

Oracle® Banking Platform

Release Notes

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Oracle Banking Platform Release Notes, Release 2.4.0.0.0

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Preface

The release notes contain the details of the new components that are part of the release and include important known issues as of version 2.4.0.0.0.

Oracle recommends that you review the contents of the release notes before installing or working with the product.

This preface contains the following topics:

- [Audience](#)
- [Documentation Accessibility](#)
- [Related Documents](#)
- [Conventions](#)

Audience

This release note is intended for the users of Oracle Banking Platform.

Documentation Accessibility

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

Access to Oracle Support

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

Related Documents

For more information, see the following documentation:

- For installation and configuration information, see the Oracle Banking Installation Guide - Silent Installation
- For a comprehensive overview of security for Oracle Banking, see the Oracle Banking Security Guide
- For features, functionality, and options available for Oracle Banking and the licenses required to use them, see the Oracle Banking Licensing Guide

- For information related to setting up a bank or a branch, and other operational and administrative functions, see the Oracle Banking Administrator’s Guide
- For information related to customization and extension of Oracle Banking, see the Oracle Banking Extensibility Guide
- For information on the functionality and features of the Oracle Banking product licenses, see the respective Oracle Banking Functional Overview documents
- For information on the technical aspects, setups and configurations of Oracle Banking Platform Collections, see the respective Oracle Banking Platform Collections technical documents

Conventions

The following text conventions are used in this document:

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

The following acronyms are used in this document:

Acronym	Meaning
OBP	Oracle Banking Platform
UI	User Interface, that is Presentation Tier
CASA	Current Accounts and Savings Accounts
TD	Term Deposits
LCM	Limits and Collateral Management
PMU	Product Manufacturing Unit
DMS	Document Management System
GL	General Ledger
KYC	Know Your Customer
OD	Overdraft
IOA	Interest Only in Advance
IOI	Interest Only Installment
MOR	Moratorium
RPA	Repayment Pending Appropriation
LVR	Loan to Value Ratio
EOD	End Of Day
UDM	User Discretionary Margin
PMI	Post Maturity Interest

Acronym	Meaning
LMI	Lender's Mortgage Insurance
CCI	Consumer Credit Insurance
ANZSIC	Australian and New Zealand Standard Industrial Classification
PPSR	Personal Property Securities Register
IPM	Imaging and Process Management
FCF	Flexi Credit Facility
PPF	Partial Payoff
EFS	Early and Final Settlement
IPA	In Principle Approval
LCR	Liquidity Coverage Ratio
ATM	Automated Teller Machine
POS	Point Of Sale
PTP	Promise To Pay
LTV	Loan To Value
OES	Oracle Entitlements Server
OFSAA	Oracle Financial Services Analytical Applications
MOF	Multi Option Facility
AML	Anti Money Laundering
SOA	Service-Oriented Architecture
DPD	Days Past Due
ADF	Application Development Framework
AUF	Advance against Unclear Funds
TE	Temporary Excess

This chapter provides the details of the new features and enhancements in Oracle Banking Platform (OBP) Release 2.4.0.0.0.

1.1 Oracle Banking Base

This section describes the key enhancements of Oracle Banking Base released as a part of the Oracle Banking Platform Release 2.4.0.0.0.

1.1.1 Alerts

Following are the key enhancements in Alerts:

- Bank notifications can be sent to brokers, introducers, and external parties on pre-defined events, both financial and non-financial. On occurrence of such activity or events, the customer gets an alert. Message templates can be maintained for each alert. The message template will be resolved based on a rule set up, in addition to the existing parameters.
- Capability to defer dispatch of alerts is provided. To achieve this, the alert dispatch type should be Deferred under the subscription type of alerts. In such cases, the system does not send the alerts on occurrence of an event. Instead, it puts the alerts on hold and sends it by the end of the day.
- Alerts can be dispatched to recipients such as initiator of transaction on completion of approval process or to a broker on certain events. These include events in Origination workflow and servicing events based on maintenance or transactions performed from Origination.
- Alert template rule can be configured to include a fixed outcome alert dispatch. This attribute can be used to handle scenarios, wherein the bank may not want to dispatch alerts directly to customer, if they have contacted the bank through a broker. The bank may want to send the notifications directly to the broker, who in turn will manage the communication with the customer. This parameter brings the flexibility where the bank can choose whether or not to notify the customer, depending on the business model adopted by the bank.

1.1.2 Settlements

Following are the key enhancements in Settlements:

- The capability to perform office account transactions using Ledger as the settlement mode is provided. Both master and contra entries will be generated and can be tracked using a unique reference number.

- Credit Card has been introduced as a settlement mode for debit transactions where the card details will be captured and masked during the storage. Validations and transaction processing are a part of bank customization, after integration with card processing system.
- The capability to capture the 'Payable at the Branch' option is provided while using the Issue Bank Draft settlement mode.

1.1.3 Core Entity

Following are the key enhancements in Core Entity:

- The capability to default the standard ISO Currency Codes and ISO Country Codes, during Day 0 maintenance is provided. Other data related to the system can be maintained by the bank users.
- The capability to consume the exchange rates that are supplied by the treasury is provided. These rates can be obtained as a feed. Bank can maintain the spreads to determine buy and sell rates.
- Both notes and coins can be maintained for the same value currency denominations.

1.1.4 Generic Data Feed to OFSAA

Following is the key enhancement in Generic Feeds:

- Data mapping and generic data feed to OFSAA for analytical purposes have been enhanced.

1.1.5 Document Management System (DMS)

Following are the key enhancements in DMS:

- **Inbound Documentation Checklist**
 - The Inbound Document Checklist task flow has been redesigned to follow the latest UI principles.
 - Multiple documents can be uploaded against the same document type.
 - An uploaded document can be deleted from the inbound document checklist.
 - Latest versions of documents can be uploaded against already uploaded documents. The versions are maintained in IPM.
 - The date on which a document was received, whether a document is kept in the bank's custody and any comments or remarks associated with a document can be added from within the checklist itself.
 - New statuses of an inbound document type have been introduced such as Not Available, Deferred, Received but not Uploaded, and Uploaded. These are available in checklist for user selection.
 - Apart from the documents resolved by document policy, the checklist has the capability to upload ad hoc documents.
- **Maintenance and Setup**

Primary indexes for a document type are now predefined with document type definition. While uploading a document, the DMS must receive all primary indexes and their values, only then the document will be uploaded successfully.

- **Outbound Documents**
 - Apart from the Document Policy, that is used to resolve the document type for an event and scenario, the system now utilizes Document Template Resolution Policy. This policy is used to resolve the templates for an outbound document type for different combinations of Market Entity and Business Unit. Hence, multiple templates for the same document type can now be defined in DMS.
 - Documents can be delivered to various party roles and associated party roles such as Broker, Power of Attorney, and Authorized Signatory.
 - A new delivery mode named Online has been introduced for Outbound documents. It is used to send documents to a bank's online channels such as a secured mail box.
- **Document Processing**
 - The system can track the expiry or validity of a recurring uploaded inbound document, and can mark a document as Elapsed on completion of the document validity period.
 - While uploading the documents from an external upload service, if a document is not claimed by any internal OBP task, then the alerts can be sent to a Banker group to act upon such unclaimed documents.
 - If a document is claimed by an internal task, then the alerts will be sent to the owners of that task to start their respective activities.
 - Messages or Comments associated with a document, which are generated from external content management systems, will be saved in the DMS against the uploaded document, while uploading through external upload service.

1.1.6 Offer Bundling

Following are the key enhancements in Offer Bundling:

- Offers created under group of product groups can also be linked to a bundle.
- The capability to define eligibility rules is provided to determine if parties are eligible to purchase a bundle.

1.1.7 Common Services

Following is the key enhancement in Common Services:

- Holiday rules and calendar types can be defined on the basis of which holidays can be marked for 'n' number of years at same time.

1.1.8 Common Account

Following are the key enhancements in Common Account:

- Warning Indicators have been renamed as Risk Indicators.
- The 'applicant not present' functionality in CASA has been handled through a new risk indicator called Applicant Not Present.
- The Account Address Linkage page has been merged with the account holder preferences page.

1.1.9 Party Information

Following are the key enhancements in Party Information:

- **Data Capture while Onboarding Customers**
 - The capability to select the role in which the party needs to be onboarded, either as a Member or a Customer for all party types is provided.
 - Country of citizenship and country of residence can be captured for Individuals.
 - Multi-tiered industry can be captured for all party types. Occupation details can be captured for Individuals.
 - The identification details, which are available during onboarding, can be captured and uploaded for all party types.
 - Consent for using electronic communication channel can be captured for Individuals.
 - Consents that are required to be obtained while onboarding all customers can be configured.
 - Topics on which Individual customers would like to receive marketing information can be captured.
 - Preferences of Individual customers to receive the documents can be captured.
- **Identity Verification**
 - The identity verifications can be configured for each due diligence verification, along with a status for each identity verification, and a rolled up status for the due diligence verification.
 - The capability to reinitiate due diligence verifications by selecting the identity verification and mode is provided.
- **Party Bank Policy**
 - The due diligence types can be selected and identity verifications can be configured against each due diligence type.
 - The capability to maintain a validity period and lead days for each due diligence type is provided.
- **Party General Information**
 - The capability to maintain last activity date for all customers is provided.
 - The customer's segment can be captured for all customers.
- **Party Broker and Introducer**
 - Individual Brokers or Introducers can be linked to Business groups, that they can deal with while onboarding the party.
 - The business group level details can be captured for the brokers or introducers.
 - The capability to modify the status of a broker or introducer, for each Business group that they are linked to, is provided.

- **Due Diligence Expiry**
 - The capability to generate an alert 'x' days (lead days maintained) before the expiry of due diligence is provided.
 - The capability to generate alert on expiry of the due diligence is provided.

1.1.10 Payments

Following are the key enhancements in Payments:

- The unmatched returns can be reprocessed to Loan account.
- Cheques can be deposited in Miscellaneous Debit or Credit General Ledger. The deposit transaction can be a Master entry or a Contra entry.
- The bank drafts can be issued with a specific payable branch, and the appropriate accounting entries will be passed in the payable branch.
- Denominations for issuing traveller's cheques can be maintained.
- The system can identify if a particular transaction template is configured as Return Allowed or not, and accordingly allows or disallows the return of certain types of inward payment transactions.
- The system can define the behavior of an outgoing collections template, to verify if the mandate validations are required or not.
- The Scan Reject page can process the outward returns based on the retention days that are defined in the transaction template.
- File can be uploaded to create standing instruction for payment from one account to multiple accounts, both internal and external. This is now possible for business payments as well as business collections.

1.1.11 Product Manufacturing Unit (PMU)

Following are the key enhancements in PMU:

- **Allowed Currencies**

A list of allowed currencies, under which term deposit accounts can be opened under a product, and minimum term for interest eligibility for each currency can be specified. Step up parameters for defining step up TD can be maintained.
- **Validations at Product Group and Product level**

Validations are applicable at the product group level and product level to ensure that domain accounting entry definition is maintained and price policy chart for all applicable currencies is maintained. This is applicable across product class.
- **Debit Card Features**

Debit card definition is enabled as a feature that can be linked to a CASA product and to CASA offer. More than one feature can be defined and attached to an offer, which is displayed in Origination. The customers can choose the card that they prefer.
- **Linkage of Dependent Offers**

Certain offers may be enabled for subscription only if some other mandatory offers are subscribed for or maintained. Such dependency can be defined in a maintenance page. Presently, this linkage exists among CASA and Loan offers.

- **Office Accounts as CASA Accounts**

CASA accounts can be defined as Office Accounts. These accounts are specifically marked as Office Accounts during configuration. They are used for specific purposes such as pool account of the bank to collect taxes or any such amount, on behalf of the government, which later needs to be reconciled. Biller accounts are another example of office accounts.

- **Product Hierarchy View**

A new user interface is designed to view the entire product hierarchy. All maintenances from product class to offer and the associated linkages are displayed here.

- **Define Unclaimed Policy**

Maintenance of unclaimed policy is available through the Define Unclaimed Policy page. Product class, product group, product, and offer can be used as facts to decide fixed outcomes of Unclaimed Period, Unclaimed Threshold Value, and Percentage to be Transferred. The maintenance page includes the following:

- Unclaimed Period decision table
- Unclaimed Parameters decision table
- Number of TD Auto Renewal field

- **Define Campaigns**

Campaign definition can be done in PMU. Campaign start and end date can be maintained along with product groups and offers that are a part of the campaign. Accounts can then be originated in the campaign.

- **Flexi Credit Policy**

To enable flexi credit facility (FCF), validations are built in the credit policy with group type as MOF and product class as CASA. Specific parameters for FCF such as interest rate type and interest set off applicability are available in CASA offer.

- **Eligibility Framework**

A bank may need to specify a set of predefined values as the eligibility criteria for each entity and evaluate whether a particular value or a set of values matches eligibility criteria defined at any time.

Banks have varying product offerings, such as retail loans and payment services, to suit the diverse profile of clientele they have. Each of these products offered is targeted towards a specific group of customers and will have their own inherent characteristics. For example, a bank might want to offer one product only to a specific group of customers, namely salaried individual customers. The bank might want to offer this product only through a list of pre-defined branches or only in a specific currency. For example, all home loans have to be in local currency only.

The eligibility framework has been simplified and made user friendly. Using rule definition, offer eligibility is achieved. Rules are set up using specific offer eligibility fact groups. Such fact groups are for channels, party, collateral, purpose codes, and sourcing entity including brokers. System returns the value of the rule on evaluation, which determines whether a customer is eligible to apply for a specific offer.

1.1.12 Identity and Entitlement Management

Following are the key enhancements in Identity and Entitlement Management:

- **Access Restrictions capability for Product Ledger codes in OBP tasks**

User access restrictions can be defined for General Ledger (GL) or Product Ledger codes, that are enabled for Direct Posting based on an attribute called Ledger Classification. The Ledger Classification attribute will be provisioned with a seed list of values, which is then used for configuration of access policies within the Oracle Entitlements Server (OES), corresponding to the application role.

The transactions where the access restrictions checks can be implemented are as follows:

- All financial transactions where settlement mode is GL.

This is related to the Common Settlement task flow, where one of the supported modes is Ledger (GL). Once this option is chosen, based on the branch, the system allows the user to filter and select the appropriate GL to perform the transaction. This field has a picklist or LOV from where the appropriate Ledger code can be selected.

- Miscellaneous General Ledger Transfer (Cash Deposit to GL) (Fast Path: BR008)
- Cheque Deposit (to GL) (Fast Path: PC213)
- Journal Multi Entry Summary (Fast Path: JES04)
- View and Reconcile Office Accounts (Fast Path: PL088)
- Payment or Collection Transaction (Fast Path: PC216)
- Scan Reject (Fast Path: PC204)
- CASA Backdated Transaction (Fast Path: JE06)

- **Access restrictions capability for users to originate accounts of specific product groups**

This feature is an extension of the Office Accounts feature or functionality. As a part of the CASA Account approach being adopted for Office Accounts, only users with access must be able to view and select the product group classified as Office Account, once the user has selected New Deposit from the Landing page of the Application Form (Fast Path: OR097) in Origination.

The solution for the same is implemented in the following manner:

- Product Group definition within Product Manufacturing has been enhanced to include attribute to indicate if Product Group is classified as Office Account.
- The Access policy is provisioned in Oracle Entitlements Server (OES) for the common application service provisioned by Security in OBP.
- The common application service is internally invoked by Product Manufacturing to validate and return only those product group details (if the appropriate role has access) to the landing page (after the user has selected New Deposit) of the application form in Origination.

- **Reassignment of Worklist Tasks**

The Reassign feature in the BPM worklist is enhanced to display only the list of users or groups which match the criteria or rules of the current user who has been assigned the task. The users who are not able to perform the operations in the

tasks are not displayed within the generic search capability provided in the BPM worklist.

1.1.13 Approvals

Following are the key enhancements in Approvals:

- **Economic Cost negotiation in Term Deposit redemption transaction**

Economic Cost is applied when fixed rate contract period is broken in accordance with the module or product behavior, and other business rules in OBP. From a bank's perspective, it is like a fee or a charge. However, in terms of the OBP solution implementation, in the transactions where Economic Cost is applicable, this is returned through OFSAA, and did not support matrix based approvals till OBP Release 2.3.0.0.0.

This behavior has now been enhanced to support matrix based authorization support for economic cost and administrative fee negotiation approval in the redemption transaction of a term deposit.

Matrix based authorizations indicate that the system will provide a set of attributes, which can be used for the configuration of conditional approval within the Oracle Entitlements Server (OES). These attributes can also be used for supporting significantly complex rules with respect to approval human task routing.

- **Matrix based approvals support for Customized Rate capture**

Customized Rates is a functionality or flexibility where the user can directly capture the base rate for an account (based on the confirmation of the allowed or applicable rate for an account belonging to the customer, after the confirmation from a department within the bank, typically the Treasury department). This requirement is to handle specific cases where the customer is bringing forth such business to the bank, that the bank user or appropriate authority would like to ensure that there is flexibility in the base rate being applied. Customized Rate is typically applicable only for Fixed Rate type. OBP supports Customized Rate for fixed rate scenarios only. There will be a fixed list of transactions where Customized Rate capture and its corresponding approvals are supported within OBP.

Matrix based authorizations indicate that the system provides a set of attributes, which can be used for configuration of conditional approval within the Oracle Entitlements Server (OES). These attributes can be used for supporting significantly complex rules with respect to approval human task routing.

Examples of attributes include:

- Business Unit
- Product Group
- Requested Amount (applicable for lending products)
- Deposit Amount (applicable for deposit products)

- **Approvals for Submission Level Pricing capability in Origination**

The capability for the Submission Level Pricing approval has been introduced. Earlier, when the price (margins or fees) negotiations were performed as part of Structure Solution in Origination, the pricing approval decision was made in the context of the product groups and the accounts (configured or amended) under that product group, and not for the entire submission. This did not give the pricing

approval managers a complete view of the overall business coming in from the customer, through a single submission, which could have one or more product groups applied by the customers. This task will be created post Review and Submit step in Capture Application, and before sending the submission for Credit Assessment. There will be no option to override or suppress the task creation.

This feature now provides the capability to have a single view of all the product groups, applied with all price negotiations, to be approved prior to the credit assessment.

The synopsis of this feature is as follows:

- Rule can be set up to identify whether pre-assessment Structure Solution task is mandatory. Rule can also be used to identify if Submission Level Pricing approval task is required.
- Setting up of the pre-assessment Structure Solution rule does not ensure that the Submission Level Pricing task is created. This is only to identify whether Structure Solution is mandatory in Capture Application. The rule can be set up in other cases also, when the bank wants to ensure that Structure Solution is mandatory in Capture Application.

In case of a submission with multiple product groups, only the product groups that qualify for Structure Solution as Mandatory, need to have the account configuration step in Structure Solution to be completed, as part of Capture Application itself.

- The following table illustrates the scenarios in which the Submission Level Pricing approval task is created, whenever price has been negotiated beyond limits, and does not depend upon whether Structure Solution is mandatory or not. It is assumed that the Submission Level Pricing approval task is resolved as True. Price here refers to both margin and/or fee negotiations.

Table 1–1 List of Scenarios for Submission Level Pricing Approval Task Creation

Structure Solution (Mandatory)	Price Negotiated	Create Submission Level Pricing Task
Yes	Yes	Yes (If rule returns an outcome as task required)
Yes	No	No
No	Yes	Yes (If rule returns an outcome as task required)
No	No	No

- **Authorization support for collateral based transactions in Limits and Collateral Management**

Approvals support including provisioning of attributes for conditional approval through the Oracle Entitlements Server (OES), and support for provisioning attributes for approval task routing assignment for the following collateral based transactions is introduced in Limits and Collateral Management of OBP.

The list of transactions is as follows:

- Collateral Sub-Division (Fast path: LCM40)
- Collateral Consolidation (Fast path: LCM41)
- Collateral Valuation Process (Fast path: LCM063)

- Collateral Realization (Fast path: LCM060)
- Release Collateral (Fast path: LCM066)

- **Enhancement in resource discovery and approvals configuration**

A new task Artifact Dependency Map (Fast path: SM500) has been introduced, which helps the security configuration team to discover the appropriate application service being invoked from the particular OBP tasks, as well as configure the following two areas:

- **Approval Checks**

Authorization is enabled for categories such as Dual Control, User Limits, and Matrix Authorization.

- **Severity**

This section allows the users to maintain how a particular business exception corresponding to a particular application service needs to be handled. For example, IGNORE, OVERRIDE, or REJECT.

The following two modes are introduced:

- OVERRIDE_RULES
- OVERRIDE_LOCAL

This has been covered in the following sections in detail.

- **Flexibility in configuration of conditional approval within the Oracle Entitlements Server (OES)**

To enable ease of administration of conditions associated policies created in the Oracle Entitlements Server (OES), the OVERRIDE_RULES option is recommended to be used. This is typically helpful in scenarios of fee negotiation or margin negotiation approvals, where different conditions need to be setup in the OES. This is now possible by configuring the policy on the resource created with the application service name, and business exception identifier (or reason code) combination separated by the slash (/) separator.

- **Local Authorization**

The system provides a mechanism to locally approve a task. This is achieved by setting the severity option as OVERRIDE_LOCAL within the Artifact Dependency Map (Fast Path: SM500) for the particular service and reason code combination. This provides a mechanism for the approver to approve the transaction from the initiator's workstation, after the initiator has completed the transaction or request.

As a part of the Local Authorization solution, the system provides a mechanism to configure the local authorization override for certain transactions. When a particular transaction is configured for Local Authorization, the system displays a reusable task flow, which allows the authorizer or approver identifier (approver ID) to be selected, and after password capture, enables the authentication of the approver security details and processes the approval request of the transaction.

The enhancements are as follows:

- Severity configuration supports additional severity type Override - Local.
- Validations are included in Severity Configuration maintenance with respect to severity type Override - Local.
- The mechanism to capture local authorization input, validation and processing is as follows:

- * Capability to build a list of authorizers for the transaction (based on the underlying application service)
- * Capability to capture comments and action for the transaction (Approve, Reject and Push for worklist), and reason for action
- * Push to worklist moves the approval task to the authorizer or authorizer role's worklist, depending upon the task assignment rule configuration done within the Task Configuration option for the corresponding approval human task in the BPM worklist
- * Process the transaction with approval action marked as Approve or Reject based on the authorizer's selection, and execute the transaction on Submit or Ok within the authorizer's dialog box

This capability is not necessarily available across all tasks in OBP. Judicious analysis has been done for tasks to identify whether a particular task should support this mode of authorization and the information is available in the Oracle Banking Channels Bank User Experience document.

- **Approvals Worklist View (custom view) in BPM Worklist**

A shared custom view called Approvals Worklist View is available within the BPM worklist, which allows the users to filter on approval tasks. It also provides additional attributes in the view, which can be used for searching specific tasks as well as sorting the tasks within this view.

The list of attributes available in this view are:

- Task Identifier
- Account Identifier
- User Identifier of the initiator
- Party names: Indicates the full name of the primary account holder

If a particular task does not have these attributes, then the system displays a blank value against these attributes.

Note: For more information on the product features offered by Oracle Banking Base, see its functional overview document.

1.2 Oracle Banking Current Accounts and Savings Accounts

This section describes the key enhancements of Oracle Banking Current Accounts and Savings Accounts that are released as a part of the Oracle Banking Platform Release 2.4.0.0.0.

Following are the key enhancements:

- **Flexi Credit Facility (FCF)**

Overdraft accounts can be opened under the FCF. Multiple accounts can be opened under one limit, but each has its own subline. Accounts can be opened under Fixed Rate or Variable Rates. The fixed rate accounts behave like non revolving accounts. The customer has the option to pay the Interest in Advance (IOA) for the whole year.

- **Manual Rollover**

The Overdraft accounts can be manually rolled over from fixed to variable, or variable to fixed rates based on the customers request.

- **Rate Lock**

The Rate lock functionality is introduced for Overdraft accounts. The customer can purchase a Rate lock while introducing a fixed rate period either during origination or during setup of a roll over instruction to a fixed period from a future date.

- **Bank Initiated Account Closure**

The bank can set up rules to identify the accounts with small or negligible balances, for automatic closure if there is no activity in the accounts for a defined period. The bank has the flexibility to have these accounts closed automatically or manually review these accounts before closure.

- **Enhancement in Unclaimed Processing**

The unclaimed processing was previously an automatic process. The process has been enhanced and a review page has been introduced for the bank user to review the accounts before making a decision to reactivate or process the accounts as unclaimed.

- **Account Configuration Redesigned**

CASA account configuration steps have been redesigned and the new tasks are included in the Origination, Manage Within the Facility, and Link CASA to OD facility pages.

- **CASA Office Account**

The system supports transactions on a CASA office account (creation of entries and reconciliation using appropriate UIs).

Note: For more information on the product features offered by Oracle Banking Current Accounts and Savings Accounts, see its functional overview document.

1.3 Oracle Banking Loans

This section describes the key enhancements of Oracle Banking Loans that are released as a part of the Oracle Banking Platform Release 2.4.0.0.0.

Following are the key enhancements:

- **Customized Rates for Loans**

Customized rates are the rates provided from the Treasury for high value loans. During account configuration, the user can enter rates for customized rate loans. Customized rates are applicable only for fixed rate type. These rates can have options For or Till (Optional). If the rate validity is maintained as For date, then the customized rate is applicable for the account only when the disbursement happens on the particular date. In case disbursement does not happen on the maintained For date, then a new customized rate has to be entered on disbursement. If the rate validity is maintained as Till date, then the customized rate is applicable for the account only when the disbursement happens before or on the date maintained. In case disbursement happens after the Till date maintained, then a new customized rate has to be entered on disbursement. Customized rates for loans are applicable in all variation events where re-pricing is applicable. The For or Till options are not applicable for customized rates for variation events.

- **Cross Product Offer Checks**

The customers may be required to hold certain accounts mandatorily, if they wish to avail certain other accounts. For example, banks may mandate customers to hold specific types of CASA accounts to avail certain Home Loan offers. A setup is built to handle such cross products or offer linkages. During the account configuration, a check is done to evaluate the cross offer dependency. If the opted offer is a dependent or a mandatory offer, then a check is performed on the other accounts or offers of account holders (applied or existing). If the check is successful, then the account configuration is allowed. This is also applicable in case of Offer Swap, and OD to Loan variation events.

- **Consumer Credit Insurance**

The Periodic option is now available for CCI. The repayment schedule of the loan account is generated considering a new bucket called Premium. The insurance premium outstanding balance is maintained separately.

In case of servicing events (such as Change Repayment Type, Rate Type, Split, Consolidate, Offer Swap, Rescission, EFS, Deferment, Restructure, Increase or Decrease of Amount or Term, and Change Repayment Frequency), the CCI Recalculate Premium Parameter maintained at the Loan Bank Policy Level is referred to call Limits to inform about the event in the loan account. In turn, limits will provide a new CCI premium amount. The account will be rescheduled considering the new CCI premium amount, after reversing the outstanding balance in the insurance bucket.

In the CCI accounting entry set up, LN_Insurance_Charging and LN_Insurance_Refund events are moved to 'ALLLN' product group accounting template.

The following two account roles can have Rule based GL resolution:

- LN_INSURANCE_PAYABLE
- LN_INSURANCE_REFUND

In the product group account role mapping, the user can map a Rule ID to the Account Roles which can have Insurance Type, Provider, and Plan ID.

- **Internal Refinance**

In cases where the loan has a higher equity, the bank may also choose to refinance an existing loan of the customer. In such cases, the purpose of the loan will be internal refinance. A part or full proceeds of such loans will go towards the settlement (full or partial) of the existing loan of the customer within the bank. In these loans, the amount to the extent of refinance amount is disbursed and credited towards the partial or full closure of the existing loan accounts.

- **Risk Indicators**

The risk indicators functionality can help the banker to automate the action that needs to be taken, when certain identified indicators of Risk are maintained.

- Risk indicators are defined at a Loan Account, Facility and Collateral Level.
- Banks can set up and modify risk indicators at facility, party, or account level which will apply on the loan account. A new page is introduced in Loans to link or de-link the loan accounts to Risk indicators.
- New impacts such as Prevent Disbursement, Prevent Redraw, Prevent Excess Refund, Stop Credits, Prevent Deferments, Prevent Change Repayment Date, Prevent Change Frequency, and Prevent Restructure are introduced for loans.

- All the variation events will be prevented if there are any Risk indicator impacts with respect to an account or party level Risk indicators.

- **Multiple Interest Stages**

Multiple interest stages (MOR, IOA, or IOI) can be configured in stage configuration, and repayment schedule will be generated considering multiple interest stages.

The following variation events are impacted due to this:

- Origination, Structure Solution - Loan account configuration (new account)
- Amend Lending Facility - Open new loan account
- Manage Facility Within Arrangement - Open new loan account
- Change Rate Type and Repayment Type
- Loan Split
- Loan Consolidation
- Loan Offer Swap
- Manage Repayment Schedule - Restructure
- Amend Loan Account (Increase or Decrease Amount or Term)
- Fund Flow Calculators - New Loan Account
- Overdraft to Loan Account
- Deferment
- Change Frequency
- Edit Repayment Date
- Restructure

- **Arrears Persistence Control**

Bank level loan policy parameter allows Consolidation, Offer Swap, and Restructure when Arrears Exist is defined. The arrears persistence check will be done while performing loan offer swap, loan consolidation, and restructure events.

- **Fixed Period Controls**

Offer level maximum and allowed fixed term can be defined. This validation will be checked in the following account configuration and variation events:

- Origination, Structure Solution - Loan account configuration (new account)
- Amend Lending Facility - Open new loan account
- Manage Facility Within Arrangement - Open new loan account
- Change Rate Type and Repayment Type
- Loan Split
- Loan Consolidation
- Loan Offer Swap
- Manage Repayment Schedule - Restructure
- Amend Loan Account (Increase or Decrease Amount or Term)

- Fund Flow Calculators - New Loan Account
- Overdraft to Loan Account

Note: This validation will not be checked in loan term extension in Reschedule (without selecting schedule code and with capitalize option) event.

- **Maximum Interest Only Period**

The system validates the maximum interest only period (IOI or IOA or both IOI and IOA) with the offer level parameter in the following account configuration and variation events:

- Origination, Structure Solution - Loan account configuration (new account)
- Amend Lending Facility - Open new loan account
- Manage Facility Within Arrangement - Open new loan account
- Process OD to Loan
- Manage facility within arrangement - Consolidation
- Loan Split
- Offer Swap
- Change Repayment Type and Change Rate Type
- Manage Repayment Schedule - Restructure (change schedule code)
- Amend Lending Facility (change repayment type or offer swap)

During stage configuration of the above events, the system will validate whether the IOI or IOA or both IOI and IOA term is more than the offer level parameter.

- **Repayment Holiday Request**

The system allows to set up repayment holiday instruction, with a new Holiday for a Period option in addition to existing Number of Installments option.

- **Close Loan Account**

- Automatic closure of loan account from payment through standing instructions (Savings or Current account) payments from external accounts, with a provision for buffer days (number of days or confirmation to customer) to ensure that the loan does not close immediately. An alert is sent to the customer about the possible closure of the loan account, which helps the customer to take the closure decision.
- Early repayment fee can be charged, similar to regular interest for a set period. For instance, the bank will charge the customer three months regular interest as an Early Repayment Fee.
- Post Maturity Installment (PMI) account can be closed from the closure page.

- **Split Loan Account**

- The system allows to capture the loan term that is less than the facility term.
- The system allows to transfer the RPA balance from the parent account to the child account.

- **Decoupling of the first stage term with the fixed term validation**

The system allows the entry of the first stage and the fixed period to have different periods. For instance, fixed period can span across stages.
- **Rate Lock details**
 - Offer level parameters are introduced to allow rate lock for an offer.
 - Deletion of purchased rate locks in servicing events is allowed.
- **Manage Loan Repayment Schedule**
 - During reschedule, the user can enter the installment amount (increase or decrease the existing installment amount), and draw a schedule.
 - Periodic fees can be aligned with the installment amount.
- **Broker details capture**

Broker details can be captured in all loan serve initiated transactions.
- **Loan Redraw**

The system will validate maximum redraw amount for frequency (day or month).
- **Last Activity Date Update**

Last activity date is updated in Loans for financial and non financial transactions, based on the parameter set in Define Loan Bank Policy page. Posting date of the transaction will be updated, and not the value date of the transaction.
- **UDM Negotiation**

The system allows addition of UDM in account opening and servicing events, only if it is allowed at the offer level.
- **Disbursements**
 - Disbursement of a loan account is not allowed, unless all conditions have been met or approval is held for conditions waived.
 - Disbursement instructions are enhanced to enter instructions where some Conditions Precedent are not Complied or Waived.
 - Whenever there is a loan disbursement, and if the Condition Precedent is applicable, then the Condition Precedent task flow will be displayed, and the user will be allowed to comply with the conditions before every disbursement.
- **Payments**
 - The system will capitalize the economic cost, if the PPF fee is of capitalized nature.
 - The system will support the cheque deposit on a loan account in the event of a Miscellaneous Credit to Loan, in addition to the existing four services of the installment payment, advance payment, PPF, and EFS. When a reprocess happens, the new service of loans will be called by Clearing to further process the transaction.
- **Loan Serve**
 - New widgets are added for the following functionalities:
 - a. Account address linkage
 - b. Risk indicators

- A new link for Periodic Credit Instruction is introduced in the Instructions panel.
 - The pie charts in the Repayment Snapshot are replaced with numbers.
 - The system will display the Balance in the Last 10 Transactions.
 - The amount available for redrawing is displayed along with the RPA balance.
 - The number of times the customer has gone into arrears during the life cycle of the loan is displayed.
 - The system will display the total repayments that the customer needs to pay in the remaining period.
 - The insurance amount (CCI) that is due and the arrears are displayed in balance inquiry and arrear inquiry pages respectively.
- **Principal Offset**
 - Systemic control can be implemented on the number of CASA accounts that are allowed as offsets at the loan offer level.
 - The system will not allow principal offset instruction maintenance, if there are any account level risk indicators.
 - The offset linkage page is enhanced, to show the priority of the offset accounts and to change the priority. Based on the priority, the system will pay credit interest to any balance in the CASA account, beyond the balance used for offset purpose.
 - **Settlement**
 - The system supports settlement as a part of the internal refinance. The part or full proceeds of such loans will go to settlement of the existing loan of the customer within the bank. Based on the balance available in the refinance accounts at the time of settlement instruction execution, the system will perform either EFS or PPF.
 - The system will consider CCI premium amount while disbursing through the back dated settlement.

Note: For more information on the product features offered by Oracle Banking Loans, see its functional overview document.

1.4 Oracle Banking Term Deposits

This section describes the key enhancements of Oracle Banking Term Deposits that are released as a part of the Oracle Banking Platform Release 2.4.0.0.0.

Following are the key enhancements:

- **Floating rate deposits (variable rate deposits)**

Term deposits with floating (variable) interest rates across different refresh frequencies are supported. System also supports refresh of the interest rate on anniversary or scheduled dates.

- **Step-up interest rate deposits**

System supports term deposits with a periodic and incremental step-up of interest rate over and above the fixed rate given at the time of deposit opening.

- **Customized interest rate deposits**

Interest rate can be captured manually at the time of deposit opening along with margins, if required. Various servicing events such as renewal, redemption and contract modification of deposits which have a customized interest rate captured, are also supported.

- **Notice for withdrawal**

A notice for withdrawal instruction can be captured and processed to cater to the prescribed Liquidity Coverage Ratio (LCR) guidelines.

- **Balance basis as Book or Value date of a cheque**

System supports balance basis for term deposit funded through cheques as either book or value, as an option for interest start date.

- **Unclaimed deposit processing**

Unclaimed deposits can be processed in either manual or automated procedure.

Note: For more information on the product features offered by Oracle Banking Term Deposits, see its functional overview document.

1.5 Oracle Banking Limits and Collateral Management

This section describes the key enhancements of Oracle Banking Limits and Collateral Management that are released as a part of the Oracle Banking Platform Release 2.4.0.0.0.

Following are the key enhancements:

- **Limits Management**

- Loan to Value Ratio (LVR) computation for the In Principle Approval (IPA) and Internal Refinance submission scenarios in Origination
- Capability to view the Customer Credit Exposure for the IPA and the Internal Refinance submission scenarios in Origination
- Capability to view other collaterals that can be used for facility linkage, during the manual allocation in the Uniform LVR Method.
- Identification of LVR breach, based on the Maximum Permissible LVR during manual allocation in the Uniform LVR Method
- Execution of the Category 'A' check only on specific conditions, and changes to the LVR formula to improve the LVR in case of Term Deposit collaterals
- Determination of the collateral value for LVR computation based on the Market value, Bank Value, and Minimum change value
- Determination of LTV, based on the bank value or market value for the Uniform LVR Method
- Capability to send alerts to the customers in case of a breach of the limit utilization threshold
- Support for the Flexible Credit Facility
- Support to make the facility available, with the proper approval, which is unavailable due to the passage of the First Availment Expiry date
- Negotiation of the Deferred Facility fees

- Capability to define, whether the facility fees are applicable post expiry of the facility
- Changes to the search page to improve user experience
- Capability to view history of the temporary excess facility, that has been granted
- Collection and negotiation of fees, at the time of requesting for a temporary excess facility
- Capability to view the collateral details, collateral valuation details, and also the conditions, covenants and insurance details when performing the facility review
- Capability to view history of the review on the facility with more comprehensive information
- Generation of a review letter, post the review of a facility
- **Capture Collateral Details**
 - New collateral types such as Water, Vehicle License, Industry Business Value, Non-Financial Agreement or Undertaking, Intangible Asset, Bullion, and Artwork have been introduced.
 - Guarantee and Indemnity has been enhanced with the collateral categories, namely Personal Guarantee, Family Guarantee, and Guarantee and Indemnity.
 - For family and personal type of guarantees, existing and new collaterals can be added as a supporting collateral from origination.
 - New collateral categories called Passenger Aircraft, Cargo Aircraft and Other Aircraft, are added to the existing collateral type Aircraft.
 - Risk indicators can be marked against the collateral, and the corresponding impact can be selected.
 - During collateral perfection, the deed of priority can be generated if there are other banks which have prior charge on a collateral.
 - The DMS enables configuration of a document policy, by the bank in order to resolve the inbound documents to be collected when a collateral is lodged.
- **Ad hoc Collateral Valuation and Title Search**
 - A group of Non-Market based collaterals can be selected, and ad hoc revaluation of the collaterals can be performed, thereby increasing the value of the collaterals by a specified amount or percentage.
- **Manage Collateral Sub-division and Consolidation**
 - A parent collateral could be sub-divided into two or more collaterals, which inherit the attributes of the parent collateral.
 - One or more collaterals can be consolidated into one consolidated collateral, with the attributes of all the parent collaterals.
 - Collateral Sub-division and Consolidation is supported only for Property collateral type.
- **Collateral Release and Realization**
 - All the collateral documents collected during the lodging of the collateral, can be returned to the owner or legal representative, using the collateral release process.

- An acknowledgement from the customer can be obtained, once the documents in custody with the bank are returned to the owner.
 - Realization process enables the user to capture the sale proceeds and also account for any costs incurred during the sale of the collateral.
 - The net amount recovered after accounting for the cost incurred in the sale process can be credited to the customer's loan account, CASA account or an internal GL, based on the user's discretion.
- **Conditions and Covenants**
- Introduction of fixed and variable text, while defining Conditions and Covenants
 - Change of monitoring type for condition Subsequent as Fixed, and monitoring frequency as One Time
 - Creation of Non Standard Conditions or Covenants during Origination
 - Capture of Action Plan for breached Conditions or Covenants
 - Modification allowed to due dates for the Covenants
 - Compliance of Condition Precedent at each stage of the loan disbursement, and authorization of Condition Precedent
 - Upload of document for the status Exempt and Modify Due Date actions, while complying with the Conditions or Covenants
 - Merger of Conditions and Covenant pages

The pages of Conditions and Covenants are merged as follows:

Table 1–2 Merged Pages for Conditions and Covenants

Sr. No.	Existing Pages	New Pages
1	Condition Code Maintenance Covenant Code Maintenance	Condition\Covenant Code Definition (Fast path: LCMS03)
2	Condition Linkage Covenant Linkage	Condition\Covenant Linkage Summary (Fast path: LCMCD)
3	Monitor or Update Condition Status Monitor or Update Covenant Status	Condition\Covenant Status Update (Fast path: LCM27)
4	Condition Category Condition Category	Define Conditions\Covenants Category (Fast path: LCM15)
5	Condition Policy Covenant Policy	Define Conditions/Covenants Policy (Fast path: LCM12)

■ **Insurance**

The CCI Functionality with Periodic Premium Collection is now supported. The CCI Premium with One Time premium was already supported. Also, the end-to-end servicing pages from Insurance have been developed to support various functions of CCI Servicing such as Opt-In, Opt-out, Modify Cover Type or Amount, Policy Term, Cancellation of CCI Policy, and Change of Nominated Accounts.

Note: For more information on the product features offered by Oracle Banking Limits and Collateral Management, see its functional overview document.

1.6 Oracle Banking Relationship Pricing

This section describes the key enhancements of Oracle Banking Relationship Pricing that are released as a part of the Oracle Banking Platform Release 2.4.0.0.0.

Following are the key enhancements:

- **Customized Rates**

Customized rates are taken directly from the treasury desk for an account or deposit. These are generally applicable for high value investments or deals for which rate cannot be pre-determined, hence the bank prefers providing a tailored rate based on account or deposit details rather than using the card rates. Customized rate is a base rate that is defined through rate chart definition, and is directly entered at the time of account opening or other specific transactions like Offer Swap or Rollover.

- **Step-Up Rates for TD**

Step-up rates are supported in OBP for Term Deposit product by way of a step-up margin, which gets applied to the account at a pre-defined frequency, and net rates change accordingly.

- **Display of Net Rates**

Display of net interest rates for an account is enabled in OBP from the account opening date. Along with the net rate, break-up of net interest rates (base rate and margins) is also shown.

- **ATM/POS Fees**

Bank can define the price attributes required to maintain the Price Definition (PD) for Foreign Transaction Fee and Network Access Fee, mainly for ATM transactions like Balance Inquiry and Cash Withdrawal transaction through Non Bank ATM, and also Point of Sale (POS) transactions like debit card purchase transactions.

- **Fees Inquiry**

The Fees Inquiry page allows the bank user to inquire on fees that are computed but not yet charged to the account.

Note: For more information on the product features offered by Oracle Banking Relationship Pricing, see its functional overview document.

1.7 Oracle Banking Originations

This section describes the key enhancements of Oracle Banking Originations that are released as a part of Oracle Banking Platform Release 2.4.0.0.0.

Following are the key enhancements:

- **User Interface Redesign of Capture Application**

The User Interface (UI) for Capture Application Flow in Origination has been redesigned to enhance the user experience. The pages have been made simpler

and are more user friendly. The pages have been divided into logical chevrons, which allow the banker to capture information in an easy and a structured flow.

- **Review and Renewal of Facility**

This feature provides an option for the banker to perform a review and renewal of facilities. The Review and Renew feature can also be used for new facilities or by amending existing facilities. The system has an option to renew the expired facilities (revolving loans). This feature provides an option for the banker to collect a new set of financial information and documents from the customer, and perform a credit assessment.

- **In-Principle Approval**

The customers usually prefer to obtain an in-principle approval (also referred as IPA) from the bank before committing for a Loan, Overdraft, or Term Deposit account. This helps them to know the offerings of different banks. Based on this, the customer can make a decision. Banks performs basic assessment criteria and issue a term sheet to the customer indicating the credit eligibility, and the best pricing which they can offer. The term sheet has a certain validity period and the customer needs to apply within the said availability period. If the customer is willing to go ahead and apply, then the system provides an option to the banker to convert the IPA into a new application.

- **Internal Refinance Capability**

This capability helps the banker to capture the internal facilities which will be paid off because of the new facility taken by the customer. It allows the system to compute the correct Loan to Value Ratio (by reducing the internal refinance amount). Once the banker selects the primary purpose as Refinance (Internal), the system shows the existing facilities of the customer, allowing the banker to select the facilities, which have to be paid off (either full or partial).

- **Capture Lender's Mortgage Insurance (LMI) Premium Estimate Manually**

In cases where the interface with LMI calculator is down, or where the rules are complex, and interface is not able to calculate the LMI amount, then the manual option is required to capture the LMI premium estimate. The system's capability has been enhanced to provide an option to the banker to capture the LMI estimate manually, at the Funding stage.

- **Add Ad-hoc Documents in Inbound Document Checklist**

In the capture application flow at inbound document checklist, the system resolves the document policy, and shows the documents which have to be received from the customer. The system's capability has been enhanced to provide an option to the banker to collect and upload the documents which are not resolved as per the policy. So the banker can select ad-hoc documents, which are not resolved as per the policy configuration, and can receive and upload them from the same page.

- **Alert to Broker and Banker**

Origination had the capability to send alerts to the customer at various events in the origination life cycle. The system's capability has been enhanced to send the alert to the banker and broker as well. These alerts need to be pre-configured in the system in the same way as customer alerts are configured. The system sends an alert to the banker who has initiated the submission in the application form page, and to the broker who was captured as a part of the application header, in the application form's landing page.

- **Property details to be auto defaulted as Collateral**

The system allows the user to capture the property details at the Product stage, based on certain primary purpose such as purchase or construction of a property. Earlier, if the customer intended to give the same property as collateral then, the system required the banker to capture the collateral information again at the collateral page, which led to duplication of effort. Now, the system has been enhanced to mark the same property (captured in Product step) as collateral. If the banker selects this option, then the system automatically adds the collateral on the Collateral stage, saving the efforts to capture the same information again.

- **Offer Expiry Check - Structure Solution**

As a part of the post assessment Structure Solution, if the initial offer which was selected as a part of Pre Assessment - Structure Solution has expired, the system will still allow the user to configure accounts under the same.

- **Application Fees at Offer Level**

The system allows defining various Origination level fees at the Offer level also. If there is no offer selected, then the system will resolve the Origination fees maintained at the product group level, or the fees maintained at the offer level. In case multiple offers are selected, the system will resolve the fees at the product group level.

- **Cross Product Checks**

OBP provides the capability to check whether a customer holds a product offer that is mandatory, before being able to hold another product offer. For example, if a customer must open an iSaver account along with the UHome Loan product, the system ensures that the iSaver account is also opened along with the UHome Loan product.

- **Facility Level Risk Indicators**

OBP provides the capability to check for any existing risk indicators against an existing facility at various stages of Origination, in order to ensure that the amendment would be done only for the eligible facilities.

- **Link CASA account with Expired Offer ID to an Overdraft facility - Structure Solution**

While configuring an account for an OD facility, the system gives the option to the user, to either open a new account, or link an existing account to the OD Facility. As an enhancement, the system displays the list of existing accounts irrespective of whether the underlying offers have expired or not.

- **Office Suspense accounts in Origination**

OBP provides the capability to originate Office suspense accounts, as a part of the Liability account processing in Origination.

- **Available Amount in Structure Solution**

OBP provides the capability to display the available amount of non revolving facilities, during Structure Solution.

- **Support for Customized rates in Structure Solution**

OBP provides the capability to capture Customized rates as a part of the account configurations of Loans and Overdrafts. It also prompts for changing the customized rate in case of any change in the approval terms, especially requested amount.

- **Processing of Consumer Credit Insurance**

The entire processing of the Consumer Credit Insurance has been revamped. The features provided in origination for CCI is as follows:

- CCI is available for Revolving and Non Revolving loans.
- CCI opt-in and opt-out is a part of the account configuration.
- CCI is also available as a part of the Amendment requests.
- CCI human task is automated.

- **Application Tracker**

Following are the key enhancements under the Application Tracker:

- Enhancement is done to support new request types, namely In-Principle Approval, and Review and Renew. New stages have been added in the application tracker to support new request types.
- Access to the Structure Solution page from the application tracker is enabled. Bankers need access to Structure Solution task from the application tracker, as sometimes the front office user has the details required for configuration of the accounts, and is responsible for capturing them.
- With access to KYC link enabled, the banker can view, update, or re-initiate the due diligence for applicants or affiliates.
- The banker can receive and upload ad-hoc documents, which are not resolved as a part of the checklist.
- Enhancement is done to enable Accept Offer and Downsell Acceptance tasks from the application tracker. The system will not create a manual task, instead it will allow the banker to complete such tasks from the application tracker.

- **Optional and Mandatory documents as a part of Offer Generation**

Currently, as a part of create offer, all the documents resolved by the system have to be mandatorily generated and sent. Optional and mandatory documents have been introduced. This enhancement will provide the banker to set up optional documents which may not be relevant to all the submissions but, will be selectively applicable on a case-to-case basis.

- **Offer Letter Generation at submission Level**

Currently in OBP, offer letter is generated and dispatched at an application level. This has been enhanced to generate letters at a submission level wherein, the banker can generate letters for the entire submission.

- **Extend Expiry of an Offer Letter**

In case the customer is not able to accept the offer within the stipulated period, and requires more time to accept the offer, then the offer expiry can be extended with the necessary approvals.

- **Automation of Create Offer, Accept Offer, Downsell, and Verification tasks**

The above mentioned tasks have been automated based on the automation rules maintained in the SOA. The behavior of each task is explained as follows:

- **Create Offer:** The system resolves all the mandatory documents, and the same are sent to the preferred mode maintained in the party. Currently, the scope of automation is limited to party type individual.

- **Accept Offer:** The system does not create the accept offer task. Instead, it enables the accept offer task in the application tracker. The user can accept the document from the application tracker.
- **Referred Downsell:** The system resolves that the downsell task is automated, and does not create the downsell task. Instead, it enables the downsell task in the application tracker, where the user can accept, or refer to manual credit decision.
- **Verification:** In case verification is linked to a document, then such verifications can be completed only once the documents are uploaded. The verification automation means that the verification task will not be created until all the mandatory documents are uploaded. Once the verification types are resolved, the system enables to upload documents in the application tracker. Once the customer uploads the documents, the system creates the verification task. Until then, the task will not be created. In case the verifications are not linked to the documents, then the system will create the verification task by default.
- **Maintain Validity of Verification**

The system allows the banker to maintain the validity period for verifications. In case the verification type has a validity period associated with it, and if the same verification is resolved again for the party, then the system marks the verification as successful. This helps the banker to improve the operational efficiency. The banker also has an option to decrease the validity period as a part of the actual verification.
- **Capture Collateral Documents**

The collaterals have been enhanced to support capture of documents related to the collaterals. The bank can set up a policy for the documents required for collateral. In Origination, the system allows to capture documents related to collateral as a part of the Capture Application, Accept Offer, Settlement Instructions, and Collateral Perfection tasks. The trigger as to whether the document is required or not is maintained at collateral category level. In case the flag Document Required for Fulfillment is checked, the system enables the link for collection of collateral documents.
- **Display Sourced By details during Valuation and Title Search**

In case the submission is sourced by a broker, then during the valuation and title search task the broker details will be displayed. This helps the valuer to facilitate the valuation.

Note: For more information on the product features offered by Oracle Banking Originations, see its functional overview document.

1.8 Oracle Banking Collections

This section describes the key enhancements of Oracle Banking Collections that are released as a part of the Oracle Banking Platform Release 2.4.0.0.0.

Following are the key enhancements:

1.8.1 Operational Dashboards

Oracle Banking Collections provide best-in-class operational dashboard that presents selected key metrics to management and key users. Key metrics include Right Party

Contact rate, Promise to Pay Conversion rate, User Performance, Allocation of Cases, and Allocation of Tasks.

The dashboard is role based and is available to user directly after successful login. The dashboard gives a quick summary to the collector. It provides information about the following:

- Number of cases allocated
- Tasks allocated
- Key Performance Indicators for Right Party Contacts, PTP Conversion, and PTP statistics

The dashboard is available with drill down capability in order to explore each of the key metric. It can be preconfigured for each of the business role, and adds significant business value to users at various levels.

1.8.2 User Experience (UX) Improvements

Every extra click saved for collector can save huge amount of efforts and resource utilization for the collection organization. In order to save valuable time of collector, certain user interface enhancements are optimized as follows:

- Contact summary is made configurable at enterprise level.
- Follow up section is made available in the overview page.
- Search activity log in more efficient manner with enhanced searching.
- Capture sticky notes at borrower level as well as account level.
- Most relevant information of account is made available to collector at all the time.

1.8.3 Enhanced Vendor Management

Oracle Banking Collections presents the case to allocated vendor so that vendor agent can work on the allocated case. It is now possible for vendor to track the progress of the case.

With its enhanced version, there is now a provision of framework to support the file upload capability for the vendor. Vendor agents also capture follow-up as well as promise to pay during the borrower interactions. The framework enhancements will now enable vendor to upload files comprising of follow-ups and promise to pay.

1.8.4 Collect Full Outstanding Amount

Oracle Banking Collections now has the configurability to decide if the full outstanding amount should be collected from the borrower. The decision can be based on various criteria which are in turn configurable. This enhancement will enable collector to follow up for the entire outstanding amount rather than only overdue amount. Various conditions can be based on various parameters such as percentages of loan amount or days past due. The promise to pay taken for the full outstanding amount will further enhance the collected amount and improve the overall collection performance.

1.8.5 Event Manager Enhancements

Oracle Banking Collections provides enhancement to create a task for failed events. Thus, administrator will be able to handle the tasks which have failed during

execution. This enhancement provides greater control in managing the failed events, and allows better mechanism to cope with event failures.

1.8.6 Promise To Pay Enhancements

Oracle Banking Collections provides optional feature, which enables system to apply the amount over and above the promised amount to future installments of multi-installment promise to pay.

The configuration enables system to do either of the following:

- Forward apply the excess amount to future installment.
- Ignore the excess amount paid by the borrower.

Thus, any excess payment made by the borrower can be apportioned towards the overdue amount to improve the overall collection performance. It can also be configured to ignore the excess amount paid by the borrower, and apportion only for the overdue amount.

1.8.7 Search Cured Accounts

Oracle Banking Collections provides the capability for collector to search cured accounts. In many cases, borrower receives the communication after the overdue amount has been paid. This might be due to various reasons in sending communication to borrower.

In such situations, this searching capability will assist collector in answering the inbound calls from borrowers, resolving queries in much assured manner, and improving the customer experience.

1.8.8 Navigation from Borrower to Account Centric View

Oracle Banking Collections provides the capability to easily navigate from the borrower centric view to account centric view and vice-a-versa. This helps the user in analyzing the account level information from the borrower centric view as well. Easy navigation between borrower centric view to account centric view saves valuable time for user especially during borrower interaction.

1.8.9 Borrower Level Case Allocation

Oracle Banking Collections provides the enhancement to allocate borrower level cases to the collector agent. This allocation can be done automatically based on rules. The allocation rules allow allocation of cases directly to the collector, allowing them to start the work and need not wait till the case allocation occurs.

Note: For more information on the product features offered by Oracle Banking Collections, see its functional overview document.

Australia Localization Features

This chapter describes the key features for Australia localization that are a part of Oracle Banking Platform (OBP) Release 2.4.0.0.0.

2.1 Oracle Banking Loans

This section describes the key enhancements of Oracle Banking Loans that are released as a part of Oracle Banking Platform Release 2.4.0.0.0 for Australia localization.

Following are the key enhancements:

- **Waived Origination Fees**

The capability to display waived origination fees for unregulated loans which are closed within 'N' years is provided. New loan parameter 'Period to display waived origination fees (In years)' is introduced in loan product preference, where the bank can maintain values as per regulatory requirement.

- **ANZSIC Code**

ANZSIC codes are industry codes and are specific to Australia. The capability to capture ANZSIC code during loan account configuration (New Application, Amend Lending Facility, and Manage Facility within Arrangement) is provided. The ANZSIC codes captured at Party level are defaulted in Account Configuration work flow and the user is allowed to modify the same at account level. These can be inquired in the loan account preferences page during the life cycle of a loan.

2.2 Oracle Banking Limits and Collateral Management

This section describes the key enhancements of Oracle Banking Limits and Collateral Management that are released as a part of Oracle Banking Platform Release 2.4.0.0.0 for Australia localization.

Following are the key enhancements:

- Availability of validations for existing fields under existing collateral types, which support Australia specific requirements
- Capability to interface with Personal Property Securities Register (PPSR) for registration of collaterals
- Capability to handle PPSR Registration, Release, and Amendment
- Availability of Water category under Property and License collateral type
- Availability of Business Assets collateral type

2.3 Oracle Banking Originations

This section describes the key enhancements of Oracle Banking Originations that are released as a part of Oracle Banking Platform Release 2.4.0.0.0 for Australia localization.

Following are the key enhancements:

- **User Interface Redesign of Capture Application**

The User Interface (UI) for Capture Application Flow in Origination has been redesigned to enhance the user experience. The pages have been made simpler and are more user friendly. The pages have been divided into logical chevrons, which allow the banker to capture information in an easy and a structured flow.

System Requirements and Specifications

This chapter lists the Oracle Banking Platform Release 2.4.0.0.0 system requirements and specifications.

3.1 Technology Stack Components

Oracle Banking Platform installation and configuration will not complete successfully unless users meet the following hardware and software pre-requisite requirements before installation:

Database

- Oracle Database Server Enterprise Edition - 12.1.0.2.0

Operating System

- Oracle Enterprise Linux Server 6.4 (linux x86 64bit)
 - Red Hat Enterprise Linux Server release 6.4 (Santiago)
 - Kernel 2.6.39-400.21.1.el6uek.x86_64
- Oracle VM server release 2.2.3 (Optional)

Runtime Software

- Oracle JDK: jdk-7u80-linux-x64.bin
- COBOL Microfocus Server Express 5.1 WP8 (sx51_ws8_redhat_x86_64_server.tar)

Enterprise Application Server

- Oracle WebLogic Server (10.3.6.0) with Oracle JDK: jdk1.7.0_80

Integration and Process Management

- Oracle Service Oriented Architecture (SOA) Suite - 11.1.1.9.0
- Oracle WebServices Manager - 11.1.1.9.0
- Oracle Data Integrator (ODI) - 11.1.1.9.0

Systems Management

- Oracle Enterprise Manager - 12.1.0.4.0

Identity Management

- Oracle OPSS Client - 11.1.1.9.0

- Oracle Entitlement Server (OES) - 11.1.2.3.0
- Oracle Adaptive Access Manager (OAAM) - 11.1.2.3.0
- Oracle Internet Directory (OID) - 11.1.1.9.0
- Oracle Identity Manager (OIM) - 11.1.2.3.0
- Oracle Access Manager (OAM) - 11.1.2.3.0

Content Management

- Oracle WebCenter Content: Imaging - 11.1.1.9.0

Business Intelligence

- Oracle Business Intelligence Publisher - 11.1.1.9.0

Installation Tools

- Oracle Repository Creation Utility (RCU) (Compatible with SOA) - 11.1.1.9.0 (or as applicable)
- Oracle JDK: jdk-7u65-linux-x64.bin
- Oracle Universal Installer - 11.1.1.9.0

Presentation

- Oracle Application Development Runtime 11.1.1.9.0

3.1.1 Out-of-the-Box Applications Integrations

Integrations with Oracle Financial Service Analytical Applications (OFSAA)

- Oracle Financial Services Data Foundation (FSDF) - 8.0.0.0.0
- Oracle Financial Services Loan Loss Forecasting and Provisioning (LLFP) - 8.0.0.0.0
- Oracle Financial Services Funds Transfer Pricing (FTP) - 8.0.0.0.0

Integrations with Oracle Customer Hub (OCH)

- Oracle Customer Hub (OCH) - 8.1.10
- IIR-DQ - 9.0.1
- AIA Foundation Pack - 11.1.1.9.0

Oracle Documaker

- Oracle Documaker - 12.4 on FMW 11.1.1.6.0

For more information on the Oracle Banking Platform requirements from an environment perspective including minimum hardware requirements with Operating System (OS) and the middleware software products which the Oracle Banking Platform solution depends and runs on (example Database or WebLogic) or interfaces with (for example, OID or IPM), see the Oracle Banking Platform Installation Guide - Silent Installation.

Known Issues and Limitations

This chapter covers the known anomalies and limitations in Oracle Banking Platform Release 2.4.0.0.0.

4.1 Oracle Banking Platform Known Issues

This section describes the known issues associated with Oracle Banking Platform Release 2.4.0.0.0.

Table 4–1 *Known Issues in Oracle Banking Platform Release 2.4.0.0.0*

BugDB Number	Description	Workaround (If available)
21389969	The requirement is to hold alerts during the Do Not Disturb (DND) time period specified by the customer. The alerts of transactions performed during DND time should be sent later. But system is not generating alerts for transactions performed during DND period. Hence, no alerts are sent for those transactions after DND time.	
21390091	In case a new account is nominated to collect the bundle subscription fees, alert is not sent to the customer. There is no processing impact as the fee is collected correctly. However, when an existing account is nominated for bundle subscription fee, alert is sent to the customer. Issue is only in sending an alert to the customer when a new account is nominated.	
21390027	The Banker Alert functionality in Conditions and Covenants has been dropped. Customer Impact: The Banker Alert will not be sent to the banker for conditions and covenants related transactions.	The Report generated as part of batch process will provide all the details.
21390109	Typically, an approval request is processed with the request details captured by the initiator (including the posting date on which the request is captured). During the approval processing of Settlement Instruction task in Origination, the validation of customized rate expiry date should happen with the posting date on which the approval is being processed. However, it happens with the posting date on which the settlement instruction request was captured. Therefore, instead of throwing an error, the system allows to proceed with expired customized rate. Another impact is that the state transition information in Application Tracker displays information based on the posting date when the request was captured.	

Table 4–1 (Cont.) Known Issues in Oracle Banking Platform Release 2.4.0.0

BugDB Number	Description	Workaround (If available)
21390078	<p>The view within an approval task will be the same as the initiator in principle, the only difference being that it is a read-only view. This includes UI layout, field label, and input details.</p> <p>However, there could be scenarios, where the view in the approval task is distorted and all the fields are displayed in a table style with columns like field name and field value.</p> <p>One such task is when user performs 'Opening a new overdraft account' from Manage Facility within Arrangement task.</p>	
21390004	Negotiation for fees or margins from the Entity Level Price Benefit Chart (Fast Path: PR011) page invokes process to trigger approval tasks. Therefore, no intimation will be provided to the initiator on submit. The system shows a generic message indicating that approval process is initiated for the fee negotiations done on an account.	The Work Item Inquiry (Fast Path: WL001) page should be used with the appropriate criteria to track the approval process.
21390000	In case the initiator chooses 'Push to worklist' option for processing within 'local authorization' panel, the initiator or another user will not be able to track the approval process using the 'View Process Instance' option in the Work Item Inquiry (Fast Path: WL001) page.	
21389973	Modification History attribute 'Created By' will always show original initiator ID, while the 'Approved By' field will show the last approver's user ID. This behavior is applicable even post 'Create' of record.	In case of Update mode being performed in OBP maintenance task, which has gone for approval, the User ID of the initiator can be tracked through the Work Item Inquiry (Fast Path: WL001) page using the reference number. The column 'Entered By' in the work item search results and 'Work Item Details' panel indicates the User ID who performed the update operation.
21390037	Within approval task, the 'Application Request Execution Context' link highlights the modified fields. However, in case of certain tasks, where the UI has complex data attributes like 'Holiday Rule Maintenance', system may not display appropriate result.	The approver should inquire on the active record using the appropriate menu option and identify the modifications manually.
21390087	When the approver views the Renew Matured Term Deposit (Fast Path: TD020) page in approval mode, interest rate and margin panels cannot be expanded.	
21390048	<p>The following fields are not displayed to the approver in the Journal Multi Entry Summary (Fast Path: JES04) page:</p> <ul style="list-style-type: none"> ■ Current Number ■ Local Currency Amount ■ Offset Local Currency Amount 	
21390022	Owner Image is not getting populated in BPM Worklist.	
21390076	Approval of changes done in the Document Category Definition (Fast Path: CNM02) page cannot be done correctly as the approver view displays an empty page.	

Table 4–1 (Cont.) Known Issues in Oracle Banking Platform Release 2.4.0.0.0

BugDB Number	Description	Workaround (If available)
21390145	Approval of any changes done by initiator in tag details panel of the Document Type Definition (Fast Path: CNM01) page cannot be done correctly as the original and changed tag data are not displayed in the approver's view.	
21389976	System shows the detailed view of structure solution for approver. However, there is no summary panel available for approver.	
21390131	ADF SelectManyShuttle component is not working properly with multiple tabs and high contrast selection. Focus is lost when user selects any item from SelectManyShuttle component.	
21390081	ADF Multi select component has the following accessibility issues. <ul style="list-style-type: none"> ■ If we set read-only=true, visibility of the component gets hidden which is not acceptable but accessibility device can read the same. ■ If we set disabled=true, visibility of the component works fine but accessibility doesn't work. 	
21390138	The Application Timeline section in the Application Tracker (Fast Path: OR170) page is found not accessible during Accessibility testing.	
21390063	Date entry using date picker component on iPad has problems. Date cannot be correctly entered and in some instances, the user is logged out.	Enter date directly in the field using the appropriate date format.
21389972	The user is unable to print receipt for the transaction after updating the address field in the Party Address (Fast Path: PI012) page.	
21390110	In the specific case of a Broker or Introducer being restricted for an offer, the system does not restrict the Broker or Introducer from performing a variation on an existing account.	
21389999	While running cut off at End Of Day, if the next day is a working day for some branches and holiday for other branches, system does not allow to perform cut off as the next working day for all branches is not the same.	Bank must configure same holidays for all branches.
21431128	During the write off process, system is not considering the Periodic Consumer Credit Insurance - outstanding premium amount. Hence, full write-off amount will be less than the outstanding balance.	When an account is covered with Periodic Consumer Credit Insurance, write-off process may not be applicable since insurance provider protects the credit. Alternatively, cancel the insurance nomination before write-off process.
21390056	The DPD gets updated in the batch one day later, as on the day of arrear being raised, it is treated as 0 days.	The rules which use such facts for processing will have to add one day to DPD and the required functionality will be achieved.

Table 4–1 (Cont.) Known Issues in Oracle Banking Platform Release 2.4.0.0.0

BugDB Number	Description	Workaround (If available)
21390146	<p>Loan account details in Collections is not updated with UDM expiry details. Hence, the older interest rate is reflected in Collections. Thus, different interest rates are shown in Collections and Loans till the next update arrives.</p> <p>Due to any account updates, the full information will flow to Collections. This will make information in Loans and Collections consistent. Changed interest rate information will be a part of this set. The interest information is not used anywhere during processing in Collections.</p>	
21431143	<p>Changes in account Risk Indicators are not reflected in Collections on update from the Manage Loan Account (Fast Path: LN100) page.</p> <p>Any update to account will ensure that full information of account, including Risk Indicators will flow to Collections, making it consistent with Loans.</p>	
21431122	<p>A loan account is nominated for Periodic Consumer Credit Insurance. After few months, the policy details are modified in LCM, which changes the insurance premium amount. Loan account is updated with the revised insurance premium. However, the limit amount is not updated.</p> <p>Since loan account is updated and rescheduled, there is no financial impact on the bank. The limit amount will be shown less than the actual limit amount.</p>	
21431024	<p>Origination fees which are defined with the purpose Bank Fee and negotiated during Origination are displayed in Early Final Settlement transaction. While performing Early Final Settlement, the Waive option is not available for Origination fees, and user is forced to collect the fees which were negotiated during Origination.</p>	Bank user can manually refund the fee to the customer.
21390113	<p>During loan account outstanding balance calculation, Periodic Consumer Credit Insurance arrears balance has to be excluded and Lenders Mortgage Insurance arrears balance has to be included.</p> <p>As Lenders Mortgage Insurance arrears and Periodic Consumer Credit Insurance arrears are stored in the same bucket, the system cannot differentiate between the two. Hence, outstanding balance is not correct in cases where both CCI and LMI are nominated.</p>	Nominating a loan account for Periodic Consumer Credit Insurance and Lenders Mortgage Insurance is a rare scenario (products supporting periodic CCI and LMI). Hence, the balance issue would not arise.
21431117	<p>During Repayment holiday period, performing multiple variation events on the same working day, may result in unexpected errors.</p>	
21431012	<p>Repayment holiday instruction is maintained with settlement mode for payment as Cheque. If the cheque is dishonored, then repayment holiday instruction is not modified accordingly. Loan account will have insufficient funds even though repayment holiday instruction is applied on the loan account.</p>	<p>Once the cheque is dishonored, an alert will be generated.</p> <p>In this situation, bank user can manually delete the repayment holiday instruction through the Manage Loan Account (Fast Path: LN100) page.</p>

Table 4–1 (Cont.) Known Issues in Oracle Banking Platform Release 2.4.0.0.0

BugDB Number	Description	Workaround (If available)
21389990	<p>A borrower has some party level risk indicators with impact 'Prevent Offset'. During account configuration, the user selects 'Offset' as a feature for the new account. System does not validate for the risk indicator during account configuration. System does not show any message to the user and proceeds with the settlement of the account. However, offset linkage has not happened. During disbursement through Loan Serve, system displays a message to the user that Offset cannot be linked and stops disbursement.</p> <p>There is no impact to the bank since the validation at disbursement checks the party level risk indicators.</p>	
21431151	<p>Weekly or Bi-weekly schedule accounts can be nominated for periodic Consumer Credit Insurance. The total due amount in the blown up schedule is not considering Consumer Credit Insurance premium amount.</p>	CCI is not supported with weekly or bi-weekly schedule accounts and the bank should not configure it.
21390016	<p>Periodic Fee is not applicable to Interest Only Advance stage. When Interest Only Advance stage is configured for 3 months, and yearly fee is configured, then after 3 months, full 1 year fee is charged in the next stage.</p> <p>The issue will arise only when the Interest Only Advance stage is less than one year. Generally, Interest Only Advance stage is more than one year.</p>	
21390135	<p>Periodic fee changes for variable period will be rejected when a loan account is configured entirely with fixed period.</p> <p>This scenario arises when offer supports both fixed and variable, and loan account is configured only with fixed period.</p>	
21431032	<p>Post loan consolidation, revised periodic Consumer Credit Insurance premium amount is not added in the 'Sanctioned Amount' field in loan consolidation panel.</p> <p>However, loan repayment schedule is drawn considering the revised Consumer Credit Insurance premium amount.</p> <p>The loan consolidation amount which is displayed on the page and the amount on which repayment schedule is drawn are different.</p> <p>There is no customer impact as the repayment schedule is drawn correctly. It is only a display issue.</p>	
21390103	<p>The Waive option in precedent condition is not available during disbursement of a loan account.</p> <p>Customer Impact: During loan disbursement, the user will not have the Waive option of precedent condition, if applicable to the loan.</p>	The user can comply with the Precedent condition and put the comments in the Remarks column if the condition precedent is waived. Also, system allows upload of appropriate documents in support of waiver/compliance.
21390061	<p>If the loan account is marked as Restricted, then only users belonging to a certain class (class maps to application roles within OBP security definition and maintained within OES) will have access to perform operations on such accounts. This feature is not supported for loan accounts.</p>	

Table 4–1 (Cont.) Known Issues in Oracle Banking Platform Release 2.4.0.0

BugDB Number	Description	Workaround (If available)
21390070	When a financial transaction is performed on a loan account, an entry is made in loan account (customer) statement and General Ledger. The narrations for transactions in loan account (customer) statement and General Ledger are different.	Since customer statement entry has the correct narration, and General Ledger being internal to the bank users, there is no business impact.
21431090	If the Interest Only Advance stage is configured as a subsequent stage, then system will not send Interest Only Advance start period alert to customer (to remind customer to make payment). If Interest Only Advance stage is the first stage, this issue will not arise.	
21390038	Generally, Interest Only Advance (IOA) period is more than periodic fee frequency and the stage end date is synchronized with periodic fee charging date. The issue arises when IOA stage is configured for a period less than frequency of periodic fee. In such cases, the periodic fee is computed for IOA stage also (though periodic fee should not be charged for IOA stage). For example, a loan account has IOA stage for first 2 months and remaining period is EIPI. Periodic fee frequency is quarterly. On the periodic fee charging date, IOA stage is completed and account is in EIPI stage. Ideally, periodic fee should be collected for one month period of EIPI stage only, on prorate basis. But system charges periodic fee for full 3 months. This happens because the account is not in IOA stage as on date of charging.	
21390018	During the auto closure process, when funds are received from external accounts and if funds are sufficient to satisfy the outstanding amount in the loan account, then loan account is closed automatically. If buffer days are maintained, then the system will defer the closure process by buffer days maintained at the offer level. As a part of the auto closure process, an advice is not sent to customer about the attempt to close the loan account on a particular business day.	As part of the auto closure process, an alert is sent to customer about the attempt to close the loan account on a particular business day.
21167309	The account closure function does not ask for reconfirmation. The impact is it may lead to closure of account without a reconfirmation.	
21431121	In the Statement Inquiry (Fast Path: ACCT003) page, the panel of service charge details displays details for some selected transactions only and is not consistent across all transactions.	
21389984	Operating instructions task flow is not shown in the account closure page while performing an account closure simulation. While doing the actual closure, the operating instructions are seen.	Operating instructions can be viewed in another tab using the Account Operating Instruction Maintenance (Fast Path: ACCT005) page.
21389974	Operating instructions will not be visible in the Party to Account Relationship (Fast Path: PI707) and the Account Interest Rate Inquiry (Fast Path: PR018) pages.	

Table 4–1 (Cont.) Known Issues in Oracle Banking Platform Release 2.4.0.0.0

BugDB Number	Description	Workaround (If available)
21390144	Operating instructions are not displayed while doing following transactions from Insta Text: <ul style="list-style-type: none"> ■ Request Cheque Book ■ Request Statement ■ Request for Stop Payment 	Operating instructions will be shown when these transactions are done through the normal transaction pages.
21390023	Cross currency transactions are not supported in Insta Text widget for following transactions: <ul style="list-style-type: none"> ■ Cash Deposit ■ Cash Withdrawal ■ Loan Payment 	These transactions can be done using the normal transaction pages.
21390051	The Receipt Print button in My Transactions widget of Dashboard is disabled due to which receipt printing of transactions cannot be performed from this widget.	Receipt printing can be done using the Work Item Inquiry (Fast Path: WL001) page.
21390052	Even though the offer has only local cheque facility enabled, in the Quick Serve, even the multi-city check option is enabled, and the error is displayed only on commit of the request.	
21390122	For fund term deposit function done through Quick Serve, the narrative captured on the page does not get printed in the receipt.	The same task done through the normal page will have the narrative in the receipt.
21390106	The following scenario happens during renewal of deposit during grace period. When user attempts to renew the deposit from the maturity date, the price policy is stamped from the current date. Hence, the user is unable to add a User Defined Margin with effect from the maturity date. User Defined Margin can be given from the current date only. The impact is that the customer does not get the UDM benefit from the maturity date to the date of renewal.	
21390044	Redemption reversal transaction through the Work Item Inquiry (Fast Path: WL001) page does not show data for Interest Details panel.	
21390104	The minimum interest term defines the period for which the TD should be held with the bank to be eligible for interest. Currently, the system does not allow any redemption (part or full) within the minimum interest term.	Bank should not maintain any value for minimum interest term.
21390129	While printing an account balance certificate for TD accounts, the lien amount on deposits and the interest accrued on deposits are not getting added. Hence, the account balance attribute will show the initial principal balance.	
21390096	Warning indicator framework is not extended to non-financial transactions. Hence, the user will be able to proceed with non-financial transactions or maintenances, irrespective of the level of the memo attached.	
21390065	Journal Entry Branch Parameters (Fast Path: JE01) is a day 0 setup for the journal entry functionality. There is no 'Dual Auth/Approval' support for this page.	

Table 4–1 (Cont.) Known Issues in Oracle Banking Platform Release 2.4.0.0

BugDB Number	Description	Workaround (If available)
21390031	The 'Created By' user and 'Approved By' user details are not displayed for transactions done in the Journal Multi Entry Summary (Fast Path: JES04) page.	User can inquire the details (Maker ID and Checker ID) in the Accounting Transaction Inquiry (Fast Path: PL016) page.
21390060	While the user is viewing the assigned worklist items, if the task assigned to the user is to approve journal batch operation which has the task code as JES05, the user will see the task code as JE05. This is a UI issue and there is no functional impact.	
21390117	If the task assigned to the user is to approve journal multi entry which has the task code JES04, the user will see the task code JE04.	
21389991	In the Journal Multi Entry Summary (Fast Path: JES04) page, the following use case displays an error for duplicate record. User captures a journal entry batch code with incorrect transaction details and clicks OK. System displays error message. User corrects the data and clicks OK. System gives an error message 'Duplicate record exists'.	User has to re-enter the complete transaction with a new Journal entry Batch Code.
21390039	In the Product Ledger Group Summary (Fast Path: PLS010) page, there are icons to indicate Read and Update actions. However, Read and Update in words is missing. There is no functionality loss. It is only a user experience issue.	
21431134	When any payment transaction gets rejected or honored, such future events will generate a different reference number as compared to the original one. Hence, reconciliation is difficult.	Customer statement inquiry will be an alternative to check for such reference numbers.
21390014	The 'Place' field in letter of Hypothecation does not have any value.	
21430994	Mapping between document template ID and document template type is maintained in backend and there is no page to view this mapping. Therefore, while configuring document template resolution policy in the Document Template Resolution Policy (Fast Path: CNM09) page, where only document template ID is available, it is difficult to ascertain the template type to which the template belongs.	
21390001	In the Document Template Resolution Policy (Fast Path: CNM09) page, while updating a rule if user clicks OK before clicking the Attach Rule button, then the system gives message of operation being successful, but in reality the intended updates are not implemented. User assumes that rule update has been done, which is incorrect.	Always click the 'Attach Rule' button before clicking OK while creating or updating a rule.
21390050	Since primary index definition has moved to document type definition level, DMS rejects documents uploaded from any source if the required primary indexes are not provided. Due to this change, same document type cannot be used at two different contexts or processes which stamps the uploaded document with different primary indexes.	Separate document types need to be defined in the Document Type Definition (Fast Path: CNM01) page with different set of primary indexes. These document types need to be used at correct contexts or processes where required primary indexes values can be provided.

Table 4–1 (Cont.) Known Issues in Oracle Banking Platform Release 2.4.0.0.0

BugDB Number	Description	Workaround (If available)
21389989	<p>As per the Insurance Plan, the 'Age at maturity' field has been configured for Consumer Credit Insurance (CCI) as '60' years. If the current age of the Party is say 58 Years 8 months and 14 days, then the system should allow the CCI for that party only for 1 year 3 months and 16 days. The system currently allows Insurance for 2 years.</p> <p>The impact of the issue is that the bank may issue the CCI Policy for more than the maximum age permissible for CCI Issuance.</p>	
21431111	<p>Currently, version control is not maintained for the CCI Plan Maintenance page. Whenever a new Policy is issued or amended under this plan, such changes should be applicable only to the new policy, and it should not impact the existing policy which is already created. During the CCI Servicing event, the new changes are applicable to the existing policy as well.</p> <p>Customer Impact: If the bank changes the CCI Insurance Plan, and any subsequent event happens for the existing customer, then the changed plan will be applicable.</p>	
21390002	<p>Even though dual authorization is configured for the CCI Servicing page, the transaction initiated from the CCI Servicing page is not routed for dual approval.</p> <p>Customer Impact: For CCI Servicing pages, the user will not be able to get the transaction authorized by the higher authorities.</p>	
21390102	<p>The system will not send alerts to the customer on following insurance related events:</p> <ol style="list-style-type: none"> 1. Annual confirmation due 2. Premium due in case of customer funded CCI 3. Lead days before expiry of the Insurance Policy 	In case of expiry of insurance policy, an alert will be sent on the expiry date of the policy, and not lead days before expiry.
21390121	<p>When the customer opts for reduction in the Policy term, the system does not allow reduction of Policy term as the Repayment term does not get changed.</p> <p>Customer Impact: The bank will not be able to entertain the request for reduction in the CCI Policy, post creation of CCI Policy.</p>	It needs to be handled operationally or procedurally.
21390097	<p>The following scenario is applicable for a facility that has CCI policy linked to it, and the CCI premium is collected periodically. One of the accounts in the facility is nominated for collecting the CCI premium.</p> <p>If the nominated account is closed when the periodic CCI premium is being applied, the process fails. All such failures are available to the banker in a report. Using this report, the banker needs to nominate a different account under the same facility for CCI premium. This can be done from CCI servicing page. In the process, if the banker chooses an account that is fully utilized, or the unutilized balance in the account is not sufficient to collect the uncollected premium, the system does not allow nominating such account for collecting CCI premium. This happens even if the newly chosen account goes in overline.</p>	

Table 4–1 (Cont.) Known Issues in Oracle Banking Platform Release 2.4.0.0

BugDB Number	Description	Workaround (If available)
21431146	The user will not be able to issue CCI with one time premium option from CCI Servicing page. However, the same is supported through Origination. User can issue CCI with periodic premium option from servicing page.	
21390090	The system does not generate the Banker Alerts for the events like Policy Expiry, Renewal, and Premium Due Date. Customer Impact: The banker alert will not be available for the CCI related events to the banker.	The Batch and Ad hoc reports are available which will have the details of the Policy Expiry, Renewal, and Premium Due Date.
21390115	If the user issues a CCI Policy from the standalone CCI Servicing page, then the Comparison chart will not be available for the banker/customer. The main functionality of the Comparison chart is to display the month-wise interest with and without Insurance Premium for Consumer Credit Insurance and Interest on Consumer Credit Insurance Premium amount.	
21390042	For the maintained Fluctuation Threshold Percentage, which is used to check the Loan to Value Ratio deterioration, no report is generated in the system.	
21390008	The Monitoring Date for compliance of condition and covenant is not getting populated. In the absence of Monitoring Date, the customer gets extended period for compliance of conditions and covenants till the next instance of condition and covenant is generated.	
21390080	The Monitoring Date for compliance of the Condition Subsequent is absent.	The Condition Subsequent will be available for compliance till the expiry date of the Condition.
21389986	During Collateral Sub-division and Consolidation, the newly created collaterals inherit the ownership details and all the linked accounts of the parent collaterals. However, there is also an ability to add, delete, or modify the owners of sub-divided/consolidated collaterals. In such a case, currently, the system does not validate if the new collateral owners are part of the borrowing entity of all the linked facilities. This leads to collaterals linked to facilities with a different ownership.	It is recommended that the bank has procedural validations in place to ensure that any modification of collateral owners is in compliance with the ownership of linked facilities.
21389983	The memos attached to a party are not getting displayed for Guarantee type of Collateral.	The user can view the memo on the beneficiary through the Party module, as part of the party details page.
21390068	Party level memo for the parties under the borrowing entity should be displayed whenever a user views the credit facility details in the page. However, the same is not displayed when the details are viewed by the user.	
21390142	Facility fee accrual is not supported.	
21390119	Future dated facilities of Advance against Unclear Funds or Temporary Excess are not displayed in the search panel.	The facility can be enquired by specifying the Facility ID on the Facility page.

Table 4–1 (Cont.) Known Issues in Oracle Banking Platform Release 2.4.0.0.0

BugDB Number	Description	Workaround (If available)
21390127	If there is a cheque deposit done on a Flexi Credit Facility account during the fixed period and if the cheque is returned, the system will abort the batch in End Of Day. This is because there is no capability to mark 'backdated earmark' on the Limit amount.	User will have to deposit the cheque to a GL or CASA Office Account and then credit the amount to the Flexi Credit Facility account once the funds are cleared.
21390126	Issues with Advanced Mode in LOV are as follows: <ul style="list-style-type: none"> ■ All the columns which are defined during the system design are not visible in the 'add field' button. ■ When 'reorder' is clicked, system gives null pointer error. 	
21390085	Credit policy linked to a granted facility can mandate that collateral needs to be necessarily linked to the facility. In this case, as a part of servicing, the user can modify the collateral linkages based on the current risk assessment for the facility. However, when doing so, the system allows saving the facility details even when there is no collateral linked to it. The system does not show a warning or error message in such a scenario.	It needs to be handled operationally or procedurally.
21390099	During the Origination process, in the Product stage, system shows and allows selection of any of the currencies defined in the Product Group configuration. (For example, assume that the currencies defined at product group level are AUD, JPY, GBP and USD. User will be allowed to select any one of these currencies.) Any of the currencies defined at product group level can be configured for an offer under that product group (For example, AUD and USD configured for offer 1, AUD and GBP configured for offer 2). During Origination, in the Product stage, if the user selects a currency for which there are no offers available (in this example JPY), then no offers will appear in the offer selector. This problem happens as the Product stage shows all currencies configured at the product detail level and does not validate availability of at least one offer for each of these currencies.	User needs to navigate back to Product Details page and select appropriate currency for which a valid offer exists in the system.
21390094	There is no validation on the age of the affiliates being added through the Capture Application (Fast Path: OR097) page, resulting in a minor being allowed to be added as a guardian.	
21390922	Once UDM is saved, it cannot be deleted or modified.	If the user has provided an incorrect UDM, it has to be corrected by providing a counter UDM.
21390140	Display of Periodic fees at entity level (Bundle, Facility) with different computation and charge dates is not supported.	
21390012	When base fee and additional fees are configured in Origination, and when the base fees are negotiated in Origination, system does not correctly handle additional fees.	The configuration of additional fees for Origination fees would be required to be avoided. Such use cases would be very rare.
21431142	Currently, there is no support to maintain Fees by State for Origination fees like Application Processing fees.	

Table 4–1 (Cont.) Known Issues in Oracle Banking Platform Release 2.4.0.0

BugDB Number	Description	Workaround (If available)
21390143	There is no provision to capture User Discretionary Margin for penalty interest rate through the Entity Level Price Benefit Chart (Fast Path: PR011) page.	
21389938	If a User Defined Margin is expiring on a holiday and the account is closed on the next working day, system applies the User Defined Margin on the account for next day also, since the User Defined Margin expiry happens on the End Of Day of the next working day. In such cases, the customer will get additional benefit of the User Defined Margin for one day.	
21389987	The offset benefits are logged in an account as a non-financial entry during interest capitalization. However, the same does not happen during account closure. So the information on the offset benefit since last interest capitalization till account closure is not available. There is no customer impact as the interest computation still considers the offset amount.	
21390088	A generic narration called 'Fee' is passed while passing accounting entries. However, it does not describe the details of the fee charged. There is no impact on the customer as proper narration is logged in the customer statements.	Proper narration is logged in the customer statements.
21390041	Rate lock functionality can be offered for Loans and OD accounts. Banks collect fee for rate lock. Currently, system supports rate lock fee only for Loans. Rate lock fee for OD accounts cannot be configured.	
21390114	If an account with Advance against Uncleared Funds or Temporary Excess facility is marked 'Unclaimed', the system does not delink the account from the facility. There is no business impact. Once the account is marked 'Unclaimed', no transactions are permitted on the account. Hence, the Temporary Excess or Advance against Uncleared Funds facility cannot be utilized.	
21390141	System does not update the last activity date when Advance against Uncleared Funds or Temporary Excess facility is linked to an account. The linking of facilities is a non-financial event which should update the last activity date. However, on utilizing the facilities, the last activity date is updated. As a result, the last activity date is incorrect until utilization of facilities.	
21390058	In case the expiry date of the manual task for Unclaimed processing falls on a holiday, the account gets unclaimed on the End Of Day of the previous day, instead of the End Of Day of the next day.	
21390020	Same day reversal is not supported for the transaction of Payment of Advance Interest.	The account should be rolled over to variable period and the advance interest amount should be refunded to the customer. The account should then be rolled over back to the fixed period.

Table 4–1 (Cont.) Known Issues in Oracle Banking Platform Release 2.4.0.0

BugDB Number	Description	Workaround (If available)
21390035	The system allows defining of multiple fees with different charging frequency for a particular event. In such cases, system does not display Fee details in the Fee Inquiry (Fast Path: PR022) page.	
21389937	There is a display issue in the Link CASA Account to OD Facility (Fast Path: CASA0999) page. The label Broker Details changes to Introducer Details on clicking OK in the page. This is a display issue and there is no processing impact.	
21390049	When a party moves from restricted minor stage to unrestricted minor stage, the associated access rules are not automatically changed to those applicable for the new stage.	Changes to access rules can be manually done for the related accounts using the servicing pages.
21390064	When a facility closure record is saved, all the details on the page are not displayed. There is no processing impact as all the details are saved.	The details of closed facility can be viewed through the inquiry page.
21390036	When there is a fee hold on the account and the hold is removed from the subsequent credit, accounting is passed to the liability GL instead of the asset GL. This issue is there only when the fee is posted to an alternate account. If the fee is posted to the same account as the transaction account, there is no issue. There is no impact from a customer perspective.	
21390130	Account maintenance fee for non-OD account should not be maintained as a percentage of the facility amount.	Operational control to be exercised so that account maintenance fees are not set up as a percentage of the facility amount.
21390079	If any instruction with 'External Payment' as settlement mode is getting executed in a batch, such instruction is not available in the payments inquiry.	The respective loans or TD transaction statement inquiry will provide the details.
21389968	The 'Refusal' transactions in Clearing will be sent out as returns, if not reprocessed within return timings.	The bank user has to reprocess such transactions within the given time frame.
21390071	The payment transactions which do not have a user input description on the respective UIs will not have a corresponding description in the accounting entries for the related GL entries.	
21389977	While capturing settlement details with 'Cheque' as settlement mode, the 'Counterparty Name' data attribute is currently not available. Due to this, the 'Account Title' field is blank in the receipt when it is printed. However, counter party account number is available.	
21390047	For any transaction, multiple external payment modes cannot be selected as a settlement action.	
21390005	In the Define Product Interest Linkage (Fast Path: PM017) page, when the user links the same Interest Rule ID for Regular Stages as well as for PMI Stage, the error displayed on the page is not consistent. The error message to be displayed should be 'Separate Rule ID needs to be defined for Regular and PMI Stages'. This is a display issue and there is no processing impact.	

Table 4–1 (Cont.) Known Issues in Oracle Banking Platform Release 2.4.0.0.0

BugDB Number	Description	Workaround (If available)
21390092	The system allows saving the Define Loan Product (Fast Path: PM014) page details even though all the Mandatory Components are not entered in the Appropriation Sequence field.	The bank user has to operationally capture all the mandatory components in Appropriation Sequence field.
21389943	If multiple applications are opened under one facility, the same cannot be handed over to OFSAA.	
21390013	Processing of USER_LIMIT type of approval check is not supported for the services corresponding to ATM Cash Withdrawal. Therefore, USER_LIMIT check should not be maintained for this service through the Approval Checks tab in the Artifact Dependency Map (Fast Path SM500) page.	
21390003	In case of task configured for 'Local Authorization', post processing, the 'Ok' button in the maintenance template will be disabled. However, the fields within the task will be enabled.	
21390026	In some of the Tax pages, audit details such as creation date and time are not available. This is only an issue in the audit table and there is no processing impact.	
21390084	The Tax advice sent to the customer is not properly formatted. Alignment is not proper. As the tax amount is correctly computed, there is no customer impact.	

4.2 Oracle Banking Platform Limitations

There are no known limitations.