

# **Oracle FLEXCUBE Core Banking**

Collections Transaction User Manual  
Release 11.5.0.0.0

**Part No. E52876-01**

July 2014

**ORACLE®**

Collections Transaction User Manual  
July 2014

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# 1. Preface

## 1.1. Intended Audience

This document is intended for the following audience:

- Customers
- Partners

## 1.2. Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

## 1.3. Access to OFSS Support

<https://support.us.oracle.com>

## 1.4. Structure

This manual is organized into the following categories:

**Preface** gives information on the intended audience. It also describes the overall structure of the User Manual

**Chapters** are dedicated to individual transactions and its details, covered in the User Manual

## 1.5. Related Information Sources

For more information on Oracle FLEXCUBE Core Banking Release 11.5.0.0.0, refer to the following documents:

- Oracle FLEXCUBE Core Banking Licensing Guide

## 2. Query

## 2.1. CLN50 - Search\*

Using this option the collector can search the cases on different criteria's. The various search criteria's are customer short name, customer IC and customer ID. The system displays the account number and the name. Using the Follow-Up Query (Fast Path: CLN55) option, the collectors can follow up the accounts which are displayed at different priority level.

### Definition Prerequisites

- 8053 - Customer Opening
- Accounts to be opened for the customers.

### Modes Available

Not Applicable

### To search the customer

1. Type the fast path **CLN50** and click **Go** or navigate through the menus to **Transaction Processing > Collection Transactions > Query > Search**.
2. The system displays the **Search** screen.

### Search

The screenshot shows a web-based search interface. At the top, there is a title bar labeled "Search". Below the title bar, there are four input fields: "Search Criteria:" with a dropdown arrow, "Search String:" with a text box, "Cust ID:" with a text box, and "Name:" with a text box. Below these fields is a large, empty rectangular area with a light gray background, labeled "Customer Accounts" in the top-left corner. At the bottom right of the interface, there are two buttons: "Clear" and "Close".

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Search Criteria</b>	<p>[Mandatory, Drop-Down]</p> <p>Select the search criteria from the drop-down list.</p> <p>It is the selection criteria for the account to be searched.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Customer Short Name</li> <li>• Customer Ic</li> <li>• Customer Id</li> </ul>
<b>Search String</b>	<p>[Mandatory, Alphanumeric, 30]</p> <p>Type the value according to the search criteria selected in the corresponding field.</p>
<b>Cust ID</b>	<p>[Display]</p> <p>This field displays the customer ID.</p> <p>It is ID of the selected customer.</p>
<b>Name</b>	<p>[Display]</p> <p>This field displays the name of the selected customer.</p>
<b>Customer Accounts</b>	
<b>Account #</b>	<p>[Display]</p> <p>This field displays the account number of the customer.</p>
<b>Name</b>	<p>[Display]</p> <p>This field displays the name of the customer to whom the account belongs.</p>

3. Select the search criteria from the drop down list.
4. Enter the search string and press the **<Tab>** or **<Enter>** key.
5. The system displays the records based on the search criteria.



## Search

**Search**

Search Criteria : Customer Id

Search String : 603733

Cust ID : 603733 Name : RAMA K P

Customer Accounts

Account #	Name
09995410007733	RAMA K P
09995410007937	RAMA K P

6. Select the appropriate record.
7. Click the **Close** button.

## 2.2. CLN55 - Follow-Up Query\*

Using this option collector can decide on the priority to follow up the cases in this mode. It displays all the cases assigned to a collector. All the accounts of the login collectors are displayed in red, green and yellow color.

Red color indicates accounts to be followed up for the day and not yet followed up. Green color indicates accounts to be followed up for the day and followed up. Yellow color indicates accounts of future dates.

### Definition Prerequisites

- Collector should have open cases assigned

### Modes Available

Not Applicable

### To follow up query

- Type the fast path **CLN55** and click **Go** or navigate through the menus to **Transaction Processing > Collection Transactions > Query > Follow Up Query (List Mode)**.
- The system displays the **Follow-Up Query** screen.

### Follow-Up Query

Follow-Up Query										
Accounts										
Account #	Name	Queue code	Action	Action Date	Result	Result Date	Next Action	Next Action Date	Overdue Amount	Overdue Days
09995410007733	RAMA K P	01						22/02/2004	10369	03
09995410007911	Raj 404 C C	01						22/02/2004	1023	06
09995410007937	RAMA K P	01						22/02/2004	10363	06
09995410007940	Raj 403 C C	01						22/02/2004	1023	06
09995410007950	Raj 402 C C	01						22/02/2004	9109	03
09995410007976	Raj 396 C C	01						22/02/2004	5105	06
09995410008035	Raj 44 C C	01						22/02/2004	10101	03
09995410008137	RAMA K P	01						22/02/2004	10260	06
09995410008252	RAMA K P	01						22/02/2004	2545	03
09995410008265	RAMA K P	01						22/02/2004	2566	06
09995410008278	RAMA K P	01						22/02/2004	03	03
09995410008281	RAMA K P	01						22/02/2004	1471	06
09995410008291	RAMA K P	01						22/02/2004	5987	03
09995410008302	RAMA K P	01						22/02/2004	9122	06
09995410008331	R G G	01						22/02/2004	30777	03

⏪ ⏩ ⏴ ⏵

Close

**Field Description**

<b>Column Name</b>	<b>Description</b>
<b>Accounts</b>	
<b>Account #</b>	[Display] This column displays the account number of the customer.
<b>Name</b>	[Display] This column displays the name of the customer to whom the account belongs.
<b>Queue code</b>	[Display] This column displays the code of the queue to which the account belongs.
<b>Action</b>	[Display] This column displays the type of the action taken to execute an activity.
<b>Action Date</b>	[Display] This column displays the date on which the action is taken.
<b>Result</b>	[Display] This column displays the output of the action.
<b>Result Date</b>	[Display] This column displays the date of the output action.
<b>Next Action</b>	[Display] This column displays the next action taken on the basis of the results from the first action.
<b>Next Action Date</b>	[Display] This column displays the date for the next action.
<b>Overdue Amount</b>	[Display] This column displays the amount which is due for payment and is not paid till date.
<b>Overdue Days</b>	[Display] This column displays the number of overdue days for each account.

3. Click the account number whose follow-up is to be taken. The system displays the **Follow-up By Collector** screen.
4. Enter the relevant information and click the **Follow-Up** button. The system displays the **Follow-Up Sub screen**.
5. Enter the relevant information and click the **Ok** button. The system displays the "Record successfully modified..Click Ok to continue". Click the **Ok** button.

6.

### 3. Follow Up

### 3.1. CLN26 - Followup By Collector\*

Follow up main form displays all the details of the account.

Using this option collector can also make the follow-up depending on the status of the account. If the customer has more than one account, the multiple account tab displays all the accounts of the customer. The system displays details on delinquency, collaterals, installments, payments, insurance etc.

#### Definition Prerequisites

- Account for follow-up

#### Modes Available

Not Applicable

#### To view the follow up main form

1. Login as a Collector.
2. Type the fast path **CLN26** and click **Go** or navigate through the menus to **Transaction Processing > Collection Transactions > Follow Up > Followup By Collector**.
3. The system displays the **Followup By Collector** screen.

#### Followup By Collector

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Filter</b>	<p>[Mandatory, Pick List]</p> <p>Select the filter code/name from the pick list.</p> <p>User can choose one of the filters attached to the Collector Group to which he/she belongs to further filter his/her selection criteria for follow-up.</p> <p>Name will be displayed after selecting the filter.</p> <p>If Collector doesn't choose any filter then the first account which is due for today's follow-up will be displayed.</p>
<b>Phone (R)</b>	<p>[Display]</p> <p>This field displays the residence phone number of the borrower.</p>
<b>Phone (O)</b>	<p>[Display]</p> <p>This field displays the office phone number of the borrower.</p>
<b>Mobile No</b>	<p>[Display]</p> <p>This field displays the mobile phone number of the borrower.</p>
<b>Account No</b>	<p>[Display]</p> <p>This field displays the account number selected by system or by collector for follow-up.</p>
<b>Status</b>	<p>[Display]</p> <p>This field displays the status of the account number.</p>
<b>Customer Id</b>	<p>[Display]</p> <p>This field displays the system generated number of the customer.</p> <p>The customer name is displayed in the corresponding field.</p>
<b>Address</b>	<p>[Display]</p> <p>This field displays the address (includes address1, address2 and address3) of borrower.</p>
<b>State</b>	<p>[Display]</p> <p>This field displays the state where the borrower stays.</p>
<b>Zip</b>	<p>[Display]</p> <p>This field displays the zip code.</p>
<b>Collector</b>	<p>[Display]</p> <p>This field displays the collector code/name to which the case is allocated.</p>

Field Name	Description
<b>Supervisor</b>	[Display] This field displays the supervisor code/name attached to the collector group.
<b>Work Flow</b>	[Display] This field displays the workflow code/name of the account number.
<b>State</b>	[Display] This field displays the state code in which the account is lying currently.
<b>Queue</b>	[Display] This field displays the queue code/name to which the account belongs.
<b>Excp Collector</b>	[Display] This field displays the exception collector in case the account is marked as exception.
<b>Special Code</b>	[Display] This field displays the special code attached to the case, if any.

4. Select the filter criteria.
5. Click the **Go** button.
6. The system displays the details of the selected customer.

## Multiple A/c s

Multiple account tab gets enabled only when the customer has multiple accounts. This tab displays the information about the multiple accounts of the same customer.

## Field Description

### Column Name

### Description

Column Name	Description
<b>Select</b>	[Optional, Check Box] Select the check box to follow-up the account.
<b>Account No.</b>	[Display] This column displays the account number for the customer.
<b>Loan Amount</b>	[Display] This column displays the loan amount. It is the loan amount disbursed for each account.
<b>Overdue Days</b>	[Display] This column displays the overdue days. It is the number of overdue days for each account.



<b>Column Name</b>	<b>Description</b>
<b>Installment Amount</b>	[Display] This column displays the installment amount. It displays the installment amount for each account.
<b>Total Overdue Amount</b>	[Display] This column displays the total overdue amount. It displays the total overdue amount for each account.
<b>Branch</b>	[Display] This column displays the branch of the account.
<b>Product</b>	[Display] This column displays the type of the product.
<b>Account Balance</b>	[Display] This column displays the balance on the account.
<b>Cycle String</b>	[Display] This column displays the cycle string. This is the number of times an account falls in the cycle (0-30, 31-60).
<b>Delinquency String (For Last 12 Months)</b>	[Display] This column displays the delinquency string. Delinquency string for the last 12 months will display whether any installment was overdue that month (value will be 0 – if not overdue, 1- overdue).

## Account Details

Account details tab displays the account details of the delinquent customer.

Information available in this section is displayed from the host system and is non editable in collections. This information is used by collectors while they take follow - up actions.

The screenshot shows the 'Followup By Collector' application. At the top, there is a search filter and contact information (Phone(R): 23031389, Phone(O):, Mobile No: 9849016256). Below this, there are fields for Account No (09992050000210), Status (Regular), Collector (TSURESH - SURESH TELLER), Supervisor (SSURESH - SURESH SUPER), Customer Id (602949), BALAKRISHNA B, Workflow (WF1 - WorkFlow1), State (NEW - New), Address (Flat No.102, Srikar Apartments Street No.8, Tarnaka Mum), Queue (Q1 - QUEUE1), State (MAHARASHTRA), Zip (400063), Exp Collector, and Special Code.

Navigation tabs include: Multiple A/c, Account Details (selected), Demo Details, Collateral Details, Inst Details, Payment Details, Activity Hist, Coll Log, PTP History, Coll Summary, Auth/Esc Hist, Insurance Details.

**Product Details:** Product code: 205, Product Name: Term Loan - Ann, CodCcy: 104, Term: 120.

**Financial Details:** Loan Amount: 800000.00, Total Principal: 800000.00, Amount Paid Today: 0.00, Min. Amount Due: 0.00, Total Interest: 868425.00, Principal Paid: 0.00, Interest Paid: 0.00, Penalty: 0.00, Penalty Paid: 0.00, Overdue Amount: 13904.00, Fee: 0.00, Fee Paid: 0.00, Overdue Days: 16.

**Cycle String:** 0-30 31-60 61-90 91-120 121-180 +180

**Delinquency string (for last 12 months):** 1 2 3 4 5 6 7 8 9 10 11 12

**Customer Notes:** Notes, User

**Last Action/Result (Last 3 Action/Result):**

Action	Action Date	Result	Result Date	Next Action	Next Action Date	Collector	Notes	Auth Status

Buttons at the bottom: Follow-Up, OK, Close.

## Field Description

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

### Product Details

<b>Product code</b>	[Display] This field displays the product code.
---------------------	--

<b>Product Name</b>	[Display] This field displays the product name.
---------------------	--

<b>CodCcy</b>	[Display] This field displays the currency code. It is displayed on the basis of the loan product.
---------------	--

<b>Term</b>	[Display] This field displays the total number of months in which the loan amount is repaid.
-------------	---

<b>Field Name</b>	<b>Description</b>
<b>Financial Details</b>	
<b>Loan Amount</b>	[Display] This field displays the actual amount disbursed for loan.
<b>Total Interest</b>	[Display] This field displays the total interest on the loan amount.
<b>Penalty</b>	[Display] This field displays the overdue charges on the loan levied as a penalty.
<b>Fee</b>	[Display] This field displays the processing fees for the loan.
<b>Total Principal</b>	[Display] This field displays the total principal as part of the loan amount.
<b>Principal Paid</b>	[Display] This field displays the total amount of the principal paid.
<b>Penalty Paid</b>	[Display] This field displays the amount of penalty charges paid.
<b>Fee Paid</b>	[Display] This field displays the amount of total fee paid.
<b>Amount Paid Today</b>	[Display] This field displays the amount paid today but not applied to the account.
<b>Interest Paid</b>	[Display] This field displays the total interest paid.
<b>Overdue Amount</b>	[Display] This field displays the amount which is due for payment and is not paid till date.
<b>Overdue Days</b>	[Display] This field displays the number of days after the installment is due.
<b>Min. Amount Due</b>	[Display] This field displays the minimum amount which is due for payment.
<b>Cycle String</b>	[Display] This section displays the cycle string. This is the number of times an account falls in the cycle (0-30, 31-60, etc.).

Field Name	Description
<b>Delinquency string(for last 12 months)</b>	[Display] This section displays the delinquency string. Delinquency string for the last 12 months will display whether any installment was overdue that month (value will be 0 – if not overdue, 1- overdue).
<b>Customer Notes</b>	
<b>Notes</b>	[Display] This field displays the notes. It is the remark for the customer.
<b>User</b>	[Display] This field displays the name of the user.
<b>Last Action/Result (Last 3 Action/Result)</b>	
<b>Action</b>	[Display] This field displays the action taken for the recovery of the loan. For e.g. reminder to a customer.
<b>Action Date</b>	[Display] This field displays the day on which the action is taken.
<b>Result</b>	[Display] This field displays the output of the action.
<b>Result Date</b>	[Display] This field displays the result date.
<b>Next Action</b>	[Display] This field displays the next action. Next action is taken on the basis of the results from the first action. For e.g. The result for the first action is, customer promised to pay, so the next action will be sending the reminder to the customer for the payment.
<b>Next Action Date</b>	[Display] This field displays the date for the next action.
<b>Collector</b>	[Display] This field displays the name of the collector.
<b>Notes</b>	[Display] This field displays the brief description or the remarks by the collector.
<b>Auth Status</b>	[Display] This field displays the status of authorization if the next action needs authorization.

## Demo Details

Demo details tab displays the demographic details of the customer. Demographic details include Customer's Address details and Customer ID etc.

**Followup By Collector**

Filter :  Go

Phone(R): 23031389 Phone(O):  Mobile No: 9849016256

---

Account No : 09992050000210 Status : Regular Collector : TSURESH - SURESH TELLER  
 Customer Id : 602949 BALAKRISHNA B Supervisor : SSURESH - SURESH SUPER  
 Address : Flat No.102, Srikar Apartments Street No.8, Tarnaka Mum Workflow : WF1 - WorkFlow1 State : NEW - New  
 State : MAHARASHTRA Zip : 400063 Queue : Q1 - QUEUE1 Exp Collector : - Special Code : -

Multiple A/c s Account Details **Demo Details** Collateral Details Inst Details Payment Details Activity Hist Coll Log PTP History Coll Summary Auth/Esc Hist Insurance Details

---

Borrower Type : SOW Customer ID : 602949 Name : BALAKRISHNA B Marital Status :

**Mailing Address**  
 Address Line1 : Flat No.102, Srikar Apartments  
 Address Line2 : Street No.8, Tarnaka  
 Address Line3 :   
 City : Mumbai State : MAHARASHTRA Zip : 400063

**Permanent Address**  
 Address Line1 :   
 Address Line2 :   
 Address Line3 :   
 City :  State :  Zip :

**Phone Details**  
 Phone(R): 23031389 Phone(O):   
 Mobile No : 9849016256 Email ID : b.balakrishna@hotmail.com

Follow-Up DK Close

## Field Description

Field Name	Description
<b>Borrower Type</b>	[Mandatory, Pick List] Select the borrower type from the pick list. It displays the type of borrower based on the relationship of the customer with the loan account. For e.g. SOW.
<b>Customer ID</b>	[Display] This field displays the customer identification number.
<b>Name</b>	[Display] This field displays the name of the customer.
<b>Marital Status</b>	[Display] This field displays the marital status of the customer.
<b>Mailing Address</b>	

<b>Field Name</b>	<b>Description</b>
<b>Address Line1</b>	[Display] This field displays the first line of the mailing address of the customer.
<b>Address Line2</b>	[Display] This field displays the second line of the mailing address of the customer.
<b>Address Line3</b>	[Display] This field displays the third line of the mailing address of the customer.
<b>City</b>	[Display] This field displays the city name.
<b>State</b>	[Display] This field displays the state name.
<b>Zip</b>	[Display] This field displays the zip code.
<b>Permanent Address</b>	
<b>Address Line1</b>	[Display] This field displays the first line of the permanent address of the customer.
<b>Address Line2</b>	[Display] This field displays the second line of the permanent address of the customer.
<b>Address Line3</b>	[Display] This field displays the third line of the permanent address of the customer.
<b>City</b>	[Display] This field displays the city name.
<b>State</b>	[Display] This field displays the state name.
<b>Zip</b>	[Display] This field displays the zip code.
<b>Phone Details</b>	
<b>Phone(R)</b>	[Display] This field displays the residence phone number of the borrower.

Field Name	Description
Phone(O)	[Display] This field displays the office phone number of borrower.
Mobile No	[Display] This field displays the mobile phone number of borrower.
Email ID	[Display] This field displays the e-mail ID of the borrower.

### Collateral Details

Asset detail is the detail description of the assets of the customer. These details are available in collection only if the asset details are captured at the time of Loan Application Processing in FCR.

The screenshot shows the 'Followup By Collector' application window. At the top, there is a filter field and a search button. Below that, there are input fields for Phone(R), Phone(O), and Mobile No. The main section contains a form with various fields for account and customer information, including Account No, Status, Collector, Supervisor, Customer Id, Address, State, Zip, Workflow, Queue, and Exp Collector. A navigation bar below the form includes tabs for Multiple A/c's, Account Details, Demo Details, Collateral Details (which is selected), Inst Details, Payment Details, Activity Hist, Coll Log, PTP History, Coll Summary, Auth/Esc Hist, and Insurance Details. Below the navigation bar is a table with columns: Collateral ID, Collateral Code, Collateral Desc, Type, Share%, Share Value, Collateral Value, and Priority. Underneath the table is a 'Details' section with fields for Collateral ID, Home Branch, Collateral Code, Document Code, and Collateral Currency. There is also a 'Non-Standard Coll.' section with fields for Non-Standard Collateral, Description 1, and Description 2. At the bottom right of the window are buttons for Follow-Up, OK, and Close.

### Field Description

Field Name	Description
Collateral ID	[Display] This field displays the collateral ID. It is the unique identification number assigned to a security.

<b>Field Name</b>	<b>Description</b>
<b>Collateral Code</b>	[Display] This field displays the collateral code.
<b>Collateral Desc</b>	[Display] This field displays the collateral description.
<b>Type</b>	[Display] This field displays the collateral type.
<b>Share %</b>	[Display] This field displays the share percentage.
<b>Share Value</b>	[Display] This field displays the share value.
<b>Collateral Value</b>	[Display] This field displays the collateral value.
<b>Priority</b>	[Display] This field displays the priority of the collateral.
<b>Details</b>	
<b>Collateral ID</b>	[Display] This field displays the collateral ID.
<b>Collateral Code</b>	[Display] This field displays the collateral code.
<b>Collateral Currency</b>	[Display] This field displays the collateral currency.
<b>Home Branch</b>	[Display] This field displays the home branch.
<b>Document Code</b>	[Display] This field displays the document code.
<b>Non-Standard Coll.</b>	
<b>Non-Standard Collateral</b>	[Display] This field displays the non standard collateral.
<b>Description 1</b>	[Display] This field displays the primary description.
<b>Description 2</b>	[Display] This field displays the secondary description.



<b>Field Name</b>	<b>Description</b>
<b>Automobile Coll.</b>	
<b>Chasis #</b>	[Display] This field displays the chassis number. Chasis is a framework of an automobile.
<b>Engine #</b>	[Display] This field displays the engine number.
<b>Registration #</b>	[Display] This field displays the registration number.
<b>Model Name</b>	[Display] This field displays the model name.
<b>Mfg Year Month (YYYYMM)</b>	[Display] This field displays the manufacturing year and month of the automobile.
<b>Description 1</b>	[Display] This field displays the primary description.
<b>Description 2</b>	[Display] This field displays the secondary description.
<b>Financial Securities</b>	
<b>Financial Security Code</b>	[Display] This field displays the financial security code.
<b>Financial Security Currency</b>	[Display] This field displays the financial security currency.
<b>Number of Units</b>	[Display] This field displays the number of units.
<b>Total Value of Securities</b>	[Display] This field displays the total value of the security.
<b>Series Number 1</b>	[Display] This field displays the primary series number.
<b>Series Number 2</b>	[Display] This field displays the secondary series number.
<b>Property Coll.</b>	
<b>Location</b>	[Display] This field displays the location of the property.

<b>Field Name</b>	<b>Description</b>
<b>Cost Price</b>	[Display] This field displays the cost of the property.
<b>Area Unit</b>	[Display] This field displays the area unit. Area unit is the measurement parameter for the property. For e.g. hectares, square feet, etc.
<b>Total Area</b>	[Display] This field displays the area of the property.
<b>Type of Property</b>	[Display] This field displays the type of property. The type of property can be of various types. For e.g. apartments, bungalow, penthouse, land/plot, etc.
<b>Date of Lease Expiry</b>	[Display] This field displays the date of lease expiry.
<b>Forced Sale Value</b>	[Display] This field displays the forced sale value.
<b>Quit Rent Value</b>	[Display] This field displays the quit rent value.
<b>Description 1</b>	[Display] This field displays the primary description.
<b>Description 2</b>	[Display] This field displays the secondary description.
<b>Coll. Header</b>	
<b>Type of Charge</b>	[Display] This field displays the type of charge.
<b>Name of Lender</b>	[Display] This field displays the name of lender.
<b>Asset Class</b>	[Display] This field displays the asset class.
<b>Make</b>	[Display] This field displays the make.
<b>Model</b>	[Display] This field displays the model.

<b>Field Name</b>	<b>Description</b>
<b>Coll. Valuation Data</b>	
<b>Original Value</b>	[Display] This field displays the original value of the collateral.
<b>Date of Valuation</b>	[Display] This field displays the valuation date of the collateral.
<b>Last Value</b>	[Display] This field displays the last value.
<b>Date of Valuation</b>	[Display] This field displays the date of valuation.
<b>Market Value</b>	[Display] This field displays the market value
<b>Valuation Source</b>	[Display] This field displays the valuation source.
<b>Valuation Edition</b>	[Display] This field displays the valuation edition.
<b>Valuation Supplement</b>	[Display] This field displays the valuation supplement.
<b>Account Insurance</b>	
<b>Insurance Plan Code</b>	[Display] This field displays the insurance plan code.
<b>Insurance Policy Number</b>	[Display] This field displays the insurance policy number.
<b>Assured Value</b>	[Display] This field displays the assured value.
<b>Amount Block Recovery</b>	[Display] This field displays the amount block recovery.
<b>Maturity Date</b>	[Display] This field displays the maturity date.
<b>Next Premium Due Date</b>	[Display] This field displays the next premium due date.
<b>Insurance Premium Billing</b>	[Display] This field displays the insurance premium billing.

<b>Field Name</b>	<b>Description</b>
<b>Manual</b>	[Display] This field displays the manual.
<b>Premium Billing Account</b>	[Display] This field displays the premium billing account.
<b>Percentage</b>	[Display] This field displays the percentage.
<b>Insurance Premium Amount</b>	[Display] This field displays the insurance premium amount.
<b>Coll. Deeds</b>	
<b>Status of Deeds</b>	[Display] This field displays the status of deeds.
<b>Name of Custodian</b>	[Display] This field displays the name of custodian.
<b>Date Deeds Sent</b>	[Display] This field displays the date on which the deeds were sent.
<b>Expected Return Date</b>	[Display] This field displays the expected return date.
<b>Deed Details</b>	[Display] This field displays the deed details.
<b>Registering Authority</b>	[Display] This field displays the registering authority.
<b>Guarantee</b>	
<b>Guarantor</b>	[Display] This field displays the name of the guarantor of the collateral ID.
<b>From Date</b>	[Display] This field displays the date from which the guarantee is applicable for the collateral.
<b>To Date</b>	[Display] This field displays the date till which the guarantee is applicable for the collateral.
<b>Status</b>	[Display] This field displays the status of the guarantor.

**Field Name**                      **Description**

**Comments**                      [Display]  
 This field displays the comments, if any.

**Inst Details**

Installment tab displays the details of the installment like installment schedule, Principal amount, interest amount etc.

**Followup By Collector**

Filter :

Phone(R): 23031389    Phone(O):    Mobile No: 9849016256

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Account No : 09992050000210    Status : Regular    Collector : TSURESH - SURESH TELLER  
 Customer Id : 602949    BALAKRISHNA B    Supervisor : SSURESH - SURESH SUPER  
 Address : Flat No.102, Srikar Apartments Street No.8, Tarnaka Mum    Workflow : WF1 - WorkFlow1    State : NEW - New  
 State : MAHARASHTRA    Zip : 400063    Queue : Q1 - QUEUE1  
 Exp Collector : -    Special Code : -

Multiple A/c s    Account Details    Demo Details    Collateral Details    **Inst Details**    Payment Details    Activity Hist    Coll Log    PTP History    Coll Summary    Auth/Esc Hist    Insurance Details

Stage No.	Installment No.	Installment Date	Principal Amount	Interest Amount	Installment Outstanding	Charges Outstanding	Outstanding Principal	Days
1	1	15/01/2008	2571.00	11333.00	13904.00	0.00	797429.00	30
1	2	15/02/2008	2607.00	11297.00	13904.00	0.00	794822.00	30
1	3	15/03/2008	2644.00	11260.00	13904.00	0.00	792178.00	30
1	4	15/04/2008	2681.00	11223.00	13904.00	0.00	789497.00	30
1	5	15/05/2008	2719.00	11185.00	13904.00	0.00	786778.00	30
1	6	15/06/2008	2758.00	11146.00	13904.00	0.00	784020.00	30
1	7	15/07/2008	2797.00	11107.00	13904.00	0.00	781223.00	30
1	8	15/08/2008	2837.00	11067.00	13904.00	0.00	778396.00	30
1	9	15/09/2008	2877.00	11027.00	13904.00	0.00	775509.00	30
1	10	15/10/2008	2918.00	10986.00	13904.00	0.00	772591.00	30
1	11	15/11/2008	2959.00	10945.00	13904.00	0.00	769632.00	30
1	12	15/12/2008	3001.00	10903.00	13904.00	0.00	766631.00	30
1	13	15/01/2009	3043.00	10861.00	13904.00	0.00	763588.00	30
1	14	15/02/2009	3087.00	10817.00	13904.00	0.00	760501.00	30
1	15	15/03/2009	3130.00	10774.00	13904.00	0.00	757371.00	30
1	16	15/04/2009	3175.00	10729.00	13904.00	0.00	754196.00	30
1	17	15/05/2009	3220.00	10684.00	13904.00	0.00	750976.00	30
1	18	15/06/2009	3265.00	10639.00	13904.00	0.00	747711.00	30
1	19	15/07/2009	3311.00	10593.00	13904.00	0.00	744400.00	30
1	20	15/08/2009	3358.00	10546.00	13904.00	0.00	741042.00	30
1	21	15/09/2009	3406.00	10498.00	13904.00	0.00	737636.00	30
1	22	15/10/2009	3454.00	10450.00	13904.00	0.00	734182.00	30
1	23	15/11/2009	3503.00	10401.00	13904.00	0.00	730679.00	30
1	24	15/12/2009	3553.00	10351.00	13904.00	0.00	727126.00	30
1	25	15/01/2010	3603.00	10301.00	13904.00	0.00	723523.00	30
1	26	15/02/2010	3654.00	10250.00	13904.00	0.00	719869.00	30
1	27	15/03/2010	3706.00	10198.00	13904.00	0.00	716163.00	30

Follow-Up    OK    Close

**Field Description**

**Column Name**                      **Description**

**Stage No.**                      [Display]  
 This column displays the stage number.  
 If the loan amount is big, then the loan is disbursed in various stages. Each stage of disbursement has unique stage number.

**Installment No.**                      [Display]  
 This column displays the installment number.  
 The repayment of loan is divided into number of installment. Each installment has a installment number.

<b>Column Name</b>	<b>Description</b>
<b>Installment Date</b>	[Display] This column displays the date on which the installment for loan is paid.
<b>Principal Amount</b>	[Display] This column displays the total amount of the loan. Interest is not included in the principal amount.
<b>Interest Amount</b>	[Display] This column displays the additional charge on the principal amount.
<b>Installment Outstanding</b>	[Display] This column displays the installment due for payment.
<b>Charges Outstanding</b>	[Display] This column displays the outstanding charges. These charges are due for payment.
<b>Outstanding Principal</b>	[Display] This column displays the principal amount due for payment.
<b>Days</b>	[Display] This column displays the number of days overdue for an installment.

## Payment Details

Payment details tab displays the information about the payments made by the customer towards his account.

**Followup By Collector**

Filter :

Phone(R): 23031389 Phone(O):  Mobile No: 9849016256

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Account No : 09992050000210 Status : Regular Collector : TSURESH - SURESH TELLER  
 Customer Id : 602949 BALAKRISHNA B Supervisor : SSURESH - SURESH SUPER  
 Address : Flat No.102, Srikar Apartments Street No.8, Tarnaka, Mum Workflow : WF1 - WorkFlow1 State : NEW - New  
 State : MAHARASHTRA Zip : 400063 Queue : Q1 - QUEUE1 Exp Collector : - Special Code : -

Multiple A/c s | Account Details | Demo Details | Collateral Details | Inst Details | **Payment Details** | Activity Hist | Coll Log | PTP History | Coll Summary | Auth/Esc Hist | Insurance Details

Installment Date	Principal	Principal Paid	Interest	Interest Paid	Penalty And Other Charges	Penalty And Other Charges Paid	Fee	Fee Paid
15/01/2008	2571.00	0.00	11333.00	0.00	0.00	0.00	0.00	0.00
15/02/2008	2607.00	0.00	11297.00	0.00	0.00	0.00	0.00	0.00

## Field Description

Column Name	Description
-------------	-------------

<b>Installment Date</b>	[Display] This column displays the due date of the installment.
-------------------------	--

<b>Principal</b>	[Display] This column displays the principal. Principal is the total loan amount excluding interest.
------------------	--

<b>Principal Paid</b>	[Display] This column displays the total amount of the principal that is already paid.
-----------------------	---

<b>Interest</b>	[Display] This column displays the interest. Interest is the surplus amount which is charged on the principal amount.
-----------------	---

Column Name	Description
<b>Interest Paid</b>	[Display] This column displays the actual amount paid as an interest.
<b>Penalty And Other Charges</b>	[Display] This column displays the penalty and other charges. The penalty and other charges are the extra charges excluding principal and interest. For e.g. processing fees, registration charges, etc.
<b>Penalty And Other Charges Paid</b>	[Display] This column displays the amount of penalty and other charges paid if the due amount is not paid on time.
<b>Fee</b>	[Display] This column displays the total fee for processing the loan.
<b>Fee Paid</b>	[Display] This column displays the total amount of fee that is already paid.

### Activity Hist

Activity history tab displays the list of activities that has been done on an account as part of the follow-up activities.

**Followup By Collector**

Filter:

Phone(R): 23031389 Phone(O):  Mobile No: 9849016256

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Account No: 09992050000210	Status: Regular	Collector: TSURESH - SURESH TELLER
Customer Id: 602949	BALAKRISHNA B	Supervisor: SSURESH - SURESH SUPER
Address: Flat No.102, Srikar Apartments Street No.8, Tamaka Mum	Queue: Q1 - QUEUE1	State: NEW - New
State: MAHARASHTRA Zip: 400063	Exp Collector: -	Special Code: -

Multiple A/c's | Account Details | Demo Details | Collateral Details | Inst Details | Payment Details | **Activity Hist** | Coll Log | PTP History | Coll Summary | Auth/Esc Hist | Insurance Details

Activity Date	Activity	Activity Details	Collector	Action	Result	Next Action



**Field Description**

<b>Column Name</b>	<b>Description</b>
<b>Activity Date</b>	[Display] This column displays the execution date of the activity.
<b>Activity</b>	[Display] This column displays the type of the activity (system driven or user driven).
<b>Activity Details</b>	[Display] This column displays the activity details. It is the detail of the activity, whether it is the case of reallocation or reassign.
<b>Collector</b>	[Display] This column displays the name of the collector who has executed the activity.
<b>Action</b>	[Display] This column displays the type of the action taken to execute an activity.
<b>Result</b>	[Display] This column displays the final result of the action taken on the activity.
<b>Next Action</b>	[Display] This column displays the next action to be taken on the activity. Next action is the future action. It depends on the result of the action taken at the initial stage.

## Coll Log

Collection log tab allows Collector to display history of Action/Result taken place till date.

The screenshot shows the 'Followup By Collector' application window. At the top, there is a filter field with a 'Go' button and search icon. Below this, there are input fields for Phone(R): 23031389, Phone(O):, and Mobile No: 9849016256. The main area contains a form with various fields: Account No: 09992050000210, Status: Regular, Collector: TSURESH - SURESH TELLER, Supervisor: SSURESH - SURESH SUPER, Customer Id: 602949, BALAKRISHNA B, Workflow: WF1 - WorkFlow1, State: NEW - New, Address: Flat No.102, Srikar Apartments Street No.8, Tarnaka Mum, Queue: Q1 - QUEUE1, State: MAHARASHTRA, Zip: 400063, Exp Collector: -, and Special Code: . Below the form is a navigation bar with tabs: Multiple A/c's, Account Details, Demo Details, Collateral Details, Inst Details, Payment Details, Activity Hist, Coll Log (selected), PTP History, Coll Summary, Auth/Esc Hist, and Insurance Details. The main content area displays a table with the following data:

Collector	Collector Group	Workflow Code	State Code	Action	Action Date	Result	Result Date	Overridden Next Action	Next Action	Next Action Date	Notes By Collector
SYSOPER					15-02-2008 00:00						LOAN INTERE
TCOLL2					15-01-2008 00:00						LN. Backdate
SYSOPER					15-01-2008 00:00						LOAN INTERE

At the bottom right of the window, there are buttons for 'Follow-Up', 'OK', and 'Close'.

## Field Description

Column Name	Description
<b>Collector</b>	[Display] This column displays the name of the collector.
<b>Collector Group</b>	[Display] This column displays the name of the collector group to which the collector belongs.
<b>Workflow Code</b>	[Display] This column displays the workflow code attached to the account.
<b>State Code</b>	[Display] This column displays the state code of the workflow presently associated with the account.
<b>Action</b>	[Display] This column displays the action taken on the account in the workflow state.

<b>Column Name</b>	<b>Description</b>
<b>Action Date</b>	[Display] This column displays the date of the action taken.
<b>Result</b>	[Display] This column displays the result of the action.
<b>Result Date</b>	[Display] This column displays the date of the result.
<b>Overridden Next Action</b>	[Display] This column displays the automated action which was overridden by another action.
<b>Next Action</b>	[Display] This column displays the next action. It is the future action. It depends on the result of the action taken earlier.
<b>Next Action Date</b>	[Display] This column displays the next action date. It is the future date of the action.
<b>Notes By Collector</b>	[Display] This column displays the notes by collector. Notes by collector are comments added by collector during follow-up.
<b>Authorizer</b>	[Display] This column displays the authorizer for that action.

## PTP History

This tab displays the history of the promises received by the collector for an account during the follow-up.

## Field Description

Column Name	Description
<b>PTP Plan#</b>	[Display] This column displays the PTP plan number. A single plan can have multiple PTP.
<b>Sr No#</b>	[Display] This column displays the serial number displayed in the PTP details.
<b>Promise Taken By</b>	[Display] This column displays the name of the collector who has received the PTP from the customer.
<b>Promise Date</b>	[Display] This column displays the date on which the promise was received.

Column Name	Description
<b>Promise Amount</b>	[Display] This column displays the promise amount.
<b>Status</b>	[Display] This column displays the status of the PTP. The different statuses are PTP broken, PTP fulfilled and PTP unused.
<b>Promise By</b>	[Display] This column displays the customer ID who has promised to pay.

### Coll Summary

Collection summary tab displays the delinquency details of the account.

The screenshot shows the 'Followup By Collector' application. At the top, there is a filter bar with a 'Go' button and search icon. Below it are fields for Phone(R): 23031389, Phone(O):, and Mobile No: 9849016256. The main area contains account details: Account No: 09992050000210, Status: Regular, Collector: TSURESH - SURESH TELLER, Supervisor: SSURESH - SURESH SUPER, Customer Id: 602949, BALAKRISHNA B, Workflow: WF1 - WorkFlow1, State: NEW - New, Address: Flat No.102, Srikar Apartments Street No.8, Tarnaka, Mum, Queue: Q1 - QUEUE1, State: MAHARASHTRA, Zip: 400063, Exp Collector: -, and Special Code: -. Below the details is a tabbed menu with 'Coll Summary' selected. The main content area is divided into three sections: 'Delinquency Details' with fields for Non Starter, Peak OD Days, Peak OD Amount, No. of Times Delinquent, No. of Times Self Cured, No. of OD A/C (Self), Total OD Amount (Self), No. of OD A/C (Group), Total OD Amount (Group), and Written Off; 'Last Resolution' with fields for Date, Collector Group, Collector, and Action Taken; and 'Action Summary' with fields for Total Attempts, Success Attempts, No. of PTPs, No. of PTPs Kept, No. of PTPs Broken, and Consecutive Broken. At the bottom, there is a 'Next Bucket Movement' section with 'Flow Date' and 'Flow Days' fields. The interface ends with 'Follow-Up', 'OK', and 'Close' buttons.

### Field Description

Field Name	Description
<b>Delinquency Details</b>	

Field Name	Description
<b>Non Starter</b>	[Display] This field displays the non starter status of the account.  The check box is selected if the account is a non starter account. Non starter accounts are the accounts, wherein customers do not pay the first due installment.
<b>Peak OD Days</b>	[Display] This field displays the maximum number of overdue days of an account.
<b>Peak OD Amount</b>	[Display] This field displays the maximum amount overdue for an account.
<b>No. Of Times Delinquent</b>	[Display] This field displays the number of times the account is delinquent.
<b>No. Of Times Self Cured</b>	[Display] This field displays the number of times the account is delinquent and is cured on its own.
<b>No. Of OD A/C (Self)</b>	[Display] This field displays the number of times the account is overdue where the borrower is a account holder.
<b>Total OD Amount (Self)</b>	[Display] This field displays the total overdue amount.  It is the total amount due by the loan account holder.
<b>No. Of OD A/C (Group)</b>	[Display] This field displays the number of overdue account.  It displays the number of accounts, where the customer is a group customer.
<b>Total OD Amount (Group)</b>	[Display] This field displays the total overdue amount.  It displays the total amount due as a group customer.
<b>Written Off</b>	[Display] This field displays the written off status of the account.  The check box is selected if the account is marked as write off.
<b>Last Resolution</b>	Last resolution displays the details of the resolved account.
<b>Date</b>	[Display] This field displays the date of the resolution i.e. when the account was last resolved and moved out of collection.

<b>Field Name</b>	<b>Description</b>
<b>Collector Group</b>	[Display] This field displays the collector group.
<b>Collector</b>	[Display] This field displays the name of the collector who was working on it.
<b>Action Taken</b>	[Display] This field displays the details of the action taken, when the account was resolved.
<b>Action Summary</b>	
<b>Total Attempts</b>	[Display] This field displays the number of attempts made to resolve the case.
<b>Success Attempts</b>	[Display] This field displays the success attempts for the action. For e.g. If the customer promises to pay the amount and the PTP is not breached.
<b>No. Of PTPs</b>	[Display] This field displays the number of times the PTP is received as result.
<b>No. Of PTPs Kept</b>	[Display] This field displays the number of times the PTP is fulfilled.
<b>No. Of PTPs Broken</b>	[Display] This field displays the number of times the PTP is broken.
<b>Consecutive Broken</b>	[Display] This field displays the number of times the PTP is consecutively breached.
<b>Next Bucket Movement</b>	
<b>Flow Date</b>	[Display] This field displays the flow date.
<b>Flow Days</b>	[Display] This field displays the flow days.

## Auth/Esc Hist

Authorization/escalation tab display the history of authorizations and escalation that is performed on an account.

The screenshot shows the 'Followup By Collector' application interface. At the top, there is a search filter and contact information fields for Phone(R), Phone(O), and Mobile No. Below this, account details are displayed in a grid format, including Account No, Status, Collector, Supervisor, Customer Id, Workflow, State, Address, Queue, and Excp Collector. A navigation bar contains tabs for Account Details, Demo Details, Collateral Details, Inst Details, Payment Details, Activity Hist, Coll Log, PTP History, Coll Summary, Auth/Esc Hist (which is selected), and Insurance Details. The main area features a table with the following columns: Collector Code, Authorizer, Next Action Code, Activity, Next collector, and Authorize Date. The table is currently empty. At the bottom right, there are buttons for Follow-Up, OK, and Close.

## Field Description

Field Name	Description
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<b>Collector Code</b>	[Display] This field displays the collector code. It is the unique code of the collector assigned to the account.
<b>Authorizer</b>	[Display] This field displays the name of authorization authority for action.
<b>Next Action Code</b>	[Display] This field displays the future action code.
<b>Activity</b>	[Display] This field displays the activity performed on the account. The activity is a system activity or a user activity.



Field Name	Description
<b>Next collector</b>	[Display] This field displays the name of the next collector to whom the account is transferred.
<b>Authorize Date</b>	[Display] This field displays the authorize date.

### Insurance Details

The screenshot shows the 'Followup By Collector' application interface. At the top, there is a search filter and contact information fields (Phone(R): 23031389, Phone(O):, Mobile No: 9849016256). Below this, a form displays account details: Account No: 09992050000210, Status: Regular, Collector: TSURESH - SURESH TELLER, Supervisor: SSURESH - SURESH SUPER, Customer Id: 602949, BALAKRISHNA B, Workflow: WF1 - WorkFlow1, State: NEW - New, Address: Flat No.102, Srikar Apartments Street No.8, Tarnaka Mum, Queue: Q1 - QUEUE1, State: MAHARASHTRA, Zip: 400063, and Excp Collector: -. A navigation bar includes tabs for Multiple A/c's, Account Details, Demo Details, Collateral Details, Inst Details, Payment Details, Activity Hist, Coll Log, PTP History, Coll Summary, Auth/Esc Hist, and Insurance Details (which is selected). Below the navigation bar is a table with the following columns: Insurance Type, Insurance Code, Amount Insured, Tot. Prem. Billed, Tot. Prem. Paid, and Tot. Prem. Remitted. The table is currently empty. At the bottom right, there are buttons for Follow-Up, OK, and Close.

### Field Description

Field Name	Description
<b>Insurance Type</b>	[Display] This field displays the type of insurance.
<b>Insurance Code</b>	[Display] This field displays the code of the insurance type.
<b>Amount Insured</b>	[Display] This field displays the amount which is insured.

Field Name	Description
<b>Tot. Prem. Billed</b>	[Display] This field displays the total premium which is billed.
<b>Tot. Prem. Paid</b>	[Display] This field displays the total premium which is paid.
<b>Tot. Prem. Remitted</b>	[Display] This field displays the total premium which is remitted.

7. Click the **Follow-Up** button.
8. The system displays the **Follow-Up Sub** screen.

### Follow-Up Sub

Collector can decide on the actions to be taken on the cases and based on the results decide on the next actions for the same.

The screenshot shows the 'Follow-Up Sub' screen with the following fields and values:

- Account No : 0999501000322
- Action Code: [Empty]
- Result Code: [Empty]
- Amount: [Empty]
- Next Action Code: [Empty]
- Reason Code: [Empty]
- Notes By Collector: Promise to pay
- Action Date: 29/04/2004 00:00
- Result Date: 29/04/2004 00:00
- Next Action Date: 29/04/2004 00:00
- Person Contacted: [Empty]

Buttons at the bottom right: Back, OK, Clear

### Field Description

Field Name	Description
<b>Account No</b>	[Display] This field displays the account number for the follow-up.

Field Name	Description
<b>Action Code</b>	[Display] This field displays the action applicable to the collector group for the case.
<b>Action Date</b>	[Display] This field displays the process date.
<b>Result Code</b>	[Display] This field displays the result applicable to the selected action.
<b>Result Date</b>	[Display] This field displays the process date.
<b>Amount</b>	[Display] This field displays the PTP amount that is paid in the follow-up.
<b>Next Action Code</b>	[Display] This field displays the future action applicable to the selected action/result.
<b>Next Action Date</b>	[Display] This field displays the future date for the action.
<b>Reason Code</b>	[Display] This field displays the code assigned to each reason. It gives the reason for delinquency.
<b>Person Contacted</b>	[Display] This field displays the name of the person contacted in the follow-up.
<b>Notes By Collector</b>	[Mandatory, Alphanumeric, 4000] Type the notes by collector. It is the brief description of the follow-up by the collector.

9. Enter the relevant information and click the **Ok** button.
10. The system displays the **Followup By Collector** screen.

### 3.2. CLN30 - Group Follow-Up\*

Using this option field collector can follow up on one or more cases. All the accounts are displayed, the collector can select the number of accounts and can take the appropriate action. On selecting the option Select all, the collector can follow-up all the accounts assigned.

#### Definition Prerequisites

- Collector should have open cases assigned

#### Modes Available

Not Applicable

#### To perform group follow up

1. Type the fast path **CLN30** and click **Go** or navigate through the menus to **Transaction Processing > Collection Transactions > Follow Up > Group Follow Up**.
2. The system displays the **Group Follow-Up** screen.

#### Group Follow-Up

Group Follow-Up											
Select All: <input type="checkbox"/>											
Account No.	Name	Queue Code	State	Total Overdue Amount	Last Action Code	Last Action Date	Last Result Code	Last Result Date	Next Action Code	Next Action Date	
0999541000773	RAMA K P	Q1 - FIRST QUEUE (0-30)	NEW	10260	-	-	-	-	-	-	
09995410007911	Raj 404 C C	Q1 - FIRST QUEUE (0-30)	NEW	123	-	-	-	-	-	-	
0999541000793	RAMA K P	Q1 - FIRST QUEUE (0-30)	NEW	10263	-	-	-	-	-	-	
0999541000794	Raj 403 C C	Q1 - FIRST QUEUE (0-30)	NEW	123	-	-	-	-	-	-	
0999541000795	Raj 402 C C	Q1 - FIRST QUEUE (0-30)	NEW	5109	-	-	-	-	-	-	
0999541000797	Raj 396 C C	Q1 - FIRST QUEUE (0-30)	NEW	5109	-	-	-	-	-	-	
0999541000803	Raj 44 C C	Q1 - FIRST QUEUE (0-30)	NEW	10101	-	-	-	-	-	-	
0999541000813	RAMA K P	Q1 - FIRST QUEUE (0-30)	NEW	10260	-	-	-	-	-	-	
0999541000825	RAMA K P	Q1 - FIRST QUEUE (0-30)	NEW	2545	-	-	-	-	-	-	
0999541000826	RAMA K P	Q1 - FIRST QUEUE (0-30)	NEW	3566	-	-	-	-	-	-	
0999541000827	RAMA K P	Q1 - FIRST QUEUE (0-30)	NEW	33	-	-	-	-	-	-	
0999541000828	RAMA K P	Q1 - FIRST QUEUE (0-30)	NEW	1577	-	-	-	-	-	-	
0999541000829	RAMA K P	Q1 - FIRST QUEUE (0-30)	NEW	5087	-	-	-	-	-	-	
0999541000830	RAMA K P	Q1 - FIRST QUEUE (0-30)	NEW	7122	-	-	-	-	-	-	
0999541000833	G G G	Q1 - FIRST QUEUE (0-30)	NEW	30777	-	-	-	-	-	-	
0999541000910	CIT7-21-5-1C1 C C	Q1 - FIRST QUEUE (0-30)	NEW	10193	-	-	-	-	-	-	
0999541000913	CIT7-21-6-1C1 C C	Q1 - FIRST QUEUE (0-30)	NEW	10092	-	-	-	-	-	-	
0999542000002	RAMA K P	Q1 - FIRST QUEUE (0-30)	NEW	10380	-	-	-	-	-	-	
0999542000015	Raj 241 C C	Q1 - FIRST QUEUE (0-30)	NEW	20687	-	-	-	-	-	-	
0999542000078	Raj 759 C C	Q1 - FIRST QUEUE (0-30)	NEW	20621	-	-	-	-	-	-	
0999542000079	J H G	Q1 - FIRST QUEUE (0-30)	NEW	20687	-	-	-	-	-	-	
0999542000080	Raj 39 C C	Q1 - FIRST QUEUE (0-30)	NEW	10397	-	-	-	-	-	-	
0999542000095	amol39.7 k kul	Q1 - FIRST QUEUE (0-30)	NEW	65713	-	-	-	-	-	-	
0999543000003	CIT7-20-1-1C1 C C	Q1 - FIRST QUEUE (0-30)	NEW	101810	-	-	-	-	-	-	
0999543000005	CIT7-20-2-3C1 C C	Q1 - FIRST QUEUE (0-30)	NEW	10181	-	-	-	-	-	-	
0999543000012	Raj 180 C C	Q1 - FIRST QUEUE (0-30)	NEW	10247	-	-	-	-	-	-	
0999543000018	Raj 186 C C	Q1 - FIRST QUEUE (0-30)	NEW	10247	-	-	-	-	-	-	
0999543000020	Raj 188 C C	Q1 - FIRST QUEUE (0-30)	NEW	10247	-	-	-	-	-	-	
0999543000032	Raj 211 C C	Q1 - FIRST QUEUE (0-30)	NEW	49661	-	-	-	-	-	-	
0999543000033	Raj 212 C C	Q1 - FIRST QUEUE (0-30)	NEW	46588	-	-	-	-	-	-	
0999543000063	Raj 1072 C C	Q1 - FIRST QUEUE (0-30)	NEW	20487	-	-	-	-	-	-	
0999543000070	CIT7-20-1-1C1 C C	Q1 - FIRST QUEUE (0-30)	NEW	10247	-	-	-	-	-	-	

Follow-Up    OK    Close    Clear

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Select All</b>	[Optional, Check Box] Select the <b>Select All</b> check box to select all the accounts in the list of collector accounts for follow-up.

<b>Column Name</b>	<b>Description</b>
<b>Account No.</b>	[Display] This column displays the account number of the customer.
<b>Name</b>	[Display] This column displays the name of the customer.
<b>Queue Code</b>	[Display] This column displays the name and code of the queue to which the account belongs.
<b>State</b>	[Display] This column displays the state in which the account is currently lying.
<b>Total Overdue Amount</b>	[Display] This column displays the total overdue amount for each account.
<b>Last Action Code</b>	[Display] This column displays the code of the last action performed on the account.
<b>Last Action Date</b>	[Display] This column displays the date on which the last action was performed on the account.
<b>Last Result Code</b>	[Display] This column displays the last result code.
<b>Last Result Date</b>	[Display] This column displays the last result date.
<b>Next Action Code</b>	[Display] This column displays the future action code to be performed on the account.
<b>Next Action Date</b>	[Display] This column displays the future date for the action.

Column Name	Description
<b>Note Collector</b>	[Display] This column displays the note for the collector.
<b>Select</b>	[Optional, Check Box] Select the <b>Select</b> check box to pick a particular account in the list of collector accounts for follow-up.

3. Select the account number(s) by clicking the **Select** check box.
4. Enter the relevant information and click the **Follow-Up** button.
5. The system displays the **Follow-Up Sub** screen.

## 4. Authorization

## 4.1. CLN28 - Authorize By Supervisor\*

Certain cases need the authorization by supervisor for the next action chosen by the collector. e.g. VIP cases.

Using this option a supervisor can authorize the next action taken by the collector during the follow-up. All the accounts of the customers are displayed in the Multiple Account tab. The system displays details on delinquency, collaterals, installments, payments, insurance etc.

### Definition Prerequisites

- Supervisor should have cases assigned to him for authorization

### Modes Available

Not Applicable

### To authorize by supervisor

1. Login as a supervisor.
2. Type the fast path **CLN28** and click **Go** or navigate through the menus to **Transaction Processing > Collection Transactions > Authorization > By Supervisor**.
3. The system displays the **Authorize By Supervisor** screen.

### Authorize By Supervisor



**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Filter</b>	[Mandatory, Pick List] Select the appropriate filter/name from the pick list. This is disabled for supervisor authorization.
<b>Phone (R)</b>	[Display] This field displays the residence phone number of the borrower.
<b>Phone (O)</b>	[Display] This field displays the office phone number of the borrower.
<b>Mobile No</b>	[Display] This field displays the mobile phone number (if available) of the borrower.
<b>No. of A/Cs Pending for Authorization</b>	[Display] This field displays the number of accounts which are pending for authorization.
<b>Account No</b>	[Display] This field displays the account number selected by system or by collector for follow-up. The customer name is displayed in the corresponding field.
<b>Status</b>	[Display] This field displays the status of the account number.
<b>Customer Id</b>	[Display] This field displays the customer ID of the borrower. The customer ID is auto-generated by the system.
<b>Address</b>	[Display] This field displays the address of the borrower.
<b>State</b>	[Display] This field displays the state.
<b>Zip</b>	[Display] This field displays the zip code.
<b>Collector</b>	[Display] This field displays the name and code of collector to whom the case is allocated.

Field Name	Description
<b>Supervisor</b>	[Display] This field displays the name and code of the supervisor attached to the collector group.
<b>Workflow</b>	[Display] This field displays the name and code of the current work flow of the account number.
<b>State</b>	[Display] This field displays the state in which the account is lying currently.
<b>Queue</b>	[Display] This field displays the name and code of the queue to which the account belongs.
<b>Excp Collector</b>	[Display] This field displays the exception collector of the queue to which the case belongs.
<b>Special Code</b>	[Display] This field displays the special code attached to the case, if any.

4. Select the filter criteria.
5. Click on the **Go** button.
6. The system displays the first record to be authorized by the supervisor.

### Multiple A/c s

Multiple accounts tab gets enabled only when the customer has multiple accounts. This tab displays the information about the multiple accounts of the same customer.

**Authorize By Supervisor**

Filter:

Phone(R): 23394819 Phone(O): Mobile No: 9986202432

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No. of A/C s Pending for Authorization: 1

Account No.: 06001265650010 Status: Regular

Customer Id: 600126 B ANUPAMA

Address: H6, Canara Bank Colony, 6th Cross, Nagarabhavi Road, M State: MAHARASHTRA Zip: 400063

Collector: TCOLL1999 - TCOLL1999

Supervisor: SQTP11999 - TQTP11 SUPER

Workflow: WK1 - WORKFLOW\_1 State: NEW - New

Queue: Q3 - QUEUE\_3

Exp Collector: Special Code:

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**Multiple A/c s** | Account Details | Demo Details | Collateral Details | Inst Details | Payment Details | Activity Hist | Coll Log | PTP History | Coll Summary | Auth/Esc Hist | Insurance Details

Select	Account No.	Loan Amount	Overdue Days	Installment Amount	Total Overdue Amount	Branch	Product	Account Balance	Cycle String (0-30 31-60 61-90 91-120 121-180 181-180)	Delinquency String (Far Last 12 Months)	Plan ID
<input type="checkbox"/>	060012600000011	0.00	0	0.00	0.00	700 Head Office A	DAILY BALANCE ACT/ACTUAL	0.00	0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0	
<input type="checkbox"/>	060012600000024	0.00	0	0.00	0.00	555 Mumbai Metr	DAILY BALANCE ACT/ACTUAL	-50000.00	0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0	
<input type="checkbox"/>	060012600000037	0.00	0	0.00	0.00	555 Mumbai Metr	DAILY BALANCE EURO 30/ACT	-50307.40	0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0	
<input type="checkbox"/>	060012654000010	150000.00	106	1054.10	20561.70	999 Head Office	COLL 1-TL-SEC-COLL-HALF YRL	156619.30	0 0 0 2 0 0	1 0 0 0 0 0 0 0 0 0 0 0	
<input type="checkbox"/>	060012654000020	250000.00	106	9125.45	38852.06	999 Head Office	COLL 1-TL-SEC-COLL-HALF YRL	261074.30	0 0 0 2 0 0	1 0 0 0 0 0 0 0 0 0 0 0	
<input type="checkbox"/>	060012654000033	375000.00	45	10060.30	20268.20	555 Mumbai Metr	COLL 1-TL-SEC-COLL-HALF YRL	383206.40	0 2 0 0 0 0	1 0 0 0 0 0 0 0 0 0 0 0	
<input type="checkbox"/>	060012655400018	0.00	0	0.00	0.00	999 Head Office	COLL 3-TL-SEC-COLL-HALF YRL	0.00	0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0	
<input type="checkbox"/>	060012655400021	0.00	0	0.00	0.00	999 Head Office	COLL 3-TL-SEC-COLL-HALF YRL	105261.60	0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0	
<input type="checkbox"/>	060012655900015	250000.00	106	8423.50	34269.50	999 Head Office	COLL 8-TL-SEC-COLL-HALF YRL	261032.50	0 0 0 2 0 0	1 0 0 0 0 0 0 0 0 0 0 0	
<input type="checkbox"/>	060012655900028	0.00	0	0.00	0.00	999 Head Office	COLL 8-TL-SEC-COLL-HALF YRL	0.00	0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0	
<input type="checkbox"/>	060012656100015	1000000.00	106	114931.10	60137.10	999 Head Office	COLL 10-TL-SEC-COLL-HALF YRL	1043475.70	0 0 0 2 0 0	1 0 0 0 0 0 0 0 0 0 0 0	
<input type="checkbox"/>	060012656300019	200000.00	45	6738.80	13590.00	999 Head Office	COLL 12-TL-SEC-COLL-HALF YRL	204395.40	0 2 0 0 0 0	1 0 0 0 0 0 0 0 0 0 0 0	
<input type="checkbox"/>	060012656300022	200000.00	45	6738.80	13590.00	999 Head Office	COLL 12-TL-SEC-COLL-HALF YRL	204395.40	0 2 0 0 0 0	1 0 0 0 0 0 0 0 0 0 0 0	
<input type="checkbox"/>	060012656400011	200000.00	106	7300.56	31081.54	999 Head Office	COLL 13-TL-SEC-COLL-HALF YRL	20889.30	0 0 0 2 0 0	1 0 0 0 0 0 0 0 0 0 0 0	
<input type="checkbox"/>	060012656500010	150000.00	137	0.00	160500.00	999 Head Office	COLL 13-RL-SEC-COLL-HALF YRL	162125.00	0 0 0 0 0 1	1 0 0 0 0 0 0 0 0 0 0 0	
<input type="checkbox"/>	060012656700014	0.00	0	0.00	0.00	999 Head Office	COLL 15-RL-SEC-COLL-HALF YRL	108083.10	0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0	
<input type="checkbox"/>	060012657200010	250000.00	137	0.00	267499.80	999 Head Office	COLL 20-RL-SEC-COLL-HALF YRL	270208.10	0 0 0 0 0 1	1 0 0 0 0 0 0 0 0 0 0 0	
<input type="checkbox"/>	060012657200020	1100000.00	137	0.00	1177000.10	999 Head Office	COLL 20-RL-SEC-COLL-HALF YRL	1188916.80	0 0 0 0 0 1	1 0 0 0 0 0 0 0 0 0 0 0	
<input type="checkbox"/>	060012657400011	1000000.00	137	0.00	1069999.80	999 Head Office	COLL 22-RL-SEC-COLL-HALF YRL	1080833.10	0 0 0 0 0 1	1 0 0 0 0 0 0 0 0 0 0 0	
<input type="checkbox"/>	060012657700017	0.00	0	0.00	0.00	999 Head Office	RL-SEC-COLL-HALF YRL Y REVIE	216166.80	0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0	
<input type="checkbox"/>	060012657700020	0.00	0	0.00	0.00	999 Head Office	RL-SEC-COLL-HALF YRL Y REVIE	109374.90	0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0	

### Field Description

**Column Name**

**Description**

**Select**

[Optional, Check Box]

Select the check box to follow up the account.

**Account No.**

[Display]

This column displays the account number of the customer.

**Loan Amount**

[Display]

This column displays the loan amount disbursed for each account.

**Overdue Days**

[Display]

This column displays the overdue days for each account.

**Installment Amount**

[Display]

This column displays the installment amount for each account.

<b>Column Name</b>	<b>Description</b>
<b>Total Overdue Amount</b>	[Display] This column displays the total overdue amount for each account.
<b>Branch</b>	[Display] This column displays the branch of the account.
<b>Product</b>	[Display] This column displays the type of the product.
<b>Account Balance</b>	[Display] This column displays the balance on the account.
<b>Cycle String</b>	[Display] This column displays the number of times an account falls in the cycle (0-30, 31-60, etc.).
<b>Delinquency String (For Last 12 Months)</b>	[Display] This column displays the delinquency string. Delinquency string for the last 12 months will display whether any installment was overdue that month (value will be 0 – if not overdue, 1- overdue).
<b>Plan ID</b>	[Display] This column displays the plan ID.

## Account Details

Account details tab displays the account details of the delinquent customer.

Information available in this section is displayed from the host system and is non editable in collections. This information is used by collectors while they take follow - up actions.

**Authorize By Supervisor**

Filter:

Phone(R): 23394819 Phone(O):  Mobile No: 9986202432

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No. of A/C s Pending for Authorization: 1

Account No: 06001265650010 Status: Regular

Customer Id: 600126 ANUPAMA

Address: 46, Canara Bank Colony, 6th Cross, Nagarabhavi Road, M

State: MAHARASHTRA Zip: 400063

Collector: TCOLL1999 - TCOLL1999

Supervisor: SQTP1999 - TQTP11 SUPER

Workflow: WK1 - WORKFLOW\_1 State: NEW - New

Queue: Q3 - QUEUE\_3

Exp Collector: - Special Code: -

---

Multiple A/c s | **Account Details** | Demo Details | Collateral Details | Inst Details | Payment Details | Activity Hist | Coll Log | PTP History | Coll Summary | Auth/Esc Hist | Insurance Details

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**Product Details**      **Financial Details**

Product code: 565      Loan Amount: 150000.00      Total Principal: 150000.00      Amount Paid Today: 0.00      Min. Amount Due: 60000.0

Product Name: COLL 13-RL-SEC      Total Interest: 0.00      Principal Paid: 0.00      Interest Paid: 0.00

CodCcy: 104      Penalty: 2500.00      Penalty Paid: 0.0      Overdue Amount: 160500.00

Term: 36      Fee: 1500.00      Fee Paid: 0.00      Overdue Days: 137

---

**Cycle String**      **Delinquency string (for last 12 months)**      **Customer Notes**

0-30 31-60 61-90 91-120 121-180 +180      1 2 3 4 5 6 7 8 9 10 11 12      Notes      User

0 0 0 0 1 0      1 0 0 0 0 0 0 0 0 0 0 0          

---

**Last Action/Result (Last 3 Action/Result)**

Action	Action Date	Result	Result Date	Next Action	Next Action Date	Collector	Notes	Auth Status
CALL - MAKE A PHC	29-02-2008 00:00:00	CRP - CUSTOMER F	29-02-2008 19:44:07	REPOS - REPOSESS	15-03-2008 19:44:07	TCOLL1999 - TCOL	The party has refused	
-		-		CALL - MAKE A PHC	20-02-2008 00:00:00	TQTP17999 - TQTP	Manual Reallocation	
-		-		CALL - MAKE A PHC	20-02-2008 00:00:00	SQTP14999 - SQTF	Manual Reallocation	

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## Field Description

**Field Name**      **Description**

### Product Details

**Product code**      [Display]  
This field displays the product code.

**Product Name**      [Display]  
This field displays the product name.

**CodCcy**      [Display]  
This field displays the currency code.  
It is displayed on the basis of the loan product.

<b>Field Name</b>	<b>Description</b>
<b>Term</b>	[Display] This field displays the total number of days in which the loan amount is repaid.
<b>Financial Details</b>	
<b>Loan Amount</b>	[Display] This field displays the actual amount disbursed for loan.
<b>Total Interest</b>	[Display] This field displays the total interest on the loan amount.
<b>Penalty</b>	[Display] This field displays the overdue charges on the loan levied as a penalty.
<b>Fee</b>	[Display] This field displays the processing fees for the loan.
<b>Total Principal</b>	[Display] This field displays the total principal as part of the loan amount.
<b>Principal Paid</b>	[Display] This field displays the total amount of the principal paid.
<b>Penalty Paid</b>	[Display] This field displays the amount of penalty charges paid.
<b>Fee Paid</b>	[Display] This field displays the amount of total fee paid.
<b>Amount Paid Today</b>	[Display] This field displays the amount paid today but not applied to the account.
<b>Interest Paid</b>	[Display] This field displays the total interest paid.
<b>Overdue Amount</b>	[Display] This field displays the amount which is due for payment and is not paid till date.
<b>Overdue Days</b>	[Display] This field displays the number of days the installment is due.
<b>Min. Amount Due</b>	[Display] This field displays the minimum amount which is due for payment.

Field Name	Description
<b>Cycle String</b>	[Display] This section displays the number of times an account falls in the cycle (0-30, 31-60, etc.).
<b>Delinquency string (for last 12 months)</b>	[Display] This section displays the delinquency string. Delinquency string for the last 12 months will display whether any installment was overdue that month (value will be 0 – if not overdue, 1- overdue).
<b>Customer Notes</b>	
<b>Notes</b>	[Display] This field displays the notes. It is the remark for the customer.
<b>User</b>	[Display] This field displays the user name.

Column Name	Description
<b>Last Action/Result (Last 3 Action/Result)</b>	
<b>Action</b>	[Display] This column displays the action taken for the recovery of the loan. For e.g. reminder to a customer.
<b>Action Date</b>	[Display] This column displays the day on which the action is taken.
<b>Result</b>	[Display] This column displays the output of the action.
<b>Result Date</b>	[Display] This column displays the result date.
<b>Next Action</b>	[Display] This column displays the next action taken on the basis of the results from the first action. For e.g. The result for the first action is, customer promised to pay, so the next action will be sending the reminder to the customer for the payment.
<b>Next Action Date</b>	[Display] This column displays the date for the next action.

Column Name	Description
<b>Collector</b>	[Display] This column displays the name of the collector.
<b>Notes</b>	[Display] This column displays the brief description or the remarks by the collector.
<b>Auth Status</b>	[Display] This column displays the status of authorization if the next action needs authorization.

### Demo Details

Demo details tab displays the demographic details of the customer. Demographic details include Customer's Address details, Customer ID etc.

**Authorize By Supervisor**

Filter:

Phone(R): 23394819 Phone(O):  Mobile No: 9986202432

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No. of A/C s Pending for Authorization: 1

Account No: 06001265650010 Status: Regular

Collector: TCOLL1999 - TCOLL1999

Customer Id: 600126 Name: B ANUPAMA

Supervisor: SQTP11999 - TQTP11 SUPER

Workflow: WK1 - WORKFLOW\_1 State: NEW - New

Address: 46, Canara Bank Colony, 6th Cross, Nagarabhavi Road, M

Queue: Q3 - QUEUE\_3

State: MAHARASHTRA Zip: 400063

Exp Collector: Special Code:

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Multiple A/c s | Account Details | **Demo Details** | Collateral Details | Inst Details | Payment Details | Activity Hist | Coll Log | PTP History | Coll Summary | Auth/Esc Hist | Insurance Details

Borrower Type: SOW Customer ID: 600126 Name: B ANUPAMA Marital Status: Married

**Mailing Address**

Address Line1: 46, Canara Bank Colony,

Address Line2: 6th Cross,

Address Line3: Nagarabhavi Road,

City: MUMBAI State: MAHARASHTRA Zip: 400063

**Permanent Address**

Address Line1:

Address Line2:

Address Line3:

City: State: Zip:

**Phone Details**

Phone(R): 23394819 Phone(O):

Mobile No: 9986202432 Email ID: ba@hotmail.com



**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Borrower Type</b>	[Mandatory, Pick List] Select the borrower type from the pick list. It displays the type of borrower based on the relationship of the customer with the loan account. For e.g. SOW.
<b>Customer ID</b>	[Display] This field displays the customer identification number.
<b>Name</b>	[Display] This field displays the name of the customer.
<b>Marital Status</b>	[Display] This field displays the marital status of the customer.
<b>Mailing Address</b>	
<b>Address Line1</b>	[Display] This field displays the first line of the mailing address of the customer.
<b>Address Line2</b>	[Display] This field displays the second line of the mailing address of the customer.
<b>Address Line3</b>	[Display] This field displays the third line of the mailing address of the customer.
<b>City</b>	[Display] This field displays the city name.
<b>State</b>	[Display] This field displays the state name.
<b>Zip</b>	[Display] This field displays the zip code.
<b>Permanent Address</b>	
<b>Address Line1</b>	[Display] This field displays the first line of the permanent address of the customer.
<b>Address Line2</b>	[Display] This field displays the second line of the permanent address of the customer.

<b>Field Name</b>	<b>Description</b>
<b>Address Line3</b>	[Display] This field displays the third line of the permanent address of the customer.
<b>City</b>	[Display] This field displays the city name.
<b>State</b>	[Display] This field displays the state name.
<b>Zip</b>	[Display] This field displays the zip code.
<b>Phone Details</b>	
<b>Phone (R)</b>	[Display] This field displays the residence phone number of the borrower.
<b>Phone (O)</b>	[Display] This field displays the office phone number of the borrower.
<b>Mobile No</b>	[Display] This field displays the mobile phone number of the borrower.
<b>Email ID</b>	[Display] This field displays the e-mail ID of the borrower.

## Collateral Details

Asset detail is the detail description of the assets of the customer. These details are available in collection only if the asset details are captured at the time of Loan Application Processing in FCR.

The screenshot displays the 'Authorize By Supervisor' interface. At the top, there are search filters and contact information (Phone(R): 23394819, Phone(O):, Mobile No: 9986202432). Below this, a form contains account and customer details such as 'No. of A/C s Pending for Authorization: 1', 'Account No: 06001265650010', 'Status: Regular', 'Customer Id: 600126', 'Address: 46, Canara Bank Colony, 6th Cross, Nagarabhavi Road, M', 'State: MAHARASHTRA', 'Zip: 400063', 'Collector: TCOLL1999 - TCOLL1999', 'Supervisor: SQTP11999 - TQTP11 SUPER', 'Workflow: WK1 - WORKFLOW\_1', 'State: NEW - New', 'Queue: Q3 - QUEUE\_3', and 'Exp Collector: -'. A navigation bar includes tabs for 'Multiple A/c s', 'Account Details', 'Demo Details', 'Collateral Details', 'Inst Details', 'Payment Details', 'Activity Hist', 'Coll Log', 'PTP History', 'Coll Summary', 'Auth/Esc Hist', and 'Insurance Details'. The main area features a table with columns: Collateral ID, Collateral Code, Collateral Desc, Type, Share%, Share Value, Collateral Value, and Priority. A single row is visible with values: 28, 100, AUTOMOBILE, 2, 100.0, 300000, 270000, 1. Below the table, a 'Details' section shows fields for Collateral ID (28), Home Branch (999 - Head Office), Collateral Code (100 - AUTOMOBILE), Document Code (10), Collateral Currency (104), Type of Charge (1), Name of Lender, Asset Class (0), Make, and Model. A sidebar on the left lists various collateral types like 'Non-Standard Coll.', 'Automobile Coll.', 'Financial Securities', 'Property Coll.', 'Coll. Header', 'Coll. Valuation Data', 'Account Insurance', 'Coll. Deeds', and 'Guarantee'. At the bottom right, there are 'Follow-Up', 'OK', and 'Close' buttons.

## Field Description

Field Name	Description
<b>Collateral ID</b>	[Display] This field displays the collateral ID. It is the unique identification number assigned to a security.
<b>Collateral Code</b>	[Display] This field displays the collateral code.
<b>Collateral Desc</b>	[Display] This field displays the collateral description.
<b>Type</b>	[Display] This field displays the type.
<b>Share %</b>	[Display] This field displays the share percentage.

<b>Field Name</b>	<b>Description</b>
<b>Share Value</b>	[Display] This field displays the share value.
<b>Collateral Value</b>	[Display] This field displays the collateral value.
<b>Priority</b>	[Display] This field displays the priority of the collateral.
<b>Details</b>	
<b>Collateral ID</b>	[Display] This field displays the collateral ID.
<b>Collateral Code</b>	[Display] This field displays the collateral code.
<b>Collateral Currency</b>	[Display] This field displays the collateral currency
<b>Home Branch</b>	[Display] This field displays the home branch.
<b>Document Code</b>	[Display] This field displays the document code.
<b>Non-Standard Coll.</b>	
<b>Non Standard Collateral</b>	[Display] This field displays the non standard collateral.
<b>Description 1</b>	[Display] This field displays the primary description.
<b>Description 2</b>	[Display] This field displays the secondary description.
<b>Automobile Coll</b>	
<b>Chasis #</b>	[Display] This field displays the chassis number. Chasis is a framework of an automobile.
<b>Engine #</b>	[Display] This field displays the engine number.
<b>Registration #</b>	[Display] This field displays the registration number.

<b>Field Name</b>	<b>Description</b>
<b>Model Name</b>	[Display] This field displays the model name.
<b>Mfg Year Month (YYYYMM)</b>	[Display] This field displays the manufacturing year and month of the automobile.
<b>Description 1</b>	[Display] This field displays the primary description.
<b>Description 2</b>	[Display] This field displays the secondary description.
<b>Financial Securities</b>	
<b>Financial Security Code</b>	[Display] This field displays the financial security code.
<b>Financial Security Currency</b>	[Display] This field displays the financial security currency.
<b>Number of Units</b>	[Display] This field displays the number of units.
<b>Total Value of Securities</b>	[Display] This field displays the total value of the security.
<b>Series Number 1</b>	[Display] This field displays the primary series number.
<b>Series Number 2</b>	[Display] This field displays the secondary series number.
<b>Property Coll.</b>	
<b>Location</b>	[Display] This field displays the location of the property.
<b>Cost Price</b>	[Display] This field displays the actual cost of the property.
<b>Area Unit</b>	[Display] This field displays the measurement parameter for the property. For e.g. hectares, square feet, etc.
<b>Total Area</b>	[Display] This field displays the actual area of the property.

<b>Field Name</b>	<b>Description</b>
<b>Type of Property</b>	[Display] This field displays the type of property. For e.g. apartments, bungalow, penthouse, land/plot, etc.
<b>Date of Lease Expiry</b>	[Display] This field displays the date of lease expiry.
<b>Forced Sale Value</b>	[Display] This field displays the forced sale value.
<b>Quit Rent Value</b>	[Display] This field displays the quit rent value.
<b>Description 1</b>	[Display] This field displays the primary description.
<b>Description 2</b>	[Display] This field displays the secondary description.
<b>Coll. Header</b>	
<b>Type of Charge</b>	[Display] This field displays the type of charge.
<b>Name of Lender</b>	[Display] This field displays the name of lender.
<b>Asset Class</b>	[Display] This field displays the asset class.
<b>Make</b>	[Display] This field displays the make.
<b>Model</b>	[Display] This field displays the model.
<b>Coll Valuation Data</b>	
<b>Original Value</b>	[Display] This field displays the original value of the collateral.
<b>Date of Valuation</b>	[Display] This field displays the valuation date of the original value of the collateral.
<b>Last Value</b>	[Display] This field displays the last value.

<b>Field Name</b>	<b>Description</b>
<b>Date of Valuation</b>	[Display] This field displays the valuation date of the last value of the collateral.
<b>Market Value</b>	[Display] This field displays the market value.
<b>Valuation Source</b>	[Display] This field displays the valuation source.
<b>Valuation Edition</b>	[Display] This field displays the valuation edition.
<b>Valuation Supplement</b>	[Display] This field displays the valuation supplement
<b>Account Insurance</b>	
<b>Insurance Plan Code</b>	[Display] This field displays the insurance plan code.
<b>Insurance Policy Number</b>	[Display] This field displays the insurance policy number.
<b>Assured Value</b>	[Display] This field displays the assured value.
<b>Amount Block Recovery</b>	[Display] This field displays the recovery amount block.
<b>Maturity Date</b>	[Display] This field displays the maturity date.
<b>Next Premium Due Date</b>	[Display] This field displays the next premium due date.
<b>Insurance Premium Billing</b>	[Display] This field displays the insurance premium billing.
<b>Manual</b>	[Display] This field displays the manual.
<b>Premium Billing Account</b>	[Display] This field displays the premium billing account.
<b>Percentage</b>	[Display] This field displays the percentage.

<b>Field Name</b>	<b>Description</b>
<b>Insurance Premium Amount</b>	[Display] This field displays the insurance premium amount.
<b>Coll. Deeds</b>	
<b>Status of Deeds</b>	[Display] This field displays the status of deeds.
<b>Name of Custodian</b>	[Display] This field displays the name of custodian.
<b>Date Deeds Sent</b>	[Display] This field displays the date on which the deeds were sent.
<b>Expected Return Date</b>	[Display] This field displays the expected return date.
<b>Deed Details</b>	[Display] This field displays the deed details.
<b>Registering Authority</b>	[Display] This field displays the registering authority.
<b>Guarantee</b>	
<b>Guarantor</b>	[Display] This field displays the name of the guarantor of the collateral ID.
<b>From Date</b>	[Display] This field displays the date from which the guarantee is applicable for the collateral.
<b>To Date</b>	[Display] This field displays the date till which the guarantee is applicable for the collateral.
<b>Status</b>	[Display] This field displays the status of the guarantor.
<b>Comments</b>	[Display] This field displays the comments, if any.



## Inst Details

Installment tab displays the details of the installment like installment schedule, Principal amount, interest amount etc.

## Field Description

Column Name	Description
<b>Stage No.</b>	[Display] This column displays the stage number. If the loan amount is big, then the loan is disbursed in various stages. Each stage of disbursement has unique stage number.
<b>Installment No.</b>	[Display] This column displays the installment number. The repayment of loan is divided into number of installments. Each installment has a installment number.
<b>Installment Date</b>	[Display] This column displays the date on which the installments for the loan is paid.

<b>Column Name</b>	<b>Description</b>
<b>Principal Amount</b>	[Display] This column displays the principal amount. Principal amount is the total amount of the loan. Interest is not included in the principal amount.
<b>Interest Amount</b>	[Display] This column displays the additional amount charged on the principal amount.
<b>Installment Outstanding</b>	[Display] This column displays the installment due for payment.
<b>Charges Outstanding</b>	[Display] This column displays the charges due for payment.
<b>Outstanding Principal</b>	[Display] This column displays the principal amount due for payment.
<b>Days</b>	[Display] This column displays the number of days overdue for an installment.

## Payment Details

Payment details tab displays the information about the payments made by the customer towards his account.

**Authorize By Supervisor**

Filter:

Phone(R): 23394819 Phone(O):  Mobile No: 9986202432

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No. of A/C s Pending for Authorization: 1

Account No: 06001265650010 Status: Regular Collector: TCOLL1999 - TCOLL1999

Customer Id: 600126 B ANUPAMA Supervisor: SQTP11999 - TQTP11 SUPER

Address: 46, Canara Bank Colony, 6th Cross, Nagarabhavi Road, M Workflow: WK1 - WORKFLOW\_1 State: NEW - New

State: MAHARASHTRA Zip: 400063 Queue: Q3 - QUEUE\_3 Exp Collector: - Special Code: -

Multiple A/c s Account Details Demo Details Collateral Details Inst Details **Payment Details** Activity Hist Coll Log PTP History Coll Summary Auth/Esc Hist Insurance Details

Installment Date	Principal	Principal Paid	Interest	Interest Paid	Penalty And Other Charges	Penalty And Other Charges Paid	Fee	Fee Paid
15/10/2007	0.00	0.00	0.00	0.00	0.00	0.00	1500.00	0.00
15/11/2007	0.00	0.00	1625.00	0.00	0.00	0.00	0.00	0.00
15/12/2007	0.00	0.00	1625.00	0.00	0.00	0.00	0.00	0.00
15/01/2008	150000.00	0.00	1625.00	0.00	0.00	0.00	0.00	0.00
15/02/2008	0.00	0.00	1625.00	0.00	2500.00	0.00	0.00	0.00
15/03/2008	0.00	0.00	1625.00	0.00	0.00	0.00	0.00	0.00

## Field Description

### Column Name

### Description

#### Installment Date

[Display]

This column displays the due date of the installment.

#### Principal

[Display]

This column displays the principal, which is the total loan amount excluding interest.

#### Principal Paid

[Display]

This column displays the total amount of the principal that is already paid.

#### Interest

[Display]

This column displays the interest.

Interest is the surplus amount which is charged on the principal amount.

Column Name	Description
<b>Interest Paid</b>	[Display] This column displays the amount paid as an interest.
<b>Penalty And Other Charges</b>	[Display] This column displays the penalty and other charges. The penalty and other charges are the extra charges excluding principal and interest. For e.g. processing fees, registration charges, etc.
<b>Penalty And Other Charges Paid</b>	[Display] This column displays the amount of penalty and other charges paid if the due amount is not paid on time.
<b>Fee</b>	[Display] This column displays the total fee for processing the loan.
<b>Fee Paid</b>	[Display] This column displays the total amount of fee that is already paid.

### Activity Hist

Activity history tab displays the list of activities that has been done on an account as part of the follow-up activities.

**Authorize By Supervisor**

Filter :

Phone(R): 23394819 Phone(O):  Mobile No: 9986202432

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No. of A/C s Pending for Authorization:

Account No : 06001265650010 Status : Regular Collector : TCOLL1999 - TCOLL1999

Customer Id : 600126 ANUPAMA Supervisor : SQTP11999 - TQTP11 SUPER

Address : 46, Canara Bank Colony, 6th Cross, Nagarabhavi Road, M Workflow : WK1 - WORKFLOW\_1 State : NEW - New

State : MAHARASHTRA Zip : 400063 Queue : Q3 - QUEUE\_3 Exp Collector : - Special Code : -

Multiple A/c s | Account Details | Demo Details | Collateral Details | Inst Details | Payment Details | **Activity Hist** | Coll Log | PTP History | Coll Summary | Auth/Esc Hist | Insurance Details

Activity Date	Activity	Activity Details	Collector	Action	Result	Next Action
29-02-2008 00:00:00	U	Action Taken	TCOLL1999 - TCOLL1999	CALL - MAKE A PHONE C	CRP - CUSTOMER REFUS	REPOS - REPOSESSION
25-05-2007 20:08:02	U	Manual Reallocation	TQTP17999 - TQTP17 TEI	-	-	CALL - MAKE A PHONE C
25-05-2007 18:53:57	U	Manual Reallocation	SQTP14999 - SQTP14 SL	-	-	CALL - MAKE A PHONE C
25-05-2007 11:35:00	S	Reassigned	TQTP12999 - TQTP12 TEI	-	-	CALL - MAKE A PHONE C

**Field Description**

<b>Column Name</b>	<b>Description</b>
<b>Activity Date</b>	[Display] This column displays the execution date of the activity.
<b>Activity</b>	[Display] This column displays the activity. The activity can be system driven or user driven.
<b>Activity Details</b>	[Display] This column displays the activity details, like whether it is the case of reallocation or reassign.
<b>Collector</b>	[Display] This column displays the name of the collector who has executed the activity.
<b>Action</b>	[Display] This column displays the type of the action taken to execute an activity.
<b>Result</b>	[Display] This column displays the final result of the action taken on the activity.
<b>Next Action</b>	[Display] This column displays the next action to be performed. It depends on the result of the action taken at the initial stage.

## Coll Log

Collection log tab allows Collector to display history of Action/Result taken place till date.

**Authorize By Supervisor**

Filter :

Phone(R): 23394819 Phone(O):  Mobile No: 9986202432

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No. of A/C s Pending for Authorization:

Account No : 06001265650010 Status : Regular Collector : TCOLL1999 - TCOLL1999

Customer Id : 600126 B ANUPAMA Supervisor : SQTP11999 - TQTP11 SUPER

Address : 46, Canara Bank Colony, 6th Cross, Nagarabhavi Road, M Queue : Q3 - QUEUE\_3 State : NEW - New

State : MAHARASHTRA Zip : 400063 Excp Collector : - Special Code :

Multiple A/c s Account Details Demo Details Collateral Details Inst Details Payment Details Activity Hist **Coll Log** PTP History Coll Summary Auth/Esc Hist Insurance Details

Collector	Collector Group	Workflow Code	State Code	Action	Action Date	Result	Result Date	Overridden Next Action	Next Action	Next Action Date	Notes By Collector
SYSOPER					15-03-2008 00:0						LOAN SUSP IN
TCOLL1999 - TC	CG1 - COLLECT	WK1 - WORKFLO	NEW	CALL - MAKE A F	29-02-2008 00:0	CRP - CUSTOME	29-02-2008 19:4	VISIT - VISIT TH	REPOS - REPOSE	15-03-2008 19:4	The party has
SYSOPER					15-02-2008 00:0						LN. Penalty Int
SYSOPER					15-02-2008 00:0						LOAN SUSP IN
SYSOPER					31-12-2007 00:0						LOAN SUSP IN
TCOLL2999					15-12-2007 00:0						SERVICE CHAI
TCOLL2999					15-12-2007 00:0						LN. Backdated
SYSOPER					15-12-2007 00:0						LOAN INTERES
TQTP17999 - TQ	CG1 - COLLECT	WK1 - WORKFLO	NEW	-	25-05-2007 20:0	-		-	CALL - MAKE A F	20-02-2008 00:0	
SQTP14999 - SQ	CG1 - COLLECT	WK1 - WORKFLO	NEW	-	25-05-2007 18:5	-		-	CALL - MAKE A F	20-02-2008 00:0	
TQTP12999 - TQ	CG1 - COLLECT	WK1 - WORKFLO	NEW	-	25-05-2007 11:3	-		-	CALL - MAKE A F	20-02-2008 00:0	

## Field Description

### Column Name

### Description

#### Collector

[Display]

This column displays the name of the collector.

#### Collector Group

[Display]

This column displays the name of the collector group, to which the collector belongs.

#### Workflow Code

[Display]

This column displays the workflow code attached to the account.

#### State Code

[Display]

This column displays the state code.

It the status of the account in the workflow. There are various stages in recovery of the outstanding money due from the customer. For e.g. Promise to Pay, Customer breaks PTP or call customer on mobile.

<b>Column Name</b>	<b>Description</b>
<b>Action</b>	[Display] This column displays the action taken on the account in the workflow state.
<b>Action Date</b>	[Display] This column displays the day on which the action was taken.
<b>Result</b>	[Display] This column displays the result of the action.
<b>Result Date</b>	[Display] This column displays the date of the result.
<b>Overridden Next Action</b>	[Display] This column displays the automated action which was overridden by another action.
<b>Next Action</b>	[Display] This column displays the next action. It depends on the result of the action taken earlier.
<b>Next Action Date</b>	[Display] This column displays the date of the next action.
<b>Notes By Collector</b>	[Display] This column displays the notes by collector. Notes by collector are comments added by collector during follow-up.

## PTP History

This tab displays the history of the promises received by the collector for an account during the follow-up.

The screenshot shows the 'Authorize By Supervisor' application. At the top, there is a filter field and contact information: Phone(R): 23394819, Phone(O):, and Mobile No: 9986202432. Below this is a form with the following fields:

- No. of A/C s Pending for Authorization: 1
- Account No: 06001265650010
- Customer Id: 600126
- Address: 46, Canara Bank Colony, 6th Cross, Nagarabhavi Road, M
- State: MAHARASHTRA
- Zip: 400063
- Collector: TCOLL1999 - TCOLL1999
- Supervisor: SQTP11999 - TQTP11 SUPER
- Workflow: WK1 - WORKFLOW\_1
- Queue: Q3 - QUEUE\_3
- State: NEW - New
- Exp Collector: -
- Special Code: -

Below the form is a navigation bar with tabs: Multiple A/c s, Account Details, Demo Details, Collateral Details, Inst Details, Payment Details, Activity Hist, Coll Log, **PTP History**, Coll Summary, Auth/Esc Hist, and Insurance Details. The 'PTP History' tab is active, displaying a table with the following columns: PTP Plan#, Sr No#, Promise Taken By, Promise Date, Promise Amount, Status, and Promise By. The table is currently empty. At the bottom right of the window, there are buttons for 'Follow-Up', 'OK', and 'Close'.

## Field Description

Field Name	Description
<b>PTP Plan#</b>	[Display] This field displays the PTP plan number. A single plan can have multiple PTP.
<b>Sr No#</b>	[Display] This field displays the serial number. It is the serial number in the PTP details.
<b>Promise Taken By</b>	[Display] This field displays the name of the collector who has received the PTP from the customer.
<b>Promise Date</b>	[Display] This field displays the date on which the promise was received.



Field Name	Description
<b>Promise Amount</b>	[Display] This field displays the promise amount.
<b>Status</b>	[Display] This field displays the status. The different statuses are PTP broken, PTP fulfilled and PTP unused.
<b>Promise By</b>	[Display] This field displays the customer ID who has promised to pay.

### Coll Summary

Collection summary tab displays the delinquency details of the account.

The screenshot shows the 'Authorize By Supervisor' application window. At the top, there is a filter bar and contact information: Phone(R): 23394819, Phone(O):, and Mobile No: 9986202432. Below this, there are several input fields for account and customer details, including Account No, Status, Customer Id, Address, State, Zip, Collector, Supervisor, Workflow, Queue, Exp Collector, and Special Code. A navigation bar at the bottom of the main content area includes tabs for Multiple A/c's, Account Details, Demo Details, Collateral Details, Inst Details, Payment Details, Activity Hist, Coll Log, PTP History, **Coll Summary**, Auth/Esc Hist, and Insurance Details. The 'Coll Summary' tab is active, displaying a form with the following sections:

- Delinquency Details:** Includes fields for Non Starter (checkbox), Peak OD Days (137), Peak OD Amount (160500.00), No. Of Times Delinquent (1), No. Of Times Self Cured, No. Of OD A/C (Self) (12), Total OD Amount (Self) (2907349.80), No. Of OD A/C (Group) (0), Total OD Amount (Group), and Written Off (checkbox).
- Last Resolution:** Includes Date, Collector Group, Collector, and Action Taken.
- Action Summary:** Includes Total Attempts (1), Success Attempts (0), No. Of PTPs, No. Of PTPs Kept, No. Of PTPs Broken, and Consecutive Broken.
- Next Bucket Movement:** Includes Flow Date and Flow Days.

At the bottom right of the window, there are buttons for Follow-Up, OK, and Close.

### Field Description

Field Name	Description
<b>Delinquency Details</b>	

<b>Field Name</b>	<b>Description</b>
<b>Non Starter</b>	[Display] This field displays whether the account is a non starter account. Non starter accounts are the accounts, wherein customers do not pay the first due installment.
<b>Peak OD Days</b>	[Display] This field displays the maximum number of overdue days of an account.
<b>Peak OD Amount</b>	[Display] This field displays the maximum amount overdue for an account.
<b>No. Of Times Delinquent</b>	[Display] This field displays the number of times the account is delinquent.
<b>No. Of Times Self Cured</b>	[Display] This field displays the number of times the account is delinquent and is cured on its own.
<b>No. Of OD A/C (Self)</b>	[Display] This field displays the number of times the account is overdue where the borrower is an account holder.
<b>Total OD Amount (Self)</b>	[Display] This field displays the total amount due by the loan account holder.
<b>No. Of OD A/C (Group)</b>	[Display] This field displays the number of accounts, where the customer is a group customer.
<b>Total OD Amount (Group)</b>	[Display] This field displays the total amount due as a group customer.
<b>Written Off</b>	[Display] This field displays whether the account is marked as write off. The written off check box is selected if the account is marked as write off.
<b>Last Resolution</b>	Last resolution displays the details of the resolved account.
<b>Date</b>	[Display] This field displays the date of the resolution i.e. when the account was last resolved and moved out of collection.
<b>Collector Group</b>	[Display] This field displays the collector group.

<b>Field Name</b>	<b>Description</b>
<b>Collector</b>	[Display] This field displays the name of the collector who was working on it.
<b>Action Taken</b>	[Display] This field displays the details of the action taken, when the account was resolved.
<b>Action Summary</b>	
<b>Total Attempts</b>	[Display] This field displays the number of attempts made to resolve the case.
<b>Success Attempts</b>	[Display] This field displays the successful result for the action. For e.g. If the customer promises to pay the amount, and the PTP is not breached.
<b>No. Of PTPs</b>	[Display] This field displays the number of times the PTP is received as result.
<b>No. Of PTPs Kept</b>	[Display] This field displays the number of times the PTP is successful.
<b>No. Of PTPs Broken</b>	[Display] This field displays the number of times the PTP is unsuccessful.
<b>Consecutive Broken</b>	[Display] This field displays the number of times the PTP is consecutively breached.
<b>Next Bucket Movement</b>	
<b>Flow Date</b>	[Display] This field displays the flow date of the next bucket movement.
<b>Flow Days</b>	[Display] This field displays the number of flow days of the next bucket movement.

## Auth/Esc Hist

Authorization/escalation tab display the history of authorizations and escalation that is performed on an account.

The screenshot shows the 'Authorize By Supervisor' application window. At the top, there are search filters and contact information fields (Phone(R), Phone(O), Mobile No). Below this is a form with various account and collector details. A navigation bar contains tabs for different views, with 'Auth/Esc Hist' selected. Below the navigation bar is a table with the following columns: Collector Code, Authorizer, Next Action Code, Activity, Next collector, and Authorize Date. The table area is currently empty.

Collector Code	Authorizer	Next Action Code	Activity	Next collector	Authorize Date
----------------	------------	------------------	----------	----------------	----------------

## Field Description

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

<b>Collector Code</b>	[Display] This field displays the collector code. It is the unique code of the collector assigned to the account.
-----------------------	---

<b>Authorizer</b>	[Display] This field displays the authorization authority for action.
-------------------	--

<b>Next Action Code</b>	[Display] This field displays the next action code.
-------------------------	--

<b>Activity</b>	[Display] This field displays the activity. The activity is a system activity or a user activity.
-----------------	---

Field Name	Description
<b>Next collector</b>	[Display] This field displays the name of the next collector to whom the account is transferred.
<b>Authorize Date</b>	[Display] This field displays the authorization date.

**Insurance Details**

**Field Description**

Field Name	Description
<b>Insurance Type</b>	[Display] This field displays the type of insurance.
<b>Insurance Code</b>	[Display] This field displays the code of the insurance type.
<b>Amount Insured</b>	[Display] This field displays the amount which is insured.

Field Name	Description
<b>Tot. Prem. Billed</b>	[Display] This field displays the total premium which is billed.
<b>Tot. Prem. Paid</b>	[Display] This field displays the total premium which is paid.
<b>Tot. Prem. Remitted</b>	[Display] This field displays the total premium which is remitted.

- Click on the **Follow Up** button.
- The **Follow Up** sub screen will be displayed and all the details entered by the collector during follow up will be displayed.

### Follow -Up Sub

**Follow-Up Sub**

Account No : 09995020000249

Action Code: CALL CALL THE PERSON Action Date: 31/03/2004 02:46

Result Code: Result Date: 01/06/2004 00:00

Amount:

Next Action Code: Next Action Date: 01/06/2004 00:00

Reason Code: Person Contacted:

Notes By Collector:

Next Collector: TCOLL9 TCOLL9 user

Notes By Supervisor: P1 sanction the amount

Back OK Clear

### Field Description

Field Name	Description
<b>Account No</b>	[Display] This field displays the account number for the follow-up.

Field Name	Description
<b>Action Code</b>	[Display] This field displays the action applicable to the collector group for the case.
<b>Action Date</b>	[Display] This field displays the process date.
<b>Result Code</b>	[Display] This field displays the result applicable to the selected action.
<b>Result Date</b>	[Display] This field displays the process date.
<b>Amount</b>	[Display] This field displays the PTP amount that is paid in the follow-up.
<b>Next Action Code</b>	[Display] This field displays the future action applicable to the selected action/result.
<b>Next Action Date</b>	[Display] This field displays the future date for the action.
<b>Reason Code</b>	[Display] This field displays the unique code assigned to each reason. It is a reason for delinquency.
<b>Person Contacted</b>	[Display] This field displays the name of the person contacted in the follow-up.
<b>Notes By Collector</b>	[Display] This field displays the notes by collector. It is the brief description of the follow-up by the collector.
<b>Next Collector</b>	[Mandatory, Pick List] Select the next collector from the pick list.
<b>Notes By Supervisor</b>	[Mandatory, Alphanumeric, 4000] Type the notes by supervisor. It is the brief description of the follow-up by the supervisor.

9. Enter the relevant information and click the **Ok** button.
10. The system displays the **Authorization by Supervisor** screen.

## 5. Repossession



## 5.1. CLN62 - Initiate Repossession\*

Assets have to be repossessed from customers in case of bad loans. Repossession involves ordering the repossession, repossessing the asset, storing it in a warehouse, valuate the asset and finally dispose the asset.

Using this option you can initiate the re-possession of the assets of the account of a customer.

### Definition Prerequisites

- Accounts assigned to the collectors.

### Modes Available

Not Applicable

### To initiate repossession

1. Type the fast path **CLN62** and click **Go** or navigate through the menus to **Transaction Processing > Collection Transactions > Repossession > Initiate Repossession**.
2. The system displays the **Initiate Repossession** screen.

### Initiate Repossession

**Initiate Repossession**

**Account Details**

Account Number:  ...

Collector:

**Collateral Details**

Collateral Code: <input type="text"/> ... <input type="text"/>	Status: <input type="text"/>
Manufacturing Date: <input type="text"/>	Engine Number: <input type="text"/>
Chassis Number: <input type="text"/>	Registration Number: <input type="text"/>
Warehouse: <input type="text"/> ... <input type="text"/>	Market Value: <input type="text"/>
Mileage: <input type="text"/>	
Reason: <input type="text"/> ... <input type="text"/>	
Notes: <input type="text"/>	

**Collateral Component Details**

Component	Condition	Remark

**Location Details**

Address1: <input type="text"/>	City: <input type="text"/>
Address2: <input type="text"/>	State: <input type="text"/>
	Zip Code: <input type="text"/>

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Account Details</b>	
<b>Account Number</b>	[Mandatory, Pick List] Select the account number of the customer whose asset will be repossessed from the pick list..
<b>Collector</b>	[Display] This field displays the collector who is responsible for repossession.
<b>Collateral Details</b>	
<b>Collateral Code</b>	[Mandatory, Pick List] Select the code of the collateral attached on the account from the pick list. The collateral name is populated in the corresponding field.
<b>Status</b>	[Display] This field displays the status of the collateral.
<b>Manufacturing Date</b>	[Display] This field displays the date on which the collateral was manufactured.
<b>Engine Number</b>	[Display] This field displays the engine number of collateral.
<b>Chassis Number</b>	[Display] This field displays the chassis number of collateral.
<b>Registration Number</b>	[Display] This field displays the registration number of collateral.
<b>Warehouse</b>	[Mandatory, Pick List] Select the warehouse number where the asset will be kept from the pick list. The warehouse name is displayed in the corresponding field.
<b>Mileage</b>	[Display] This field displays the mileage of collateral.
<b>Market Value</b>	[Display] This field displays the market value of collateral.

Field Name	Description
<b>Reason</b>	[Mandatory, Pick List] Select the reason code as to why the asset is repossessed from the pick list. The reason is populated in the corresponding field.
<b>Notes</b>	[Mandatory, Alphanumeric, 254] Type the notes by the collector.

Column Name	Description
<b>Collateral Component Details</b>	
<b>Component</b>	[Mandatory, Alphanumeric, 12] Type the details of the components of collateral.
<b>Condition</b>	[Mandatory, Alphanumeric, 30] Type the condition of collateral.
<b>Remark</b>	[Optional, Alphanumeric, 100] Type the remark for the collateral.

Field Name	Description
<b>Location Details</b>	
<b>Address 1</b>	[Mandatory, Alphanumeric, 40] Type the first line of the current address of the asset.
<b>Address 2</b>	[Mandatory, Alphanumeric, 40] Type the second line of the current address of the asset.
<b>City</b>	[Mandatory, Alphanumeric, 40] Type the city of the asset.
<b>State</b>	[Mandatory, Alphanumeric, 40] Type the state of the asset.
<b>Zip Code</b>	[Mandatory, Alphanumeric, 30] Type the zip code of the asset.

3. Select the account number of the customer whose asset will be repossessed from the pick list.
4. Enter the collateral details, collateral component details, and location details.

## Initiate Repossession

**Initiate Repossession**

**Account Details**

Account Number:  ...

Collector:

**Collateral Details**

Collateral Code:  ...  Status:

Manufacturing Date:  Engine Number:

Chassis Number:  Registration Number:

Warehouse:  ...  Mileage:

Reason:  ...  Market Value:

Notes:

**Collateral Component Details**

Component	Condition	Remark
<input type="button" value="+"/> <input type="button" value="-"/>		

**Location Details**

Address1:  City:

Address2:  State:

Zip Code:

5. Click the **Ok** button.
6. The system displays the message "Record modified successfully. Click Ok to continue". Click the **Ok** button.

## 5.2. CLN63 - Collateral Auctioning\*

Once the assets are repossessed they need to be disposed by auctioning.

Using this option you can maintain the records of the auctioning of the assets of a customer. It also contains the details of the various sales quotes made for the asset. The organization can initiate the sale of the asset based on the quotes entered in the system. This provides a better management and control for asset sale.

### Definition Prerequisites

- CLN62 - Initiate Repossession

### Modes Available

Not Applicable

### To view the collateral auctioning records

1. Type the fast path **CLN63** and click **Go** or navigate through the menus to **Transaction Processing > Collection Transactions > Repossession > Collateral Auctioning**.
2. The system displays the **Collateral Auctioning** screen.

### Collateral Auctioning

Collateral Auctioning

Account Number:  ...

Collateral Code :  ...

Warehouse :

Quotation Details

Sr. No.	Date	Buyer	Contact No.	Bid Amount	Notes
---------	------	-------	-------------	------------	-------

OK Close Clear

**Field Description**

Field Name	Description
<b>Account Number</b>	[Mandatory, Pick List] Select the account number of the customer whose asset is repossessed from the pick list.
<b>Collateral Code</b>	[Mandatory, Pick List] Select the code of the collateral attached on the account from the pick list. The collateral name is populated in the corresponding field.
<b>Warehouse</b>	[Display] This field displays the warehouse number where the asset will be kept.

Column Name	Description
<b>Quotation Details</b>	
<b>Sr. No.</b>	[Display] This column displays the serial number of the quotation details. This is auto-generated by the system.
<b>Date</b>	[Mandatory, dd/mm/yyyy] Type the date on which the auctioning of the asset was done.
<b>Buyer</b>	[Mandatory, Alphanumeric, 256] Type the buyer name who has bid for the auctioned asset.
<b>Contact No.</b>	[Mandatory, Numeric, 45] Type the contact number of the buyer who has bid for the auctioned asset.
<b>Bid Amount</b>	[Mandatory, Numeric, 15] Type the bid amount given by the buyer who has bid for the auctioned asset.
<b>Notes</b>	[Optional, Alphanumeric, 4000] Type the notes entered during auctioning.

3. Select the account number of the customer whose asset will be repossessed from the pick list.
4. Select the collateral code from the pick list.
5. Enter the quotation details.

**Collateral Auctioning**

**Collateral Auctioning**

Account Number:  ...

Collateral Code :  ...

Warehouse :

**Quotation Details**

Sr. No.	Date	Buyer	Contact No.	Bid Amount	Notes
---------	------	-------	-------------	------------	-------

Ok Close Clear

- 6. Click the **Ok** button.
- 7. The system displays the message "Record modified successfully. Click Ok to continue". Click the **Ok** button.

### 5.3. CLN64 - Collateral Disposition\*

Using this option you can maintain the sale details of the auctioned assets of a customer and the details of the new buyer to whom the asset will be sold. This is useful to complete the audit trail for the resale process.

Once the assets are repossessed they will be disposed by auctioning using the Collateral Auctioning (Fat Path: CLN63) option. After this the auctioned details need to be maintained in the system.

#### Definition Prerequisites

- CLN63 - Collateral Auctioning

#### Modes Available

Not Applicable

#### To select the buyer for the asset

1. Type the fast path **CLN64** and click **Go** or navigate through the menus to **Transaction Processing > Collection Transactions > Repossession > Collateral Disposition**.
2. The system displays the **Collateral Disposition** screen.

#### Collateral Disposition

Collateral Disposition

Account Number:  ...

Collateral Code :  ...

Warehouse :

**Quotation Details**

Sr. No.	Date	Buyer	Phone No.	Bid Amount	Sale Amount	Notes	Select



**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Account Number</b>	[Mandatory, Pick List] Select the account number of the customer whose asset is repossessed from the pick list.
<b>Collateral Code</b>	[Mandatory, Pick List] Select the code of the collateral attached on the account from the pick list. The collateral name is populated in the corresponding field.
<b>Warehouse</b>	[Display] This field displays the warehouse number where the asset is kept.

<b>Column Name</b>	<b>Description</b>
<b>Quotation Details</b>	
<b>Sr. No.</b>	[Display] This column displays the serial number of the quotation details. This is auto-generated by the system.
<b>Date</b>	[Mandatory, dd/mm/yyyy] Type the date on which the auctioning of the asset was done.
<b>Buyer</b>	[Mandatory, Alphanumeric, 256] Type the buyer name who has bid for the auctioned asset.
<b>Phone No.</b>	[Mandatory, Numeric, 45] Type the contact number of the buyer who has bid for the auctioned asset.
<b>Bid Amount</b>	[Mandatory, Numeric, 15] Type the bid amount given by the buyer who has bid for the auctioned asset.
<b>Sale Amount</b>	[Mandatory, Numeric, 22] Type the actual amount for which asset will be sold to the buyer.
<b>Notes</b>	[Optional, Alphanumeric, 4000] Type the notes entered during auctioning.
<b>Select</b>	[Optional, Check Box] Select the check box to select a buyer from the list of buyers.

3. Select the account number of the customer whose asset will be repossessed from the pick list.
4. Select the collateral code from the pick list.
5. The list of buyers who have bid for the asset are displayed.
6. Select the check box to select a buyer from the list of buyers.

### Collateral Disposition

Collateral Disposition

Account Number:  ...   
 Collateral Code :  ...   
 Warehouse :

**Quotation Details**

Sr. No.	Date	Buyer	Phone No.	Bid Amount	Sale Amount	Notes	Select

7. Click the **Ok** button.
8. The system displays the message "Record modified successfully. Click Ok to continue". Click the **Ok** button.

## 6. Customer Sticky Notes

## 6.1. CLN70 - Customer Sticky Notes

Users can add special notes to the customer. These notes are displayed each time the account of the customer is displayed for follow-up.

Using this option you can add these notes to the selected customer. Only one note may be added at a time. You can also view the existing notes in a grid.

### Definition Prerequisites

- Customer to have accounts

### Modes Available

Not Applicable

### To add a sticky note

1. Type the fast path **CLN70** and click **Go** or navigate through the menus to **Transaction Processing > Collection Transactions > Customer Sticky Notes > Customer Sticky Notes**.
2. The system displays the **Customer Sticky Notes** screen.

### Customer Sticky Notes

**Customer Sticky Notes**

**Sticky Notes**

Search Criteria : Customer Short Name

Search String :

Cust ID :

Note :

**Notes History**

Sr. No.	Notes	By Collector Name	Entered On
---------	-------	-------------------	------------

OK Close Clear

**Field Description**

Field Name	Description
<b>Sticky Notes</b>	
<b>Search Criteria</b>	<p>[Mandatory, Drop-Down]</p> <p>Select the search criteria to search for the customer from the drop-down list.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Customer short name: The short name of the customer.</li> <li>• Customer IC: The identification criteria (IC) arrived at by the bank during customer addition.</li> <li>• Customer ID: The unique identification given by the bank.</li> </ul>
<b>Search String</b>	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the <b>Search Criteria</b> field.</p> <p>If the search criterion is specified as customer's short name or IC then any of the letter(s) of the short name or IC can be entered. The system displays the pick list of all those customers having those letters in their respective criteria.</p> <p>Choose the appropriate customer from the existing customer list.</p> <p>For example, The customer's short name is George Abraham. One can search the above customer by entering Geo in the <b>Search String</b> field.</p>
<b>Cust ID</b>	<p>[Display]</p> <p>This field displays the ID of the customer.</p> <p>A customer ID is an identification number, generated by the system after customer addition is completed successfully. This running number, unique to a customer across the system, is generated after the system has identified the customer IC and the customer category combination to be non-existent in the system. This ID is used for searching and tracking the customer in the system.</p>
<b>Note</b>	<p>[Mandatory, Alphanumeric, 240]</p> <p>Type the special note for the customer.</p>

Column Name	Description
<b>Notes History</b>	
<b>Sr. No.</b>	<p>[Display]</p> <p>This column displays the serial number for the note.</p> <p>It is auto-generated by the system.</p>

Column Name	Description
Notes	[Display] This column displays the special note added for the customer.
By Collector-Name	[Display] This column displays the name of the user who added the note for the customer.
Entered On	[Display] This column displays the date on which the note was created for the customer.

3. Select the search criteria from the drop-down list.
4. Enter the search string and press the **<Tab>** or **<Enter>** key.
5. Select the customer for whom the note is to be added.
6. The system displays the notes history for the selected customer.
7. Enter the new note to be added.

### Customer Sticky Notes

**Customer Sticky Notes**

**Sticky Notes**

Search Criteria : Customer Short Name

Search String : A

Cust ID : 600903 ABDUL NARAYAN GOMES

Note : IMP NOTES PART 2

**Notes History**

Sr. No.	Notes	By Collector-Name	Entered On
1	IMP NOTES	TDOC2	31/12/2007

Ok Close Clear

8. Click the **Ok** button.
9. The system displays the message "Record successfully added.. Click Ok to continue". Click the **OK** button.

10.

## 7. Reallocation

## 7.1. CLN32 - Collectorwise Re-allocation\*

Using this option you can reallocate the open cases to different collectors. The exception cases cannot be reallocated. The collectors can follow-up these cases using the Group Follow Up (Fast Path: CLN30) option.

### Definition Prerequisites

- Collectors should be defined

### Modes Available

Not Applicable

### To reallocate cases collectorwise

1. Type the fast path **CLN32** and click **Go** or navigate through the menus to **Transaction Processing > Collection Transactions > Reallocation > Collectorwise Re-allocation** .
2. The system displays the **Collectorwise Re-allocation** screen.

### Collectorwise Re-allocation

Collectorwise Re-allocation

From Collector :  ...

From Collector Group :  ...

To Collector :  ...

To Collector Group :  ...

# of open Cases :

# of Cases to be Re-allocated :

OK Close Clear



**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>From Collector</b>	[Mandatory, Pick List] Select the collector whose cases are to be reallocated from the pick list.
<b>From Collector Group</b>	[Mandatory, Pick List] Select the group of the collector whose cases have to be reallocated from the pick list.
<b>To Collector</b>	[Mandatory, Pick List] Select the collector to whom cases are to be reallocated from the pick list.
<b>To Collector Group</b>	[Mandatory, Pick List] Select the group of the collector to whom cases have to be reallocated from the pick list.
<b># of Open Cases</b>	[Display] This field displays the total number of open cases of From collector that needs to be reallocated.
<b># of Cases to be Re-allocated</b>	[Mandatory, Numeric, Three] Type the actual number of cases to be reallocated.

3. Select the from collector and collector group from the pick list.
4. Select the to collector and collector group from the pick list.
5. Type the number of cases to be reallocated.

## Collectorwise Re-allocation

Collectorwise Re-allocation		
From Collector :	<input type="text" value="SCOLL1"/>	<input type="text" value="SCOLL1 SUPER"/>
From Collector Group :	<input type="text" value="CG3"/>	<input type="text" value="COLLECTOR GROUP_3"/>
To Collector :	<input type="text" value="TCOLL2"/>	<input type="text" value="COLL2 TELLER"/>
To Collector Group :	<input type="text" value="CG4"/>	<input type="text" value="COLLECTOR GROUP_4"/>
# of open Cases :	<input type="text"/>	
# of Cases to be Re-allocated :	<input type="text" value="4"/>	

6. Click the **Ok** button.
7. The system displays the message "Record Modified Successfully.. Click Ok to continue". Click the **Ok** button.

## 7.2. CLN33 - Reallocation (Queue wise)\*

Using this option you can manually change the collector assigned to a particular open case during reallocation in a particular queue.

### Definition Prerequisites

- Queues should be defined
- Collectors should be defined

### Modes Available

Not Applicable

### To reallocate cases queuewise

1. Type the fast path **CLN33** and click **Go** or navigate through the menus to **Transaction Processing > Collection Transactions > Reallocation > Reallocation (Queue wise)**.
2. The system displays the **Reallocation (Queue wise)** screen.

### Reallocation (Queue wise)

Reallocation (Queue wise)

From Queue :  ...

From Collector :  ...

From Collector Group :  ...

Open Cases # :

To Collector :  ...

To Collector Group :  ...

# of Cases to be Reallocated :

OK Close Clear

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>From Queue</b>	[Mandatory, Pick List] Select the queue from which cases are to be reallocated from the pick list.
<b>From Collector</b>	[Mandatory, Pick List] Select the collector to reallocate the cases opened by him from the pick list.
<b>From Collector Group</b>	[Mandatory, Pick List] Select the group of the collector whose cases have to be reallocated from the pick list.
<b>Open Cases #</b>	[Display] This field displays the total open cases of the chosen collector.
<b>To Collector</b>	[Mandatory, Pick List] Select the collector to reallocate the cases to him from the pick list.
<b>To Collector Group</b>	[Mandatory, Pick List] Select the group of the collector to whom the cases have to be reallocated from the pick list.
<b># of Cases to be Reallocated</b>	[Mandatory, Numeric, Three] Type the actual number of cases to be reallocated to the new collector.

3. Select the appropriate from queue, collector, and collector group from the pick list.
4. Select the to collector and to collector group from the pick list.
5. Enter the number of cases to be reallocated.

**Reallocation (Queue wise)**

Reallocation (Queue wise)			
From Queue :	<input type="text" value="Q1"/>	<input type="text" value="QUEUE1"/>	
From Collector :	<input type="text" value="TSURESH"/>	<input type="text" value="SURESH TELLER"/>	
From Collector Group :	<input type="text" value="CG1"/>	<input type="text" value="Collector Group_1"/>	
Open Cases # :	<input type="text" value="4"/>		
To Collector :	<input type="text" value="SPRAVEEN"/>	<input type="text" value="PRAVEEN SUPER"/>	
To Collector Group :	<input type="text" value="CG2"/>	<input type="text" value="Collector Group_2"/>	
# of Cases to be Reallocated :	<input type="text" value="4"/>		

6. Click the **Ok** button.
7. The system displays the message "Record Modified Successfully. Click Ok to continue". Click the **Ok** button.

## 7.3. CLN34 - Reallocation (Individual)\*

Using this option you can manually change the collector assigned to a particular open case during reallocation.

For the given account number, you have to select the new collector and collector group.

### Definition Prerequisites

- Collectors should be defined

### Modes Available

Not Applicable

### To reallocate cases individually

1. Type the fast path **CLN34** and click **Go** or navigate through the menus to **Transaction Processing > Collection Transactions > Reallocation > Reallocation (Individual)**.
2. The system displays the **Reallocation (Individual)** screen.

### Reallocation (Individual)

The screenshot shows the 'Reallocation (Individual)' window. It contains the following fields:

- Account number :  ...
- Collector Code :
- From Collector Group :
- New Collector :  ...
- To Collector Group :  ...

At the bottom right, there are three buttons: 'OK', 'Close', and 'Clear'.

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Account number</b>	[Mandatory, Pick List] Select the account number, of the open case to be reallocated, from the pick list.
<b>Collector Code</b>	[Display] This field displays the code of the collector who is assigned to the account.
<b>From Collector Group</b>	[Display] This field displays the current collector group of the collector.
<b>New Collector</b>	[Mandatory, Pick List] Select the new collector from the pick list. The adjoining field displays the name of the selected collector.
<b>To Collector Group</b>	[Mandatory, Pick List] Select the group of the collector to whom cases have to be reallocated from the pick list.

3. Select the account number from the pick list.
4. Select the new collector code from the pick list.

**Reallocation (Individual)**

Reallocation (Individual)		
Account number :	00052050000021	SURYANARAYANA B
Collector Code :	SCOLL1	SCOLL1 SUPER
From Collector Group :	CG3	COLLECTOR GROUP_3
New Collector :	TCOLL2	COLL2 TELLER
To Collector Group :	CG4	COLLECTOR GROUP_4

Ok Close Clear

5. Click the **Ok** button.
6. The system displays the message "Record successfully modified. Click Ok to continue". Click the **Ok** button.



## 7.4. CLN35 - Temporary Re-Allocation\*

A collector is a person who will follow up with the case.

Using this option, you can manually change the collector assigned to a particular open case during reallocation. The case will remain reallocated to the new collector till the Till Date. However, a temporary reallocated case cannot be reallocated again until Till date.

### Definition Prerequisites

- Collector should be defined
- Cases should be allotted to the collectors

### Modes Available

Not Applicable

### To temporary re-allocate a collector

1. Type the fast path **CLN35** and click **Go** or navigate through the menus to **Transaction Processing > Collection Transactions > Reallocation > Temporary Re-Allocation**.
2. The system displays the **Temporary Re-Allocation** screen.

### Temporary Re-Allocation

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>From Collector</b>	[Mandatory, Pick List] Select the ID of the collector who has open cases that can be reallocated from the pick list. The collector name is populated in the corresponding field.
<b>From Collector Group</b>	[Mandatory, Pick List] Select the group ID of the collector whose cases will be reallocated from the pick list. The collector group name is populated in the corresponding field.
<b>To Collector</b>	[Mandatory, Pick List] Select the ID of the new collector to whom the cases will be reallocated from the pick list. The collector name is populated in the corresponding field.
<b>To Collector Group</b>	[Display] This field displays the group of the collector to whom the cases will be reallocated. The group name is displayed in the corresponding field.
<b>Till Date</b>	[Mandatory, dd/mm/yyyy] Type the date till which the reallocation will be valid.

<b>Column Name</b>	<b>Description</b>
<b>Parameter</b>	
(	[Display] This column displays the opening bracket for forming a condition.
<b>Parameter</b>	[Mandatory, Pick List] Select the reallocation parameter from the pick list. Based on the selected parameter, the criterion of reallocation is defined and attached to queue code.
<b>Description</b>	[Display] This column displays the description of the parameter selected in the adjacent field.

Column Name	Description
<b>Operator</b>	<p>[Mandatory, Pick List]</p> <p>Select the arithmetic operators used in the condition from the pick list.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• *</li> <li>• +</li> <li>• -</li> <li>• /</li> </ul>
<b>Condition</b>	<p>[Optional, Pick List]</p> <p>Select the condition from the pick list.</p> <p>Condition is a criteria for a queue. User has to enter the condition by selecting the parameter.</p>
<b>Value Flag</b>	<p>[Mandatory, Pick List]</p> <p>Select the value flag from the pick list.</p> <p>The value flag specifies whether the value evaluated with the operator/ condition selected will be a fixed or variable.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• F: Fixed Value</li> <li>• V: Parameter to be evaluated</li> </ul>
<b>Value</b>	<p>[Mandatory, Alphanumeric, 40]</p> <p>Type the value.</p> <p>The value is defined based on the condition.</p>
<b>Parameter</b>	<p>[Conditional, Pick List]</p> <p>Select the queue parameter from the pick list.</p> <p>The criteria of a queue is defined and attached to the queue code on the basis of the selected parameter.</p>
<b>Description</b>	<p>[Display]</p> <p>This column displays the description of the parameter selected in the adjacent field.</p>
<b>Logical Operator</b>	<p>[Conditional, Pick List]</p> <p>Select the operator used to join the two conditions/predicates specified with AND/OR from the pick list.</p>
<b>)</b>	<p>[Display]</p> <p>This column displays the closing bracket for forming a condition.</p>
<b>Formula Expression</b>	<p>[Display]</p> <p>This column displays the condition which is created</p>

3. Select the collector and collector group whose cases are to be re-allocated from the pick list.
4. Select the collector and collector group to whom the cases will be reallocated from the pick list.
5. Enter the other relevant information.

### Temporary Re-Allocation

**Temporary Re-Allocation**

From Collector :   From Collector Group :

To Collector :   To Collector Group :

Till Date :

**Parameter**

(	Parameter	Description	Operator	Condition	Value Flag	Value	Parameter	Description	Logical Operator	)
(	AMT_OVERDUE	AMT OVERDUJE	+		F	12			AND	)

+ -

[Show Expression](#)

**Formula Expression**

( AMT\_OVERDUE + 12 AND )

**Show # of Cases**

6. Click the **Ok** button.
7. The system displays the message "Record modified successfully. Click Ok to continue". Click the **Ok** button.

## 8. Exception Case Marking

## 8.1. CLN29 - Exception Case Marking\*

Using this option the collector can mark a case as a exceptional case if he wants that case to be handled by a exception collector.

This is the code which collector can attach to the account based on the type of the customer e.g. special code can be VIP. The cases which are ready for follow-up can be marked/unmarked for exception or the code which collector can attach to the account based on the type of the customer. The cases which are ready for follow-up can be marked/ unmarked for exception or added as a special code by the collector.

### Definition Prerequisites

- Collector should be defined
- Special codes should be defined

### Modes Available

Not Applicable

### To mark the exception case

1. Type the fast path **CLN29** and click **Go** or navigate through the menus to **Transaction Processing > Collection Transactions > Exception Case Marking > Exception Case Marking**.
2. The system displays the **Exception Case Marking** screen.

### Exception Case Marking

The screenshot shows a web-based form titled "Exception Case Marking". The form includes the following fields and controls:

- Account No.:** A text input field followed by a dropdown menu icon.
- Exception:** Three radio buttons labeled "Mark", "Unmark", and "SpCode".
- Exception Collector:** A text input field followed by a dropdown menu icon.
- Special Code:** A text input field followed by a dropdown menu icon.

At the bottom right of the window, there are three buttons: "OK", "Close", and "Clear".

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Account No</b>	[Mandatory, Pick List] Select the account number to be processed from the pick list.
<b>Exception</b>	[Mandatory, Radio button] Click the appropriate exception. Exception allows the user to select the case as an exception case. The options are: <ul style="list-style-type: none"> <li>• Mark</li> <li>• Unmark</li> <li>• SpCode</li> </ul>
<b>Exception Collector</b>	[Conditional, Pick List] Select the branch of the bank that has made the TT from the pick list. This field is mandatory if <b>Mark</b> is selected in the <b>Exception</b> field.
<b>Special Code</b>	[Conditional, Pick List] Select the special code from the pick list. The special code is attached to the case on the basis of the type of the customer.

3. Select the account number from the pick list.
4. Enter the other relevant information.

## Exception Case Marking

Exception Case Marking	
Account No :	<input type="text" value="00053010000012"/> <input type="text" value="CIT7-15-3-8C1 C C"/>
Exception :	<input type="radio"/> Mark <input type="radio"/> Unmark <input checked="" type="radio"/> SpCode
Exception Collector :	<input type="text" value="SCOLL1"/> <input type="text" value="SCOLL1 user"/>
Special Code :	<input type="text" value="222"/> <input type="text" value="HIGH PRIORITY CUSTOMER"/>
<input type="button" value="Ok"/> <input type="button" value="Close"/> <input type="button" value="Clear"/>	

5. Click the **Ok** button.
6. The system displays the message "Record modified successfully... Click Ok to continue". Click the **Ok** button.



## 9. Requeue

## 9.1. CLN37 - Re-queue\*

Using this option the cases lying in a particular queue can be re-queued again during EOD activity. You can select one or more queues to re-queue. At EOD all the cases in the selected queues will be re-queued i.e. will undergo queue creation again.

### Definition Prerequisites

- Queries should be defined

### Modes Available

Not Applicable

### To re-queue a case

1. Type the fast path **CLN37** and click **Go** or navigate through the menus to **Transaction Processing > Collection Transactions > Requeue > Re-queue**.
2. The system displays the **Re-queue** screen.

### Re-queue

The screenshot shows a window titled "Re-queue" with a table. The table has three columns: "Queue Code", "Queue Description", and "Select". The table is currently empty. At the bottom of the window, there are three buttons: "Ok", "Close", and "Clear".

Queue Code	Queue Description	Select
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### Field Description

Column Name	Description
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Re-queue	
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Column Name	Description
<b>Queue Code</b>	[Display] This column displays the code of the queues which are defined.
<b>Queue Description</b>	[Display] This column displays the name or description of the queues which are defined in the adjacent field.
<b>Select</b>	[Optional, Check Box] Select the check box to select the corresponding queue for re-queuing.

3. Select the check box corresponding to the cases to be re-queued.

### Re-queue

Queue Code	Queue Description	Select
Q1	QUEUE1	<input checked="" type="checkbox"/>
Q2	QUEUE_2	<input type="checkbox"/>
Q3	QUEUE_3	<input type="checkbox"/>
Q4	QUEUE_4	<input type="checkbox"/>
Q5	QUEUE_5	<input type="checkbox"/>
Q12	QUEUE_12	<input type="checkbox"/>
Q13	QUEUE13	<input type="checkbox"/>
Q14	QUEUE14	<input type="checkbox"/>
Q15	QUEUE15	<input type="checkbox"/>
Q6	QUEUE_6	<input type="checkbox"/>
Q7	QUEUE_7	<input type="checkbox"/>
Q8	QUEUE_8	<input type="checkbox"/>
Q9	QUEUE_9	<input type="checkbox"/>
Q10	QUEUE_10	<input type="checkbox"/>
Q16	QUEUE16	<input type="checkbox"/>
Q17	QUEUE17	<input type="checkbox"/>
Q32	queue 32	<input type="checkbox"/>
Q11	QUEUE11	<input type="checkbox"/>

4. Click the **Ok** button.
5. The system displays the message "Record successfully added. Click Ok to continue". Click the **OK** button.