

# **Oracle® Banking Platform Collections**

Day Zero Setup Guide

Release 2.4.1.0.0

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# Preface

This document lists the configuration that should be performed on day zero.

This preface contains the following topics:

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

## Audience

This document is intended for the following audience:

- IT Deployment Team
- Consulting Staff
- Administrators

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## Conventions

The following text conventions are used in this document:

| Convention      | Meaning  |
|-----------------|--|
| <b>boldface</b> | 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. |





## Day Zero Setup

This chapter provides information on the configuration that should be performed on day zero.

### 1.1 User Profiles

OBP Collections provides you the ability to create user profiles, which you can customize, based on your requirement. The following user functions are pre-configured in the system with specific set of privileges.

**Table 1-1 User Profiles**

| Function              | Remarks   |
|-----------------------|---|
| Application Roles     | Verify if Collection specific Application Roles are available in APM (Authorization Policy Manager).<br>The Application roles should be available through the normal Policy-Store setup done on the environment.  |
| User Groups           | Execute the Seed Data Scripts for ORMB User group creation.<br>Verify the created ORMB User groups below:<br>ORMB Admin Menu > U > User Groups<br>This setup controls the access of user for ORMB Screens.  |
| Enterprise Role       | Create an Enterprise Role in OID for each Application Role.<br>Map the application roles to the Enterprise Roles in OID.  |
| Feature Configuration | Admin Menu > F > Feature Configuration<br>'C1-USRPROV'<br>Set Default Parameters for User Provisioning.   |
| Users                 | Create users in OIM:<br>On creation of user the user will get provisioned into ORMB with the ORMB user group specified in 'C1-USRPROV'.<br>Verify the created Users below:<br>ORMB Admin Menu > U > Users<br>Default properties and User Groups set by User Provisioning can be updated here. |
| Users                 | Select the Enterprise Role for the User in OID.<br>Add Business Unit to the USER in OID.  |

## 1.2 Menus

This table describes the menu and menu item details.

**Table 1–2** *Menus*

| Function                  | Remarks  |
|---------------------------|--|
| OBP Menus and Menu Items  | OBP Menus and Menu Items will be available if appropriate entries are available for the same in the below files: <ul style="list-style-type: none"> <li>■ Menu_folders.csv</li> <li>■ Menu_elements.csv</li> </ul> |
| ORMB Menus and Menu Items | The ORMB Menu and Menu Items are controlled via the blueprint process. All new menu and menu items will be available by default unless they are blocked in the blueprint process.                                  |

## 1.3 Seed Data Setup

OBP Collections provides seed data scripts that you must execute during day zero setup. Some scripts are host specific and some are independent of the host.

The following list contains the seed data scripts that are specific to host and that might need to be updated during an implementation. If you need to add a host other than OBP, all the below entities need to be manually updated for that specific host.

**Table 1–3** *Seed Data Setup*

| Scripts                                   | Description   |
|---|---|
| Source Hosts                              | Configure source host along with other hosts that will connect to OBP Collections: <ul style="list-style-type: none"> <li>■ Ci_Source_Host_Mst</li> <li>■ Ci_Source_Host_Mst_L</li> </ul>   |
| Account Relationship Types                | Configure account relationship types as it is configured in the host.<br>Admin Menu > A > Account Relationship Type   |
| Account Relationship Type Characteristics | Indicates whether a particular relationship type is the main customer and/or financially responsible.<br>CI_HOST_MAIN_CUST<br>Admin Menu > H > Host Party Relation                          |
| Primary Name Type                         | Indicates the host name type that should be considered as primary.<br>CI_PRIM_NAMETYPE  |
| Collateral Realize Status                 | Configure collateral realize status as it is configured in the host: <ul style="list-style-type: none"> <li>■ Ci_Collateral_Realize_Stat</li> <li>■ Ci_Collateral_Realize_Stat_1</li> </ul> |
| System Account Status                     | Configure system account status as it is configured in the host: <ul style="list-style-type: none"> <li>■ ci_sys_acct_stat</li> <li>■ ci_sys_acct_stat_1</li> </ul>                         |
| Delinquency Filters                       | The product ships delinquency filters to identify the delinquent accounts. For detailed setup, see <a href="#">Section 1.5, "Delinquency Identification Setup"</a> .                        |
| Collections Facts                         | See <a href="#">Section 1.34, "Product-Shipped Facts"</a> delivered with the product.   |
| Views and Stored Procedures               | Product-shipped Collections specific Views and Stored Procedures need to be executed.<br><a href="#">Section 1.35, "Admin Views and Tables"</a> should be updated for hosts other than OBP. |

**Table 1–3 (Cont.) Seed Data Setup**

| Scripts                           | Description  |
|-----------------------------------|--|
| Entity Determinant                | Define the Determinant Types for resolving data of various entities like Party Name, Address, Employment Details and Contact Preferences.<br>CI_ENTITY_DETERMINANT   |
| Specialized Collections Processes | Seed Data scripts are also available for the below product-shipped processes: <ul style="list-style-type: none"> <li>▪ Hardship</li> <li>▪ Deceased</li> <li>▪ Legal</li> <li>▪ Asset Repossession</li> <li>▪ Right of Set Off</li> </ul>  |
| Source Host URL's                 | For host's other than OBP, if some Core screens need to be opened from Collections Screens, its configuration need to be performed in the table below:<br>ci_source_host_url_dtls<br>Currently, the following three core screens are supported, if Collateral and Insurance Panel exist: <ul style="list-style-type: none"> <li>▪ Collateral Valuation Details</li> <li>▪ Collateral Realization Details</li> <li>▪ Insurance Claim Details</li> </ul> |

## 1.4 Basic ORMB Configuration

Once the seed data is in place, you must set up the control data for system to function appropriately. We recommend you to set up the control data for the business functions that meet the business requirements. The basic setup involves setting up the following data with the administration user privileges.

**Table 1–4 Basic ORMB Configuration**

| Function            | Menu                                     | Additional Remarks   |
|---------------------|--|--|
| Country             | Admin Menu > C > Country                 | Set up all countries manually where the bank has its branches. The list should be in accordance with the possible countries in the host.             |
| States              | Admin Menu > C > Country                 | Set up all the states manually for each country. The list should be in accordance with the list of states in the host.                               |
| Currency Code       | Admin Menu > C > Currency                | Set up the currency code to be used.<br>USD is populated by default.   |
| Accounting Calendar | Admin Menu > A > Accounting Calendar     | Set up accounting calendar manually for the current financial year. The accounting calendar is referred during payments processing.                  |
| GL Division         | Admin Menu > G > General Ledger Division | The GL division defines the accounting period for financial transactions linked to contracts.  |
| Work Calendar       | Admin Menu > W > Work Calendar           | Set up work calendar manually. The work calendar is referred when you generate schedule in Promise to Pay and while setting Display Date for a case. |
| Seasonal Time Shift | Admin Menu > W > Seasonal Time Shift     | Set up seasonal time shift manually as per business requirement.<br>Non-Mandatory  |

**Table 1–4 (Cont.) Basic ORMB Configuration**

| Function             | Menu   | Additional Remarks   |
|----------------------|--|--|
| Time Zone            | Admin Menu > T > Time Zone   | Set up time zone manually as per business requirement.<br>Non-Mandatory  |
| Division             | Admin Menu > D > Division  | Set up division manually as per business requirement.<br>You may set up a division for each jurisdiction where you conduct business using different Rules. You must associate each customer account with an existing division. |
| Collections Class    | Admin Menu > C > Collections Class   | Set up collection class manually as per the business requirement. You must associate each customer account with a collections class.   |
| Customer Class       | Admin Menu > C > Customer Class  | Set up customer class manually as per the business requirement. You must associate each customer account with a customer class.  |
| Algorithm            | Admin Menu > A > Algorithm<br>C1-PAYDTAMTU<br>You must create an algorithm of type C1-PAYDTAMTU and attach to system event 'FT Freeze' of Customer class.              | This algorithm is used to stamp the last payment date and last payment amount for a written off account.   |
| Algorithm            | Admin Menu > A > Algorithm<br>OVRPY-PPRTY<br>You must create an algorithm of type OVRPY-PPRTY and attach to system event 'Overpayment Distribution' of Customer class. | This algorithm deals with overpayments. It applies the overpayment on the highest priority SA.   |
| Algorithm            | Admin Menu > A > Algorithm<br>PYDIST-PPRTY<br>You must create an algorithm of type PYDIST-PPRTY and attach to system event 'Payment Distribution' of Customer class.   | This algorithm distributes a payment amongst the account's service agreements.   |
| Algorithm            | Admin Menu > A > Algorithm<br>PAY FRZ O-I<br>You must create an algorithm of type PAY FRZ O-I and attach to system event Payment Freeze of Customer class.             | This algorithm links financial transactions (FT's) to match events.  |
| Distribution Code    | Admin Menu > D > Distribution Code   | Set up distribution code manually as per business requirement. The distribution code is used in payment processing.  |
| Algorithm            | Admin Menu > A > Algorithm<br>FGLCNSTR-D<br>You must create an algorithm of type FGLCNSTR-Dh   | This algorithm constructs a distribution code corresponding to GL account when it is interfaced to the general ledger.   |
| Payment Segment Type | Admin Menu > P > Payment Segment Type  | Set up payment segment type manually as per business requirement. The payment segment type is used during payment processing.  |

**Table 1–4 (Cont.) Basic ORMB Configuration**

| Function                          | Menu   | Additional Remarks   |
|-----------------------------------|--|--|
| Algorithm                         | Admin Menu > A > Algorithm<br>PSEG-NM<br>You must create an algorithm of type PSEG-NM  | This algorithm constructs a payment segment's financial transaction.   |
| Adjustment Type                   | Admin Menu > P > Adjustment Type   | Set up adjustment type manually as per business requirement. The adjustment type is used during payment processing.  |
| Algorithm                         | Admin Menu > A > Algorithm<br>ADJT-NM<br>You must create an algorithm of type ADJT-NM  | An algorithm that constructs an adjustment's financial transaction.  |
| Debt Class                        | Admin Menu > D > Debt Class  | Set up debt class manually as per business requirement. You must associate each customer account with a debt class.<br><br>Note: Eligible for Collections switch should be unchecked.      |
| Write Off Debt Class              | Admin Menu > W > Write Off Debt Class  | Set up write off debt class manually as per business requirement.  |
| Contract Type                     | Admin Menu > C > Contract Type   | Set up contract type manually as per business requirement. The contract type is used in payment processing for an account. A contract also signifies a delinquency instance of an account. |
| Installations Options - Framework | Admin Menu > I > Installations Options - Framework   | This is used to set parameters at Installation level.  |
| Algorithm                         | Admin Menu > A > Algorithm<br>C1-ENTACTPOP<br>You must create an algorithm of type C1-ENTACTPOP and attach it to 'Entity Activity Populate' system event in Installations options framework. | This algorithm populates the account activity section in the Overview panel.   |
| Algorithm                         | Admin Menu > A > Algorithm<br>PERS-INFO<br>You must create an algorithm of type PERS-INFO and attach it to 'Person Information' system event in Installations options framework.             | This algorithm formats the person level information across the system.   |
| Feature Configuration             | Admin Menu > F > Feature Configuration<br>'C1_HOBRNCH'<br>Head Office Branch code  | This Feature Configuration defines the Head Office Bank and Branch code. This is required for display date setting for cases and also for getting the posting date.                        |
| Feature Configuration             | Admin Menu > F > Feature Configuration<br>'C1_COLSPECF'<br>Collection Specific functionality   | This is a flag at Product level to indicate Collections level Implementation. This need to be set to 'Y'.  |

## 1.5 Delinquency Identification Setup

This section explains the setup required for delinquency identification process.

OBP Collections provides five delinquency filters, which are listed below:

- To identify overdraft and temporary overdrafts (CASA) delinquent accounts.

**Table 1–5 Identifying Overdraft and Temporary Overdrafts (CASA) Delinquent Accounts**

| Filters  | Description   | Filter ID            |
|--|---|----------------------|
| Drawal beyond allowed limit and expiry of limit date | The amount withdrawn is beyond the allowed limit and when the limit date expires. | Drawal_ExpiryOfLimit |
| Drawal beyond allowed limit within limit period      | The amount withdrawn is beyond the allowed limit.                                 | Drawal_LimitPeriod   |

- To identify term loan delinquent accounts.

**Table 1–6 Identifying Term Loan Delinquent Accounts**

| Filters                            | Description   | Filter ID      |
|------------------------------------|---|----------------|
| Debit balance in matured loan      | Customer does not pay debt even after the maturity of loan.               | DebitBalance   |
| Non-Payment of installment on time | Customer does not pay installment on the due date.                        | NonPayment     |
| Partial Payment of installment     | Customer pays an amount, lesser than the installment amount, on due date. | PartialPayment |

Each Rule has four seed data scripts (corresponding to four database tables) that you must execute on the database.

The file names are:

- flx\_rl\_expr\_fragments.sql
- flx\_rl\_expr\_operands.sql
- flx\_rl\_expressions\_b.sql
- flx\_rl\_filter\_texts.sql

Additionally, you must run RuleDeploymentUtility for each filter.

You must copy this utility on the server and then execute AllFilters.bat/sh.

### Additional Setup for Delinquency Identification:

**Table 1–7 Additional Setup for Delinquency Identification**

| Function      | Menu                           | Additional Remarks   |
|---------------|--------------------------------|--|
| Batch Control | Admin Menu > B > Batch Control | Product-shipped Batch<br>C1-DELID<br>Delinquency Identification Batch  |
| Task Type     | Admin Menu > T > To- Do Type   | Set up product-shipped To- Do Type<br>C1-DELID<br>Delinquency Identification Task Type                               |
| Facts         | NA                             | See <a href="#">Section 1.34, "Product-Shipped Facts"</a> for facts that can be used for Delinquency Identification. |

## 1.6 Inbound Data Setup

This section describes the setup required to accept delinquent data from OBP into OBP Collections.

**Table 1–8 Inbound Data Setup**

| Function                          | Menu  | Additional Remarks   |
|-----------------------------------|---|--|
| Division Mapping                  | Admin Menu > D > Division Mapping   | This setup is required to map Branches with Collections Division.<br>On Day zero, Branches should be mapped manually with Division.  |
| Bank and Bank Branch Master       | NA  | On day zero, you must set up all the branches that are in the host in the database.<br>After that, whenever you create or delete a branch in OBP, it will be reflected in Collections.<br>Host- Specific   |
| Admin Views                       | NA<br>See <a href="#">Section 1.35, "Admin Views and Tables"</a> .  | These views will be automatically populated with data from OBP.<br>If any additional configuration is required it needs to be manually configured in the corresponding admin tables. The views will populate data from OBP and the Admin tables.<br>Host- Specific |
| Lookups                           | Admin Menu > L > Look Up<br>See <a href="#">Section 1.32, "Configurable Look Ups"</a> for the list of Look Ups used in Inbound Batches. | Some data from OBP should to be validated against the predefined values setup in the lookups.  |
| Source - Collection Class Mapping | Admin Menu > S > Source - Collection Class Mapping  | This configuration is required to assign collections class, customer class, and debt class for every OBP customer account.<br>Host- Specific   |
| Source - Contract Type Mapping    | Admin Menu > S > Source - Contract Type Mapping   | This configuration is required to assign contract type for every OBP customer account.<br>Host- Specific   |

**Table 1–8 (Cont.) Inbound Data Setup**

| <b>Function</b>         | <b>Menu</b>  | <b>Additional Remarks</b>  |
|-------------------------|--|--|
| Collection Buckets      | Admin Menu > C > Collection Buckets  | This configuration is required to decide the bucket for a customer account based on its DPD.<br>Host- Specific   |
| Derived Field Exclusion | Admin Menu > D > Derived Field Exclusion   | This configuration is required to exclude the calculation of few derived fields for a specific host.<br>Host- Specific   |
| Feature Configuration   | Admin Menu > F > Feature Configuration<br>C1_DIVFUNCT<br>Set Enforce division-specific validations = 'N'           | The division specific validations used in ORMB Billing should be turned Off.   |
| Feature Configuration   | Admin Menu > F > Feature Configuration<br>C1_COLLGUA<br>Enable or disable party creation for collateral guarantor. | This feature configuration decides whether a Party needs to be created for a Collateral Guarantor during Entity Creation.  |
| Feature Configuration   | Admin Menu > F > Feature Configuration<br>C1_COLGUATYP   | This feature configuration decides the Collateral Types that are to be considered as Guarantee Type.   |
| Batch Control           | Admin Menu > B > Batch Control   | Product-shipped Batches<br>C1 - VALFD<br>Validate Feeder Data Batch<br>C1 - CRENT<br>Create Entity Batch<br>C1 - UPENT<br>Update Entity Batch<br>C1 - INCDP<br>Increment DPD Batch<br>C1-DRFLD<br>Derived Fields Batch   |
| Task Type               | Admin Menu > T > To- Do Type   | Set up product-shipped To- Do Types for Inbound Batches.<br>C1 - VALFD<br>Validate Feeder Task Type<br>C1 - CRENT<br>Create Entity Task Type<br>C1 - UPENT<br>Update Entity Task Type<br>C1 - INCDP<br>Increment DPD Task Type<br>C1-DRFLD<br>Derived Fields Task Type |



## 1.7 Payment Setup

This section describes the setup required in ORMB to accept customer payments from OBP.

**Table 1–9 Payment Setup**

| Function                                 | Menu   | Additional Remarks   |
|--|--|--|
| Basic ORMB Setup                         | NA   | In addition to Seed data, ensure that the below functions are set up properly during the initial ORMB setup: <ul style="list-style-type: none"> <li>■ Accounting Calendar</li> <li>■ GL Division</li> <li>■ Customer Class Algorithms</li> <li>■ Debt Class</li> <li>■ Payment Segment Type</li> <li>■ Adjustment Type</li> <li>■ Contract Type</li> </ul> |
| Tender Type                              | Admin Menu > T > Tender Type   | You must create tender type as per business requirement. Mandatory   |
| Pay Cancel Reason                        | Admin Menu > P > Pay Cancel Reason   | All possible Payment Cancel Reasons that are passed from OBP need to be stored.  |
| Feature Configuration                    | Admin Menu > F > Feature Configuration<br>C1-PAYCNST<br>Payment Constants        | Specify the Tender Type, Pay Cancel Reasons, and Distribution Code to be used for OBP Payments.  |
| Batch Control                            | Admin Menu > B > Batch Control   | Product-shipped Batch<br>C1-FDPAY<br>Feeder Payment Batch  |
| Task Type                                | Admin Menu > T > To- Do Type   | Set up product-shipped To- Do Type<br>C1-FDPAY<br>Feeder Payment Batch Task Type   |
| <b>Payments on Written Off Accounts:</b> |  |  |
| Adjustment Type                          | Admin Menu > A > Adjustment Types  | Create Adjustment Types Required for Handling Payments on Written Off Accounts.  |
| Feature Configuration                    | Admin Menu > F > Feature Configuration<br>C1-PAYWR<br>Write Off Adjustment Types | Specify the Adjustment Types for: <ul style="list-style-type: none"> <li>■ Account Balance Offset</li> <li>■ Write Off</li> </ul> Required for Handling Payments of Written Off Accounts.  |
| Adjustment Type Profile                  | Admin Menu >A> Adjustment Type Profile   | Create an Adjustment Type Profile. Map the Adjustment types specified in Feature Configuration: 'C1-PAYWR'.  |
| Contract Type                            | Admin Menu > C > Contract Type   | Map the Adjustment Profile to all required Contract Types.   |

## 1.8 Strategy Monitor Setup

This section describes the setup required to decide and create the collections strategy for an account.

**Table 1–10 Strategy Monitor Setup**

| Function              | Menu   | Additional Remarks   |
|-----------------------|--|--|
| Case Category         | Admin Menu > C > Case Category   | Initial setup of Case Category is available via seed data. It can be modified via Case Category screen.  |
| Case Type             | Admin Menu > C > Case Type   | You must create all case types (collections strategies) required by the bank.<br>You should also create Algorithms, Tasks, and Characteristics required in the strategy and attach them to the case type at this step.<br>See the Oracle Banking Platform Collections Interface Specification Guide for the list of algorithms shipped with the product that can be used in a case type. |
| Facts                 | NA   | See <a href="#">Section 1.34, "Product-Shipped Facts"</a> that can be used for Strategy Monitor.   |
| Rules                 | OBP > Back Office > Rules > Rule Author                                  | You must create all the rules that would help to eventually decide the strategy of an account.   |
| Rule set              | OBP > Back Office > Rules > Rule Author                                  | All the rules mentioned above should be combined to create a rule set which will be referred by the Strategy Monitor.  |
| Algorithm             | Admin Menu > A > Algorithm<br>C1-BRLSR<br>Rule Fact Population Algorithm | Create an algorithm of type C1-BRLSR to fetch and pass actual values of the facts used in the rule set.  |
| Batch Control         | Admin Menu > B > Batch Control   | Product-shipped Batch<br>C1-CSMB<br>Strategy Monitor Batch   |
| Task Type             | Admin Menu > T > To- Do Type   | Set up product-shipped To- Do Type<br>C1-CSMB<br>Strategy Monitor Task Type  |
| Feature Configuration | Admin Menu > F > Feature Configuration<br>C1-DFLTCFG                     | This Feature Configuration decides Case Type that is used for accounts for which, case with existing case types cannot be created.   |

## 1.9 Case Allocation Setup

This section describes the setup required to allocate cases to various collection queues and their corresponding collection agents.

**Table 1–11 Case Allocation Setup**

| Function                     | Menu  | Additional Remarks   |
|------------------------------|---|--|
| Facts                        | NA  | See <a href="#">Section 1.34, "Product-Shipped Facts"</a> that can be used for Allocation.   |
| View                         | NA  | Product-shipped Allocation Monitor View<br>ci_allocation_monitor_vw  |
| Filters for Allocation Group | OBP > Back Office > Rules > Filter Definition   | Create filters to select accounts for each allocation group.   |
| Feature Configuration        | Admin Menu > F > Feature Configuration<br>C1_COLLGRP<br>Collection user Group/Role              | Specify the ORMB User Groups for which Collection Users can be created.  |
| Collection Users             | Admin Menu > C > Collection Users   | Create required Collection Users who will be working on the cases.   |
| Collection Teams             | Admin Menu > C > Collection Teams   | Create required Collection Teams who will be working on the cases.<br>Associate required Collection Users.   |
| Feature Configuration        | Admin Menu > F > Feature Configuration<br>C1-TDTYPLOCK<br>Collection user Group/Role            | Specify the Task Type that needs to be created.  |
| Queue Code                   | Admin Menu > Q > Queue Code   | List all the queues that will be required for allocation.  |
| Queue Details                | Admin Menu > Q > Queue Details  | Set up required queues.<br>Queue Type = Case<br>Associate required Collection Teams and Users.   |
| Algorithm                    | Admin Menu > A > Algorithm<br>C1-USRALCRR<br>User Allocation - Round Robin                      | An algorithm that allocates the cases among the members of the queue in Round Robin Fashion.   |
| Algorithm                    | Admin Menu > A > Algorithm<br>C1-USRALCPR<br>User Allocation - % Method                         | An algorithm that allocates the cases among the members of the queue using % method.   |
| Allocation Group             | Admin Menu > A > Allocation Group   | Set up Allocation Groups.<br>Associate required Queues.  |
| Algorithm                    | Admin Menu > A > Algorithm<br>C1-ALLOCQUEU<br>You must create an algorithm of type C1-ALLOCQUEU | An algorithm that allocates the cases among its queues.  |
| Feature Configuration        | Admin Menu > F > Feature Configuration<br>C1-DFLTCFG  | This Feature Configuration decides: <ul style="list-style-type: none"> <li>■ Enabling of Default Allocation Group Usage.</li> <li>■ Default Allocation Group to be used by Allocation Monitor batch if it is enabled.</li> </ul> |

**Table 1–11 (Cont.) Case Allocation Setup**

| Function              | Menu   | Additional Remarks   |
|-----------------------|--|--|
| Feature Configuration | Admin Menu > F > Feature Configuration<br>C1-OVFQUASG<br>Reassignment of Cases from Overflow Queue | Feature configuration to decide if Automatic Reassignment of Cases from Overflow Queue should happen.          |
| Batch Control         | Admin Menu > B > Batch Control   | Product-shipped Batches<br>C1-ALOCM<br>Queue Allocation Batch<br>C1-USALC<br>User Allocation Batch             |
| Task Type             | Admin Menu > T > To- Do Type   | Set up product-shipped To- Do Types<br>C1-ALOCM<br>C1-USALC<br>Queue Allocation and User Allocation Task Types |

## 1.10 Follow up Setup

This section describes the setup required to perform follow-up actions on cases.

**Table 1–12 Follow up Setup**

| Function                 | Menu  | Additional Remarks  |
|--------------------------|---|---|
| Action Category          | Admin Menu > A > Action Category                                      | Set up action categories.   |
| Action Type              | Admin Menu > A > Action Type  | Set up follow up actions under each action category.                                  |
| Result Category          | Admin Menu > R > Result Category                                      | Set up result categories.   |
| Result Type              | Admin Menu > R > Result Type  | Set up all possible results for each follow up action.                                |
| Characteristic Type      | Admin Menu > C > Characteristic Type                                  | Set up all possible additional information that needs to be captured for each result. |
| Result Type              | Admin Menu > R > Result Type  | Associate the characteristic types to the result types.                               |
| Algorithm                | Admin Menu > A > Algorithm<br>Result Type - Post Processing Algorithm | These algorithms are triggered whenever the result is executed.                       |
| Action Type              | Admin Menu > A > Action Type  | Associate the Result Types to appropriate Follow Up Action Types.                     |
| Case Type Status Mapping | Admin Menu > C > Case Type Status Mapping                             | Associate the follow up action types to the required case type - status combinations. |

**Table 1–12 (Cont.) Follow up Setup**

| Function                   | Menu   | Additional Remarks   |
|----------------------------|--|--|
| Case Status Result Mapping | Admin Menu > C > Case Status Result Mapping  | Associate the Results that will need to be mandatorily captured at a particular Case Type - Case Status combination.   |
| Case Type                  | Admin Menu > C > Case type   | Check The 'Validate Follow Up' Checkbox in the 'Next Statuses' Section for those next statuses for which you want system to validate if the mandatory results were performed before moving into that status. |
| Look Up                    | Admin Menu > L > Look Up<br>See <a href="#">Section 1.32, "Configurable Look Ups"</a> for list of Look Ups Used in Follow Up Screen. | Verify and update the lookup's used in the Follow Up screen.   |

## 1.11 Task List Setup

This section describes the setup required to create and assign different types of tasks to users.

**Table 1–13 Task Setup**

| Function         | Menu  | Additional Remarks   |
|------------------|---|--|
| Task Role        | Admin Menu -> T -> TO DO Role   | Create a task role for all common set of tasks.<br>Users need not be associated to Task Role.  |
| Task Type        | Admin Menu -> T -> TO DO Type   | Create different types of task.<br>For Each Task Type ensure that below product-shipped Characteristic Types are added: <ul style="list-style-type: none"> <li>■ Task For</li> <li>■ Entity Id</li> </ul> Appropriate Drill Key also needs to be added based on whether it is Account, Customer or Case Level Task.<br>Associate Task Roles. One of the roles has to be defined as Default role. |
| Look Up          | Admin Menu -> L -> Look Up<br>See the list of Lookup's used in Task Function in the <a href="#">Section 1.32, "Configurable Look Ups"</a> . | Verify and update the lookup's used in task.   |
| Collection Users | Admin Menu > C > Collection Users   | Create required Collection Users, who will be working on the tasks.  |
| Collection Teams | Admin Menu > C > Collection Teams   | Create required Collection Teams, who will be working on the tasks.<br>Associate required Collection Users.  |
| Queue Details    | Admin Menu > Q > Queue Details<br>Queue Type = Task   | Setup required queues.<br>Associate Task Roles.<br>Associate Collection Teams and Users.   |
| Queue Details    | Admin Menu > Q > Queue Details<br>Queue Type = Case   | Associate the required Task Queue with Case Queue.<br>This association is used for automatic allocation of tasks created on cases of the case queue to the specified Task Queue.   |

**Table 1–13 (Cont.) Task Setup**

| Function                 | Menu  | Additional Remarks   |
|--------------------------|---|--|
| Feature Configuration    | Admin Menu > F > Feature Configuration<br>DEFAULTQUECD<br>Default Queue for Task              | Feature Configuration to specify the default queue to which all tasks and whose task role are not mapped to any queue, should be assigned. |
| <b>Batch Level Tasks</b> |   |  |
| Feature Configuration    | Admin Menu > F > Feature Configuration<br>C1-BCTHQUEUE<br>Queue Code for Batch level TODOs    | Feature Configuration to specify the default queue to which all batch level tasks should be assigned.                                      |
| Algorithm                | Admin Menu > A > Algorithm<br>C1-ASGNTASK<br>You must create an algorithm of type C1-ASGNTASK | To Assign Batch level Tasks to a queue.  |
| Task Type                | Admin Menu -> T -> TO DO Type   | Attach the algorithm of type C1-ASGNTASK in the System Event 'To-Do Post -Processing'.   |

## 1.12 Promise To Pay Setup

This section describes the setup required to create and monitor promise to pay arrangement between customer and the bank.

**Table 1–14 Promise To Pay Setup**

| Function                      | Menu   | Additional Remarks  |
|-------------------------------|--|---|
| <b>PTP Panel</b>              |  |   |
| Promise to Pay Type           | Admin Menu > P > Promise to Pay Type   | Set up different promise to pay types for different types of account.   |
| Pay Method                    | Admin Menu > P > Pay Method  | Pay Method decides the grace period to be set for the PTP.  |
| Payment Installment Frequency | Admin Menu > P > Promise to Pay Frequency  | All possible payment frequencies.   |
| Promise to Pay Cancel Reason  | Admin Menu > P > Promise to Pay Cancel Reason  | All possible Promise to Pay Cancel Reasons.   |
| Facts                         | NA   | See <a href="#">Section 1.34, "Product-Shipped Facts"</a> that can be used in Promise to Pay Rule for: <ul style="list-style-type: none"> <li>■ Fetching Accessible PTP Types for the current user.</li> <li>■ Fetching Maximum Duration for a PTP Type.</li> </ul> |
| Rule Author                   | OBP > Back Office > Rules > Rule Author<br>PTP Rule for fetching the Promise to Pay Type | Set up rule to select maximum duration for a PTP Type.  |

**Table 1–14 (Cont.) Promise To Pay Setup**

| <b>Function</b>       | <b>Menu</b>  | <b>Additional Remarks</b>   |
|-----------------------|--|---|
| Feature Configuration | Admin Menu > F > Feature Configuration<br>C1_RLENG<br>PTP Rule Configuration   | Define the maximum duration if no rule has been set up.<br>If rule is configured then specify the name.   |
| Rule Author           | OBP > Back Office > Rules > Rule Author<br>Rule for fetching the accessible PTP Types for the current user.  | Setup rule for fetching the accessible PTP Types for the current user.  |
| Feature Configuration | Admin Menu > F > Feature Configuration<br>C1-ACRI<br>-PTP Type Rule Id<br>Rule Id for Access Control for Types   | Define the rule to be used to fetch the PTP Type's accessible to the current user.  |
| Algorithm             | Admin Menu > A > Algorithm<br>C1-PTPSCHGEN<br>You must create an algorithm of type C1-PTPSCHGEN and associate it to PTP Type.                                    | This algorithm is used to generate a schedule for a specific promise to pay.  |
| Feature Configuration | Admin Menu > F > Feature Configuration<br>C1-PTPUCFL<br>Feature Configuration to update or cancel with sufficient privilege                                      | Specify if a user other than one who creates a PTP will have right to cancel or update a PTP.   |
| Feature Configuration | Admin Menu > F > Feature Configuration<br>C1_PTPAR<br>Follow Up Creation for Promise to Pay  | Specifies the default Action Type and Result Type that should be captured whenever a PTP is created.  |
| <b>PTP Monitor</b>    |  |   |
| Promise to Pay Type   | Admin Menu > P > Promise to Pay Type   | Specify Monitoring Method flag while setting up Promise to Pay Type: <ul style="list-style-type: none"> <li>■ Forward Apply</li> <li>■ Non-Forward Apply</li> </ul>   |
| Algorithm             | Admin Menu > A > Algorithm<br>PTP Type - PTP Active Algorithm<br>C1-PTPACTIVE<br>You must create an algorithm of type C1-PTPACTIVE and associate it to PTP Type. | This algorithm is used to perform additional processing when the status of a PTP becomes Active.<br>Customer Contacts can be generated via this algorithm.<br>(Contact Method):<br>Value For Letter: OTBL<br>For SMS: OTBS<br>For Email: OTBE |

**Table 1–14 (Cont.) Promise To Pay Setup**

| Function                           | Menu   | Additional Remarks  |
|------------------------------------|--|---|
| Algorithm                          | Admin Menu > A > Algorithm<br>PTP Type - PTP Kept Algorithm<br>C1-PTPKEPT<br>You must create an algorithm of type C1-PTPKEPT and associate it to PTP Type. | This algorithm is used to perform additional processing when the status of a PTP becomes Kept.<br>Customer Contacts can be generated via this algorithm.<br>(Contact Method):<br>Value For Letter: OTBL<br>For SMS: OTBS<br>For Email: OTBE     |
| Algorithm                          | Admin Menu > A > Algorithm<br>PTP Type - PTP Validations Algorithm.  | This algorithm is used to do additional validations before creating a PTP.  |
| Algorithm                          | Admin Menu > A > Algorithm<br>C1-BRKPTPNGP<br>You must create an algorithm of type C1-BRKPTPNGP and associate it to PTP Type.                              | This algorithm is used to perform additional processing when the status of a PTP is set to Broken.<br>Customer Contacts can be generated via this algorithm.<br>(Contact Method):<br>Value For Letter: OTBL<br>For SMS: OTBS<br>For Email: OTBE |
| Installation Options Framework     | Admin Menu > I > Installation Options Framework  | Verify the configuration in the Installation Option for:<br>Payment Threshold<br>Additional Grace Days  |
| Batch Control                      | Admin Menu > B > Batch Control   | Product-shipped Batch<br>C1-PTPM<br>Promise to Pay Monitor Batch  |
| Task Type                          | Admin Menu > T > To- Do Type   | Set up product-shipped To- Do Types for Batch Errors.<br>C1-PTPMN<br>Promise to Pay Monitor Batch errors Task Type.   |
| <b>PTP Approvals</b>               |  |   |
| APM (Authorization Policy Manager) | NA   | Set Up User Role based Rules to check if a particular PTP should go for approval.   |

**Application Service:**

"com.ofss.fc.app.collection.service.promisetopay.PromiseToPayApplicationService.create"

**Authorization Policy:**

ADMINISTRATORS\_OBP\_APP\_COLLECTION\_SERVICE\_PROMISETOPAY\_PROMISETOPAYAPPLICATIONSERVICE\_CREATE\_PERFORMWITHOUTAPPROVALS\_PL

**Product-shipped Approval Parameters:**

- PTP Type
- Product Group



- Days Past Due
- Coverage Ratio
- Sacrifice Amount
- Days to first Installment
- Number of Installments
- Total Promise Duration in days

## 1.13 Customer Contact Setup

This section describes the setup required to create different types of customer contacts (Letters, Emails, SMS, and so on) to be generated via Correspondence Screen, Case Life Cycle, and so on.

**Table 1–15 Customer Contact Setup**

| Function                | Menu   | Additional Remarks  |
|-------------------------|--|---|
| Customer Contact Class  | Admin Menu > C > Customer Contact Class  | Create a customer contact class for group of similar customer contacts.   |
| Correspondence Template | Admin Menu > C > Correspondence Template   | Set up all the letter templates that are required.  |
| Algorithm               | Admin Menu > A > Algorithm<br>Extract Algorithm  | This algorithm contains the Logic for extracting required data and calls that are made to DMS or alert systems to generate Letters and SMS/Emails respectively. |
| Customer Contact Type   | Admin Menu > C > Customer Contact Type   | Create different types of customer contact types under a specific customer contact class.<br>Map the correspondence template with the customer contact type.    |
| Rule Author             | OBP > Back Office > Rules > Rule Author<br><br>Rule for fetching the accessible Contact Categories for the current user.       | Setup rule for specifying the accessible Contact Class for various users.   |
| Feature Configuration   | Admin Menu > F > Feature Configuration<br><br>C1-ACRI<br>-Contact Category Rule Id<br><br>Rule Id for Access Control for Types | Specify the rule to be used to fetch the PTP Type's accessible to the current user.   |

## 1.14 Cure Monitor

This section describes the setup required for the Account Curing process in Collections.

**Table 1–16 Cure Monitor**

| Function          | Menu  | Additional Remarks  |
|-------------------|---|---|
| Facts             | NA  | See <a href="#">Section 1.34, "Product-Shipped Facts"</a> that can be used for Cure Monitor.  |
| Filter Definition | OBP > Back Office > Rules > Filter Definition   | Defines the condition to select accounts that need to be cured in Collections.  |
| View              | NA  | Product-shipped Cure Monitor View<br>CI_CURE_MONITOR_VW   |
| Case Category     | Admin Menu > C > Case Category<br>Allow Cure Flag   | This flag controls whether account can be cured if it has a case of given case category.  |
| Algorithm         | Admin Menu > A > Algorithm<br>C1-CURENTITY<br>Stop Contract Algorithm   | This product-shipped algorithm will stop the contract for the account which is to be cured.   |
| Algorithm         | Admin Menu > A > Algorithm<br>C1-FINCOLL<br>You must create an algorithm of type C1-FINCOLL on system event Contract Stop of Contract Type. | This algorithm invokes the OBP service to set the In collections flag in OBP side as 'N' when the account cures. This also tracks self-cure accounts. |
| Contract Type     | Admin Menu > C > Contract Type  | Attach the algorithm C1-FINCOLL on System Event: Contract Stop  |
| Batch Control     | Admin Menu > B > Batch Control  | Product-shipped Batch<br>C1-FINCO<br>Cure Monitor Batch   |
| Task Type         | Admin Menu > T > To-Do Type   | Set up product-shipped To- Do Type to be created during Batch Errors.<br>C1-FINCO<br>Cure Monitor Task Type   |

## 1.15 Account Write-off

This section describes the setup required for initiating Account Full Write Off process via collections.

**Table 1–17 Account Write-off**

| Function          | Menu  | Additional Remarks  |
|-------------------|---|---|
| Facts             | NA  | See <a href="#">Section 1.34, "Product-Shipped Facts"</a> that can be used for Write Off. |
| Filter Definition | OBP > Back Office > Rules > Filter Definition | Define a condition to select all accounts that should be written off.                     |
| Rule Author       | OBP > Back Office > Rules > Rule Author       | Define a rule that decides whether the account should be manually written off or via STP. |

**Table 1–17 (Cont.) Account Write-off**

| Function      | Menu   | Additional Remarks  |
|---------------|--|---|
| View          | NA   | Product-shipped Account Write-off View<br>CI_WRITE_OFF_VW             |
| Batch Control | Admin Menu > B > Batch Control                                 | Product-shipped Batch<br>WRITEOFF<br>Write Off Batch                  |
| Task Type     | Admin Menu > T > To-Do Type<br>WRITEOFF<br>WRITE OFF Task Type | Set up product-shipped To- Do Type to be created during Batch Errors. |

## 1.16 Treatment Activity Monitor

This section describes the setup required for the Treatment Activity Monitor (TAM) Process.

Using this process automatic activities can be performed on the cases when certain conditions are met.

**Table 1–18 Treatment Activity Monitor**

| Function      | Menu   | Additional Remarks   |
|---------------|--|--|
| Facts         | NA   | See <a href="#">Section 1.34, "Product-Shipped Facts"</a> that can be used for TAM process.  |
| Rule Author   | OBP > Back Office > Rules > Rule Author                    | Set up TAM Matrices.   |
| Rule Author   | OBP > Back Office > Rules > Rule Author                    | Set the Output Facts TAM Matrix ID and TAM Review Days in all the rules wherever a case type code is returned, if the cases of that case type are to be picked by TAM process. |
| Algorithm     | Admin Menu > A > Algorithm<br>No product-shipped Algorithm | This algorithm is suppose to call the TAM Matrix and based on the activity provided by the matrix it needs to perform that activity on the case.                               |
| Batch Control | Admin Menu > B > Batch Control                             | Product-shipped Batch<br>C1-TRMON<br>Treatment Activity Monitor Batch  |
| Task Type     | Admin Menu > T > To- Do Type                               | Set up product-shipped To- Do Type to be created during Batch Errors.<br>C1-TRMON<br>Treatment Activity Monitor Task Type  |

## 1.17 Bulk Contacts Process

This section describes the setup required for the Bulk Contacts Process via which customer contacts are generated in bulk when accounts satisfy certain data conditions.

**Table 1–19 Bulk Contacts Process**

| Function                  | Menu  | Additional Remarks  |
|---------------------------|---|---|
| Facts                     | NA  | See <a href="#">Section 1.34, "Product-Shipped Facts"</a> that can be used for Bulk Contact Creation process.   |
| Filter                    | OBP > Back Office > Rules > Filter Definition                                 | Define conditions to select accounts on which Customer Contacts need to be generated.   |
| Algorithm                 | Admin Menu > A > Algorithm<br>C1-BLKCNTCRE<br>Bulk Contact Creation Algorithm | This product-shipped algorithm can be used to generate the customer contacts for the accounts returned by the condition.                                    |
| Bulk Contact Process Code | Admin Menu -> B -> Bulk Contacts  | Create a Process code corresponding to every condition.<br>Map the required Correspondence template to each Process Code.                                   |
| View                      | NA  | Product-shipped Bulk Contact View<br>CI_BULK_CONTACT_VW   |
| Batch Control             | Admin Menu > B > Batch Control  | Product-shipped Batch<br>C1-BLKCC<br>C1-CNTPR<br>Bulk Contact Creation and Contact Processing Batch.  |
| Task Type                 | Admin Menu > T > To-Do Type   | Set up product-shipped To- Do Type to be created during Batch Errors.<br>C1-BLKCC<br>C1-CNTPR<br>Bulk Contact Creation and Contact Processing To - Do Types |

## 1.18 Cross Strategy Action Matrix

The Cross Strategy Action Matrix defines how different strategies will impact each other. A new strategy will either close, hold or have no action on other existing strategies.

Below is the setup which explains how CSAM concept is implemented.

**Table 1–20 Cross Strategy Action Matrix**

| Function                     | Menu  | Additional Remarks  |
|------------------------------|---|---|
| Cross Strategy Action Matrix | Admin Menu -> C -> Cross Strategy Action Matrix   | For a particular Case Type, Case Status Combination set up the required Actions for other Case Types.<br>Setup can be done at status level as well as independent of status level.  |
| Algorithm                    | Admin Menu -> A -> Algorithm<br>C1-CSAM<br>Cross Strategy Action Matrix (CSAM) Algorithm Type | Create an algorithm of product-shipped Algorithm Type C1-CSAM.<br>Specify Parameter 'Check Status'.<br>This Algorithm will perform the required Actions based on CSAM Matrix on System Event 'Cross Strategy Action Matrix'.<br>To be used during Case Creation and Case Association. |
| Algorithm                    | Admin Menu -> A -> Algorithm<br>C1-CSAMENTST<br>CSAM - Case Enter Status Algorithm            | Create an algorithm of product-shipped Algorithm Type C1-CSAMENTST.<br>Specify Parameter 'Check Status'.<br>This Algorithm will perform the required Actions based on CSAM Matrix on System Event 'Enter processing'.<br>To be used for Case Transitions.                             |
| Case Type                    | Admin Menu -> C -> Case Type  | Attach the CSAM Algorithms at required Case Types and Case Statuses.  |

## 1.19 Case Association

This section describes the prerequisite setup that needs to be in place to allow adhoc Account and Customer association in a particular case status in a case type.

**Table 1–21 Case Association**

| Function      | Menu                             | Additional Remarks  |
|---------------|----------------------------------|---|
| Case Category | Admin Menu -> C -> Case Category | To enable case association for a particular case category check.<br>- Allow Multiple Association<br>- Adhoc Account Association<br>- Adhoc Customer Association<br>Note: No other parameters in Case Category is considered while Case Association in current release.  |
| Case Type     | Admin Menu -> C -> Case Type     | To enable Case Association in a particular Case Status<br>Set 'Allow Association Update' = Yes at Case Status level.  |
| Admin Table   | Ci_Source_Host_Mst               | Set Up below fields:<br>PARTY_WARN_IND_SW: = Y<br>Recovery Warning Indicator will also be set in OBP for the party.<br>ACCT_REC_FLG_SW = Y<br>To update In collections Switch = N in OBP of Accounts which don't have Active Contract in Collections.<br>Host- Specific |

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**Note:** The Feature Configurations C1-CUSW and C1-HUCA are no longer used.

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## 1.20 Suspend Monitor

This section describes the prerequisite setup for the Suspend Monitor Batch that will suspend certain activities at account and customer level based on configured conditions.

**Table 1–22 Suspend Monitor**

| Function               | Menu  | Additional Remarks   |
|------------------------|---|--|
| Facts                  | NA  | See <a href="#">Section 1.34, "Product-Shipped Facts"</a> that can be used for Suspend Monitor. Both Account Level and Customer Level Facts are available. |
| Filter Definition      | OBP > Back Office > Rules > Filter Definition | Define conditions to select accounts or customers for a particular Suspend Activity.   |
| Suspend Activity Admin | OBP > Collection > Activity Maintenance       | Create or Modify the Suspend Activity Id's for account level and customer level suspensions.   |
| View                   | NA  | Product-shipped Suspend Monitor View   |
| Batch Control          | Admin Menu > B > Batch Control                | Product-shipped Batch<br>C1-SUSMN<br>Suspend Monitor Batch   |
| Task Type              | Admin Menu > T > To-Do Type                   | Set up product-shipped To- Do Type to be created during Batch Errors.<br>C1-SUSMN<br>Suspend Monitor Process To - Do Type.                                 |

## 1.21 Event Manager

This section describes the overall setup required for Event Manager Process.

Event Manager can trigger pre-defined outcomes based on specific online events or when certain data conditions are met, monitored via a Batch.

**Table 1–23 Event Manager**

| Function            | Menu  | Additional Remarks  |
|---------------------|---|---|
| Facts               | NA  | See <a href="#">Section 1.34, "Product-Shipped Facts"</a> that can be used for Event Manager Conditions.                            |
| Filter definition   | OBP > Back Office > Rules > Filter Definition                         | Define conditions to select accounts or customers or cases for triggering events.   |
| Facts               | NA  | See <a href="#">Section 1.34, "Product-Shipped Facts"</a> that can be used for Event Manager Rule.                                  |
| Rule Author         | OBP > Back Office > Rules > Rule Author                               | Event Manager Rule that can be used to do further filtering on Accounts or Customers or Cases selected by Event Manager Conditions. |
| Algorithm           | Admin Menu > A > Algorithm<br>C1-EVTRULE<br>Rule extraction algorithm | Create an algorithm of type C1-EVTRULE to fetch and pass actual values of the facts used in the rule set.                           |
| Event Manager Admin | Menu -> Admin Menu<br>-> E -> Event Manager                           | Set up Event Ids to be picked by Event Manager Batch and Online events.<br>Outcomes for Events are set up here.                     |

**Table 1–23 (Cont.) Event Manager**

| Function              | Menu  | Additional Remarks  |
|-----------------------|---|---|
| Feature Configuration | Admin Menu > F > Feature Configuration<br>C1-EVENTMGR<br>Event Manager Entity Configuration | Feature Configuration to define the views to be used for Account level, Customer Level and Case Level Conditions.<br><br>Also used to specify the algorithm that will feed the data elements to the rules that will be used in Event Manager. |
| View                  | NA  | Product-shipped Event Manager Views:<br>CI_EVENT_MANAGER_ACCT_VW<br>CI_EVENT_MANAGER_CASE_VW<br>CI_EVENT_MANAGER_CUST_VW  |
| Batch Control         | Admin Menu > B > Batch Control  | Product-shipped Batch<br>C1-EVENT<br>Suspend Monitor Batch  |

## 1.22 Dialer Upload

This section describes the prerequisite setup required for the upload of the Dialer Results File into collection system, provided by the Dialer and IVR Systems.

**Table 1–24 Dialer Upload**

| Function                      | Menu  | Additional Remarks   |
|-------------------------------|---|--|
| Contact Type Action mapping   | Admin Menu > C > Contact Type Action mapping  | Map all the Actions relevant to a Contact Type.  |
| Dialer Results Upload         | Admin Menu > D > Dialer Results Upload  | Set up Termination Codes.<br>Action Results are mapped with each Termination Code.   |
| Feature Configuration         | Admin Menu > F > Feature Configuration<br>C1-FWC<br>Feature Configuration for the Follow up contact<br>C1-FWCIVR<br>Feature Configuration for the Follow up contact IVR | Specifies the Customer Contact Type to be created for: <ul style="list-style-type: none"> <li>■ Dialer Results</li> <li>■ IVR Results</li> </ul>   |
| Algorithm<br>C1-DLRRSUP<br>LD | Admin Menu > A > Algorithm<br>C1-DLRRSUPLD<br>Algorithm for Dialer Results Upload.  | This algorithm is triggered every time an Action Result corresponding to a Termination Code is executed.   |
| Batch Control                 | Admin Menu > B > Batch Control  | Product-shipped Batch<br>C1-DLRRS<br>Dialer Upload Batch   |
| To Do Type                    | Admin Menu > T > To Do Type   | Set up the To-Do Types generated when Dialer Batch encounter's errors.<br>C1-DLRRS - For Batch Level Errors<br>C1-DLRAC - Account Level TO DO Type<br>C1-DLRCA - Case Level To Do Type<br>C1-DLRCU - Customer level To Do Type |

## 1.23 Party Merge

This section describes the prerequisite setup for initiating Party Merge in Collections, when a Party merge request is received from Host.

**Table 1–25 Party Merge**

| Function              | Menu  | Additional Remarks   |
|-----------------------|---|--|
| Feature Configuration | Admin Menu > F > Feature Configuration<br>C1-SRHSTCNST<br>Source Host Id Feature Configuration                      | Specify the Source Host Id for which Party Merge request is expected.  |
| Feature Configuration | Admin Menu > F > Feature Configuration<br>C1-CASETYPCD<br>Case Type Code list Feature Configuration                 | Enter Case Type Code to identify for which case type when present on victim, Accounts info should be pulled for the survivor if not already present in Collections.  |
| Feature Configuration | Admin Menu > F > Feature Configuration<br>C1-CTDUPCASE<br>Case Type list for Duplicate Cases on victim and survivor | Enter Case Type Code to identify for which type cases are present on both victim and survivor, and from them, close the cases on victim.   |
| To Do Type            | Admin Menu > T > To Do Type<br>C1-PMTSK<br>Task Type (To Do Type) For Party Merge Survivor                          | Task Type to be created when: <ul style="list-style-type: none"> <li>Victim Party ID's suspended activities are different than those of Survivor Party Id.</li> <li>When vendor exist for both Victim Party Id and Survivor Party ID then task will be created on Survivor.</li> </ul> |
| Admin Table           | NA  | CI_PARTY_MERGE_CONFIG<br>Define the case type and case status combination which if exists on party, party merge should not happen.   |

## 1.24 Vendor Management

This section describes the prerequisite setup that is needed for registering a 'Vendor/Agency' in Collections and for allocation of cases to a Vendor.

**Table 1–26 Vendor Management**

| Function                   | Menu  | Additional Remarks   |
|----------------------------|---|--|
| <b>Vendor Registration</b> |   |  |
| Feature Configuration      | Admin Menu >F > Feature Configuration<br>CI_HOST_PRTY                     | Set to Y or N to decide whether Party ID is Mandatory or not while registering a Vendor.               |
| Feature Configuration      | Admin Menu >F > Feature Configuration<br>C1_VNDRGRP                       | This Feature Configuration specifies the list of User Group whose users are eligible as Vendor Agent.  |
| Algorithm                  | Admin Menu > A > Algorithm<br>CI-VNDSRVALG<br>Vendor Extraction Algorithm | Vendor Extraction Algorithm needs to be set up.<br>This will be used in Agency Download Functionality. |



**Table 1–26 (Cont.) Vendor Management**

| Function                 | Menu   | Additional Remarks  |
|--------------------------|--|---|
| Algorithm                | Admin Menu > A > Algorithm<br>C1-LGLVNDRAL<br>Vendor Allocation Algorithm  | Vendor Allocation Algorithm needs to be set up.   |
| Service Type             | OBP > Collection > Admin > Vendor > Vendor Service Type Maintenance  | Service Types of Type 'Vendor' need to be created.  |
| Service Level Agreement  | OBP > Collection > Admin > Vendor > Service Level Agreement Maintenance  | Service Level Agreement of SLA types Vendor & Service Type to be created.                                       |
| Feature Configuration    | Admin Menu > F > Feature Configuration<br>CI-VNDRFILE<br>Vendor File Format  | Specify the file formats to be used for PTP and Follow Up Files for Agency Download.                            |
| Look Up                  | Admin Menu > L > Lookup<br>See <a href="#">Section 1.32, "Configurable Look Ups"</a> for Look ups Used in Vendor Registration. | Review and Update the Lookups used in Vendor Registration.  |
| <b>Vendor Allocation</b> |  |   |
| Vendor                   | OBP > Collection > Vendor Maintenance  | Create the required Vendors.  |
| Queue                    | Admin Menu > Q > Queue Code  | Create a Queue Code with Queue Category = External  |
| Queue Details            | Admin Menu > Q > Queue   | Set up Queues for Vendor Allocation.<br>Map Vendors to Queues.  |
| Algorithm                | Admin Menu > A > Algorithm<br>C1-VENALCPR<br>Algorithm for allocating cases to vendor - Percent                                | Product-shipped Vendor Allocation Algorithm, Percentage Method.   |
| Algorithm                | Admin Menu > A > Algorithm<br>C1-VENALCRR<br>Algorithm for allocating cases to vendor - Round Robin                            | Product-shipped Vendor Allocation Algorithm, Round Robin Method.  |
| Allocation Groups        | Admin Menu > A > Allocation Groups   | Attach the External Queues to Allocation Groups.<br>(See <a href="#">Section 1.9, "Case Allocation Setup"</a> ) |
| Feature Configuration    | Admin Menu > F > Feature Configuration<br>C1-VNDCSEASG   | Set to Y or N to decide whether to Reallocate case to same vendor in same delinquency cycle.                    |

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**Note:** Vendor Allocation happens as part of the User Allocation Batch.

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## 1.25 Case: Data Management

This section describes the setup required for capturing values for Additional Parameters during a Case Life cycle.

**Table 1–27 Case: Data Management**

| Function            | Menu                                   | Additional Remarks   |
|---------------------|--|--|
| Characteristic Type | Admin Menu -> C -> Characteristic Type | Create a characteristic type for each data parameter that needs to be captured.<br>Select Characteristic Entity = 'Case'   |
| Case Type           | Admin Menu -> C -> Case Type           | Add the Characteristic Types in the Case Characteristics.<br>At the Case Status level set the characteristics as: <ul style="list-style-type: none"> <li>■ Required</li> <li>■ Locked</li> <li>■ Hidden</li> </ul> As per requirement. |

## 1.26 Case Monitoring (SLA Monitor)

This section describes the setup required for triggering Alerts or Actions when a specific SLA is not met. The SLA condition is configured in the algorithm.

The Alert could be either:

- Creating a Task of specified Task Type
- Status Transition to given Case Status
- Setting Display Date of the Case
- Making the case available for Reallocation

**Table 1–28 Case Monitoring (SLA Monitor)**

| Function              | Menu   | Additional Remarks   |
|-----------------------|--|--|
| Feature Configuration | Admin Menu > F > Feature Configuration<br>CASE_MONITOR<br>Case Monitor Algorithm | If you want to use the base algorithm for auto transition 'CS-MONITOR' keep the feature configuration blank.<br>Else you can create your custom algorithm and attach it in this Feature Configuration.<br>This algorithm will be then called during auto transition. |
| Case Type             | Admin Menu -> C -> Case Type   | At Case Status Level: <ol style="list-style-type: none"> <li>1. Select System Event as 'Monitoring'</li> <li>2. Set 'No. of Days' and select required Alerts.</li> </ol>   |
| Batch Control         | Admin Menu > B > Batch Control   | Product-shipped Batch<br>CASETRAN<br>Case Transition Batch   |
| Task Type             | Admin Menu > T > To- Do Type   | Set up product-shipped To- Do Type to be created during Batch Errors.<br>CASETRAN<br>Case Status Auto Transition Batch Errors  |

## 1.27 Display Date Setup

This section describes the setup required for setting the Display Date, Display Sequence of a Case and managing the priority among the entities that can update Display date.

**Table 1–29 Display Date Setup**

| Function                | Menu   | Additional Remarks   |
|-------------------------|--|--|
| Feature Configuration   | Admin Menu > F > Feature Configuration<br>C1-DISPDTPRF<br>Display Date Update Preference | Feature Configuration to check the priority while setting Display Date among: <ul style="list-style-type: none"> <li>■ Follow Up</li> <li>■ Next Action Date</li> <li>■ PTP</li> </ul> |
| <b>Priority Monitor</b> |  |  |
| Queue Details           | Admin Menu > Q > Queue   | For all Queues whose cases should be available in Prompt and List Mode.<br>Check 'Create worklist'.<br>Set 'Display Order of' and 'Arrange By'.  |
| Batch Control           | Admin Menu > B > Batch Control   | Product-shipped Batch<br>C1-PRMON<br>Priority Monitor Batch  |
| Task Type               | Admin Menu > T > To- Do Type   | Set up product-shipped To- Do Type to be created during Batch Errors.<br>C1-PRMON<br>Priority Monitor Task Type.   |
| <b>Follow Up:</b>       |  |  |
| Action Type             | Admin Menu -> A -> Action Type   | Set the 'Prompt After' value for the result types which need to Update Display date.   |
| <b>PTP</b>              |  |  |
| Algorithm               | Admin Menu > A > Algorithm<br>C1_NXTDISPDT<br>Algorithm to change next display date      | Algorithm that updates the display date of the case.<br>Set Parameter 'No. Of days'.   |
| Business Object         | Admin Menu > B > Business Object<br>C1-PromiseToPay                                      | Attach the algorithms for setting display date at 'Pending' PTP status.  |

## 1.28 Case Lock - Unlock

This section describes the prerequisite setup for handling locked cases via the Case Lock - Unlock Batches.

There are two types of batches for Case Lock Unlock. They are:

- One batch will directly unlock the locked cases.
- Second batch will create a task for administrator to manually unlock cases.

**Table 1–30 Case Lock - Unlock**

| Function      | Menu                           | Additional Remarks  |
|---------------|--------------------------------|---|
| Batch Control | Admin Menu > B > Batch Control | Product-shipped Batches<br>C1-CSTD: Batch to create tasks for unlocking cases.<br>C1-CSCL: Batch for unlocking cases directly.  |
| To Do Type    | Admin Menu > T > To- Do Type   | Create a Task Type of which Tasks need to be created to inform administrator about Case Locks.<br>Task For = 'QUEUE'<br>Used only for C1-CSTD                                   |
| Queue         | Admin Menu > Q > Queue         | Set up the Task Queue to which all tasks for unlocking cases will be assigned.<br>Associate the Task Role of the Task Type created in 'previous step.'<br>Used only for C1-CSTD |

## 1.29 Supervisory Functions

This section describes the pre-requisite setup for handling locked cases using the Case Lock - Unlock Batch.

**Table 1–31 Supervisory Functions**

| Function              | Menu   | Additional Remarks  |
|-----------------------|--|---|
| Feature Configuration | Admin Menu > F > Feature Configuration<br>C1-CBPL<br>Populate parameter list based on Condition Type | Specify the views to be used for Account and Case Level Conditions.                             |
| View                  | NA   | Product-shipped Supervisory Functions View:<br>CI_SUPERVISORY_ACCT_VW<br>CI_SUPERVISORY_CASE_VW |

## 1.30 Other Important Setup

This section describes the other important setup details.

**Table 1–32 Other Important Setup**

| Function                | Menu  | Additional Remarks  |
|-------------------------|---|---|
| Host Access to User     |   |   |
| Feature Configuration   | Admin Menu > F > Feature Configuration<br>C1-ACRI<br>New Option Type Source Host Rule ID  | This Feature Configuration specifies the access to hosts based at User Role level.                              |
| Collector Dashboard     | DB entry for Proper User Role in flx_fw_config_all_b table for PROP_ID 'collection.roles' | When the User with mentioned role log in to OBP system, the Collector Dashboard appears by default after login. |
| Customer Contact Pop-up |   |   |

**Table 1–32 (Cont.) Other Important Setup**

| <b>Function</b>                     | <b>Menu</b>  | <b>Additional Remarks</b>   |
|-------------------------------------|--|---|
| Feature Configuration               | Admin Menu > F > Feature Configuration<br>C1-CCIMPF  | This Feature Configuration specifies enabling or disabling of Customer Contact pop-up display on page load at enterprise level. |
| Feature Configuration               | Admin Menu > F > Feature Configuration<br>C1-ACRI<br>New Option Type User Group Rule ID            | This Feature Configuration specifies enabling or disabling of Customer Contact pop-up display on page load at User Role level.  |
| <b>Prompt Mode</b>                  |  |   |
| Feature Configuration               | Admin Menu > F > Feature Configuration<br>C1-PROPTSKIP<br>Show Skip Button                         | Specify if Skip Button should be enabled or disabled in the Prompt Mode.  |
| <b>Case Hold\Un Hold</b>            |  |   |
| Look Up                             | Admin Menu > L > Look Up<br>HOLD_RSN_FLG   | Verify and Update the Look Up for Case Hold Reason.   |
| Feature Configuration               | Admin Menu > F > Feature Configuration<br>C1-HCL   | Specifies the Maximum Number of Days a Case can be put on hold based on the Hold Reason Code.                                   |
| <b>Pull Non Delinquent Accounts</b> |  |   |
| Feature Configuration               | Admin Menu > F > Feature Configuration<br>C1-NTC<br>Note Type Feature Configuration                | Specify the Note Type of which Note need to be created while Pulling a Non Delinquent Account.                                  |
| Look Up                             | Admin Menu > L > Look Up<br>FORCED_ACCT_RSN_FLG  | Verify and Update the Look Up for Reasons for Pulling Non Delinquent Accounts.  |
| <b>Notes</b>                        |  |   |
| Look Up                             | Admin Menu > L > Look Up<br>ACCT_NOTE_TYPE_FLG<br>CUST_NOTE_TYPE_FLG                               | Specify all the Account and Customer Level Note Types to be used.   |
| Feature Configuration               | Admin Menu > F > Feature Configuration<br>C1-CUSTPREF<br>Customer Preferences For Collection-Notes | Specify what all customer level notes should be displayed on overview page.   |
| <b>User Defined Fields</b>          |  |   |
| User Defined Fields                 | Admin Menu > U > User Defined Fields   | Set up Additional Customer and Account level Fields that needs to be displayed on Overview and Account Additional Details Page. |

**Table 1–32 (Cont.) Other Important Setup**

| Function  | Menu  | Additional Remarks  |
|---|---|---|
| <b>Default Customer Contact (Overview and Follow Up):</b> |   |   |
| Feature Configuration                                     | Admin Menu > F > Feature Configuration<br>C1-FWC<br>Feature Configuration for the default Customer Contact      | Set up the default customer contact class and contact type that should be used while creating customer contact from overview or case panel.   |
| Contact Type  | Admin Menu > C > Contact Type   | For the default Contact Type setup in C1-FWC add the below three product-shipped characteristic types: <ul style="list-style-type: none"> <li>■ Authentication Status</li> <li>■ Number Dialed</li> <li>■ Place of Contact</li> </ul> |
| <b>Leave Planner:</b>                                     |   |   |
| Feature Configuration                                     | Admin Menu > F > Feature Configuration<br>C1-LVPLNTFLG<br>Leave Plan Notification Flag                          | Specify whether notification needs to be sent to collection user.   |
| <b>Linked Accounts:</b>                                   |   |   |
| Feature Configuration                                     | Admin Menu > F > Feature Configuration<br>C1-ACCT_TYPE<br>Account Type For Collection                           | Specify whether Term Deposit Accounts need to be fetched while fetching Linked Accounts on Overview Page.   |
| <b>Collections Statistics:</b>                            |   |   |
| Algorithm   | Admin Menu > A > Algorithm<br>C1-FINCOLL<br>Finalize Collections Contract Stop Algorithm.                       | Self Cure:<br>Contact Methods: This soft parameter accepts the comma separated values of customer contact methods, which should be considered while calculating the number of Self Cured Accounts.                                    |
| Task Type   | Admin Menu > T > To- Do Type<br>C1-COLST<br>C1-CLDCS<br>Collections Statistics Task Type                        | Set up product-shipped To-Do Type to be created during Batch Errors.  |
| <b>Case Creation Access:</b>                              |   |   |
| Rule Author   | OBP > Back Office > Rules > Rule Author<br>Rule for fetching the accessible Case Types for the current user.    | Set up rule for specifying the accessible Case Types for various users.   |
| Feature Configuration                                     | Admin Menu > F > Feature Configuration<br>C1-ACRI<br>-Case Type Rule Id<br>Rule Id for Access Control for Types | Specify the rule to be used to fetch the Case Types accessible to the current user.   |

**Table 1–32 (Cont.) Other Important Setup**

| Function   | Menu   | Additional Remarks   |
|--|--|--|
| <b>Browser Close Message</b>                               |  |  |
| Feature Configuration                                      | Admin Menu > F > Feature Configuration<br>C1-BWSR<br>Feature configuration for Browser Close Message | Specify whether you want to show a warning message when the browser is getting closed.   |
| <b>Address or Contact Updated from Collections Screen:</b> |  |  |
| Feature Configuration                                      | Admin Menu > F > Feature Configuration<br>C1-ADDRTODO  | This Feature Configuration specifies task types and queues for updated address and updated contact.                            |
| Feature Configuration                                      | Admin Menu > F > Feature Configuration<br>C1-ADDRCOLL  | This Feature Configuration specifies the action and result types to be generated when address or/and contact point is updated. |

## 1.31 Other Important Product-Shipped Algorithms

This section describes the product-shipped algorithm details.

**Table 1–33 Other Important product-shipped Algorithms**

| Algorithm Type | Description  | Algorithm Entity                        |
|----------------|--|---|
| C1-ALERT       | Algorithm Type for alert integration               | Customer Contact - Action Algorithm     |
| CSAT-STAT      | Auto Transition After N Hours                      | Case Type - Auto Transition             |
| C1-CCCREATE    | New Customer Contact Creation Algorithm            | Case Type - Enter Status                |
| C1-RTCT        | Result Type Case Transition Algorithm              | Result Type - Post Processing Algorithm |
| C1-LEREPOCT    | Update Legal and Repo case status on enter process | Case Type - Enter Status                |
| C1-CUSTSW      | Update Customer Level Switch                       | Case Type - Enter Status                |

## 1.32 Configurable Look Ups

This section describes the configurable look up details.

**Table 1–34 Configurable Look Ups**

| Lookup             | Description           | Where Used                               | Host Dependency |
|--------------------|-----------------------|--|-----------------|
| ABILITY_TO_PAY_FLG | Ability to Pay        | Inbound Data, Overview, Follow Up        |                 |
| PER_NAME_TYPE_FLG  | Person Name Types     | Inbound Data                             | Y               |
| ADDR_TYPE_CD       | Address Types         | Inbound Data, Overview                   | Y               |
| MARITAL_STAT_FLG   | Marital Status        | Inbound Data, Overview                   | Y               |
| ACCT_PURPS_TYPE    | Account Purpose Types | Inbound Data, Account Additional Details | Y               |
| CONTACT_POINT_TYPE | Contact Point Types   | Inbound Data, Overview                   | Y               |

**Table 1–34 (Cont.) Configurable Look Ups**

| Lookup              | Description                                  | Where Used                         | Host Dependency |
|---------------------|--|------------------------------------|-----------------|
| CONTACT_PREF_TYPE   | Contact Preferences Types                    | Inbound Data, Overview             | Y               |
| EMPLOYMENT_TYPE     | Employment Types                             | Inbound Data, Overview             | Y               |
| EMPLOYMENT_STAT_CD  | Employment Status                            | Inbound Data, Overview             | Y               |
| ARS_TYPE            | Arrears Type                                 | Inbound Data, PTP                  | Y               |
| GENDER              | Gender                                       | Overview                           | Y               |
| ACCRL_STATUS_FLG    | Accrual Status                               | Account Additional Details         | Y               |
| ACCT_NOTE_TYPE_FLG  | Account Note Type                            | Notes                              |                 |
| CUST_NOTE_TYPE_FLG  | Customer Note Type                           | Notes                              |                 |
| RFD                 | Reason For delinquency                       | Follow Up                          |                 |
| CONTACT_PLACE       | Place of Contact                             | Overview: Default Customer Contact |                 |
| TD_PRIORITY_FLG     | Task Priority                                | Task                               |                 |
| HOLD_RSN_FLG        | Case Hold Reasons                            | Case Hold                          |                 |
| FORCED_ACCT_RSN_FLG | Reasons for Pulling Non delinquent Accounts  | Pull Non delinquent Accounts       |                 |
| CI_FILE_FORMAT_EXTN | File Extensions for PTP and Follow Up Files. | Vendor Registration                |                 |

### 1.33 Product-Shipped Batch Controls

This section describes the product-shipped batch control details.

**Table 1–35 Product-shipped Batch Controls**

| Batch Name                                     | Batch Code | Single\Multi - Threaded |
|--|------------|-------------------------|
| Delinquency Identification - 1                 | C1-DELID   |                         |
| Delinquency Identification - 2                 | C1-DELID   |                         |
| Move Delinquent Accounts to ORMB Feeder Tables | C1-MVDEL   |                         |
| Validate Incoming Data from Host               | C1-VALFD   |                         |
| Create Entity                                  | C1-CRENT   | Multi Threaded          |
| Update Entity                                  | C1-UPENT   | Multi Threaded          |
| Increment DPD                                  | C1-INCDP   | Multi Threaded          |
| Derived Fields                                 | C1-DRFLD   |                         |
| Suspend Activity Monitor                       | C1-SUSMN   |                         |
| Bulk Contact Creation                          | C1-BLKCC   | Multi Threaded          |
| Contact Processing                             | C1-CNTPR   | Multi Threaded          |
| Strategy Monitor                               | C1-CSMB    | Multi Threaded          |
| Case Life Cycle Tracking                       | CASETRAN   | Multi Threaded          |
| Treatment Activity Monitor                     | C1-TRMON   | Multi Threaded          |



**Table 1–35 (Cont.) Product-shipped Batch Controls**

| Batch Name                                 | Batch Code | Single\Multi - Threaded |
|--|------------|-------------------------|
| Dialer and IVR (O/B Robot) Extracts        | C1-DIEXT   |                         |
| Queue Allocation Monitor                   | C1-ALOCM   | Multi Threaded          |
| Display Priority Monitor                   | C1-PRMON   | Multi Threaded          |
| User Allocation Monitor                    | C1-USALC   | Multi Threaded          |
| Payment Handling                           | C1-FDPAY   | Multi Threaded          |
| Unlocking of Locked cases                  | C1-CSCL    | Multi Threaded          |
| Task Creation for Locked Cases             | C1-CSTD    | Multi Threaded          |
| Event Manager                              | C1-EVENT   |                         |
| PTP Tracking                               | C1-PTPM    | Multi Threaded          |
| Cure Monitor                               | C1-FINCO   | Multi Threaded          |
| Write-off Monitor/ Account abandon monitor | WRITEOFF   | Multi Threaded          |
| Dialer Results Upload                      | C1-DLRRS   |                         |
| Collection Statistics - 1                  | C1-COLST   |                         |
| Collection Statistics - 2                  | C1-CLDCS   | Multi Threaded          |
| Vendor/ Agency Upload Batch- 1             | C1-VNDUP   |                         |
| Vendor/ Agency Upload Batch- 2             | C1-VNDUP   |                         |

## 1.34 Product-Shipped Facts

Following is the list of all product-shipped Collections Facts.

**Table 1–36 Product-shipped Facts**

| Sr. No | Fact Code            | Fact Name                       | Group Code                 | Group Name                  | R2.1 .2 | R2.2 | R2.3 | R2.4 | R2.4 .1 |
|--------|----------------------|---------------------------------|----------------------------|-----------------------------|---------|------|------|------|---------|
| 1      | HOST_PROD_GRP_CD     | Product Group                   | Collection.CureAndWriteOff | Collection.CureAndWriteOff  | Y       | Y    | Y    | Y    | Y       |
| 2      | OVERDUE_AMT          | Overdue Amount                  | Collection.CureAndWriteOff | Collection.CureAndWriteOff  | Y       | Y    | Y    | Y    | Y       |
| 3      | DAYS_PAST_DUE        | Days Past Due                   | Collection.CureAndWriteOff | Collection.CureAndWriteOff  | Y       | Y    | Y    | Y    | Y       |
| 4      | OUTSTANDING_AMT1     | Outstanding Amount              | Collection.CureAndWriteOff | Collection.CureAndWriteOff  | Y       | Y    | Y    | Y    | Y       |
| 5      | LEGAL_CASE_EXISTS_SW | If Legal Case Exists            | Collection.CureAndWriteOff | Collection.CureAndWriteOff  | Y       | Y    | Y    | Y    | Y       |
| 6      | REPO_CASE_EXISTS_SW  | Repossession Flag               | Collection.CureAndWriteOff | Collection.CureAndWriteOff  | Y       | Y    | Y    | Y    | Y       |
| 7      | DEBT_SOLD_SW         | Debt Sold Flag                  | Collection.CureAndWriteOff | Collection.CureAnd WriteOff | Y       | Y    | Y    | Y    | Y       |
| 8      | ACCT_WARN_IND_CD     | Account Level Warning Indicator | Collection.CureAndWriteOff | Collection.CureAnd WriteOff | Y       | Y    | Y    | Y    | Y       |

**Table 1–36 (Cont.) Product-shipped Facts**

| Sr. No | Fact Code              | Fact Name                        | Group Code                  | Group Name                   | R2.1 .2 | R2.2 | R2.3 | R2.4 | R2.4 .1 |
|--------|------------------------|----------------------------------|-----------------------------|------------------------------|---------|------|------|------|---------|
| 9      | CUST_WARN_IND_CD       | Customer Level Warning Indicator | Collection.Cure AndWriteOff | Collection.Cure And WriteOff | Y       | Y    | Y    | Y    | Y       |
| 10     | ACCT_IN_DISPUTE_SW     | Account In Dispute Flag          | Collection.Cure AndWriteOff | Collection.Cure And WriteOff | Y       | Y    | Y    | Y    | Y       |
| 11     | HARDSHIP_SW            | Customer Hardship Flag           | Collection.Cure AndWriteOff | Collection.Cure And WriteOff | Y       | Y    | Y    | Y    | Y       |
| 12     | COLLECT_TYPE_CD        | Collection Type                  | Collection.Cure AndWriteOff | Collection.Cure And WriteOff | Y       | Y    | Y    | Y    | Y       |
| 13     | PP_STAT_FLG            | Last PTP Status                  | Collection.Cure AndWriteOff | Collection.Cure And WriteOff | Y       | Y    | Y    | Y    | Y       |
| 14     | IS_DELINQUENT_SW       | Is delinquent Flag               | Collection.Cure AndWriteOff | Collection.Cure And WriteOff | Y       | Y    | Y    | Y    | Y       |
| 15     | IN_COLLECTIONS_SW      | In Collection Flag               | Collection.Cure AndWriteOff | Collection.Cure And WriteOff | Y       | Y    | Y    | Y    | Y       |
| 16     | HOST_SYS_ACCT_STAT_FLG | Account Status                   | Collection.Cure AndWriteOff | Collection.Cure And WriteOff | Y       | Y    | Y    | Y    | Y       |
| 17     | START_DT               | Collection Start Date            | Collection.Cure AndWriteOff | Collection.Cure And WriteOff | Y       | Y    | Y    | Y    | Y       |
| 18     | LAST_PAYMENT_DT        | Last Payment Receipt Date        | Collection.Cure AndWriteOff | Collection.Cure And WriteOff | Y       | Y    | Y    | Y    | Y       |
| 19     | PRIMARY_REASON_CODE    | Primary Reason Code              | Collection.Cure AndWriteOff | Collection.Cure And WriteOff | Y       | Y    | Y    | Y    | Y       |
| 20     | SECONDARY_REASON_CODE  | Secondary Reason Code            | Collection.Cure AndWriteOff | Collection.Cure And WriteOff | Y       | Y    | Y    | Y    | Y       |
| 21     | WRITE_OFF_TYPE         | Write Off Type                   | Collection.Cure AndWriteOff | Collection.Cure And WriteOff | Y       | Y    | Y    | Y    | Y       |
| 22     | HOST_PROD_CLASS_CD     | Product Class Code               | Collection.Cure AndWriteOff | Collection.Cure And WriteOff | Y       | Y    | Y    | Y    | Y       |
| 23     | IS_FORCED_ACCT_SW      | Forced Account Flag              | Collection.Cure AndWriteOff | Collection.Cure And WriteOff | Y       | Y    | Y    | Y    | Y       |
| 24     | MATURITY_DT            | MATURITY_DT                      | Collection.Delinquency      | Collection.Delinquency       | Y       | Y    | Y    | Y    | Y       |
| 25     | INSTALLMENT_NUM        | INSTALLMENT_NUM                  | Collection.Delinquency      | Collection.Delinquency       | Y       | Y    | Y    | Y    | Y       |
| 26     | INSTALLMENT_IN_ARS     | INSTALLMENT_IN_ARS               | Collection.Delinquency      | Collection.Delinquency       | Y       | Y    | Y    | Y    | Y       |
| 27     | OUTSTANDING_AMT        | OUTSTANDING_AMT                  | Collection.Delinquency      | Collection.Delinquency       | Y       | Y    | Y    | Y    | Y       |
| 28     | to_date(sysdate)       | Current Date                     | Collection.Delinquency      | Collection.Delinquency       | Y       | Y    | Y    | Y    | Y       |
| 29     | ARS_ASSESSED_AMT       | ARS_ASSESSED_AMT                 | Collection.Delinquency      | Collection.Delinquency       | Y       | Y    | Y    | Y    | Y       |

Table 1–36 (Cont.) Product-shipped Facts

| Sr. No | Fact Code                                | Fact Name                                | Group Code                    | Group Name                    | R2.1 .2 | R2.2 | R2.3 | R2.4 | R2.4 .1 |
|--------|--|--|-------------------------------|-------------------------------|---------|------|------|------|---------|
| 30     | FACILITY_ID                              | FACILITY_ID                              | Collection.Delinquency        | Collection.Delinquency        | Y       | Y    | Y    | Y    | Y       |
| 31     | ARS_DUE_AMT                              | ARS_DUE_AMT                              | Collection.Delinquency        | Collection.Delinquency        | Y       | Y    | Y    | Y    | Y       |
| 32     | ACCOUNT_TYPE                             | Account Type                             | Collection.Delinquency        | Collection.Delinquency        | Y       | Y    | Y    | Y    | Y       |
| 33     | DELINQ_START_DT                          | Collection Start Date                    | Collection.Delinquency        | Collection.Delinquency        | Y       | Y    | Y    | Y    | Y       |
| 34     | Collection.PromiseToPay.MaximumDuration  | Collection.PromiseToPay.MaximumDuration  | Collection.PromiseToPay       | Collection.PromiseToPay       | Y       | Y    | Y    | Y    | Y       |
| 35     | Collection.PromiseToPay.PromiseToPayType | Collection.PromiseToPay.PromiseToPayType | Collection.PromiseToPay       | Collection.PromiseToPay       | Y       | Y    | Y    | Y    | Y       |
| 36     | ALLOC_BEHAVIOR_SCORE                     | StrategyAllocation.BehaviourScore        | Collection.StrategyAllocation | Collection.StrategyAllocation | Y       | Y    | Y    | Y    | Y       |
| 37     | ALLOC_BRANCH_CD                          | StrategyAllocation.BranchCode            | Collection.StrategyAllocation | Collection.StrategyAllocation | Y       | Y    | Y    | Y    | Y       |
| 38     | ALLOC_CASE_STATUS_CD                     | StrategyAllocation.CaseStatus            | Collection.StrategyAllocation | Collection.StrategyAllocation | Y       | Y    | Y    | Y    | Y       |
| 39     | ALLOC_CASE_TYPE_CD                       | StrategyAllocation.Casetype              | Collection.StrategyAllocation | Collection.StrategyAllocation | Y       | Y    | Y    | Y    | Y       |
| 40     | ALLOC_CUSTOMER_RISK_SCORE                | StrategyAllocation.CustomerRiskScore     | Collection.StrategyAllocation | Collection.StrategyAllocation | Y       | Y    | Y    | Y    | Y       |
| 41     | ALLOC_DAYSINARREAR                       | StrategyAllocation.DaysInArrear          | Collection.StrategyAllocation | Collection.StrategyAllocation | Y       | Y    | Y    | Y    | Y       |
| 42     | ALLOC_DAYS_PAST_DUE                      | StrategyAllocation.DaysPastDue           | Collection.StrategyAllocation | Collection.StrategyAllocation | Y       | Y    | Y    | Y    | Y       |
| 43     | ALLOC_GUARANTOR_SW                       | StrategyAllocation.GuarantorSwitch       | Collection.StrategyAllocation | Collection.StrategyAllocation | Y       | Y    | Y    | Y    | Y       |
| 44     | ALLOC_HOST_PRD_CD                        | StrategyAllocation.ProductCode           | Collection.StrategyAllocation | Collection.StrategyAllocation | Y       | Y    | Y    | Y    | Y       |
| 45     | ALLOC_HOST_PROD_CLASS_CD                 | StrategyAllocation.ProductClassCode      | Collection.StrategyAllocation | Collection.StrategyAllocation | Y       | Y    | Y    | Y    | Y       |
| 46     | ALLOC_HOST_PROD_GRP_CD                   | StrategyAllocation.ProductGroupCode      | Collection.StrategyAllocation | Collection.StrategyAllocation | Y       | Y    | Y    | Y    | Y       |

**Table 1–36 (Cont.) Product-shipped Facts**

| Sr. No | Fact Code                      | Fact Name                                    | Group Code                    | Group Name                    | R2.1 .2 | R2.2 | R2.3 | R2.4 | R2.4 .1 |
|--------|--------------------------------|--|-------------------------------|-------------------------------|---------|------|------|------|---------|
| 47     | ALLOC_HOST_SYS_ACCT_STAT_FLG   | StrategyAllocation.AccountStatusFlag         | Collection.StrategyAllocation | Collection.StrategyAllocation | Y       | Y    | Y    | Y    | Y       |
| 48     | ALLOC_JOINT_APPLICANT_SW       | StrategyAllocation.JointApplicantSwitch      | Collection.StrategyAllocation | Collection.StrategyAllocation | Y       | Y    | Y    | Y    | Y       |
| 49     | ALLOC_LAST_PRNCPL_WRITE_OFF_DT | StrategyAllocation.LastPrincipalWriteOffDate | Collection.StrategyAllocation | Collection.StrategyAllocation | Y       | Y    | Y    | Y    | Y       |
| 50     | ALLOC_MAIN_CUSTOMER_PARTY_TYPE | StrategyAllocation.MainCustomerPartyType     | Collection.StrategyAllocation | Collection.StrategyAllocation | Y       | Y    | Y    | Y    | Y       |
| 51     | ALLOC_MAIN_CUST_ADDRESS_CITY   | StrategyAllocation.MainCustomerAddressCity   | Collection.StrategyAllocation | Collection.StrategyAllocation | Y       | Y    | Y    | Y    | Y       |
| 52     | ALLOC_MAIN_CUST_ADDRESS_STATE  | StrategyAllocation.MainCustomerAddressState  | Collection.StrategyAllocation | Collection.StrategyAllocation | Y       | Y    | Y    | Y    | Y       |
| 53     | ALLOC_MAIN_CUST_ADDRESS_ZIP    | StrategyAllocation.MainCustomerAddressZip    | Collection.StrategyAllocation | Collection.StrategyAllocation | Y       | Y    | Y    | Y    | Y       |
| 54     | ALLOC_MAIN_CUST_PARTY_CLASS    | StrategyAllocation.MainCustomerPartyClass    | Collection.StrategyAllocation | Collection.StrategyAllocation | Y       | Y    | Y    | Y    | Y       |
| 55     | ALLOC_MINOR_ACCT_STAT_TYPE     | StrategyAllocation.MinorAccountStatusType    | Collection.StrategyAllocation | Collection.StrategyAllocation | Y       | Y    | Y    | Y    | Y       |
| 56     | ALLOC_NEXT_INSTALLMENT_AMOUNT  | StrategyAllocation.NextInstallmentAmount     | Collection.StrategyAllocation | Collection.StrategyAllocation | Y       | Y    | Y    | Y    | Y       |
| 57     | ALLOC_NEXT_INSTALLMENT_DATE    | StrategyAllocation.NextInstallmentDate       | Collection.StrategyAllocation | Collection.StrategyAllocation | Y       | Y    | Y    | Y    | Y       |
| 58     | ALLOC_NUM_OF_DELINQ            | StrategyAllocation.NumberOfDelinquency       | Collection.StrategyAllocation | Collection.StrategyAllocation | Y       | Y    | Y    | Y    | Y       |
| 59     | ALLOC_NUM_PTP_BROKEN           | StrategyAllocation.NumberPTPBroken           | Collection.StrategyAllocation | Collection.StrategyAllocation | Y       | Y    | Y    | Y    | Y       |
| 60     | ALLOC_OFFER_ID                 | StrategyAllocation.OfferId                   | Collection.StrategyAllocation | Collection.StrategyAllocation | Y       | Y    | Y    | Y    | Y       |
| 61     | ALLOC_OUTSTANDING_AMT          | StrategyAllocation.OutstandingAmount         | Collection.StrategyAllocation | Collection.StrategyAllocation | Y       | Y    | Y    | Y    | Y       |

Table 1–36 (Cont.) Product-shipped Facts

| Sr. No | Fact Code                              | Fact Name                                    | Group Code                        | Group Name                        | R2.1 .2 | R2.2 | R2.3 | R2.4 | R2.4 .1 |
|--------|--|--|-----------------------------------|-----------------------------------|---------|------|------|------|---------|
| 62     | ALLOC_OVERDUE_AMT                      | StrategyAllocation.OverDue Amount            | Collection.StrategyAllocation     | Collection.StrategyAllocation     | Y       | Y    | Y    | Y    | Y       |
| 63     | ALLOC_SECURED_SW                       | StrategyAllocation.SecuredSwitch             | Collection.StrategyAllocation     | Collection.StrategyAllocation     | Y       | Y    | Y    | Y    | Y       |
| 64     | ALLOC_VIP_PARTY_SW                     | StrategyAllocation.VipPartySwitch            | Collection.StrategyAllocation     | Collection.StrategyAllocation     | Y       | Y    | Y    | Y    | Y       |
| 65     | ALLOC_WRITE_OFF_DT                     | StrategyAllocation.WriteOffDate              | Collection.StrategyAllocation     | Collection.StrategyAllocation     | Y       | Y    | Y    | Y    | Y       |
| 66     | SUSP_ACTVTY_DAYS_PAST_DUE              | Days Past Due                                | Collection.AccountSuspendActivity | Collection.AccountSuspendActivity | Y       | Y    | Y    | Y    | Y       |
| 67     | SUSP_ACTVTY_OVERDUE_AMT                | Overdue Amount                               | Collection.AccountSuspendActivity | Collection.AccountSuspendActivity | Y       | Y    | Y    | Y    | Y       |
| 68     | SUSP_ACTVTY_OUTSTANDING_AMT            | Outstanding Amount                           | Collection.AccountSuspendActivity | Collection.AccountSuspendActivity | Y       | Y    | Y    | Y    | Y       |
| 69     | SUSP_ACTVTY_DAYS_IN_ARREARS            | Days In Arrears                              | Collection.AccountSuspendActivity | Collection.AccountSuspendActivity | Y       | Y    | Y    | Y    | Y       |
| 70     | SUSP_ACTVTY_HOST_PROD_CLASS_CD         | Product Class Code                           | Collection.AccountSuspendActivity | Collection.AccountSuspendActivity | Y       | Y    | Y    | Y    | Y       |
| 71     | SUSP_ACTVTY_HOST_PROD_GRP_CD           | Product Group                                | Collection.AccountSuspendActivity | Collection.AccountSuspendActivity | Y       | Y    | Y    | Y    | Y       |
| 72     | SUSP_ACTVTY_MATURITY_DT                | Maturity Date                                | Collection.AccountSuspendActivity | Collection.AccountSuspendActivity | Y       | Y    | Y    | Y    | Y       |
| 73     | SUSP_ACTVTY_WRITE_OFF_DT               | Write Off Date                               | Collection.AccountSuspendActivity | Collection.AccountSuspendActivity | Y       | Y    | Y    | Y    | Y       |
| 74     | SUSP_ACTVTY_WILLINGNES_TO_PAY_FLG      | Willingness to Pay Flag                      | Collection.AccountSuspendActivity | Collection.AccountSuspendActivity | Y       | Y    | Y    | Y    | Y       |
| 75     | SUSP_ACTVTY_NUM_PTP_BROKEN_ACCT        | Number of PTP Broken for Account             | Collection.AccountSuspendActivity | Collection.AccountSuspendActivity | Y       | Y    | Y    | Y    | Y       |
| 76     | SUSP_ACTVTY_NUM_PTP_KEPT_ACCT          | Number of PTP Kept for Account               | Collection.AccountSuspendActivity | Collection.AccountSuspendActivity | Y       | Y    | Y    | Y    | Y       |
| 77     | SUSP_ACTVTY_NUM_CONSEQ_PTP_BROKEN_ACCT | Number of Consecutive PTP Broken for Account | Collection.AccountSuspendActivity | Collection.AccountSuspendActivity | Y       | Y    | Y    | Y    | Y       |

**Table 1–36 (Cont.) Product-shipped Facts**

| Sr. No | Fact Code                         | Fact Name  | Group Code                         | Group Name                           | R2.1 .2 | R2.2 | R2.3 | R2.4 | R2.4 .1 |
|--------|-----------------------------------|--|------------------------------------|--------------------------------------|---------|------|------|------|---------|
| 78     | SUSP_ACTVTY_LAST_PTP_BROKEN_DATE  | Last PTP Broken Date for Account                         | Collection.AccountSuspendActivity  | Collection.Account Suspend Activity  | Y       | Y    | Y    | Y    | Y       |
| 79     | SUSP_ACTVTY_LAST_PTP_DATE         | Last PTP Date for Account                                | Collection.AccountSuspendActivity  | Collection.Account Suspend Activity  | Y       | Y    | Y    | Y    | Y       |
| 80     | SUSP_ACTVTY_LAST_PTP_STATUS       | Last PTP Status for Account                              | Collection.AccountSuspendActivity  | Collection.Account Suspend Activity  | Y       | Y    | Y    | Y    | Y       |
| 81     | SUSP_ACTVTY_LAST_FOLLOW_UP_ACTION | Last Follow Up Action for Account                        | Collection.AccountSuspendActivity  | Collection.Account Suspend Activity  | Y       | Y    | Y    | Y    | Y       |
| 82     | SUSP_ACTVTY_NUM_OF_DELINQ_ACCT    | Number Of Delinquency for Account                        | Collection.AccountSuspendActivity  | Collection.Account Suspend Activity  | Y       | Y    | Y    | Y    | Y       |
| 83     | SUSP_ACTVTY_CC_THIS_WEEK_ACCT     | Customer Contacts This Week for Account                  | Collection.AccountSuspendActivity  | Collection.Account Suspend Activity  | Y       | Y    | Y    | Y    | Y       |
| 84     | SUSP_ACTVTY_NUM_SELF_CURED        | No. of Times Self Cured                                  | Collection.AccountSuspendActivity  | Collection.Account Suspend Activity  | Y       | Y    | Y    | Y    | Y       |
| 85     | SUSP_ACTVTY_DEBT_SOLD_SW          | Debt Sold Flag   | Collection.AccountSuspendActivity  | Collection.Account Suspend Activity  | Y       | Y    | Y    | Y    | Y       |
| 86     | SUSP_ACTVTY_CC_THIS_WEEK_CUST     | Customer contacts this week for Customer                 | Collection.CustomerSuspendActivity | Collection.Customer Suspend Activity | Y       | Y    | Y    | Y    | Y       |
| 87     | SUSP_ACTVTY_NUM_OF_DELINQ_CUST    | Number Of Delinquency for Customer                       | Collection.CustomerSuspendActivity | Collection.Customer Suspend Activity | Y       | Y    | Y    | Y    | Y       |
| 88     | SUSP_ACTVTY_ABILITY_TO_PAY_SW     | Ability To Pay Flag                                      | Collection.CustomerSuspendActivity | Collection.Customer Suspend Activity | Y       | Y    | Y    | Y    | Y       |
| 89     | SUSP_ACTVTY_BANKRUPT_SW           | Bankrupt Flag  | Collection.CustomerSuspendActivity | Collection.Customer Suspend Activity | Y       | Y    | Y    | Y    | Y       |
| 90     | SUSP_ACTVTY_HARDSHIP_SW           | Hardship Flag  | Collection.CustomerSuspendActivity | Collection.Customer Suspend Activity | Y       | Y    | Y    | Y    | Y       |
| 91     | SUSP_ACTVTY_MAIN_CUST_LEGAL_CASE  | If Legal Case Exists as Main Customer                    | Collection.CustomerSuspendActivity | Collection.Customer Suspend Activity | Y       | Y    | Y    | Y    | Y       |
| 92     | SUSP_ACTVTY_FIN_CUST_LEGAL_CASE   | If Legal Case Exists as Financially Responsible Customer | Collection.CustomerSuspendActivity | Collection.Customer Suspend Activity | Y       | Y    | Y    | Y    | Y       |

Table 1–36 (Cont.) Product-shipped Facts

| Sr. No | Fact Code                       | Fact Name   | Group Code                         | Group Name                           | R2.1 .2 | R2.2 | R2.3 | R2.4 | R2.4 .1 |
|--------|---------------------------------|---|------------------------------------|--------------------------------------|---------|------|------|------|---------|
| 93     | SUSP_ACTVTY_MAIN_CUST_REPO_CASE | If Repo Case Exists as Main Customer                    | Collection.CustomerSuspendActivity | Collection.Customer Suspend Activity | Y       | Y    | Y    | Y    | Y       |
| 94     | SUSP_ACTVTY_FIN_CUST_REPO_CASE  | If Repo Case Exists as Financially Responsible Customer | Collection.CustomerSuspendActivity | Collection.Customer Suspend Activity | Y       | Y    | Y    | Y    | Y       |
| 95     | SUSP_ACTVTY_ACCT_IN_DISPUTE_SW  | Accounts in Dispute Flag for Main Customers of Account  | Collection.CustomerSuspendActivity | Collection.Customer Suspend Activity | Y       | Y    | Y    | Y    | Y       |
| 96     | BLK_CNT_DAYS_PAST_DUE           | Days Past Due   | Collection.AccountBulkContact      | Collection.Account Bulk Contact      | Y       | Y    | Y    | Y    | Y       |
| 97     | BLK_CNT_OVER_DUE_AMT            | Overdue Amount  | Collection.AccountBulkContact      | Collection.Account Bulk Contact      | Y       | Y    | Y    | Y    | Y       |
| 98     | BLK_CNT_OUTSTANDING_AMT         | Outstanding Amount                                      | Collection.AccountBulkContact      | Collection.Account Bulk Contact      | Y       | Y    | Y    | Y    | Y       |
| 99     | BLK_CNT_DAYS_IN_ARREARS         | Days In Arrears   | Collection.AccountBulkContact      | Collection.Account Bulk Contact      | Y       | Y    | Y    | Y    | Y       |
| 100    | BLK_CNT_HOST_PROD_CLASS_CD      | Product Class Code                                      | Collection.AccountBulkContact      | Collection.Account Bulk Contact      | Y       | Y    | Y    | Y    | Y       |
| 101    | BLK_CNT_HOST_PROD_GRP_CD        | Product Group   | Collection.AccountBulkContact      | Collection.Account Bulk Contact      | Y       | Y    | Y    | Y    | Y       |
| 102    | BLK_CNT_IS_DELINQUENT_SW        | Is delinquent Flag                                      | Collection.AccountBulkContact      | Collection.Account Bulk Contact      | Y       | Y    | Y    | Y    | Y       |
| 103    | BLK_CNT_LAST_PAYMENT_DT         | Last Payment Receipt Date                               | Collection.AccountBulkContact      | Collection.Account Bulk Contact      | Y       | Y    | Y    | Y    | Y       |
| 104    | BLK_CNT_LAST_PAYMENT_AMOUNT     | Last Payment Receipt Amount                             | Collection.AccountBulkContact      | Collection.Account Bulk Contact      | Y       | Y    | Y    | Y    | Y       |
| 105    | BLK_CNT_UNCLR_PAYMENT_AMT       | Un-Cleared Payment Amount                               | Collection.AccountBulkContact      | Collection.Account Bulk Contact      | Y       | Y    | Y    | Y    | Y       |
| 106    | BLK_CNT_NON_STARTER_SW          | Non Starter Flag  | Collection.AccountBulkContact      | Collection.Account Bulk Contact      | Y       | Y    | Y    | Y    | Y       |
| 107    | BLK_CNT_LOAN_MATURITY_DATE      | Loan maturity Date                                      | Collection.AccountBulkContact      | Collection.Account Bulk Contact      | Y       | Y    | Y    | Y    | Y       |

**Table 1–36 (Cont.) Product-shipped Facts**

| Sr. No | Fact Code                      | Fact Name                                    | Group Code                     | Group Name                       | R2.1 .2 | R2.2 | R2.3 | R2.4 | R2.4 .1 |
|--------|--------------------------------|--|--------------------------------|----------------------------------|---------|------|------|------|---------|
| 108    | BLK_CNT_ACCT_WRITE_OFF_DT      | Account Write Off Date                       | Collection.AccountBulkContact  | Collection.Account Bulk Contact  | Y       | Y    | Y    | Y    | Y       |
| 109    | BLK_CNT_GUARANTOR_SW           | Guarantor Flag                               | Collection.AccountBulkContact  | Collection.Account Bulk Contact  | Y       | Y    | Y    | Y    | Y       |
| 110    | BLK_CNT_COBORROWERS_EXISTS_SW  | Co-Borrowers Exist Flag                      | Collection.AccountBulkContact  | Collection.Account Bulk Contact  | Y       | Y    | Y    | Y    | Y       |
| 111    | BLK_CNT_NUM_PTP_BROKEN_ACCT    | Number of PTP Broken for Account             | Collection.AccountBulkContact  | Collection.Account Bulk Contact  | Y       | Y    | Y    | Y    | Y       |
| 112    | BLK_CNT_NUM_PTP_KEPT_ACCT      | Number of PTP Kept for Account               | Collection.AccountBulkContact  | Collection.Account Bulk Contact  | Y       | Y    | Y    | Y    | Y       |
| 113    | BLK_NUM_CONSEQ_PTP_BROKEN_ACCT | Number of Consecutive PTP Broken for Account | Collection.AccountBulkContact  | Collection.Account Bulk Contact  | Y       | Y    | Y    | Y    | Y       |
| 114    | BLK_CNT_LAST_PTP_BROKEN_DATE   | Last PTP Broken Date for Account             | Collection.AccountBulkContact  | Collection.Account Bulk Contact  | Y       | Y    | Y    | Y    | Y       |
| 115    | BLK_CNT_LAST_PTP_DATE          | Last PTP Date for Account                    | Collection.AccountBulkContact  | Collection.Account Bulk Contact  | Y       | Y    | Y    | Y    | Y       |
| 116    | BLK_CNT_LAST_PTP_STATUS        | Last PTP Status for Account                  | Collection.AccountBulkContact  | Collection.Account Bulk Contact  | Y       | Y    | Y    | Y    | Y       |
| 117    | BLK_CNT_LAST_FOLLOW_UP_DATE    | Last Follow Up Date for Account              | Collection.AccountBulkContact  | Collection.Account Bulk Contact  | Y       | Y    | Y    | Y    | Y       |
| 118    | BLK_CNT_NUM_OF_DELIQ_ACCT      | Number Of Delinquency for Account            | Collection.AccountBulkContact  | Collection.Account Bulk Contact  | Y       | Y    | Y    | Y    | Y       |
| 119    | BLK_CNT_CC_THIS_WEEK_ACCT      | Customer Contacts This Week for Account      | Collection.AccountBulkContact  | Collection.Account Bulk Contact  | Y       | Y    | Y    | Y    | Y       |
| 120    | BLK_CNT_NUM_SELF_CURED         | No. of Times Self Cured                      | Collection.AccountBulkContact  | Collection.Account Bulk Contact  | Y       | Y    | Y    | Y    | Y       |
| 121    | BLK_CNT_DEBT_SOLD_SW           | Debt Sold Flag                               | Collection.AccountBulkContact  | Collection.Account Bulk Contact  | Y       | Y    | Y    | Y    | Y       |
| 122    | BLK_CNT_PTP_KEPT_CUST          | Number of PTP Kept for Customer              | Collection.CustomerBulkContact | Collection.Customer Bulk Contact | Y       | Y    | Y    | Y    | Y       |
| 123    | BLK_CNT_PTP_BROKEN_CUST        | Number of PTP Broken for Customer            | Collection.CustomerBulkContact | Collection.Customer Bulk Contact | Y       | Y    | Y    | Y    | Y       |



Table 1–36 (Cont.) Product-shipped Facts

| Sr. No | Fact Code                      | Fact Name                                     | Group Code                     | Group Name                       | R2.1 .2 | R2.2 | R2.3 | R2.4 | R2.4 .1 |
|--------|--------------------------------|---|--------------------------------|----------------------------------|---------|------|------|------|---------|
| 124    | BLK_CNT_CONSEQ_PTP_BROKEN_CUST | Number of Consecutive PTP Broken for Customer | Collection.CustomerBulkContact | Collection.Customer Bulk Contact | Y       | Y    | Y    | Y    | Y       |
| 125    | BLK_CNT_NUM_OF_DELIQ_CUST      | Number Of Delinquency for Customer            | Collection.CustomerBulkContact | Collection.Customer Bulk Contact | Y       | Y    | Y    | Y    | Y       |
| 126    | BLK_CNT_CC_THIS_WEEK_CUST      | Customer Contacts This Week for Customer      | Collection.CustomerBulkContact | Collection.Customer Bulk Contact | Y       | Y    | Y    | Y    | Y       |
| 127    | BankruptSwitch                 | Bankruptcy Indicator                          | Collection.Case Type           | Collection.Case Type             | Y       | Y    | Y    | Y    | Y       |
| 128    | OverdueAmount                  | Overdue Amount                                | Collection.Case Type           | Collection.Case Type             | Y       | Y    | Y    | Y    | Y       |
| 129    | OverLimitAmt                   | OverLimit Amount                              | Collection.Case Type           | Collection.Case Type             | Y       | Y    | Y    | Y    | Y       |
| 130    | HardshipSwitch                 | Hardship Indicator                            | Collection.Case Type           | Collection.Case Type             | Y       | Y    | Y    | Y    | Y       |
| 131    | DisputesIndicator              | Disputes Indicator                            | Collection.Case Type           | Collection.Case Type             | Y       | Y    | Y    | Y    | Y       |
| 132    | CustomerRiskScore              | Customer Risk Score                           | Collection.Case Type           | Collection.Case Type             | Y       | Y    | Y    | Y    | Y       |
| 133    | ReevaluationDays               | Reevaluation Days                             | Collection.Case Type           | Collection.Case Type             | Y       | Y    | Y    | Y    | Y       |
| 134    | DaysPastDue                    | Days Past Due                                 | Collection.Case Type           | Collection.Case Type             | Y       | Y    | Y    | Y    | Y       |
| 135    | CollectionsStrategy            | Collections Strategy                          | Collection.Case Type           | Collection.Case Type             | Y       | Y    | Y    | Y    | Y       |
| 136    | NonStarterSw                   | Non Starter                                   | Collection.Case Type           | Collection.Case Type             | Y       | Y    | Y    | Y    | Y       |
| 137    | IsDelinquentSw                 | Delinquency Flag                              | Collection.Case Type           | Collection.Case Type             | Y       | Y    | Y    | Y    | Y       |
| 138    | ProductGroup                   | Product Group code                            | Collection.Case Type           | Collection.Case Type             | Y       | Y    | Y    | Y    | Y       |
| 139    | ProductClass                   | Product Class code                            | Collection.Case Type           | Collection.Case Type             | Y       | Y    | Y    | Y    | Y       |
| 140    | TAMMatrixId                    | TAM Matrix Id                                 | Collection.Case Type           | Collection.Case Type             | Y       | Y    | Y    | Y    | Y       |
| 141    | TAMReviewDays                  | TAM Review Days                               | Collection.Case Type           | Collection.Case Type             | Y       | Y    | Y    | Y    | Y       |
| 142    | SYSTEM_DATE                    | System Date                                   | Collection.Case Type           | Collection.Case Type             | Y       | Y    | Y    | Y    | Y       |
| 143    | POSTING_DATE                   | Posting Date                                  | Collection.Case Type           | Collection.Case Type             | Y       | Y    | Y    | Y    | Y       |
| 144    | ApplicableReliefs              | Applicable Reliefs                            | Collection.FinancialHardship   | Collection.Financial Hardship    | Y       | Y    | Y    | Y    | Y       |

**Table 1–36 (Cont.) Product-shipped Facts**

| Sr. No | Fact Code                                | Fact Name                                | Group Code                   | Group Name                    | R2.1 .2 | R2.2 | R2.3 | R2.4 | R2.4 .1 |
|--------|--|--|------------------------------|-------------------------------|---------|------|------|------|---------|
| 145    | ProductClassCode                         | Product Class                            | Collection.FinancialHardship | Collection.Financial Hardship | Y       | Y    | Y    | Y    | Y       |
| 146    | ProductGroupCode                         | Product Group                            | Collection.FinancialHardship | Collection.Financial Hardship | Y       | Y    | Y    | Y    | Y       |
| 147    | FH.NumOfTimesDelinquent                  | FH.NumOfTimesDelinquent                  | Collection.FinancialHardship | Collection.Financial Hardship | Y       | Y    | Y    | Y    | Y       |
| 148    | FH.NumOfTimesSelfCured                   | FH.NumOfTimesSelfCured                   | Collection.FinancialHardship | Collection.Financial Hardship | Y       | Y    | Y    | Y    | Y       |
| 149    | FH.NumOfPTPKKept                         | FH.NumOfPTPKKept                         | Collection.FinancialHardship | Collection.Financial Hardship | Y       | Y    | Y    | Y    | Y       |
| 150    | FH.NumOfPTPBroken                        | FH.NumOfPTPBroken                        | Collection.FinancialHardship | Collection.Financial Hardship | Y       | Y    | Y    | Y    | Y       |
| 151    | FH.NumOfPTPTaken                         | FH.NumOfPTPTaken                         | Collection.FinancialHardship | Collection.Financial Hardship | Y       | Y    | Y    | Y    | Y       |
| 152    | FH.NumOfConsecutivePTPBroken             | FH.NumOfConsecutivePTPBroken             | Collection.FinancialHardship | Collection.Financial Hardship | Y       | Y    | Y    | Y    | Y       |
| 153    | FH.PeakODDDays                           | FH.PeakODDDays                           | Collection.FinancialHardship | Collection.Financial Hardship | Y       | Y    | Y    | Y    | Y       |
| 154    | FH.TotalOutstandingAmount                | FH.TotalOutstandingAmount                | Collection.FinancialHardship | Collection.Financial Hardship | Y       | Y    | Y    | Y    | Y       |
| 155    | FH.TotalOverdueAmount                    | FH.TotalOverdueAmount                    | Collection.FinancialHardship | Collection.Financial Hardship | Y       | Y    | Y    | Y    | Y       |
| 156    | FH.LastHardshipApplicationDate           | FH.LastHardshipApplicationDate           | Collection.FinancialHardship | Collection.Financial Hardship | Y       | Y    | Y    | Y    | Y       |
| 157    | FH.BankruptSwitch                        | FH.BankruptSwitch                        | Collection.FinancialHardship | Collection.Financial Hardship | Y       | Y    | Y    | Y    | Y       |
| 158    | FH.HardshipSwitch                        | FH.HardshipSwitch                        | Collection.FinancialHardship | Collection.Financial Hardship | Y       | Y    | Y    | Y    | Y       |
| 159    | FH.ImprisonedSwitch                      | FH.ImprisonedSwitch                      | Collection.FinancialHardship | Collection.Financial Hardship | Y       | Y    | Y    | Y    | Y       |
| 160    | FH.DeceasedSwitch                        | FH.DeceasedSwitch                        | Collection.FinancialHardship | Collection.Financial Hardship | Y       | Y    | Y    | Y    | Y       |
| 161    | FH.AbscondingSwitch                      | FH.AbscondingSwitch                      | Collection.FinancialHardship | Collection.Financial Hardship | Y       | Y    | Y    | Y    | Y       |
| 162    | FH.TotalNumOfProductsSelectedForHardship | FH.TotalNumOfProductsSelectedForHardship | Collection.FinancialHardship | Collection.Financial Hardship | Y       | Y    | Y    | Y    | Y       |
| 163    | FH.NumOfTimesInHardship                  | FH.NumOfTimesInHardship                  | Collection.FinancialHardship | Collection.Financial Hardship | Y       | Y    | Y    | Y    | Y       |
| 164    | FH.AbilityToPay                          | FH.AbilityToPay                          | Collection.FinancialHardship | Collection.Financial Hardship | Y       | Y    | Y    | Y    | Y       |

Table 1–36 (Cont.) Product-shipped Facts

| Sr. No | Fact Code                  | Fact Name                      | Group Code                             | Group Name                                | R2.1 .2 | R2.2 | R2.3 | R2.4 | R2.4 .1 |
|--------|----------------------------|--------------------------------|--|---|---------|------|------|------|---------|
| 165    | FH.CustomerRiskScore       | FH.CustomerRiskScore           | Collection.FinancialHardship           | Collection.Financial Hardship             | Y       | Y    | Y    | Y    | Y       |
| 166    | FH.MaritalStatusFlag       | FH.MaritalStatusFlag           | Collection.FinancialHardship           | Collection.Financial Hardship             | Y       | Y    | Y    | Y    | Y       |
| 167    | FH.PersonCustomerClassCode | FH.PersonCustomerClassCode     | Collection.FinancialHardship           | Collection.Financial Hardship             | Y       | Y    | Y    | Y    | Y       |
| 168    | FH.ProbabilityOfDefaultVal | FH.ProbabilityOfDefaultVal     | Collection.FinancialHardship           | Collection.Financial Hardship             | Y       | Y    | Y    | Y    | Y       |
| 169    | FH.SetupDate               | FH.SetupDate                   | Collection.FinancialHardship           | Collection.Financial Hardship             | Y       | Y    | Y    | Y    | Y       |
| 170    | FH.BirthDate               | FH.BirthDate                   | Collection.FinancialHardship           | Collection.Financial Hardship             | Y       | Y    | Y    | Y    | Y       |
| 171    | EVT_JOINT_NOMINATION_SW    | Joint Nomination Flag          | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 172    | EVT_DAYS_PAST_DUE          | Days Past Due                  | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 173    | EVT_OUTSTANDING_AMT        | Outstanding Amount             | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 174    | EVT_OVERDUE_AMT            | Over Due Amount                | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 175    | EVT_DR_INT_ACCRD_AMT       | Direct Interest Accrued Amount | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 176    | EVT_BUSINESS_UNIT          | Business Unit                  | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 177    | EVT_MARKET_ENTITY          | Market Entity                  | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 178    | EVT_HOST_SYS_ACCT_STAT_FLG | System Account Status          | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 179    | EVT_USR_DEF_ACCT_STAT_FLG  | User Defined Account Status    | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 180    | EVT_ACCRL_STAT_FLG         | Accrual Status Flag            | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 181    | EVT_ASST_CLASS_CD          | Asset Class Code               | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 182    | EVT_BRANCH_CD              | Branch Code                    | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |

**Table 1–36 (Cont.) Product-shipped Facts**

| Sr. No | Fact Code                | Fact Name   | Group Code                             | Group Name                                | R2.1 .2 | R2.2 | R2.3 | R2.4 | R2.4 .1 |
|--------|--------------------------|---|--|---|---------|------|------|------|---------|
| 183    | EVT_HOST_PROD_CLASS_CD   | Product Class Code                                | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 184    | EVT_HOST_PROD_GRP_CD     | Product Group Code                                | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 185    | EVT_HOST_PRD_CD          | Product Code                                      | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 186    | EVT_OVERLIMIT_AMT        | Overlimit Amount                                  | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 187    | EVT_IS_DELINQUENT_SW     | Is Delinquent Flag                                | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 188    | EVT_DELINQ_START_DT      | Delinquency Start Date                            | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 189    | EVT_INSTALLMENT_IN_ARS   | Installment in Arrears                            | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 190    | EVT_DISBRS_AMT           | Disbursed Amount                                  | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 191    | EVT_TOTAL_AVL_DISBRS_AMT | Total Available Disburse Amount                   | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 192    | EVT_SET_UP_DT            | Account Opening Date or Initial Disbursement Date | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 193    | EVT_APPL_SCR             | Application Score                                 | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 194    | EVT_LAST_PAYMENT_DT      | Last Payment Receipt Date                         | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 195    | EVT_LAST_PAYMENT_AMT     | Last Payment Receipt Amount                       | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 196    | EVT_UNCLR_PAYMENT_AMT    | Un-cleared Payment Amount                         | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 197    | EVT_NON_STARTER_SW       | Non Starter Flag                                  | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 198    | EVT_MATURITY_DT          | Loan Maturity Date                                | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |

Table 1–36 (Cont.) Product-shipped Facts

| Sr. No | Fact Code                     | Fact Name                        | Group Code                             | Group Name                                | R2.1 .2 | R2.2 | R2.3 | R2.4 | R2.4 .1 |
|--------|-------------------------------|----------------------------------|--|---|---------|------|------|------|---------|
| 199    | EVT_REDRAW_AVL_SW             | Redraw Availability              | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 200    | EVT_REDRAW_CNT                | Redraw Count                     | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 201    | EVT_JOINT_APPLICATION_SW      | Co-Borrowers Exist Flag          | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 202    | EVT_GUARANTOR_SW              | Guarantor Flag                   | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 203    | EVT_WRITE_OFF_DT              | Account Write Off Date           | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 204    | EVT_WRITE_OFF_AMT             | Account Write Off Amount         | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 205    | EVT_LAST_PROVSN_DT            | Last Provisional Date            | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 206    | EVT_LAST_PROVSN_BAL           | Last Provisional Balance         | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 207    | EVT_LAST_PRNCPL_WRITE_OFF_DT  | Last Principal Write Off date    | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 208    | EVT_LAST_PRNCPL_WRITE_OFF_BAL | Last Principal Write Off Balance | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 209    | EVT_LAST_ACCT_RESTR_DT        | Date of Last Loan Restructure    | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 210    | EVT_BEHAVIOR_SCORE            | Behavior Score                   | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 211    | EVT_WILLINGNES_TO_PAY_FLG     | Willingness To Pay Flag          | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 212    | EVT_PPI_INSURED_SW            | PPI Insured Flag                 | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 213    | EVT_LMI_INSURED_SW            | LMI Insured Flag                 | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 214    | EVT_SECURED_SW                | Secured Flag                     | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |

**Table 1–36 (Cont.) Product-shipped Facts**

| Sr. No | Fact Code                      | Fact Name                                    | Group Code                             | Group Name                                | R2.1 .2 | R2.2 | R2.3 | R2.4 | R2.4 .1 |
|--------|--------------------------------|--|--|---|---------|------|------|------|---------|
| 215    | EVT_LAST_SETOFF_DT             | Last Setoff Date                             | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 216    | EVT_SETOFF_EXCLD_DT            | Setoff Exclude Date                          | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 217    | EVT_DEFAULT_NOTICE_SENT        | Default Notice Sent                          | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 218    | EVT_NUM_PTP_BROKEN_ACCT        | Number of PTP Broken for Account             | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 219    | EVT_NUM_PTP_KEPT_ACCT          | Number of PTP Broken for Account             | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 220    | EVT_NUM_CONSEQ_PTP_BROKEN_ACCT | Number of Consecutive PTP Broken for Account | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 221    | EVT_LAST_PTP_BROKEN_DATE       | Last PTP Broken Date for Account             | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 222    | EVT_LAST_PTP_DATE              | Last PTP Date for Account                    | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 223    | EVT_LAST_PTP_STATUS            | Last PTP Status for Account                  | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 224    | EVT_LAST_FOLLOW_UP_DATE        | Last Followup Date for Account               | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 225    | EVT_CC_THIS_WEEK_ACCT          | Customer Contacts This Week for Account      | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 226    | EVT_DAYS_IN_ARREARS            | Days In Arrears                              | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 227    | EVT_DEBT_SOLD_SW               | Debt Sold Switch                             | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 228    | EVT_PEAK_OD_DAYS               | Peak OD Days                                 | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 229    | EVT_NUM_OF_DELINQ              | Account Delinquency Count                    | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |
| 230    | EVT_DELINQ_STRING              | Delinquency String                           | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific | Y       | Y    | Y    | Y    | Y       |

Table 1–36 (Cont.) Product-shipped Facts

| Sr. No | Fact Code                      | Fact Name                                     | Group Code                              | Group Name                                 | R2.1 .2 | R2.2 | R2.3 | R2.4 | R2.4 .1 |
|--------|--------------------------------|---|---|--|---------|------|------|------|---------|
| 23 1   | EVT_CYCLE_STRING               | Cycle String                                  | Collection.EventManagerAccountSpecific  | Collection.Event Manager Account Specific  | Y       | Y    | Y    | Y    | Y       |
| 23 2   | EVT_LAST_FOLLOW_UP_ACTION      | Last Followup Action                          | Collection.EventManagerAccountSpecific  | Collection.Event Manager Account Specific  | Y       | Y    | Y    | Y    | Y       |
| 23 3   | EVT_NEXT_PLAN_ACTION           | Next Planned Action                           | Collection.EventManagerAccountSpecific  | Collection.Event Manager Account Specific  | Y       | Y    | Y    | Y    | Y       |
| 23 4   | EVT_NEXT_ACTION_DT             | Next Action Date                              | Collection.EventManagerAccountSpecific  | Collection.Event Manager Account Specific  | Y       | Y    | Y    | Y    | Y       |
| 23 5   | EVT_COLL_BUCKET                | Collection Bucket                             | Collection.EventManagerAccountSpecific  | Collection.Event Manager Account Specific  | Y       | Y    | Y    | Y    | Y       |
| 23 6   | EVT_COLLATERAL_AVAILABLE       | Collateral Available                          | Collection.EventManagerAccountSpecific  | Collection.Event Manager Account Specific  | Y       | Y    | Y    | Y    | Y       |
| 23 7   | EVT_NUM_SELF_CURED             | No Of Time Self Cured                         | Collection.EventManagerAccountSpecific  | Collection.Event Manager Account Specific  | Y       | Y    | Y    | Y    | Y       |
| 23 8   | EVT_ACCT_VIP_FLG               | VIP Flag                                      | Collection.EventManagerAccountSpecific  | Collection.Event Manager Account Specific  | Y       | Y    | Y    | Y    | Y       |
| 23 9   | EVT_ACCT_CUST_TYPE             | Customer Type                                 | Collection.EventManagerAccountSpecific  | Collection.Event Manager Account Specific  | Y       | Y    | Y    | Y    | Y       |
| 24 0   | EVT_ACCT_CUST_CLASS            | Customer Class                                | Collection.EventManagerAccountSpecific  | Collection.Event Manager Account Specific  | Y       | Y    | Y    | Y    | Y       |
| 24 1   | EVT_NUM_PTP_KEPT_CUST          | Number of PTP Kept for Customer               | Collection.EventManagerCustomerSpecific | Collection.Event Manager Customer Specific | Y       | Y    | Y    | Y    | Y       |
| 24 2   | EVT_NUM_PTP_BROKEN_CUST        | Number of PTP Broken for Customer             | Collection.EventManagerCustomerSpecific | Collection.Event Manager Customer Specific | Y       | Y    | Y    | Y    | Y       |
| 24 3   | EVT_NUM_CONSEQ_PTP_BROKEN_CUST | Number of Consecutive PTP Broken for Customer | Collection.EventManagerCustomerSpecific | Collection.Event Manager Customer Specific | Y       | Y    | Y    | Y    | Y       |
| 24 4   | EVT_NUM_OF_DELINQ_CUST         | Number of Delinquency for Customer            | Collection.EventManagerCustomerSpecific | Collection.Event Manager Customer Specific | Y       | Y    | Y    | Y    | Y       |
| 24 5   | EVT_CC_THIS_WEEK_CUST          | Customer Contact This Week Across Account     | Collection.EventManagerCustomerSpecific | Collection.Event Manager Customer Specific | Y       | Y    | Y    | Y    | Y       |
| 24 6   | EVT_ACCT_IN_DISPUTE_SW         | Accounts In Dispute Switch                    | Collection.EventManagerCustomerSpecific | Collection.Event Manager Customer Specific | Y       | Y    | Y    | Y    | Y       |

Table 1–36 (Cont.) Product-shipped Facts

| Sr. No | Fact Code                | Fact Name                                      | Group Code                              | Group Name                               | R2.1 .2 | R2.2 | R2.3 | R2.4 | R2.4 .1 |
|--------|--------------------------|--|---|--|---------|------|------|------|---------|
| 247    | EVT_MAIN_CUST_LEGAL_CASE | Legal Case as Main Customer                    | Collection.EventManagerCustomerSpecific | Collection.EventManagerCustomer Specific | Y       | Y    | Y    | Y    | Y       |
| 248    | EVT_FIN_CUST_LEGAL_CASE  | Legal Case as Financially Responsible Customer | Collection.EventManagerCustomerSpecific | Collection.EventManagerCustomer Specific | Y       | Y    | Y    | Y    | Y       |
| 249    | EVT_MAIN_CUST_REPO_CASE  | Repo Case as Main Customer                     | Collection.EventManagerCustomerSpecific | Collection.EventManagerCustomer Specific | Y       | Y    | Y    | Y    | Y       |
| 250    | EVT_FIN_CUST_REPO_CASE   | Repo Case as Financially Responsible Customer  | Collection.EventManagerCustomerSpecific | Collection.EventManagerCustomer Specific | Y       | Y    | Y    | Y    | Y       |
| 251    | EVT_ABILITY_TO_PAY_SW    | Ability To Pay                                 | Collection.EventManagerCustomerSpecific | Collection.EventManagerCustomer Specific | Y       | Y    | Y    | Y    | Y       |
| 252    | EVT_BANKRUPT_SW          | Bankruptcy Switch                              | Collection.EventManagerCustomerSpecific | Collection.EventManagerCustomer Specific | Y       | Y    | Y    | Y    | Y       |
| 253    | EVT_HARDSHIP_SW          | Hardship Switch                                | Collection.EventManagerCustomerSpecific | Collection.EventManagerCustomer Specific | Y       | Y    | Y    | Y    | Y       |
| 254    | EVT_VIP_FLG              | VIP Flag                                       | Collection.EventManagerCustomerSpecific | Collection.EventManagerCustomer Specific | Y       | Y    | Y    | Y    | Y       |
| 255    | EVT_CUST_TYPE            | Customer Type                                  | Collection.EventManagerCustomerSpecific | Collection.EventManagerCustomer Specific | Y       | Y    | Y    | Y    | Y       |
| 256    | EVT_CUST_CLASS           | Customer Class                                 | Collection.EventManagerCustomerSpecific | Collection.EventManagerCustomer Specific | Y       | Y    | Y    | Y    | Y       |
| 257    | EVT_OUTPUT               | Rule Output                                    | Collection.EventManagerRuleSpecific     | Collection.EventManagerRule Specific     | Y       | Y    | Y    | Y    | Y       |
| 258    | EVT_CASE_ID              | Case Id  | Collection.EventManagerRuleSpecific     | Collection.EventManagerRule Specific     | Y       | N    | Y    | Y    | Y       |
| 259    | EVT_HOST_CUST_NBR        | Host Customer Number                           | Collection.EventManagerRuleSpecific     | Collection.EventManagerRule Specific     | Y       | N    | Y    | Y    | Y       |
| 260    | EVT_HOST_ACCNT_NBR       | Host Account Number                            | Collection.EventManagerRuleSpecific     | Collection.EventManagerRule Specific     | Y       | N    | Y    | Y    | Y       |
| 261    | EVT_CASE_TYPE            | Case Type                                      | Collection.EventManagerCaseSpecific     | Collection.EventManagerCase Specific     | Y       | Y    | Y    | Y    | Y       |
| 262    | EVT_CASE_CATEGORY        | Case Category                                  | Collection.EventManagerCaseSpecific     | Collection.EventManagerCase Specific     | Y       | Y    | Y    | Y    | Y       |



Table 1–36 (Cont.) Product-shipped Facts

| Sr. No | Fact Code              | Fact Name              | Group Code                          | Group Name                             | R2.1 .2 | R2.2 | R2.3 | R2.4 | R2.4 .1 |
|--------|------------------------|------------------------|-------------------------------------|--|---------|------|------|------|---------|
| 263    | Evt_AccrualStatus      | Accrual Status         | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 264    | Evt_AcctAddrType       | Acct Addr Type         | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 265    | Evt_LoanPurpose        | Loan Purpose           | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 266    | Evt_AccountPurposeType | Account Purpose Type   | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 267    | Evt_ApplicationScore   | Application Score      | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 268    | Evt_AsstClassCd        | Asst Class Cd          | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 269    | Evt_BehaviourScore     | Behaviour Score        | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 270    | Evt_BranchCode         | Branch Code            | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 271    | Evt_DisbursedAmount    | Disbursed Amount       | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 272    | Evt_DebitIntAccrued    | Debit Int Accrued      | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 273    | Evt_EmployeeAcctSw     | Employee Acct Sw       | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 274    | Evt_GuarantorSwitch    | Guarantor Switch       | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 275    | Evt_HostSysAcctStatFlg | Host Sys Acct Stat Flg | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 276    | Evt_InCollectionSw     | In Collection Sw       | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 277    | Evt_JointApplSw        | Joint Appl Sw          | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 278    | Evt_JtNominationFlg    | Jt Nomination Flg      | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |

**Table 1–36 (Cont.) Product-shipped Facts**

| Sr. No | Fact Code                  | Fact Name                 | Group Code                          | Group Name                             | R2.1 .2 | R2.2 | R2.3 | R2.4 | R2.4 .1 |
|--------|----------------------------|---------------------------|-------------------------------------|--|---------|------|------|------|---------|
| 279    | Evt_LastLoanRestructure    | Last Loan Restructure     | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 280    | Evt_LastPaymentAmt         | Last Payment Amt          | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 281    | Evt_LastPaymentDt          | Last Payment Dt           | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 282    | Evt_PrinWriteOffAmt        | Prin Write Off Amt        | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 283    | Evt_LastPrinWriteOffDt     | Last Prin Write Off Dt    | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 284    | Evt_TotalProvisionAmt      | Total Provision Amt       | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 285    | Evt_LastProvisionDt        | Last Provision Dt         | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 286    | Evt_LastSetOffAmount       | Last Set Off Amount       | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 287    | Evt_LastSetOffDate         | Last Set Off Date         | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 288    | Evt_LmiInsuredSw           | Lmi Insured Sw            | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 289    | Evt_LoanToValue            | Loan To Value             | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 290    | Evt_LoanToValueRatio       | Loan To Value Ratio       | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 291    | Evt_MaturityDate           | Maturity Date             | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 292    | Evt_MinorAccountStatusType | Minor Account Status Type | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 293    | Evt_NonStarterSw           | Non Starter Sw            | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 294    | Evt_OfferId                | Offer Id                  | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |

Table 1–36 (Cont.) Product-shipped Facts

| Sr. No | Fact Code                         | Fact Name                        | Group Code                          | Group Name                             | R2.1 .2 | R2.2 | R2.3 | R2.4 | R2.4 .1 |
|--------|-----------------------------------|----------------------------------|-------------------------------------|--|---------|------|------|------|---------|
| 295    | Evt_OfferName                     | Offer Name                       | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 296    | Evt_OutstandingAmount             | Outstanding Amount               | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 297    | Evt_OverdueAmount                 | Overdue Amount                   | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 298    | Evt_OverLimitAmt                  | Overlimit Amt                    | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 299    | Evt_PerAddrId                     | Per Addr Id                      | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 300    | Evt_PpiInsuredSw                  | Ppi Insured Sw                   | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 301    | Evt_ProbabilityDefltVal           | Probability Deflt Val            | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 302    | Evt_RedrawAvailability            | Redraw Availability              | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 303    | Evt_RedrawCount                   | Redraw Count                     | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 304    | Evt_RepayFreq                     | Repay Freq                       | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 305    | Evt_SecuredSw                     | Secured Sw                       | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 306    | Evt_SetoffExclusionDate           | Set off Exclusion Date           | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 307    | Evt_StickyNotes                   | Sticky Notes                     | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 308    | Evt_TotalAvailableDisbursedAmount | Total Available Disbursed Amount | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 309    | Evt_UnclearedFunds                | Uncleared Funds                  | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 310    | Evt_AccountWriteOffAmount         | Account Write Off Amount         | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |

**Table 1–36 (Cont.) Product-shipped Facts**

| Sr. No | Fact Code               | Fact Name              | Group Code                          | Group Name                             | R2.1 .2 | R2.2 | R2.3 | R2.4 | R2.4 .1 |
|--------|-------------------------|------------------------|-------------------------------------|--|---------|------|------|------|---------|
| 311    | Evt_AccountWriteOffDate | Account Write Off Date | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 312    | Evt_AccountNumber       | Account Number         | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 313    | Evt_AccountId           | Account Id             | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 314    | Evt_AccountTypeCode     | Account Type Code      | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 315    | Evt_BusinessUnit        | Business Unit          | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 316    | Evt_FacilityId          | Facility Id            | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 317    | Evt_LiabilityId         | Liability Id           | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 318    | Evt_MarketEntity        | Market Entity          | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 319    | Evt_PrdCode             | Prd Code               | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 320    | Evt_ProductClassCode    | Product Class Code     | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 321    | Evt_ProductGroupCode    | Product Group Code     | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 322    | Evt_SourceId            | Source Id              | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 323    | Evt_UsrDefAcctStatFlg   | Usr Def Acct Stat Flg  | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 324    | Evt_ToDoCaseId          | ToDo Case Id           | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 325    | Evt_CaseType            | Case Type              | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 326    | Evt_PremiseId           | Premise Id             | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |

Table 1–36 (Cont.) Product-shipped Facts

| Sr. No | Fact Code                  | Fact Name                | Group Code                          | Group Name                             | R2.1 .2 | R2.2 | R2.3 | R2.4 | R2.4 .1 |
|--------|----------------------------|--------------------------|-------------------------------------|--|---------|------|------|------|---------|
| 327    | Evt_User                   | User                     | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 328    | Evt_CaseCondition          | Case Condition           | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 329    | Evt_ContactPerson          | Contact Person           | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 330    | Evt_PREFERREDCONTACTMethod | Preferred Contact Method | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 331    | Evt_LongComments           | Long Comments            | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 332    | Evt_ContactInstructions    | Contact Instructions     | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 333    | Evt_PhoneType              | Phone Type               | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 334    | Evt_Phone                  | Phone                    | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 335    | Evt_Extension              | Extension                | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 336    | Evt_AbscondingSw           | Absconding Sw            | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 337    | Evt_BankruptSwitch         | Bankrupt Switch          | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 338    | Evt_DeceasedSw             | Deceased Sw              | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 339    | Evt_DeterminantValue       | Determinant Value        | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 340    | Evt_EnterpriseCustNbr      | Enterprise Cust Nbr      | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 341    | Evt_HardshipSwitch         | Hardship Switch          | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 342    | Evt_HostCustomerNbr        | Host Customer Nbr        | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |

**Table 1–36 (Cont.) Product-shipped Facts**

| Sr. No | Fact Code                           | Fact Name                           | Group Code                          | Group Name                             | R2.1 .2 | R2.2 | R2.3 | R2.4 | R2.4 .1 |
|--------|-------------------------------------|-------------------------------------|-------------------------------------|--|---------|------|------|------|---------|
| 343    | Evt_ImprisonedSw                    | Imprisoned Sw                       | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 344    | Evt_InternetBankingSw               | Internet Banking Sw                 | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 345    | Evt_PhoneBankingSw                  | Phone Banking Sw                    | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 346    | Evt_IsRateEngineThirdPartyIndicator | Is Rate Engine ThirdParty Indicator | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 347    | Evt_PersonId                        | Person Id                           | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 348    | Evt_PersonCustClassCd               | Person Cust Class Cd                | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 349    | Evt_DateOfBirth                     | Date Of Birth                       | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 350    | Evt_MaritalStatusFlag               | Marital Status Flag                 | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 351    | Evt_SetUpDate                       | Setup Date                          | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 352    | Evt_AbiltyToPay                     | Abilty To Pay                       | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 353    | Evt_Gender                          | Gender                              | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 354    | Evt_CustomerRiskScore               | Customer Risk Score                 | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific | N       | Y    | Y    | Y    | Y       |
| 355    | TargetAccountProductClass           | TargetAccount ProductClass          | Collection.ROSOCASAAccount          | Collection.ROSO CASA Account           | Y       | Y    | Y    | Y    | Y       |
| 356    | TargetAccountProductGroup           | TargetAccount ProductGroup          | Collection.ROSOCASAAccount          | Collection.ROSO CASA Account           | Y       | Y    | Y    | Y    | Y       |
| 357    | TargetAccountProductCode            | TargetAccount ProductCode           | Collection.ROSOCASAAccount          | Collection.ROSO CASA Account           | Y       | Y    | Y    | Y    | Y       |
| 358    | TargetAccountBalance                | TargetAccount Balance               | Collection.ROSOCASAAccount          | Collection.ROSO CASA Account           | Y       | Y    | Y    | Y    | Y       |

Table 1–36 (Cont.) Product-shipped Facts

| Sr. No | Fact Code  | Fact Name  | Group Code                     | Group Name                      | R2.1 .2 | R2.2 | R2.3 | R2.4 | R2.4 .1 |
|--------|--|--|--------------------------------|---------------------------------|---------|------|------|------|---------|
| 359    | SuccessOrFailure                                   | SuccessOrFailure                                   | Collection.ROSO<br>CASAAccount | Collection.ROSO<br>CASA Account | Y       | Y    | Y    | Y    | Y       |
| 360    | Roso.caseId  | Roso.caseId  | Collection.ROSO<br>CASAAccount | Collection.ROSO<br>CASA Account | Y       | Y    | Y    | Y    | Y       |
| 361    | Roso.targetAccount                                 | Roso.targetAccount                                 | Collection.ROSO<br>CASAAccount | Collection.ROSO<br>CASA Account | Y       | Y    | Y    | Y    | Y       |
| 362    | Roso.AbilityToPayFlag                              | Roso.AbilityToPayFlag                              | Collection.ROSO<br>OCustomer   | Collection.ROSO<br>Customer     | Y       | Y    | Y    | Y    | Y       |
| 363    | Roso.BankruptFlag                                  | Roso.BankruptFlag                                  | Collection.ROSO<br>OCustomer   | Collection.ROSO<br>Customer     | Y       | Y    | Y    | Y    | Y       |
| 364    | Roso.HardshipFlag                                  | Roso.HardshipFlag                                  | Collection.ROSO<br>OCustomer   | Collection.ROSO<br>Customer     | Y       | Y    | Y    | Y    | Y       |
| 365    | Roso.LegalCaseAsMainCustomerFlag                   | Roso.LegalCaseAsMainCustomerFlag                   | Collection.ROSO<br>OCustomer   | Collection.ROSO<br>Customer     | Y       | Y    | Y    | Y    | Y       |
| 366    | Roso.LegalCaseAsFinanciallyResponsibleCustomerFlag | Roso.LegalCaseAsFinanciallyResponsibleCustomerFlag | Collection.ROSO<br>OCustomer   | Collection.ROSO<br>Customer     | Y       | Y    | Y    | Y    | Y       |
| 367    | Roso.RepoCaseAsMainCustomerFlag                    | Roso.RepoCaseAsMainCustomerFlag                    | Collection.ROSO<br>OCustomer   | Collection.ROSO<br>Customer     | Y       | Y    | Y    | Y    | Y       |
| 368    | Roso.RepoCaseAsFinanciallyResponsibleCustomerFlag  | Roso.RepoCaseAsFinanciallyResponsibleCustomerFlag  | Collection.ROSO<br>OCustomer   | Collection.ROSO<br>Customer     | Y       | Y    | Y    | Y    | Y       |
| 369    | Roso.AccountsInDisputeFlag                         | Roso.AccountsInDisputeFlag                         | Collection.ROSO<br>OCustomer   | Collection.ROSO<br>Customer     | Y       | Y    | Y    | Y    | Y       |
| 370    | Roso.PersonId                                      | Roso.PersonId                                      | Collection.ROSO<br>OCustomer   | Collection.ROSO<br>Customer     | Y       | Y    | Y    | Y    | Y       |
| 371    | AccessControl.PTP_TYPE                             | Promise To Pay Type                                | Collection.AccessControl       | Collection.AccessControl        | N       | N    | Y    | Y    | Y       |
| 372    | AccessControl.UserRole                             | User Role  | Collection.AccessControl       | Collection.AccessControl        | N       | N    | Y    | Y    | Y       |
| 373    | AccessControl.CONTACT_CLASS                        | Contact Class                                      | Collection.AccessControl       | Collection.AccessControl        | N       | N    | Y    | Y    | Y       |
| 374    | AccessControl.CASE_TYPE                            | Case Type  | Collection.AccessControl       | Collection.AccessControl        | N       | N    | Y    | Y    | Y       |
| 375    | CURE_FULL_DEBIT_BALANCE_FLG                        | Full Debit Balance Flag                            | Collection.CureAndWriteOff     | Collection.CureAndWriteOff      | N       | N    | N    | Y    | Y       |
| 376    | EVT_DEMAND_NOTICE_DATE                             | Demand Notice Date                                 | Collection.EvntMgrAccSpecific  | Collection.EvntMgrAccSpecific   | N       | N    | N    | Y    | Y       |

Table 1–36 (Cont.) Product-shipped Facts

| Sr. No | Fact Code                      | Fact Name  | Group Code                       | Group Name                       | R2.1 .2 | R2.2 | R2.3 | R2.4 | R2.4 .1 |
|--------|--------------------------------|--|----------------------------------|----------------------------------|---------|------|------|------|---------|
| 377    | EVT_FULL_DEBT_BAL_DUE_FLG      | Full Debit Balance Due Flag                                    | Collection. EvntMgrAccSpecific   | Collection. EvntMgrAccSpecific   | N       | N    | N    | Y    | Y       |
| 378    | EVT_BORROWER_SW                | Borrower Level Collections Switch                              | Collection. EvntMgrCstmrSpecific | Collection. EvntMgrCstmrSpecific | N       | N    | N    | Y    | Y       |
| 379    | EVT_NUM_DELQ_ACCOUNT           | No. of delinquent accounts where the customer is main customer | Collection. EvntMgrCstmrSpecific | Collection. EvntMgrCstmrSpecific | N       | N    | N    | Y    | Y       |
| 380    | EVT_DEMAND_NOTICE_DT           | Demand Notice Date   | Collection. EvntMgrRuleSpecific  | Collection. EvntMgrRuleSpecific  | N       | N    | N    | Y    | Y       |
| 381    | EVT_FULL_DBT_BAL_DUE_FLG       | Full Debit Balance Due Flag                                    | Collection. EvntMgrRuleSpecific  | Collection. EvntMgrRuleSpecific  | N       | N    | N    | Y    | Y       |
| 382    | EVT_NUM_OF_ASSOC_ACCOUNTS      | No. of Delinquent Accounts associated with the case            | Collection. EvntMgrCaseSpecific  | Collection. EvntMgrCaseSpecific  | N       | N    | N    | Y    | Y       |
| 383    | NUM_OF_DELQ_ACCOUNT_PRI_CUST   | No. of Delinquent Accounts of the primary customer of the case | Collection. EvntMgrCaseSpecific  | Collection. EvntMgrCaseSpecific  | N       | N    | N    | Y    | Y       |
| 384    | EVT_CASE_STAT_CD               | Case Status  | Collection. EvntMgrCaseSpecific  | Collection. EvntMgrCaseSpecific  | N       | N    | N    | Y    | Y       |
| 385    | SUSP_ACTVTY_FULL_DEBIT_BAL_FLG | Full Debit Balance Flag  | Collection. AccountSuspActivity  | Collection. AccountSuspActivity  | N       | N    | N    | Y    | Y       |
| 386    | SUSP_ACTVTY_BORROWER_SW        | Borrower Level Collections Switch                              | Collection. CustomerSuspActivity | Collection. CustomerSuspActivity | N       | N    | N    | Y    | Y       |
| 387    | BLK_CNT_BICOE_FLG              | BICOE Flag   | Collection. AccountBulkContact   | Collection. AccountBulkContact   | N       | N    | N    | Y    | Y       |
| 388    | BLK_CNT_FULL_DEBIT_BALANCE_FLG | Full Debit Balance Flag  | Collection. AccountBulkContact   | Collection. AccountBulkContact   | N       | N    | N    | Y    | Y       |
| 389    | BICOE                          | BICOE Flag   | Collection. Delinquency          | Collection. Delinquency          | N       | N    | N    | Y    | Y       |
| 390    | BICOE_FLG                      | BICOE Flag   | Collection. CaseType             | Collection. CaseType             | N       | N    | N    | Y    | Y       |
| 391    | FULL_DEBIT_BALANCE_FLG         | Full Debit Balance Flag  | Collection. CaseType             | Collection. CaseType             | N       | N    | N    | Y    | Y       |



Table 1–36 (Cont.) Product-shipped Facts

| Sr. No | Fact Code                      | Fact Name  | Group Code                     | Group Name                     | R2.1 .2 | R2.2 | R2.3 | R2.4 | R2.4 .1 |
|--------|--------------------------------|--|--------------------------------|--------------------------------|---------|------|------|------|---------|
| 39 2   | ALLOC_CUST_PER_ID              | Person Id  | Collection. StrategyAllocation | Collection. StrategyAllocation | N       | N    | N    | Y    | Y       |
| 39 3   | ALLOC_CUST_ABILITY_TO_PAY_FLG  | Ability to Pay Flag                                    | Collection. StrategyAllocation | Collection. StrategyAllocation | N       | N    | N    | Y    | Y       |
| 39 4   | ALLOC_CUST_BANKRUPT_SW         | Bankrupt Flag  | Collection. StrategyAllocation | Collection. StrategyAllocation | N       | N    | N    | Y    | Y       |
| 39 5   | ALLOC_CUST_HARDSHIP_SW         | Hardship Flag  | Collection. StrategyAllocation | Collection. StrategyAllocation | N       | N    | N    | Y    | Y       |
| 39 6   | ALLOC_CUST_WARN_IND_CD         | Customer Warning Indicator Code                        | Collection. StrategyAllocation | Collection. StrategyAllocation | N       | N    | N    | Y    | Y       |
| 39 7   | ALLOC_CUST_ACCT_IN_DISPUTE_SW  | Accounts in Dispute Flag for Main Customers of Account | Collection. StrategyAllocation | Collection. StrategyAllocation | N       | N    | N    | Y    | Y       |
| 39 8   | ALLOC_CUST_CNT_CC_THIS_WEEK    | Customer Contacts This Week for Customer               | Collection. StrategyAllocation | Collection. StrategyAllocation | N       | N    | N    | Y    | Y       |
| 39 9   | ALLOC_CUST_CNT_CONSEQ_PTP_BKN  | Number of Consecutive PTPs Broken for Customer         | Collection. StrategyAllocation | Collection. StrategyAllocation | N       | N    | N    | Y    | Y       |
| 40 0   | ALLOC_CUST_CNT_PTP_BROKEN_CUST | Number of PTPs Broken for Customer                     | Collection. StrategyAllocation | Collection. StrategyAllocation | N       | N    | N    | Y    | Y       |
| 40 1   | ALLOC_CUST_CNT_PTP_KEPT_CUST   | Number of PTPs Kept for Customer                       | Collection. StrategyAllocation | Collection. StrategyAllocation | N       | N    | N    | Y    | Y       |
| 40 2   | ALLOC_CUST_CNT_NUM_OF_DELINQ   | Number Of Delinquency for Customer                     | Collection. StrategyAllocation | Collection. StrategyAllocation | N       | N    | N    | Y    | Y       |
| 40 3   | ALLOC_CUST_A_REPO_CASE_FIN_RES | Asset Repo Case as Financially Responsible Customer    | Collection. StrategyAllocation | Collection. StrategyAllocation | N       | N    | N    | Y    | Y       |
| 40 4   | ALLOC_CUST_A_REPO_CASE_MAIN    | Asset Repo Case as Main Customer                       | Collection. StrategyAllocation | Collection. StrategyAllocation | N       | N    | N    | Y    | Y       |
| 40 5   | ALLOC_CUST_LEGAL_CASE_FIN_RES  | Legal Case as Financially Responsible Customer Flag    | Collection. StrategyAllocation | Collection. StrategyAllocation | N       | N    | N    | Y    | Y       |

**Table 1–36 (Cont.) Product-shipped Facts**

| Sr. No | Fact Code                    | Fact Name                        | Group Code                    | Group Name                    | R2.1 .2 | R2.2 | R2.3 | R2.4 | R2.4 .1 |
|--------|------------------------------|----------------------------------|-------------------------------|-------------------------------|---------|------|------|------|---------|
| 406    | ALLOC_CUST_LEGAL_CASE_MAIN   | Legal Case as Main Customer Flag | Collection.StrategyAllocation | Collection.StrategyAllocation | N       | N    | N    | Y    | Y       |
| 407    | ALLOC_BICOE_FLG              | BICOE Flag                       | Collection.StrategyAllocation | Collection.StrategyAllocation | N       | N    | N    | Y    | Y       |
| 408    | ALLOC_FULL_DEBIT_BALANCE_FLG | Full Debit Balance Flag          | Collection.StrategyAllocation | Collection.StrategyAllocation | N       | N    | N    | Y    | Y       |
| 409    | AccessControl.USER_PROFILE   | User Profile                     | Collection.AccessControl      | Collection.AccessControl      | N       | N    | N    | Y    | Y       |
| 410    | AccessControl.USER_GRP       | User Group                       | Collection.AccessControl      | Collection.AccessControl      | N       | N    | N    | Y    | Y       |
| 411    | AccessControl.SOURCE_HOST    | Source Host                      | Collection.AccessControl      | Collection.AccessControl      | N       | N    | N    | Y    | Y       |
| 412    | AccessControl.CREATE_CONTACT | Create Contact                   | Collection.AccessControl      | Collection.AccessControl      | N       | N    | N    | Y    | Y       |

## 1.35 Admin Views and Tables

This section describes the admin views and table details.

**Table 1–37 Admin Views and Tables**

| Entity        | Views and Tables   |
|---------------|--|
| Product Class | ci_prod_class<br>ci_prod_class_l<br>ci_prod_class_vw<br>ci_prod_class_vw_l |
| Product Group | ci_prod_grp<br>ci_prod_grp_l<br>ci_prod_grp_vw<br>ci_prod_grp_vw_l         |
| Product Code  | ci_product<br>ci_product_l<br>ci_product_vw<br>ci_product_vw_l             |
| Asset Class   | CI_ASST_CLASS<br>CI_ASST_CLASS_L<br>CI_ASST_CLASS_VW<br>CI_ASST_CLASS_VW_L |

**Table 1–37 (Cont.) Admin Views and Tables**

| <b>Entity</b>      | <b>Views and Tables</b>  |
|--------------------|--|
| Account Purpose    | Ci_Acct_Purps<br>Ci_Acct_Purps_l<br>Ci_Acct_Purps_vw<br>Ci_Acct_Purps_vw_l                       |
| Industry Type      | Ci_Industry<br>Ci_Industry_l<br>Ci_Industry_vw<br>Ci_Industry_vw_l                               |
| Profession Type    | CI_PROFESSION<br>CI_PROFESSION_l<br>CI_PROFESSION_vw<br>CI_PROFESSION_vw_l                       |
| Collateral Type    | CI_COLLATERAL_TYPE<br>CI_COLLATERAL_TYPE_l<br>CI_COLLATERAL_TYPE_vw<br>CI_COLLATERAL_TYPE_vw_l   |
| Party Class        | ci_per_class_mst<br>ci_per_class_mst_l<br>ci_per_class_mst_vw<br>ci_per_class_mst_vw_l           |
| Warning Indicators | CI_WARNING_INDICATOR<br>CI_WARNING_INDICATOR_l<br>ci_warn_indicator_vw<br>ci_warn_indicator_vw_l |
| Document Type      | ci_document_type<br>ci_document_type_l<br>ci_document_type_vw<br>ci_document_type_vw_l           |
| Market Entity      | ci_market_entity<br>ci_market_entity_l<br>ci_market_entity_vw<br>ci_market_entity_l_vw           |
| Business Unit      | ci_business_unit<br>ci_business_unit_l<br>ci_business_unit_vw<br>ci_business_unit_l_vw           |

