Secondary Beneficiary, Status, Sub Type, Insurance Mode, Phone No, Itemization, Expiration Dt, Term, Commission Amt, and Comments. The 'Contractual' checkbox is checked.
 - Cancellation / Refund:** A table with columns: Policy Cancellation Dt, Refund Allowed (checkbox), Grace Days, Cancellation Fee Allowed (checkbox), Cancellation Fees, Complete Refund (checkbox), Term Remaining, Refund Method, Grace Days, Estimated Refund Amt, and Received Refund Amt.
 - Insurance Tracking:** A section with a search criteria field and a table with columns: Parameter and Value. The table is currently empty.

- 3 On the **Insurances** page, view the following display only information:

In this field:

View:

Policy Information section:

Contractual

If selected, indicates that the insurance policy is required by contract.

Insurance Type

The insurance type.

Insurance Plan

The insurance plan.

Company

The insurance company.

Policy Number

The insurance policy number.

Effective Dt

The insurance effective date.

Premium Amt

The insurance premium amount.

Commission Rule

The rule of commission.

Primary Beneficiary

The primary beneficiary of the insurance.

Secondary Beneficiary

The secondary beneficiary of the insurance.

Status

The insurance status.

Sub Type	The sub type.
Insurance Mode	The insurance mode.
Phone No	The insurance company's primary phone number.
Phone No	The insurance company's alternate phone number.
Itemization	The contract itemization.
Expiration Dt	The insurance expiry date.
Term	The insurance term.
Commission Amt	The insurance commission amount.
Comments	The comments regarding the insurance policy.

Cancellation/Refund section:

Policy Cancellation Dt	The insurance cancellation date.
Refund Allowed	If selected, a refund is allowed. A selected box indicates that the insurance premium can be rebated to the customer in case of early payoff.
Grace Days Cancellation Fee Allowed	If selected, indicates that cancellation fees during grace period is allowed.
Cancellation Fees	View the amount of the cancellation fee to be charged when the insurance is cancelled.
Complete Refund	If selected, a complete refund is allowed.
Term Remaining	The remaining term on the insurance at cancellation.
Refund Method	The refund calculation method.
Grace Days	View the number of grace days allowed for cancellation without charging a cancellation fee.
Estimated Refund Amt	The estimated insurance refund.
Received Refund Amt	The insurance refund received.

- 4 In the **Insurance Tracking** section, click **Create Tracking**.

Oracle FLEXCUBE Lending and Leasing loads the insurance tracking parameters in the Insurance Tracking section.

- 5 If you want to reduce the list of parameters, select a sub attribute in the unlabeled **Sub Attribute** box next to the Create Tracking button.

If your system has been configured to use the Sub Attribute field, only attributes in a particular group appear in the parameter display.

- 6 Complete the **Insurance Tracking** section's Parameter and Value fields.

- 7 In the **Insurance Tracking** section, click **Save**.

Vendor Work Order link (Vendor Work Order page)

To expedite repossessions and foreclosures, the display only Vendor Work Order page enables you to view all the work orders issued to different vendors for an account.

To view the Statements page

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click the Customer Service drop-down link, then click **Vendor Work Order**.
- 3 On the **Vendor Work Order** page, view the following display only information:

In this field:	View this:
Select	If selected, indicates that this is the current record.
Work Order #	The work order number.
Dt	The assignment date.
Estimated	The estimated dollar amount of work order.
Type	The assigned type.
Vendor	The vendor number and name.
Status	The assigned status.
Total Amt	The total estimated dollar amount of all work orders.

- 4 To view more detailed information about the work vendor work order, select the work order you want to view and click **Vendor Work Order**.

Note: The View Work Order button appears dimmed if your responsibility does not allow access to the Vendor Work Order page.

Oracle FLEXCUBE Lending and Leasing opens the Vendor Management page. You can perform tasks and record additional information, such as changing the work order's status and adding comments in the Work Orders section.

The screenshot displays the Oracle FLEXCUBE Lending and Leasing interface. The top navigation bar includes the Oracle logo, 'FLEXCUBE Lending and Leasing', and user information: 'User Id SSC Organization XXX Division 001 Responsibility SUPERUSER'. There are also icons for 'Debug (Off)', 'Audit', and 'Close'.

The main content area is divided into several sections:

- Quick Search:** Includes a 'Queue' dropdown, 'Auto Run' checkbox, and fields for 'Acc #' (20060300010444) and 'or 55N'.
- Account(s):** A table with columns: 'Select', 'Company', 'Branch', 'Account #', 'Product', 'Currency', 'Payoff Amt', 'Amount Due', 'Status', 'Oldest Due Dt'. A row is visible for company 'XXX', branch 'HQ', account '20060300010444', product 'LEASE VEH', currency 'USD', payoff '\$16,120.24', amount due '\$8,376.12', status 'ACTIVE/DELO', and due date '04/10/2006'.
- Customer(s):** A table with columns: 'Select', 'Details', 'Customer Id', 'Name', 'Type', 'Language'. Two rows are shown: one for 'GEORGE A BBOTTLEBRUSH' (PRIMARY, ENGLISH) and one for 'BETH B BBOTTLEBRUSH' (SPOUSE, ENGLISH).
- Vendor Work Order:** A table with columns: 'View Work Order', 'Work Order', 'Dt', 'Estimated', 'Type', 'Vendor', 'Status'. A row is shown for 'WO.0003005' on '10/28/2008' for '\$500.00' 'RECOVERY' type, vendor 'IL00001-DECATUR AUTO AUCTION', and status 'COMPLETED'. The total amount is '\$500.00'.
- Vendor Management:** A section with a 'Save' button and a table with columns: 'Select', 'Details', 'Work Order #', 'Account', 'Vendor', 'Company', 'Branch', 'Status', 'Type'. A row is shown for 'WO.0003005', '20060300010444-BBOTTLEBRUSH', 'GEORGE / BETH', 'IL00001-DECATUR AUTO AUCTION', 'XXX', 'COMPLETED', and 'RECOVERY'.
- Services:** A table with columns: 'Select', 'Service', 'Fee Type', 'Currency', 'Estimated', 'Billed', 'Paid', 'Status', 'Status Dt'. A row is shown for 'SERVICING TOW/TRANSPORT ASSET', 'FLAT RATE', 'USD', '\$500.00', '\$500.00', '\$500.00', 'COMPLETED', and '10/28/2008'.

A red arrow points from the 'Vendor Work Order' table to the 'Vendor Management' table, indicating a data flow or relationship between the two.

- 5 Click **Close** on the Vendor Management page to return to the Customer Service window.

Note: For more information about using the Vendor Management window, please refer to the **Vendor** chapter in this document.

Business link

If this is a SME loan, information gathered on the application entry process regarding the business and the business's address, partners and affiliates data, and phone numbers appears on the Customer Service window's Business page. Using the Business page, you can update or add to a business's address, partners and affiliates information, or phone listing.

To view or edit business information

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click the Customer Service drop-down link, then click **Business**.

ORACLE
FLEXCUBE Lending and Leasing

User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER

Quick Search Account(s)

Queue
Select...
(Ng) Auto Run
Acc # 20090200023403
or SSN
Submit

Alerts
No rows yet.

Conditions
Search Criteria Execute Search
Condition Start Followup
DELINQUENT 3/28/2009 6/19/2009

Business

Select	Company	Branch	Account #	Product	Currency	Payoff Amt	Amount Due	Status	Oldest Due Dt
<input checked="" type="radio"/>	XYZ	HQ	20090200023403	LEASE VEHICLE	USD	\$12,020.00	\$4,000.00	ACTIVE:DELD	3/15/2009

Customer(s)

Select	Details	Customer Id	Name	Type	Language
<input checked="" type="radio"/>	Show	24205	GOPI GOPI	PRIMARY	ENGLISH

Business

Organization Type
Type of Business
Name of the Business
Legal Name
Tax Id #
Start Dt
of Employees (Curr)
of Employees

Contact Person
Business Checking Bank
Bank Account #
Avg Checking Balance
of Locations
Management Since

Address

Type
Country #
City
State

Apt #
Address
Zip
Extn
Phone
Own/Lease

Telecom

Select Telecom Type = Phone Extn Current
No rows yet.

Partners

First Name
Last Name
Suffix
SSN
Birth Dt
Birth Place
Director Ind

Networth
Gross Income
Language
Nationality
Title
Ownership(%)
Email
Phone
Extn

- 3 On the **Business** page, load the business whose information you want to view in the **Business** section using the **First**, **Previous**, **Next**, and **Last** buttons.

In this field:

View this:

Organization Type	Organization type.
Type of Business	Type of the business.
Name of the Business	Name of the business.
Legal Name	Legal name of the business.
Tax Id #	Tax identification number.
Start Dt	Business start date.
# of Employees (Curr)	Current number of employees at the business.
# of Employees	Number of employees at the business after financing.
Contact Person	Contact person at the business.
Business Checking Bank	Bank name of the business's checking account.
Bank Account #	Bank account number.
Avg Checking Balance	Average checking balance.
# of Locations	Number of locations of the business.
Management Since	Year the current management was established.

- 4 In the **Address** section, load the address information you want to view using the **First**, **Previous**, **Next**, and **Last** buttons.

In this field:

View this:

Type	Address type.
Country	Country code.
#	Address number.

City	City.
State	State.
Apt #	Apartment number.
Address	Address.
Zip	Zip code.
Extn	Zip extension.
Phone	Phone number.
Own / Lease	Ownership type.

- 5 In the **Telecom** section, view the following information:

In this field:	View this:
Select	If selected, indicates that this is the current record.
Telecom Type	Telecommunication type.
Phone	Phone number.
Ext	Phone extension.
Current	If selected, indicates that this is the current record.

- 6 In the **Partners** section, load the business partner information you want to view or edit using the **First**, **Previous**, **Next**, and **Last** buttons.

In this field:	View this:
First Name	Partner's first name.
MI	Partner's middle name.
Last Name	Partner's last name.
Suffix	Partner's suffix.
SSN	Partner's social security number.
Birth Dt	Partner's birth date.
Birth Place	Partner's birth place.
Director Ind	If selected, indicates that the partner is the director of the business.
Networth	Partner's net worth.
Gross Income	Partner's gross income.
Language	Partner's language.
Nationality	Partner's nationality.
Title	Partner's title.
Ownership (%)	Percentage of ownership held by the partner.
Email	Partner's e-mail.
Phone	Partner's phone.
Extn	Partner's phone extension.

- 7 In the **Affiliates** section, load the business affiliate information you want to view using the **First**, **Previous**, **Next**, and **Last** buttons.

In this field:	View this:
Organization Type	Affiliate's organization type.
Legal Name	Affiliate's legal name.
Name of Business	Affiliate's business name.
Tax ID #	Affiliate's tax identification.
Ownership (%)	Affiliate's percentage of ownership.
# of Employees	Affiliate's number of employees.
NAICS CODE	Affiliate's North American Industry Classification System code.

Maintenance link (Maintenance page)

The Customer Service window's Maintenance page acts as a single command stations that enables you to post a wide array of monetary and nonmonetary transactions for any given account. Transaction available is based on the account's lease produce and the user's responsibility. This section explains how to complete the following tasks:

Monetary tasks

Lease:

- Apply, adjust, or waive servicing expenses
- Adjust or waive late charges
- Adjust or waive nonsufficient funds
- Apply, adjust, or waive repossession expenses
- Apply, adjust, or waive bankruptcy expenses
- Apply or adjust phone pay fees
- Change an index/margin rate
- Apply, adjust, or cancel financed insurance
- Generate a payoff quote
- Payoff an account
- Charge-off an account
- Close an account
- Change a due date
- Apply, adjust, or waive a disposition fee
- Apply, adjust, or waive a termination fee
- Record selling an asset
- Apply, adjust, or waive an excess usage fee
- Apply, adjust, or waive other fees and taxes

Nonmonetary tasks

Lease:

- Update a customer's name
- Maintain customer details
- Mark a customer as a skipped debtor
- Change a customer's Privacy Opt-Out indicator
- Stop correspondence
- Modify financed insurance information
- Start or stop an ACH
- Reprint a statement (batch only)
- Add or stop servicing of accounts with post dated checks as a repayment method
- Re-order coupon books

Oracle FLEXCUBE Lending and Leasing enables you to post a monetary transaction immediately or submit it for nightly processing. The transaction is identified as either a "real-time" or nightly batch transaction in Oracle FLEXCUBE Lending and Leasing's transaction setup codes. Oracle FLEXCUBE Lending and Leasing also enables you to cancel the future dated transactions or the transaction that have been submitted for nightly processing. All the activity on the account, including who performed it and a date and time stamp, is captured in the audit trail.

Using the Maintenance page for Monetary and Nonmonetary Transactions

All of the monetary and nonmonetary tasks listed in the appendix **Transaction Parameters** are available for use on the Maintenance page. Each task requires a Transaction value and a Parameter value.

To use the Maintenance page to complete monetary transactions

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click **Maintenance**.
- 3 On the Maintenance page's **Action** section, click **Add**.

The screenshot shows the Oracle FLEXCUBE Lending and Leasing interface. The 'Maintenance' section is active, displaying a table of parameters to be configured for a transaction. The 'Monetary' checkbox is selected, and the 'Transaction' field is set to 'ACH MAINTENANCE'.

Parameter	Value	Required
ACH BANK NAME	YES	<input checked="" type="checkbox"/>
ACH BANK ROUTING NUMBER	23001	<input checked="" type="checkbox"/>
ACH ACCOUNT TYPE CODE	C	<input checked="" type="checkbox"/>
ACH ACCOUNT NUMBER	998415	<input checked="" type="checkbox"/>
ACH PAYMENT DAY	1	<input checked="" type="checkbox"/>
ACH PAYMENT AMOUNT	1000	<input checked="" type="checkbox"/>
ACH PAYMENT AMOUNT EXCESS	500	<input checked="" type="checkbox"/>
ACH PAYMENT FREQUENCY CODE	M	<input checked="" type="checkbox"/>
ACH START DATE	4/23/2010	<input checked="" type="checkbox"/>
ACH END DATE		<input type="checkbox"/>
ACH FEE INDICATOR	N	<input checked="" type="checkbox"/>
ACH DEFAULT INDICATOR	N	<input checked="" type="checkbox"/>
ACH STATUS CODE	ACTIVE	<input checked="" type="checkbox"/>

- 4 In the **Action** section:
 - Select the **Monetary** box to complete a monetary transaction
 - or-
 - Clear the **Monetary** box to complete a nonmonetary transaction.
- 5 In the **Transaction** field, select the transaction for the task you want to complete. Transaction availability depends on the type of account (lease), whether the transaction is monetary or nonmonetary, and user responsibility.

Note :During set up, transactions are configured to be processed either in real time or as a batch transaction.

- If a transaction will be performed in a batch transaction, the **Batch** box appears selected.
 - If a transaction will be performed in real time, the **Batch** box appears cleared.
- 6 Click **Load Parameters**.
 - 7 Enter all the required parameter values and click **Post**.

Oracle FLEXCUBE Lending and Leasing displays the results (success or failure) in the Results section.

Transactions page (A reminder)

As discussed earlier in this chapter, the Transactions page displays transactions with a monetary impact that have occurred over the life of the account. The Transaction page also enables you to view all transactions or reverse certain transactions you manually perform on the Maintenance page. For more information, see the **Transaction page** section of this chapter.

Lease Details link (Link Details page)

The Lease Details page contains further information about the lease; including extensions, due dates, and additional details.

To view the Lease Details page

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click **Lease Details**.
- 3 View the following lease information on the **Lease Details** page:

The screenshot displays the Oracle Flexcube Lending and Leasing interface. The main content area is titled 'Lease Details' and is divided into two sections: 'Extn and Due Dates' and 'Additional Details'.

Extn and Due Dates

# of Extensions(Life)	0	Total Term	24
# of Extension Term(Year)	0	Paid Term	38
# of Extension Term(Life)	0	Maturity Dt	12/10/2008
# of Due Day Chages(Year)	0		
# of Due Day chages(Life)	0		
Last Extn Dt			
Due Day Chg Dt			

Additional Details

The 'Additional Details' section contains the same data as the 'Extn and Due Dates' section.

In this field:

View:

Extn and Due Dates section

# of Extensions (Year)	The number of times extensions granted (year).
# of Extensions (Life)	The number of times extensions granted (life).
# of Extension Term (Year)	The number of terms extensions granted (year).
# of Extension Term (Life)	The number of terms extensions granted (life).
# of Due Day Changes (Year)	The number of due date changes (year).
# of Due Day Changes (Life)	The number of due date changes (life).
Last Extn Dt	The last extension date.
Due Day Chg Dt	The last due date change date.

Additional Details section

Total Term	The total term.
Paid Term	The paid term.
Maturity Dt	The maturity date.

CheckList link (Checklist page)

Oracle FLEXCUBE Lending and Leasing enables you to use checklists to ensure that procedures are followed to complete various tasks. This instructional information appears on the Checklist page.

To complete a checklist for an account

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click **Checklist**.

The screenshot shows the Oracle FLEXCUBE Lending and Leasing interface. The top navigation bar includes the Oracle logo, the text 'FLEXCUBE Lending and Leasing', and user information: 'User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER'. There are also icons for 'Debug (Off)', 'Audit', and 'Close'.

The main content area is divided into several sections:

- Quick Search:** Includes a 'Queue' dropdown, 'Ng Auto Run' checkbox, 'Acc #' field (20090200023411), and 'or SSN' field.
- Account(s):** Shows a table with columns: Company, Branch, Account #, Product, Currency, Payoff Amt, Amount Due, Status, and Oldest Due Dt. A row is visible for XYZ HQ 20090200023411 LEASE VEHICLE USD \$12,020.00 \$4,000.00 ACTIVE/DELD 3/8/2009.
- Customer(s):** Shows a table with columns: Customer Id, Name, Type, and Language. A row is visible for Show 24206 GOPI GOPINATH PRIMARY ENGLISH.
- Checklist:** Contains a 'Checklist Type' dropdown menu and a 'Load Checklist' button. Below this is a 'Checklist' table with columns: Select Checklist, Comment, and Complete. The table is currently empty with 'No rows yet.' displayed.
- Checklist Action:** Contains a 'Checklist Action' table with columns: Select Action, Yes No NA, and Comment. This table is also empty with 'No rows yet.' displayed.

On the right side, there are sections for 'Alerts', 'Conditions', 'Add Call Activities', 'Add Comments', and 'Date Converter'.

- 3 In the **CheckList Type** field, select the type of checklist you want to complete and then click **Load Checklist**.

Oracle FLEXCUBE Lending and Leasing loads the checklist in the Checklist and Checklist Action sections.

- 4 As you follow the actions in the Checklist Action section, note your work with the **Yes/No/NA** option buttons.

Note: You can add comments to each action on the checklist in the **Comment** column.

- 5 In the **Checklist Action** section, click **Save**.
- 6 When you complete the actions for the selected checklist, select **Complete** in the **Checklist** section.
- 7 In the **Checklist** section, click **Save**.

Bankruptcy link (Bankruptcy page)

The Bankruptcy page enables you to record the details of a bankruptcy. This information usually is supplied from the customer or customer's attorney. You can track each stage of the bankruptcy process based on its follow-up date and record information using the Details and Tracking sections.

As there are occasions when a borrower files bankruptcy more than once during the tenure of the loan, you can record information for multiple bankruptcies. The **Create New Bankruptcy** button enables you to create a new bankruptcy record with different start and end dates. You can also use the Bankruptcy page to view the previous bankruptcy record using the Next and Previous buttons in the Detail section. The Current box in the Detail section indicates the current bankruptcy details.

To enter bankruptcy details for an account

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click **Bankruptcy**.
- 3 In the **Details** section, select the bankruptcy record you want to work with
-or-
Choose **Create New Bankruptcy** to refresh the Bankruptcy page to create a new record.

The screenshot shows the Oracle FLEXCUBE Lending and Leasing interface. The top navigation bar includes the Oracle logo, 'FLEXCUBE Lending and Leasing', and user information: 'User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER'. There are also icons for 'Debug (Off)', 'Audit', and 'Close'.

The main content area is divided into several sections:

- Quick Search:** Includes a 'Queue' dropdown, 'Auto Run' checkbox, 'Acc # 20090200023411', and 'or SSN' field.
- Account(s):** A table with columns: Select, Company, Branch, Account #, Product, Currency, Payoff Amt, Amount Due, Status, Oldest Due Dt. One record is shown: XYZ, HQ, 20090200023411, LEASE VEHICLE, USD, \$12,020.00, \$4,000.00, ACTIVE:DELD, 3/8/2009.
- Customer(s):** A table with columns: Select, Details, Customer Id, Name, Type, Language. One record is shown: Show, 24206, GOPI GOPINATH, PRIMARY, ENGLISH.
- Bankruptcy:**
 - Detail:** Includes a 'Current' checkbox (checked), 'FollowUp Dt' field, 'Disposition' dropdown, 'Type' dropdown, and 'Comment' text area. Also includes 'File Received Dt', 'Bankruptcy Start Dt', and 'Bankruptcy End Dt' fields. Buttons: 'Create Bankruptcy', 'Edit', 'Cancel'.
 - Create Tracking:** Includes 'Search Criteria', 'Execute Search', 'Sub Attribute' dropdown, and 'Create Tracking', 'Edit', 'Cancel' buttons.
- Alerts:** 'CHECK LOCATION OF COLLATERAL'.
- Conditions:** Search criteria and table with columns: Condition, Start, Followup. One record: DELINQUENT, 3/19/2009, 6/19/2009.
- Right Side:** 'Add Call Activities', 'Add Comments', 'Date Converter'.

- 4 In the **Details** section, enter, view or edit the following information:

In this field:

Current box
Followup Dt
Disposition

Do this:

Select to indicate this is the current bankruptcy record.
Enter the follow-up date for the bankruptcy.
Select the bankruptcy disposition.

Type	Select the bankruptcy type.
Comment	Enter a comment.
File Received Dt	Select the file received date for the bankruptcy.
Bankruptcy Start Dt	Select the bankruptcy start date.
Bankruptcy End Dt	Select the bankruptcy end date.

- 5 In the **Create Tracking** section, click **Create Tracking**.

Oracle FLEXCUBE Lending and Leasing loads the bankruptcy tracking parameters.

- 6 If you want to reduce the list of parameters, select a sub attribute in the **Sub Attribute** field.

If your system has been configured to use the Sub Attribute field, only attributes in a particular group appear in the parameter display.

- 7 Complete the **Create Tracking** section by entering information regarding the bankruptcy in the Value field for each corresponding Parameter, then click **Save** on the Bankruptcy page.

Repo/Foreclosure link > Repossession link (Repossession page)

The Repossession page enables you to record information regarding repossessions in a manner similar to how bankruptcies are recorded on the Bankruptcy page. You can track each stage of the repossession process based on the follow-up date and record information using the Details and Tracking section.

On occasion, a lender performs multiple repossessions for the same loan. The Create New Repossession button on the Repossession page enables you to create a new repossession record for a different collateral and different start and end dates. You can also use the Repossession page to view the previous repossession information using the Next and Previous buttons in the Details section. The Current box in the Details section indicates the current repossession record for each asset.

You can update the current record, but previous records cannot be modified.

To enter repossession details for an account

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click the **Repo/Foreclosure** drop-down link, then click **Repossession**.

The screenshot displays the Oracle Flexcube Lending and Leasing interface. The top header shows the user ID as 'SSC Organization XXX Division C-01 Responsibility SUPERUSER'. The main content area is divided into several sections:

- Quick Search:** Includes a 'Queue' dropdown, 'Auto Run' checkbox, 'Acc #' field (20060500010301), and 'or SSN' field.
- Account(s):** Features a 'Select and' button and a table with columns: Select, Company, Branch, Account #, Product, Currency, Payoff Amt, Amount Due, Status, and Oldest Due Dt. A row is visible with values: PFR, CO1, 20060500010301, LEASE VEHICLE, INR, Rs.0.00, Rs.0.00, TIP, 1/10/2009.
- Customer(s):** Features a 'Select and' button and a table with columns: Select, Details, Customer Id, Name, Type, and Language. Two rows are visible: one for PIERRE J CCINQUWFOIL (PRIMARY, ENGLISH) and one for JEAN B CCINQUWFOIL II (SPOUSE, SPANISH).
- Repossession:** Contains a 'Save' button and a 'Details' section. The 'Details' section has a 'Current' checkbox, a 'Followup Dt' field, a 'Disposition' dropdown, and a 'Collateral' dropdown. There are also fields for 'File Received Dt', 'Repo Dt', 'Repo End Dt', and 'Comment'. Buttons for 'Create Repossession', 'Edit', and 'Cancel' are present.
- Tracking:** Includes a 'Sub Attribute' dropdown, a 'Search Criteria' field, and buttons for 'Create Tracking', 'Edit', and 'Cancel'.

- 3 In the **Details** section, select the repossession record you want to work with
-OR-
Click **Create Repossession** to refresh the Repossession page to create a new record.
- 4 In the **Details** section, enter view or edit the following information:

In this field:

Current box
Followup Dt
Disposition

Do this:

Select to indicate this is the current repossession record.
Enter the follow-up date for the repossession.
Select the repossession disposition.

Type	Select the repossession type.
Collateral	Select the collateral involved in the repossession.
File Received Dt	Select the file received date for the repossession.
Repo Start Dt	Select the repossession start date.
Repo End Dt	Select the repossession end date.
Comment	Enter a comment.

- 5 In the **Tracking** section, click **Create Tracking**.
Oracle FLEXCUBE Lending and Leasing loads the repossession tracking parameters.
- 6 If you want to reduce the list of parameters, select a sub attribute in the **Sub Attribute** box.
If your system has been configured to use the Sub Attribute field, only attributes in a particular group appear in the parameter display.
- 7 Complete the **Tracking** section by entering information regarding the repossession in the Value field for each corresponding Parameter, then click **Save** on the Repossession page.

Repo/Foreclosure link > Foreclosure link (Foreclosure page)

The Foreclosure page enables you to record information regarding foreclosure in a manner similar to how bankruptcies are recorded on the Bankruptcy page. You can track each stage of the repossession process based on the follow-up date and record information using the Details and Tracking section.

On occasion, a lender performs multiple foreclosures for the same loan. The Create New Foreclosure button on the Foreclosure page enable you to create a new foreclosure record for a different collateral and different start and end dates. You can also use the Foreclosure pages to view the previous foreclosure information using the Previous and Next buttons in the Details section. The Current box in the Details section indicates the current foreclosure record for each asset.

You can update the current record, but previous records cannot be modified.

To enter foreclosure details for an account

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click the **Repo/Foreclosure** drop-down link, then click **Foreclosure**.

The screenshot displays the Oracle FLEXCUBE Lending and Leasing interface. The top navigation bar shows the user is logged in as 'SUPERUSER' with various organizational details. The main content area is divided into several sections:

- Quick Search:** Includes fields for Queue, Account # (20090200023411), and SSN, with a Submit button.
- Account(s):** Features a table with columns: Select, Company, Branch, Account #, Product, Currency, Payoff Amt, Amount Due, Status, and Oldest Due Dt. A row is visible for XYZ HQ with a LEASE VEHICLE product.
- Customer(s):** Features a table with columns: Select, Details, Customer Id, Name, Type, and Language. A row is visible for customer 24206, G. PINATH.
- Foreclosure:** Contains a 'Details' section with a 'Current' checkbox, 'File Received Dt', 'Foreclosure Dt', 'Foreclosure End Dt', and 'Comment' fields. It includes 'Create Foreclosure', 'Edit', and 'Cancel' buttons.
- Tracking:** Includes a 'Sub Attribute' dropdown, 'Search Criteria', and 'Execute Search' button. Below is a table with 'Parameter' and 'Value' columns, currently showing 'No rows yet'.

On the right side, there are sections for Alerts, Conditions, Add Call Activities, Add Comments, and Date Converter.

- 3 In the **Details** section, select the foreclosure record you want to work with
-OR-
Click **Create Foreclosure** to refresh the Foreclosure page to create a new record.

- 4 In the **Details** section, enter view or edit the following information:

In this field:	Do this:
Current box	Select to indicate this is the current repossession/foreclosure record.
Followup Dt	Select the follow-up date for the repossession/foreclosure.
Disposition Type	Select the foreclosure disposition.
Collateral	Select the foreclosure asset.
File Received Dt	Enter the file received date for the foreclosure.
Foreclosure Start Dt	Enter the foreclosure start date.
Foreclosure End Dt	Enter the foreclosure end date.
Comment	Enter a comment.

- 5 In the **Tracking** section, click **Create Tracking**.

Oracle FLEXCUBE Lending and Leasing loads the foreclosure tracking parameters.

- 6 If you want to reduce the list of parameters, select a sub attribute in the **Sub Attribute** box. If your system has been configured to use the Sub Attribute field, only attributes in a particular group appear in the parameter display.
- 7 Complete the **Tracking** section by entering information regarding the foreclosure in the Value field for each corresponding Parameter, then click **Save** on the Foreclosure page.

Repo/Foreclosure link > Analysis link (Analysis page)

The Analysis page enables you to create and analyze possible scenarios for the remarketing and the sale of the asset. This enables you to calculate the possible gain or loss in the sale of an asset. Expenses already incurred on the asset are displayed on Expenses sub page. You can change the numbers if you expect more expenses by the time the asset is sold.

Note: You can have up to three Repo/Foreclosure and three Sales analyses on each Analysis page.

To complete a repossession/foreclosure analysis or sales analysis for an account

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click the **Repo/Foreclosure** drop-down link, then click **Analysis**.

The screenshot displays the Oracle FLEXCUBE Lending and Leasing interface. The top navigation bar shows the user as SUPERUSER. The main content area is divided into several sections:

- Quick Search:** Includes a Queue dropdown, a search box for Account # (20090100019594) or SSN, and a Submit button.
- Account(s):** A table with columns: Company, Branch, Account #, Product, Currency, Payoff Amt, Amount Due Status, and Oldest Due Dt. A row is shown for XYZ HQ with Account # 20090100019594, Product LEASE VEH USD, Payoff Amt \$10,221.91, Amount Due Status \$1,126.44:DELQ, and Oldest Due Dt 2/22/2009.
- Customer(s):** A table with columns: Customer Id, Name, Type, and Language. A row is shown for Show 18026, Name HARISH KUMAR, Type PRIMARY, and Language ENGLISH.
- Analysis:** A section with tabs for Analysis, Final Analysis, and Final Sales. It includes a Current checkbox, a Level dropdown, a Balance % dropdown, an Analysis Dt dropdown, and a Current Value dropdown. Below this is an Asset Comment field and navigation buttons (Next, Previous, New, Cancel).
- Repo/Foreclosure and Sales:** Two tabs for analysis records. The Sales tab shows a table with columns: Analysis1, Analysis2, Analysis3, Bid1, Bid2, Bid3. The table includes rows for Sale Price, Expenses(-), Refunds(+), Net Proceeds(=), Balance(-), Net Gain/Loss(-), Recovery %, and Analysis By (Status, Verified Dt). Load buttons (Load1-6) and a Save button are present.
- Expenses/Refunds:** A table with columns: Expense Type, Manual, Analysis1 Amt, Analysis2 Amt, Analysis3 Amt, Bid1 Amt, Bid2 Amt, Bid3 Amt. The table is currently empty (No rows yet).

- 3 In the **Analysis** section, select the analysis record you want to work with
-OR-
Click **New** to refresh the Foreclosure page to create a new record.
- 4 In the **Analysis** section, select the **Current** box if you wish to indicate that this is the current analysis worksheet.

5 In the **Analysis** section, use the **Level** field to select the analysis level you want to use, ACCOUNT or ASSET.

- Choose **Account** if you want the analysis to use the value of the entire account.
- or -
- Choose **Asset** if you want the analysis to use the value of a particular asset.

6 In the **Analysis** section, enter, view, or edit the following information:

In this field:	Do this:
Balance %	Enter balance allocation percentage.
Analysis Dt	View the analysis date.
Current Value	View the asset current total value.
Asset	If you want to perform an analysis for a particular asset, select the asset.
Comment	Enter comment associated with the analysis.

7 Enter all the required information in the **Repo/Foreclosure** or **Sales** section, depending on the type of incident you are analyzing.

8 Complete the details in the **Expenses** and **Refunds** sub pages, corresponding to the analysis or bid number on the **Analysis** page. The data here is loaded to the analysis and bid columns as “expenses” and “refunds.”

- To complete the **Expenses** sub page:

In this field:	Do this:
Expense Type	Select the expense type.
Manual	Indicates that the expense was entered manually.
Analysis1 Amt	Enter the expense amount for analysis1.
Analysis2 Amt	Enter the expense amount for analysis2.
Analysis3 Amt	Enter the expense amount for analysis3.
Bid1 Amt	Enter the expense amount for bid1.
Bid2 Amt	Enter the expense amount for bid2.
Bid3 Amt	Enter the expense amount for bid3.

- To complete the **Refunds** sub page:

In this field:	Do this:
Refund Type	Select the refund type.
Manual	Indicates that the refund was entered manually.
Analysis1 Amt	Enter the refund amount for analysis1.
Analysis2 Amt	Enter the refund amount for analysis2.

Analysis3 Amt	Enter the refund amount for analysis3.
Bid1 Amt	Enter the refund amount for bid1.
Bid2 Amt	Enter the refund amount for bid2.
Bid3 Amt	Enter the refund amount for bid3.

- 9 If you are analyzing a repossession/foreclosure, click the corresponding **Load (#)** button on the Repo/Foreclosure section to load details on the Repo/Foreclosure section.

If you are analyzing a sale of an asset, click the corresponding **Load (#)** button on the **Sales** section to load details on the Sales section.

If this is a sales analysis and you know who is bidding, complete the **Bid By** fields.

- 10 Repeat steps 4 to 8 with information regarding other repossession/foreclosure or sales analysis.
- 11 In the **Status** field, select the status of the analysis: APPROVED or REJECTED.
- 12 When you have decided which analysis or which sale bid you want to approve, select your choice in the either the **Final Analysis** or **Final Sales** section.

Note: You can approve only one analysis.

- 13 Click **Save** in the Sales section.

Deficiency link (Deficiency page)

The Deficiency page enables you to record information about deficiency accounts - accounts that are no longer collectable. You can create and track specific details on the status of the charged-off account for timely follow-up and analysis. You can also track each stage of the deficiency process based on its follow-up date and record information using the Details and Tracking sections.

The Create New Deficiency button enables you to create a new deficiency record with different start and end dates. You can also use the Deficiency page to view the previous deficiency information using the scroll bar in the Detail section. The Current box in the Details section indicates the current bankruptcy details.

Note: To view the balance of a charged off account, click the **Customer Service** drop-down link on the Customer Service link bar, then click **Balances**. On the **Account Details** page's **Balance Group** section, click **Deficiency**. For more information on Deficiency Balance, see "**To view account balance information**" section in this chapter.

To enter deficiency details for an account

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click **Deficiency**.

The screenshot shows the Oracle FLEXCUBE Lending and Leasing interface. The top navigation bar includes the Oracle logo and 'FLEXCUBE Lending and Leasing'. Below this, there is a user information bar: 'User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER'. On the right, there are icons for 'Debug (Off)', 'Audit', and 'Close'. The main interface is divided into several sections:

- Quick Search:** Includes a 'Queue' dropdown, 'Auto Run' checkbox, and input fields for 'Acc #', '20090200023403', and 'or SSN'.
- Account(s):** Contains a table with columns: 'Select and (Submit)', 'Company Branch Account #', 'Product', 'Currency', 'Payoff Amt', 'Amount Due', 'Status', and 'Oldest Due Dt'. A row is visible with values: XYZ, HQ, 20090200023403, LEASE VEHICLE, USD, \$12,020.00, \$4,000.00, ACTIVE:DELO, 3/15/2009.
- Customer(s):** Contains a table with columns: 'Select Details', 'Customer Id', 'Name', 'Type', and 'Language'. A row is visible with values: Show 24205, G/DPI G/DPI, PRIMARY, ENGLISH.
- Deficiency:** This section is the focus. It has a 'Detail' form with the following fields:
 - Current:** A checkbox that is checked.
 - * Followup Dt:** A date field set to 8/11/09.
 - * Disposition:** A dropdown menu set to 'Making Payments'.
 - Type:** A dropdown menu set to 'Normal Repossession'.
 - Comment:** An empty text input field.
 - File Received Dt:** A date field set to 7/21/09.
 - Charge Off Dt:** A date field set to 7/21/09.
 - Deficiency End Dt:** A date field set to 7/21/09.
- Tracking:** Contains a 'Sub Attribute' dropdown and a 'Parameter' table with a 'Value' column. The table currently shows 'No rows yet.'

- In the **Detail** section, select the deficiency record you want to work with
-or-
Click **Create Deficiency** to refresh the Deficiency page to create a new record.
- In the **Detail** section, enter, view, or edit the following information:

In this field:

Do this:

Current	Select to indicate this is the current deficiency record.
Followup Dt	Enter the follow-up date for the deficiency.
Disposition	Select the deficiency disposition.
Type	Select the deficiency type.
Comment	Enter a comment.
File Received Dt	Enter the file received date for the deficiency.
Charge Off Dt	Enter the deficiency start date.
Deficiency End Dt	Enter the deficiency end date.

- In the **Tracking** section, click **Create Tracking**.

Oracle FLEXCUBE Lending and Leasing loads the deficiency tracking parameters that track actions taken to collect on the account.

- If you want to reduce the list of parameters, select a sub attribute in the **Sub Attribute** field.

If your system has been configured to use the Sub Attribute field, only attributes in a particular group appear in the parameter display.

- Complete the **Tracking** section by entering information regarding the deficiency in the Value field for each corresponding Parameter, then click **Save**.

Contract link (Contract page)

The Customer Service window Contract page enables you to view the contract and truth-in-lending information recorded during the funding process. It's a display only version of the same information found on the Funding window's Contract page.

To view an account's contract information

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click **Contract**.

Depending on what type of account you selected, the Contract page opens at the Lease tab. If you selected a loan account with escrow, Escrow Analysis tab is available.

- 3 Use the following sub pages to view more information about the contract, if available:
 - Schedule
 - Itemization
 - Trade-In
 - Insurance
 - ESC
 - Escrow
 - Subvention
 - Proceeds
 - Disbursement to Others
 - Fee

Quick Search

Queue

Selected...

Auto Run

Acc #

20091100011100

or Customer Id

Submit

Advance Search

Customer Service

Maintenance

Loan Details

CheckList

Bankruptcy

Repo/Foreclosure

Deficiency

Contract

Collateral

Comments

Correspondence

Letters

Account Document

Tracking

Scenario Analysis

Account(s)

Current Show All Group Follow-up

Select and Submit

Select Company	Branch	Account #	Product	Currency	Payoff Amt	Amount Due Status	Oldest Due Dt
XXX	HQ	20091100011100	LEASE VEHICLE	USD	\$30,000.00	\$0.00 ACTIVE	12/23/2009

Customer(s)

Select and Submit

Select Details	Customer Id	Name	Type	Language
Show	18004	BATMAN SR.	PRIMARY	ENGLISH

Contract

Loan Line Of Credit Lease Escrow Analysis

Contract	Contract Dt	Index Type	Instrument
Contract Dt	11/23/2009	FLAT RATE	LOAN INSTRUMENT VEHICLE
Amt Financed	\$30,000.00	Margin Rate (+)	Start Dt Basis
Term	10	Interest Rate (=)	Effective Date
1st Pmt Dt	12/23/2009	Accrual Post Maturity	INTEREST BEARING
Maturity Dt	02/23/2010	Maturity Index	Start Days
Due Day	23	Maturity Margin Rate	Accrual Base
Balloon Method	N+1 PMTS	IRR	ACTUAL/ACTUAL
Balloon Amt	\$0.00	Principal Balance	Billing Method
Interest Charge	\$0.00	1st Pmt Deduction Allowed	Billing Type
Total of Pmts	\$30,000.00	1st Pmt Deduction Days	Time Counting Method
Down Pmt	\$0.00	1st Pmt Refund Allowed	Installment Method
Total Sale Price	\$30,000.00	1st Pmt Refund Days	Contract Recvd Dt
Payment Amt	\$3,000.00	Bill Calendar Method	Contract Verify Dt
Final Pmt Amt	\$3,000.00		PDC Security Ind

Advance

Min Initial Advance	Max Rate Increase / Yr	Max # Adjustments / Yr
\$0.00	7	99
Max initial Advance	Max Rate Increase / Life	Max # Adjustments / Life
\$0.00	15	999
Min Advance	Max Rate Decrease / Yr	Min Interest Rate (Floor)
\$0.00	2	0
Max Advance	Max Rate Decrease / Life	Max Interest Rate (Ceiling)
\$0.00	5	35

Delinquency

Late Charge Grace Days	Refund Allowed	Refund Tolerance Amt
10	<input checked="" type="checkbox"/>	\$1.00
Delq Grace Days	Pmt Tolerance %	Pmt Tolerance Amt
8	95	\$15.00
Delq Cat Method	WriteOff Tolerance Amt	\$5.00
DAYS		

Due Date Change

Max Due Day Change Days	Max Extn Period / Yr	Pre-Pmt Penalty Allowed
15	2	<input type="checkbox"/>
Due Day Min	Max Extn Period / Life	% of Term for Penalty
1	5	0
Due Day Max	Max # Extn / Yr	Recourse Allowed
31	2	<input type="checkbox"/>
Max Due Day Change / Yr	Max # Extn / Life	Max Recourse %
2	5	0
Max Due Day Change / Life		Payoff Fee Allowed
5		<input type="checkbox"/>

Billing

Pre Bill Days	Anniversary Period	Repayment Currency
21	12	USD
Billing Cycle	Default Spread	Link To Existing Customer
MONTHLY	ACTIVE SPREAD	<input type="checkbox"/>

Escrow

Escrow Allowed	Escrow Opt Out
<input type="checkbox"/>	<input checked="" type="checkbox"/>

Bank Information

ACH	Promotion Type	Coupon Book Information
<input type="checkbox"/>	NONE	Order <input type="checkbox"/>
ACH Fee Ind <input type="checkbox"/>	Promotional Period Type	First Pmt Dt
PDC <input type="checkbox"/>	Promotional Period	# Of Coupons
	Cancellation Delq Days	0
	Tolerance Amt	Coupon Starting #
	\$0.00	0
	Index	First Coupon Dt
	Index Rate	Last Coupon Dt
	0	Order Dt
	Margin Rate (+)	Ordered By
	0	
	Promotional Rate (=)	
	0	

Compensation

Compensation Plan	Spread Formula	Paid Calc Method
Disbursement Method	Buy Rate	Paid
Calculation Method	Factor	0
	Addl Factor	Paid Basis
	100	Paid
	Max Spread	0
	Upfront	Charge Off Calc Method
	0	Charge Off
	Flat Amt	0
	\$0.00	Charge Off Basis
	Upfront	0
	\$0.00	Charge Off
	Remaining	0
	\$0.00	Days
	Compensation Amt	0
	\$0.00	

Real Estate Fields

Note Transmittal #	Deed Input Dt	Mortgage Recording Dt
Deeding Transmittal #	Deed Recording Dt	Mortgage Book #
Cancel/Cashout Transmittal #	Deeding Book #	Mortgage Page #
	Deeding Page #	

Schedule Itemization Trade-In Insurance ESC Escrow Subvention Proceeds Disbursement To Others Fee

Search Criteria Execute Search

Select	Seq Date	# of Pmts	Pmt Amt	Generated
No rows yet.				

Repayment

Flexible Repayment Allowed	Jan	Apr	Jul	Oct
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repayment Type	Feb	May <td>Aug</td> <td>Nov</td>	Aug	Nov
UNDEFINED	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Mar	Jun	Sep	Dec
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Alerts

No rows yet.

Conditions

Search Criteria Execute Search

Condition Start Followup

No rows yet.

Add Call Activities

Add Comments

Date Converter

Collateral link (Collateral page)

The Collateral page displays information regarding any assets associated with an account. Collateral can be a vehicle, home, or something else, such as household goods. The Collateral page contains the Valuation and Tracking sub page.

To view the collateral details

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click **Collateral**.
 - If the account's collateral is a vehicle, the **Collateral** page opens at the **Vehicle** tab:

The screenshot shows the Oracle FLEXCUBE Lending and Leasing interface. The user is logged in as SUPERUSER. The main content area is titled "Collateral" and is currently on the "Vehicle" tab. The page displays the following information:

Account(s)

Select	Company	Branch	Account #	Product	Currency	Payoff Amt	Amount Due	Status	Oldest Due Dt
<input checked="" type="radio"/>	PFR	HQ	20081000014122	LEASE VEHICLE	USD	\$27,313.38	\$5,346.54	DELD.REPO	11/4/2008

Customer(s)

Select	Details	Customer Id	Name	Type	Language
<input checked="" type="radio"/>	Show	5057	ERIC WILLIAMS SR	PRIMARY	ENGLISH

Collateral

Vehicle | Home | Other

Vehicle

Primary Status <input checked="" type="checkbox"/> ACTIVE	Substitute Asset Class <input type="checkbox"/> NEW VEHICLE	Usage Details
Asset Type VEHICLE	Sub Type CAR	Start 0
Identification # 2007	Registration # UNDEFINED	Base 0
Year 1	Make TOYOTA	Extra 0
Age 1	Body SEDAN 4 DOOR	Total 0
Model CAMRY	Description 2007 TOYOTA CAMRY SEDAN 4 DOOR	Charge \$0.00
Condition		

Address

Country US	Address 110 KATELYN ROAD
City EDEN PRAIRIE	Suite # 986
St MN	Zip 55347

Valuation | **Tracking**

Value

Current Source Edition <input checked="" type="checkbox"/> NADA - NEW	Valuation Dt 10/4/2008	Wholesale	Retail
Supplement		Base \$23,765.00	Retail \$25,000.00
		Usage 237	Addons(+) \$0.00
			Usage Value(+) \$765.00
			Total Value(=) \$25,765.00

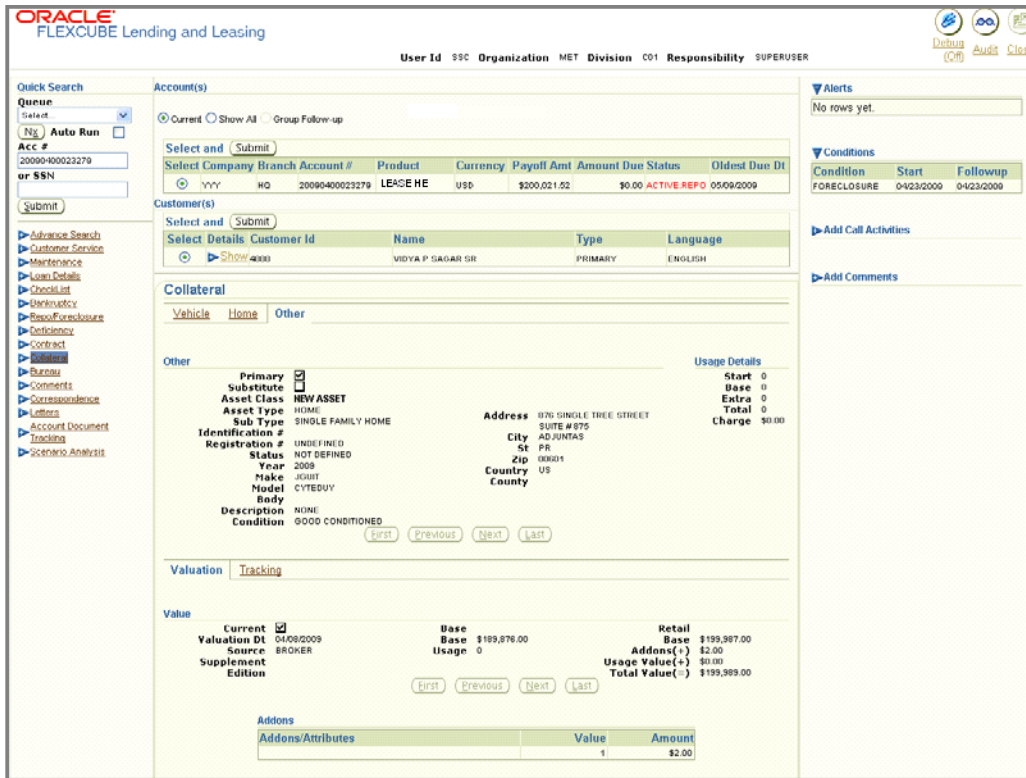
Addons

Addons/Attributes	Value	Amount
No rows yet.		

- If the account's collateral is a home, the **Collateral** page opens at the **Home** tab:

The screenshot shows the Oracle Flexcube Lending and Leasing interface. At the top, it displays the Oracle logo and 'FLEXCUBE Lending and Leasing'. The user is logged in as 'SUPERUSER' with various organizational details. The main content area is titled 'Collateral' and has three tabs: 'Vehicle', 'Home', and 'Other'. The 'Home' tab is selected, showing a detailed form for a home asset. The form includes fields for 'Primary Asset #', 'Asset Class', 'Asset Type', 'Sub Type', 'Occupancy', 'Identification #', 'Census Tract/BNA Code', 'MSA Code', 'Geo Code', 'Year', 'Age', 'Make', and 'Model'. It also shows 'Width', 'Length', 'Description', 'PO #', 'Condition', 'Legal Description', 'Lot', 'Sub Division', 'Parcel ID', 'Metes-Bounds', and 'Flood Zone'. The 'Deed Details' section shows 'Deed Date', 'Place of Issue', and 'Property Boundaries From East West North South'. The 'Valuation' section shows 'Current Valuation Dt', 'Source', 'Wholesale Base Usage', and 'Retail Addons(+)', 'Usage Value(+)', and 'Total Value(=)'. The 'Addons' section shows a table with columns for 'Addons/Attributes', 'Value', and 'Amount', with 'No rows yet.' displayed below it.

- If the account's collateral is neither a vehicle nor a home, the **Collateral** page opens at the **Other** tab:



Valuation sub page

With the Valuation sub page, you can view the collateral or asset valuation for an account.

To view the collateral or asset valuation for an account

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click **Collateral**.
- 3 On the available page (**Vehicle**, **Home**, or **Other**), click the **Valuation** sub tab.
- 4 Use the **First**, **Previous**, **Next**, and **Last** buttons to select the value record you want to view.
- 5 On the **Valuation** sub page, view the following information:

In this field:

View this:

Value section

Current

Select if this is the current valuation.

Source

The valuation source.

Edition

The valuation edition.

Valuation Dt

The valuation date.

Supplement

The valuation supplement.

Wholesale section

Base

The wholesale value.

Usage

The usage. This pertains to leases and usually is entered as the current mileage.

Retail section

Base (+)	The retail value.
Addons (+)	The add-ons value.
Usage Value (+)	The usage value; that is, the monetary effect that the current mileage has on the value of the vehicle.
Total Value (=)	The total value.

Addons section

Addons/Attributes	Select the add-on/attribute.
Value	The value of the attribute.
Amount	The add-on amount.

Note: Assets can have exactly one current valuation.

Tracking sub page

With the Tracking sub page, you can view collateral or asset tracking details to an account, such as the location of the title, liens, and insurance information.

To view the collateral or asset tracking for an account

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click **Collateral**.
- 3 On the available page (**Vehicle, Home, or Other**), click the **Tracking** sub tab.

- 4 Use the **First, Previous, Next, and Last** buttons to select the value record you want to view.
- 5 On the Tracking sub page, enter, view, or edit the following information:

In this field:

View this:

Tracking Items section

Select	If selected, indicates that this is the current record.
Tracking Item	The tracking type.
Disposition	The disposition.
Start Dt	The tracking start date.
End Dt	The tracking end date.
Followup Dt	The next follow-up date.
Enabled	Select to track the information from the start date in the Start Dt field.
Comment	The comment.

Tracking Items Details section

Parameter
Value

The parameter.
The tracking parameter value.

Collateral link (Seller Details)

The Collateral link's Seller Details page enables you to view the seller details of the collateral of the lease. You cannot edit or modify the details of the seller.

The screenshot displays the Oracle Flexcube Lending and Leasing interface. The top navigation bar includes the Oracle logo, the application name "FLEXCUBE Lending and Leasing", and user information: "User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER". There are also icons for "Debug (On)", "Audit", and "Close".

The main interface is divided into several sections:

- Quick Search:** Includes a "Queue" dropdown, "Auto Run" checkbox, "Acc # 20090200023403", "or SSN" field, and a "Submit" button.
- Account(s):** Features a "Select and" button and a table with columns: "Select", "Company Branch", "Account #", "Product", "Currency", "Payoff Amt", "Amount Due Status", and "Oldest Due Dt". A single row is visible with values: XYZ, HQ, 20090200023403, LEASE VEHICLE, USD, \$12,020.00, \$4,000.00 ACTIVE:DELD, 3/15/2009.
- Customer(s):** Features a "Select and" button and a table with columns: "Select Details", "Customer Id", "Name", "Type", and "Language". A single row is visible with values: Show, 24205, GOPI GOPI, PRIMARY, ENGLISH.
- Seller Details:** Contains "Seller Information" and "Address" sections, each with a "Search Criteria" field and an "Execute Search" button. The "Seller Information" table has columns: "Select Seller Type", "Seller Name", "Nationality", "National Id", "Education", and "Authorized Signatory". The "Address" table has columns: "Select Details Mailing", "Current", "Country", "Address #", "City", and "State". Both tables currently show "No rows yet."
- Alerts:** Shows "No rows yet."
- Conditions:** Includes a "Search Criteria" field and an "Execute Search" button. A table below has columns: "Condition", "Start", and "Followup". A single row is visible with values: DELINQUENT, 3/28/2009, 6/19/2009.
- Right-hand sidebar:** Contains links for "Add Call Activities", "Add Comments", and "Date Converter".

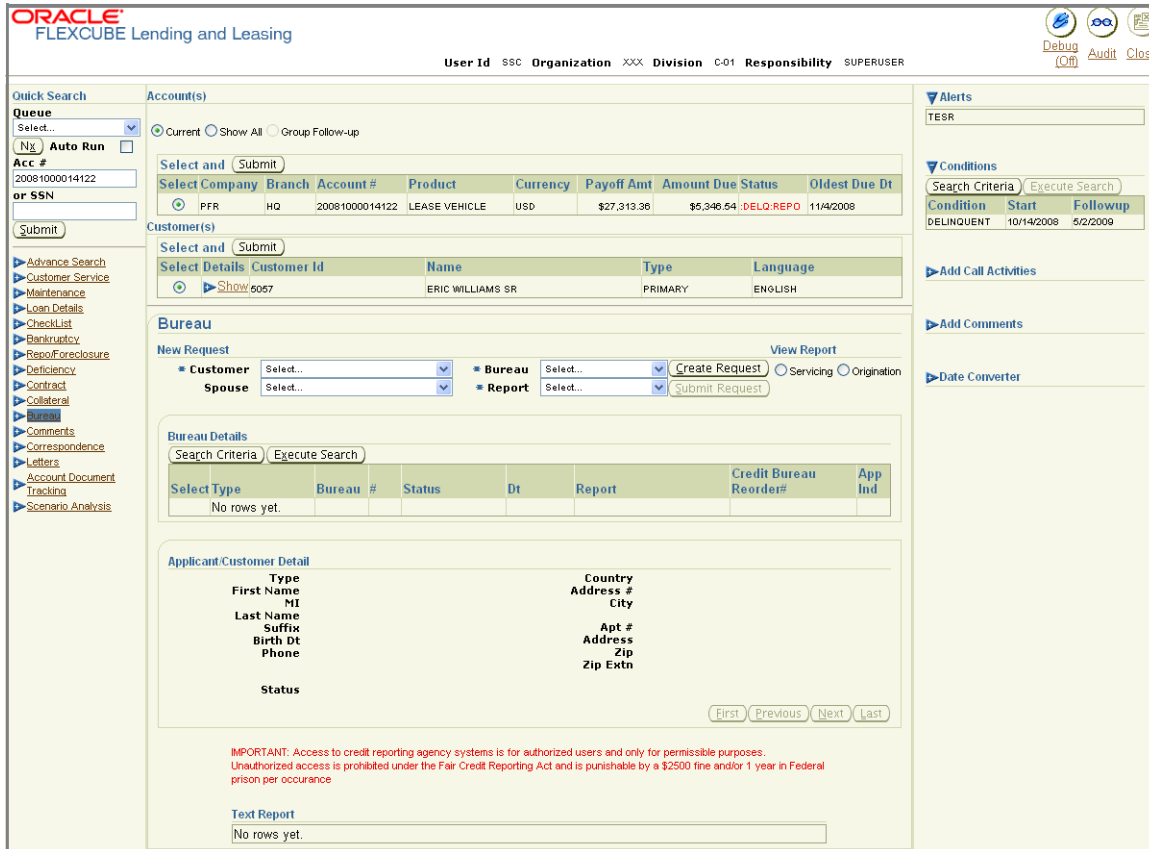
A left-hand navigation menu lists various options: Advance Search, Customer Service, Maintenance, Loan Details, Check List, Bankruptcy, Repo/Foreclosure, Deficiency, Contract, Collateral (expanded), Collateral, Seller Details (selected), Comments, Correspondence, Letters, Account Document Tracking, and Scenario Analysis.

Bureau link (Bureau page)

The Customer Service window Bureau page enables you to view credit bureau reports associated with the account that were pulled during servicing for the account. You can also use the Bureau page to create and pull additional credit bureau reports and view the results as a text only file.

To view an existing credit bureau report

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click **Bureau**.



3 In the **View Report** section:

Click **Servicing** to view credit reports generated with the Customer Service window.

-OR-

Click **Origination** to view credit reports generated during lease origination.

4 In the **Bureau Details** section, select the report you want to view.

Oracle FLEXCUBE Lending and Leasing displays the report as a text file in the Text Report section.

To request a manual credit bureau report

1 Open the **Customer Service** window and load the account you want to work with.

2 On the Customer Service link bar, click **Bureau**.

3 On the Bureau page's **New Request** section, complete the following fields:

In this field:

Do this:

Customer

Select the customer (required).

Spouse

Select the applicant's spouse (if applicable).

Bureau

Select the credit bureau (required).

Report

Select the credit bureau report type (required).

4 In the **New Request** section, click **Create Request**.

Oracle FLEXCUBE Lending and Leasing displays this information in the Bureau Details section and further information about the customer in Applicant/Customer Detail section.

- 5 If you want to receive a copy of a previously pulled credit bureau report, enter the credit bureau reorder number in the **Credit Bureau Reorder #** field on the **Bureau Details** section (optional).
- 6 In the **New Request** section, click **Submit Request**.

Oracle FLEXCUBE Lending and Leasing displays the latest status of the currently requested bureau report in the Bureau Details section.

When the report pull process is complete, the Status field in the Applicant/Customer Detail section changes to COMPLETED. The results of the credit bureau pull appear in the Text Report section at the bottom of the Bureau page.

Comments link (Comments page)

The Customer Service window Comments page enables you to view free-form text notes regarding an account at any time. This tab contains the comments entered on Customer Service window's Add Comments section.

The Type field enables you to classify comments in user-defined categories. Oracle FLEXCUBE Lending and Leasing assigns each comment a time-date stamp and records the User Id of who made the comment.

To use the Customer Service window Comments page

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click **Comments**.
- 3 In the **Comments** page, view the following information:

In this field:	View this:
Alert	If selected, Oracle FLEXCUBE Lending and Leasing to recognizes this comment as an alert and displays it in the Customer Service window's Alerts section.
Comment Date	The date the comment was entered in the Add Comments section.
Comment By	The user ID of the person who entered the comment in the Add Comments section.
Type	The type of comment.
SubType	The sub type of comment.
Comment	The text message entered in the Add Comments section.

Note: If the Alert box is selected, the comment appears on the Customer Service window's Alerts section.

Alerts

- VERIFY ADDRESS OF CUSTOMER
- CHECK LOCATION OF COLLATERAL

Comments

Alert	Type	Sub Type	Comment	Comment By	Comment Date
<input checked="" type="checkbox"/>	REGULAR	ACCOUNT MAINTENANCE	VERIFY ADDRESS OF CUSTOMER	SSC	04/24/2009 03:02:20 AM
<input type="checkbox"/>	SYSTEM GENERATED	SYSTEM GENERATED	WELCOME LETTER GENERATED. (CORRESPONDENCE: CNLNCE_WEL_LTR_JOB REQUEST ID: 14107)	INTERNAL	04/21/2009 08:00:20 PM
<input type="checkbox"/>	REGULAR	ASSET/COLLATERAL	CHECK VENDOR	NISHA	04/21/2009 03:23:30 PM
<input type="checkbox"/>	SYSTEM GENERATED	SYSTEM GENERATED	PAYOFF QUOTE PROVIDED TO FOR AMOUNT USD +1,424.04+ VALID UPTO 04/21/2009	SSC	04/21/2009 12:28:02 AM
<input type="checkbox"/>	SYSTEM GENERATED	SYSTEM GENERATED	WELCOME LETTER GENERATED. (CORRESPONDENCE: CNLNCE_WEL_LTR_JOB REQUEST ID: 14094)	INTERNAL	04/20/2009 08:00:34 PM
<input type="checkbox"/>	SYSTEM GENERATED	SYSTEM GENERATED	WELCOME LETTER GENERATED. (CORRESPONDENCE: CNLNCE_WEL_LTR_JOB REQUEST ID: 14032)	INTERNAL	04/17/2009 11:01:56 AM
<input checked="" type="checkbox"/>	REGULAR	COLLECTION	CHECK LOCATION OF COLLATERAL	SSC	04/14/2009 03:45:33 AM
<input type="checkbox"/>	REGULAR	ASSET/COLLATERAL	CHECK LOCATIN OF COLLATERAL	SSC	04/14/2009 03:43:17 AM
<input type="checkbox"/>	SYSTEM GENERATED	SYSTEM GENERATED	WELCOME LETTER GENERATED. (CORRESPONDENCE: CNLNCE_WEL_LTR_JOB REQUEST ID: 13041)	INTERNAL	04/13/2009 08:00:56 PM
<input type="checkbox"/>	SYSTEM GENERATED	SYSTEM GENERATED	WELCOME LETTER GENERATED. (CORRESPONDENCE: CNLNCE_WEL_LTR_JOB REQUEST ID: 13027)	INTERNAL	04/12/2009 08:00:45 PM

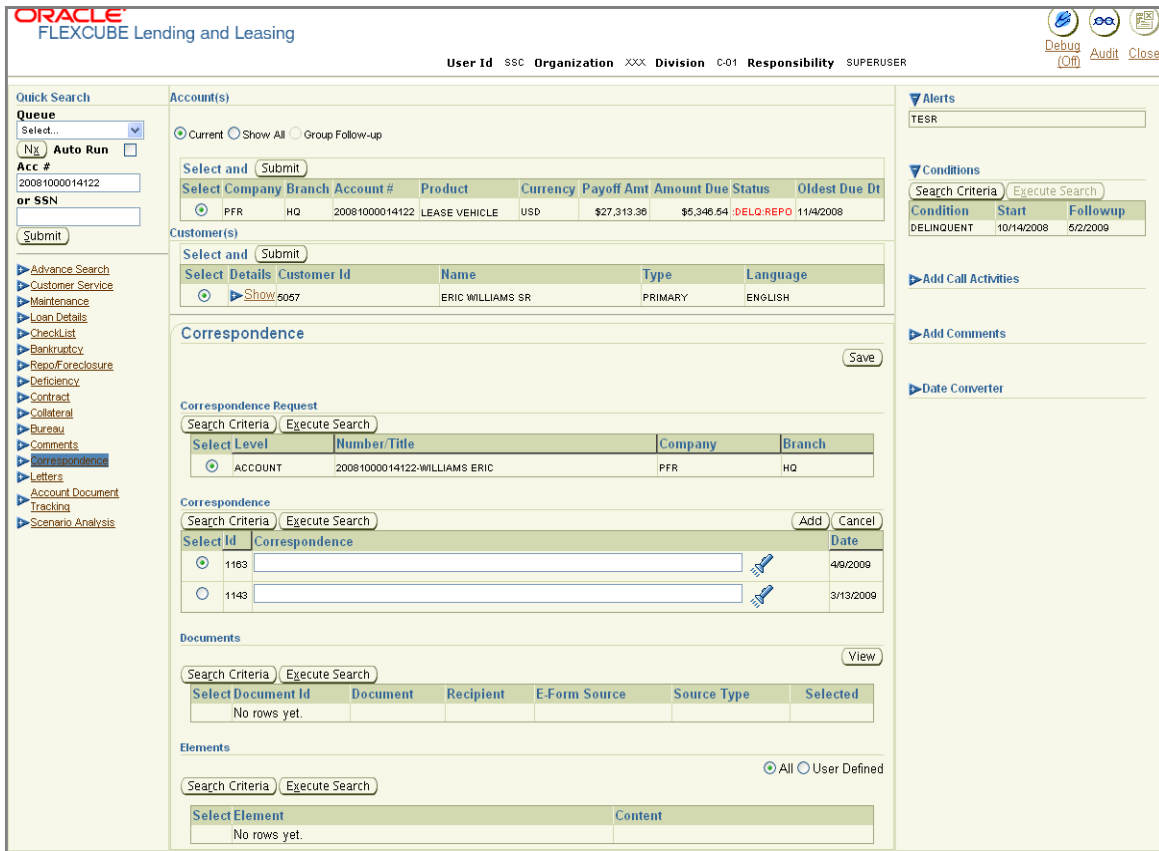
Correspondence link (Correspondence page)

Ad-hoc correspondence enables you to include information from accounts in document templates you create yourself without manually transferring the data. Ad-hoc documents can be generated as either Microsoft Word or PDF files.

Ad-hoc correspondence can be viewed on the Correspondence page when you have opened an account. The page enables you to generate a new letter or view a previously generated letter.

To generate an ad hoc correspondence

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click **Correspondence**.



- In the **Correspondence Request** section, the following information appears regarding the account currently loaded on the Customer Service window:

In this field:

View this:

Select
Level
Number/Title
Company
Branch

If selected, indicates that this is the current record.
The correspondence type.
The account number and title.
The account company.
The account branch.

- In the **Correspondence** section, click **Add**.
- In the **Correspondence** section, use the **Correspondence** field to select the type of correspondence you want to generate.

Oracle FLEXCUBE Lending and Leasing displays the following information in the Correspondence page for the selected type of correspondence:

In this field:

View this:

Select
Id
Correspondence
Date

If selected, indicates that this is the current record.
The correspondence id.
The correspondence you want to generated.
The correspondence generation date.

- 6 In the **Correspondence** section, click **Save**.

The **Documents** section displays all the types of documents available for the type of correspondence you selected.

- 7 In the **Documents** section, view the following information for each document:

In this field:	View this:
Select	If selected, indicates that this is the current record.
Document Id	The document Id.
Document	The document description.
Recipient	The recipient description.
E-Form Source	The e-form source.
Source Type	The source type.
Generated	If selected, indicates that Oracle FLEXCUBE Lending and Leasing generated the document.
Selected	If selected, indicates that this document is selected to be included in the correspondence.

- 8 In the **Documents** section, select the correspondence you want to view.
- 9 The **Elements** section displays the elements Oracle FLEXCUBE Lending and Leasing used to generate the correspondence.

- Click **All** to view all elements in the correspondence.
- or -
- Click **User Defined**, to view user-defined elements in the correspondence.

- 10 In the **Elements** section, view the following information:

In this field:	Do this:
Select	If selected, indicates that this is the current record.
Element	View the element description.
Content	Enter/view the value of the element.

- 11 In the **Elements** section, click **User Defined** and complete the **Content** fields for the **Element** fields you want to include in the correspondence.

- 12 In the **Elements** section, click **Save**.

- 13 In the **Documents** section, click **View**.

Oracle FLEXCUBE Lending and Leasing displays a PDF of the ad hoc correspondence.

Letters link (Letters page)

The Oracle FLEXCUBE Lending and Leasing Customer Service window's correspondence address matters regarding customer service and collections for accounts. They also enable financial organizations to manage bulk mailings. The Letters page enables you to create and view the following types of correspondence:

Collection: COLLECTION LETTER - 1
 COLLECTION LETTER - 2
 COLLECTION LETTER - 3

Note: If correspondence to the customer has been stopped using the Maintenance, the Letters page will be unavailable, and a Warning section appears with the message, "Primary Customer has stop correspondence indicator ON."

To use the Letters page

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click **Letters**.

The screenshot displays the Oracle FLEXCUBE Lending and Leasing Customer Service window. The interface includes a top navigation bar with the Oracle logo and the text "FLEXCUBE Lending and Leasing". Below this, there is a user information bar showing "User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER".

The main content area is divided into several sections:

- Quick Search:** Includes a "Queue" dropdown menu, an "Auto Run" checkbox, and input fields for "Acc #", "or SSN", and a "Submit" button.
- Account(s):** Features a "Select and Submit" button and a table with columns: "Company", "Branch", "Account #", "Product", "Currency", "Payoff Amt", "Amount Due", "Status", and "Oldest Due Dt". A row is visible with values: PFR, HQ, 20081000014130, LEASE VEHICLE, USD, \$25,744.79, \$5,246.54, DELQ-REPO, 11/28/2008.
- Customer(s):** Includes a "Select and Submit" button and a table with columns: "Customer Id", "Name", "Type", and "Language". A row is visible with values: Show 6058, ERIC HOLMAN SR, PRIMARY, ENGLISH.
- Letters:** Contains two sub-sections: "Servicing" and "Collections".
 - Servicing:** Lists "Welcome Letter", "Paid in Full Letter", "Payoff Quote Letter", "Rate Change Intimation Letter", and "PDC Renewal Letter".
 - Collections:** Lists "Collection Letter - 1", "Collection Letter - 2", and "Collection Letter - 3".
- Alerts:** Shows "No rows yet."
- Conditions:** Includes a "Search Criteria" field and a table with columns: "Condition", "Start", and "Followup". Rows include "PENDING PDC" (7/1/2009, 7/1/2009) and "DELINQUENT" (10/14/2008, 5/2/2009).
- Right-hand side:** Contains links for "Add Call Activities", "Add Comments", and "Date Converter".

A left-hand navigation menu lists various options such as "Advance Search", "Customer Service", "Maintenance", "Loan Details", "Check List", "Bankruptcy", "Repo/Foreclosure", "Deficiency", "Contract", "Collateral", "Bureau", "Comments", "Correspondence", "Letters", "Account Document", "Tracking", and "Scenario Analysis".

Collections: Collection letter 1

The predefined Collection letter 1 is automatically sent a configurable number of days after an account becomes delinquent (receives a condition of ACTIVE: DELQ on the Customer Service window).

To generate the Collection letter 1

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click **Letters**.
- 3 On the **Letters** page' **Collections** section, click **Collections Letter - 1**.

Example

ABC HOME FINANCE
SETME
SETME ZZ 55344 7255
Phone: #####
Fax: #####

Account number : 20060100010123
Amount past due: \$13,737.49

Dear LOUISE,

Our records indicate that you are past due on your loan in the amount of \$13,737.49. This amount includes monthly payments together with all applicable fees due pursuant to your contract. In order to attain a current account status, it is important that we receive your payment immediately. If there is a problem meeting the above request, please contact our office at #####.

If you already mailed your payment, please contact our office so we may update your account.

Sincerely,

ABC HOME FINANCE

Collections: Collection letter 2

The predefined Collection letter 2 is automatically sent after a configurable number of days for a delinquent account (one with a condition of ACTIVE: DELQ on the Customer Service window).

To generate the Collection letter 2

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click **Letters**.
- 3 On the **Letters** page' **Collections** section, click **Collections Letter - 2**.

Example

<p>ABC HOME FINANCE SETME SETME ZZ 55344 7255 Phone: ##### Fax: #####</p> <p>Date:5/20/2008</p> <p>LOUISE YYELLOWWOOD 8844 DANBURY LN AGANA GA 96928</p> <p>Account number: 20060100010123 Amount past due: \$13,737.49</p> <p>Dear LOUISE,</p> <p>Our records indicate that you are past due on your loan in the amount of \$13,737.49. This amount includes monthly payments together with all applicable fees due pursuant to your contract.</p> <p>Several attempts have been made to contact you concerning this matter. In an effort to assist you in attaining a current status on your account, we would like to speak with you immediately. Please contact our office at ##### to make suitable arrangements to bring your account current.</p> <p>Thank you in advance for your anticipated cooperation.</p> <p>Sincerely, ABC HOME FINANCE</p>
--

Collections: Collection letter 3

The predefined Collection letter 3 is automatically sent after a configurable number of days for a delinquent account (one with a condition of ACTIVE: DELQ on the Customer Service window).

To generate the Collections letter 3

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click **Letters**.
- 3 On the **Letters** page' **Collections** section, click **Collection Letter - 3**.

Example

ABC HOME FINANCE
SETME
SETME ZZ 55344 7255
Phone: #####
Fax: #####

Date:5/20/2008

LOUISE YYELLOWWOOD
8844 DANBURY LN
AGANA GA 96928

Account number: 20060100010123
Amount past due: \$13,737.49

Dear LOUISE,

This is to inform you that your account with ABC HOME FINANCE is currently in default. We hereby demand that payment for \$13,737.49 be brought current immediately. This amount includes monthly payments together with all applicable fees due pursuant to your contract.

If you are unable to send such a payment, it is imperative that you contact our office at ##### to discuss this matter. Your immediate response to this demand is necessary if you wish to avoid further consequences.

Thank you in advance for your anticipated cooperation.

Sincerely,

ABC HOME FINANCE

Account Document Tracking link (Document Tracking page)

You can view the documents attached to a particular account by loading the account on the Customer Service window, then clicking the Account Document Tracking link. You can also open the Account Document Tracking window and select from a list of all accounts with documents attached on the Document Tracking page.

To use the Document Tracking page

- 1 Open the **Customer Service** window and load the account you want to work with.
- 2 On the Customer Service link bar, click **Account Document Tracking**.

- 3 In the **Account** section, view the following information:

In this field:

Select
Acc#
Account Status
Title

View this:

If selected, indicates that this is the current record.
Account number.
Account status.
Account title.

- 4 In the **Account Document** section, select the document you want to view and view the following information:

In this field:

Select
Document Type
Comment

Do this:

If selected, indicates that this is the current record.
View the document type (display only).
Enter comment (optional).

- 5 In the **Account Document Details** section, select the document you want to view and click **Show** in the **Details** column.

- 6 In the **Account Document Details** section, view the following information:

In this field:

Select

Do this:

If selected, indicates that this is the current record.

Document Sub Type	View the document sub type (display only).
Version	View the version (version numbers will be incremental by batch job, first version will start with 1.0) (display only).
Page #	View the page number (display only).
Document File Type	View the document file type (display only).
Status	View the status of the document (display only).
Tracking #	View the tracking number of the document (display only).
Location	View the location of the document (display only).
Effective Dt	View the effective date of the document (display only).
Docket #	View the docket number of the document (display only).
Received Dt	View the received date of the document (display only).
Expiry Dt	View the expiration date of the document (display only).
Comment	Enter comment (optional).

- In multiple paged documents, choose **1** in the **Page #** field on the **Account Document Details** section to view the all the pages in the document
-or-
 - Choose a specific page number to view only that page.
- 7 Click **View Document**.
- Oracle FLEXCUBE Lending and Leasing opens a File Download dialog box.
- Click **Open** to view the document in the browser window
-or-
 - Click **Save** to download the document to a location of your choice.
- 8 If you want, add comments to the **Comments** field in the **Account Document** and **Account Document Details** sections.
- 9 Save your entry.

Collections master tab

The Collections master tab provides access to Customer Service windows tailored to perform specific collections tasks. These tasks include:

- Collections
- Bankruptcy
- Repossession/Foreclosure
- Deficiency

These Customer Service windows have a limited link bar in which links unnecessary for the task at hand have been removed. For details on using each available link, please see the **Customer Service** chapter.

To open a Customer Service window designed for collections

- 1 On the Oracle FLEXCUBE Lending and Leasing Suite home page, click the **Collections** tab.
- 2 Click the **Collections** bar link.

The screenshot shows the Oracle FLEXCUBE Lending and Leasing interface. At the top, the Oracle logo and "FLEXCUBE Lending and Leasing" are visible. The user is logged in as "SUPERUSER" with "Responsibility C-01". The interface is divided into a left sidebar and a main content area.

The left sidebar contains a "Quick Search" section with a "Queue" dropdown, "Auto Run" checkbox, and "Acc #", "or SSN" input fields. Below this is a "Search" section with a list of links: "Advance Search", "Customer Service", "Maintenance", "CheckList", "Contract", "Comments", "Correspondence", "Letters", "Account Document Tracking", and "Scenario Analysis". The "Customer Service" link is highlighted with a red box.

The main content area is titled "Search" and contains a table with columns "Criteria", "Comparison Operator", and "Value". The table lists various search criteria and their corresponding operators and values.

Criteria	Comparison Operator	Value
ACCOUNT #	LIKE	
ACCOUNT STATUS	LIKE	Select...
PRODUCT	LIKE	
CUSTOMER SSN	EQUAL	
CUSTOMER LAST NAME	LIKE	
CUSTOMER FIRST NAME	LIKE	
CUSTOMER ID	EQUAL	
VIN	LIKE	
YEAR	EQUAL	
MAKE	LIKE	
MODEL	LIKE	
ASSET TYPE	LIKE	
PRODUCER #	LIKE	
PRODUCER NAME	LIKE	
ACCOUNT CONDITION	LIKE	Select...
QUEUE NAME (UNDEFINED FOR DEFAULT)	LIKE	
QUEUE DESCRIPTION	LIKE	

At the bottom of the search area, there are "Reset Criteria" and "Search" buttons.

Oracle FLEXCUBE Lending and Leasing opens a Customer Service window designed for basic collection tasks, such as recording promises to pay. The Customer Service link bar contains the following:

- Advance Search
- Customer Service
- Maintenance
- Lease Details

- Checklist
- Contract
- Collateral
- Bureau
- Comments
- Correspondence
- Letters
- Account Document Tracking
- Scenario Analysis

Note that the Bankruptcy, Repossession/Foreclosure, and Deficiency links have been removed.

To open a Customer Service window designed for bankruptcy

- 1 On the Oracle FLEXCUBE Lending and Leasing Suite home page, click the **Collections** tab.
- 2 Click the **Bankruptcy** bar link.

The screenshot shows the Oracle FLEXCUBE Lending and Leasing interface. The top navigation bar includes the Oracle logo, the text "FLEXCUBE Lending and Leasing", and user information: "User Id SSC Organization TFB Division C-01 Responsibility SUPERUSER". There are also icons for "Debug (Off)", "Audit", and "Close".

On the left side, there is a navigation menu with the following items: "Advance Search", "Customer Service", "Maintenance", "Checklist", "Bankruptcy", "Contract", "Comments", "Correspondence", "Letters", "Account Document Tracking", and "Scenario Analysis". The "Bankruptcy" link is highlighted with a red box.

The main area is titled "Search" and has two tabs: "Criteria" (selected) and "Results". Below the tabs is a table with the following columns: "Criteria", "Comparison Operator", and "Value".

Criteria	Comparison Operator	Value
ACCOUNT #	LIKE	
ACCOUNT STATUS	LIKE	Select...
PRODUCT	LIKE	
CUSTOMER SSN	EQUAL	
CUSTOMER LAST NAME	LIKE	
CUSTOMER FIRST NAME	LIKE	
CUSTOMER ID	EQUAL	
VIN	LIKE	
YEAR	EQUAL	
MAKE	LIKE	
MODEL	LIKE	
ASSET TYPE	LIKE	
PRODUCER #	LIKE	
PRODUCER NAME	LIKE	
ACCOUNT CONDITION	LIKE	Select...
QUEUE NAME (UNDEFINED FOR DEFAULT)	LIKE	
QUEUE DESCRIPTION	LIKE	

At the bottom of the search area, there are buttons for "Reset Criteria" and "Search".

Oracle FLEXCUBE Lending and Leasing opens a Customer Service window focussing on bankruptcies. The Customer Service link bar contains the following:

- Advance Search
- Customer Service
- Maintenance
- Lease Details
- Checklist
- Bankruptcy
- Contract
- Collateral
- Bureau
- Comments
- Correspondence
- Letters
- Account Document Tracking

- Scenario Analysis

Note that the Repossession/Foreclosure and Deficiency links have been removed.

To open a Customer Service window designed for repossession/foreclosure

- 1 On the Oracle FLEXCUBE Lending and Leasing Suite home page, click the **Collections** tab.
- 2 Click the **Repossession/Foreclosure** bar link.

The screenshot shows the Oracle FLEXCUBE Lending and Leasing interface. At the top, it displays 'ORACLE FLEXCUBE Lending and Leasing' and user information: 'User Id SSC Organization TFB Division C-01 Responsibility SUPERUSER'. There are also icons for 'Debug (Off)', 'Audit', and 'Close'. On the left, there is a 'Quick Search' section with a 'Queue' dropdown, 'Nx Auto Run' checkbox, and a 'Submit' button. The main area is titled 'Search' and has tabs for 'Criteria', 'Results', and 'Review Requests'. Below the tabs is a table with columns 'Criteria', 'Comparison Operator', and 'Value'. The table lists various search criteria like ACCOUNT #, ACCOUNT STATUS, PRODUCT, CUSTOMER SSN, etc. A red box highlights a list of search options in the sidebar: Advance Search, Customer Service, Maintenance, Checklist, Contract, Comments, Correspondence, Letters, Account Document Tracking, and Scenario Analysis.

Oracle FLEXCUBE Lending and Leasing opens a Customer Service window focussing on repossessions and foreclosures. The Customer Service link bar contains the following:

- Advance Search
- Customer Service
- Maintenance
- Lease Details
- Checklist
- Repo/Foreclosure
- Contract
- Collateral
- Bureau
- Comments
- Correspondence
- Letters
- Account Document Tracking
- Scenario Analysis

Note that the Bankruptcy and Deficiency links have been removed.

To open a Customer Service window designed for deficiency

- 1 On the Oracle FLEXCUBE Lending and Leasing Suite home page, click the **Collections** tab.
- 2 Click the **Deficiency** bar link.

The screenshot shows the Oracle FLEXCUBE Lending and Leasing Suite interface. At the top, there is a header with the Oracle logo and 'FLEXCUBE Lending and Leasing'. Below the header, there are user details: 'User Id SSC Organization TFB Division C-01 Responsibility SUPERUSER'. On the right, there are icons for 'Debug (Off)', 'Audit', and 'Close'. The main area is divided into a 'Quick Search' section on the left and a 'Search' section on the right. The 'Quick Search' section includes a 'Queue' dropdown, an 'Auto Run' checkbox, and a 'Submit' button. The 'Search' section has radio buttons for 'Account Centric' and 'Customer Centric', and tabs for 'Criteria', 'Results', and 'Review Requests'. Below these is a table with columns for 'Criteria', 'Comparison Operator', and 'Value'. The table lists various search criteria such as ACCOUNT #, ACCOUNT STATUS, PRODUCT, CUSTOMER SSN, CUSTOMER LAST NAME, CUSTOMER FIRST NAME, CUSTOMER ID, VIN, YEAR, MAKE, MODEL, ASSET TYPE, PRODUCER #, PRODUCER NAME, ACCOUNT CONDITION, QUEUE NAME (UNDEFINED FOR DEFAULT), and QUEUE DESCRIPTION. Each row has a dropdown menu for the comparison operator and a text input field for the value. At the bottom of the search section, there are 'Reset Criteria' and 'Search' buttons. On the left side of the interface, there is a vertical navigation bar with several links: 'Advance Search', 'Customer Service', 'Maintenance', 'CheckList', 'Deficiency', 'Contract', 'Comments', 'Correspondence', 'Letters', 'Account Document Tracking', and 'Scenario Analysis'. The 'Deficiency' link is highlighted with a red box.

Oracle FLEXCUBE Lending and Leasing opens a Customer Service window focussing on deficiencies. The Customer Service link bar contains the following:

- Advance Search
- Customer Service
- Maintenance
- Lease Details
- Checklist
- Deficiency
- Contract
- Collateral
- Bureau
- Comments
- Correspondence
- Letters
- Account Document Tracking
- Scenario Analysis

Note that the Bankruptcy and Repo/Foreclosure links have been removed.

CHAPTER 3 : REVIEW REQUESTS

The Review Requests page is primarily a workflow tool used to flag an account for the attention of another Oracle FLEXCUBE Lending and Leasing user and ask for feedback. It allows Oracle FLEXCUBE Lending and Leasing users to send and receive messages (including e-mail) commenting on a specific account.

In this chapter, you will learn how to:

- Review a request
- Send a review request
- Respond to a review request
- Close a review request.

Review Requests page

The Review Requests page contains the following:

- Originator/receiver buttons
- Action buttons
- Email buttons
- Review request record
- Originator/receiver comment fields

The **Query** section contains the following:

If you choose this:	Oracle FLEXCUBE Lending and Leasing:
Originator	Displays the active messages with your user id in the Originator column of the Review Request record. These are the review requests you created.
Receiver	Displays the active messages with your user id in the Receiver column of the Review Request record. These are the messages you received.
Both	Displays in the Review Requests record all the active messages you created and received with a status other than CLOSED.
View All	Displays in the Review Requests page all the messages you sent and received, both the active and closed.

The **Action** section contains the following command buttons:

If you choose this:	Oracle FLEXCUBE Lending and Leasing:
Send Request	Sends a review request to another Oracle FLEXCUBE Lending and Leasing user.
Send Response	Sends a response to a review request from another Oracle FLEXCUBE Lending and Leasing user.
Close	Changes the status of the message to CLOSED and removes it from the Review Request page. Note: You can view messages with a CLOSED status by selecting View All in the Query section.

The **Email** section contains these command buttons:

If you choose:	Oracle FLEXCUBE Lending and Leasing:
Originator	Sends an email of the review request information to the person listed in the Originator column on the Review Request page.
Receiver	Sends an email of the review request to the person listed in the Receiver column on the Review Request page.

Note: The email recipient cannot respond or reply to e-mails with the email system.

Reviewing a Request (Account)

The Number of Pending Review Requests section in the Servicing displays the number of requests ready for review based on your user id.

The screenshot shows the Oracle FLEXCUBE Lending and Leasing interface. The top navigation bar includes Home, SalesLead, Origination, Servicing, Collections, WFP, Documents, Reports, Interfaces, Producers, Vendor, Tools, and Setup. The user is logged in as SSC, Organization XXX, Division C-01, and Responsibility SUPERUSER. A red box highlights the 'Number of Pending Review Requests' section, which displays the number '1'. Below this, there are two tables: 'My User Queues' and 'My Responsibilities Queues', both showing a single entry for 'NEW APPLICATIONS QUEUE' with a count of 296.

To review requests

- 1 On the Oracle FLEXCUBE Lending and Leasing Suite home page, click **Servicing**.
- 2 If the **Number of Pending Review Requests** section contains a number, click **Customer Service** in the bar link.
The Customer Service window appears, opened at the Search page
- 3 On the Customer Service window's Search page, click the **Review Requests** master tab.
- 4 In the **Query** section, click **Receiver**.

In the Review Request record, Oracle FLEXCUBE Lending and Leasing displays all open messages you have received.

The screenshot shows the Oracle FLEXCUBE Lending and Leasing interface with the 'Review Requests' section active. The user is logged in as SSC, Organization XXX, Division C-01, and Responsibility SUPERUSER. The interface includes a 'Quick Search' section on the left with a 'Queue' dropdown and an 'App #' field. The main area shows a 'Criteria Results Review Requests' section with a 'Query' section containing radio buttons for 'Originator', 'Receiver', and 'Both', and a 'View All' checkbox. The 'Action' section includes buttons for 'Send Request', 'Send Response', and 'Close'. The 'Email' section includes buttons for 'Originator' and 'Receiver'. Below these are 'Add', 'Save', 'Cancel', and 'View Application' buttons. A table displays the review requests with columns for 'Select Details', 'Originator', 'Priority', 'Receiver', 'Application #', 'Status', and 'Date'. Two records are shown: one with Originator VINAY, Priority HIGH, Receiver SSC, Application # 213, Status New, and Date 11/10/2008 10:37:14 AM; and another with Originator SSC, Priority HIGH, Receiver SSC, Application # 226, Status New, and Date 10/21/2008 01:15:23 PM.

- 5 In the Review Request record, select the message you want to view and click **Show** in the **Details** column.

ORACLE
FLEXCUBE Lending and Leasing

User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER

Quick Search

Queue
Select...
(N) Auto Run
Acc #
or SSN
Submit

Search

Criteria Results Review Requests

Save

Query
Originator Receiver Both View All
Action
Send Request Send Response Close
Email
Originator Receiver

Search Criteria Execute Search View Account Add Edit Cancel

Previous 1-10 of 13 Next 3

Select Details	Originator	* Priority	* Receiver	* Account #	Status	Date
<input type="radio"/> Hide	SSC	Select...				7/16/2009
* Reason REVIEW BALANCES						
Originator Comment		Receiver Comment				
<input type="radio"/> Show	SSC	HIGH	AMIT		NEW	4/25/2009
<input type="radio"/> Show	SSC	HIGH	AMIT	20090200023403	NEW	4/17/2009

The **Review Requests** record, view the following information:

In this field:

Select
Originator
Priority
Receiver
Account #
Status
Date
Reason
Originator Comment
Receiver Comment

View this:

If selected, indicates that this is the current record.
The user id of the request originator.
The request priority: HIGH, NORMAL, or LOW.
The request receiver.
The account number which needs review.
The request status.
The time stamp of when the request was created.
The review reason.
The originator comment.
The receiver comment.

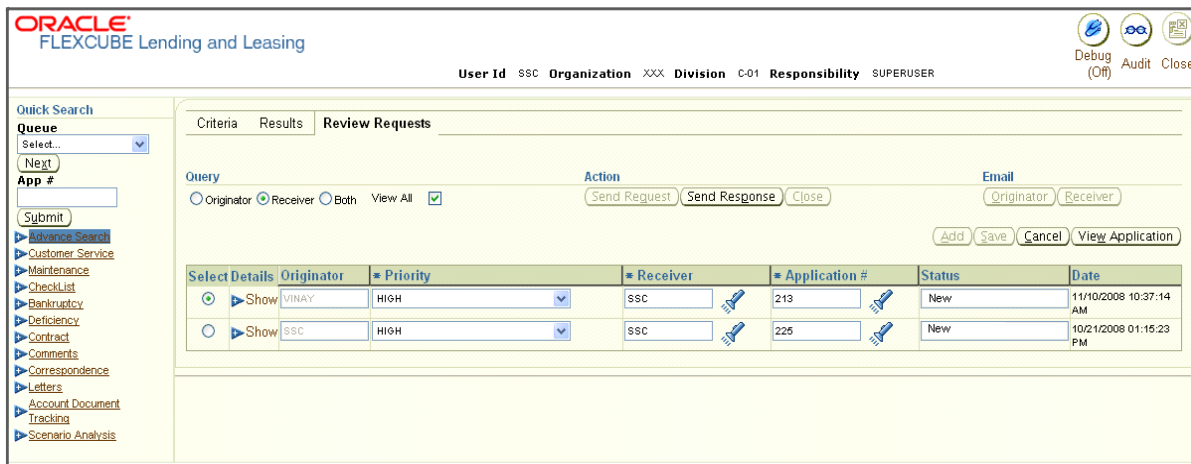
Note: If you click **View Account**, Oracle FLEXCUBE Lending and Leasing loads the account in the review request and displays the Account Details page.

Sending a Review Request (Account)

The Send Request button enables you to send a review request to another Oracle FLEX-CUBE Lending and Leasing user. However, you must save your review request before this button is available.

To send a review request

- 1 On the Oracle FLEXCUBE Lending and Leasing Suite home page, click the **Servicing** master tab.
- 2 Click **Customer Service** on the bar link.
On the Customer Service window, load the account you want to work with.
- 3 On the Customer Service link bar, click **Advance Search**.
- 4 On the **Search** page, click **Review Requests**.



The screenshot shows the Oracle FLEXCUBE Lending and Leasing interface. The top navigation bar includes the Oracle logo, the text "FLEXCUBE Lending and Leasing", and user information: "User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER". There are also icons for "Debug (Off)", "Audit", and "Close".

The main content area is titled "Review Requests" and has tabs for "Criteria" and "Results". Below the tabs, there is a "Query" section with radio buttons for "Originator", "Receiver", and "Both", and a "View All" checkbox. There are also "Action" buttons: "Send Request", "Send Response", and "Close". An "Email" section has "Originator" and "Receiver" buttons. At the bottom of the query section are "Add", "Save", "Cancel", and "View Application" buttons.

The table below shows the results of the search:

Select Details	Originator	Priority	Receiver	Application #	Status	Date
<input checked="" type="radio"/> Show	VINAY	HIGH	SSC	213	New	11/10/2008 10:37:14 AM
<input type="radio"/> Show	SSC	HIGH	SSC	225	New	10/21/2008 01:15:23 PM

- 5 On the Review Requests page **Query** section, click **Originator**.
- 6 On the **Review Requests** record, click **Add**.

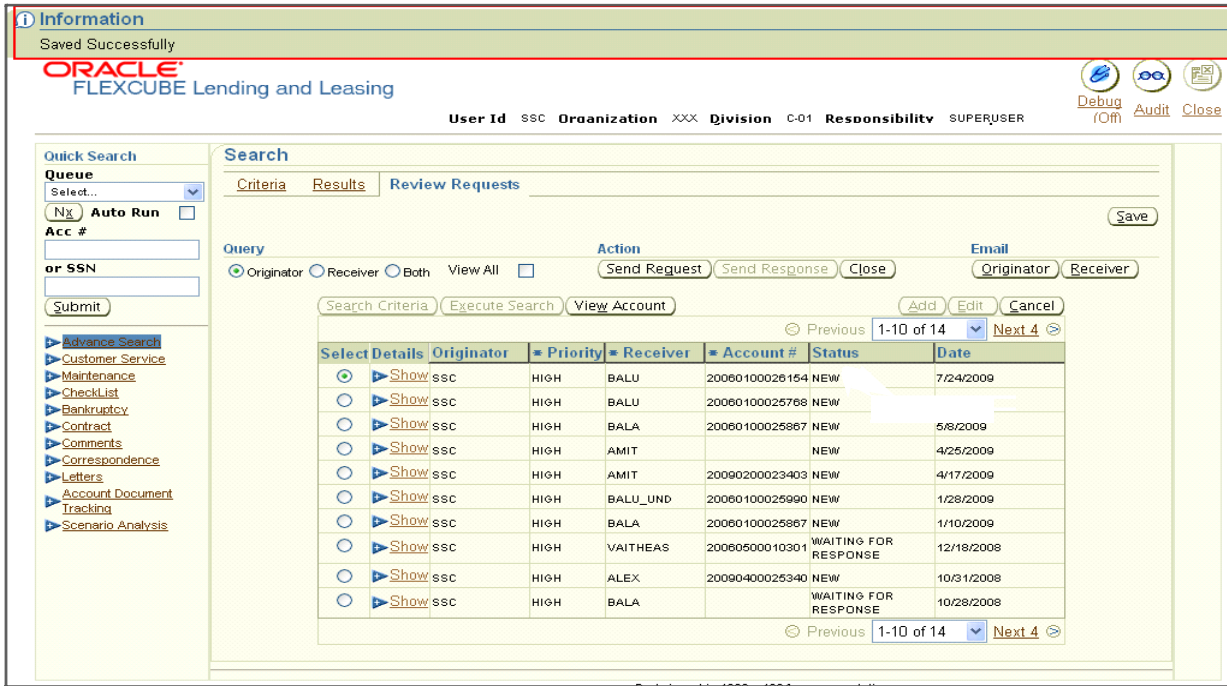
- In the **Details** column of the new record, click **Show**.

The screenshot shows the Oracle Flexcube Lending and Leasing interface. The top navigation bar includes 'User Id', 'SSC', 'Organization', 'XXX', 'Division', 'C-01', 'Responsibility', and 'SUPERUSER'. The main area is titled 'Review Requests' and contains several sections:

- Quick Search:** Includes a 'Queue' dropdown, 'Auto Run' checkbox, and 'Acc #' and 'or SSN' input fields.
- Search:** Includes 'Criteria', 'Results', and 'Review Requests' tabs, a 'Save' button, and 'Query' options (Originator, Receiver, Both, View All).
- Action:** Includes 'Send Request', 'Send Response', and 'Close' buttons.
- Email:** Includes 'Originator' and 'Receiver' buttons.
- Table:** A table with columns: Select Details, Originator, Priority, Receiver, Account #, Status, Date. It shows two records with 'Show' links in the 'Select Details' column.
- Reason:** A dropdown menu with 'REVIEW BALANCES' selected.
- Comments:** Text areas for 'Originator Comment' and 'Receiver Comment'.

- In the **Priority** field, select the priority of the review request: **High**, **Normal**, or **Low**.
Note: This Priority field helps guide the recipient in responding to requests. It does not affect the order in which messages are sent or received.
- In the **Receiver** field, select the person you want to receive the message.
- In the **Account #** field, select the account involved with the review request.
The default values NEW appears in the Status field.
- In the **Reason** field, select the purpose for the review request.
- In the **Originator Comment** field, type any additional message you want to send.
- In the **Review Request** record, click **Save**.

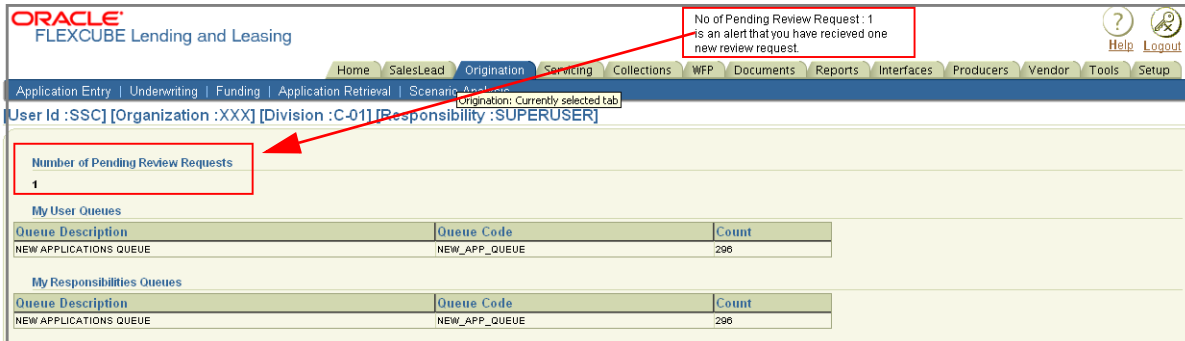
“Transaction completed successfully” appears in the Information section and the Send Request button is available in the Action section.



14 In the **Action** section, click **Send Request**.

Responding to a Review Request (Account)

When you receive a review request, Oracle FLEXCUBE Lending and Leasing will notify you by creating an entry in the Number of Pending Review Requests section with the number of unseen messages. In the following example, one review request is waiting on the Review Request page.

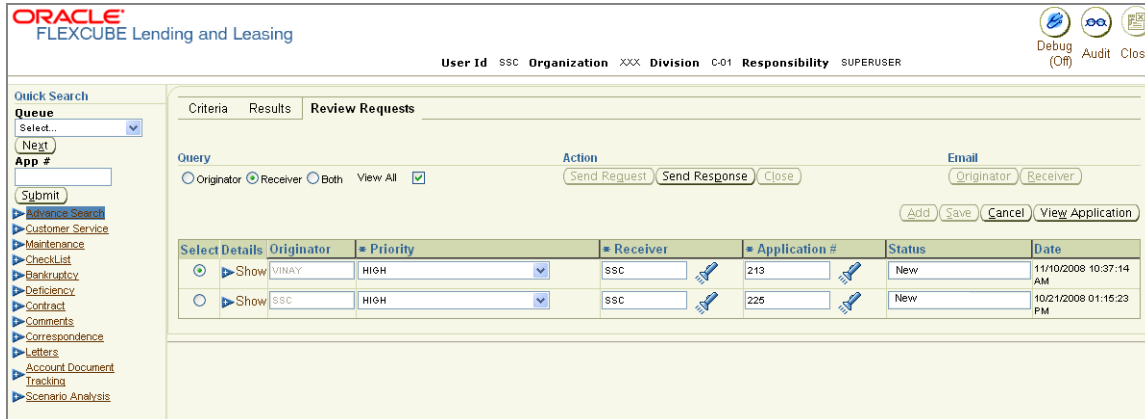


To respond to a review request

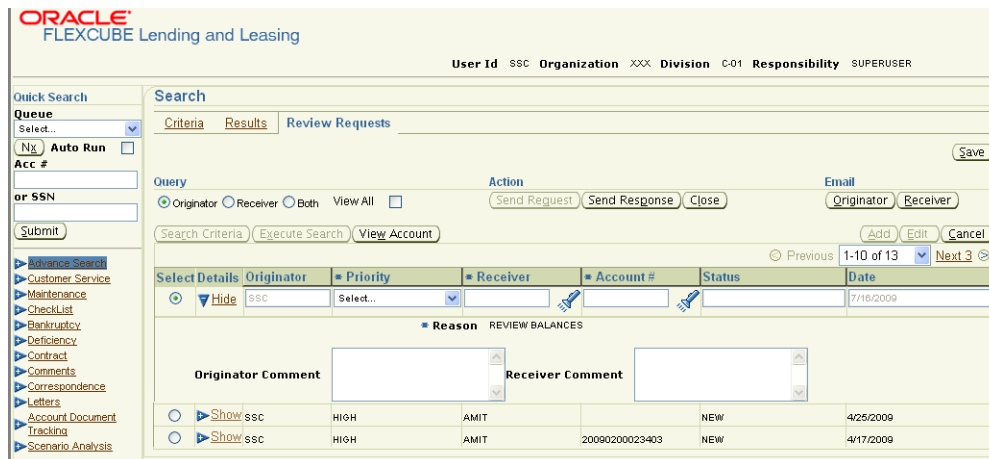
- 1 On the Oracle FLEXCUBE Lending and Leasing Suite home page, click **Servicing**.
- 2 If the **Number of Pending Review Requests** section contains a number, click **Customer Service** in the bar link.
- 3 On the Customer Service link bar, click **Advance Search**.

- 4 On the **Search** page, click **Review Request**.
- 5 On the Review Request page **Query** section, click **Receiver**.

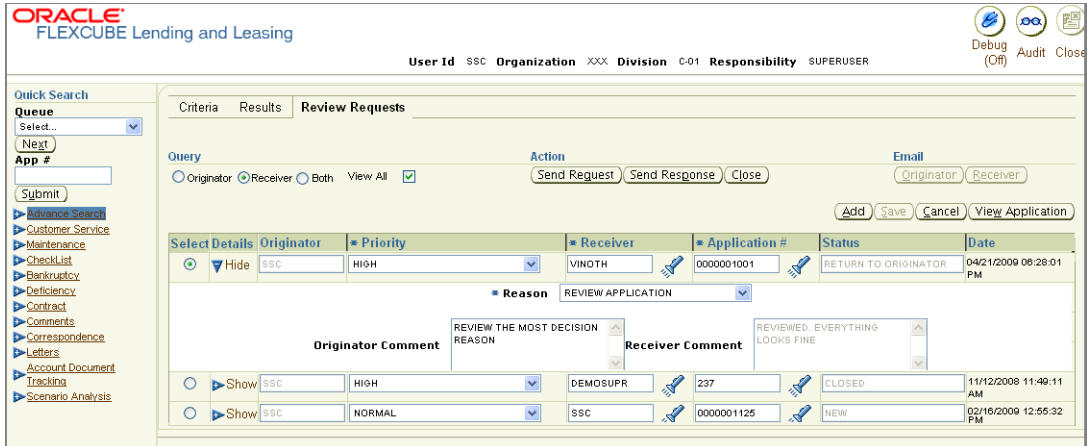
Oracle FLEXCUBE Lending and Leasing displays the unread messages in the Review Request record.



- 6 In the **Review Request** record, select the message you want to view and click **Show** in the **Details** column.



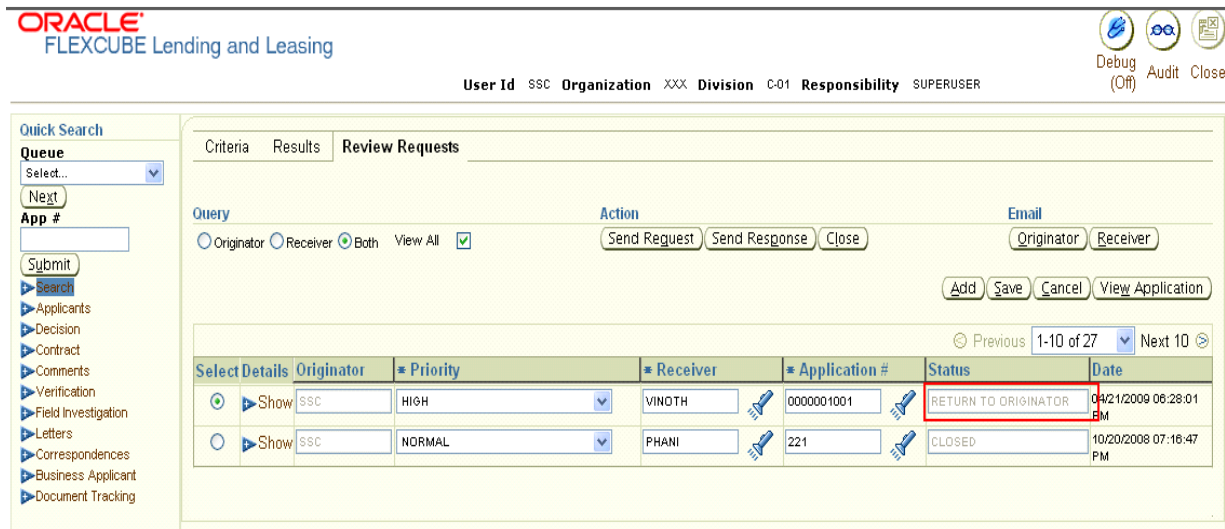
- 7 Click **View Account**.
Oracle FLEXCUBE Lending and Leasing loads the account on the Customer Service window and displays the Account Details page.
- 8 Perform the requested task on the review request on the account.
- 9 When you have finished, click **Advance Search** in the **Customer Service** link bar.
- 10 On the **Search** page, click **Review Request** and select the message.
- 11 Type your response in the **Receiver Comment** field.



12 In the **Action** section, click **Send Response**.

Oracle FLEXCUBE Lending and Leasing sends your response to the originator’s workstation, where it appears on the Review Request page with the status RETURN TO ORIGINATOR.

The recipient can view the sent response by clicking **Receiver** and **View All** in the **Query** section. (The message has a status of RETURN TO ORIGINATOR.)



Back on the originator’s Review Request page, the message appears when **Originator** is selected in the **Query** section. The message has a status of RETURN TO ORIGINATOR.

Note: Choose **Close** in the **Action** section to remove the message from the Review Request section.

E-mailing a Review Request (Account)

While Oracle FLEXCUBE Lending and Leasing updates the Number of Pending Review Requests section on the Servicing master tab to alert you of new messages, you can also e-mail a review request to either the originator or a receiver. Oracle FLEXCUBE Lending and Leasing will use the e-mail address recorded in the User Definition section on the Administration window's User page.

Note: E-mail addresses must be recorded for both the originator and receiver for this feature to work.

To e-mail a review request

- 1 Open the Customer Service window and load the account you want to work with.
- 2 On the Customer Service link bar, click **Advance Search**, then click the **Review Requests** master tab.
- 3 Select the message you want to e-mail in the **Review Request** section.
- 4 In the **Email** section, click **Originator** to send the message to the person listed in the Originator field.
-or-
Click **Receiver** to send it to the person listed in the **Receiver** field.

Oracle FLEXCUBE Lending and Leasing emails the contents of the selected entry to the e-mail address recorded in the user setup.

Closing a Review Request (Account)

You can close a review request you created at anytime, regardless of status. However, you can only close review requests that have your user id in the Originator field. When you close a review request, Oracle FLEXCUBE Lending and Leasing removes it from the Review Request record.

To close a review request

- 1 Open the Customer Service window and load the account you want to work with.
- 2 On the Customer Service link bar, click **Advance Search**, then click the **Review Requests** master tab.
- 3 Select the message you want to close in the **Review Request** section.
- 4 In the **Action** section, click **Close**.

Oracle FLEXCUBE Lending and Leasing assigns the message the status of CLOSED and removes it from your Review Request record.

The screenshot displays the Oracle FLEXCUBE Lending and Leasing interface. At the top, the user is identified as 'SUPERUSER' with 'Responsibility C-01' and 'Division XXX'. The main area is titled 'Review Requests' and includes a 'Query' section with radio buttons for 'Originator', 'Receiver', and 'Both', and a checked 'View All' checkbox. The 'Action' section contains buttons for 'Send Request', 'Send Response', and 'Close'. Below this is a table with columns for 'Select Details', 'Originator', 'Priority', 'Receiver', 'Application #', 'Status', and 'Date'. Two rows are visible, both with a 'CLOSED' status highlighted in red.

Select Details	Originator	Priority	Receiver	Application #	Status	Date
Show	VINAY	HIGH	SSC	213	CLOSED	11/10/2008 10:37:14 AM
Show	SSC	HIGH	SSC	225	CLOSED	10/21/2008 01:15:23 PM

Note: You can review closed accounts anytime by selecting **View All** in the **Query** section.

CHAPTER 4 : DOCUMENT MANAGEMENT

The Documents master tab opens the Application Document Tracking and the Application Document Tracking windows. Both allow for the paperless storage of documents within Oracle FLEXCUBE Lending and Leasing, the first with applications during the lease origination cycle and the later with accounts during customer service.

This chapter explains how to use the Account Document Tracking window to attach documents to accounts and then view these documents in a browser.

Account Document Tracking window

The Account Document Tracking window contains two links: the Document Tracking and the Document Maintenance link. The Document Maintenance page allows you to attach documents to an account in the form of GIF files, PDF files, DOC files, XLS files, and TXT files. The Document Tracking link allows you to view these documents. Any documents that were attached to the account when it was still an application, (such as the application received as a fax and saved as a GIF file), also appear on the Document Tracking link.

Account Document Tracking window

The Account Document Tracking window contains two pages: the Document Tracking page and the Document Maintenance page. The Document Maintenance page enables you to attach documents to an account in the form of GIF files, PDF files, DOC files, XLS files, and TXT files. The Document Tracking page enables you to view these documents. Any documents that were attached to the account when it was still an application, (such as the application received as a fax and saved as a GIF file), also appear on the Document Tracking page.

Document Tracking page (Account Document Tracking window)

You can view the documents attached to a particular account by loading the account on the Customer Service window, then clicking Account Document Tracking in the link bar. You can also open the Account Document Tracking window and select from a list of all accounts with documents attached on the Document Tracking page.

To locate an account document (method one)

- 1 On the Oracle FLEXCUBE Lending and Leasing Suite home page, click the **Documents** master tab.
- 2 Click the **Account** bar link.
- 3 In the Account Document Tracking link bar, click the **Documents** drop-down link, then click **Document Tracking**.

The Account Document Tracking window's Document Tracking page appears.

Select	Account #	Account Status	Account Title
<input checked="" type="radio"/>	20060300021005	ACTIVE:DELD	CCINQUEFOIL EVE / DALE
<input type="radio"/>	20060200021674	ACTIVE:DELD	CCOTONEASTER MARIE / HANK
<input type="radio"/>	20060500021080	ACTIVE:DELD	CERASTOSTIOMA PAULA / JOHN

- 4 In the **Account** section, enter the account you want to view in the **Enter Acc #** field and click **Search**.
-OR-
Select **View All** to view all accounts.

Information about the documents attached to the account appears in the Account Document and Account Document Details sections.

To locate an account document (method two)

- 1 Open the **Customer Service** window and load the account with the attached document you want to view.
- 2 On the **Customer Service** window link bar, click **Account Document Tracking**.

The Document Tracking page appears with the application loaded in Account section and information about the document in the Account Document and Account Document Details sections.

The screenshot displays the Oracle Flexcube Lending and Leasing interface. The top navigation bar includes the Oracle logo, 'FLEXCUBE Lending and Leasing', and user information: 'User Id SSC Organization XXXX Division C01 Responsibility SUPERUSER'. There are also utility icons for 'Debug (Off)', 'Audit', and 'Close'.

Quick Search: Includes a 'Queue' dropdown, 'Auto Run' checkbox, 'Acc #' field (containing '20090400023211'), 'or SSN' field, and a 'Submit' button.

Account(s): Features radio buttons for 'Current', 'Show All', and 'Group Follow-up'. Below is a table with columns: 'Select', 'Company', 'Branch', 'Account #', 'Product', 'Currency', 'Payoff Amt', 'Amount Due', 'Status', and 'Oldest Due Dt'. A row is selected with values: 'YYY', 'HQ', '20090400023211', 'LOAN VEHICLE', 'USD', '\$0.00', '\$0.00', 'ACTIVE.TIP', and '06/08/2009'. A 'Submit' button is present.

Customer(s): Features a 'Show' button and a table with columns: 'Select', 'Details', 'Customer Id', 'Name', 'Type', and 'Language'. A row is selected with values: '3923', 'JOE ANDERS ROOEE', 'PRIMARY', and 'ENGLISH'.

Document Tracking: Includes a 'Save' button and three sections:

- Account:** A table with columns 'Select', 'Account #', 'Account Status', and 'Account Title'. A row is selected with values: '20090400023211', 'ACTIVE.TIP', and 'ROOEE JOE'.
- Account Document:** Includes an 'Edit' and 'Cancel' button, and a table with columns 'Select', 'Document Type', and 'Comments'. A row is selected with values: 'CONTRACT' and 'TEST'.
- Account Document Details:** Includes 'View Document', 'Edit', and 'Cancel' buttons, and a table with columns 'Select', 'Details', 'Document Sub Type', 'Version', 'Page #', 'Document File Type', and 'Status'. Two rows are shown: one with 'CONTRACT DOCUMENT A', '1', '1', and 'TEXT FILE'.

Right Sidebar: Contains 'Alerts' (CHECK LOCATION OF COLLATERAL), 'Conditions' (PAYOFF TERMINATION IN PROGRESS), and 'Add Call Activities' and 'Add Comments' buttons.

At the bottom, it says 'Best viewed in 1280 x 1024 screen resolution'.

To view a document attached to an account

- 1 Using one of the two methods above, load the account with the document you want to view.
- 2 In the **Account** section, view the following display information:

In this field:

View this:

Select	If selected, indicates that this is the current record.
Account #	The account number.
Account Status	The account status.
Account Title	The account title.

- 3 In the **Account Document** section, view the following display only information:

In this field:

Do this:

Select	If selected, indicates that this is the current record.
Document Type	View the document type (display only).
Comment	Enter any comments regarding the image (optional).

- 4 In the **Account Document Details** section, select the record you want to work with and click **Show** in the **Details** column.

- 5 In the **Account Document Details** section, view the following display only information:

In this field:	View this:
Select	If selected, indicates that this is the current record.
Document Sub Type	The document sub type.
Version	The version (version numbers will be incremental by batch job, first version will start with 1.0).
Page #	The page number.
Document File Type	The document file type.
Status	The status.
Tracking #	The tracking number of the image.
Docket #	The docket number of the image.
Location	The location of the of the image.
Received Dt	The effective date of the image.
Effective Dt	The effective date of the image.
Expiry Dt	The expiration date of the image.
Comment	Any comments regarding the image.

- 6 Use the **Account Document** and **Account Document Details** section to select the document you want to view.

- In multiple paged documents, choose **1** in the **Page #** field on the **Account Document Details** section to view the all the pages in the document
- or-
- Choose a specific page number to view only that page.

- 7 Choose **View Document**.

Oracle FLEXCUBE Lending and Leasing opens a browser to display the actual document (which browser appears depends on what type of document you selected and what browsers are set up to work in conjunction with your Oracle FLEXCUBE Lending and Leasing system).

- 8 If you want, add comments to the **Comments** field in the **Account Document** and **Account Document Details** sections.
- 9 Click **Save** on the Document Tracking page.

Document Maintenance page (Account Document Tracking window)

Oracle FLEXCUBE Lending and Leasing supports the online attachment of document images to an account with the Document Maintenance page. You can attach the documents from either a client machine or server. A default image directory can be maintained in Oracle FLEXCUBE Lending and Leasing using the system parameter: `UIX_DEFAULT_IMAGE_PATH`.

When you click List File in the Select Document section on the Document Maintenance page, Oracle FLEXCUBE Lending and Leasing displays all available files in the selected directory in the Directory Path field. You can use the Document Maintenance and Action sections to attach selected documents to a particular account.

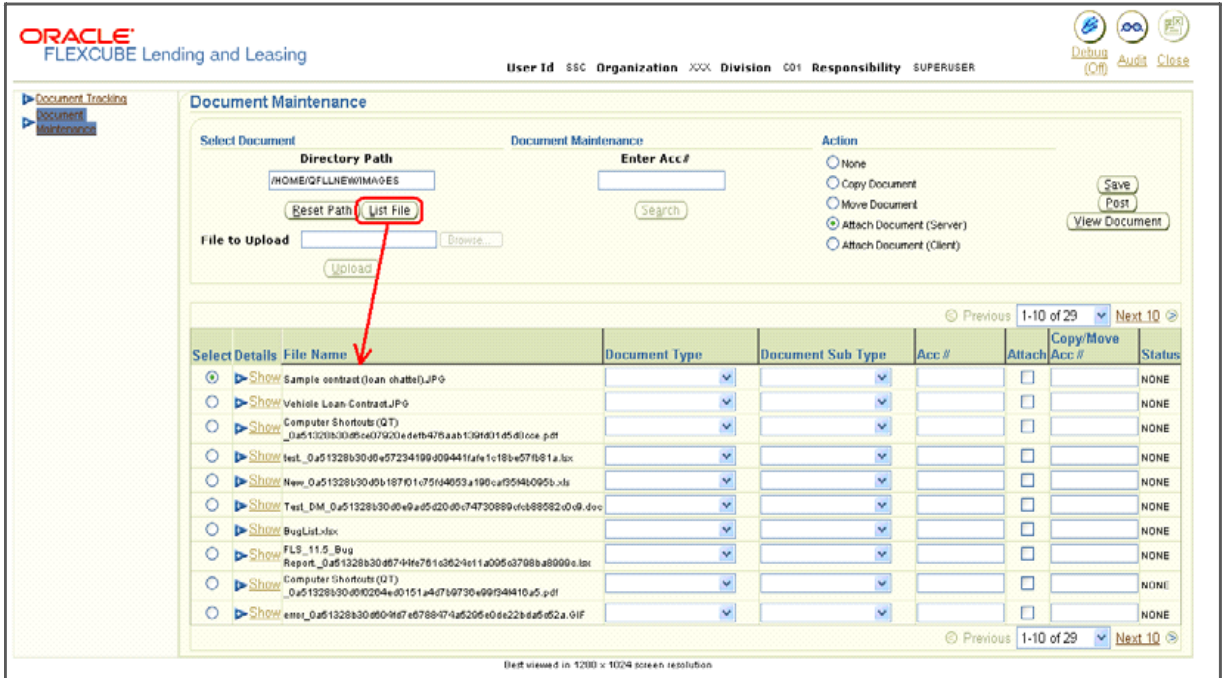
To attach a document to an account from a server

- 1 On the Oracle FLEXCUBE Lending and Leasing Suite home page, click the **Documents** master tab.
- 2 In the bar link, click **Account**.
- 3 In the Account Document Tracking link bar, click **Document Maintenance**.

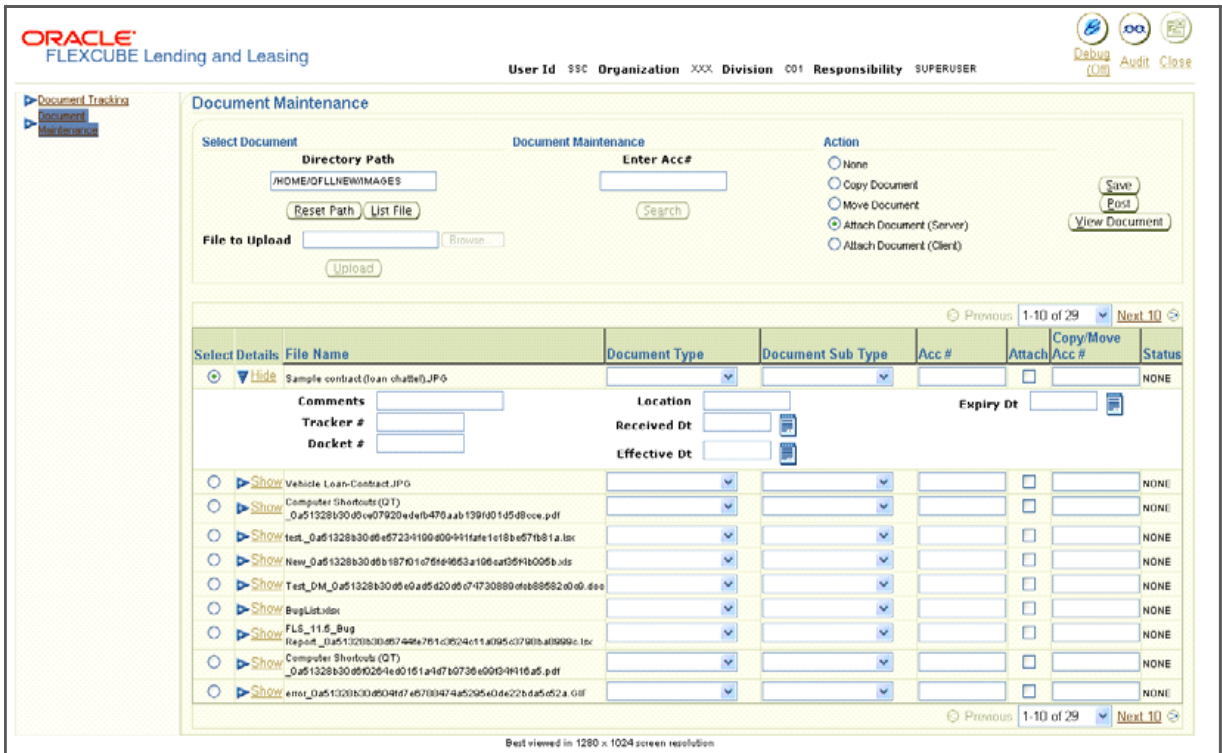
The screenshot displays the Oracle FLEXCUBE Lending and Leasing interface. At the top, the Oracle logo and 'FLEXCUBE Lending and Leasing' are visible. The user's session information is shown as 'User Id SSC Organization XXX Division 001 Responsibility SUPERUSER'. On the right, there are icons for 'Debug (Off)', 'Audit', and 'Close'. The main content area is titled 'Document Details' and is divided into two main sections: 'Select Document' and 'Action'.
In the 'Select Document' section, there is a 'Directory Path' field containing '/home/qflnewimages', a 'Reset Path' button, and a 'List File' button. Below this is a 'File to Upload' field with a 'Browse...' button and an 'Upload' button. To the right, there is an 'Enter Acc #' field and a 'Search' button.
The 'Action' section contains five radio button options: 'None', 'Copy Document', 'Move Document', 'Attach Document (Server)', and 'Attach Document (Client)'. The 'Attach Document (Server)' option is selected. To the right of these options are 'Save', 'Post', and 'View Document' buttons.
Below the form is a table with the following columns: 'Select Details File Name', 'Document Type', 'Document Sub Type', 'Acc #', 'Attach Copy Move Acc #', and 'Status'. The table currently displays 'No rows yet.'

- 4 In the **Action** section, click **Attach Document (Server)**.
 - 5 In the **Select Document** section, use the default image directory in the **Directory Path** field. (The default path is the value for the system parameter `UIX_DEFAULT_IMAGE_PATH`).
-or-
In the **Directory Path** field, enter the full path name to the document on the server that you want to attach to an account.
- Note:** You can click **Reset Path** at any time to return to the default image directory.
- 6 In the **Select Document** section, click **List File**.

Oracle FLEXCUBE Lending and Leasing displays the files from the entry in the Select Document section Directory Path in the Document Maintenance record.



- In the **Document Maintenance** record, select the record you want to work with and click **Show** in the **Details** column.



- In the **Document Maintenance** record, enter, view or edit the following information:

In this field:

Do this:

Select

If selected, indicates that this is the current record.

File Name	View the file name for the document (display only).
Document Type	Select the type for the document (required).
Document Sub Type	Select the sub type for the document (required).
Acc #	Select the application number to attach/copy/move the document image (optional).Comments Enter any comments regarding the document (optional).
Document File Type	View the document file type (display only).
Status	View the status of the document (display only).
Comment	Enter any comments regarding the document (optional).
Tracker #	Enter the tracking number of the document (display only).
Docket #	Enter the docket number of the document (display only).
Location	Enter the location of the document (display only).
Received Dt	Enter the received date of the document (display only).
Effective Dt	Enter the effective date of the document (display only).
Expiry Dt	Enter the expiration date of the document (display only).

9 Select the **Attach** indicator to attach the file to the account.

10 In the **Action** section, click **Save**.

11 In the **Action** section, click **Post**.

Oracle FLEXCUBE Lending and Leasing attaches the document to the application.

You can view the document in a browser by choosing **View Document** in the Action section.

To attach a document to an application from a client machine

1 On the Oracle FLEXCUBE Lending and Leasing Suite home page, click the **Documents** master tab.

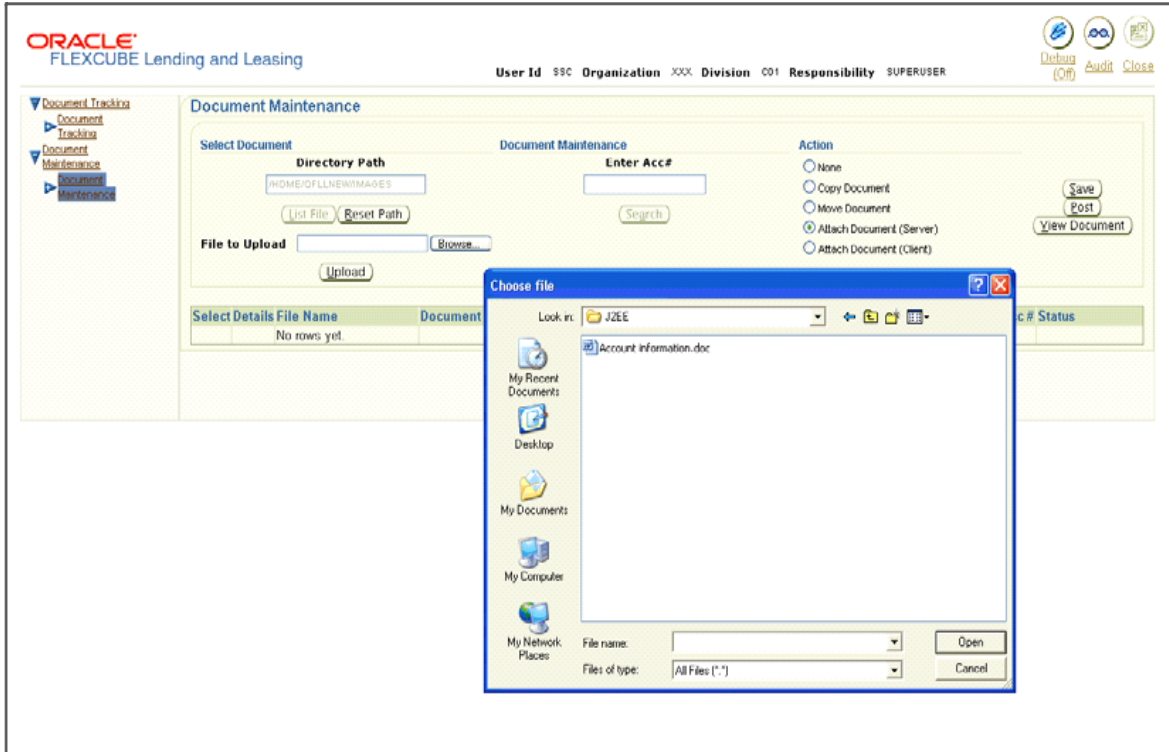
2 Click the **Account** bar link.

3 In the Account Document Tracking link bar, click the **Document Maintenance** dropdown link, then click **Document Maintenance**.

4 In the **Action** section, click **Attach Document (Client)**.

5 In the **Select Document** section, click **Browse**.

Oracle FLEXCUBE Lending and Leasing opens a Choose File dialog box.

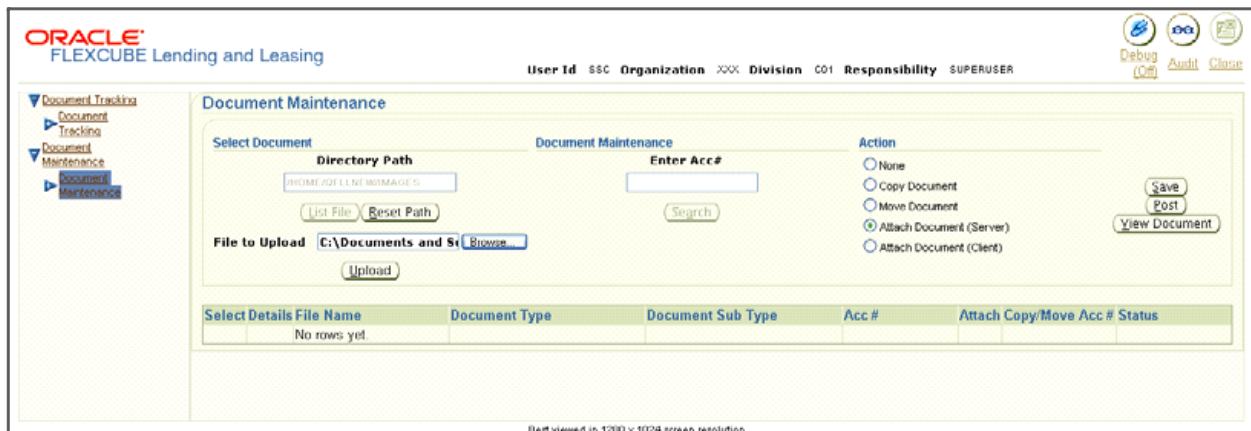


- In the **Choose File** dialog box, use the **Look in:** list box to locate the document you want to attach to the account.

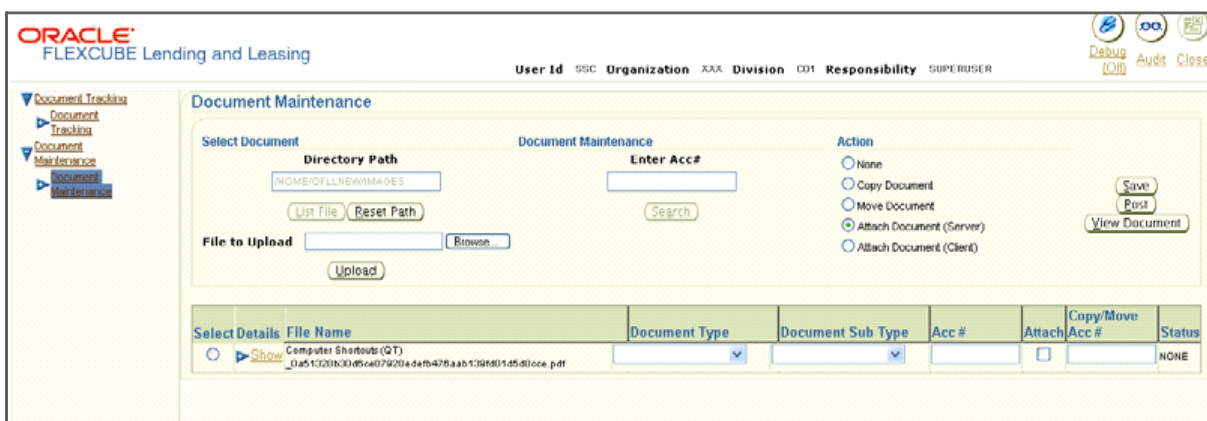
Note: You can select multiple files by holding the **CTRL** or **SHIFT** key on your keyboard.

- When you have located the document you want to attach to the account in the **Open** dialog box's **File name:** field, choose **Open**.

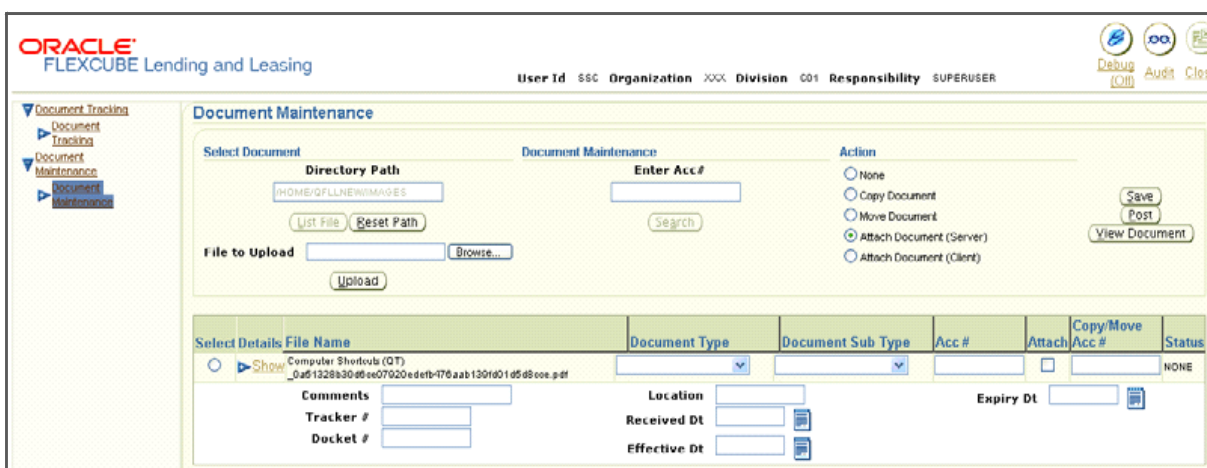
The selected files appear in the Select Document section's File to Upload field.



- In the Select Document section, click **Upload**.



- In the **Document Maintenance** record, select the file uploaded from your server and click **Show** in the **Details** column.



- In the **Document Maintenance** record, enter, view or edit the following information:

In this field:

Do this:

Select	If selected, indicates that this is the current record.
File Name	View the file name for the document (display only).
Document Type	Select the type for the document (required).
Document Sub Type	Select the sub type for the document (required).
Acc #	Select the application number to attach/copy/move the document image (optional).Comments Enter any comments regarding the document (optional).
Document File Type	View the document file type (display only).
Status	View the status of the document (display only).
Comment	Enter any comments regarding the document (optional).
Tracker #	Enter the tracking number of the document (display only).
Docket #	Enter the docket number of the document (display only).
Location	Enter the location of the document (display only).
Received Dt	Enter the received date of the document (display only).
Effective Dt	Enter the effective date of the document (display only).

Expiry Dt Enter the expiration date of the document (display only).

- 11 Select the **Attach** indicator to attach the file to the account.
- 12 In the **Action** section, click **Save**.
- 13 In the **Action** section, click **Post**.

Oracle FLEXCUBE Lending and Leasing attaches the document to the application.

You can view the document in a browser by choosing **View Document** in the Action section.

Copying a Document

The Action section's Copy Document command copies the document image from one account to another account. This command has no impact on the source account's document image.

To copy a document to an application from another application

- 1 On the Oracle FLEXCUBE Lending and Leasing Suite home page, click the **Documents** master tab.
- 2 Click the **Account** bar link.
- 3 In the Account Document Tracking link bar, click the **Document Maintenance** dropdown link, then click **Document Maintenance**.
- 4 In the **Action** section, click **Copy Document**.
- 5 In the **Document Maintenance** section, use the **Enter App#** field to enter the account with the image you want to copy.
- 6 In the **Document Maintenance** section, choose **Search**.

Oracle FLEXCUBE Lending and Leasing displays the files attached to that application in the Document Maintenance record.

- 7 In the **Document Maintenance** record, select the document you want to copy and click **Show** in the **Details** column.
- 8 In the **Copy/Move App #** field, enter the application number of the application to which you want to copy the document.
- 9 In the **Action** section, click **Save**.
- 10 In the **Action** section, click **Post**.

Moving a Document

The Action section's Move Document command moves an existing document image from one application to another application. This command detaches the document image from the source application and attach to second application.

To move a document to an application from another application

- 1 On the Oracle FLEXCUBE Lending and Leasing Suite home page, click the **Documents** master tab.
- 2 Click the **Account** bar link.

- 3 In the Account Document Tracking link bar, click the **Document Maintenance** drop-down link, then click **Document Maintenance**.
- 4 In the **Action** section, click **Move Document**.
- 5 In the **Document Maintenance** section, use the **Enter App#** field to enter the account with the image you want to move.
- 6 In the **Document Maintenance** section, choose **Search**.

Oracle FLEXCUBE Lending and Leasing displays the files attached to that application in the Document Maintenance record.

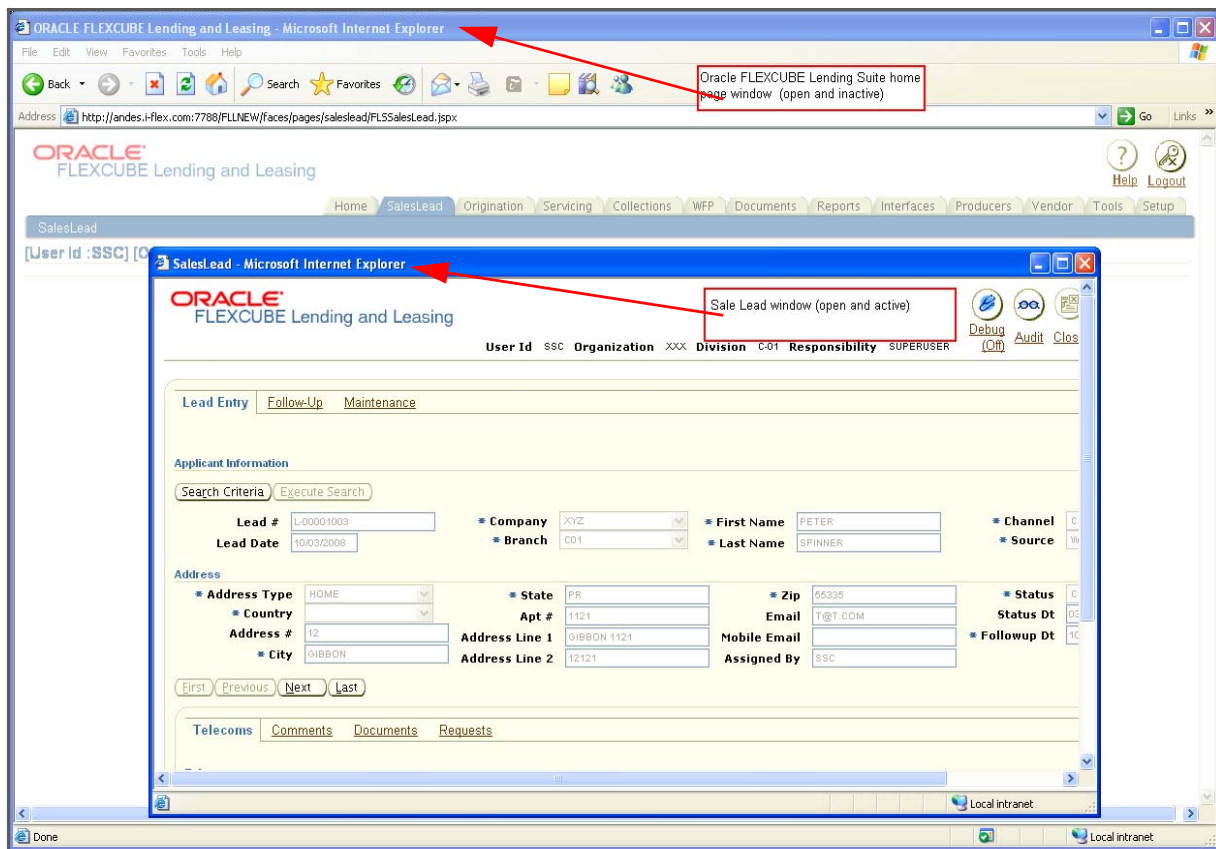
- 7 In the **Document Maintenance** record, select the document you want to move and click **Show** in the **Details** column.
- 8 In the **Copy/Move App #** field, enter the application number of the application to which you want to move the document.
- 9 In the **Action** section, click **Save**.
- 10 In the **Action** section, click **Post**.

APPENDIX A: ORACLE FLEXCUBE LENDING AND LEASING INTERFACE

This appendix explains Oracle FLEXCUBE Lending and Leasing’s graphical user interface (GUI). It defines the components commonly found on a GUI, provides an overview of their functions, and explains how to use Oracle FLEXCUBE Lending and Leasing’s windows and pages.

Oracle FLEXCUBE Lending and Leasing’s windows

Oracle FLEXCUBE Lending and Leasing uses windows as its primary user interface. Windows can be maximized, minimized, opened, closed, and repositioned. More than one window can be opened on your desktop and windows can overlap or appear adjacent to each other. The window that you are currently using, or is currently selected, is the “active” window. It appears on the top of the overlapping windows. Windows that are open but not selected are “inactive.” The title bar of an active window is a different color than the other inactive windows.



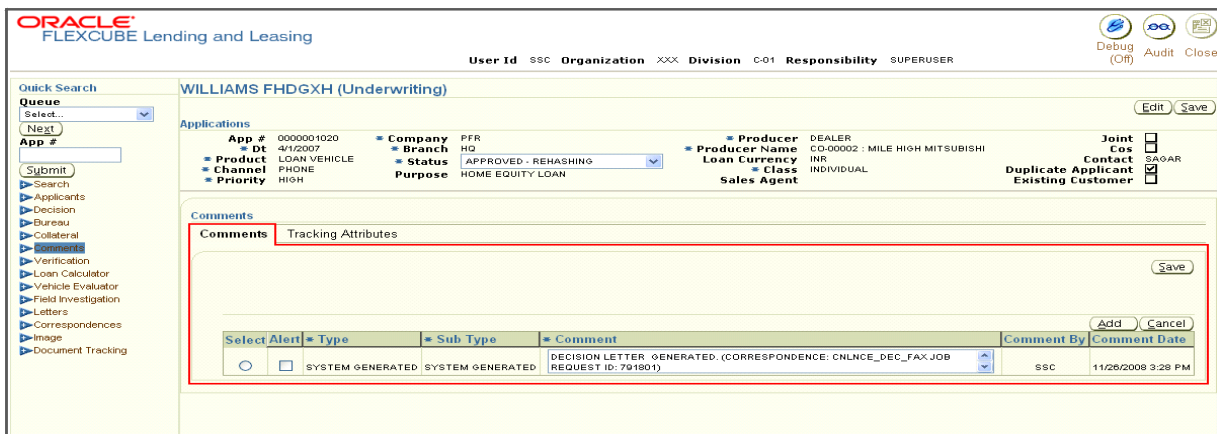
Window components

This section presents an overview of the components found on windows and how to use them.

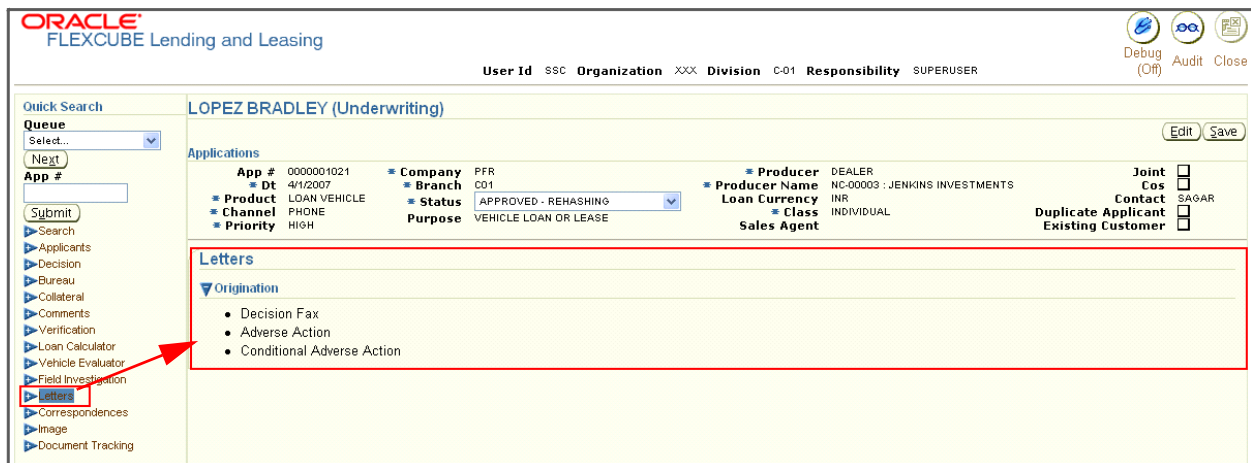
Page

A collection of information items (sections, records, check boxes, command buttons, and so on) contained within a single window. Oracle FLEXCUBE Lending and Leasing uses pages to complete tasks. Pages allow you to enter, view, and update information in the Oracle FLEXCUBE Lending and Leasing system. There are several ways to navigate between pages in the Oracle FLEXCUBE Lending and Leasing system, including tabs, links, and process trains. The pages that are available to you are based on your assigned responsibility.

In the following example, the Comments tab is opening the Comments page.



When pages opened from a link bar are also frequently enclosed in a yellow frame with the title in large, blue text. In following example, the Letters page is opened from the Letters link on the Underwriting link bar.



Master page

A reoccurring higher level page that appears above information opened from a link. Note in the following example, the Balances link opens the Producer Balances page.

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization TFB Division TFB02 Responsibility SUPERUSER

Search Criteria Execute Search

Select and Submit Previous 1-10 of 19 Next 9

Select Details	Producer	Total Credit Limit	Status
Show	MN-00003 : CAR COUNTRY (M)	XXX0.00	INACTIVE
Show	OH-00001 : HERITAGE FORD MERCURY INC	XXX0.00	ACTIVE
Show	CO-00001 : PHIL LONG MITSUBISHI	XXX0.00	INACTIVE
Show	NY-00004 : DENDOYER MITSUBISHI	XXX0.00	ACTIVE
Show	NY-00007 : RETEST	XXX3,333.00	INACTIVE
Show	MN-00301 : IN HOUSE (DIRECT DEAL)	XXX30,758,434.00	ACTIVE
Show	MN-00302 : SAINT PAUL AUTO SALES	XXX2,518,433.00	ACTIVE
Show	MN-00303 : ROSEDALE DODGE HYUNDAI	XXX306,000.00	ACTIVE
Show	MN-00304 : SOUTHVIEW CHEVROLET	XXX318,000.00	ACTIVE
Show	MN-00305 : KOPPY MOTORS OF LAKE FOREST	XXX3,687,000.00	ACTIVE

Select and Submit Previous 1-10 of 19 Next 9

Producer Balances

Balances

Search Criteria Execute Search

Type	Amount	Paid	Waived	Charged off	Recovered	Outstanding
No rows yet.						

6031 VIEWED IN 1200 X 1024 SCREEN RESOLUTION

In this example, the Transactions link opens the Producer Balances page.

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization TFB Division TFB02 Responsibility SUPERUSER

Search Criteria Execute Search

Select and Submit Previous 1-10 of 19 Next 9

Select Details	Producer	Total Credit Limit	Status
Show	MN-00003 : CAR COUNTRY (M)	XXX0.00	INACTIVE
Show	OH-00001 : HERITAGE FORD MERCURY INC	XXX0.00	ACTIVE
Show	CO-00001 : PHIL LONG MITSUBISHI	XXX0.00	INACTIVE
Show	NY-00004 : DENDOYER MITSUBISHI	XXX0.00	ACTIVE
Show	NY-00007 : RETEST	XXX3,333.00	INACTIVE
Show	MN-00301 : IN HOUSE (DIRECT DEAL)	XXX30,758,434.00	ACTIVE
Show	MN-00302 : SAINT PAUL AUTO SALES	XXX2,518,433.00	ACTIVE
Show	MN-00303 : ROSEDALE DODGE HYUNDAI	XXX306,000.00	ACTIVE
Show	MN-00304 : SOUTHVIEW CHEVROLET	XXX318,000.00	ACTIVE
Show	MN-00305 : KOPPY MOTORS OF LAKE FOREST	XXX3,687,000.00	ACTIVE

Select and Submit Previous 1-10 of 19 Next 9

Producer Transactions

Reverse

Transactions

Search Criteria Execute Search Sort By Post Dt Txn Dt View All

Select Post Dt	Txn Dt	Transaction	Amount	Reason	Comment
No rows yet.					

6031 VIEWED IN 1200 X 1024 SCREEN RESOLUTION

Note that in both examples, the Producer master page appears above the pages opened from either link.

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization TFB Division TFB02 Responsibility SUPERUSER

Debug (Off) Audit Close

Search Units Credit Lines Producers Balances Transactions Credit Lines Statements Maintenance Comments Tracking Attributes

Producer

Search Criteria Execute Search

Select and Submit

Current Active View All

Previous 1-10 of 19 Next 9

Select	Details	Producer	Total Credit Limit	Status
<input checked="" type="radio"/>	Show	MN00003 : CAR COUNTRY (M)	XXXX.00	INACTIVE
<input type="radio"/>	Show	OH 00001 : HERITAGE FORD MERCURY INC	XXXX.00	ACTIVE
<input type="radio"/>	Show	CO-00001 : PHIL LONG MITSUBISHI	XXXX.00	INACTIVE
<input type="radio"/>	Show	NY-00004 : DENOYER MITSUBISHI	XXXX.00	ACTIVE
<input type="radio"/>	Show	NY-00007 : RETEST	XXX3,333.00	INACTIVE
<input type="radio"/>	Show	MN-00301 : IN HOUSE (DIRECT DEAL)	XXX30,758,434.00	ACTIVE
<input type="radio"/>	Show	MN-00302 : SAINT PAUL AUTO SALES	XXX2,510,403.00	ACTIVE
<input type="radio"/>	Show	MN-00303 : ROSEDALE DODGE HYUNDAI	XXX306,000.00	ACTIVE
<input type="radio"/>	Show	MN-00304 : SOUTHVIEW CHEVROLET	XXX318,000.00	ACTIVE
<input type="radio"/>	Show	MN-00305 : KOPPY MOTORS OF LAKE FOREST	XXX3,887,000.00	ACTIVE

Select and Submit

Previous 1-10 of 19 Next 9

Producer Balances

Search Criteria Execute Search

Type	Amount	Paid	Waived	Charged-off	Recovered	Outstanding
No rows yet.						

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization TFB Division TFB02 Responsibility SUPERUSER

Debug (Off) Audit Close

Search Units Credit Lines Producers Balances Transactions Credit Lines Statements Maintenance Comments Tracking Attributes

Producer

Search Criteria Execute Search

Select and Submit

Current Active View All

Previous 1-10 of 19 Next 9

Select	Details	Producer	Total Credit Limit	Status
<input checked="" type="radio"/>	Show	MN00003 : CAR COUNTRY (M)	XXXX.00	INACTIVE
<input type="radio"/>	Show	OH 00001 : HERITAGE FORD MERCURY INC	XXXX.00	ACTIVE
<input type="radio"/>	Show	CO-00001 : PHIL LONG MITSUBISHI	XXXX.00	INACTIVE
<input type="radio"/>	Show	NY-00004 : DENOYER MITSUBISHI	XXXX.00	ACTIVE
<input type="radio"/>	Show	NY-00007 : RETEST	XXX3,333.00	INACTIVE
<input type="radio"/>	Show	MN-00301 : IN HOUSE (DIRECT DEAL)	XXX30,758,434.00	ACTIVE
<input type="radio"/>	Show	MN-00302 : SAINT PAUL AUTO SALES	XXX2,510,403.00	ACTIVE
<input type="radio"/>	Show	MN-00303 : ROSEDALE DODGE HYUNDAI	XXX306,000.00	ACTIVE
<input type="radio"/>	Show	MN-00304 : SOUTHVIEW CHEVROLET	XXX318,000.00	ACTIVE
<input type="radio"/>	Show	MN-00305 : KOPPY MOTORS OF LAKE FOREST	XXX3,887,000.00	ACTIVE

Select and Submit

Previous 1-10 of 19 Next 9

Producer Transactions

Reverse

Transactions

Search Criteria Execute Search

Sort By Post Dt Txn Dt View All

Select	Post Dt	Txn Dt	Transaction	Amount	Reason	Comment
No rows yet.						

Sub page

The information associated with a sub tab is a sub page. In the following example, the Product Itemizations sub page is circled.

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER

Debug (Off) Audit Close

Setup
Loan
Products
Pricing
Edits
Cycles
Scoring
Contract
Fees
Compensation
Commission
Checklists
Org. Fees
Stipulations
Spreads
Statements
Letters
Promotions
Insurances
Line Of Credit
Lease

Loan Products

Product Definition

Search Criteria Execute Search Add Edit Cancel

Previous 1-10 of 24 Next 10

Select	Details	Product	Description	Start Dt	End Dt	Direct	Flexible Repayment	Enabled
<input type="radio"/>	Show	699	TEST	3/19/2009	3/20/2019	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/>	Show	COMPUTER LOAN	COMPUTER LOAN	10/14/2008	12/31/2075	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/>	Show	CREDITO DE CONSUMO	CREDITO DE CONSUMO PERSONAL	4/6/2009	12/30/2010	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/>	Show	CONSTRUCTION LOAN	CONSTRUCTION LOANS	11/7/2008	11/25/2022	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/>	Show	LOAN-CHAT	LOAN CHATTEL	2/4/1992	12/31/4000	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/>	Show	LOAN-HE	LOAN HE	10/11/2008	10/15/4000	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="radio"/>	Show	LOAN-HE-VR	LOAN HOME ISLAMIC (VR)	2/4/1992	12/31/4000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="radio"/>	Show	LOAN-SG	LOAN SECURED HOUSEHOLD GOODS	2/4/1992	12/31/4000	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="radio"/>	Show	LOAN-UN	LOAN UNSECURED	2/4/1992	12/31/4000	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="radio"/>	Show	LOAN-UN-VR	LOAN UNSECURED (VR)	2/4/1992	3/1/2010	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Previous 1-10 of 24 Next 10

Product Itemizations Rate Adjustments

Product Itemizations

Search Criteria Execute Search Add Edit Cancel

Select	Itemization	Disc. Rate	Sort	Sign	Enabled
No rows yet.					

Section

An underlined heading that marks a set of related functions or data. In the illustration below, the Lead Entry page contains two sections: "Applicant Information" and "Address."

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER

Debug (Off) Audit Close

Lead Entry Follow-Up Maintenance

View All Save

Applicant Information

Search Criteria Execute Search Add Cancel

Lead # L-00001003 Company XYZ First Name PETER Channel CONSULTATION
 Lead Date 10/03/2008 Branch C01 Last Name SPINNER Source WEB ENTRY

Address

Address Type HOME State PR Zip 55335 Status CLOSED
 Country Apt # 1121 Email T@T.COM Status Dt 03/20/2009
 Address # 12 Address Line 1 GIBBON 1121 Mobile Email Followup Dt 10/23/2008
 City GIBBON Address Line 2 12121 Assigned By SSC

First Previous Next Last

Telecoms Comments Documents Requests

Telecoms

Search Criteria Execute Search Add Cancel

Select	Telecom Type	Phone	Current
<input checked="" type="radio"/>	TOLL FREE NO	(555) 555-5556	<input checked="" type="checkbox"/>
<input type="radio"/>	CAR/MOBILE PHONE	(787) 787-8787	<input checked="" type="checkbox"/>
<input type="radio"/>	OTHER HOME PHONE	(645) 454-5454	<input checked="" type="checkbox"/>

Tab

Oracle FLEXCUBE Lending and Leasing uses tabs as a primary navigation tool. Tabs are small flaps used for quick access to pages of information, not unlike the tabs on a folder in your file

cabinet. There are three types of tabs in Oracle FLEXCUBE Lending and Leasing system: master tab and sub tab. **Master tabs** are the highest level of tab and are used to navigate to other windows and pages. **Master tabs** and **sub tabs** open pages that contain information. Sub tabs, if present, appear at the bottom of the page.

ORACLE FLEXCUBE Lending and Leasing

Home SalesLead **Origination** Servicing Collections WFP Documents Reports Interfaces Producers Vendor Tools Setup

Application Entry | Underwriting | Funding | Application Retrieval | Scenario Analysis

[User Id :SSC] [Organization :XXX] [Division :C-01] [Responsibility :SUPERUSER]

Number of Pending Review Requests

0

My User Queues

Queue Description	Queue Code	Count
NEW APPLICATIONS QUEUE	NEW_APP_QUEUE	296

My Responsibilities Queues

Queue Description	Queue Code	Count
NEW APPLICATIONS QUEUE	NEW_APP_QUEUE	296

Home | SalesLead | **Origination** | Servicing | Collections | WFP | Documents | Reports | Interfaces | Producers | Vendor | Tools | Setup

ORACLE FLEXCUBE Lending and Leasing

Debug (Off) Audit Close

User Id SSC Organization XXX Division C01 Responsibility SUPERUSER

Quick Search

Queue Select... Next

App # Submit

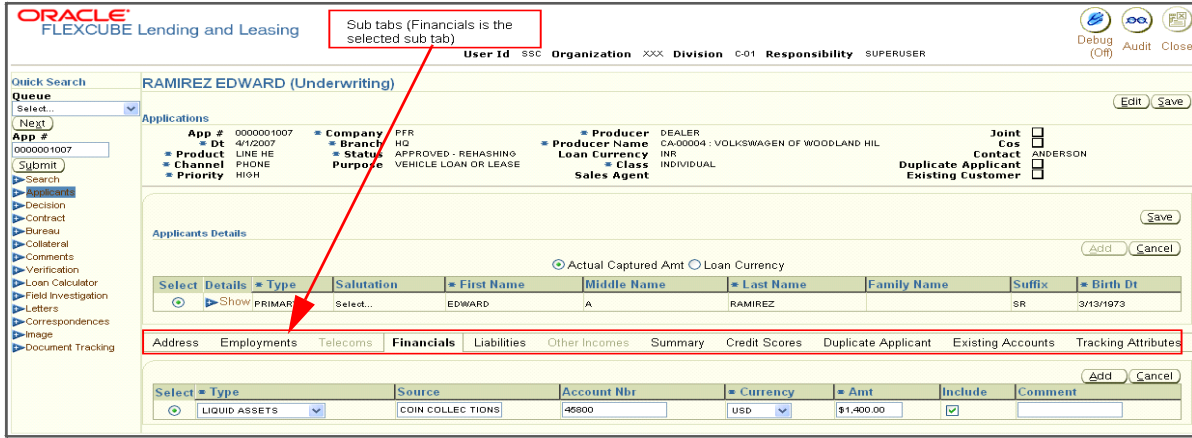
Search

Applicants Decision Bureau Comments Verification Field Investigation Letters Correspondences Business Applicant Image Document Tracking

Criteria Results Review Requests

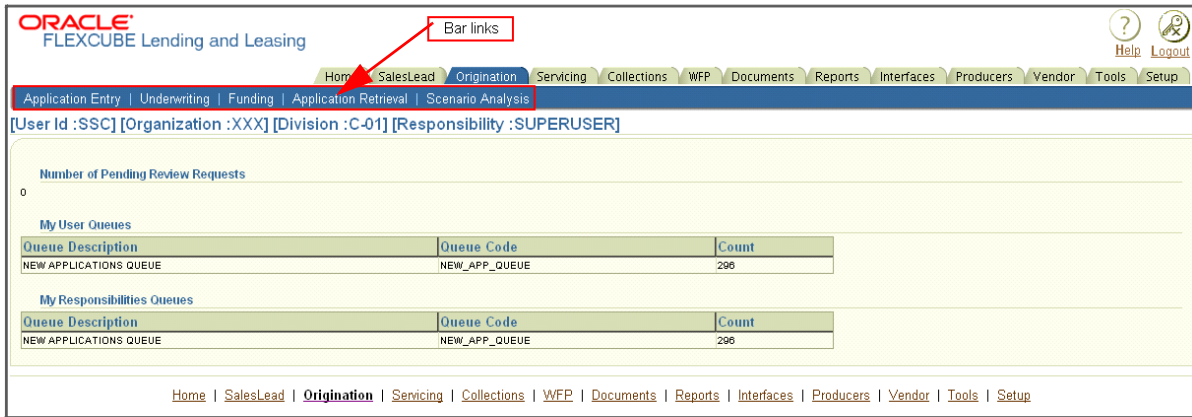
Criteria	Comparison Operator	Value
APPLICATION #	LIKE	
APPLICATION DT	GREATER THAN OR E	
APPLICATION STATUS	LIKE	
APPLICATION SUB STATUS	LIKE	
UNDERWRITER	LIKE	
PRODUCT	LIKE	
APPLICANT LAST NAME	LIKE	
APPLICANT SSN	EQUAL	
VIN	LIKE	
YEAR	EQUAL	
MAKE	LIKE	
MODEL	LIKE	
ASSET TYPE	LIKE	
PRODUCER #	LIKE	
PRODUCER NAME	LIKE	

Reset Criteria Search



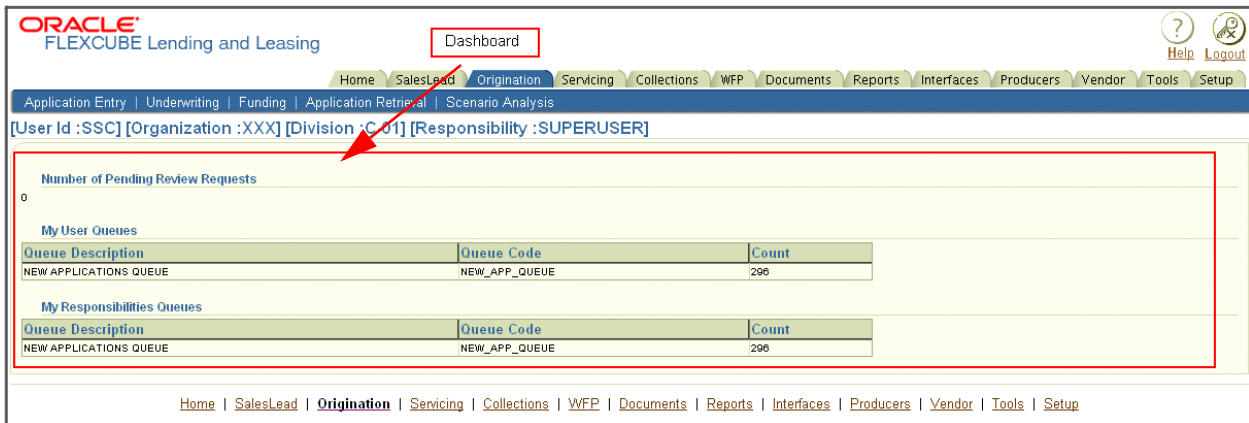
Bar Link

A link located in the bar below master tabs that enables you to navigate to other pages to view, enter and edit information.



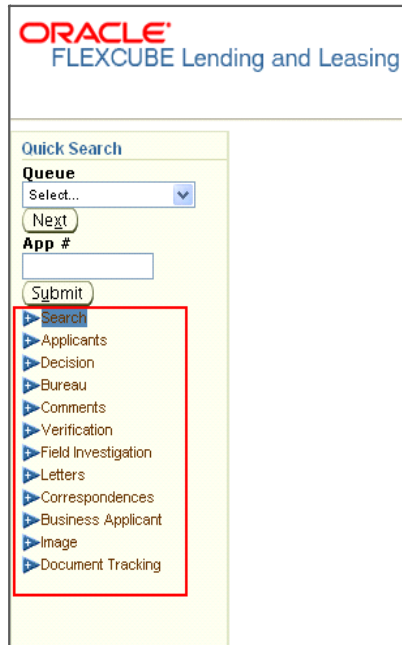
Dashboard

A page or section of information displayed opened from a master tab and displayed below the bar link. In the example below, the Setup dashboard contains the Current GL Post Date, Products Expiring in Next One Month, Number of Users Currently Logged In, and Critical Job Status sections.



Link Bar

A list of links with drop-down links on the left of many Oracle FLEXCUBE Lending and Leasing windows that enables you to navigate to other pages to view, enter and edit information. Link bars allow you to move between links and pages as you please.



Drop-Down Link

A blue triangle pointed to the left of a link containing a “positive” sign (+) that signals additional links not currently on display are available.



When clicked, the triangle rotates to point downward, the plus sign becomes a “negative” sign (-), and Oracle FLEXCUBE Lending and Leasing displays the additional links.



In the example below, the Applicant Details drop-down link has been clicked to view additional information about the applicant.

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER

Quick Search: Queue, Acc #, or SSN, Submit

Account(s): Current, Show All, Group Follow-up

Select	Company	Branch	Account #	Product	Currency	Payoff Amt	Amount Due	Status	Oldest Due Dt
<input checked="" type="radio"/>	XYZ	HQ	20090200023411	LOAN HOME ISLAMIC (VR)	USD	\$12,020.00	\$4,000.00	ACTIVE:DELQ	3/8/2009

Customer(s): Show 24206

Select	Details	Customer Id	Name	Type	Language
<input checked="" type="radio"/>	Show	24206	GOPI GOPINATH	PRIMARY	ENGLISH

Account Details: Dues, Delinquency Information, Activities, Promises, Call Activities

Alerts: No rows yet.

Conditions: Search Criteria, Execute Search

Condition	Start	Followup
DELINQUENT	3/19/2009	6/19/2009

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER

Quick Search: Queue, Acc #, or SSN, Submit

Account(s): Current, Show All, Group Follow-up

Select	Company	Branch	Account #	Product	Currency	Payoff Amt	Amount Due	Status	Oldest Due Dt
<input checked="" type="radio"/>	XYZ	HQ	20090200023411	LOAN HOME ISLAMIC (VR)	USD	\$12,020.00	\$4,000.00	ACTIVE:DELQ	3/8/2009

Customer(s): Show 24206

Select	Details	Customer Id	Name	Type	Language
<input checked="" type="radio"/>	Show	24206	GOPI GOPINATH	PRIMARY	ENGLISH

Account Details: Dues, Delinquency Information

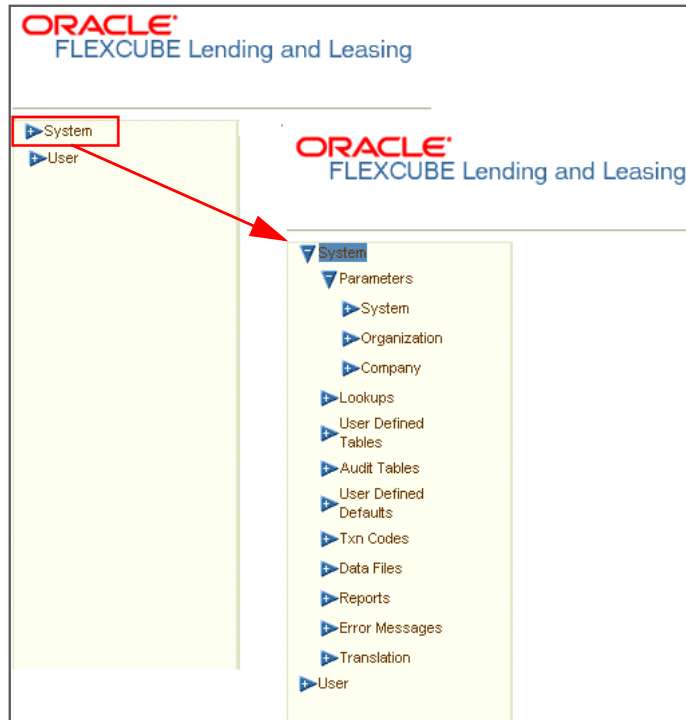
Dues			Delinquency Information						
Delq Due	Due Date	Amt	Late	30	60	90	120	150	180
\$4,000.00	1 7/4/2009	\$1,000.00	1	1	1	0	0	0	0
\$20.00	2 6/8/2009	\$1,000.00							
\$0.00	3 5/11/2009	\$1,000.00							
\$0.00	4 4/11/2009	\$1,000.00							
\$4,020.00	5 3/11/2009	\$1,000.00							
Total Due									

Today's PayOff \$12,020.00 Oldest Due Dt 3/8/2009

BP(Life) 0 Days 104
NSF(Life) 0 Category 90
BP(Year) 0 Collector
NSF(Year) 0

Alert * Type, * Sub Type, Comment, Submit, Cancel

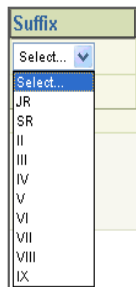
In the example below, the System link has a drop-down link. When clicked, it displays additional links about the applicant. This is referred to as a **Drop-Down Link**. Drop-down links appear in link bars.



Drop-Down List Box A text field with an arrow next to it indicating that predefined entries are available.



Click the arrow to view the available entries in a scroll box below the field.



Command Button A rectangle button that initiates a predefined action. Buttons do not contain values as fields do. A button is usually labeled with text noting the action that it performs. In the illustration below, the Lead Entry page contains four command buttons: “View All,” “Save,” “Add,” and “Cancel.” The Save command button is dimmed and hence unavailable.

You can select a command button by clicking it or pressing (**ALT** + the underlined letter in the label).

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization DMO Division C01 Responsibility SUPERUSER

Lead Entry Follow-Up Maintenance

Applicant Information

Search Criteria Execute Search

Lead # L-00001004
Lead Date 06/24/2009

* Company DMB
* Branch HQ

* First Name DWID
* Last Name E

* Channel CONSULTATION
* Source WEB ENTRY

View All Save
Add Cancel

Field

A box on a page used to enter, view, update, or delete information. Each page contains fields. Fields can display values in different formats, including text, numbers, and dates.

Text fields stores characters and numbers.

Number fields store only numbers, often dollar figures, with or without decimals.

Date fields store dates and sometimes time values.

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER

Loan Calculator

Calculate Payment Calculate Rate Calculate Term Initialize Calculate Amortize

Local Dt Convert Gregorian Dt Date Converter

Loan Details

* Product Category
* Contract Dt 07/14/2009
* First Payment Dt 08/14/2009
* Term 0
Maturity Dt 07/14/2009
* Amt Financed
* Pre-Paid Fees
* Financed Fees
Loan Amt
* Balloon Pmt Amt

Payment / Finance Charge

Pmt Amt
Interest Amt
Finance Charge
Total of Pmts
Final Pmt Amount

Calculator Options

* Billing Cycle
* Balloon Mthd
* Accrual Base Mthd
* Time Counting Method
* Installment Method
* Bill Method
* Calendar Method
* Accrual Start Dt Basis
* Accrual Start Days

Rate

* Rate .0000
APR .0000
First Period
Calendar Days
Interest
Residual Period
Residual Days
Residual Income

Repayment Options

Flexible Repayment Allowed
Type
Skip Months
Extensible Balloon
Max Term

Payment Change Schedule

* Seq	* Option Type	* Freq	* Period	* # of Adj.	* Value
No rows yet.					

Rate Schedule

* Seq	* Rate	* Start Dt
No rows yet.		

Repayment Schedule

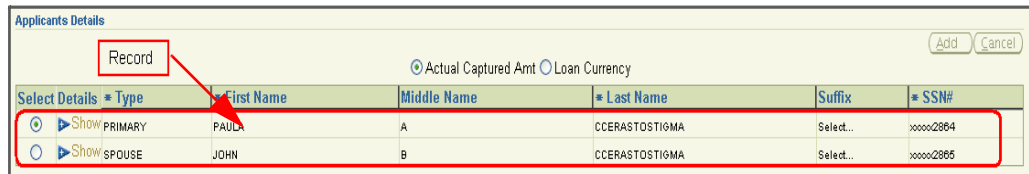
* Seq	* Pmt Amt	* # of Payments	Generated
No rows yet.			

Amortization Schedule

Seq	Pmt Dt	Pmt Amt	Principal Amt	Interest Amt	Balance Amt
No rows yet.					

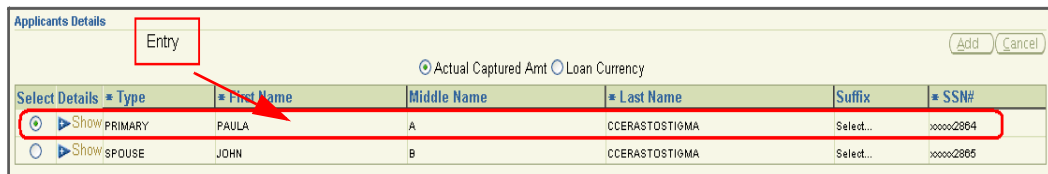
Record

A logically related collection of columns within a page about a person, place, or thing. In the following example, the Applicants Details record displays the applicant's type, first name, middle name, last name, suffix, and social security number.



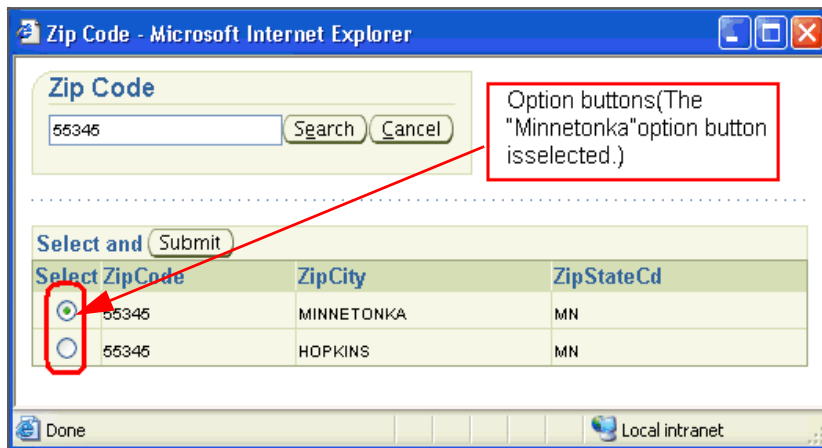
Entry

A related collection of fields providing details about a selected record. In the following example, the Applicants Details record contains two entries, Paula A Ccerastostigma and John B Ccerastostigma. The entry for Paula A Ccerastostigma is selected.



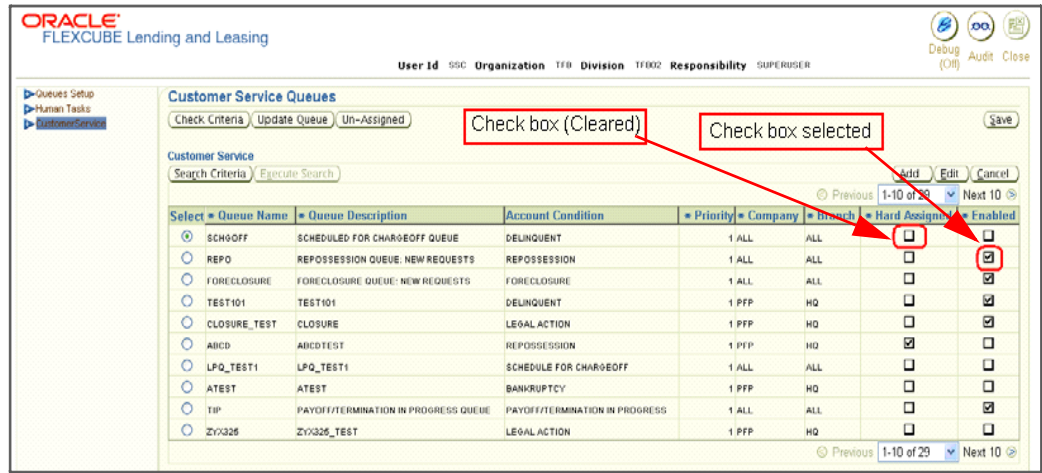
Option button

A round button used to select an item from a group of items, such as an entry in a record. You can select only one option button in a group at a time. In the illustration below, option buttons are used to select a city from a list of cities that share the same zip code.



Check box

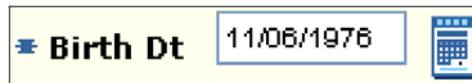
A square box you select or clear to turn on or turn off an option. A check denotes that the check box is selected. Click a selected check box to “clear” it.



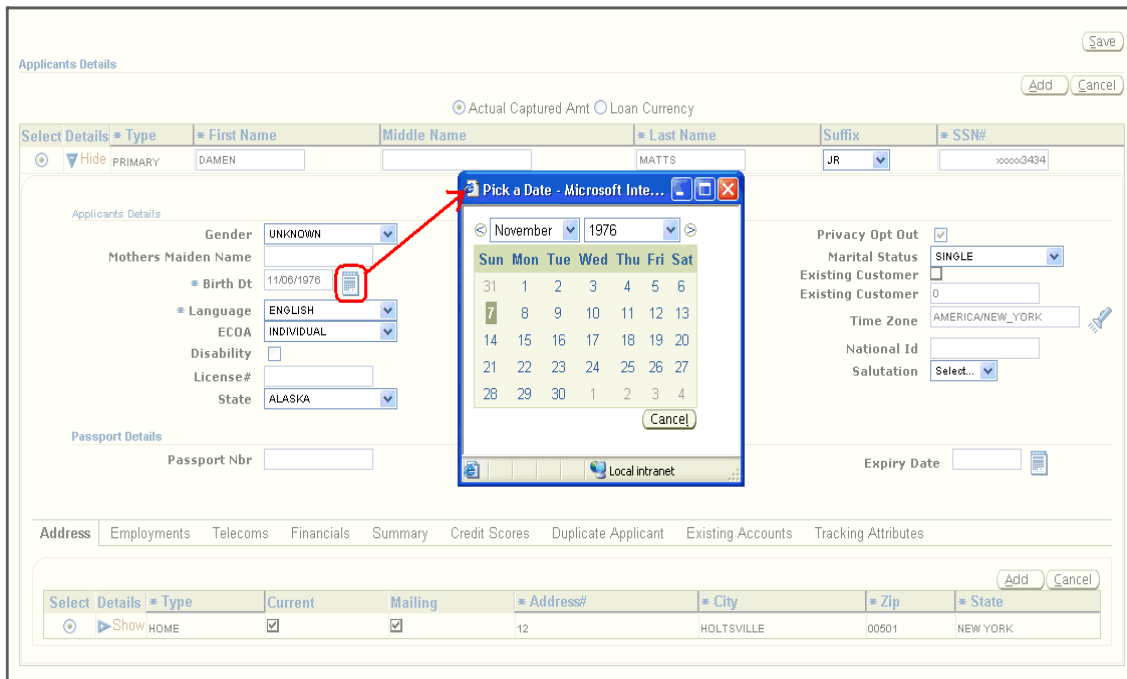
Note: One or more check boxes can be selected, since each one acts independently.

Calendar icon

A calendar shaped icon next to a date field that, when clicked, opens the Pick a Date window.



The Pick a Date window enables you to choose a date that appears in the date field by day, month, and year.

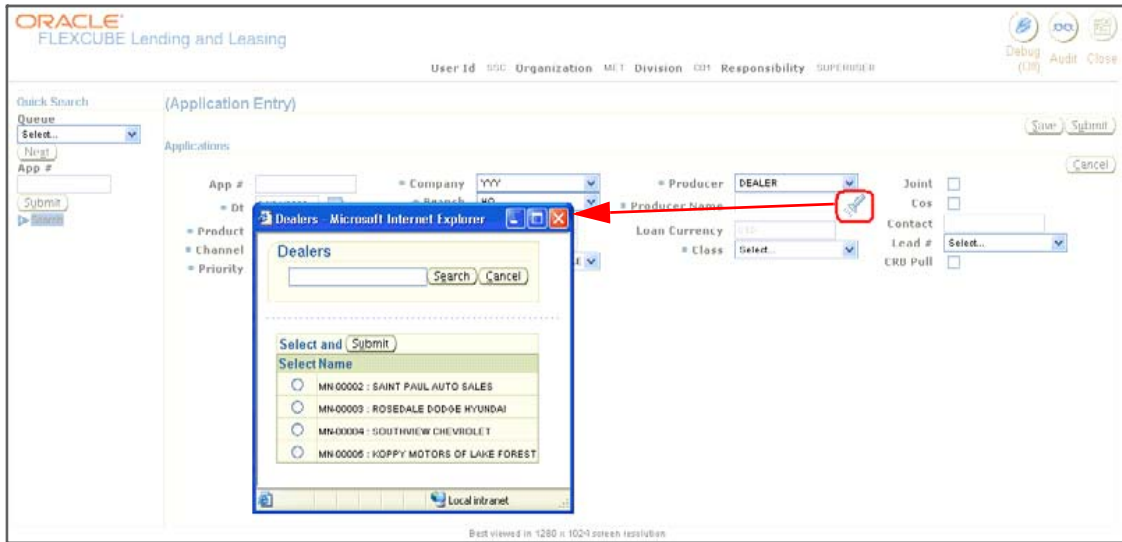


Flashlight icon

A flashlight shaped icon next to a text field that when clicked, opens a corresponding window containing available entries for the field.

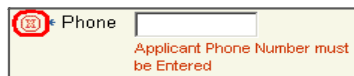


The window corresponding to the field enables you to choose an entry from a predefined record.

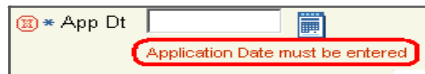


Error icon

A red circled X that appears next to a field to indicate an error (usually missing information) after you save your entry or attempt to move to another page.

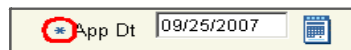


Red text appears below the field to describe the error.

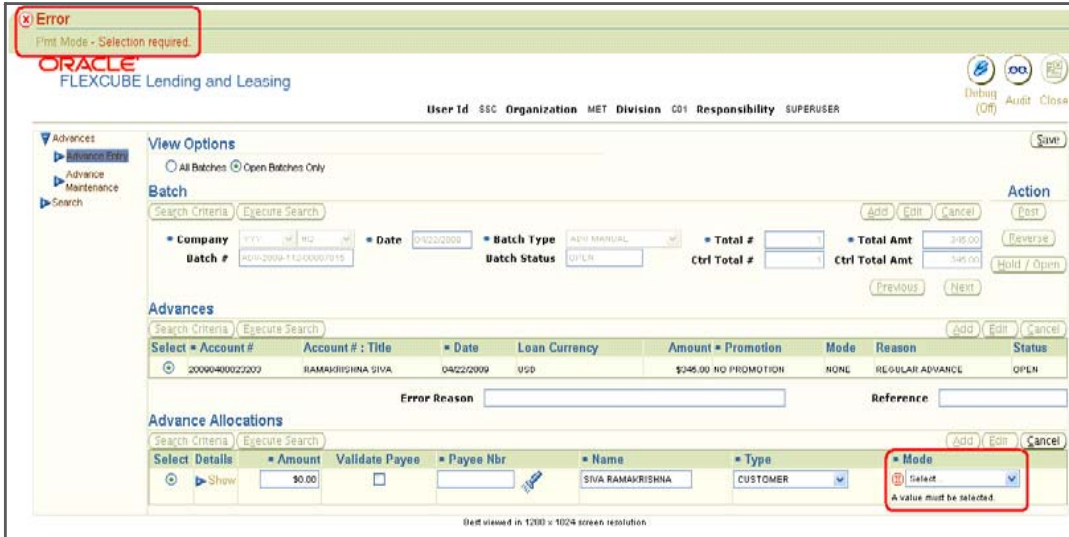


Blue asterisk

A blue asterisk next to a field indicates a required field. You must complete this field before moving to another page.

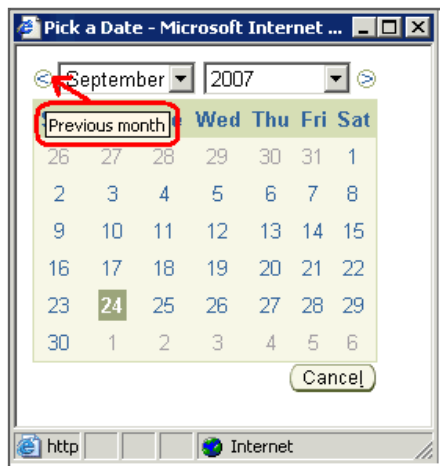


If you do not complete a required field, Oracle FLEXCUBE Lending and Leasing displays an Error message when you attempt to move to another page.



Hint box

A yellow box that appears when the mouse pointer is moved over a feature in Oracle FLEXCUBE Lending and Leasing, such as a direction button. The hint box displays a description of the field's content or purpose.



APPENDIX B : COMMON ORACLE FLEXCUBE LENDING AND LEASING TASKS

This appendix explains how to use Oracle FLEXCUBE Lending and Leasing to complete these frequently completed tasks:

- Cut, copy, and paste data
- Save an entry
- Cancel an entry
- Print a window
- Use a drop-down field
- Use a drop-down link
- Complete a field with a flashlight icon
- Complete a field with a calendar icon
- Use a bar link
- Close a window.

Cutting, Copying, and Pasting Data

The cut, copy, and paste commands on the Oracle FLEXCUBE Lending and Leasing Edit menu bar allow you to move and edit highlighted text. You can also complete these commands with the following keystroke combinations.

To cut, copy, and paste with Oracle FLEXCUBE Lending and Leasing

These three tasks can be completed with the keyboard by doing the following:

Press this:

To do this:

CTRL+X

Cut

CTRL+C

Copy

CTRL+V

Paste

Saving an Entry

When you save your work, the database is updated with all changes made since the last time the data was saved.

To save your work in Oracle FLEXCUBE Lending and Leasing

- 1 Enter the information in the fields you want to complete.

The screenshot shows the Oracle FLEXCUBE Lending and Leasing application interface. The title bar reads 'ORACLE FLEXCUBE Lending and Leasing'. The user is logged in as 'SUPERUSER' with the responsibility 'HQ Responsibility'. The interface includes a 'Quick Search' section on the left and a main 'Application Entry' form. The form contains various fields for application details, including 'App #', 'Dt' (11/20/2009), 'Company' (PQR), 'Branch' (ABC), 'Producer' (DEALER), 'Status', 'Purpose' (VEHICLE LOAN OR LE), 'Loan Currency' (EUR), 'Class', 'Sales Agent', 'Joint', 'Cos', 'Contact', 'Lead #', and 'CRB Pull'. The 'Save' button in the top right corner of the form is highlighted with a red box.

- 2 When you are finished, click the **Save** button.

When you save an entry, an Information section appears at the top of the page a message such as “Saved Successfully.”

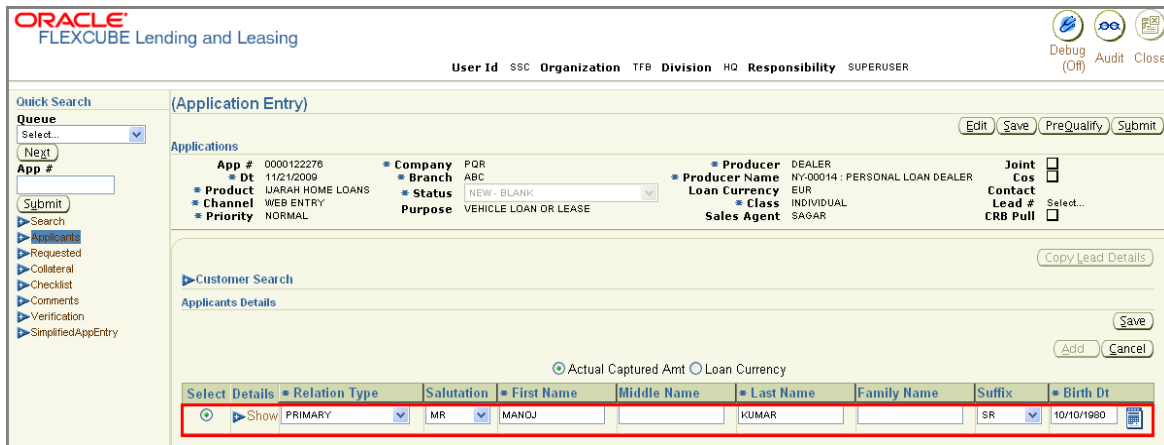


Canceling an Entry

You can close a window and return to the previous page without saving data at any time by clicking the Cancel button.

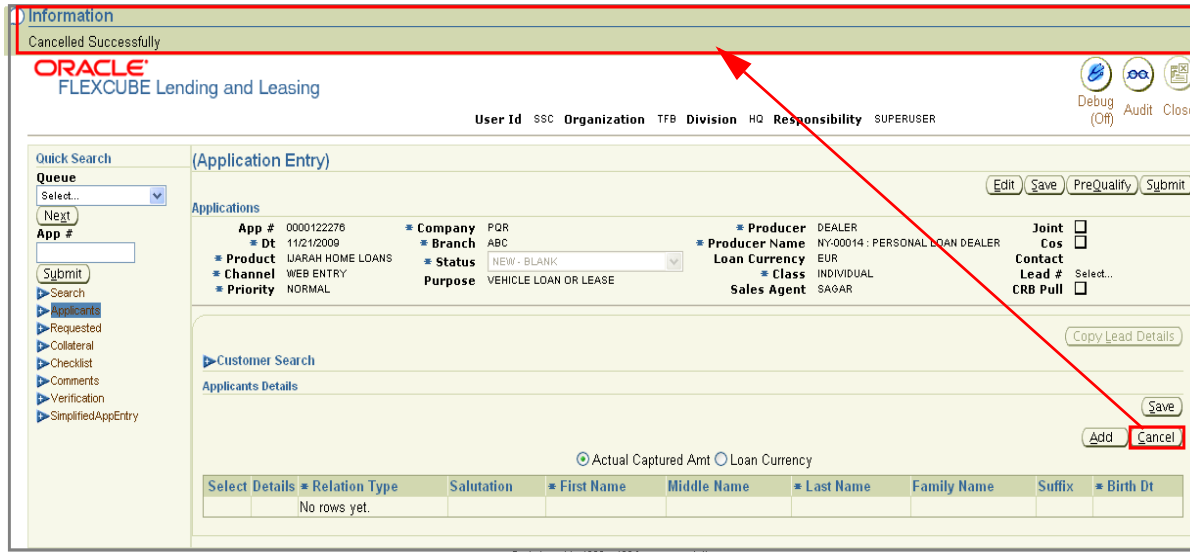
To cancel your entry

- 1 Enter the information on the fields you want to complete.
- 2 If you want to cancel your entry, click **Cancel**.



Depending on the window or page you are working with, Oracle FLEXCUBE Lending and Leasing either:

- Closes the window and returns to the previous page without saving any data.
- or -
- Cancels the record and displays the message “Cancelled Successfully” in the Information section.



Printing a Window

You can print a window at any time. Make sure a printer driver is installed and at least one printer is defined before printing. (Contact your system administrator for information on how to install printer drivers and define printers.)

To print a window

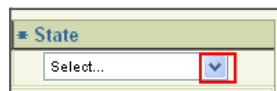
On the **File** menu, choose **Print**.

Using a Drop-down Field

Drop-down fields are fields with a drop-down link to their right, indicating a predefined list of possible entries can be used to complete the field. Clicking the drop-down link displays all possible entries in a drop-down list below the field.

To complete a drop-down field

- 1 Move the cursor to the field with the drop-down link.

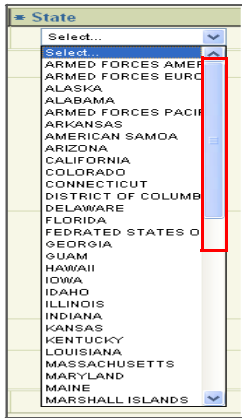


- 2 Click the arrow to the right of the field.

Oracle FLEXCUBE Lending and Leasing displays a drop-down list below the field of all possible entries.



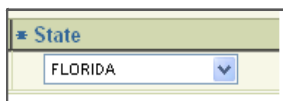
3 If necessary, use the scroll bar to search for an entry currently not in view.



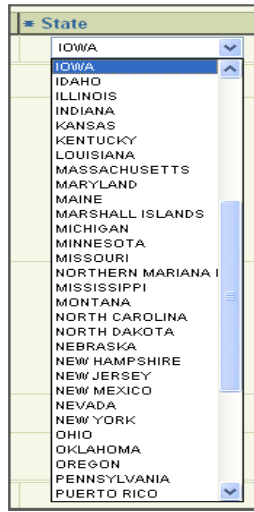
4 Click the entry you want to appear in the field.



Oracle FLEXCUBE Lending and Leasing closes the drop-down list and the selected entry appears in the field.



Note: If you type a character matching the first letter of an entry in the drop-down list, Oracle FLEXCUBE Lending and Leasing automatically completes the field with first entry beginning with that letter. The following example shows what happens when you type “I” in the State field.



When you then click the drop-down link, Oracle FLEXCUBE Lending and Leasing opens the drop-down list beginning at that entry.



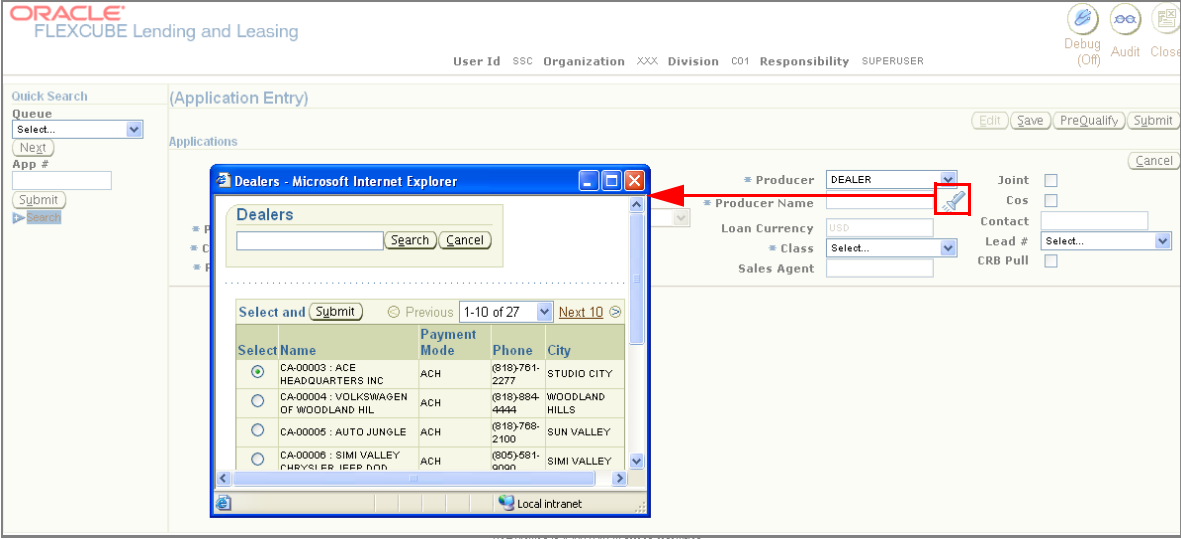
If you type a character that does not match the first letter of an entry in the drop-down list, the drop-down field remains blank.

Completing a Field with the Flashlight Icon

Many fields on Oracle FLEXCUBE Lending and Leasing pages are followed by a flashlight icon. A flashlight icon opens a window that displays all the possible entries that Oracle FLEXCUBE Lending and Leasing will accept for a particular field. You can select data from the window to complete the field. Likewise, a field with a flashlight icon only accepts entries from the flashlight window. Using the flashlight icon increases accuracy and productivity, as it ensures uniformity and efficiency during data entry.

The title bar of the flashlight window indicates the type of entry that will appear in the corresponding field.

In the following example, clicking the flashlight icon next to the Producer Name field opens the Dealer flashlight window. You can then select an entry from the Dealer flashlight window to appear in the Producer Name field.

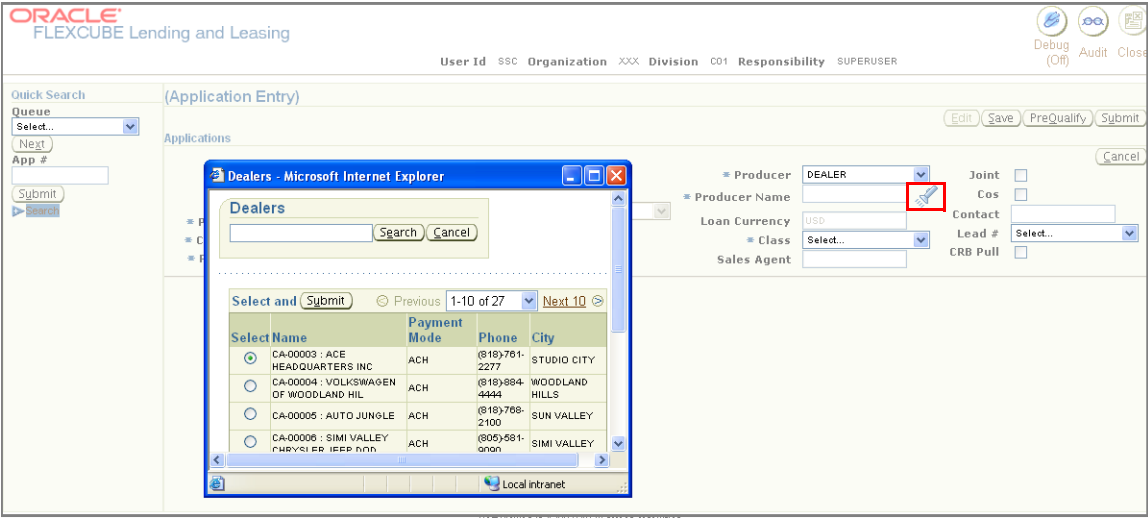


To select data from a flashlight icon field

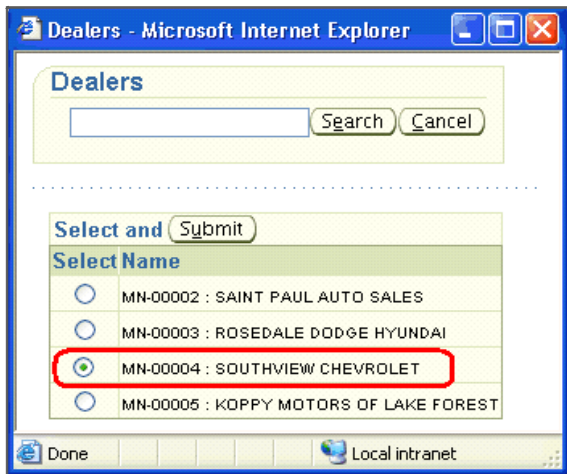
- 1 Move the cursor to an entry field with a flashlight icon.
- 2 Click the flashlight icon

-or-
Press **ENTER** when the flashlight icon is selected.

The flashlight window appears.

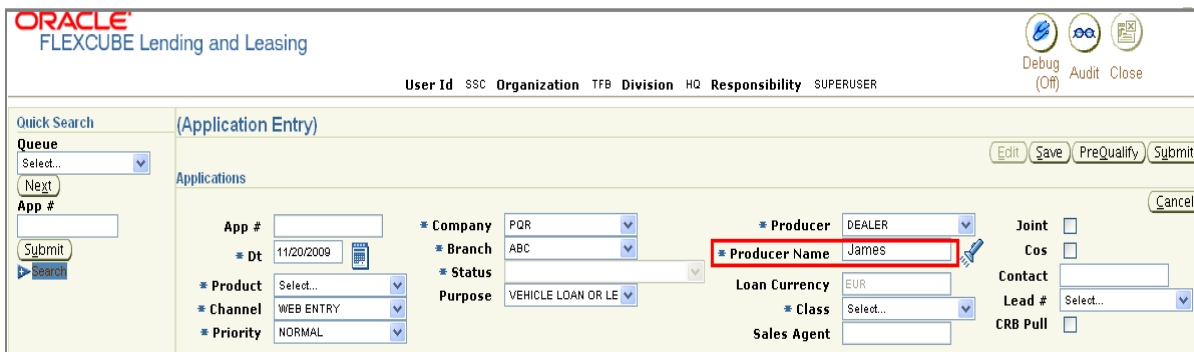


- 3 In the flashlight window, use the record to select the entry you want to appear in the field with the flashlight icon.

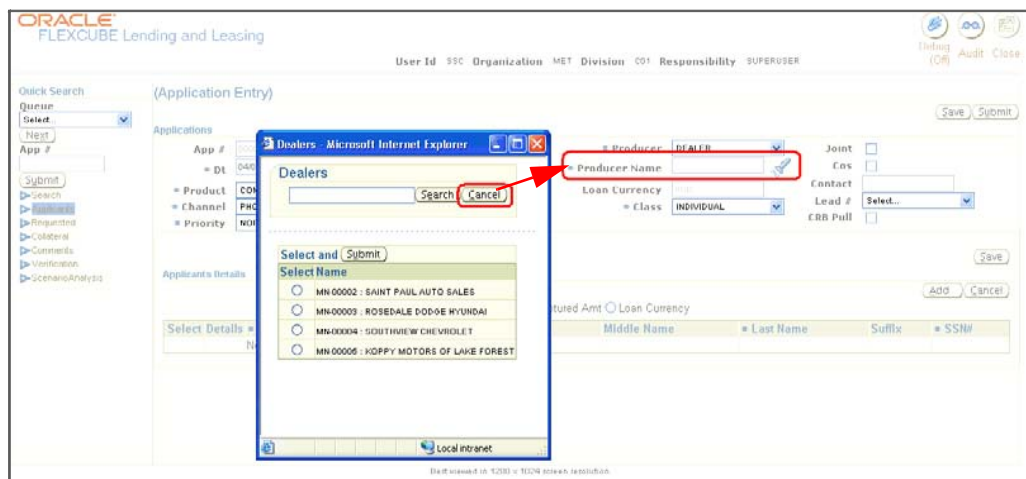


4 Click **Submit** in the flashlight window.

Oracle FLEXCUBE Lending and Leasing closes the flashlight window and your selected entry now appears in the field.



If you click **Cancel** in the flashlight window, the flashlight window closes and no entry appears in the field with the flashlight icon.

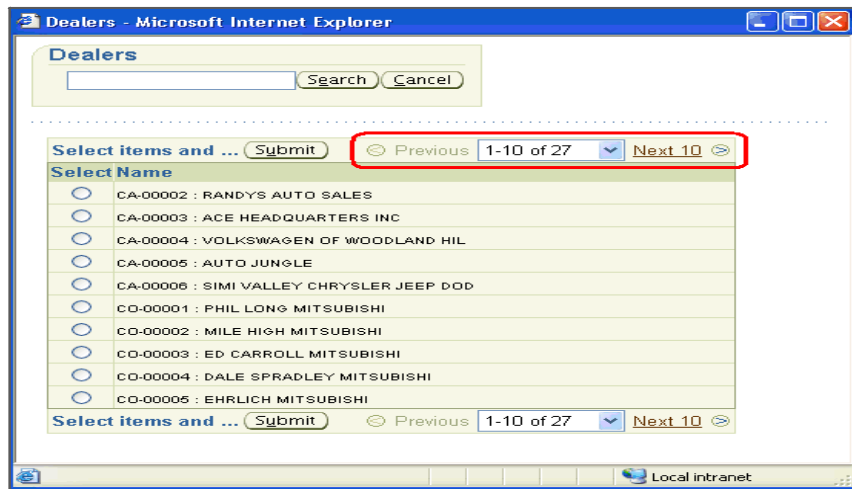


Using a Navigation Drop-down Field

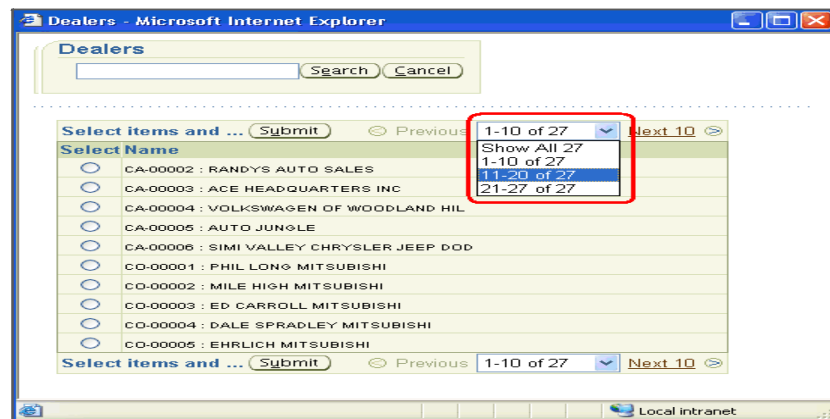
The total number of entries in a record can be quite large. To keep the display of entries manageable, you can view the contents of the record in smaller portions. The navigation drop-down field and previous and next links allow you to view other entries that are not currently displayed.

To use a navigation drop-down

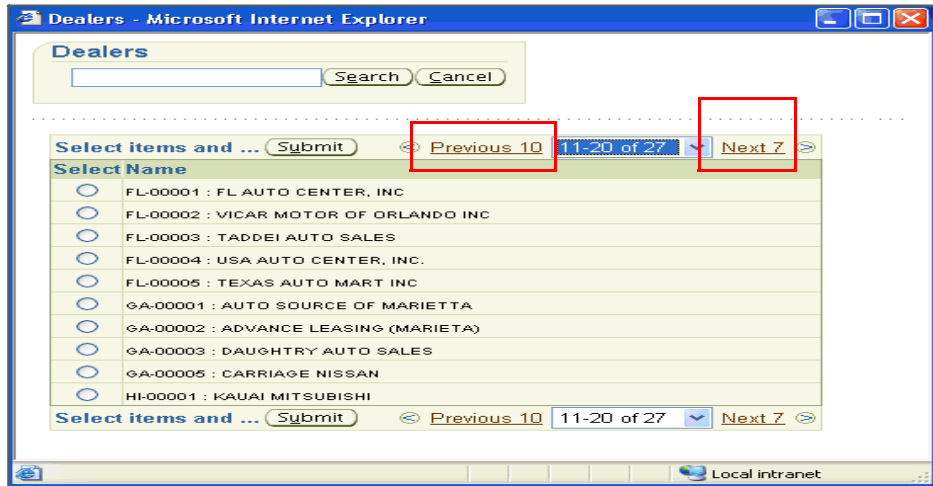
A navigation drop-down field above a record indicates that other entries exist that are not currently in view. The navigation field lists the total number of entries and what portion of the total is currently in view. In the following example, the record contains a total of 28 entries, the first ten of which are currently on display.



- Click the drop-down link of the navigation field and select the range of entries you want to view.



The new entries appear in the record.

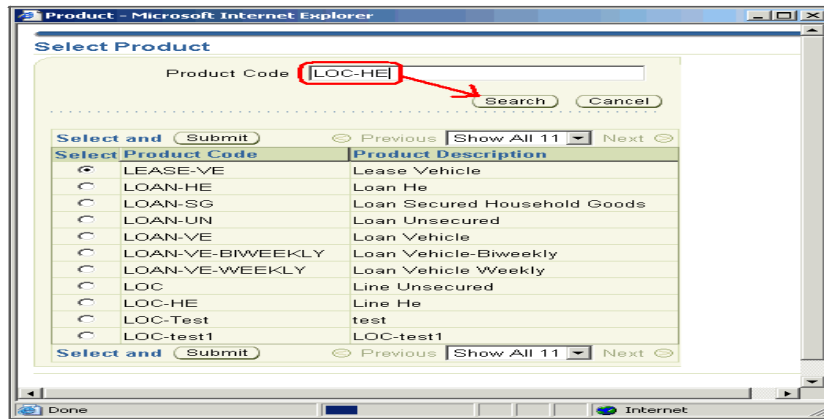


You can also view other entries by clicking the Previous and Next links. The numbers following the Previous and Next labels varies depending on the total number of entries.

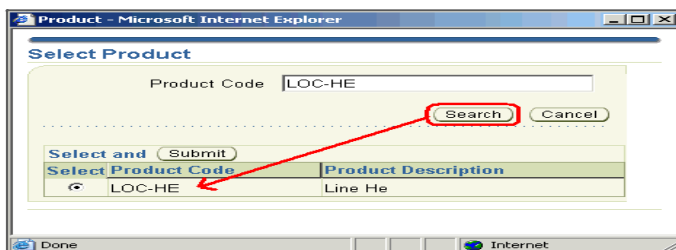
Using a Record Search Field

A search field at the top of a record enables you to locate a particular entry. In the example below, the field labeled Product Name is a search field. You can use it to search for producer entries in the record below it.

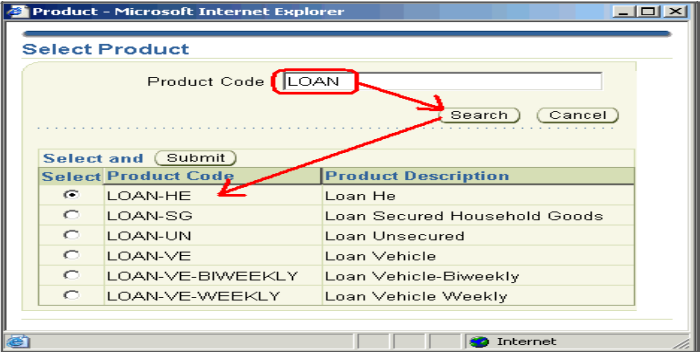
- Type the entry you want to locate in the search field and click **Search**.



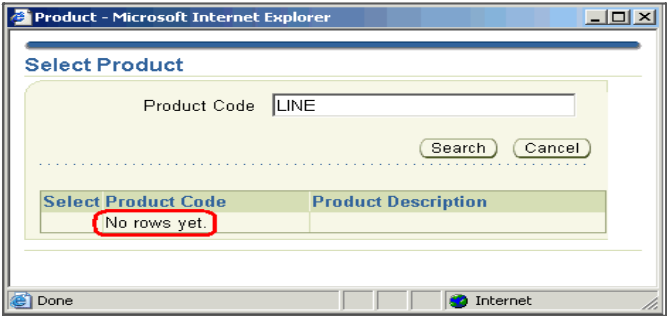
Oracle FLEXCUBE Lending and Leasing displays the entry and selects it in the record.



If more than one entry in the record begin with the characters you typed in the search field, Oracle FLEXCUBE Lending and Leasing displays all the entries beginning with those characters when you click **Search**.



If no entry in the record matches the characters you typed in the search field, Oracle FLEXCUBE Lending and Leasing displays the message “No rows yet” in the record.



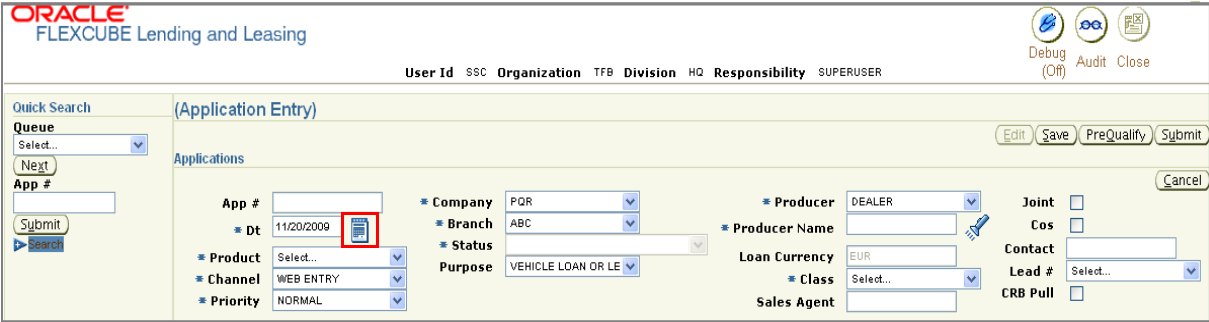
Completing a Date Field with the Calendar Icon

Fields requiring a date are followed by a calendar icon. You can complete date fields manually or click the calendar icon to open the Pick a Date window and select a date. When you manually enter a date, you must use the following format: DD/MM/YYYY.

To select a date using calendar icon

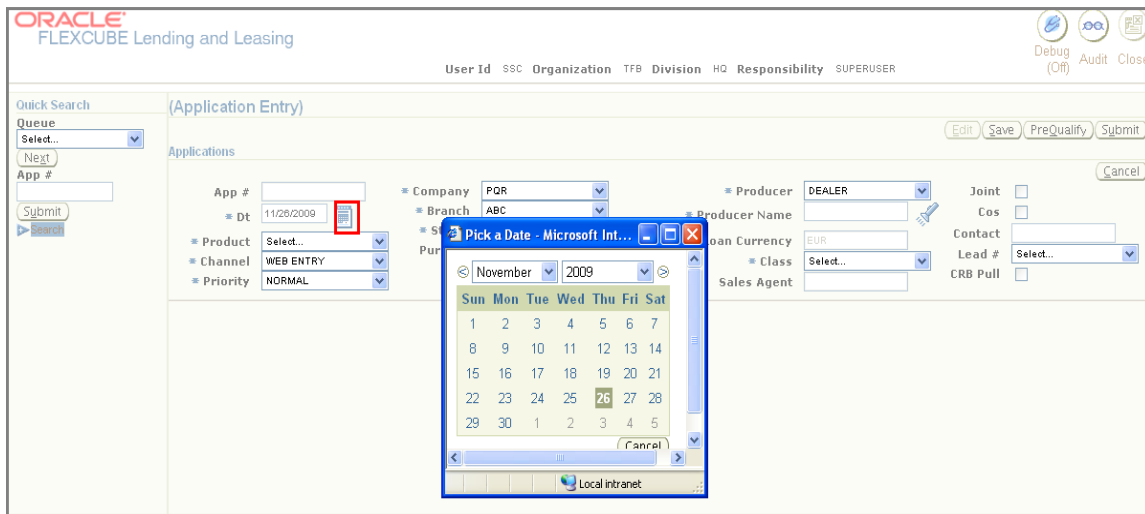
- 1 Move the cursor to a date field with a calendar icon.

Note: Some date fields use today’s date as the default value.

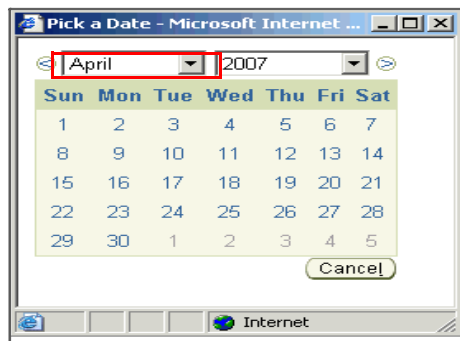


- Click the calendar icon
-or-
Press **ENTER** when the calendar icon is selected.

The Pick a Date window appears with today's date as the default.

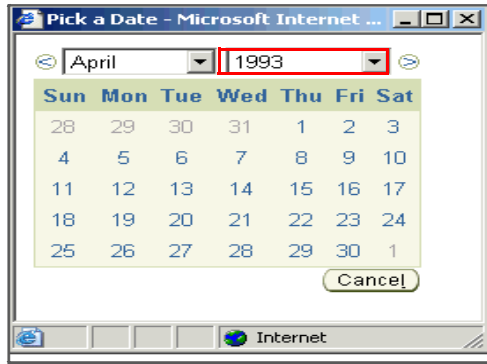


- Use the month drop-down field to select the month of the date you want to enter.
The month you selected appears in the month drop-down field.

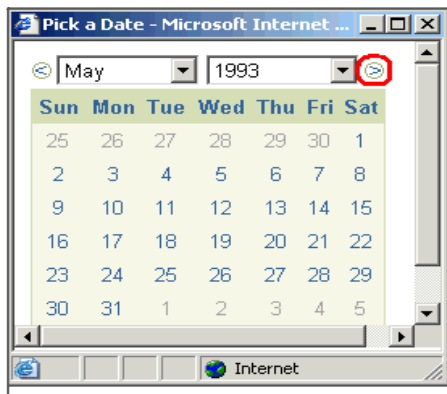


- Use the year drop-down field to select the year of the date you want to enter.

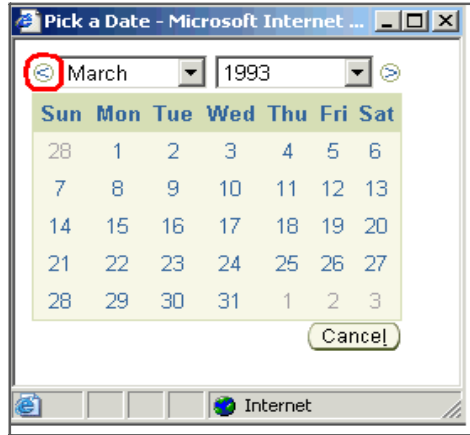
The year you selected appears in the year drop-down field.



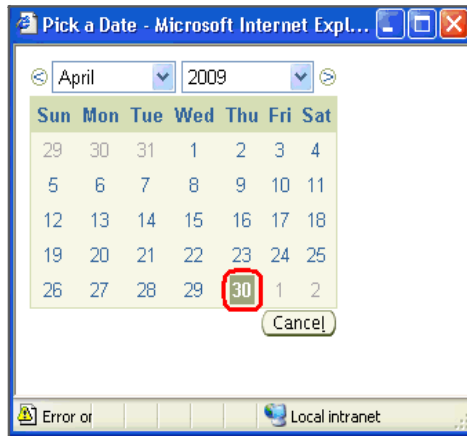
- You can click the right arrow button to advance the current date on display by one month.



- You can click the left arrow button to regress the current date on display by one month.

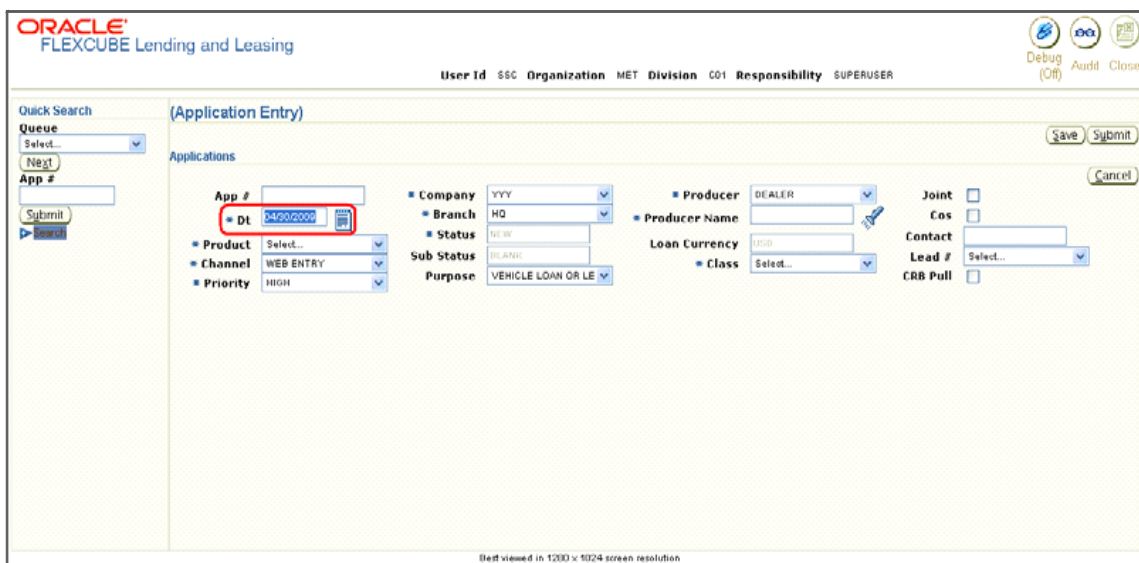


- After selecting the month and year of the date, click the day you want on the calendar display.



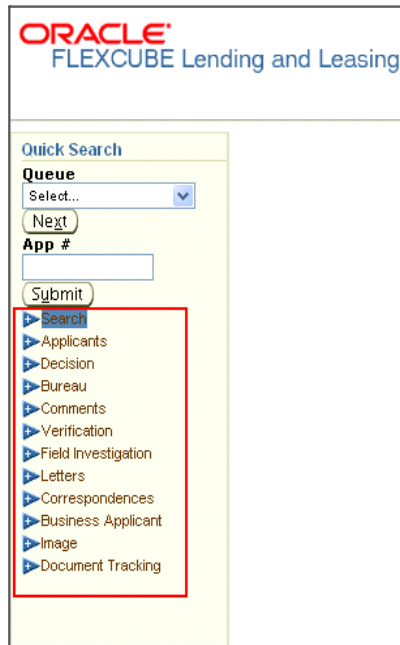
The Pick a Date window closes and the date you selected appears in the date field.

Note: If you click **Cancel**, the Pick a Date window closes and no date appears in the date field.



Using a Link Bar

Oracle FLEXCUBE Lending and Leasing uses link bars to organize pages on the many of its windows. A link bar is a list of links on the left margin of the window. Link bars open pages and sub pages allowing you to enter, view, and edit information and allow you to skip from page to page in no particular order.



Clicking a link in the link bar opens a page. In the following example, the Comments link on the Customer Service window's link bar opens the Comments page.

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization MET Division C01 Responsibility SUPERUSER

Quick Search

Queue
Select...
Next

App #
Submit

Account(s)

Select and Submit

Select Company	Branch	Account #	Product	Currency	Payoff Amt	Amount Due	Status	Oldest Due Dt
20090400023211	HQ	20090400023211	LOAN VEHICLE	USD	\$0.00	\$0.00	ACTIVE	06/08/2009

Customer(s)

Select and Submit

Select Details Customer Id Name Type Language

Show 3923 JOE ANDERSON ROOEE PRIMARY ENGLISH

Comments

Alert	Type	Sub Type	Comment	Comment By	Comment Date
<input type="checkbox"/>	SYSTEM GENERATED	GENERATED	PAYOFF QUOTE PROVIDED TO FOR AMOUNT USD 41,424.04- VALID UPTO 04/12/2009	SSC	04/12/2009 12:20:02 AM
<input type="checkbox"/>	SYSTEM GENERATED	GENERATED	WELCOME LETTER GENERATED. (CORRESPONDENCE: CNLNCE_WEL_LTR JOB REQUEST ID: 14054)	INTERNAL	04/20/2009 08:00:34 PM
<input type="checkbox"/>	SYSTEM GENERATED	GENERATED	WELCOME LETTER GENERATED. (CORRESPONDENCE: CNLNCE_WEL_LTR JOB REQUEST ID: 14032)	INTERNAL	04/17/2009 11:01:40 AM
<input checked="" type="checkbox"/>	REGULAR	COLLECTION	CHECK LOCATION OF COLLATERAL	SSC	04/14/2009 03:45:03 AM
<input type="checkbox"/>	REGULAR	ASSET/COLLATERAL	CHECK LOCATIN OF COLLATERAL	SSC	04/14/2009 03:43:17 AM
<input type="checkbox"/>	SYSTEM GENERATED	GENERATED	WELCOME LETTER GENERATED. (CORRESPONDENCE: CNLNCE_WEL_LTR JOB REQUEST ID: 13041)	INTERNAL	04/13/2009 08:00:40 PM
<input type="checkbox"/>	SYSTEM GENERATED	GENERATED	WELCOME LETTER GENERATED. (CORRESPONDENCE: CNLNCE_WEL_LTR JOB REQUEST ID: 13027)	INTERNAL	04/12/2009 03:00:45 PM
<input type="checkbox"/>	SYSTEM GENERATED	GENERATED	WELCOME LETTER GENERATED. (CORRESPONDENCE: CNLNCE_WEL_LTR JOB REQUEST ID: 13025)	INTERNAL	04/11/2009 08:00:18 PM
<input type="checkbox"/>	SYSTEM GENERATED	GENERATED	WELCOME LETTER GENERATED. (CORRESPONDENCE: CNLNCE_WEL_LTR JOB REQUEST ID: 13014)	INTERNAL	04/10/2009 09:00:33 PM
<input type="checkbox"/>	SYSTEM GENERATED	GENERATED	WELCOME LETTER GENERATED. (CORRESPONDENCE: CNLNCE_WEL_LTR JOB REQUEST ID: 12015)	INTERNAL	04/08/2009 03:00:05 PM

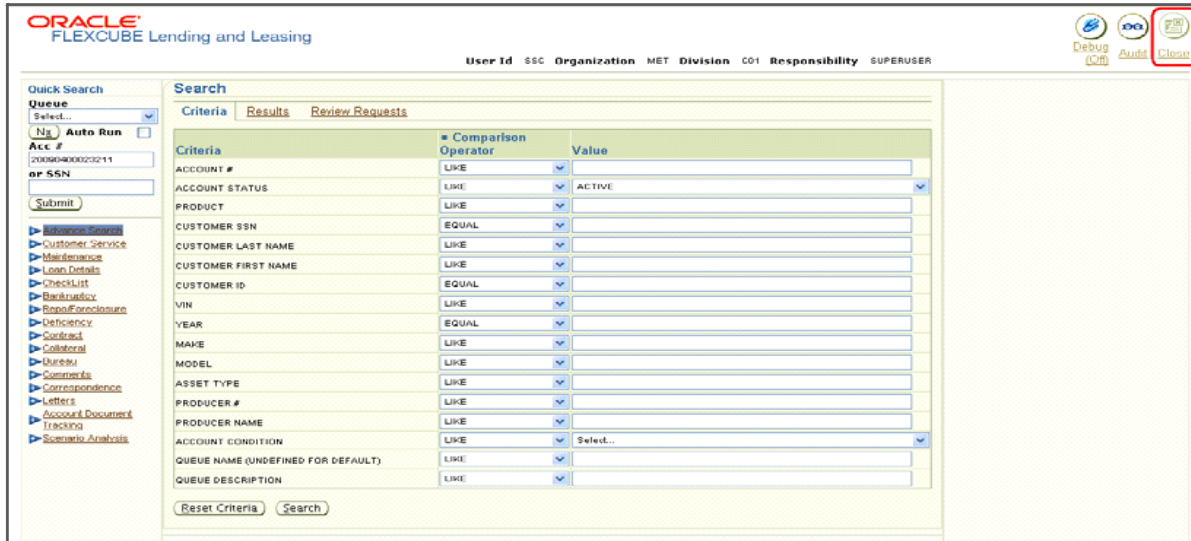
Best viewed in 1280 x 1024 screen resolution

Closing a Window

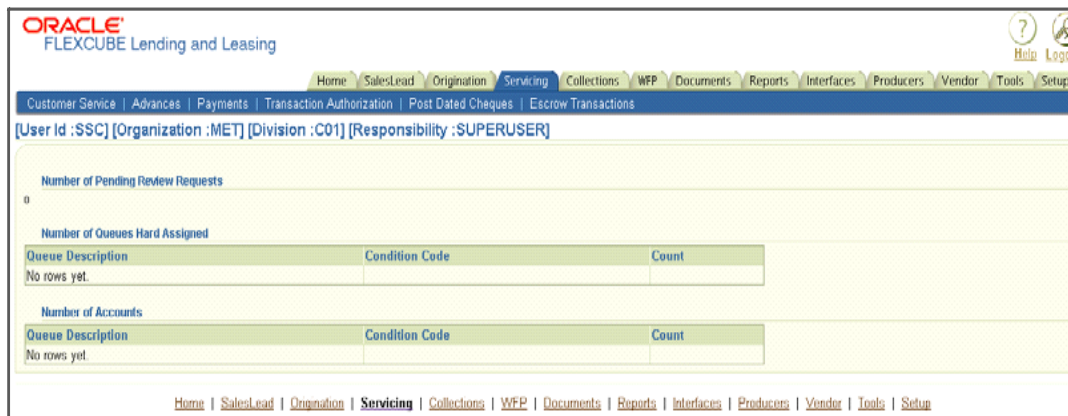
The Close icon contains a boxed X and is located in the upper right corner of Oracle FLEXCUBE Lending and Leasing windows opened from the Oracle FLEXCUBE Lending and Leasing launch page. You can click it to close a window at anytime.

To close an Oracle FLEXCUBE Lending and Leasing window

- On the Oracle FLEXCUBE Lending and Leasing window you want to close, click **Close** in the upper right corner.



Oracle FLEXCUBE Lending and Leasing closes the window and returns to the Oracle FLEXCUBE Lending and Leasing Lending Suite launch page.



APPENDIX C : TRANSACTION PARAMETERS

The Customer Service window Maintenance page enables you to post an array of monetary and nonmonetary transactions for any given account. The transactions that are available depend on the responsibility of the Oracle FLEXCUBE Lending and Leasing user, the nature of the account, and whether the account is a lease.

This appendix catalogues the baseline transaction codes and parameters available on the Customer Service form's Maintenance page. Instructions on how to use the Maintenance page are located in the Customer Service chapter of this User Guide.

Lease Monetary Transactions

This section catalogues the transaction codes and parameters required to complete the following monetary tasks for leases:

- Apply, adjust, or waive servicing expenses
- Adjust or waive late charges
- Adjust or waive nonsufficient funds
- Apply, adjust, or waive repossession expenses
- Apply, adjust, or waive bankruptcy expenses
- Apply or adjust phone pay fees
- Change an index/margin rate
- Apply, adjust, or cancel financed insurance
- Generate a payoff quote
- Payoff an account
- Charge-off an account
- Close an account
- Due Date Change
- Apply, adjust, or waive a disposition fee
- Apply, adjust, or waive a termination fee
- Record selling an asset
- Apply, adjust, or waive an excess usage fee
- Apply, adjust, or waive other fees and taxes

Servicing Expenses

Service expenses are any expenses incurred to service an account; for example, employing a courier to send documents, such as payoff quotes or balance statements. Servicing expenses appear in the Other Due field on the Dues section of the Account Details page of the Customer Service link. This is the first page to appear on the Customer Service window when you load an account.

Oracle FLEXCUBE Lending and Leasing

User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER

Quick Search: Queue Select... (No) Auto Run

Account(s): 20081000014122

Customer(s): ERIC WILLIAMS SR

Account Details

Dues			Delinquency Information						
Delq Due	Due Date	Amt	Late	30	60	90	120	150	180
Delq Due	1 4/4/2009	\$0.00	1	1	1	3	1	0	0
LC Due	2 3/4/2009	\$0.00							
NSF Due	3 2/4/2008	\$0.00							
Other Due	4 1/4/2009	\$0.00							
Total Due	5 12/4/2008	\$0.00							

Today's PayOff \$27,313.36 Oldest Due Dt 11/4/2008

To post a servicing expense

Transaction

SERVICING EXPENSES

Parameters

TXN DATE
AMOUNT

To adjust a servicing expense

Transaction

ADJUSTMENT TO SERVICING EXPENSES - ADD TXN DATE
AMOUNT

ADJUSTMENT TO SERVICING EXPENSES - SUBTRACT TXN DATE
AMOUNT

To waive a servicing expense

Transaction

WAIVE SERVICING EXPENSES

Parameters

TXN DATE
AMOUNT

Late Charges

Late charges occur when payment is not made within the grace period or by the day after payment is due. The due date is determined by the contract.

Late charges appear in the LC Due field on the Dues section of the Account Details page of the Customer Service link. This is the first page to appear on the Customer Service window when you load an account.

Oracle FLEXCUBE Lending and Leasing

User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER

Quick Search

Queue: Select... [Ng] Auto Run []

Acc #: 20081000014122 or SSN []

[Submit]

Account(s)

Current [] Show All [] Group Follow-up []

Select and [Submit]

Select	Company	Branch	Account #	Product	Currency	Payoff Amt	Amount Due	Status	Oldest Due Dt
[+]	PFR	HQ	20081000014122	LEASE VEHICLE	USD	\$27,313.36	\$5,346.54	DELQ.REPO	11/4/2008

Customer(s)

Select Details [Submit]

Select	Details	Customer Id	Name	Type	Language
[+]	[Show]	6057	ERIC WILLIAMS SR	PRIMARY	ENGLISH

Account Details

Dues

	Delq Due	LC Due	NSF Due	Other Due	Total Due	Today's Payoff	Oldest Due Dt
	\$5,346.54	\$222.75	\$0.00	\$0.00	\$5,669.29	\$27,313.36	11/4/2008

Delinquency Information

Late	30	60	90	120	150	180
1	1	1	3	1	0	0

BP(Life) 0 Days 171
NSF(Life) 0 Category 150
BP(Year) 0 Collector DEMOCOLL
NSF(Year) 0

To adjust a late charge

Transaction	Parameters
ADJUSTMENT TO LATE CHARGE - ADD	TXN DATE AMOUNT
ADJUSTMENT TO LATE CHARGE - SUBTRACT	TXN DATE AMOUNT

To waive a late charge

Transaction	Parameters
WAIVE LATE CHARGE	TXN DATE AMOUNT

Nonsufficient Fund Fees

Nonsufficient fund fees are posted when a payment does not cover the amount owed. The fee that Oracle FLEXCUBE Lending and Leasing automatically applies to an account is recorded during setup.

Nonsufficient fund fees appear in the NSF Due field on the Dues section of the Account Details page of the Customer Service link. This is the first page to appear on the Customer Service window when you load an account.

The screenshot shows the Oracle FLEXCUBE Lending and Leasing interface. The top navigation bar includes 'User Id', 'SSC', 'Organization', 'XXX', 'Division', 'C-01', 'Responsibility', and 'SUPERUSER'. The main content area is divided into several sections:

- Quick Search:** Includes fields for 'Queue', 'Acc #', and 'or SSN', with an 'Auto Run' checkbox and a 'Submit' button.
- Account(s):** A table with columns: 'Company', 'Branch', 'Account #', 'Product', 'Currency', 'Payoff Amt', 'Amount Due Status', and 'Oldest Due Dt'. A row is shown for 'PFR', 'HQ', '20081000014122', 'LEASE VEHICLE', 'USD', '\$27,313.36', '\$5,346.54 - DELQ.REPO', and '11/4/2008'.
- Customer(s):** A table with columns: 'Customer Id', 'Name', 'Type', and 'Language'. A row is shown for '6057', 'ERIC WILLIAMS SR', 'PRIMARY', and 'ENGLISH'.
- Account Details:**
 - Dues:** A table with columns: 'Type', 'Due Date', and 'Amt'. Rows include 'Delq Due' (\$5,346.54), 'LC Due' (\$222.75), 'NSF Due' (\$0.00), and 'Other Due' (\$0.00). The total due is \$5,669.29.
 - Delinquency Information:** A table with columns: 'Late', '30', '60', '90', '120', '150', '180'. Values are 1, 1, 1, 3, 1, 0, 0.
 - Other Fields:** BP(Life) 0, Days 171; NSF(Life) 0, Category 150; BP(Year) 0, Collector DEMOCOLL; NSF(Year) 0.

To adjust a nonsufficient funds

Transaction

Parameters

ADJUSTMENT TO NONSUFFICIENT FUND FEE - ADD

TXN DATE
AMOUNT

ADJUSTMENT TO NONSUFFICIENT FUND FEE - SUBTRACT

TXN DATE
AMOUNT

To waive a nonsufficient funds

Transaction

Parameters

WAIVE NONSUFFICIENT FUND FEE

TXN DATE
AMOUNT

Repossession Expenses

Repossession expenses include any costs incurred while obtaining the asset, including legal fees or storage costs.

Repossession expenses appear in the Other Due field on the Dues section of the Account Details page of the Customer Service link. This is the first page to appear on the Customer Service window when you load an account.

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER

Quick Search Queue: Select... (Ng) Auto Run

Acc # 20081000014122 or SSN

Account(s) Current Show All Group Follow-up

Select	Company	Branch	Account #	Product	Currency	Payoff Amt	Amount Due	Status	Oldest Due Dt
<input type="radio"/>	PFR	HQ	20081000014122	LEASE VEHICLE	USD	\$27,313.36	\$5,346.54	.DELQ.REPO	11/4/2008

Customer(s) Show 6057

Select	Details	Customer Id	Name	Type	Language
<input type="radio"/>	Show	6057	ERIC WILLIAMS SR	PRIMARY	ENGLISH

Account Details

Delinquency Information

Due	Delq Due	LC Due	NSF Due	Other Due	Total Due	Due Date	Amt	Late	30	60	90	120	150	180	BP(Life)	Days	NSF(Life)	Category	BP(Year)	Collector	NSF(Year)
	\$5,346.54	\$222.75	\$0.00	\$0.00	\$5,569.29	1	\$0.00	1	1	1	3	1	0	0	0	171	0	150	0	DEMOCCOLL	0
						2	\$0.00														
						3	\$0.00														
						4	\$0.00														
						5	\$0.00														

Today's Payoff \$27,313.36 Oldest Due Dt 11/4/2008

The adjustments will also appear in the corresponding column of the Customer Service window's Account Balances page for the EXPENSE REPOSSESSION/FORECLOSURE Balance Type-- Waived, Charged Off, Adjusted (-), or Adjusted (+) -- depending on which of the following the transactions you perform.

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER

Quick Search Queue: Select... (Ng) Auto Run

Acc # 20090200023411 or SSN

Account(s) Current Show All Group Follow-up

Select	Company	Branch	Account #	Product	Currency	Payoff Amt	Amount Due	Status	Oldest Due Dt
<input type="radio"/>	XYZ	HQ	20090200023411	LEASE VEHICLE	USD	\$12,020.00	\$4,000.00	ACTIVE:DELQ	3/8/2009

Customer(s) Show 24206

Select	Details	Customer Id	Name	Type	Language
<input type="radio"/>	Show	24206	G O P I GOPINATH	PRIMARY	ENGLISH

Account Balances

Balance Group: Current Deficiency Non-Performing Terminate

Txn Period: ITD:CTD YTD

Search Criteria Execute Search

Balance Type	Opening Balance	Posted	Ab	BalPd	Waived	Charged Off	Adjusted (-)	Adjusted (+)	Balance
ADVANCE / PRINCIPAL	\$0.00	\$12,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$12,000.00
INTEREST	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
FEE LATE CHARGE	\$0.00	\$20.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$20.00
FEE NSF	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
FEE EXTENSION	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
FEE PHONE PAY	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
FEE PERIODIC MAINTENANCE	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
EXPENSE BANKRUPTCY	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
EXPENSE REPOSSESSION/FORECLOSURE	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
EXPENSE SERVICING	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Current Balance Total \$12,020.00 Deficiency Balance Total \$0.00 Non-Performing Balance Total \$0.00

Promotion Details: Promotion NONE, Type NONE, Rate 0, Term 0, Start Dt 2/26/2009, End Dt 12/31/4000

Credit Insurance: Insurance Status, Sub Type

To post a repossession expense

Transaction	Parameters
REPOSSESSION EXPENSES	TXN DATE AMOUNT

To adjust a repossession expense

Transaction	Parameters
ADJUSTMENT TO REPOSSESSION EXPENSES - ADD	TXN DATE AMOUNT
ADJUSTMENT TO REPOSSESSION EXPENSES - SUBTRACT	TXN DATE AMOUNT

To waive a repossession expense

Transaction	Parameters
WAIVE REPOSSESSION EXPENSES	TXN DATE AMOUNT

Bankruptcy Expenses

Bankruptcy expenses include any costs incurred when an account holder declares bankruptcy, such as legal fees or additional collection costs.

Bankruptcy expenses appear in the Other Due field on the Dues section of the Account Details page of the Customer Service link. This is the first page to appear on the Customer Service window when you load an account.

The screenshot displays the Oracle FLEXCUBE Lending and Leasing interface. The main section is titled "Account Details" and shows the following information:

- Account(s):** PFR, HQ, 20081000014122, LEASE VEHICLE, USD, \$27,313.36, \$5,346.54, DELO.REPO, 11/4/2008
- Customer(s):** ERIC WILLIAMS SR, PRIMARY, ENGLISH
- Dues:**

Delq Due	Due Date	Amt
\$5,346.54	1 4/4/2009	\$0.00
\$222.75	2 3/4/2009	\$0.00
\$0.00	3 2/4/2009	\$0.00
\$0.00	4 1/4/2009	\$0.00
Other Due \$0.00	5 12/4/2008	\$0.00
Total Due \$5,569.29		
- Delinquency Information:**

Late	30	60	90	120	150	180
1	1	1	3	1	0	0
- Today's PayOff:** \$27,313.36
- Oldest Due Dt:** 11/4/2008
- Delinquency Summary:**
 - BP(Life): 0, Days: 171
 - NSF(Life): 0, Category: 150
 - BP(Year): 0, Collector: DEMOCOLL
 - NSF(Year): 0

The adjustments will also appear in the corresponding column of the Customer Service window's Account Balances page for the EXPENSE BANKRUPTCY Balance Type-- Waived, Charged Off, Adjusted (-), or Adjusted (+) -- depending on which of the following the transactions you perform.

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER

Queue: Select... (Ng) Auto Run

Acc #: 20090200023411
or SSN

Account(s): Current Show All Group Follow-up

Select	Company	Branch	Account #	Product	Currency	Payoff Amt	Amount Due	Status	Oldest Due Dt
<input checked="" type="radio"/>	XYZ	HQ	20090200023411	LEASE VEHICLE	USD	\$12,020.00	\$4,000.00	ACTIVE:DELO	3/8/2009

Customer(s): Show 24206

Select	Details	Customer Id	Name	Type	Language
<input checked="" type="radio"/>		24206	G O P I G O P I N A T H	PRIMARY	ENGLISH

Account Balances

Balance Group: Current Deficiency Non-Performing Terminate

Txn Period: ITD/ACT YTD

Balance Type	Opening Balance	Posted	Ab	Bal	Pd	Waived	Charged	Adjusted(-)	Adjusted(+)	Balance
ADVANCE / PRINCIPAL	\$0.00	\$12,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$12,000.00
INTEREST	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
FEE LATE CHARGE	\$0.00	\$20.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$20.00
FEE NSF	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
FEE EXTENSION	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
FEE PHONE PAY	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
FEE PERIODIC MAINTENANCE	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
EXPENSE BANKRUPTCY	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
EXPENSE REPOSSESSION/FORECLOSURE	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
EXPENSE SERVICING	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Current Balance Total: \$12,020.00
Deficiency Balance Total: \$0.00
Non-Performing Balance Total: \$0.00

Promotion Details: Promotion Type NONE, Rate 0, Term 0, Start Dt 2/28/2009, End Dt 12/31/4000

Credit Insurance: Insurance Status, Sub Type

To post a bankruptcy expense

Transaction

LEGAL BANKRUPTCY EXPENSES

Parameters

TXN DATE
AMOUNT

To adjust a bankruptcy expense

Transaction

ADJUSTMENT TO BANKRUPTCY
EXPENSES - ADD

Parameters

TXN DATE
AMOUNT

ADJUSTMENT TO BANKRUPTCY
EXPENSES - SUBTRACT

TXN DATE
AMOUNT

To waive a bankruptcy expense

Transaction

WAIVE LEGAL BANKRUPTCY EXPENSES

Parameters

TXN DATE
AMOUNT

Phone Pay Fees

Phone pay fees are where a borrower calls the lender and arranges for a debit to their checking or savings account to make a payment on a lease account.

Phone pay fees appear in the Other Due field on the Dues section of the Account Details page of the Customer Service link. This is the first page to appear on the Customer Service window when you load an account.

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER

Quick Search Account(s)

Queue Select... Auto Run

Acc # 20081000014122 or SSN

Alerts TESR

Conditions Search Criteria Execute Search Condition Start Followup DELINQUENT 10/14/2008 5/2/2009

Add Call Activities Add Comments Date Converter

Account Details

Dues

	Due Date	Amt
Delq Due	1 4/4/2009	\$0.00
LC Due	2 3/4/2009	\$0.00
NSF Due	3 2/4/2008	\$0.00
Other Due	4 1/4/2009	\$0.00
Total Due	5 12/4/2008	\$0.00

Today's PayOff \$27,313.36 Oldest Due Dt 11/4/2008

Delinquency Information

Late	30	60	90	120	150	180
1	1	1	3	1	0	0

BP(Life) 0 Days 171
NSF(Life) 0 Category 150
BP(Year) 0 Collector DEMOCOLL
NSF(Year) 0

To adjust a phone pay fee

Transaction

Parameters

ADJUSTMENT TO PHONE PAY FEE - ADD

TXN DATE
AMOUNT

ADJUSTMENT TO PHONE PAY FEE - SUBTRACT

TXN DATE
AMOUNT

To waive a phone pay fee

Transaction

Parameters

WAIVE PHONE PAY FEE

TXN DATE
AMOUNT

Financed Insurances

You can add financed insurance to an existing account with the INSURANCE ADDITION transaction. This transaction adds the insurance premium amount to advance/principal balance on the loan and adjusts the loan receivables accordingly. The transaction also triggers the process to re-compute the repayment amount for the loan. After you post the transaction, the loan will be billed for the newly computed payment amount and will be considered for delinquencies and fees calculations based on information on the Contract link's Contract page. The newly added insurance information can be viewed on Customer Service drop-down link's Insurances link.

The screenshot shows the Oracle Flexcube Lending and Leasing interface. The top header displays 'User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER'. The main content area is divided into several sections:

- Accounts(s):** A table with columns: Company, Branch, Account #, Product, Currency, Payoff Amt, Amount Due Status, Oldest Due Dt. A row is visible: XYZ, HQ, 20090200023403, LEASE VEHICLE, USD, \$12,020.00, \$4,000.00 ACTIVE:DELQ 3/16/2009.
- Customers(s):** A table with columns: Customer Id, Name, Type, Language. A row is visible: 24205, OPI OPI, PRIMARY, ENGLISH.
- Insurances:** A section with a 'Save' button and a 'Policy Information' table. The table has columns: Contractual, Insurance Type, Insurance Plan, Company, Policy Number, Effective Dt, Premium Amt, Commission Rule, Primary Beneficiary, Secondary Beneficiary, Status, Sub Type, Insurance Mode, Phone No, Itemization, Expiration Dt, Term, Commission Amt, Comments.
- Cancellation / Refund:** A section with a table having columns: Policy Cancellation Dt, Refund Allowed, Grace Days Cancellation Fee Allowed, Cancellation Fees, Complete Refund, Term Remaining, Refund Method, Grace Days, Estimated Refund Amt, Received Refund Amt.
- Insurance Tracking:** A section with a search criteria field and a table with columns: Parameter, Value.

To add financed insurance

Transaction

INSURANCE ADDITION

Parameters

TXN DATE
 INSURANCE TYPE
 SINGLE/JOINT
 INSURANCE MODE
 INSURANCE PLAN
 COMPANY NAME
 PHONE #1
 EXTN #1
 PHONE #2
 EXTN #2
 POLICY #
 POLICY EFFECTIVE DATE
 PREMIUM AMOUNT
 EXPIRATION DATE
 PRIMARY BENEFICIARY
 SECONDARY BENEFICIARY
 COMMENT

You can cancel financed insurance on an existing account with the INSURANCE CANCELLATION transaction. When you post this transaction, Oracle FLEXCUBE Lending and Leasing computes the premium refund amount based on the refund method associated with the insurance item. If you enter a value for the PREMIUM AMOUNT parameter, Oracle FLEXCUBE Lending and Leasing overrides the calculated refund amount and adjusts the advance/principal balance and the loan receivables accordingly. The INSURANCE CANCELLATION transaction re-computes the repayment amount for the loan based on remaining balances. After posting the transaction, the loan will be billed for the newly computed payment amount according information on the Contract link's Contract page. The insurance cancellation information can be viewed on the Contract link's Insurances sub page.

To cancel a financed insurance

Transaction	Parameters
INSURANCE ADDITION	TXN DATE INSURANCE TYPE POLICY EFFECTIVE DATE INSURANCE REFUND AMOUNT INTEREST REFUND AMOUNT PAYMENT AMOUNT CANCELLATION REASON

You may rectify possible errors resulting from incorrect information entered on the INSURANCE ADDITION transaction (such as an incorrect premium account) with the monetary transaction INSURANCE MODIFICATION.

When you post the INSURANCE MODIFICATION transaction, Oracle FLEXCUBE Lending and Leasing re-computes the repayment amount using the new premium amount and adjusts the advance/principal balance on the loan and the loan receivables.

To modify financed insurance information

Transaction	Parameters
INSURANCE MODIFICATIONS	TXN DATE INSURANCE TYPE POLICY EFFECTIVE DATE PREMIUM AMOUNT

Payoff Quotes

A payoff quote is the amount still owed on the account or the amount needed to satisfy the lease. It can be generated anytime and may be requested during a call from a customer, dealer, or insurance agent. The payoff quote appears in the Results section of the Maintenance page.

The screenshot shows the Oracle Flexcube Lending and Leasing interface. The user is logged in as SUPERUSER. The main area displays the Maintenance page for a Payoff Quote transaction. The transaction details are as follows:

Company	Branch	Account #	Product	Currency	Payoff Amt	Amount Due	Status	Oldest Due Dt
YYY	HQ	20070700010051	LEASE VEHICLE	USD	\$28,185.12	\$0.00	ACTIVE	8/17/2007

The Maintenance page shows the following parameters:

Parameter	Value	Required
TXN DATE	7/2/2009	<input checked="" type="checkbox"/>
PAYOFF QUOTE VALID UP TO DATE	7/31/2009	<input checked="" type="checkbox"/>
ASSESS PAYOFF QUOTE FEE	N	<input checked="" type="checkbox"/>
PAYOFF QUOTE LTR PRINT	Y	<input checked="" type="checkbox"/>
COMMENT	PROVIDED TO	<input checked="" type="checkbox"/>

The Results section shows the following breakdown:

Item	Value
ADVANCE / PRINCIPAL	\$25,000.00
INTEREST	\$3,180.13
FEE LATE CHARGE	\$0.00
FEE NSF	\$0.00
FEE EXTENSION	\$0.00
FEE PHONE PAY	\$0.00
FEE PERIODIC MAINTENANCE	\$0.00
EXPENSE BANKRUPTCY	\$0.00
EXPENSE REPOSESSION/FORECLOSURE	\$0.00
EXPENSE SERVICING	\$0.00
FUTURE LATE CHARGE	\$240.00
INTEREST ACCRUED	\$54.93
PAYOFF	\$28,455.06
INTEREST PER DIEM	\$4.99

***** TRANSACTION POSTING SUCCESSFUL *****

To generate a payoff quote for an account

Transaction

PAYOFF QUOTE LEASE

Parameters

TXN DATE
 PAYOFF QUOTE VALID UP TO DATE
 LEASE BUYOUT INDICATOR
 DISPOSITION FEE
 EARLY TERMINATION FEE
 OTHER FEE
 DEPRECIATION ADJUSTMENT
 CURRENT USAGE
 PAYOFF QUOTE LTR PRINT
 COMMENT

Account Payoff

An account is automatically paid off or marked for payoff processing by Oracle FLEX-CUBE Lending and Leasing with a batch transaction when the account balance is \$0.00. You can also manually payoff an account with the Maintenance page. **Note:** You can also pay off an account using the Consumer Lending (Advance and Payment) form. (For more information, see the **Payment Processing** chapter.)

When you payoff an account, Oracle FLEXCUBE Lending and Leasing changes the account's status to PAID OFF. The date the account was paid off appears in the Activities section's Paid Off Dt field on the Account Details page.

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER

Quick Search: Queue Select... Auto Run Acc # 20081000014122 or SSN Submit

Account(s): Current Show All Group Follow-up

Select	Company	Branch	Account #	Product	Currency	Payoff Amt	Amount Due	Status	Oldest Due Dt
<input checked="" type="radio"/>	PFR	HQ	20081000014122	LEASE VEHICLE	USD	\$27,313.36	\$5,346.54	DELQ.REPO	11/4/2008

Customer(s): Show 6057

Select	Details	Customer Id	Name	Type	Language
<input checked="" type="radio"/>		6057	ERIC WILLIAMS SR	PRIMARY	ENGLISH

Account Details

Dues			Delinquency Information						
Delq Due	Due Date	Amt	Late	30	60	90	120	150	180
\$5,346.54	1 4/4/2009	\$0.00	1	1	3	1	0	0	0
LC Due	2 3/4/2009	\$0.00							
NSF Due	3 2/4/2009	\$0.00							
Other Due	4 1/4/2009	\$0.00							
Total Due	5 12/4/2008	\$0.00							

Today's PayOff \$27,313.36 Oldest Due Dt 11/4/2008

Delinquency Information: BP(Life) 0 Days 171, NSF(Life) 0 Category 150, BP(Year) 0 Collector DEMOCOLL, NSF(Year) 0

Activities

Active Dt	Last Activity Dt	Due Day	Last Pmt Dt	Customer Grade	App #	Paid Off Dt	Producer	Effective Dt	Current Pmt	Last Bill Amt	Last Pmt Amt	Customer Score	Behavior Score	Military Duty	Charge Off Dt
10/4/2008	4/24/2009	4		B GRADE	0000004462	4/24/2009	CA-00002 : RANDY'S AUTO SALES	10/4/2008	\$891.09	\$5,599.29	\$0.00	701	0	<input type="checkbox"/>	

Oracle FLEXCUBE Lending and Leasing also notes the amount of the principal that was waived when the account was paid off in the Waived column on the Account Balances page.

To pay off an account

Transaction

PAID OFF

Parameters

TXN DATE

If you reverse the payoff payment using the Customer Service form, then the pay-off is automatically reversed. Oracle FLEXCUBE Lending and Leasing changes the account's status from PAID OFF to ACTIVE when you refresh the account.

Account Charge Off

Charging off an account refers to when a lender decides to take a loss on an account, signaling that attempts to recover the loan have failed. In calculating a charge off, Oracle FLEXCUBE Lending and Leasing considers the total compensation amount (up front compensation plus remaining compensation amount).

When you charge off account, Oracle FLEXCUBE Lending and Leasing changes the status to CHARGED OFF. The balance on the account appears on the Customer Service form's Balance page when you choose Deficiency Balance in the Balance Group section.

The screenshot displays the Oracle FLEXCUBE Lending and Leasing interface. At the top, it shows the user ID as SSC, Organization as XXX, Division as C-01, and Responsibility as SUPERUSER. The main area is divided into several sections:

- Quick Search:** Includes fields for Queue, Acc # (20090200023411), and or SSN.
- Account(s):** A table with columns: Company, Branch, Account #, Product, Currency, Payoff Amt, Amount Due, Status, and Oldest Due Dt. The Status column for the selected account is highlighted in red and shows "CHARGED OFF".
- Customer(s):** A table with columns: Customer Id, Name, Type, and Language. The selected customer is G O P I G O P I N A T H.
- Account Balances:** A table with columns: Balance Type, Opening Balance, Posted, Ab, Bal, Pd, Waived, Charged Off, Adjusted (-), Adjusted (+), and Balance. The "Charged Off" column is highlighted in red.
- Summary:** Shows Current Balance Total (\$12,020.00), Deficiency Balance Total (\$0.00), and Non-Performing Balance Total (\$0.00).
- Promotion Details:** Shows Promotion Type (NONE), Rate (0), Term (0), Start Dt (2/26/2009), and End Dt (12/31/4000).
- Credit Insurance:** Shows Insurance Status and Sub Type.

The date of the charge off appears on the Account Details page in the Activity section's Chargeoff Dt field.

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization XXX Division C01 Responsibility SUPERUSER

Quick Search Account(s)

Queue Select... Auto Run

Acc # 20060200010255 or SSN

Select and Submit

Select	Company	Branch	Account #	Product	Currency	Payoff Amt	Amount Due	Status	Oldest Due Dt
<input type="radio"/>	YYY	HQ	20060200010255	LEASE VEHICLE	USD	\$0.00	\$0.00	CHARGED OFF	07/26/2009
<input type="radio"/>	YYY	HQ	20060600010649	LINE UNSECURED	USD	\$0.00	\$0.00	PENDING	

Customer(s)

Select and Submit

Select	Details	Customer Id	Name	Type	Language
<input type="radio"/>	Show	3013	STEVEN A JONES	PRIMARY	ENGLISH
<input type="radio"/>	Show	3014	JENNIFER B JONES	SPOUSE	ENGLISH

Account Details

Delinquency Information

Due	Due Date	Amt	Late	30	60	90	120	150	180
Delq Due	1	\$0.00	0	0	0	0	0	0	0
LC Due	2	\$0.00							
NSF Due	3	\$0.00							
Other Due	4	\$0.00							
Total Due	5	\$0.00							

Today's PayOff \$0.00 Oldest Due Dt 07/26/2009

Activities

Active Dt	02/10/2006	Effective Dt	02/10/2006
Last Activity Dt	07/10/2009	Current Pmt	\$410.86
Due Day	26	Last Bill Amt	\$0.00
Last Pmt Dt		Last Pmt Amt	\$0.00
Customer Grade		Customer Score	0
App #	201	Behavior Score	0
PaidOff Dt		Military Duty	<input type="checkbox"/>
Producer	MN-00001 : IN HOUSE (DIRECT DEAL)	ChargeOff Dt	07/10/2009

PDC Details

PDC Ind PDC End Dt

PDC Security Ind

Promises

Promise Amt	Promise Dt	Taken By	Taken Dt	Collected Amt	Broken	Cancelled
No rows yet.						

Note: Charging off is a process of writing off a loss on a loan which is not repaid by the customer. It is different from the waive off process since a waive off is a concession offered to the customer on payment of some component, such as a late fee. The repayment of the original loan still continues in waive off process.

To charge off an account

Transaction	Parameters
CHARGED OFF	TXN DATE

Account Closure

Oracle FLEXCUBE Lending and Leasing automatically closes an account when its status changes to PAID or VOID. It is manually closed on charge off accounts. Accounts marked as CLOSED are not processed and after a period of time are purged from Oracle FLEX-CUBE Lending and Leasing.

The screenshot displays the Oracle FLEXCUBE Lending and Leasing interface. The main area is divided into several sections:

- Accounts(s):** A table listing accounts with columns: Company, Branch, Account #, Product, Currency, Payoff Amt, Amount Due, Status, and Oldest Due Dt. One account is highlighted with a red box: Company 'YYY', Branch 'HQ', Account # '20060200010255', Product 'LEASE VEHICLE', Currency 'SD', Payoff Amt '\$0.00', Amount Due '\$0.00', Status 'CLOSED-CHARGED OFF', and Oldest Due Dt '07/26/2009'.
- Customer(s):** A table listing customers with columns: Customer Id, Name, Type, and Language. Two customers are listed: '3013' (STEVEN A. JONES, PRIMARY, ENGLISH) and '3014' (JENNIFER B. JONES, SPOUSE, ENGLISH).
- Maintenance:** A section for account actions including 'Load Parameters', 'Post', 'Void', 'Add', and 'Cancel'. Below it is a table for transactions with columns: Select Date, Monetary, Transaction, Status, and Batch. Two transactions are listed: '07/21/2009' (ACCOUNT CLOSE, POSTED) and '07/21/2009' (ACCOUNT CLOSE, ERROR).
- Parameters:** A table with columns: Parameter, Value, and Required. One parameter is listed: 'TXN DATE' with value '7/21/2009' and 'Required' checked.
- Results:** A message box at the bottom stating '***** TRANSACTION POSTING SUCCESSFUL *****'.

Note: The ACCOUNT CLOSE transaction can not be processed on accounts with an ACTIVE status. Accounts with a status of CHARGE OFF can be closed.

To close an account

Transaction

ACCOUNT CLOSE

Parameters

INDEX
TXN DATE

Due Date Change

You can change the due date of an account. If a late fee is no longer applicable because of this due day change, Oracle FLEXCUBE Lending and Leasing will automatically remove the fee.

Note: When you change a due date, Oracle FLEXCUBE Lending and Leasing determines the next bill date, as well as the next due date. The DUE DATE CHANGE transaction does not allow the next billing date to change such that it is less than the current billing date. The due date change transaction has been extended to change the default ACH due day, provided that the account due day and ACH due day match.

The new due day appears in the Activities section Due Day field on the Account Details page.

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER

Quick Search Queue: Select... (No) Auto Run []

Acc # 20081000014122 or SSN []

Account(s) Current [] Show All [] Group Follow-up []

Select	Company	Branch	Account #	Product	Currency	Payoff Amt	Amount Due	Status	Oldest Due Dt
<input type="radio"/>	PFR	HQ	20081000014122	LEASE VEHICLE	USD	\$27,313.36	\$5,346.54	DELQ:REPO	11/4/2008

Customer(s) Show 6057

Select Details	Customer Id	Name	Type	Language
<input type="radio"/>	6057	ERIC WILLIAMS SR	PRIMARY	ENGLISH

Account Details

Dues			Delinquency Information						
Delq Due	Due Date	Amt	Late	30	60	90	120	150	180
Contract	1 4/4/2009	\$0.00	1	1	1	3	1	0	0
LC Due	2 3/4/2009	\$0.00							
Collateral	3 2/4/2009	\$0.00							
Other Due	4 1/4/2009	\$0.00							
Total Due	5 12/4/2008	\$0.00							

Today's PayOff \$27,313.36 Oldest Due Dt 11/4/2008

Activities

Active Dt	10/4/2008	Effective Dt	10/4/2008
Last Activity Dt	4/24/2009	Current Pmt	\$891.09
Due Day	4	Last Bill Amt	\$5,569.29
Last Pmt Dt		Last Pmt Amt	\$0.00
Customer Grade	B GRABE	Customer Score	701
App #	000001162	Behavior Score	0
PaidOff Dt	4/24/2009	Military Duty	<input checked="" type="checkbox"/>
Producer	CA-00002 : RANDYS AUTO SALES	ChargeOff Dt	4/24/2009

Oracle FLEXCUBE Lending and Leasing also notes the change on Lease Details pages in the Extn and Due Dates section's # of Due Day Changes (Year), # of Due Day Changes (Life) and Due Day Chg Dt fields.

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER

Quick Search Queue

Account(s)

Current Show All Group Follow-up

Select	Company	Branch	Account #	Product	Currency	Payoff Amt	Amount Due	Status	Oldest Due Dt
<input checked="" type="radio"/>	XYZ	HQ	20090200023411	LOAN HOME ISLAMIC (VR)	USD	\$12,020.00	\$4,000.00	ACTIVE:DELQ	3/8/2009

Customer(s)

Select	Details	Customer Id	Name	Type	Language
<input checked="" type="radio"/>	Show	24208	G O P I G O P I N A T H	PRIMARY	ENGLISH

Loan Details

Interest and Accruals

Accrual Start Dt	2/11/2009	Index Type	FLAT RATE	Last Rate Adj Dt	
Last Accrual Dt	2/11/2009	Index Rate	0	# of Rate Adjs(Year)	0
Stop Accrual	<input type="checkbox"/>	Margin Rate	0	# of Rate Adjs(Life)	0
Accrual Method	INTEREST BEARING	IRR	0	Reschedule Method	CHANGE PAYMENT
Rebate Method	NONE	Rate Start of Year	0.0000	Reschedule Value	10

Extn and Due Dates

# of Extensions(Year)	0	Total Term	12
# of Extensions(Life)	0	Paid Term	0
# of Extension Term(Year)	0	Maturity Dt	2/11/2010
# of Extension Term(Life)	0	Balloon Amt	\$0.00
# of Due Day Changes(Year)	0		
# of Due Day Changes(Life)	0		
Last Extn Dt			
Due Day Change Dt			

Advance Details

Approved Amt	\$0.00	Pool Id	UNDEFINED
Consumed	\$0.00	Pool Status	
Remaining Amt	\$0.00	Pool Sale Dt	
Last Advance	\$0.00	Repurchase	<input type="checkbox"/>
Last Adv Dt		Repurchase Dt	

Amortized Loans

Extra Principal Paid	\$0.00
----------------------	--------

To change a due date

Transaction

DUE DATE CHANGE

Parameters

TXN DATE
DUE DAY
DUE DATE

Disposition Fees

Disposition fees are assessed towards leasing/processing a leased vehicle, especially if it is returned prior to the standard maturity date.

To post a disposition fee

Transaction

DISPOSITION FEE

Parameters

(NO PARAMETERS)

To adjust a disposition fee

Transaction

ADJUSTMENT TO DISPOSITION FEE - ADD

Parameters

(NO PARAMETERS)

ADJUSTMENT TO DISPOSITION FEE - SUBTRACT(NO PARAMETERS)

To post a disposition fee

Transaction	Parameters
DISPOSITION FEE	

To waive a disposition fee

Transaction	Parameters
WAIVE DISPOSITION FEE	(NO PARAMETERS)

Termination

If the lease is terminated earlier than the contract maturity date, then termination fees may be applied.

To terminate

Transaction	Parameters
TERMINATE	TXN DATE LEASE BUYOUT INDICATOR DISPOSITION FEE EARLY TERMINATION FEE OTHER FEE CURRENT USAGE SALE PRICE DEPRECIATION ADJUST- MENT

To post an early termination fee

Transaction	Parameters
EARLY TERMINATION FEE	(NO PARAMETERS)

To adjust an early termination fee

Transaction	Parameters
ADJUSTMENT EARLY TERMINATION FEE - ADD	(NO PARAMETERS)
ADJUSTMENT EARLY TERMINATION FEE - SUBTRACT	(NO PARAMETERS)

Sale of Asset

To record selling an asset

Transaction	Parameters
SALE OF ASSET	TXN DATE AMOUNT

Excess Usage

Excess usage fees, or mileage fees, may be applied when a leased vehicle is returned with more than the agreed upon number of miles on the odometer.

To post excess usage fee

Transaction	Parameters
EXCESS USAGE FEE	

To adjust excess usage fee

Transaction	Parameters
ADJUSTMENT TO EXCESS USAGE FEE - ADD	(NO PARAMETERS)
ADJUSTMENT TO EXCESS USAGE FEE - SUBTRACT	(NO PARAMETERS)

To waive excess usage fee

Transaction	Parameters
WAIVE EXCESS USAGE FEE	(NO PARAMETERS)

Other Fees and Taxes

The other fees and taxes transactions allow you to assess fees and taxes not defined within Oracle FLEXCUBE Lending and Leasing.

To post other fees and taxes

Transaction	Parameters
OTHER FEES AND TAXES	TXN DATE AMOUNT

To adjust other fees and taxes

Transaction	Parameters
ADJUSTMENT TO OTHER FEES AND TAXES - ADD	(NO PARAMETERS)
ADJUSTMENT TO OTHER FEES AND TAXES - SUBTRACT	(NO PARAMETERS)

To waive other fees and taxes

Transaction	Parameters
WAIVE OTHER FEES AND TAXES	(NO PARAMETERS)

Lease Nonmonetary Transactions

This section catalogues the transaction codes and parameters required to complete the following nonmonetary tasks for leases:

- Update a customer's name
- Maintain customer details
- Mark a customer as a skipped debtor
- Change a customer's Privacy Opt-Out indicator
- Stop correspondence
- Modify financed insurance information
- ACH Maintenance
- Reprint a statement (batch only)
- Add or stop servicing of accounts with post dated checks as a repayment method
- Stop an ACH for an account
- Add ACH bank
- Reorder Coupon book

Customer Name Maintenance

You can update and change a customer's name.

To update a customer's name

Transaction	Parameters
CUSTOMER NAME MAINTENANCE	TXN DATE RELATION TYPE CODE CUSTOMER FIRST NAME CUSTOMER MIDDLE NAME CUSTOMER LAST NAME CUSTOMER GENERATION CODE

The new details appear throughout the Oracle FLEXCUBE Lending and Leasing system; for example, in the Customer Service window's Customer(s) section and Customer Details page's Customer section.

Quick Search

Queue
Select...
Nx Auto Run

Acc #
20090200023411
or SSN

Submit

Account(s)

Current Show All Group Follow-up

Select and

Select	Company	Branch	Account #	Product	Currency	Payoff Amt	Amount Due	Status	Oldest Due Dt
<input checked="" type="radio"/>	XYZ	HQ	20090200023411	LEASE VEHICLE	USD	\$12,020.00	\$4,000.00	ACTIVE:DELQ	3/8/2009

Customer(s)

Select and

Select	Details	Customer Id	Name	Type	Language
<input checked="" type="radio"/>	Show	24206	GOPI	PRIMARY	ENGLISH

Customer Details

Customer

Customer #	24206	Relation	PRIMARY
Name	GOPI	Class	NORMAL
Birth Dt	12/7/1980	Email	<input type="checkbox"/>
Marital Status	SINGLE	Stop Correspondence	<input type="checkbox"/>
Language	ENGLISH	Disability	<input type="checkbox"/>
Education		Skip	<input type="checkbox"/>
Mothers Maiden Name		Privacy Opt-Out	<input checked="" type="checkbox"/>
		Existing CIF	<input type="checkbox"/>
		ECOA	INDIVIDUAL

Alerts

CHECK LOCATION OF COLLATERAL

Conditions

Search Criteria

Condition	Start	Followup
DELINQUENT	3/19/2009	6/19/2009

Add Call Activities

Add Comments

Date Converter

Advance Search

Customer Service

Account Details

Customer Details

Balances

Transactions

Tracking

Attributes

Statements

Insurances

Vendor Work

Order

Business

Maintenance

Loan Details

Customer Details Maintenance

You can update and change the following details regarding a customer: social security number, marital status, disability indicator, driving license number, number of dependents, and email address.

To change other details about a customer

Transaction

CUSTOMER MAINTENANCE

Parameters

TXN DATE
 RELATION TYPE CODE
 CUSTOMER SSN
 CUSTOMER MARITAL STATUS CODE
 CUSTOMER DISABILITY INDICATOR
 CUSTOMER DRIVING LICENSE NUMBER
 CUSTOMER NUMBER OFDEPENDENTS
 CUSTOMER EMAIL ADDRESS 1
 CUSTOMER BIRTH DATE
 CUSTOMER GENDER CODE
 CUSTOMER LANGUAGE CODE
 CUSTOMER DRIVING LICENSE STATE CODE
 CUSTOMER TIME ZONE

The new details appear throughout the Oracle FLEXCUBE Lending and Leasing system; for example, in the Customer Service window's Customer(s) section and Customer Details page's Customer section.

The screenshot displays the Oracle FLEXCUBE Lending and Leasing interface. The top navigation bar shows 'User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER'. The main content area is divided into several sections:

- Quick Search:** Account(s) search bar.
- Queue:** Select... dropdown, Auto Run checkbox, and a table with columns: Select Company, Branch, Account #, Product, Currency, Payoff Amt, Amount Due Status, Oldest Due Dt. A row is visible for PFR, CD1, 20070400022520, LEASE VEHICLI INR, Rs.0.00, Rs.0.00 ACTIVE, 5/1/2009.
- Customer(s):** Select Details Customer Id, Name, Type, Language. A row is visible for Hide 24050, WILLIAM SUSAN SR, PRIMARY, ENGLISH.
- Customer Details:** A form with fields for Name in Local Language, Gender, Birth Dt, Nationality, SSN, National ID, Stop Correspondence Existing CIF, Active Military Duty, Privacy Opt-Out, Skip, and Disability.
- Address Details:** A table with columns: Type, Current, Mailing, Phone, Address, Landmark. A row is visible for HOME, checked, checked, 646-776-4675, TEST SAINT MICHAEL MN-55376.
- Customer Details (Summary):** Customer # 24050, Name WILLIAM SUSAN SR, Birth Dt 8/18/1973, Marital Status MARRIED, Language ENGLISH, Relation Class EMPLOYEE, Email WILLIAMSUSANB6@MAIL.COM, Stop Correspondence Existing CIF checked, Privacy Opt-Out checked, Skip unchecked, Disability unchecked, ECOA INDIVIDUAL.

“Skipped” Customers

When a customer cannot be located, Oracle FLEXCUBE Lending and Leasing enables you to mark that person as “skipped” (as in, “the person is a skipped debtor.”) Marking a customer as skipped indicates that the customer’s whereabouts are unknown.

To mark a customer as “skipped”

Transaction

CUSTOMER SKIP

Parameters

TXN DATE
RELATION TYPE CODE
CUSTOMER SKIP INDICATOR

The Skip box is selected on the Customer Service window’s Customer(s) section and Customer Details page’s Customer section.

The screenshot displays the Oracle FLEXCUBE Lending and Leasing interface. The main window shows the 'Customer Details' for a customer named WILLIAM SUSAN SR. The 'Skip' checkbox is checked, indicating the customer is marked as skipped. The interface includes a navigation menu on the left, a search bar at the top, and various data fields for customer information.

Select Company	Branch	Account #	Product	Currency	Payoff Amt	Amount Due	Status	Oldest Due Dt
PFR	CO1	20070400022520	LEASE VEHICLI	INR	R\$0.00	R\$0.00	ACTIVE	5/12/2009

Select Details	Customer Id	Name	Type	Language
<input checked="" type="radio"/>	24050	WILLIAM SUSAN SR	PRIMARY	ENGLISH

Customer Details

Name in Local Language: UNKNOWN
 Gender: UNKNOWN
 Birth Dt: 8/18/1973
 Marital St: MARRIED
 Nationality: SSN: XX.XXX.6768
 Time Zone: AMERICA/CHICAGO
 National ID: [Redacted]
 Email: WILLIAMSUSANR5@MAIL.COM

Address Details

Type	Current	Mailing	Phone	Address	Landmark
HOME	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	646-776-4675	TEST SAINT MICHAEL MN-55376	

Customer Details

Customer # 24050
 Name WILLIAM SUSAN SR
 Birth Dt 8/18/1973
 Marital Status MARRIED
 Language ENGLISH
 Education
 Mothers Maiden Name
 Relation Class PRIMARY EMPLOYEE
 Email WILLIAMSUSANR5@MAIL.COM
 Stop Correspondence
 Existing CIF
 Disability Skip
 Privacy Opt-Out
 Existing CIF
 ECOA INDIVIDUAL

Note: To remove the Skip indicator, follow the procedures above; however, type **N** in the CUSTOMER SKIP INDICATOR parameter.

Privacy Opt-Out Indicator

You can change the customer's Privacy Opt-Out indicator

To change the customer's privacy opt-out indicator

Transaction

Parameters

CUSTOMER PRIVACY INFO SHARING PREFERENCEPRIVACY OPTOUT
EFFECTIVE DATE
RELATION TYPE CODE

The Primary Opt-Out box is selected on the Customer Service window's Customer(s) section and Customer Details page's Customer section.

The screenshot shows the Oracle FLEXCUBE Lending and Leasing Customer Service window. The 'Customer Details' section is expanded, showing the 'Customer' information. The 'Privacy Opt-Out' checkbox is checked, indicating that the primary opt-out indicator is active. The 'Active Military Duty' checkbox is also checked. The 'Disability' checkbox is unchecked. The 'ECOA' and 'INDIVIDUAL' checkboxes are also visible.

Type	Current	Mailing	Phone	Address	Landmark
HOME	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	646-776-4675	TEST SAINT MICHAEL MN-55376	

Customer #	Name	Relation	Class
24050	WILLIAM SUSAN SR	PRIMARY	EMPLOYEE

Customer Details

Customer # 24050
Name WILLIAM SUSAN SR
Birth Dt 8/18/1973
Marital Status MARRIED
Language ENGLISH
Education ENGLISH
Mothers Maiden Name

Relation PRIMARY
Class EMPLOYEE
Email WILLIAMSUSAN85@MAIL.COM
Stop Correspondence
Disability
Skin
Privacy Opt-Out
Existing CIF ECDA INDIVIDUAL

Note: To remove the Primary Opt-Out indicator, follow the procedures above; however, type **N** in the CUSTOMER STOP CORRESPONDENCE INDICATOR parameter.

Correspondence (stopping)

You can choose at any time to stop correspondence to a customer. When you do so, the customer will receive no correspondence of any kind from Oracle FLEXCUBE Lending and Leasing.

To stop correspondence with a customer

Transaction

Parameters

CUSTOMER STOP CORRESPONDENCE
TXN DATE
RELATION TYPE CODE
CUSTOMER STOP CORR
INDICATOR

The Stop Correspondence box is selected on the Customer Service window's Customer(s) section and Customer Details page's Customer section.

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER

Quick Search Queue

Account(s)

Select and (Submit)

Select Company	Branch	Account #	Product	Currency	Payoff Amt	Amount Due	Status	Oldest Due Dt
PFR	C01	20070400022520	LEASE VEHICLINR		Rs.0.00	Rs.0.00	ACTIVE	5/1/2009

Customer Details

Select and (Submit)

Select Details Customer Id

Customer Id	Name	Type	Language
24050	WILLIAM SUSAN SR	PRIMARY	ENGLISH

Customer Details

Name in Local Language: UNKNOWN
 Gender: UNKNOWN
 Birth Dt: 8/18/1973
 Nationality: XX:XXX-8768
 National ID: Stop Correspondence
 Existing CIF: Existing CIF
 Active Military Duty:
 Privacy Opt-Out:
 Skip Disability:

Address Details

Type	Current	Mailing	Phone	Address	Landmark
HOME	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	846-778-4675	TEST SAINT MICHAEL MN-55378	

Customer Details

Customer

Customer #	24050	Relation	PRIMARY
Name	WILLIAM SUSAN SR	Class	EMPLOYEE
Birth Dt	8/18/1973	Email	WILLIAMSUSAN85@MAIL.COM
Marital Status	MARRIED	<input checked="" type="checkbox"/> Stop Correspondence	
Language	ENGLISH	Disability	<input type="checkbox"/>
Education		Skip	<input type="checkbox"/>
Mothers Maiden Name		Privacy Opt-Out	<input type="checkbox"/>
		Existing CIF	<input checked="" type="checkbox"/>
		ECOA	INDIVIDUAL

Note: To remove the Stop Correspondence indicator, follow the procedures above; however, type **N** in the CUSTOMER STOP CORRESPONDENCE INDICATOR parameter.

Financed Insurance (modifying)

You can change other insurance details entered on the INSURANCE ADDITION transaction with the nonmonetary INSURANCE DETAILS MODIFICATION transaction. The changed insurance information can be viewed on Customer Service window's Insurances page.

Note: Please contact your account manager for back porting this functionality on existing lease accounts.

Transaction

INSURANCE MODIFICATION

Parameters

TXN DATE
 EFFECTIVE DATE
 INSURANCE TYPE
 POLICY EFFECTIVE DATE COMPANY NAME
 PHONE # 1
 EXTN # 1
 PHONE # 2
 EXTN # 2
 POLICY #
 EXPIRATION DATE
 PRIMARY BENEFICIARY
 SECONDARY BENEFICIARY
 REFUND AMOUNT RECEIVED
 FULL REFUND RECEIVED

COMMENT

ACH Maintenance

The ACH maintenance transaction is for updating the existing ACH Banks details and not to define a new Ach Bank. The transaction is effective provided the ACH account no, ACH routing no, account type are matching with the existing Ach Banks details. On successful posting, the confirmation number will be generated.

To update the existing ACH bank details

Transaction

ACH MAINTENANCE

Parameters

ACH ACCOUNT NUMBER
 ACH ACCOUNT TYPE CODE
 ACH PAYMENT FREQUENCY CODE
 ACH STATUS CODE
 ACH BANK NAME
 ACH BANK ROUTING NUMBER
 ACH DEFAULT INDICATOR
 ACH END DATE
 ACH PAYMENT AMOUNT
 ACH PAYMENT AMOUNT EXCESS
 ACH PAYMENT DAY
 ACH START DATE
 TXN DATE

This information appears in the ACH section of the Account Details page.

The screenshot shows the Oracle Flexcube Lending and Leasing interface. The main content area is titled 'Account(s)' and displays details for a specific account. A red box highlights the 'ACH' section, which contains a table with the following data:

Bank	Account Type	ACH Account #	Debit Day	Start Dt	Routing #	Debit Amt	Debit Freq
STATE BANK OF INDIA	CHECKING	<input checked="" type="checkbox"/>	12	1/20/2003	44423	Rs.64,301.00	MONTHLY

The interface also includes a navigation menu on the left with options like 'Advance Search', 'Customer Service', 'Account Details', 'Balances', 'Transactions', 'Tracking', 'Attributes', 'Statements', 'Insurances', 'Vendor Work', 'Order', 'Business', 'Maintenance', 'Loc Details', 'Check List', 'Bankruptcy', 'Repo/Foreclosure', 'Deficiency', 'Contract', 'Collateral', 'Comments', 'Correspondence', 'Letters', 'Account Document Tracking', and 'Scenario Analysis'. The top right corner shows user information: 'User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER' and utility icons for 'Debug (Off)', 'Audit', and 'Close'.

Stop an ACH

To stop an ACH for an account

Transaction	Parameters
STOP ACH MAINTENANCE	TXN DATE

Oracle FLEXCUBE Lending and Leasing clears the information on the ACH section of the Account Details page.

Statement Reprinting (batch only)

You can reprint a statement of account activity by defining the starting and closing dates included within the statement.

To reprint a statement

Transaction	Parameters
STATEMENT REPRINT MAINTENANCE	TXN DATE STATEMENT CLOSING DATE

Add ACH Bank

You can add a new ach bank . This enables the customer to make a single payment from more than one bank or monthly payments from different banks. On succesful posting, the confirmation number will be generated.

ORACLE FLEXCUBE Lending and Leasing

User Id SSC Organization XXX Division C-01 Responsibility SUPERUSER

Quick Search: Queue (Select...), Auto Run (checkbox), Acc # (20080700326473), or Customer Id (), Submit

Account(s): Current (selected), Show All, Group Follow-up

Select	Company	Branch	Account #	Product	Currency	Payoff Amt	Amount Due	Status	Oldest Due Dt
<input type="radio"/>	PQR	ABC	20080700326473	LEASE VEH	EUR	€73,223.89	€0.00	ACTIVE	10/19/2008

Customer(s): Show 62397

Select	Details	Customer Id	Name	Type	Language
<input type="radio"/>	Show	62397	SUCHI KARRA	PRIMARY	ENGLISH

Maintenance: Action (Load Parameters, Post, Void), Search Criteria (Execute Search), Add, Cancel

Select	Date	Monetary	Transaction	Status	Batch
<input type="radio"/>	11/23/2009	<input checked="" type="checkbox"/>	ADD ACH BANK	POSTED	<input type="checkbox"/>
<input type="radio"/>	11/23/2009	<input type="checkbox"/>	ACH MAINTENANCE	ERROR	<input type="checkbox"/>

Parameter	Value	Required
ACH BANK NAME	YES	<input checked="" type="checkbox"/>
ACH BANK ROUTING NUMBER	23661	<input checked="" type="checkbox"/>
ACH ACCOUNT TYPE CODE	C	<input checked="" type="checkbox"/>
ACH ACCOUNT NUMBER	098415	<input checked="" type="checkbox"/>
ACH PAYMENT DAY	1	<input checked="" type="checkbox"/>
ACH PAYMENT AMOUNT	1000	<input checked="" type="checkbox"/>
ACH PAYMENT AMOUNT EXCESS	500	<input checked="" type="checkbox"/>
ACH PAYMENT FREQUENCY CODE	M	<input checked="" type="checkbox"/>
ACH START DATE	4/23/2010	<input checked="" type="checkbox"/>
ACH END DATE		<input type="checkbox"/>
ACH FEE INDICATOR	N	<input checked="" type="checkbox"/>
ACH DEFAULT INDICATOR	N	<input checked="" type="checkbox"/>
ACH STATUS CODE	ACTIVE	<input checked="" type="checkbox"/>

To add a new ACH bank

Transaction

ADD ACH BANK

Parameters

ACH ACCOUNT NUMBER
 ACH ACCOUNT TYPE CODE
 ACH PAYMENT FREQUENCY CODE
 ACH STATUS CODE
 ACH BANK NAME
 ACH BANK ROUTING NUMBER
 ACH DEFAULT INDICATOR
 ACH END DATE
 ACH PAYMENT AMOUNT
 ACH PAYMENT AMOUNT EXCESS

Post Dated Checks

You can add or stop servicing of accounts with PDC as a repayment method.

The POST DATED CHEQUE MAINTENANCE transaction enables you to switch an account to the post dated check method of repayment.

To add post dated checks as a method of repayment

Transaction	Parameters
POST DATED CHEQUE MAINTENANCE	TXN DATE PDC TYPE PDC CHECK NUMBER PDC CHECK DATE PDC NO OF CHECKS PDC CHECK AMOUNT PDC BANK ROUTING NUMBER PDC ACCOUNT TYPE PDC ACCOUNT NUMBER PDC BANK NAME PDC BANK BRANCH NAME PDC DOCKET CODE PDC COMMENTS PDC FREQUENCY

The STOP POST DATED CHEQUE MAINTENANCE transaction stops processing the payments on an account using Post dated checks. Once this transaction is posted, the status of all the PDCs attached to a lease account changes to VOID, indicating that the PDCs are of no use.

To stop post dated checks as a method of repayment

Transaction	Parameters
STOP POST DATED CHEQUE MAINTENANCE	TXN DATE

Coupon Book Maintenance (batch only)

In reordering coupon books, you will need supply the first date of new coupons, the new coupon start number, and the number of new coupons to order.

To re-order coupon book (batch only)

Transaction	Parameters
COUPON BOOK MAINTENANCE	TXN DATE COUPON FIRST PAYMENT DATE COUPON START NUMBER COUPON COUNT

Note: To cancel the coupon book re-order before it is processed in the nightly batch, choose **Void**.

APPENDIX D : PAYMENT AMOUNT CONVERSIONS

The following table contains the calculations Oracle FLEXCUBE Lending and Leasing uses to convert the different payment frequencies (weekly, biweekly, semimonthly, and so on) to standard monthly values for installment accounts.

Payment Frequency:	Scheduled Monthly Income Amount:
D = Deferred	Zero fill
P = Single payment loan	Zero fill
W = Weekly (due every week)	Multiple by 4.33
B = Biweekly (due every two weeks)	Multiple by 2.16
E = Semimonthly (due twice a month)	Multiple by 2
M = Monthly (due every month)	As given
L = Bimonthly (due every two months)	Divide by 2
Q = Quarterly (due every three months)	Divide by 3
T = Triannually (due every four months)	Divide by 4
S = Semiannually (due twice a year)	Divide by 6
Y = Annually (due every year)	Divide by 12

APPENDIX E : ORACLE FLEXCUBE LENDING AND LEASING SUITE REPORTS

The Reports master tab in Oracle FLEXCUBE Lending and Leasing allow you to select a report in the Reports section, then the values you want to use to generate the report in the Report Parameters section and generate a report using that information.

ORACLE FLEXCUBE Lending and Leasing

Home SalesLead Origination Servicing Collections WFP Documents **Reports** Interfaces Producers Vendor Tools Setup

[User Id :SSC] [Organization :XXX] [Division :C-01] [Responsibility :SUPERUSER]

Reports

Search Criteria Execute Search

Previous 1-15 of 103 Next 15

Select	Description	Module
<input checked="" type="radio"/>	ACCOUNTS AND LISTING - LEASE	COLLECTIONS
<input type="radio"/>	ACCOUNTS AND LISTING - LINE	COLLECTIONS
<input type="radio"/>	ACCOUNTS AND LISTING - LOAN	COLLECTIONS
<input type="radio"/>	BANKRUPTCY LOG	COLLECTIONS
<input type="radio"/>	COLLECTOR ACTIVITY (DETAILED) LOG	COLLECTIONS
<input type="radio"/>	COLLECTOR AND ACTIVITY LOG	COLLECTIONS
<input type="radio"/>	COLLECTOR PRODUCTIVITY BY QUEUE	COLLECTIONS
<input type="radio"/>	DEFICIENCY LOG	COLLECTIONS
<input type="radio"/>	DELINQUENCY ANALYSIS BY CREDIT AND GRADE	COLLECTIONS
<input type="radio"/>	DELINQUENCY ANALYSIS BY PRODUCER	COLLECTIONS
<input type="radio"/>	DELINQUENCY ANALYSIS BY STATE	COLLECTIONS
<input type="radio"/>	DELINQUENCY LOG	COLLECTIONS
<input type="radio"/>	NON MONETARY TAXES LOG	COLLECTIONS
<input type="radio"/>	PAYMENT PROMISE LOG	COLLECTIONS
<input type="radio"/>	REPOSSESSION/FORECLOSURE LOG	COLLECTIONS

Previous 1-15 of 103 Next 15

Report Parameters

Description	Value
COMPANY / BRANCH	ALL/ALL
ACCOUNT STATUS	ALL
REPORT FORMAT	RTF

Run Report

Home | SalesLead | Origination | Servicing | Collections | WFP | Documents | **Reports** | Interfaces | Producers | Vendor | Tools | Setup

Bankruptcy Log

This collection report lists bankruptcy accounts and is available for leases.

Parameters:
Company/Branch

Example of the Bankruptcy Log report

Report: Bankruptcy Log		ORACLE [®] FLEXCUBE Lending and Leasing					
Date: 10/9/2008 13:53 PM							
Company: XXX							
Branch: C01							
All Amount are in USD							
Type	Disposition	Account #	Customer/Product	Balance	Bankruptcy Date	File Rcvd Date	Follow-up Date
	NEWLY RECEIVED	20060100013226	CCINQUWFOIL PIERRE / JEAN	10,625.60			12/31/4000
	NEWLY RECEIVED	20060100013292	CCARNATION GRAHAM / LISA	9,930.30			12/31/4000
	NEWLY RECEIVED	20060200013308	CCOTONEASTER MARIE / HANK	10,908.17			12/31/4000
	NEWLY RECEIVED	20061000013267	MMAGNOLIA ANNA / LEO	15,688.72			12/31/4000
Type Count :			4	Type Total:	47,152.79		
Branch Count :			4	Branch Total:	47,152.79		

Collector Activity (Detailed) Log

This collection report lists collector activity details and is available for leases.

Parameters:
Company/Branch
From mm/dd/yyyy
To mm/dd/yyyy

Example of the Collector Activity (Detailed) Log report

Report: Collector Activity (Detailed) Log		ORACLE [®] FLEXCUBE Lending and Leasing								
Date From: 01/01/2000 To : 01/01/2008										
Date: 10/9/2008 15:34 PM										
Company: XXX										
Branch: HQ										
All Amount are in USD										
Date	Collector	Account #	Name	Call Type	Action Type	Result Type	Followup Dt	Promise Dt	Promise Amt	C
09/09/2008	SUPERSOLUTION DEMO	20060500012886	CCINQUEFOIL EVE / DALE	I	CC	CB	09/13/2008		0.00	N
		20061100013216	CCERASTOSTIGMA PAULA / JOHN	I	CC	CB	09/13/2008		0.00	N
		Accounts Worked:	2	Collector	2	Collector Total:		0.00		
		Date Count:	2	Date Activity Count:	2	Date Total:		0.00		
		Branch Count:	2	Branch activity Count:	2	Branch Total:		0.00		
		Company Count:	2	Company activity count	2	Company Total:		0.00		
		Grand Count:	2	Grand activity count	2	Grand Total:		0.00		

Collector and Activity Log

This collection report lists collector and activity for leases.

Parameters:

Company/Branch

From mm/dd/yyyy

To mm/dd/yyyy

Example of the Collector Activity Log report

Report: Collector Activity Log							ORACLE [®] FLEXCUBE Lending and Leasing
Date From: 01/01/2000 To: 01/01/2009 Date: 10/9/2008 16:10 PM							
Company: XXX Branch: C01							
Date	Collector	Call Type	Action Type	Result Type	Count		
09/05/2008	SUPERSOLUTION DEMO	Undefined	AT	CB	2		
						Collector Count:	1
						Date Count:	1
09/07/2008	SUPERSOLUTION DEMO	Undefined	AT	CB	1		
		Undefined	DC	CB	1		
		Undefined	FC	LM	1		
						Collector Count:	3
						Date Count:	3
09/09/2008	SUPERSOLUTION DEMO	Undefined	AT	NP	1		
		Undefined	CC	CB	1		
						Collector Count:	2
						Date Count:	2
10/03/2008	SUPERSOLUTION DEMO	UNDEFINED	CC	CB	2		
		Undefined	CC	CB	3		
						Collector Count:	2
						Date Count:	2
10/09/2008	SUPERSOLUTION DEMO	Undefined	CC	CB	2		
						Collector Count:	1
						Date Count:	1
						Branch Count:	9

Collector Productivity by Queue

This collection report lists collector productivity sorted by queue and is available for leases.

Parameters:

Company/Branch
From mm/dd/yyyy
To mm/dd/yyyy

Example of the Collector Productivity by Queue report

Report: Collector Productivity By Queue		ORACLE® FLEXCUBE Lending and Leasing				
Creation Date From: 01/01/2000 To: 01/01/2008						
Date: 10/9/2008 15:37 PM						
Company:	XXX					
Branch:	C01					
Queue	Collector	PM	LM	NA	OT	
DEFAULT DELINQUENCY QUEUE	SUPERSOLUTION DEMO	0	88412	48484	815672	
		Queue Total:	0	88412	48484	815672
DELINQUENT ABOVE 400	SUPERSOLUTION DEMO	0	15376	8432	141856	
		Queue Total:	0	15376	8432	141856
		Branch Total:	0	103788	56916	957528
		Company Total:	0	103788	56916	957528
Branch:	HQ					
Queue	Collector	PM	LM	NA	OT	
DEFAULT DELINQUENCY QUEUE	SUPERSOLUTION DEMO	0	73036	40052	673816	
		Queue Total:	0	73036	40052	673816
DELINQUENT ABOVE 400	SUPERSOLUTION DEMO	0	23064	12648	212784	
		Queue Total:	0	23064	12648	212784
		Branch Total:	0	96100	52700	886600
		Company Total:	0	96100	52700	886600
		Grand Total:	0	199888	109616	1844128

Deficiency Log

This collection report lists deficiencies and is available for leases.

Parameters:

No. of Copies
Company/Branch

Example of the Deficiency Log report

Report: Deficiency Log		ORACLE® FLEXCUBE Lending and Leasing					
Date: 10/9/2008 16:17 PM							
Company: XXX							
Branch: C01							
All Amount are in USD							
Type	Disposition	Account #	Customer / Product	Balance	Chargeoff Date	File Rcvd Date	Followup Date
	NEWLY RECEIVED	2006010001 2898	MMAGNOLIA ANNA / LEO LOAN-VE	2,293.72	10/04/2008	02/10/2006	10/04/2008
		2006030001 2929	CCARNATION GRAHAM / LISA LOAN-VE	2,273.72	10/04/2008	04/10/2006	10/04/2008
		2006040001 2936	CCOTONEAST ER MARIE / HANK LOAN-VE	2,263.72	10/04/2008	05/10/2006	10/04/2008
		Type Count :	3	Type Total :	6,831.16		
		Branch Count :	3	Branch Total :	6,831.16		

Delinquency Analysis by Credit and Grade

This collection report lists delinquency analysis sorted by credit grade and is available for leases.

- 1 On the Oracle FLEXCUBE Lending and Leasing Suite home page, click the **Reports** master tab.
- 2 On the **Reports** page, click the **Collections** drop-down link.
- 3 Click **Delinquency Analysis by Credit and Grade**.
- 4 Complete the following parameters:

Producer
No. of Copies

Example of the Delinquency Analysis by Credit and Grade report

Report: Delinquency Analysis By Credit Grade													ORACLE [®] FLEXCUBE Lending and Leasing	
Date: 10/30/2008 10:24 AM														
Company: ABC		Product ALL			Grade ALL									
Branch: C01														
All Amount are in USD														
Grade	Balance	# of Accounts				Amount				Percent of Amount				
		30	60	90+	Total	30	60	90+	Total	30	60	90+	Total	
UNDEFINED	47484.04	0	0	4	4	0.00	0.00	24844.05	24844.05	0.00	0.000	52.321	52.321	
Branch Total:	47484.04	0	0	4	4	0.00	0.00	24844.05	24844.05	0.00	0.000	52.321	52.321	
Branch: HQ														

Delinquency Analysis by Producer

This collection report list delinquency analysis sorted by produce and is available for leases.

Parameters:
Producer
No. of Copies

Example of the Delinquency Analysis by Producer report

Report: Delinquency Analysis By Producer													ORACLE [®] FLEXCUBE Lending and Leasing	
Date: 10/9/2008 15:41 PM														
Company : XXX		Product ALL			Producer ALL									
Branch : C01														
All Amount are in USD														
Name	Balance	# of Accounts				Amount				Percent of Amount				
		30	60	90+	Total	30	60	90+	Total	30	60	90+	Total	
NC-00001 AJS AUTO IMPORTS	21533.77	0	0	2	2	0	0	9941.54	9941.54	0.00	0.00	46.17	46.17	
NY-00004 DENOAYER MITSUBISHI	9930.30	0	0	1	1	0	0	4722.09	4722.09	0.00	0.00	47.55	47.55	
OH-00004 SOUTHWEST FORD	15688.72	0	0	1	1	0	0	3555.52	3555.52	0.00	0.00	22.66	22.66	
Branch Total:	47152.79	0	0	4	4	0	0	18219.15	18219.15	0.00	0.00	38.64	38.64	

Delinquency Analysis by State

This collection report lists delinquency analysis sorted by credit state and is available for leases.

Parameters:

Producer

No. of Copies

Example of the Delinquency Analysis by State report

Report: Delinquency Analysis By State		ORACLE FLEXCUBE Lending and Leasing											
Date: 10/30/2008 10:49 AM													
Company: ABC		Product ALL				State ALL							
Branch: C01													
All Amount are in USD													
State	Balance	# of Accounts				Amount				Percent of Amount			
		30	60	90+	Total	30	60	90+	Total	30	60	90+	Total
NEW YORK	9999.75	0	0	1	1	0	0	6110.94	6110.94	0.000	0.00	61.11	61.111
NORTH CAROLINA	21684.47	0	0	2	2	0	0	12955.39	12955.39	0.000	0.00	59.74	59.745
OHIO	15799.82	0	0	1	1	0	0	5777.72	5777.72	0.000	0.00	36.56	36.568
Branch Total:	47484.04	0	0	4	4	0.00	0.00	24844.05	24844.05	0.000	0.00	52.32	52.321
Branch: HQ													

Delinquency Log

This collection report lists delinquencies and is available for leases.

Parameters:

Company/Branch

From mm/dd/yyyy

To mm/dd/yyyy

Example of the Delinquency Log report

Report: Delinquency Log		ORACLE FLEXCUBE Lending and Leasing									
Date: 10/9/2008 16:23 PM											
Company: XXX											
Branch: HQ											
All Amount are in USD											
Account #	Customer	Product	Last Pmt Dt	Last Pmt Amt	Next Due Dt	Oldest Due Dt	Dlq Amt	Followup	Balance		
20070400013660	STERBENZ KEVIN	LEASE-VE	30/31/2007	247.17	30/30/2007	30/30/2007	1235.85	37/03/2008	8675.67		
20070400013652	HIGGINS ROBERT	LOC-HE	30/24/2008	1235	30/30/2007	30/31/2007	1168.01	30/07/2008	140239.24		
								Branch Count :		2	
								Branch Total :		148914.91	
								Company Count :		2	
								Company Total :		148914.91	

Non Monetary Txns Log

This collection report lists non monetary transactions and is available for leases.

Parameters:

No. of Copies
 Company/Branch
 From mm/dd/yyyy
 To mm/dd/yyyy
 Account Number

Example of the Non Monetary Txns Log report

Report: Non Monetary Txns Log				ORACLE [®] FLEXCUBE Lending and Leasing	
From: 01/01/2000 To: 01/01/2009 Date: 10/9/2008 16:29 PM					
Company: XXX Branch: C01					
Transaction	Account No	Title	Tnm Dt		
INVOLUNTARY REPOSESSION	20060100013177	CCARNATION GRAHAM / LISA	09/25/2008		
	20060100013292	CCARNATION GRAHAM / LISA	09/12/2008		
	Transaction Count: 2				
	Branch Count: 2				
Branch: HQ					
Transaction	Account No	Title	Tnm Dt		
POST DATED CHECKS	20060100013284	BBOTTLEBRUSH GEORGE / BETH	09/24/2008		
MAINTENANCE	Transaction Count: 1				
STOP POST DATED CHECKS	20060100013284	BBOTTLEBRUSH GEORGE / BETH	09/24/2008		
MAINTENANCE	Transaction Count: 1				
CUSTOMER SKIP	20061100013274	YYELLOWWOOD LOUISE / MARTY	09/10/2008		
	Transaction Count: 1				
INVOLUNTARY REPOSESSION	20061100013274	YYELLOWWOOD LOUISE / MARTY	09/10/2008		
	Transaction Count: 1				
	Branch Count: 4				
	Company Count: 6				

Collection Queue Wise Promises Report

The collection report lists queue wise promise reports and is available for leases.

Parameters:

Batch Printer
 Company/Branch
 Producer No
 Statement Date
 Report Format

Example of the Collection Queue Wise Promise report

Report: Customer Service Queue				ORACLE [®] FLEXCUBE Lending and Leasing							
Date From: 10/01/2000 To: 10/01/2009 Date: 8/18/2009 18:02 PM											
Company: C-0002											
Branch : CB-001											
Status	Account Number	Customer	Acc-Bal	Delq Amt	Delq Days	Follow-up Date	Promise Date	Promise Amt	Last Call Action Date	Date Of Update Of Delq Condn	Caller Name
ACTIVE	20090100019586	GOPINATH MANI	10290.8	1126.4	38	30/07/2009	null	0.00	05/07/2009	02/12/2009	SSC
-TEST			2	4							
ACTIVE	20081100014593	SARA WILLIAMS	14511.2	1180.3	80	30/23/2009	3/29/2009	200.00	03/23/2009	01/12/2009	SSC
-TEST			0	4							
ACTIVE	20081100014593	SARA WILLIAMS	14511.2	1180.3	80	30/23/2009	3/24/2009	6000.00	03/23/2009	01/12/2009	SSC
-TEST			0	4							
											Total Calls Made: 3

Payment Promise Log

The collection report lists payment promises and is available for leases.

Parameters:

Company/Branch

From mm/dd/yyyy

To mm/dd/yyyy

Example of the Payment Promise Log report

Report: Payment Promise Log							ORACLE® FLEXCUBE Lending and Leasing		
Promise Date From: 01/01/2000 To: 01/01/2009									
Date: 10/31/2008 12:26 PM									
Company: XYZ									
Branch: C01		Collector		ALL					
All Amount are in USD									
Collector	Date	Account #	Delinquency Category	Promise Amount	Collected Amount	Promise			
						Count	Kept	Ratio	
	11/12/2008	20061000013209	180 Days	\$100.00	0.00	N	1		
SUPERSOLUTION DEMO			Collector Total :	100.00					
				Branch Total :	100.00				
				Company Total :	100.00				
				Grand Total :	100.00				

Repossession/Foreclosure Log

This collection report lists bankruptcy accounts and is available for leases.

Parameters:

No. of Copies

Company/Branch

Example of the Repossession/Foreclosure Log report

Report: Repossession/ Foreclosure log							ORACLE® FLEXCUBE Lending and Leasing		
Date: 10/9/2008 16:26 PM									
Company: XXX									
Branch: C01									
All Amount are in USD									
Type	Disposition	Account #	Customer/ Asset	Balance	Repo Forc Dt	File Rcvd Date	Followup Date		
	NEWLY RECEIVED	20060100013292	CCARNATION GRAHAM / LISA 2006 VW GOLF 4DR	9,930.30			09/12/2008		
				Type Count: 1	Type Total: 9,930.30				
				Branch Count: 1	Branch Total: 9,930.30				
Branch: HQ									
All Amount are in USD									
Type	Disposition	Account #	Customer/ Asset	Balance	Repo Forc Dt	File Rcvd Date	Followup Date		
	NEWLY RECEIVED	20061100013274	YYELLOWWOOD LOUISE / MARTY 2006 PONTIAC GRAND PRIX 2DR	18,603.90			09/10/2008		
				Type Count: 1	Type Total: 18,603.90				
				Branch Count: 1	Branch Total: 18,603.90				
				Company Count: 2	Company Total: 28,534.20				

Funded Contracts Lease

This funding report lists applications funded for leases.

Parameters:

Producer

No. of Copies

Company/Branch

From mm/dd/yyyy

To mm/dd/yyyy

Batch Printer

Example of the Funded Contracts Lease report

Report: Funded Contracts (Lease)		ORACLE FLEXCUBE Lending and Leasing				
Month / Year From: 01/2000 To: 01/2009						
Date: 10/29/2008 12:52 PM						
Company:	ABC					
Branch:	HQ					
All Amount are in INR						
Producer	Name	Product Collateral Underwriter	Application # Contract Dt	Amount	Rate	Term
CA-00004 VOLKSWAGEN OF WOODLAND HIL	STERBENZ KEVIN	LEASE-VE	0000001014 04/01/2007	0	4.990%	36
	2007 HONDA ACCORD					
	SEDAN 4 DOOR					
	DEMO					
Count: 1				Total:	0	
Branch Count: 1				Branch Total:	0	
Company Count: 1				Company Total:	0	
Total Count: 1				Grand Total:	0	

Excess Payments (Refund) Log Lease

This report lists excess payment refunds for leases.

Parameters:

No. of Copies

Company/Branch

Batch Printer

Example of the Excess Payments (Refund) Log Lease report

Report: Excess Payment (Refund) Log (Lease)		ORACLE FLEXCUBE Lending and Leasing	
Month / Year From: To:			
Date: 10/15/2008 16:43 PM			
Company:	XXX		
Branch:	C01		
All Amount are in USD			
Account No	Title	Txn Date	Txn Amount
		Grand Total:	297.22
20061000013209			
		Branch Total:	297.22
		Company Total:	297.22


PDC Payslip

This report lists all accounts for which PDCs are required. This report is generated using month and year as parameters.

Parameters:

No. of Copies
Company/Branch
Realization Date

Example of the PDC Payslip report

Report: PDC Pay-slips Date: 10/31/2008 17:03 PM							
Realization Date: 10/22/2008							
Company: XYZ FINANCE EUR							
Branch: HEAD QUARTERS							
Customer	Loan Term	Check #	Check Amt	Check Dt	Pmt Due Amt	Docket #	Status
GRAHAM CCARNATION	12	123	100	10/22/2008	437.15	123	OPEN


Pending PDC List

This report lists all accounts for which the PDCs have to be deposited based on a cheque deposit date.

Parameters:

No. of Copies
Company/Branch
Pending Since

Example of the Pending PDC List report

Report: Pending PDC List Pending Since:			
Date: 10/15/2008 10:07 AM			
Company: SETME			
Branch: HEAD QUARTERS			
Acc No	Customer		
20060100013177	GRAHAM CCARNATION		
20081000014114	TEST SME TEST SME		
20081000014130	ERIC HOLMAN		

Trial Balance Lease

This report lists trial balances for leases.

Parameters:

No. of Copies

Company/Branch

From mm/dd/yyyy

Batch Printer

Example of the Trial Balance Lease report

Report: Trial Balance (Lease)		ORACLE® FLEXCUBE Lending and Leasing					
Date: 10/31/2008 18:46 PM							
Account #	Currency	Opening Balance	Principle	Interest	Fees	Expenses	Closing Balance
20060300010262		13,805.55	0.00	0.00	0.00	0.00	13,805.55
20060100010462		11,372.04	0.00	0.00	0.00	0.00	11,372.04
20061000010669		15,622.06	0.00	0.00	0.00	0.00	15,622.06
20060100011022		10,581.02	0.00	0.00	0.00	0.00	10,581.02
20060100010868		9,888.63	0.00	0.00	0.00	0.00	9,888.63
20060200010271		10,862.33	0.00	0.00	0.00	0.00	10,862.33
20060300010676		11,044.45	0.00	0.00	0.00	0.00	11,044.45
20061100011145		12,656.91	0.00	0.00	0.00	0.00	12,656.91
20061100011153		18,498.34	0.00	0.00	0.00	0.00	18,498.34
20061000010255		9,855.01	0.00	0.00	0.00	0.00	9,855.01
20060100010454		8,900.00	0.00	0.00	0.00	0.00	8,900.00
20060200010859		9,381.24	0.00	0.00	0.00	0.00	9,381.24
Grand Total :		142,467.58	0.00	0.00	0.00	0.00	142,467.58

Vendor - Invoice Log

This collection report lists invoices and is available for leases.

To generate the Invoice Log report

- 1 On the Oracle FLEXCUBE Lending and Leasing Suite home page, click the **Reports** master tab.
- 2 On the **Reports** page, click the **Vendor** drop-down link.
- 3 Click **Vendor - Invoice Log**.
- 4 Complete the following parameters:

No. of Copies

Company/Branch

From mm/dd/yyyy

To mm/dd/yyyy

Vendor #

Example of the Vendor - Invoice Log report

Report: Vendor - Invoice Log								
Invoice Date From: 01/01/2000 To: 01/01/2009								
Date: 10/9/2008 16:34 PM								
ORACLE FLEXCUBE Lending and Leasing								
Company: YYY								
Branch: HQ								
All Amount are in USD								
Invoice Dt	Invoice #	Status	Work Ord #	Account	Service	Invoice Amt	Paid Amt	Status
Vendor: MN-00001 ESCROW TAX VENDOR								
08/12/2008	4545	NEW	WO:0003041	20060100012822 EVEVERGREEN SADIE / ROSS	ATTORNEY FEE	0.00	0.00	NEW
						Invoice Total:	0.00	
08/12/2008	7878	OPEN	WO:0003004	20060100012765 CCINQUEFOIL EVE / DALE	ATTORNEY FEE	100.00	75.00	NEW
08/12/2008	7878	OPEN	WO:0003041	20060100012822 EVEVERGREEN SADIE / ROSS	ATTORNEY FEE	0.00	0.00	NEW
						Invoice Total:	100.00	
						Date Total:	100.00	
10/01/2008	G70	OPEN	WO:0003041	20060100012822 EVEVERGREEN SADIE / ROSS	ATTORNEY FEE	0.00	0.00	CLOSE
10/01/2008	G70	OPEN	WO:0003041	20060100012822 EVEVERGREEN SADIE / ROSS	ATTORNEY FEE	100.00	0.00	NEW
						Invoice Total:	100.00	
						Date Total:	100.00	
						Vendor Total:	200.00	
						Company Total:	200.00	
						Grand Total:	0.00	

Vendor - Work Order Log

This collection report lists work orders and is available for leases.

Parameters:

No. of Copies

Company/Branch

From mm/dd/yyyy

To mm/dd/yyyy

Example of the Vendor - Work Order Log report

Report: Vendor Work Order Log							
Assigned Date From: 01/01/2000 To: 01/01/2009							
Date: 10/9/2008 16:36 PM							
ORACLE FLEXCUBE Lending and Leasing							
company : XXX							
Branch : C01							
All Amount are in USD							
Vendor	Work Order #	Follow-up	Account	Status	Service Type	Estimated Amt	
Assign Dt		Dt					
IL-00001 DECATUR AUTO AUCTION							
09/15/2008	WO:0003026	09/15/2008	20060100012905 YYELLOWWOOD LOUISE / MARTY	CLOSE	ATTORNEY FEE		0.00
09/16/2008	WO:0003028	09/20/2008	20060100012905 YYELLOWWOOD LOUISE / MARTY	VOID	AUCTION/SALE REPRESENTATION CHARGES		0.00
09/16/2008	WO:0003028	09/20/2008	20060100012905 YYELLOWWOOD LOUISE / MARTY	VOID	SERVICING INSURANCE		0.00
09/16/2008	WO:0003039	09/22/2008	20060100012905 YYELLOWWOOD LOUISE / MARTY	CLOSE	SERVICING INSPECTION		0.00
09/16/2008	WO:0003039	09/22/2008	20060100012905 YYELLOWWOOD LOUISE / MARTY	NEW	ATTORNEY FEE		0.00
09/15/2008	WO:0003027	09/15/2008	20060100013234 WHITTALLI IVAN / JOHN	VOID	AUCTION/SALE REPRESENTATION CHARGES		0.00
						Branch Total :	0.00
						Company Total :	0.00



User Guide - Consumer Lease Collection
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