

Retail Loan Origination User Guide

**Oracle FLEXCUBE Universal Banking**

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Retail Loan Origination User Guide  
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Oracle Financial Services Software Limited

Oracle Park

Off Western Express Highway  
Goregaon (East)  
Mumbai, Maharashtra 400 063  
India

Worldwide Inquiries:

Phone: +91 22 6718 3000

Fax: +91 22 6718 3001

[www.oracle.com/financialservices/](http://www.oracle.com/financialservices/)

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# 1. Preface

## 1.1 Introduction

This manual is designed to explain the Retail Loan Origination module of Oracle FLEXCUBE. It provides an overview of the workflow and information on maintaining the prospect details, and other supported features.

## 1.2 Audience

This manual is intended for the following User/User Roles:

Role	Function
Corporate Customer Service Executive	Collection of applications
Trade Finance Executive	Updation of details of contracts
Trade Finance Manager	Verification and authorization of contracts
Compliance Executive	Performance of compliance details of all parties in a contract
Compliance Manager	Verification of compliance check carried out by Compliance Executive

## 1.3 Documentation Accessibility

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

## 1.4 Abbreviations

The following abbreviations are used in this User Manual:

Abbreviation	Description
BPEL	Business Process Execution Language
SDEs	System Data Elements
WF	Workflow

## 1.5 Organization

This manual is organized into the following chapters:

<b>Chapter 1</b>	<i>About this Manual</i> gives information on the intended audience. It also lists the various chapters covered in this User Manual.
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<b>Chapter 2</b>	<i>Retail Loan Origination</i> explains the process of creating and maintaining the prospective applicant details.
<b>Chapter 3</b>	Maintenances explains the process of handling SDE, Template Definition, and Ratio Maintenance.
<b>Chapter 4</b>	<i>Reports</i> - provides a list of reports that can be generated in this module and also explains their contents.
<b>Chapter 5</b>	<i>Function ID Glossary</i> has alphabetical listing of Function/Screen ID's used in the module with page references for quick navigation.

## 1.6 Related Documents

- Procedures User Manual
- Core Entities User Manual

## 1.7 Glossary of Icons

This User Manual may refer to all or some of the following icons:

<b>Icons</b>	<b>Function</b>
	Exit
	Add row
	Delete row
	Option List

---

## 2. Retail Loan Origination

### 2.1 Introduction

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

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

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

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

- Loan prospect retails
- Credit rating rules
- Credit ratios
- Override details
- Document checklist and advices
- Application category details

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

- Application Entry
- Application Verification
- Internal KYC
- External KYC
- Underwriting
- Loan Approval
- Document Verification
- Manual Retry

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

### 2.2 Maintaining Loan Prospect Details

You can maintain the details of a prospective borrower or a loan applicant, when the borrower initially approaches the bank enquiring about the various loan products that are being offered. The system facilitates capturing of lead details through external channels as well.

The following details are captured as part of this maintenance:

- Prospective customer's personal and location details
- Prospective customer's employment details
- Requested loan details
- Lead life cycle management

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

You can specify the following details in this screen:

### Lead Id

Specify a unique identification for the prospective loan customer.

### Description

Specify a suitable description for the prospective loan customer.

Click on 'View Offers' to view the multiple offers in the sub screen similar to the 'Retail Loan simulation screen'. However, you are not allowed to modify and re-simulate in this screen..

### Request ID

The system displays the request identification of the loan request.

### Channel

The system by default displays 'FLEXCUBE' as the channel. However, you can modify if needed. The adjoining option list displays a list of valid channels. Select the appropriate one.

### Promotion Code

Indicate the promotion code.

**Remarks**

Specify the reason for the loan enquiry.

**Branch code**

The system displays the branch code. However you can modify it.

**Date of Request**

Specify the date when the prospective customer enquired about the loan. You can also select the date from the adjoining 'Calendar' icon.

**New Account Number**

The system updates the new account number automatically, when you create a customer account in BPEL flow by changing the lead status to 'Converted'.

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**Note**

- You can update the Customer Account in the New Account number field by changing the status of the Lead record to 'Converted'.
  - This is applicable only for CASA lead origination. This is not relevant for Loan leads..
- 

**Application Type**

Select the application type from the adjoining drop-down list. The available options are:

- Retail
- Corporate
- CASA
- Ijarah
- Istisna
- Mudarabah
- Murabaha
- Musharaka
- Tawarooq

**Current Status**

The system displays the current status of the lead.

**New Status**

Select the new status from the adjoining option list. It is mandatory to specify the reason if the current status is 'Closed', 'Rejected' or 'Additional Document Required'.

After authorization, the new status becomes the current status of the lead.

**Conversation ID**

Specify the conversation ID, if conversation is originated before the lead record submission. The adjoining option list displays all valid conversation IDs. Select the appropriate one.

The table shows the status available for lead management of loans.

<b>Lead Status</b>	<b>Description</b>	<b>Possible Next Staus</b>
New	All the leads generated from the channel will have the status as 'New'  FCUBS user can see the entire list of leads in the lead summary screen.	Follow Up Closed Rejected
Rejected	When the FCUBS user rejects the lead.  When the status is selected as 'rejected', it will be mandatory for the user to select the reason code in the sub screen which will be populated at the save operation.	Status cannot be changed
Follow Up	The FCUBS contacts the prospect for further processing  The FCUBS user can edit the details provided by the prospect/customer based on their interaction.	Additional Documents Required Closed Rejected Offer Generated
Additional Documents Required	After speaking to the prospect/customer, FCUBS user informs correct or additional documents required.  When the status is selected as 'Closed', it will be mandatory for the user to select the reason code in the sub screen which will be populated at the save operation	Follow Up Closed Rejected Offer Generated
Review	When the prospect/customer uploads corrected or additional documents	Follow Up Closed Rejected Offer Generated
Offer Generated	When the FCUBS user simulates and system generates the offer based on requested details	Closed Converted

Lead Status	Description	Possible Next Staus
Closed	When the FCUBS rejects or closed the lead id  When the status is selected as 'Closed', it will be mandatory for the user to select the reason code in the sub screen which will be populated at the save operation	Status cannot be changed
Converted	When the customer accepts one of the generated offers	Closed
Application Under process	When a converted loan lead is saved in the application entry stage of the origination, the system will automatically change  the status of the lead in ORD-LEADM to "application under process"	You will not be able to change the status manually after this status.

### 2.2.1 **Main Tab**

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

#### **Sequence Number**

The system displays the sequence number.**Type**

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

- Primary
- Co-Applicant

#### **Existing**

Check this box, if the lead applicant is an existing customer.

#### **Local Branch**

Select the local branch of an existing customer from the adjoining option list.

#### **Customer No**

Specify the customer, if the Customer is existing. The adjoining option list displays all valid customer numbers. Select the appropriate one. If the Customer is prospect, then the system generates the new customer ID, by default.

#### **Default**

Click on default button to default the details on existing customer.

#### **Short Name**

The system defaults the Short name when default button is pressed, if the applicant is an existing customer. However, you can specify the short name, if the applicant is prospect.

**Customer Name**

The system defaults the Customer name when default button is pressed, if the applicant is an existing customer. However, you can specify the customer name, if the applicant is prospect.

**National ID**

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

**Responsibility**

Select the responsibility from the adjoining drop down list.

**Liability**

Specify the liability for all parties other than primary applicant.

**City**

Specify the city of the customer. If the lead is received from the channel (FCDB), then the city value is passed by the FCDB to FCUBS and is defaulted here.

**Country**

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

**Nationality**

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

**Language**

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

**Customer Category**

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

**Financial Currency**

Select the financial currency from the adjoining option list.

**Mobile Number**

Specify the mobile phone number of the prospective customer.

**Landline Number**

Specify the land phone number of the prospective customer.

**E-mail**

Specify the e-mail Id of the prospective customer.

**Fax**

Specify the fax number of the prospective customer.

**Preferred Date of Contact**

Specify the preferred date of contact.

**Preferred Time of Contact**

Specify the preferred time of contact.

**First Name**

Specify the first name of the customer.

**Middle Name**

Specify the middle name of the customer.

**Last Name**

Specify the last name of the customer.

**Salutation**

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

- Mr
- Mrs
- Miss
- Dr

**Gender**

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

**Date of Birth**

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

**Mother's Maiden Name**

Specify the customer's mother's maiden name.

**Marital Status**

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

- Married
- Divorced
- Remarried
- Separated
- Spouse Expired

**Dependents**

Specify the number of dependants for the customer.

**SSN**

Specify applicant's SSN.

**Passport Number**

Specify the passport number of the prospective customer.

**Passport Issue Date**

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

**Passport Expiry Date**

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

**Existing Relationship Details**

You can maintain the following relationship details:

**Relationship Type**

Specify the relationship type of the customer.

**Credit Card Number**

Specify the credit card number of the customer

**Customer ID/Account Number**

Specify the customer identification or account number of the customer.

---

**Note**

The system defaults the above details for both the prospect and the existing customer, if the application is submitted from external system.

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## 2.2.2 Details Tab

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

The screenshot displays the 'Prospect Details' form in Oracle CRM, specifically the 'Details' tab. The form is organized into several sections:

- Prospect Details:** Includes fields for Lead Id, Description, Request ID, Channel (FLEXCUBE), Promotion Code, Remarks, Branch (000), Date of Request (2011-01-04), New Account Number, Application Type (Retail), Current Status (NEW), New Status, and Conversation ID.
- Applicant Details:** Includes Type (Primary) and Customer Name (TOM).
- Address Details:** Features a '1 Of 1' indicator, an 'Address Type' dropdown menu (set to 'Permanent'), a 'Current' checkbox, and four address lines (Address 1-4). It also includes fields for Pin Code, Contact Number, and Country.
- Employment Details:** Includes a '1 Of 1' indicator, Employer, Employment Type (Full Time permanent), Occupation, Designation, Employee Id, Address 1-4, Pin Code, Phone Number, Extension, Contact Phone, Contact Name, Contact Extension, Department, and Comments.
- Business Details:** Includes Type of Business, Name of Business, Type of Ownership, and Others.

At the bottom of the form, there is a navigation bar with fields for Maker, Checker, Date Time, and Mod No, and a 'Cancel' button.

### Address Details

#### **Address Type**

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

- Permanent
- Home
- Correspondence Address

#### **Mailing**

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

#### **Address Line 1 – 4**

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

#### **Pincode**

Specify the zip code associated with the address specified.

#### **Contact Number**

Specify the contact telephone number of the customer.

#### **Country**

Specify the country associated with the address specified.

## **Employment Details**

### **Employer**

Specify the name of the employer of the prospective customer.

### **Employment Type**

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

- Part Time
- Full Time
- Contract Based

### **Occupation**

Specify the occupation of the prospective customer.

### **Designation**

Specify the designation of the prospective customer.

### **Employee Id**

Specify the employee Id of the prospective customer.

### **Address Line 1 – 4**

Specify the employment address of the customer in four lines starting from Address Line 1 to Address Line 4.

### **Country**

Specify the country associated with the employment address specified.

### **Pincode**

Specify the zip code associated with the office address specified.

### **Phone Number**

Specify the official phone number of the prospective customer.

### **Extension**

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

### **Contact Phone**

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

### **Contact Name**

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

### **Contact Extension**

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

### **Department**

Specify the department to which the customer belongs.

### **Comments**

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

## 2.2.3 Financial Tab

You can capture the details related to the finance in the 'Financial' tab.

The screenshot shows the 'Prospect Details' application window. The 'Financial' tab is selected, displaying the 'Income Details' section. The 'Income Details' section contains a table with the following columns: 'Income Type', 'Frequency', 'Currency', and 'Amount'. The first row of the table is populated with 'Business' for Income Type, 'Monthly' for Frequency, and an empty field for Currency and Amount. The 'Add Row' button is visible to the right of the table. The 'Applicant Details' section shows 'Type' as 'Primary' and 'Customer Name' as 'TOM'. The 'Prospect Details' section includes fields for 'Lead Id', 'Description', 'Request ID', 'Channel' (set to 'FLEXCUBE'), 'Promotion Code', 'Remarks', 'Branch' (set to '000'), 'Date of Request' (set to '2011-01-04'), 'New Account Number', 'Application Type' (set to 'Retail'), 'Current Status' (set to 'NEW'), 'New Status', and 'Conversation ID'. The bottom of the window shows a status bar with fields for 'Maker', 'Checker', 'Date Time', 'Mod No', 'Record Status', and 'Authorization Status', along with a 'Cancel' button.

### Income Details

#### **Income Type**

Select the income type from the adjoining option list.

#### **Frequency**

Select the frequency of the income of the applicant.

#### **Currency**

Select the currency of the income from the adjoining option list.

#### **Amount**

Specify the income amount.

## 2.2.4 Requested Tab

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

The screenshot displays the 'Prospect Details' application window. At the top, there are 'New' and 'Enter Query' buttons. Below this, there are input fields for 'Lead Id \*', 'Description', 'Reason', and 'Date of Enquiry'. A tabbed interface is shown with three tabs: 'Customer', 'Details', and 'Requested', with 'Requested' being the active tab. Under the 'Requested' tab, there are several input fields: 'Financing Requested' (a dropdown menu), 'Currency', 'Requested Amount \*', 'EMI Amount', 'Tenor(In Months)', 'Rate', 'Hamish Jiddayah %', and 'Hamish Jiddayah Amount'. At the bottom of the window, there are fields for 'Maker', 'Checker', 'Date Time:', 'Mod No', 'Record Status', and 'Authorization Status', along with an 'Exit' button.

You can capture the following details here:

### **Requested Loan Details**

#### **Requested Currency**

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

#### **Requested Amount**

Specify the loan amount requested by the prospective customer.

#### **Tenor (in months)**

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

#### **Rate**

Specify the preferred interest rate of the prospective customer.

#### **Loan Type**

Select the loan type from the adjoining drop-down list.

#### **Loan Purpose**

Specify the Purpose of the loan.

### **Vehicle Details**

#### **Vehicle Type**

Select the type of vehicle for which the loan is requested from the adjoining drop-down list.

#### **Purchase Type**

Select the purchase type from the adjoining drop-down list.

## Requested CASA Details

---

### **Note**

This section is applicable only for CASA Lead origination.

---

### **Type of Account**

The system displays the type of account.

### **Purpose of Account**

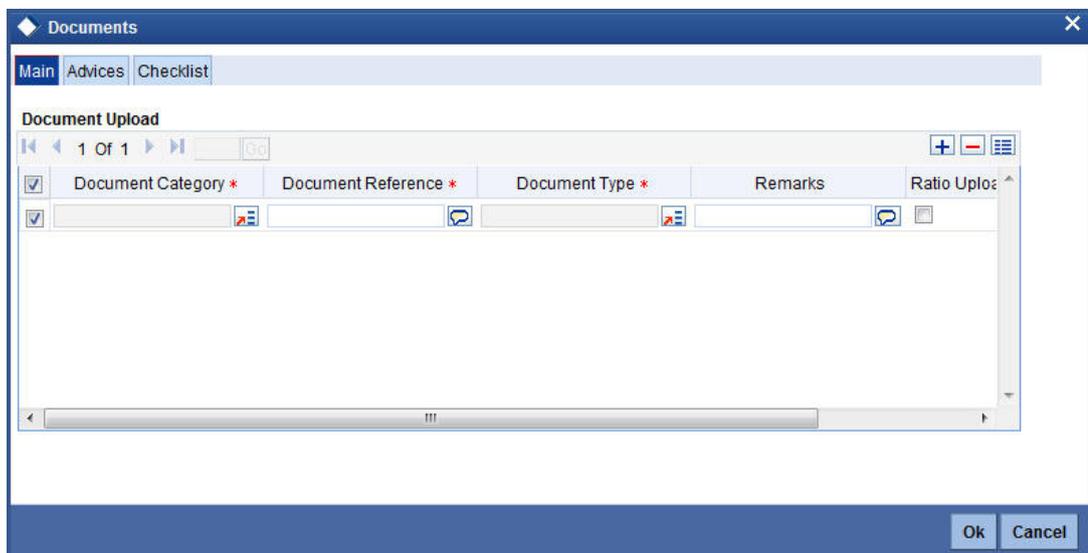
The system displays the purpose of the account.

### **Overdraft Limit Required**

Check this box if overdraft limit is required.

## **2.2.5 Document Details**

Click on 'Documents' link to invoke the Documents screen. You can upload the required documents from the external system.



The screenshot shows a web application window titled 'Documents'. It has a navigation bar with 'Main', 'Advices', and 'Checklist' tabs. Below the navigation bar is a 'Document Upload' section. This section contains a table with the following columns: 'Document Category \*', 'Document Reference \*', 'Document Type \*', 'Remarks', and 'Ratio Upload'. The first row of the table has a checked checkbox in the first column. Below the table is a horizontal scrollbar. At the bottom right of the window are 'Ok' and 'Cancel' buttons.

### **Document Category**

Select the document category from the adjoining option list.

### **Document Reference**

Specify the document reference.

### **Document Type**

Select the type of document from the adjoining option list.

### **Remarks**

Specify remarks, if any.

### **Ratio Upload**

Check this box to enable ratio upload.

### **Upload**

Click on 'Upload' button to upload the document.

## **View**

Click on 'View' button to view the uploaded document.

The document upload from the external system is allowed only when:

- the customer submits the loan request from the external system
- the status in the Prospect Details screen is 'Additional Documents Required'.

---

## **Note**

The documents uploaded by the customer through the external system is stored in the Document Management System with a document reference number.

---

## **2.2.6 Process Flow in Uploading Document from an External System**

You can upload the required documents for the loan request from an external system.

### **Scenario 1: Uploading document during loan request submission**

- The customer can upload any kind of document along with the document type in this stage.
- The external system sends the document to the Document Management System and generates a DMS reference number.

### **Scenario 2: Uploading document during 'Additional Documents Required' status and replacing document against the same document category**

- The external system enables the document upload link and displays the document checklist to the customer.
- The customer can then upload a document against the document category in the checklist.
- The external system then sends the document to the DMS and generates a DMS reference number in Oracle FLEXCUBE.
- The external system sends the status as 'Review' to Oracle FLEXCUBE to intimate about the document upload.

## **2.2.7 Generating Offers**

The offer is generated based on two conditions:

- Promotion code attached to the lead
- Pricing code attached to the lead.

### **Offer letter when promotion code is not attached to the lead:**

The offer letters are generated according to the offers mapped to the product code at application category maintenance screen (ORDCATMT). It is possible to map only five offers against each of the products mapped to the application category.

If a pricing Id is attached to the application category, the offer defined in the pricing details screen (ORDPRCMT) will be used for generating offer letters. Hence pricing will take precedence in offer generation.

For example:

When promotion code is not specified, an application category without any pricing group attached is selected.

Application Category: Retail\_P

Pricing group attached: No

Products Mapped: Product A, B with five offers each.

In the simulation screen launched from the prospect details screen (ORDLEADM), when the application category Retail\_P and the product code as A is selected, then the offers matching the requested loan details are displayed.

When promotion code is not specified, an application category with attached pricing group is selected.

In ORDCATMT screen (application category maintenance detail screen)

Application Category: Retail\_P

Pricing group attached: PRC1

Products Mapped: Product A, B with five offers each.

In ORDPRCMT screen (Pricing detail screen)

Pricing group: PRC1

Price Id 1

Price Id 2

Price Id 3 (Default pricing)

System will check the calculated score based on the requested loan details as entered in the lead screen and displays the offer maintained for Default pricing id (price id 3).

### **Offer generation when promotion code is attached to the lead:**

If a valid promotion ID is attached to a lead ID, the offer is mapped against the promotion code in promotion details screen (CLDPROMT) for offer generation.

On clicking 'View Offers', the simulation screen is invoked and the option list against the application category displays only those application categories with which the product associated with the specific promotion code has been linked. Hence, the system validates and restricts the application category based on the promotion code. In case of invalid promotion code input received from the channel or specified by you, the system launches the option list screen for 'Promotion Id' and you have to select a correct promotion code and proceed for simulation. The promotion code field in the main lead screen will also get updated with the selected correct promotion code.

Whenever a promotion code is specified, the offer associated with promotion code will take precedence.

## 2.2.8 Acceptance of the Offer by the Customer

If the customer accepts one of the offers from the external system then the Oracle FLEXCUBE changes the lead status to 'Converted' and the offer reference number is locked for that particular lead ID and request ID.

If the offer is accepted within the Oracle FLEXCUBE then the lead status is automatically changed to 'Converted'. The system intimates the offer reference number, request ID and the status change to the external system.

**Notifying the External System** Oracle FLEXCUBE communicates each status or stage movements to the external system.\

<b>Oracle FLEXCUBE Status</b>	<b>Notification to External System</b>	<b>Additional Communication to External System</b>
New	Status as New	Request ID, Lead ID
Follow Up	Status as Follow Up	Request ID, Lead ID
Additional Documents Required	Status as Additional Documents required	Reason selected at FCUBS for this status, Request ID, Lead ID
Review	Status as Review	Request ID, Lead ID
Offer Generated	Status as Offer generated	DMS reference number (unique offer Reference numbers), Request ID, Lead ID
Converted	Status as Converted	Status, Lead ID, Request ID
Closed	Status as Closed	Reason selected against this status, Request ID, Lead ID
Rejected	Status as Rejected	Reason selected against this status, Request ID, Lead ID

## 2.2.9 Conversation Details

Click on 'Conversation' in the Prospect Detail screen to invoke the 'Conversation Input' screen.

The screenshot shows the 'Conversation Input' window with the following data:

Section	Field	Value					
Customer Details	Customer ID	000003171					
	Customer Name						
Conversation Details	Conversation ID	000001075					
	Conversation Date	2011-01-04					
	Conversation Time	17:11					
	Last Changed On	2011-01-04 17:11:00					
	Priority	Low					
	Conversation Status	Open					
	Target Closure Date						
Conversation Details	Conversation Category	Call Report					
	Venue	Branch					
	Conversation Mode	N/A					
Department Details	Department						
	User/Role	Role					
	Other Department						
	Assigned To						
	Senior Management Involved	N/A					
Department Details	Other Offices Involved						
	Channel Details	Direct Access Channel: No					
Message Details	Original Request						
	Subject						
	Detail						
	Documents Presented						
	Reply to Customer	No					
	Closure Remarks						
	Customer Conversation						
Documents	Maker	Checker	Date Time:	Date Time:	Mod No	Record Status	Authorization Status

The system displays the following details if the conversation ID is selected in the prospect Detail screen.

### Customer Details

#### **Customer ID**

The system displays the customer ID.

#### **Customer Name**

The system displays the name of the customer.

### Conversation Details

#### **Conversation ID**

The system displays the conversation ID.

#### **Conversation Date**

The system displays the conversation date.

#### **Conversation Time**

The system displays the conversation time.

**Last Changed On**

The system displays the date and time when the conversation was last changed.

**Priority**

The system displays the conversation priority.

**Conversation Status**

The system displays the conversation status.

**Conversation Category**

The conversation category is defaulted here.

**Venue**

The system defaults the venue.

**Conversation Mode**

The system displays the conversation mode.

**Department Details**

The system displays the following department details:

- Department
- User/Role
- Other Department
- Assigned To
- Senior Management Involved
- Other Offices Involved

**Channel Details**

The system displays the following channel details:

- Direct Access Channel
- External System User ID
- Channel User ID

**Message Details**

The system displays the following message details

- Original Request
- Subject
- Detail
- Documents Presented
- Reply to Customer
- Closure Remarks

**2.2.10 Interaction Integration of the External System**

The customer initiates an interaction from the external system before lead generation. The external system passes the conversation ID while submitting the lead request.

If there is an existing interaction ID then it is intimated to Oracle FLEXCUBE at the time of lead creation along with the service request number. The conversation ID passed by the external system is displayed in the Prospect Detail screen.

If you initiate an interaction through Oracle FLEXCUBE then you can capture the details in the 'Conversation Input' screen. The details in the conversation input screen are displayed if the conversation ID is maintained in the Prospect Detail screen.

## 2.3 Viewing Loan Prospect Summary

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

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

The screenshot displays the 'LBL\_LOAN\_PROSPECTS' application window. At the top, there is an 'Advanced Search' section with a 'Reset' button. Below this, there are several search criteria fields: 'Authorization Status', 'Request ID', 'Application Type', 'Loan Type', 'Branch', 'Record Status', 'Lead Id', 'Customer Id', and 'Channel'. Each field has a dropdown menu or a text input box with a search icon. Below the search fields, there is a 'Records per page' dropdown set to '15' and a '1 Of 1' indicator. The main area contains a table with columns: 'Authorization Status', 'Record Status', 'Request ID', 'LBL\_DT\_OF\_REQ', 'Lead Id', 'Application Type', 'Customer Id', and 'L'. The table is currently empty. At the bottom right, there is an 'Exit' button.

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

- Authorization Status
- Record Status
- Request ID
- Lead Id
- Application Type
- Customer ID
- Loan Type
- Channel
- Branch

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

## 2.4 Maintaining Status Reason

You can maintain the status, reason codes and reason description against a specific status through the 'Status Reason Maintenance' screen. To invoke this screen type 'ORDSTRMT' in the field at the top right corner of the Application tool bar and click the adjoining arrow button.

The screenshot shows the 'Status Reason Maintenance' application window. At the top, there is a 'Save' button and a 'Branch \*' dropdown menu with 'Retail' selected. Below that is the 'Application Type' dropdown menu, also with 'Retail' selected. The 'Process Stages' section contains a 'Process Code \*' field and a 'Description' field. The 'Status Definition' section features a table with columns for 'Status \*' and 'Enable'. The 'Reason Codes' section features a table with columns for 'Reason Code \*', 'Description', and 'Enable'. The bottom of the window displays user information: 'Maker', 'Checker', 'Date Time:', 'Mod No', 'Record Status', 'Authorization Status', and a 'Cancel' button.

You can capture the following in this screen:

### **Branch**

Select the branch from the adjoining option list.

### **Application Type**

Select the application type from the adjoining drop-down list. The available options are:

- Retail
- Corporate
- CASA

### **Process Stages**

#### **Process Code**

Select the process code against which the particular status is used, from the adjoining option list.

#### **Description**

Give a brief description on the process code.

### **Status Definition**

#### **Status**

Select the status from the adjoining option list.

**Enable**

Check this box to enable the status defined here in the 'Prospect Detail' screen.

**Reason Codes****Reason Code**

Select the reason code from the adjoining option list. All the reason codes maintained in the 'Error Messages Maintenance' (CSDERRMS) screen will be available for selection in the option list.

**Description**

Give a brief description on the reason.

**Enable**

Check this box to enable reason for the status in the 'Prospect Details' screen.

An ALL-ALL record is factory shipped. You can copy this record and maintain the status and corresponding reasons for the particular branch. Only those error codes with the function id as COMMON is displayed in the 'Reason Code Maintenance' screen.

---

**Note**

It is mandatory to select a reason when you select the status as Closed, Rejected or Additional Document Required, If the reason is not specified, then the system displays an error message as "Reason for the chosen status mandatory".

---

**2.4.1 Creating Customer Number**

You can create customer number for the leads in the following scenarios:

**2.4.1.1 CIF Functionality in the Lead Screen**

If the customer is new, then a new CIF Id will be allocated to the lead. This CIF Id is displayed in the 'Customer Number' of the 'Applicant Details' section. The CIF Id is later released when the status of the lead is 'Rejected' or 'Closed'.

For the existing customer, you can unlock and amend the CIF Id with the correct CIF Id in the 'Customer Number' of Applicant Details section. For the existing customer without the external system log in, but with existing relationship details provided from the external system but not validated by the external system:

- The existing check box will be auto checked by the system and walk in customer Id will be defaulted by the system in 'Customer Number' of Applicant Details section in lead screen when the request is received from the channels.

However, when the lead record is modified and saved by the branch user, the system will display an error message as "Invalid CIF. Cannot amend a lead as existing customer and walk- in Customer ID". You can then amend and input a correct customer number.

For the existing customer with the external system log-in, the customer number will be validated and sent from the external system.

**2.4.1.2 CIF release condition to be added for Loan**

All the blocked CIF IDs are released by the system for loan leads with status as either 'Rejected' or 'Closed'.

For leads with the status as 'Converted' which are not specified in the origination workflow, the bank can decide to change the status to 'Closed', so that the blocked CIF number can be released.

## 2.5 Simulating Retail Loans

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

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

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

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

The screenshot displays the 'Retail Loan Origination' application interface. It features a top navigation bar with 'New' and 'Enter Query' options. The main area is organized into several sections:

- Enquiry Details:** Includes fields for Enquiry ID, Enquiry Date, Request ID, Request Date, Branch, Application Category, Product Code, Description, Status (Active), User Reference, and Lead Id (Default).
- Customer Details:** Includes fields for Customer No, First Name, Last Name, Contact Number, and Email.
- Requested Loan Details:** Includes fields for Requested Currency, Requested Amount, Interest Rate, Tenor (12 months), and Loan Purpose.
- Multiple Offers:** A table with columns: Offer Id, No of Installments, Frequency, Unit, Rate, Rate Code, View, Format, and Accepted. The first row shows 'LBL\_OFFERREFNO' with 12 installments and a monthly frequency.
- Loan Details:** Includes fields for Loan Branch, Loan Account Number, Financing Currency, Financing Amount, Value Date, Maturity Date, Installation Start Date, Status Change Mode (Auto), No of Installments (12), Frequency, Unit (Monthly), and Liquidation Mode (Auto).
- Effective Date:** A table with columns for Effective Date.
- User Defined Element Values:** A table with columns for User Defined Element Id, User Defined Element Value, Rate Code, Code usage, and Res.

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

If details are available as part of the maintenance for the prospect in the 'Prospect Details' screen, then after you specify the Application category, Product Code and Customer Number

in this screen, if you click the 'Default' button, the system will populate all loan and schedule details available for the prospect.

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

**Enquiry ID**

On clicking the 'Default' button, the system generates and displays a unique enquiry ID.

**Branch Code**

The system displays the enquiry branch code. This cannot be modified.

**Enquiry Date**

The system displays the date of enquiry. Enquiry date cannot be modified.

**Request ID**

The system displays the request ID.

**Request Date**

The system displays the date when the request for loan was received.

**Application Category**

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

**Product Code**

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

**Description**

The system displays the description of the selected product code.

**Status**

The system displays the status of the loan simulation.

**User Reference**

On clicking 'Default' button, the system generates and displays a unique user reference number. You can use this number to track the simulation later.

**Lead ID**

Specify the lead ID.

Click on 'Default' button to populate the details associated with application category and lead ID.

---

**Note**

If the simulation screen is invoked from the lead screen (ORDLEADM), the lead id will be propagated from the lead screen. You will have to click on the 'default' button to capture the requested details associated with the lead id.

In the standalone simulation screen, you have to input the lead Id and then click on the default button if you want to capture the details related to a particular lead Id. **Customer Details**

Specify the following customer details:

**Customer No**

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

**First Name**

Specify the first name of the customer.

**Last Name**

Specify the last name of the customer.

**Contact Number**

Specify the number at which the customer can be contacted.

**E-mail ID**

Specify the e-mail ID of the prospective customer.

**Requested Loan Details**

You can enter the following details requested by the prospect:

The request loan details are propagated from the lead screen if the simulation screen is invoked from the lead screen (ORDLEADM).

**Requested Currency**

Specify the loan currency preference of the customer. You can select the appropriate currency code from the option list.

**Requested Amount**

Specify the loan amount requested by the prospective customer.

**Interest Rate**

Specify the preferred interest rate of the prospective customer.

**Tenor (In Months)**

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

**Promotion ID**

Select the promotion ID from the adjoining option list.

**Loan Purpose**

Specify the customer's purpose for obtaining the loan.

Click on 'Generate Offers' to generate multiple offers and auto calculate schedules for each offer.

You can view the schedules by:

- Clicking on 'view' against each offer in the selected format; or
- Check each offer and go to component tab to view the details.

You cannot modify details and re simulate the offers, if the simulation is done from the lead screen (ORDLEADM). However, in the standalone simulation screen, you can modify and simulate again.

To simulate the modified details in standalone simulation screen:

- Check one of the offers of the multiple offers generated.
- The details against the particular checked offer will be displayed in the loan details tab.

- You can modify the details in the loan details tab and then click on 'Apply' button.
- You can explode the schedules in the component tab to view modified prequalification offer letter.

However, the modifications done against a particular lead Id in the standalone simulation screen will not be displayed or saved in the lead screen for that lead Id.

---

**Note**

- The system generates the offer based on the promotion code and pricing code specified in the Prospect Details screen. If a promotion ID is attached to the lead ID, then on clicking 'View Offers' the system displays only those application categories with which the product associated with specific promotion code is linked.
  - If promotion code is not specified, then you can select any product code mapped to selected application category.
  - If pricing ID is attached to the application category then the offer specified in the 'Pricing Details' screen is used for generating the offer letters.
  - You will not be able to change details (as in standalone simulation screen) or manually select pricing id (as in underwriting screen) while simulating in the screen launched from the lead screen.
-

## 2.5.1 Loan Tab

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

The screenshot displays the 'Retail Loan Origination' application window. It features several sections for data entry:

- Enquiry Details:** Fields for Enquiry ID, Enquiry Date, Request ID, Request Date, Branch, Application Category, Product Code, Description, Status (Active), User Reference, and Lead Id.
- Customer Details:** Fields for Customer No, First Name, Last Name, Contact Number, and Email.
- Requested Loan Details:** Fields for Requested Currency, Requested Amount, Interest Rate, Tenor (In Months) (set to 12), and Loan Purpose. A 'LBL GENERATE OFFER' button is present.
- Loan Component:** A 'Multiple Offers' table with columns: Offer Id, No of Installments (12), Frequency (1), Unit (Monthly), Rate, Rate Code, View, Format (PDF), and Accepted. A 'View' button is available for the first offer.
- Loan Details:** Fields for Loan Branch, Loan Account Number, Financing Currency, Financing Amount, Value Date, Maturity Date, Installment Start Date, Status Change Mode (Auto), No of Installments (12), Frequency, Unit (Monthly), and Liquidation Mode (Auto). An 'Apply' button is present.
- Effective Date:** A table with columns: Effective Date.
- User Defined Element Values:** A table with columns: User Defined Element Id, User Defined Element Value, Rate Code, Code usage, and Res.
- Footer:** Fields for Maker, Checker, Date Time, Mod No, Record Status, Authorization Status, and an 'Exit' button.

Enter the following details here:

### Offer Reference Number

The system displays a unique reference number for each offer.

### Offer ID

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

### No of Instalments

Specify the number of instalments associated with the loan.

### Frequency

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

### Units

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

- Daily
- Weekly

- Monthly
- Quarterly
- Half Yearly
- Yearly

**Rate**

Specify the interest rate to be associated with the loan.

**Rate Code**

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

**Check**

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

Click on 'View' to view the generated offer letter on loans. You can also check on each offer and go to components tab to view the offer details.

**Format**

Select the format in which the offer letter should be generated

**Accepted**

Check this box to show that an offer is locked to be used in origination.

---

**Note**

You cannot modify the details or re-simulate the offers if the Retail Loan Origination screen is invoked from the Prospect Details screen.

---

**Loan Details**

After applying the requested offer or on applying the loan without selecting the offer, you need to specify the following financing details.

**Loan Branch**

The system displays the branch code of the branch at which the loan enquiry was made.

**Loan Account Number**

The system displays the loan account number.

**Financing Currency**

The system displays the requested loan currency.

**Financing Amount**

The system displays the requested loan amount.

**Value Date**

Specify the date on which the loan was initiated.

**Maturity Date**

Specify the maturity date of the loan.

**Instalment Start Date**

Specify the date on which the first instalment falls due.

**Status Change Mode**

Specify the status change mode of the loan. The status change mode can be one of the following:

- Auto
- Manual

**No of Installments**

Specify the total number of instalments.

**Frequency**

Specify the frequency of the loan.

**Unit**

Specify the unit of the frequency. The unit can be one of the following:

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

**Effective Date**

Specify the following details:

**Effective Date**

Specify the effective date of the loan.

**User Defined Element Values**

Specify the following details:

**User Defined Element ID**

Specify the user defined element ID.

**User Defined Element Value**

Specify the value of the user defined element ID.

**Rate Code**

Specify the rate code to be used for the user defined element.

**Code Usage**

Select the code usage from the drop-down list.

**Resolved****2.5.2 Component Tab**

After the loan details have been displayed by the system or modified as per your requirements, click 'Apply'. The system will process these details. Click 'Component' and the

system will display the details of the payment and amortization schedules based on the loan details.

You can specify the following schedule related details:

### Compound Days

Specify the number of compound days.

### Compound Months

Specify the number of compound months.

### Compound Years

Specify the number of compound years.

### Years

Select the actual number of days for the year from the adjoining drop-down list. You can select one of the following options:

- 360
- 365
- Actual

### Days in Month

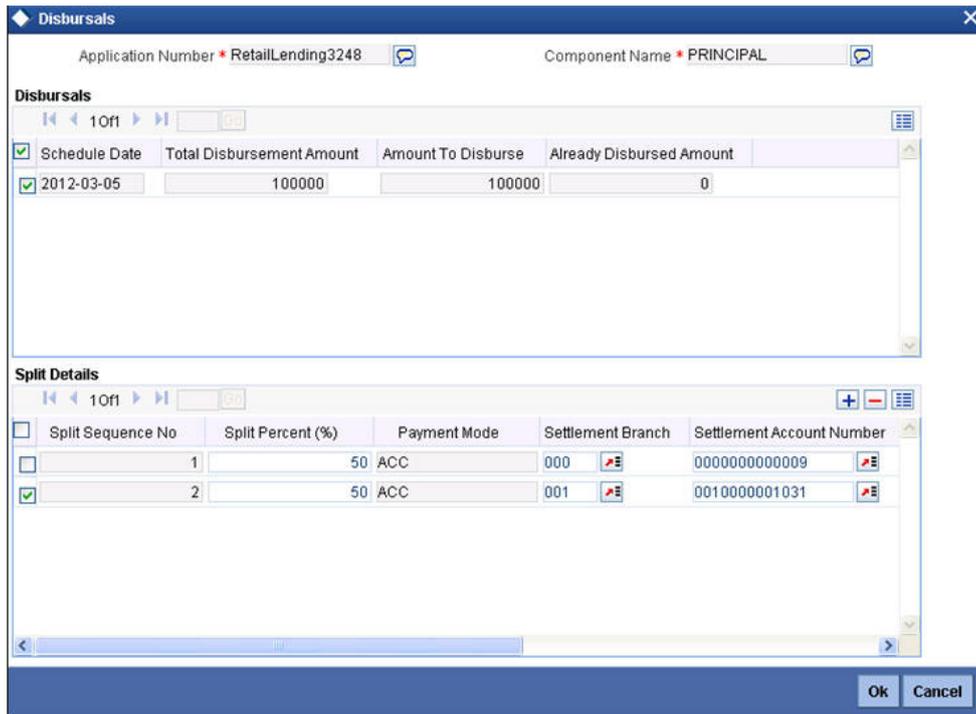
Select the number of days that would constitute a month for calculation from the adjoining drop-down list. You can select one of the following options:

- 30 (euro)
- 30 (US)
- Actual

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

### 2.5.3 Viewing Disbursal Details

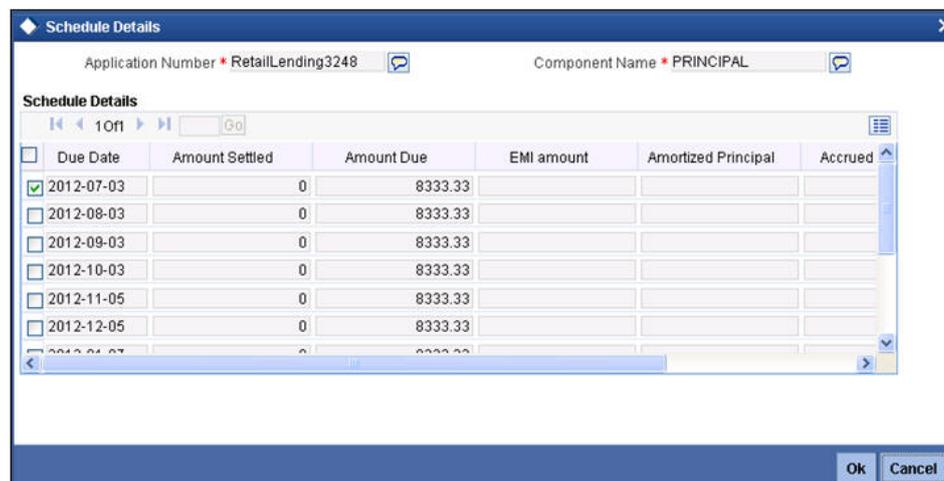
You can view the disburse details on 'Disbursals' screen. To invoke this screen, click 'Disburse Details' button in the 'Components' tab of the 'Retail Loan Simulation Details' screen



This screen displays the disbursal details.

### 2.5.4 Viewing Schedule Details

You can view the schedule details on 'Schedule Details' screen. To invoke this screen, click 'Schedule Details' button in the 'Components' tab of the 'Retail Loan Simulation Details' screen



This screen displays the schedule details.

## 2.6 Viewing Simulated Loan Details

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

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

Authorization Status	Record Status	Enquiry ID	Application Category	Product Code	Customer No	First Name	Last Name
<input checked="" type="checkbox"/>	Unauthorized	Open	FCGGHFG	RETAIL1	CLP1	00000103	

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

- Authorization Status
- Record Status
- Enquiry ID
- Application Category
- Product Code
- Customer Number
- First Name
- Last Name
- Status
- User Reference

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

## 2.7 Maintaining Credit Rating Rules

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

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

The screenshot shows the 'Rule Maintenance' application window. At the top, there is a 'New' button and an 'Enter Query' field. Below these are input fields for 'Rule Id \*', 'Account Description', and a 'Type' dropdown menu set to 'Retail'. There is a checked checkbox for 'New Route'. A 'Main' tab is selected, showing a 'Risk Factor' sub-tab. The 'Question Details' section has a table with columns 'Question Id \*', 'Category', and 'Question'. The 'Answer Details' section has a table with columns 'Sequence Number \*', 'Possible Answer', and 'Score'. At the bottom, there are fields for 'Rating | Auto Decision', 'Maker', 'Checker', 'Mod No', 'Date Time:', 'Record Status', and 'Authorization Status'. An 'Exit' button is located in the bottom right corner.

You can specify the following details in this screen:

### **Rule Id**

Specify a unique identification for the credit rating rule.

### **Account Description**

Specify a suitable description for the credit rating rule.

### **Type**

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

- Retail
- Corporate

### 2.7.1 Main Tab

You can maintain the following details in this tab:

## Question Details

### **Question Id**

The question Id is automatically generated by the system.

### **Category**

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

### **Question**

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

## Answer Details

### **Sequence Number**

The sequence number is automatically generated by the system.

### **Possible Answer**

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

### **Score**

Specify the score associated with an answer.

## **2.7.2 Risk Factor Tab**

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

The screenshot displays the 'Rule Maintenance' application window. At the top, there are buttons for 'New' and 'Enter Query'. Below these are input fields for 'Rule Id \*' and 'Account Description', and a 'Type' dropdown menu set to 'Retail'. A 'New Route' checkbox is checked. The 'Risk Factor' tab is active, showing a table with columns for 'Risk Id \*', 'Account Description', and 'Formula'. The table is currently empty. At the bottom of the window, there are fields for 'Maker', 'Checker', 'Mod No', 'Date Time:', 'Record Status', and 'Authorization Status', along with an 'Exit' button.

You can specify the following details here:

### **Risk Id**

Specify a unique identifier for the credit risk being maintained.

### **Description**

Specify a suitable description for the credit risk.

## 2.7.2.1 Specifying Formula Details

You can specify the formula to calculate the credit score by clicking the 'Formula' button corresponding to a credit risk entry in Risk Factor tab.

The 'Formula' screen is displayed where you can specify the condition for calculating the credit score associated with a risk condition.

Sequence Number *	Condition	Result

Elements

Index

Functions

Braces

Operators

Logical Operators

Ok Exit

You can specify the following details here:

### **Sequence Number**

The sequence number is automatically generated by the system.

### **Condition**

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

### **Result**

Specify the result to be associated with the condition specified.

### **Elements**

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

### **Functions**

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

### **Braces**

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

### **Operators**

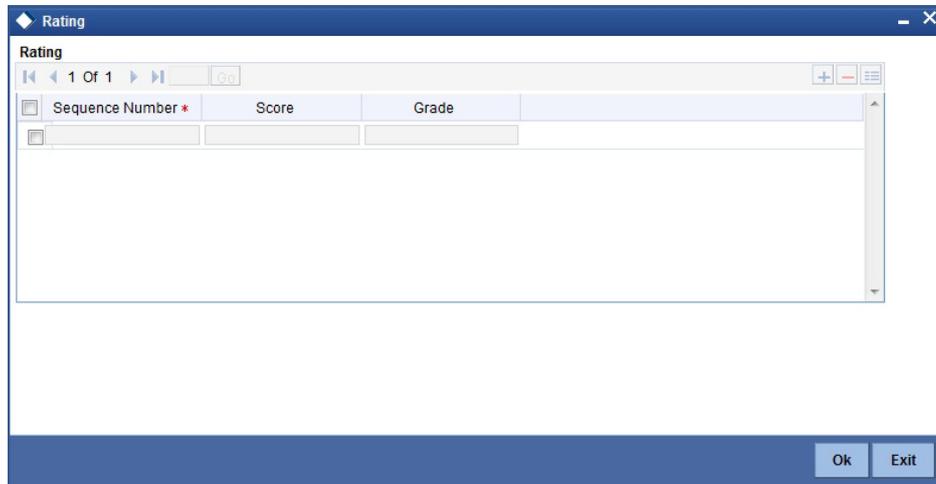
Select the mathematical operator to be used to define the credit score calculation formula. You can select '+', '-', '\*', or '/'.

### **Logical Operators**

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

### 2.7.3 Specifying Credit Grades

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



The screenshot shows a window titled 'Rating' with a table. The table has three columns: 'Sequence Number \*', 'Score', and 'Grade'. There is one empty row below the header. The window includes navigation controls at the top (back, forward, search) and 'Ok' and 'Exit' buttons at the bottom right.

You can specify the following details here:

#### **Sequence Number**

The sequence number is automatically generated by the system.

#### **Score**

Specify the score associated with a credit risk.

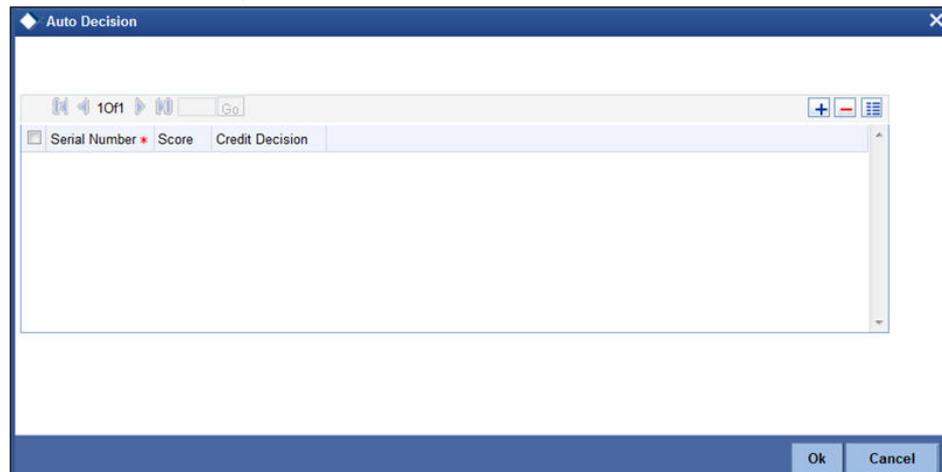
#### **Grade**

Specify the credit grade based on the score obtained.

### 2.7.4 Specifying Auto Decision Details

While creating a loan, you need to decide whether the applicant is eligible to receive a loan from the bank. Auto Decision feature in Oracle FLEXCUBE decides whether to approve or reject an application. It also gives the stipulations or reasons for the decision.

To use this feature, you need to maintain the Auto Decision details in 'Auto Decision' screen



The screenshot shows a window titled 'Auto Decision' with a table. The table has three columns: 'Serial Number \*', 'Score', and 'Credit Decision'. There is one empty row below the header. The window includes navigation controls at the top (back, forward, search) and 'Ok' and 'Cancel' buttons at the bottom right.

Specify the following details:

### Serial Number

The system displays the serial number.

### Score

Specify the maximum credit score of the loan applicant for the system to make the corresponding auto decision.

### Auto Decision

Specify the auto decision to be made for each credit score. You can maintain the maximum credit scores for each of the following decisions:

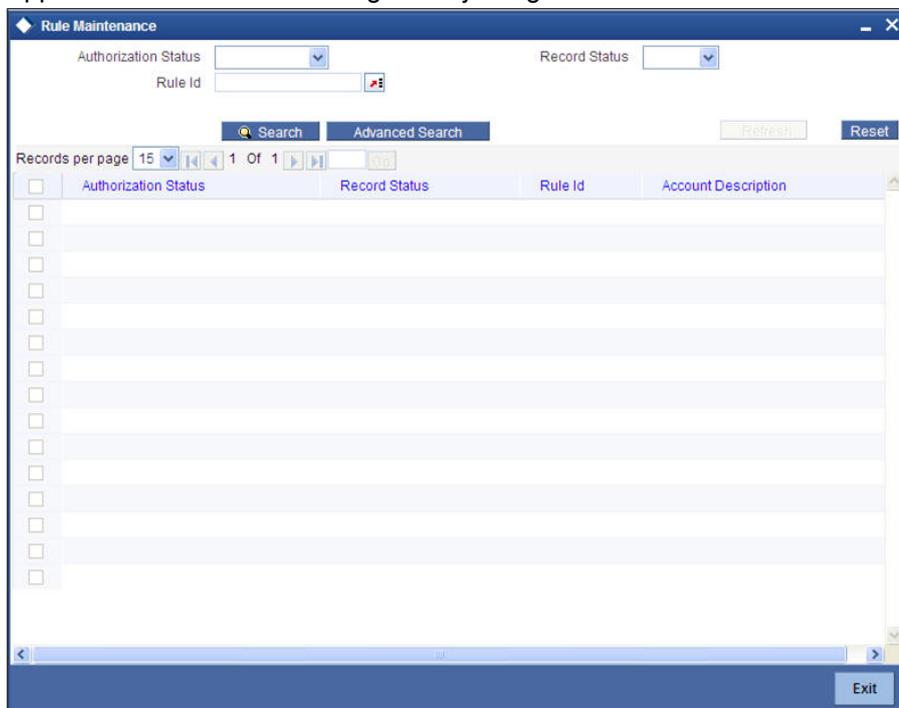
- Auto Approved
- Recommend Approval
- Recommend Reject
- Auto Rejected

While creating a loan, based on the applicant's credit score and auto decision mapping maintained in here, the system decides whether to approve, reject, recommend approval or recommend rejection of the application.

## 2.8 Viewing Credit Rule Summary

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

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



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

- Authorization Status
- Record Status
- Rule Id

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

## 2.9 Maintaining Credit Ratios

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

Ratio Id *	Description	Formula
------------	-------------	---------

You can specify the following details in this screen:

### **Group Id**

Specify a unique identification code for the ratio group.

### **Description**

Specify a suitable description for the ratio group.

### **Type**

Specify the type of the loan. You can choose one of the following loan types:

- Retail
- Corporate

### **Ratio Id**

Specify a unique identification for the credit ratio being maintained.

### **Description**

Specify a suitable description for the credit ratio.

## 2.9.1 Specifying Formula Details

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

Ratio Type *	Condition	Condition Builder
Stated Before		Condition Builder

You can specify the following details here:

### **Ratio Type**

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

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

### **Condition**

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

### **Elements**

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

### **Functions**

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

### **Braces**

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

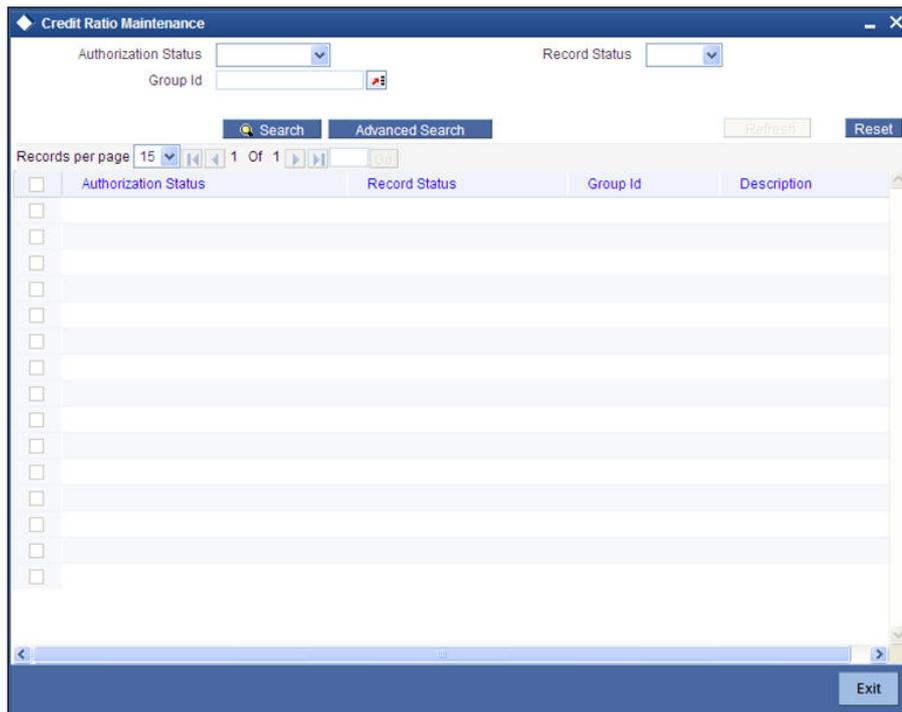
### **Operators**

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

## 2.10 Viewing Credit Ratio Summary

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

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



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

- Authorization Status
- Record Status
- Group Id

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

## 2.11 Maintaining Override Details

You can maintain the formulae to verify if overrides need to be generated dynamically, in 'Override Maintenance' screen.

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

You can specify the following details in this screen:

### **Process Code**

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

### **Application Category**

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

### **Type**

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

- Retail
- Corporate

### **Stage**

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

### **Description**

Specify a suitable description for the loan origination stage.

### **Overrides**

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

**Sequence Number**

The sequence number is automatically generated by the system.

**Condition**

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

**Error Code**

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

**Error Parameter**

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

**Elements**

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

**Functions**

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

**Braces**

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

**Operators**

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

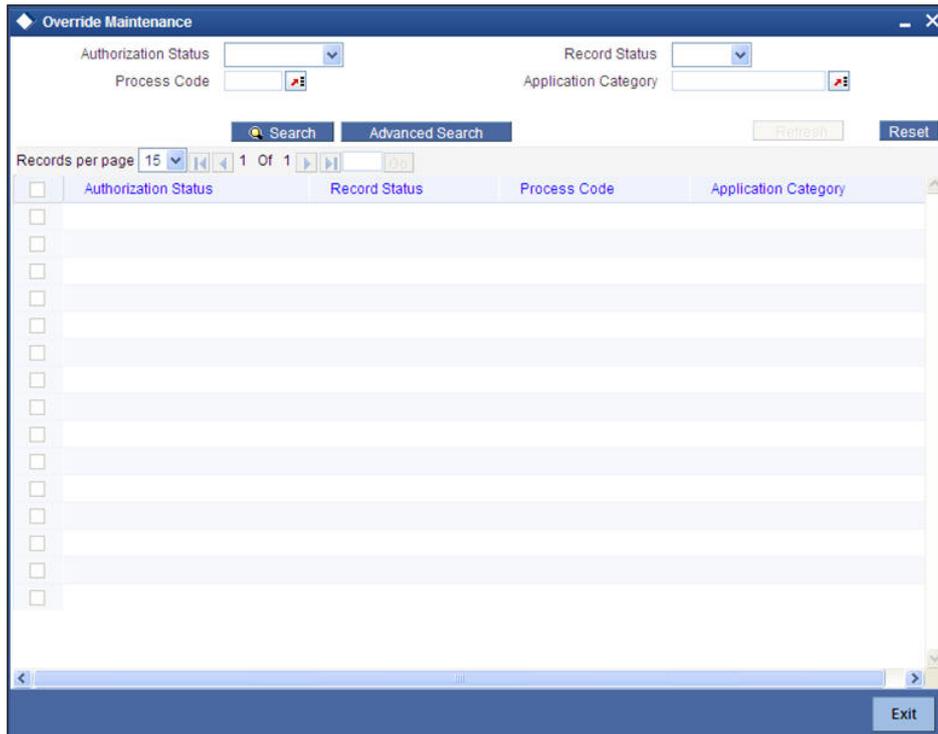
**Logical Operators**

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

## 2.12 Viewing Override Summary

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

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



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

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

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

## 2.13 Maintaining Document Details

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

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

You can specify the following details in this screen:

### **Process Code**

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

### **Application Category**

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

### **Stage**

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

### **Stage Title**

Specify a suitable description for the loan origination stage.

### **Document Details**

#### **Document Category**

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

#### **Document Type**

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

#### **Mandatory**

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

- Mandatory
- Overridden
- Others

### **BI Advices**

#### **Report Name**

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

#### **Template**

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

#### **Format**

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

- PDF
- RTF

#### **Locale**

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

- en-US

#### **Out come**

Specify the outcome for which the report needs to be generated.

### **Checklist Details**

#### **Sequence Number**

The system displays the sequence number.

#### **Checklist Item**

Specify the checklist to be maintained.

#### **Mandatory**

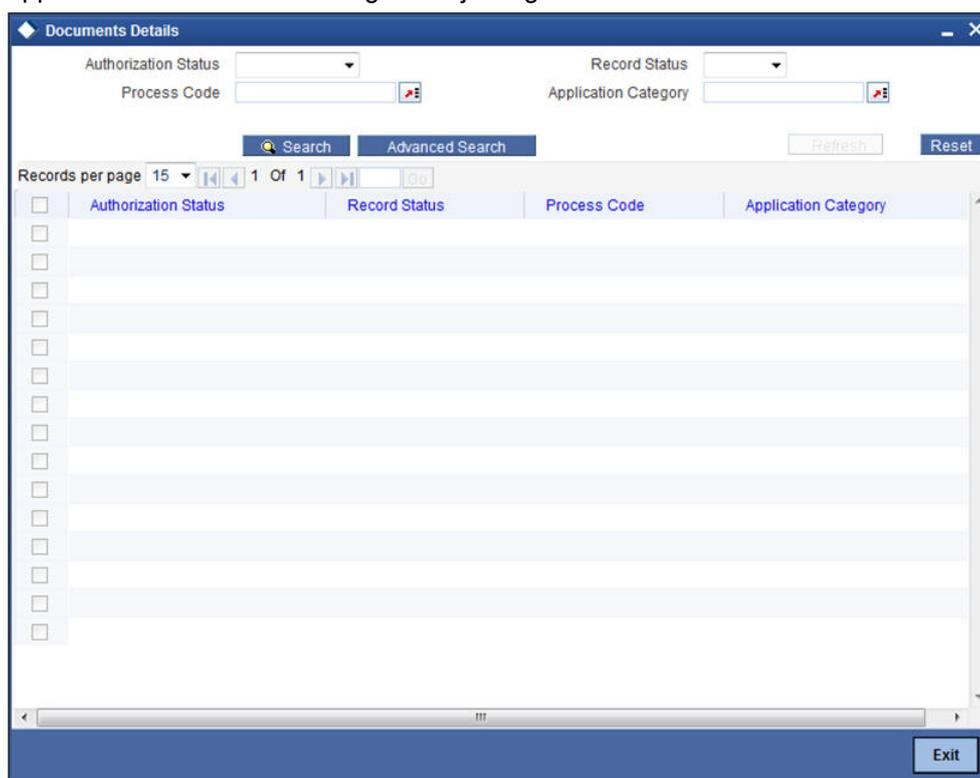
Check this box to indicate whether the checklist is mandatory or optional.

Here, you can also maintain the documents for the Lead with the stage as Default.

## **2.14 Viewing Document Checklist Summary**

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

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



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

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

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

## 2.15 Maintaining Application Category Details

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

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

You can specify the following details in this screen:

### **Application Category**

Specify a unique identification for the loan application category.

### **Category Description**

Specify a suitable description for the loan application category.

### **Rule Id**

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

### **Ratio Id**

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

### **Pricing Group**

Specify the pricing group to be linked to the retail loan category. The option list displays all valid pricing groups applicable. Choose the appropriate one.

## **2.15.1 Main Tab**

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

### **Product Details**

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

**Product Code**

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

**Product Description**

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

**Default**

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

**External Credit Check Required**

Check this box to enable external credit check . If this box is checked it indicates that credit bureau pull is required for applications under this application category.

**External Credit Check Required for**

Select the applicants for whom external credit check is required. The drop-down list displays the following options:

- All Applicants - Select this to enable credit bureau pull for all the applicants
- Only Primary Applicant - Select this to enable credit bureau pull only for the primary applicant

Select the appropriate one.

**Amount Basis**

Check this box to set the requested loan amount as the basis for deciding whether external credit check required or not. If you check this, you need to specify the requested loan amount range to apply this rule. If the requested loan amount falls within the range thus specified, the system will initiate credit bureau pull.

If you have enabled credit bureau check and this box is not checked, then the applications under this application category will be considered for external credit check irrespective of the requested loan amount.

**Amount From**

If you have opted the requested loan amount as the basis for deciding requirement for external credit check, then you need to specify the amount range.

Specify the minimum amount of the amount range.

**Amount To**

If you have opted the requested loan amount as the basis for deciding requirement for external credit check, then you need to specify the amount range.

Specify the maximum amount of the amount range.

If you have enabled amount as the basis and specified the range, then while processing the application, the system will decide whether to enable external credit check, based on the requested loan amount.

**Account Class Details**

---

**Note**

This section is applicable only for CASA accounts.

---

You can link the required account classes to the application category here:

### **Account Class**

Specify a valid account class you need to link with the application category. The adjoining option list displays a list of available account classes. Select the appropriate one.

You can link an account class to only one application category. However, you can link multiple account classes to an application category.

### **Account Description**

The system defaults the description associated with the specified account class here

### **Default**

Check this box if you need to maintain the account class as the default option.

### **Offer Details**

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

### **Offer Id**

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

### **No of Installments**

Specify the number of instalments associated with the loan.

### **Units**

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

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

### **Frequency**

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

### **Rate**

Specify the interest rate to be associated with the loan.

### **Rate Code**

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

### **Default**

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

## 2.15.2 Agency Tab

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

Application Category Maintenance Detail

New Enter Query

Application Category \*  Application Type: Retail

Category Description  Rule Id

Ratio Id

Pricing Group

Main Agency

Credit Agency

Agency Code *	Agency Name
<input type="text"/>	<input type="text"/>

Bureau Details

Bureau Code *	Bureau	LBL_CALL_PRIO
<input type="text"/>	<input type="text"/>	1

Maker: \_\_\_\_\_ Date Time: \_\_\_\_\_ Mod No: \_\_\_\_\_

Checker: \_\_\_\_\_ Date Time: \_\_\_\_\_ Record Status: \_\_\_\_\_

Authorization Status: \_\_\_\_\_

Exit

You can specify the following details in this screen:

### **Credit Agency**

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

#### **Agency Code**

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

#### **Agency Name**

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

### **Bureau Details**

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

#### **Bureau Code**

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

## Bureau

Based on the bureau code, the system displays the name of the bureau that provides credit rating details for customer securities.

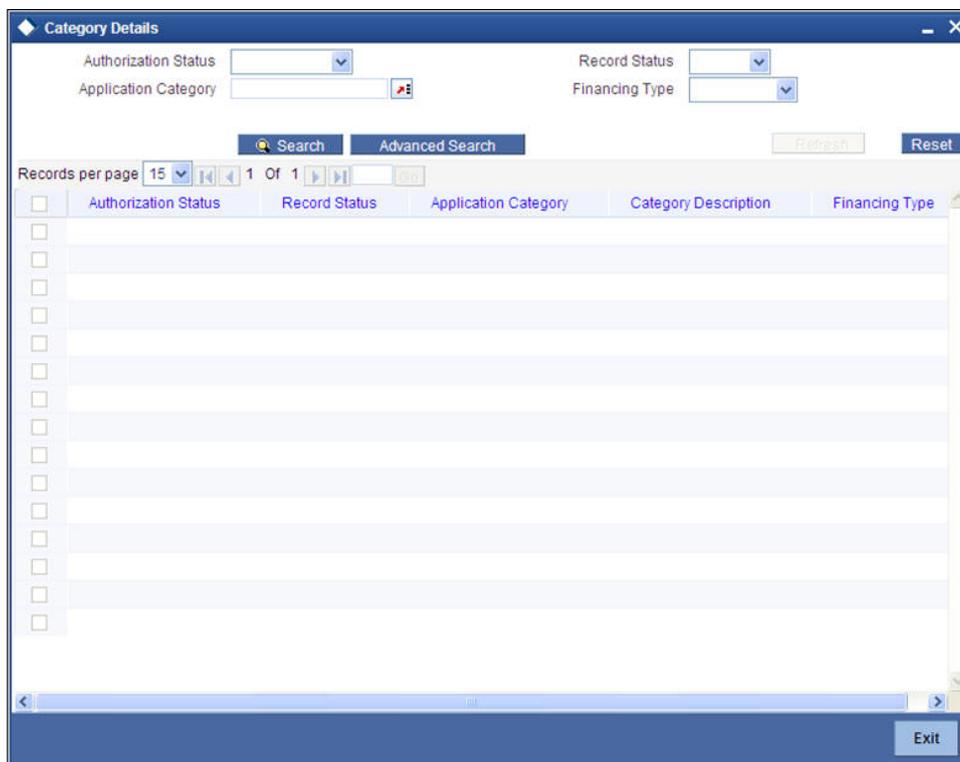
## Call Priority

Specify the priority of this bureau in the order of preference by which the bureaus will be called. When there are multiple bureaus, this bureau will be called based on the priority set here.

## 2.16 Viewing Application Category Summary

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

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



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

- Authorization Status
- Record Status
- Application Category

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

## 2.17 Maintaining Pricing Details

Oracle FLEXCUBE allows you to maintain pricing groups and apply a suitable pricing rule to an application category during retail loan origination. The pricing rule automatically selects the best matched loan offer for the loan application from the available offers for the application category.

You need to maintain pricing groups and define the price IDs and formulae for the group using 'Pricing Maintenance' screen.

To invoke the screen, type 'ORDPRCMT' in the field at the top right corner of the application toolbar and click the adjoining arrow button.

The screenshot shows the 'Pricing Maintenance' application window. At the top, there is a toolbar with 'New' and 'Enter Query' buttons. Below the toolbar, there are input fields for 'Price Group ID \*', 'Description', and a dropdown menu for 'Price Type' set to 'Retail'. A 'Pricing Details' section contains a table with columns: Price ID \*, Price Description, Default, Formula, and Offer. The table has one row with a checkbox in the 'Default' column and buttons for 'Formula' and 'Offer'. At the bottom, there are fields for 'Maker', 'Checker', 'Mod No', 'Date Time:', 'Record Status', and 'Authorization Status', along with an 'Exit' button.

Specify the following details:

### **Pricing Group ID**

Specify a unique name to identify the price group.

### **Description**

Specify a brief description of the price group.

### **Price Type**

Specify the price type associated with the price group. You can choose one of the following price types:

- Corporate
- Retail

### **Pricing Details**

Specify the following details.

#### **Price ID**

Specify a unique price ID.

This price ID can be applied to a loan at underwriting stage.

#### **Price Description**

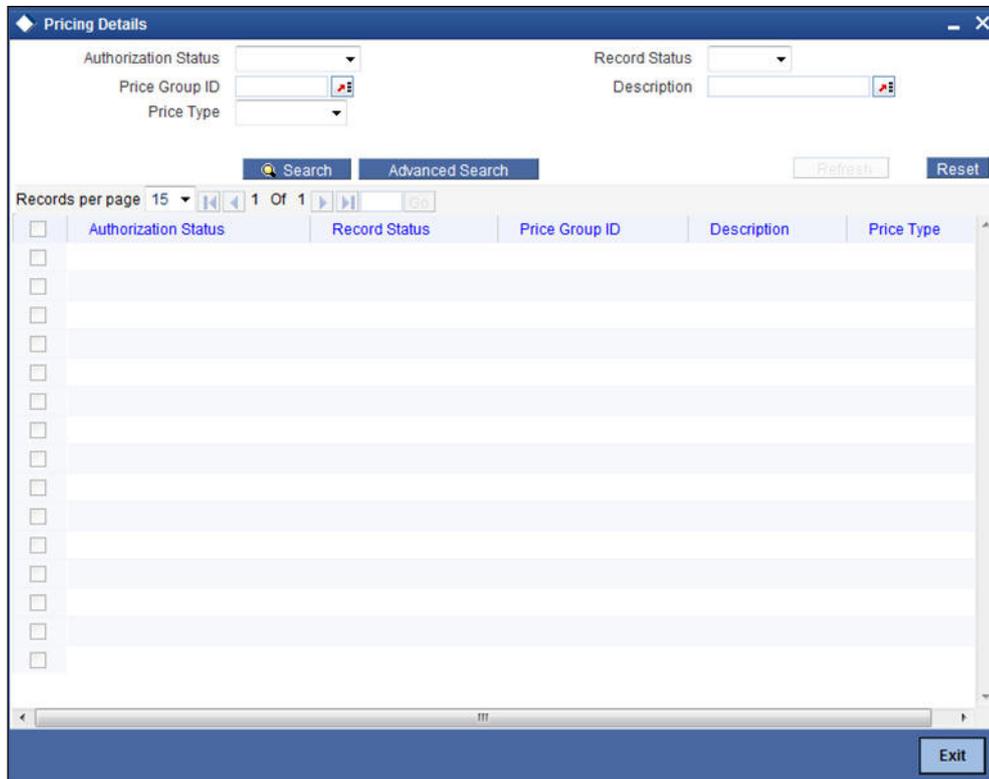
Specify a brief description of the price ID.

#### **Default**

Check this box to set this as the default price ID for the price group that you maintain.

## 2.18 Viewing Pricing Details

You can view the pricing details maintained in the 'Pricing Details' screen. To invoke the screen, type 'ORSPRCMT' in the field at the top right corner of the application toolbar and click the adjoining arrow button.



In this screen, you can base your queries by providing any or all of the following criteria:

- Application Status
- Price Group ID
- Price Type
- Record Status
- Description

Based on the details provided, system displays the following details:

- Authorization Status
- Record Status
- Price Group ID
- Description
- Price Type

## 2.18.1 Maintaining Pricing Formula

Click 'Formula' button to define the pricing rule for each price ID. You can define the formula using origination system elements in Oracle FLEXCUBE.

Sequence Number	Condition	Score
1		

Elements

Index

Functions

Braces

Operators

Logical Operators

Ok Cancel

### Sequence Number

Specify the sequence number.

### Condition

Specify the possible data or the data limits here. The supported operators are:

Operator	Description
=	Equals To
>	Greater Than
>=	Greater Than (or) Equals To
<	Less Than
<=	Less Than (or) Equals To

### Score

Specify the score for each condition.

### Elements

Select the element from the adjoining option list.

If the loan requested details satisfies the condition specified in the pricing maintenance then the corresponding score gets added. If the details do not satisfy the condition then zero will be considered as default score.

### Functions

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

### Braces

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

## Operators

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

## Logical Operators

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

Based on the formula and the loan application category, the system automatically applies a price ID to the application. You can apply a different price ID that matches the application only at the Underwriting Stage.

If you change a price ID selected by the system and reapply a different price ID, the system changes the score of the pricing rule. The score determines the price ID to be automatically applied.

## 2.18.2 Maintaining Pricing Offer

Click 'Pricing' button to define the pricing rule for each price ID for the user to pick up the offer for the loan

<input checked="" type="checkbox"/>	Sequence Number *	Score From *	Score Up To *	Rate *	No of Installments *	Frequency *	Units *
<input checked="" type="checkbox"/>						Monthly	

You can specify the following details here:

### Sequence Number

System generates the sequence number.

### Score From

Specify the start credit score to pick the offer for the loan.

### Score Up To

Specify the end credit score to pick the offer for the loan.

### Rate

Specify the rate to be picked up for the score.

### No of Instalments

Specify the number of instalments for the offer.

### Frequency

Specify the frequency of the offer.

## Units

Select the frequency unit from the adjoining drop-down list. You can select one of the following:

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

## 2.19 Maintaining Field Investigation Details

You can maintain field investigation details including the agency details and the corresponding verification types using 'Field Investigation Maintenance' screen. To invoke this screen, type 'ORDFIAMT' at the top right corner of the application toolbar and click the adjoining arrow button.

Specify the following details:

### Branch Code

Specify the branch code.

### 2.19.1 Agency Tab

Under 'Agency' tab, you can capture the details of the investigation agency and the corresponding verification type.

### Agency Code

Specify a unique agency code. The system will use this code to identify the agency whose details you are maintaining.

## Agency Name

Specify the name of the investigation agency whose details you are maintaining.

## Contact Number

Specify the contact number of the agency.

## Verification Type

Select the verification type that you need to associate with the agency. The drop-down list displays the following verification types:

- Address - Select 'Address' to indicate that the agency deals in address verification only
- Employment - Select 'Employment' to indicate that the agency deals in employment verification only
- Collateral - Select 'Collateral' to indicate that the agency deals in collateral verification only
- All - Select 'All' to indicate that the agency deals in all kind of verifications, i.e. address, employment and collateral verifications.

Select the appropriate one.

## 2.19.2 Others Tab

Click 'Others' tab on the 'Field Investigation Maintenance' screen.

Code	Description	Enabled
	LBL_AWAITNG_RESPONSE	<input type="checkbox"/>

Code	Description	Enabled
	Positive	<input type="checkbox"/>

Under 'Others' tab, you can configure the statuses and results that should be enabled for the field investigation.

## Status

You can configure the statuses here. The statuses that you enable here will be available at the following places for selection:

- 'Status' field on the 'Investigation' tab of 'Field Investigation Update' (ORDFIUPD) screen.
- 'Status' field on the 'Investigation' tab at 'Retail Loan Underwriting Stage'.

You can add a new status or delete an existing status using the add row button or delete row button respectively.

#### **Code**

Specify a unique code that identifies the status that you are maintaining.

#### **Description**

Specify a brief description of the status.

#### **Enabled**

Check this box to enable the status. If you enable the status, the system will allow you to use the corresponding status in the following places:

- 'Status' field on the 'Investigation' tab of 'Field Investigation Update' (ORDFIUPD) screen.
- 'Status' field on the 'Investigation' tab at 'Retail Loan Underwriting Stage'.

If you do not check the box for a particular status, you will not get that status for selection in the above screens

#### **Result**

You can configure the results here. The results that you enable here will be available at the following places for selection:

- 'Result' field on the 'Investigation' tab of 'Field Investigation Update' (ORDFIUPD) screen.
- 'Result' field on the 'Investigation' tab at 'Retail Loan Underwriting Stage'.

You can add a new result or delete an existing result using the add row button or delete row button respectively.

#### **Code**

Specify a unique code that identifies the result that you are maintaining.

#### **Description**

Specify a brief description of the result.

#### **Enabled**

Check this box to enable the result. If you enable the result, the system will allow you to use the corresponding result in the following places:

- 'Result' field on the 'Investigation' tab of 'Field Investigation Update' (ORDFIUPD) screen.
- 'Result' field on the 'Investigation' tab at 'Retail Loan Underwriting Stage'.

If you do not check the box for a particular result, you will not get that result for selection in the above screens.

Once you have captured the details, save the maintenance.

### **2.19.3 Viewing Field Investigation Summary**

You can view a summary of the field investigations maintained in the system using 'Field Investigation Summary' screen. To invoke the screen, type 'ORSFIAMT' in the field at the top right corner of the application toolbar and click the adjoining arrow button.

You can search for the records based on the of parameters available on the screen. The system will display the records based on the search criteria specified. You can double-click a record to open the detailed screen.

## 2.20 Updating Field Investigation Details

You can update the field investigation results and other details for a selected application type using 'Field Investigation Update' screen. To invoke the screen, type 'ORDFIUPD' in the field at the top right corner of the application toolbar and click the adjoining arrow button.

You can specify the following details:

### **Application Number**

Specify the retail loan application number for which the field investigation details need to be updated. The option list displays all valid retail loan application numbers that are in any stage from application entry to underwriting.

Choose the appropriate one.

### **Application Branch**

Based on the application number, the system displays the application branch code. You can update the investigation details of the agencies only if they are maintained under this branch.

### **Applicant Details**

Based on the application number selected, the system displays the following details of the applicant:

- Type of applicant
- Local branch code of the applicant
- Customer number
- Name of the applicant

## 2.20.1 Investigation Tab

Under this tab, you can update the specify investigation details:

### **Verification Type**

Select the type of verification. The drop-down list displays the following verification types:

- Address
- Employment
- Collateral

Select the appropriate one.

### **Agency**

Specify the agency code of the agency who will investigate the information. The option list displays all valid agency codes maintained under the branch code that you have specified above. Select the appropriate one.

### **Status**

Specify the status of investigation. The drop-down list displays all statuses that are enabled in 'Others' tab of the 'Field Investigation Maintenance' screen, for the selected agency.

### **Call Date**

If the agency has conducted the investigation over the phone, specify the date on which the phone call was made.

### **Number of Attempts**

Specify the number of attempts made to investigate. This includes the number of visits, phone calls and other attempts that were made during investigation.

### **Spoke To**

Specify the name of the person to whom the investigation agency has spoken in order to get the information verified.

### **Result**

Specify the result of the investigation. The drop-down list displays all valid results that are enabled in 'Others' tab of the 'Field Investigation Maintenance' screen, for the selected agency.

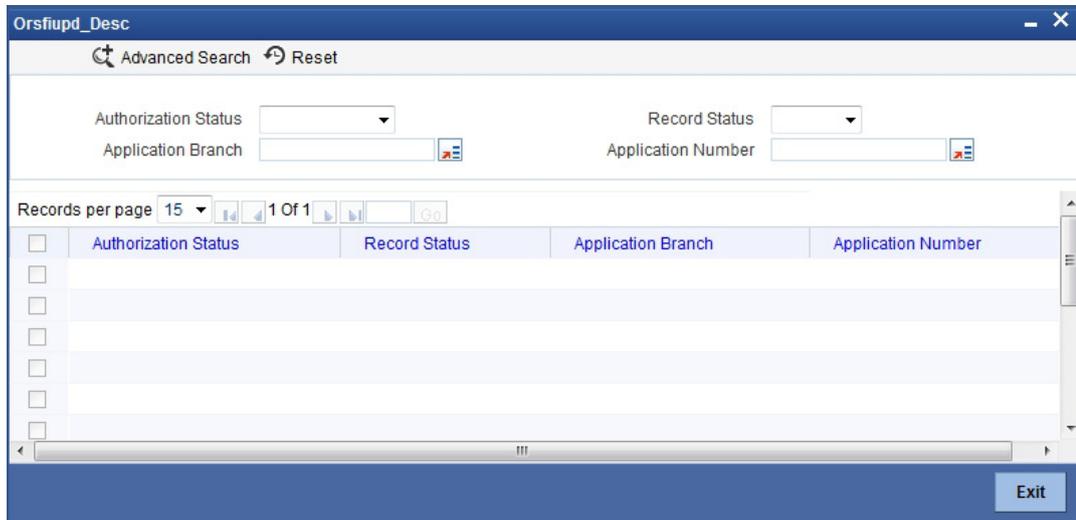
### **Remarks**

Specify the remarks with regard to the investigation, if any.

Once you have updated the details, save the record.

## 2.20.2 Viewing Field Investigation Update Summary

You can view a summary of field investigation updates using 'Field Investigation Update Summary' screen. To invoke the screen, type 'ORSFIUPD' in the field at the top right corner of the application toolbar and click the adjoining arrow button.



The screenshot shows a web application window titled 'Orsfiupd\_Desc'. At the top, there is a search bar with 'Advanced Search' and 'Reset' buttons. Below the search bar, there are four input fields: 'Authorization Status' (a dropdown menu), 'Record Status' (a dropdown menu), 'Application Branch' (a text input with a search icon), and 'Application Number' (a text input with a search icon). Below these fields, there is a pagination control showing 'Records per page 15' and '1 Of 1'. The main area contains a table with the following columns: 'Authorization Status', 'Record Status', 'Application Branch', and 'Application Number'. The table is currently empty. At the bottom right of the window, there is an 'Exit' button.

You can search the for the records based on one or more of the following parameters:

- Authorization status
- Record status
- Application branch
- Application number

Once you have specified the search parameters, click search button. The system displays the following details of the records maintained.

- Authorization status
- Record status
- Application branch
- Application number

## 2.21 Maintaining Credit Bureau Details

You can maintain the details of external credit bureaus using 'Credit Bureau Maintenance' screen. You can use the credit bureau information while retrieving the credit information of retail loan applicants through external credit checks.

To invoke the 'Credit Bureau Maintenance' screen, type 'ORDCBRMT' in the field at the top right corner of the application toolbar and click the adjoining arrow button.

The screenshot shows the 'LBL\_BUR\_MNT' application window. At the top, there is a toolbar with 'New' and 'Enter Query' buttons. Below the toolbar, the 'Bureau Details' section contains two input fields: 'LBL\_BUREAU\_CODE \*' and 'Bureau Name \*'. Below these fields, there is a table with two columns: 'Branch \*' and 'LBL\_VAL\_PERIOD'. The table has one row with empty input fields. To the right of the table, there are navigation buttons: a plus sign, a minus sign, and a list icon. At the bottom of the window, there is a footer area with labels for 'Maker', 'Checker', 'Mod No', 'Date Time:', 'Record Status', and 'Authorization Status'. An 'Exit' button is located in the bottom right corner.

Specify the following details:

#### **Bureau Code**

Specify a unique code that identifies the credit bureau that you are maintaining.

#### **Bureau**

Specify the name of the bureau.

#### **Branch Code**

Specify the branch code for which the bureau details are maintained. Use add row button to add more rows to the list of branches.

#### **Validity Period for Bureau Report**

Select the number of days during which the credit report from this bureau is considered as valid. The drop-down list displays the following values:

- 30 days
- 60 days
- 90 days
- 120 days
- Blank Space - If the credit check is initiated for the same bureau either automatically or manually by underwriter, a new bureau report will be fetched and displayed irrespective of any bureau report existing for same applicant from the same bureau.

Select the appropriate one. The system will store the credit bureau report of the applicant for the validity period from the date of report request.

You can add more rows to the list of branches using add row button. Once you have specified all the details, save the maintenance.

The following credit bureaus are already available in the system.

Bureau Name	Bureau Code
Equifax	EQFX
TransUnion	TRUN
Credco	CRDC
Experian	EXPN
CIBIL	CIBL

You can add the details of other credit bureaus as per requirement.

### 2.21.1 Viewing Credit Bureau Summary

You can view a summary of credit bureau details maintained in the system using 'Credit Bureau Details' screen. To invoke the screen, type 'ORSCBRMT' in the field at the top right corner of the application toolbar and click the adjoining arrow button.

The screenshot shows the 'Credit Bureau Details' application window. The window title is 'Credit Bureau Details'. It features a search bar with 'Search', 'Advanced Search', 'Reset', and 'Clear All' options. Below the search bar, there are two dropdown menus: 'Authorization Status' and 'Record Status', and a text input field for 'Bureau Code'. A table below shows a single record with columns for 'Authorization Status', 'Record Status', and 'Bureau Code'. The table is currently empty. At the bottom right, there is an 'Exit' button.

You can search for the records based on one or more of the following parameters:

- Authorization status
- Record status
- Bureau code

Once you have specified the search parameters, click search button. The system displays the following details of each result.

- Authorization status
- Record status

- Bureau code

## 2.22 Maintaining ZIP Code Details for Bureau Call Order

You need to maintain the ZIP codes and the order of credit bureau pull using 'Zip Code Maintenance' screen.

This maintenance enables the bank to automatically decide the credit bureaus from which the credit report of a specific applicant to be taken. The decision is based on the zip code of the applicant's address.

To invoke 'Zip Code Maintenance' screen, type 'ORDZIPMT' in the field at the top right corner of the application toolbar and click the adjoining arrow button.

The screenshot shows the 'LBL\_ZIPCD\_MAINT' application window. At the top, there is a 'Branch \*' field. Below it is a table with two columns: 'From ZIP \*' and 'LBL\_TO\_ZIP \*'. Underneath this is another table with four columns: 'Bureau Code \*', 'LBL\_BURNAME', 'LBL\_BUR\_CAL\_ORDER', and 'LBL\_VAL\_PERIOD'. The 'LBL\_BUR\_CAL\_ORDER' column has a dropdown menu showing '1', and the 'LBL\_VAL\_PERIOD' column has a dropdown menu showing '30'. At the bottom of the window, there are fields for 'Maker', 'Checker', 'Mod No', 'Date Time', 'Record Status', and 'Authorization Status', along with an 'Exit' button.

Specify the following details:

### **Branch Code**

Specify the branch code for which the zip code and bureau call order are being maintained.

### **Zip Code Maintenance**

You need to specify the zip code details in this section. You can add more rows to the list of zip codes using the add row button.

### **From Zip Code**

Specify the first Zip code of the Zip code range. For the range of Zip codes from the first to the last, the system will decide the order of calling credit bureaus for credit check.

**To Zip Code**

Specify the last Zip code of the Zip code range. For the range of Zip codes from the first to the last, the system will decide the order of calling credit bureaus for credit check.

**Bureau Call Order and Validity**

In this section, you need to maintain the call order of the bureau for the Zip code ranges specified above.

**Bureau Code**

Specify the bureau code. You can select the appropriate bureau code from the option list.

**Bureau Name**

Based on the bureau code selected, the system displays the name of the bureau.

**Bureau Call Order**

When there are multiple bureaus, you can set the order in which the bureau will be called. Select the order of this bureau from the option list. The order '1' indicates that the bureau will be called first and the order '5' indicates that the bureau will be called at fifth turn.

**Validity Period for Bureau Report**

The system displays the number of days during which the credit report from this bureau is considered as valid. This can be one of the following values, based on the details maintained in 'Bureau Maintenance Details' screen:

- 30 days
- 60 days
- 90 days
- 120 days

Select the appropriate one.

Once you have specified the details, save the maintenance.

During a retail loan application process, the system will check the Zip code of the address of the applicant. Based on the Zip code - credit bureau call order maintenance, the system will decide the credit bureau and request the credit report. If the system is not able to get the credit report from the first credit bureau, it will request a report from the second bureau and so on.

If you have not maintained any Zip code - credit bureau call order, the system will request the credit report based on the call order defined in 'Application Category Maintenance' screen.

## 2.22.1 Viewing Zip Code Summary

You can view a summary of Zip code details maintained in the system using 'Zip Code Details' screen. To invoke the screen, type 'ORSZIPMT' in the field at the top right corner of the application toolbar and click the adjoining arrow button.

The screenshot shows the 'Zip code Details' application window. At the top, there is a search bar with 'Search', 'Advanced Search', 'Reset', and 'Clear All' buttons. Below the search bar, there are two dropdown menus: 'Authorization Status' and 'Record Status', and a text input field for 'Branch'. A table below shows a list of records with columns for 'Authorization Status', 'Record Status', and 'Branch'. The table has 15 rows, each with a checkbox on the left. The 'Records per page' is set to 15, and the current page is 1 of 1. An 'Exit' button is located at the bottom right of the window.

You can search for the records based on one or more of the following parameters:

- Authorization status
- Record status
- Branch

Once you have specified the search parameters, click search button. The system displays the following details of each result.

- Authorization status
- Record status
- Branch

## 2.23 Stages in Retail Loan Origination

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

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

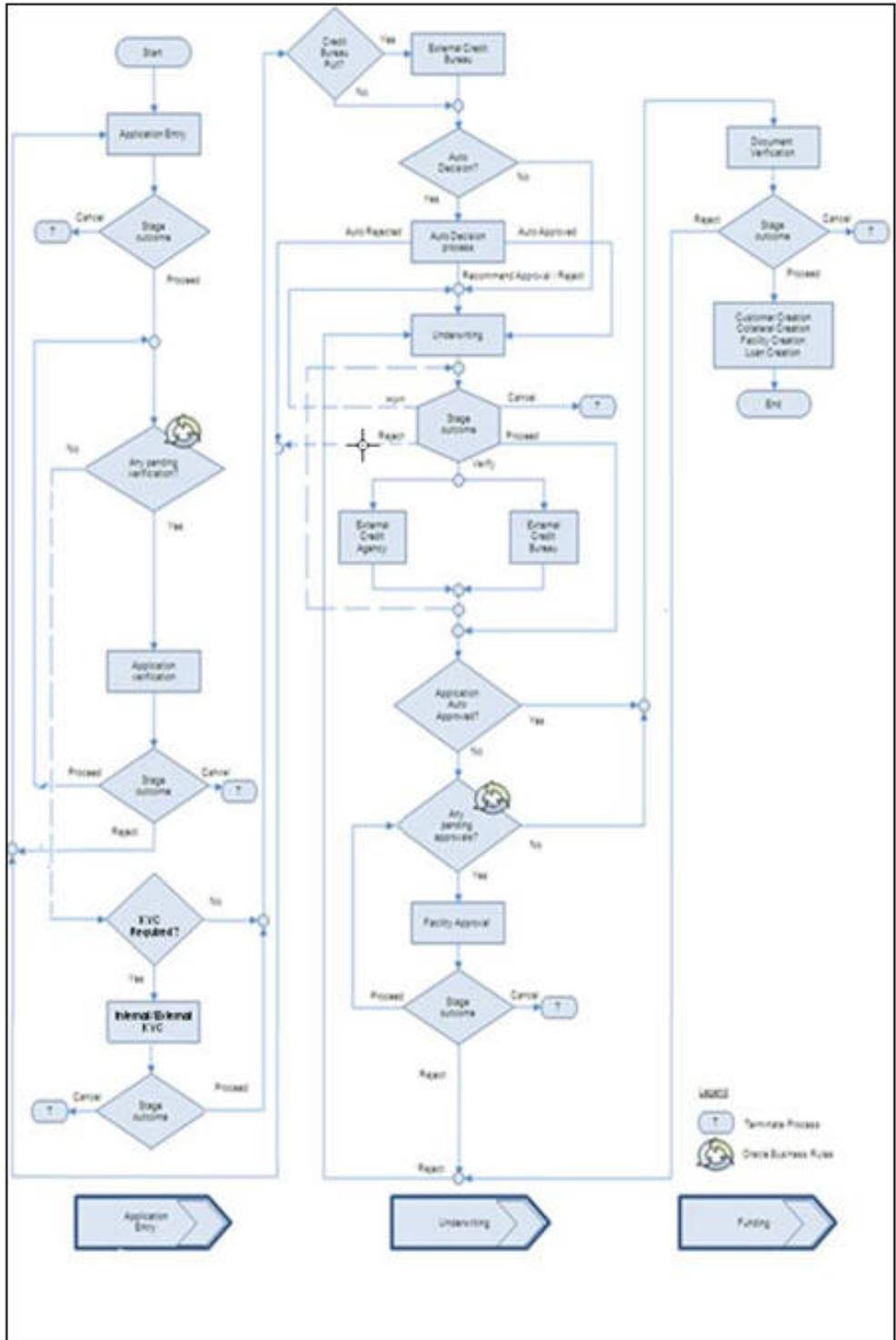
- Application Entry – the following details are captured in this stage

- Applicant Information
- Application details
- Requested Loan Details
- Collateral Details
- Checklist
- Documents
- Advice Generation
- Application Verification
  - Information captured during ‘Application Entry’ stage is verified
  - Advice Generation
- Internal KYC
- External KYC
- Underwriting
  - Collateral –Vehicle Valuation Information
  - Applicant Financial Ratios
  - Applicant Credit Score
  - Applicant Bureau Report
  - Loan Offers
  - Loan Schedules
  - Loan Charges
  - Field Investigation
  - Document Capture
  - Advice Generation
- Loan Approval
  - Information captured during Previous stages are verified
  - Advice Generation
- Document Verification
  - Information captured during Previous stages are verified
  - All documents obtained are verified against checklist
  - Advice Generation
- Manual Retry

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

### **2.23.1 Process Flow Diagram**

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



### 2.23.2 Process Matrix

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

Stage	Stage Title	Description	Function Id	Stage Outcome
1	Application Entry	The following details are captured as part of this stage Application Details Applicant Details Requested Lending Details Collateral Details Check List User Defined Fields and Comments Document Capture Advice Generation	ORDRLAPP	PROCEED, CANCEL
2	Application Verification	The details captured as part of 'Application Entry' stage is verified Document Capture Stage Comments	ORDRLVER	PROCEED, RETURN, CANCEL
3	Internal KYC	The Customer will be verified for Internal KYC check and reviewed The following details are captured as part of this stage Document Capture Stage Comments	ORDRLIKC	PROCEED, CANCEL
4	External KYC	The Customer will be verified for External KYC check and reviewed .The following details are captured as part of this stage Document Capture Stage Comments	ORDRL-EKC	PROCEED, CANCEL

Stage	Stage Title	Description	Function Id	Stage Outcome
5	Underwriting	The following details are captured as part of this stage Collateral Valuation Information Applicant Financial Ratios Applicant Credit Score Applicant Bureau Report Loan Offers Loan Schedules Loan Charges Field Investigation Document Capture Advice Generation	ORDRLUND	RETURN, PROCEED, VERIFY, CANCEL
6	Loan Approval	Loan Approval	ORDRLAPR	PROCEED, CANCEL
7	Document Verification	The details captured as part of 'Underwriting' stage is verified. The following details are captured as part of this stage Document Capture Stage Comments After this stage the following core activities are carried out in the following sequential order Applicant Creation Applicant Account Creation Applicants Limits (Liability, Facility, Collateral, Pool) creation Loan Creation	ORDRLDVR	PROCEED, RETURN, CANCEL
8	Manual Retry	This stage is optional. Task is moved to this stage only when the system is unable to create Customer/ Customer Account/ Liability/ Facility/ Collateral/ pool/ Loan. You have to do the necessary changes and retry the same	ORDRLMCU	PROCEED

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

## Step 1. Application Entry

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

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

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

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

### Application Category

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

### Product Code

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

### Description

The system displays the brief description on the selected retail lending product. You cannot modify it.

**Application Branch**

The system defaults the application branch. You cannot modify it.

**Application Date**

The system defaults the branch date as the application date. You cannot modify it

**Lead ID**

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

**Enquiry ID**

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

**Application Number**

The system displays the application number. You cannot modify it.

**User Reference**

System defaults the user reference number. However you can modify it.

**Application Priority**

Select the priority of application.

**Application Status**

The status of the application gets displayed here.

Click 'Default' button to default the details related to the prospective loan customer. It also defaults the Application Category related details like documents mapped to that particular stage.

In the 'Category Maintenance' screen, if you have marked it as 'Default', the system automatically displays the 'Product' and 'Product Description'.

**2.23.3 Main Tab**

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

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

**Channel**

Specify the channel Id of the originating channel.

**Intermediary Group**

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

**KYC Required**

Check this box to indicate the KYC check is required for the customer.

If you check this box, the system will evaluate a business rule. Based on that rule, the system initiates internal KYC or External KYC or both during application entry and verification stage.

If you do not check this box, the system then system skips the Internal KYC and External KYC stages after completing the application entry and verification stages.

### **Auto Decision Required**

Check this box to enable auto decision on loan application. If you check this box, based on the applicant credit score – auto decision mapping maintained in 'Auto Decision' screen, the system decides whether to approve, reject, recommend approval or recommend rejection of the application. If you do not check this box, the system will not make an auto decision with regard to approval of the application.

You can set the status of this check box only during Application Entry stage.

### **External Credit Check Required**

This is defaulted from 'Application Category Maintenance' screen.

The credit check initiation happens before underwriting stage.

---

#### **Note**

Note the following:

- In case external credit check is not enabled for the application category and if you enable it at the application entry stage, the system will display an error message "External credit check not required for primary applicant".
  - In case external credit check is enabled only for primary applicant in the application category and if you enable it for other applicants, the system will display an error message "External credit check required for only primary applicant".
  - In case external credit check is enabled for all applicant in the application category and if you enable it for primary applicant alone, the system will display an error message "External credit check required for all applicants".
  - If bureau report is available for the customer and the customer applies for another loan, then the system displays the alert 'Bureau report already exists for the customer' when you save the record at application entry stage based on the validity period settings for the chosen bureau. If the existing bureau report is within the validity period only then this message will be displayed.
  - If an external bureau report in validity period is already available for the applicant, then the system will not initiate the credit bureau pull. The details of the report in validity period will be used.
- 

### **External Credit Check Required for**

Select the applicants for whom external credit check is required. The drop-down list displays the following options:

- All Applicants - Select this to enable credit bureau pull for all the applicants
- Only Primary Applicant - Select this to enable credit bureau pull only for the primary applicant

Select the appropriate one.

### **Group Code**

Specify customer's group code along with the applicant's details.

### **Mobile ISD Code +**

Specify the international dialling code for the mobile number of the customer. The adjoining option list displays valid ISD codes maintained in the system. Select the appropriate one.

### **Mobile Number**

Specify the mobile number of the customer.

**Telephone ISD Code +**

Specify a valid international dialling code for the telephone number of the customer. The adjoining option list displays valid ISD codes maintained in the system. Select the appropriate one.

**Landline Number**

Specify the landline number of the customer.

**E-mail**

Specify the E-mail address of this customer.

**Fax ISD Code+**

Specify the international dialling code for the fax number of the customer. The adjoining option list displays valid ISD codes maintained in the system. Select the appropriate one.

**Fax**

Specify the fax number of the customer.

**SSN**

Specify applicant's SSN.

**Applicant Details****Type**

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

- Primary
- Co-Applicant

**Existing**

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

**Local Branch**

Specify the local branch (home branch) of the loan applicant. Select the appropriate one from the option list.

**Customer No**

The system displays the customer number. However you can modify it. For existing customers you need to select the customer number from the option list provided.

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

In case of new customers, the checkbox 'Existing' will be unchecked. When you click 'Default' button, the system defaults the local branch and automatically generates the customer number.

**Responsibility**

Specify the Co-Applicant's Responsibility for all parties other than primary Applicant.

**Liability**

Specify the Co-Applicant's Liability Percentage for all parties other than primary Applicant. Sum of liability for all applicants' should not exceed 100%.

**RM ID**

Specify the Relationship Manager ID of the Loan Applicants.

**RM Name**

Specify the Relationship Manager name of the Loan Applicants.

You have to specify the following details:

**City**

Specify the city of the customer.

**Country**

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

**Nationality**

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

**Language**

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

**Customer category**

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

**Financial Currency**

Select the currency used in the transaction.

**Group Code**

Specify the appropriate group code.

**Mobile Number**

Specify the mobile number of the customer.

**Landline Number**

Specify the landline number of the customer.

**Email**

Specify the e-mail address of the customer.

**Fax**

Specify the fax number of the customer.

**First Name**

Specify the first name of the customer.

**Middle Name**

Specify the middle name of the customer.

**Last Name**

Specify the last name of the customer.

**Salutation**

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

- Mr
- Mrs
- Miss
- Dr

**Gender**

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

**Birth Place**

Specify the birth place of the customer.

**Birth Country**

Specify the birth country of the customer.

**Date of Birth**

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

**Mother's Maiden Name**

Specify the customer's mother's maiden name.

**Marital Status**

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

- Married
- Unmarried
- Divorcee
- Separated
- Spouse Expired

**Dependents**

Specify the number of dependents for the customer.

**SSN**

Specify the SSN of the customer.

**Passport Number**

Specify the passport number of the customer.

**Passport Issue Date**

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

**Passport Expiry Date**

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

**Account Branch**

Specify the branch at which the loan applicant holds an account. Select the appropriate branch code from the option list.

**Account Class**

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

**Account Number**

The account number gets generated when you click the 'P' button, after specifying the account class. For the existing customer account you can select the account number from the adjoining option list.

**Power of Attorney**

---

**Note**

If the FATCA is enabled at the bank and the check box 'Power of Attorney' is checked here, then it is mandatory to specify the Power of Attorney information.

---

**Power of Attorney**

Check this box to indicate that the customer account is to be operated by the power of attorney holder.

**Holder Name**

The person who has been given the power of attorney.

**Address Line 1-4**

Specify the address of the power of attorney holder.

**Country**

Specify the country of the power of attorney holder.

**Nationality**

Specify the nationality of the power of attorney holder.

**Telephone ISD Code +**

Specify the international dialling code for the telephone number of the power of attorney holder. The adjoining option list displays valid ISD codes maintained in the system. Select the appropriate one.

**Telephone Number**

Specify the telephone number of the power of attorney holder.

**US Resident Status****Permanent US Resident Status**

Check this box to indicate that the corresponding director is a permanent US resident.

**Visited US in last 3 years?**

Check this box to indicate that the beneficial owner has visited US in the last three years.

## 2.23.4 Details Tab

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

The screenshot shows the 'Retail Loan Origination' application window. The 'Details Tab' is active, displaying various input fields for customer information. The form is organized into sections: Applicant Details, Address Details, Employment Details, and Customer Reference Details. Each section contains fields for text entry, dropdown menus, and checkboxes. The 'Address Details' section includes a 'Correspondence Address' checkbox and a 'Current' checkbox. The 'Employment Details' section includes a 'Full Time' dropdown for 'Employment Type'. The 'Customer Reference Details' section includes a 'Default' button for 'Reference Number' and a 'Mr.' dropdown for 'LBL\_SALUTATION'. The bottom of the form has a navigation bar with tabs for 'Main', 'Details', 'Financial', 'Requested', 'Limit', 'Collateral', and 'Comments'. There is also an 'Exit' button in the bottom right corner.

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

### Address Details

#### Address Type

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

- Permanent
- Home
- Correspondence Address

#### Mailing

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

#### Address Line 1 – 3

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

#### Country

Specify the country associated with the address specified.

**Zip**

Specify the zip code associated with the address specified.

**Contact Number**

Specify the contact telephone number of the customer.

**Employment Details****Employer**

Specify the name of the employer of the prospective customer.

**Employment Type**

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

- Part Time
- Full Time
- Contract Based

**Occupation**

Specify the occupation of the prospective customer.

**Designation**

Specify the designation of the prospective customer.

**Employee Id**

Specify the employee Id of the prospective customer.

**Address Line 1 – 3**

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

**Country**

Specify the country associated with the employment address specified.

**Zip**

Specify the zip code associated with the office address specified.

**Phone Number**

Specify the official phone number of the prospective customer.

**Extension**

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

**Contact Phone**

Specify the contact number of the prospective customer.

**Contact Name**

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

**Contact Extension**

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

**Comments**

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

**Department**

Specify the department to which the customer belongs.

**Reference Details**

If the applicant has provided any reference, then you can capture the reference details here. This information can be edited only at underwriting stage. You can also add new references at Underwriting stage.

**Reference No**

The applicant can provide the reference of a customer of the bank or even a person who is not a customer of the bank.

If the applicant provides the reference of a customer of the bank, then specify the customer number. Once you select the customer number and click 'Default' button, the system displays the other details of the customer.

If the applicant provides the reference of a person who is not an existing customer of the bank, then you can leave this field blank. The system will display a default reference number. You can capture the other details of the reference by clicking add row button.

Once you specify the customer number, click 'Default' button. The system will display the remaining details as available in the customer record.

**First Name**

Specify the first name of the person who referred the applicant.

**Middle Name**

Specify the middle name of the person who referred the applicant.

**Last Name**

Specify the last name of the person who referred the applicant.

**Salutation**

Select a suitable salutation for the person from the drop-down list. It is mandatory to specify the salutation if you have entered the name of the reference.

**Gender**

Select the gender of the person from the drop-down list. It is mandatory to specify the gender if you have entered the name of the reference.

**Address Line 1 - 4**

Specify the address of the person who referred the applicant. You can use all the fields provided in order to capture the complete address.

**Country**

Specify the country of the person who referred the applicant.

**Nationality**

Specify the nationality of the person who referred the applicant.

**Mobile Number**

Specify the mobile phone number of the reference. If you have specified the name of the reference, then it is mandatory to specify either the mobile phone number or the landline number.

## Landline Number

Specify the landline phone number of the reference. If you have specified the name of the reference, then it is mandatory to specify either the mobile phone number or the landline number.

## Relation

Specify the relation of the applicant with the person who referred him/her. If you are entering the reference details, then it is mandatory to enter the relationship.

## No. of Years Known

Specify the number of years for which the person provided in the reference knows the applicant. For example, if the reference knows the customer for five years, enter 5 in this field.

If you are entering the reference details, then it is mandatory to enter the number of years.

## 2.23.5 Financials Tab

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

The screenshot displays the 'Retail Loan Origination' application window. The 'Financial' tab is selected, showing the following sections:

- Applicant Details:** Includes fields for Type (Primary), Local Branch, Customer No, and Customer Name.
- Income Details:** A table with columns: Income Type (Salary), Frequency (Monthly), Currency, and Amount.
- Liability Details:** A table with columns: Liability Type (Loan), Liability Sub Type, Frequency (Monthly), Currency, Amount, Account Balance, Start Date, and End Date.
- Asset Details:** Includes fields for Type (Vehicle), Asset Sub Type, Description, Currency, Asset Value, Make, Model, Manufacture Year, Body, Reg#, Address Line 1, Address Line 2, Address Line 3, Width, Length, and Occupancy.

The bottom of the screen shows navigation options: Documents, Trade In, Customer Dedupe, Loan Dedupe, Customer MIS, MIS, Customer/Account Fields, LBL\_SELLER\_DTLS, Prev Remarks, Remarks, Outcome, and Exit.

## Income Details

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

### Income Type

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

- Salary

- Rent
- Business
- Others

**Currency**

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

**Amount**

Specify the amount that the customer draws as his income.

**Frequency**

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

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

**Currency**

Specify the applicant's asset currency. You can select the currency from the option list provided.

**Amount**

Specify the amount that the customer draws as his income

**Liability Details**

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

**Liability Type**

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

- Loan
- Lease
- Rent
- Others

**Liability Sub Type**

Specify the sub type corresponding to the liability.

**Frequency**

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

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

**Currency**

Specify the currency in which the customer pays his liability amount. You can select the appropriate currency from the option list provided.

**Amount**

Specify the amount that the customer pays as his liability.

**Account Balance**

Specify the balance associated with the liability account.

**Start Date**

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

**End Date**

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

**Asset Details****Type**

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

- Vehicle
- Home
- Others

**Asset Sub Type**

Specify the sub type associated with the asset.

**Description**

Specify a suitable description for the asset type.

**Asset Value**

Specify the value associated with the asset.

**Vehicle**

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

**Make**

Specify the make of the vehicle.

**Model**

Specify the model of the vehicle.

**Manufacturing Year**

Specify the year of manufacture of the vehicle.

**Body**

Specify the body details of the vehicle.

**Reg#**

Specify the registration number of the vehicle.

**Home****Address Line 1-3**

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

## Width

Specify the width of the customer's residence.

## Length

Specify the length of the customer's residence.

## Occupancy

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

---

### Note

You can enter only the details of the selected asset type, otherwise the system displays an error message.

---

## 2.23.6 Requested Tab

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

The screenshot displays the 'Requested' tab within the 'Retail Loan Origination' application. The interface is divided into several sections:

- Workflow Reference #**: A text input field.
- Priority**: A dropdown menu set to 'Low'.
- Application Category**, **Product Code**, **Description**, **Application Branch**, **Application Date**, and **Promotion Code**: Text input fields.
- Lead Id**, **Enquiry ID**, and **Offline Application Number**: Text input fields.
- Application Number**, **User Reference**, **Application Priority** (dropdown), **Application Status** (dropdown), and **Conversation ID**: Text input fields.
- Applicant Details**: Includes **Type** (dropdown), **Local Branch**, **Customer No**, and **Customer Name**.
- Requested Loan Details**: Includes **Requested Currency**, **Requested Amount**, **Interest Rate**, **Tenor(In Months)**, **No of Installments**, **Frequency**, **Unit**, **Loan Type**, and **Loan Purpose**.
- Loan Itemization Details**: A table with columns for **Serial No**, **Itemization**, **Amount**, and **Comments**.
- Vehicle Details**: Includes **LBL\_VEHICLE\_TYPE** and **LBL\_PURCHASE\_TYPE**.

The bottom of the window shows navigation options like 'Prev Remarks', 'Remarks', 'Audit', 'Outcome', and an 'Exit' button.

Specify the following details:

### Requested Loan Details

#### Requested Currency

Specify the requested currency for the loan.

#### Requested Amount

Specify the amount requested for the loan.

#### Interest Rate

Specify the requested loan rate for the loan.

**Tenor (In Months)**

Specify the requested tenor for the loan.

**Number of Instalments**

Specify the requested Number of Loan Instalments/Schedules.

**Frequency**

Specify the requested Loan Schedule Frequency.

**Unit**

Specify the requested Loan Schedule Frequency Unit/Basis.

**Loan against Salary**

Check this box to indicate that the loan should be associated with the applicant salary account.

**Purpose**

Specify the Purpose of the loan.

**Loan Itemization Details****Serial Number**

Specify the serial number.

**Itemization**

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

**Requested Amount**

Specify the amount requested corresponding to the itemization specified.

**Comments**

Specify comments, if any, corresponding to the itemization.

**2.23.7 Limit Tab**

You can capture the liability details, pool details and line details in this tab.

In this screen, specify the following details:

### **Liability Details**

#### **Liability No**

Select the applicant's liability number. The adjoining option list displays all the valid liability numbers maintained in the system. Select the appropriate one.

#### **Liability Name**

Select the liability name.

#### **Main Liability No**

Select the parent liability number. The adjoining option list displays all the valid liability number maintained in the system. Select the appropriate one.

#### **Liability Branch**

Select the liability branch. The adjoining option list displays all the valid liability branches maintained in the system. Select the appropriate one.

#### **Liability Currency**

Select the liability currency. The adjoining option list displays all the valid liability currencies maintained in the system. Select the appropriate one.

#### **Overall Limit**

Specify the overall liability limit.

### **Line Details**

#### **Line Code**

Select the applicant's facility. The adjoining option list displays all the valid line codes maintained in the system. Select the appropriate one.

**Line Serial**

Specify the line serial number.

**Main Line Code**

Select the parent facility if the specified applicants facility is associated with any parent facility from the adjoining option list

**Line Branch**

Select the facility branch code. The adjoining option list displays all the valid line branches maintained in the system. Select the appropriate one.

**Line Currency**

Select the facility currency code. The adjoining option list displays all the valid line currencies maintained in the system. Select the appropriate one.

**Line Amount**

Specify the line amount for the facility.

**Collateral Amount**

If the collateral is maintained, system displays the collateral amount when you click on 'Default' button. Otherwise, system displays the value as 'zero'.

**Effective Line Amount basis**

Select the basis on which the effective line amount is calculated.

**Effective Line Amount**

System displays the effective line amount based on the specified effective line amount basis,

**Pool Details****Pool Code**

Select the collateral pool code. The adjoining option list displays all the valid pool codes maintained in the system. Select the appropriate one.

**Pool Description**

Specify the collateral pool description.

**Pool Currency**

Select the collateral pool currency. The adjoining option list displays all the valid pool currencies maintained in the system. Select the appropriate one.

**Pool Amount**

Specify the collateral pool amount.

**Pool Utilized**

Specify the collateral pool amount utilized amount.

If you click on the 'Default' button, system displays the collaterals in the 'Collateral Tab' associated with the pool code and liability.

**2.23.8 Collaterals Tab**

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

## **Collateral Details**

### **Collateral Branch**

Specify the collateral Branch. The adjoining option list displays all valid collateral branch codes maintained in the system. Select the appropriate one.

### **Utilization Order**

Specify the collateral utilization order if any collaterals are linked to the Loan

### **Commitment Product**

Specify the commitment product if any collaterals are linked to the Loan.

If you click on the 'Default' button, system defaults the existing collateral details based on the collateral code provided.

### **Linked Percentage**

Specify the linked percentage of the collateral amount to be linked to the pool in pool details and collateral contribution in facility details.

### **Linked Amount**

Specify the Linked amount based on the linked percentage.

### **Haircut %**

Specify the collateral haircut percentage for evaluating the collateral amount.

### **Utilization Order**

Specify the collateral utilization order.

### **Commitment Product**

Specify the commitment product associated with the collateral.

---

**Note**

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

---

**Market Value Based****Security ID**

Select the security id from the option list .

**Number of units/Nominal value**

Specify the number of units.

**Cap Amount**

Specify the cap amount.

**Guarantor Based****Guarantor ID**

Select the Guarantor Id from the option list.

**Rating**

The system displays the rating.

**Haircut Schedules**

Specify the following Haircut Revision Schedule details for any collateral linked to the Loan.

**Effective Date**

Specify the Collateral Value evaluation date.

**Haircut %**

Specify the haircut % for evaluating the Collateral Value in the provided effective date.

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

**Vehicle Details**

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

**Identification Number**

Enter the unique identification number associated with the vehicle.

**Vehicle Number**

Specify the vehicle number.

**Year**

Specify the year of manufacture for the vehicle.

**Make**

Specify the make of the vehicle.

**Model**

Specify the vehicle model.

**Body**

Specify the vehicle body details.

**Usage**

Specify the mileage used by the vehicle till date.

**Valuation Source**

Select the collateral Vehicle Valuation Source from the adjoining drop-down list. You can select one of the following:

- None
- Internal

**Valuation Status**

Select collateral vehicle valuation status from the adjoining drop-down list. You can select one of the following:

- Recommended
- Not Recommended

**Vehicle ID**

Specify the vehicle identification number.

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

**Covenant Details****Covenant Name**

Specify the collateral's covenant name.

**Due Date On**

Specify collateral's covenant due date on.

**Frequency**

Specify the collateral frequency.

**Start Date**

Specify the collateral covenant start date.

**Start Month**

Specify the collateral covenant start month.

**Remarks**

Specify the covenant remarks.

**2.23.9 Comments Tab**

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

You can specify the following details here:

**Sequence Number**

The sequence number is automatically generated by the system.

**Comments**

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

**Comment By**

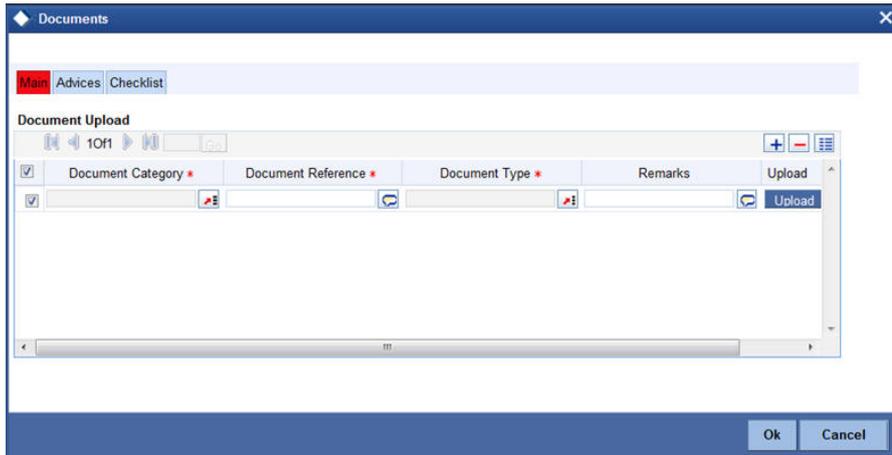
Specify the name of the commenter.

**Comment Date**

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

**2.23.10 Capturing Document Details**

You can capture the customer related documents in central content management repository through the ‘Documents’ screen. Click ” button to invoke this screen. You can also invoke this screen by typing ‘CSCDOCUP’ in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.



Here, you need to specify the following details:

**Document Category**

Specify the category of the document to be uploaded.

**Document Reference**

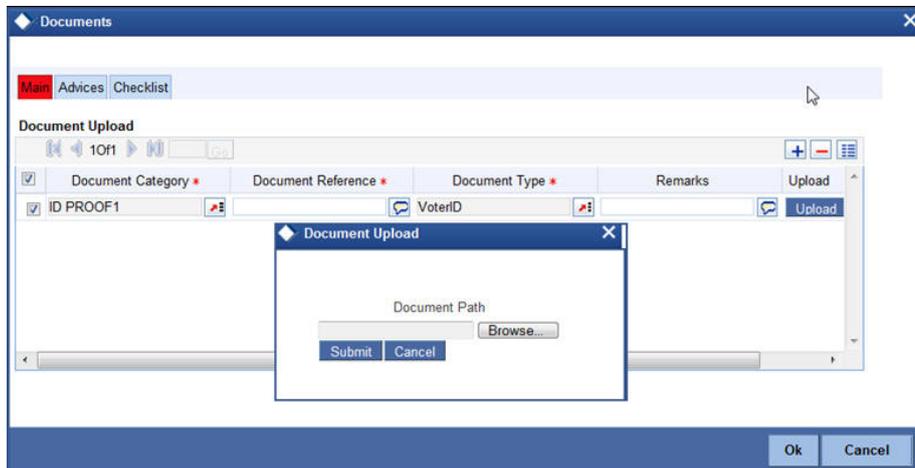
The system generates and displays a unique identifier for the document.

**Document Type**

Specify the type of document that is to be uploaded.

**Upload**

Click 'Upload' button to open the 'Document Upload' sub-screen. The 'Document Upload' sub-screen is displayed below:



In the 'Document Upload' sub-screen, specify the corresponding document path and click the 'Submit' button. Once the document is uploaded through the upload button, the system displays the document reference number.

**View**

Click 'View' to view the document uploaded.

In 'Retail Loan Origination' process, 'Document Upload' feature is not available in all the stages. Its availability in this process is given below:

Stage Title	Function Id	Doc Callform Exists	Upload(Available /Not Available)	View(Available/Not Available)
Application Entry	ORDRLAPP	Available	Available	Available
Application Verification	ORDRLVER	Available	Available	Available
Underwriting	ORDRLUND	Available	Available	Available
Loan Approval	ORDRLAPR	Available	Available	Available
Document Verification	ORDRLDVR	Available	Available	Available
Customer / Loan / Collateral / Account Creation				

### 2.23.11 Capturing Trade In Details

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

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

#### Application Number

Specify the application number.

#### Product Code

Specify the loan product.

#### Currency

Specify the trade asset currency.

---

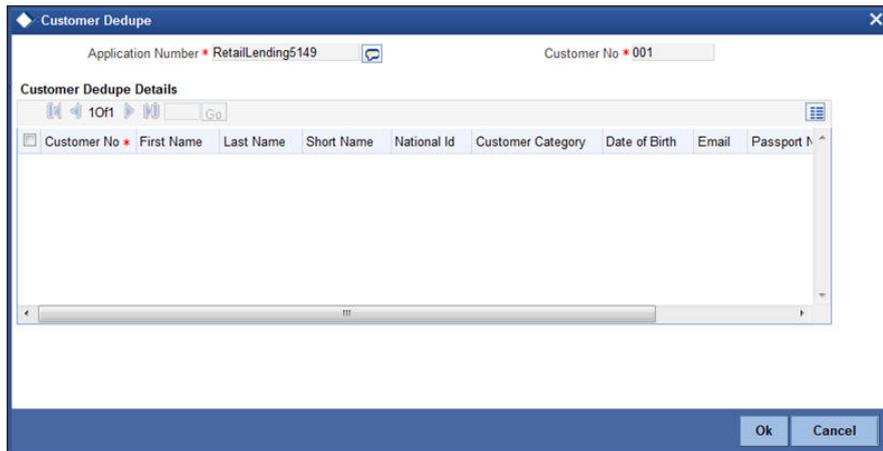
#### Note

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

---

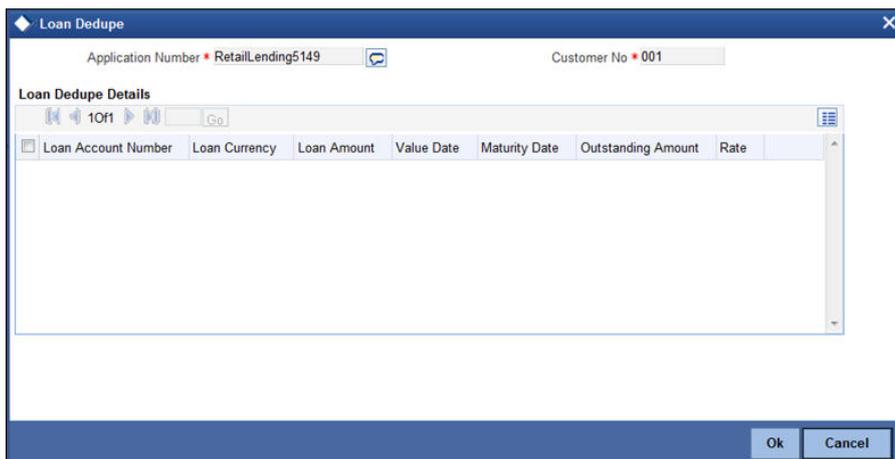
### 2.23.12 Verifying Customer Dedupe

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



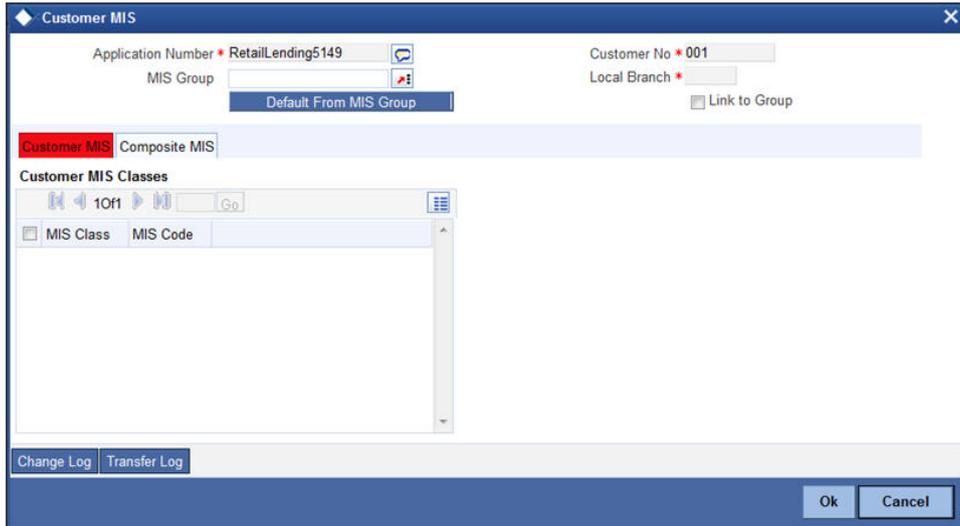
### 2.23.13 Verifying Loan Dedupe

You can verify if the loan details are duplicated by clicking the 'Loan Dedupe' button. 'Loan Deduplication Check' screen gets displayed where any duplicate loan details are displayed



### 2.23.14 Capturing Customer MIS

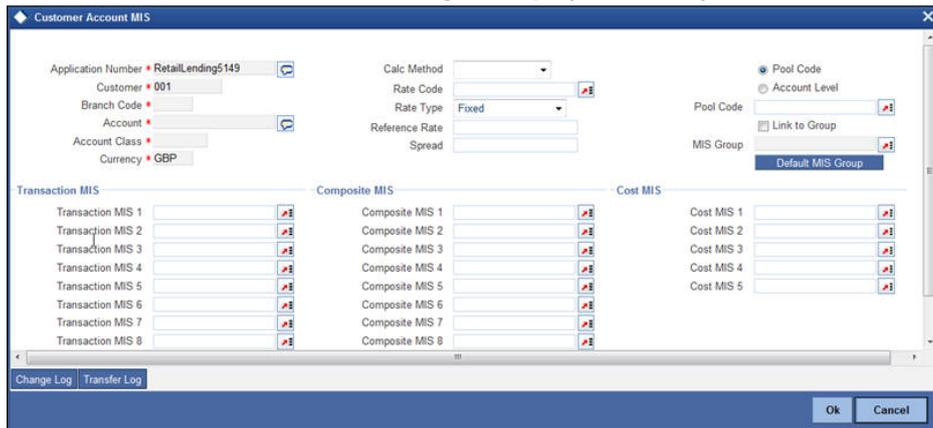
You can capture the MIS details for the customer, if any by clicking 'MIS' button against a row in the Applicant Details table. The 'Customer MIS' screen gets displayed where you can maintain the MIS details.



### 2.23.15 Capturing Customer Account MIS

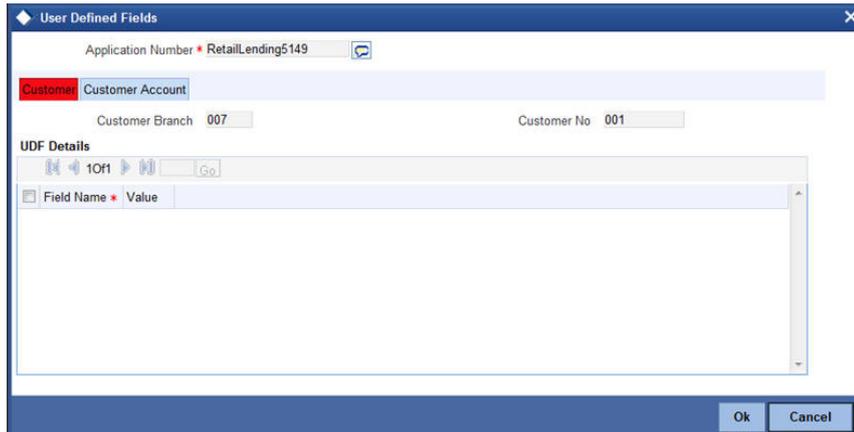
You can capture the MIS details for the Customer Accounts in Customer Account MIS Screen by clicking 'Customer Account MIS' button.

The 'Customer Account MIS' screen gets displayed where you can maintain the MIS details



### 2.23.16 Specifying Customer/Account Fields

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



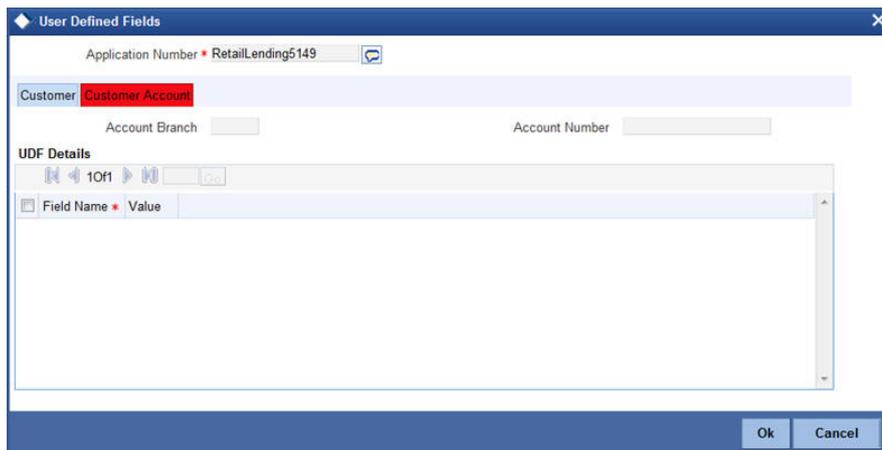
You can specify the following user defined field details for the customer in Customer Tab:

**Name**

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

**Value**

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



You can specify the following user defined field details for the customer account, in Customer Account Tab.

**Name**

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

**Value**

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

**2.23.17 Specifying Collateral Seller Details**

You can capture the details of the seller of the collateral using 'Collateral Seller Details' screen. This information helps you understand whether the application has been made for loan against used collateral. However, it is not mandatory to specify the collateral seller details for entering a retail loan application.

You can add the collateral seller details only after capturing the details of the collaterals in 'Collateral' tab.

To invoke 'Collateral Seller Details' screen, click 'Seller Details' button on the 'Retail Loan Application Entry' screen.

Collateral Seller Details

Application Number RetailLending4984 Collateral Id NEWCOLLTEST

Collateral Seller Details

1 Of 1
Seller Id * 1
Seller Name *
Seller Type * Individual
Passport Number
Passport Issue Date
Passport Expiry Date

Address 1 \*  
Address 2  
Address 3  
Address 4  
Country Code \*  
Nationality

Ok Cancel

Specify the following details:

### Application Number

The system displays the retail loan application number.

### Seller ID

The system displays the seller ID. This is generated sequentially, one (1) being the ID of the first seller.

### Seller Type

Select the type of seller from the drop-down list. The drop-down list displays the following options:

- Individual
- Corporate

### Seller Name

Specify the name of the collateral seller.

### Nationality

Specify the nationality of the collateral seller.

### Passport Number

Specify the passport number of the collateral seller.

### Passport Issue Date

Specify the issue date of the passport of the collateral seller.

### Passport Expiry Date

Specify the expiry date of the passport of the collateral seller.

### Address

Specify the address of the collateral seller.

### Country

Specify the country to which the collateral seller belongs. The option list displays all valid country codes that are applicable. Choose the appropriate one.

---

## Note

If you specify any information regarding the collateral seller on this screen, it becomes mandatory to specify the remaining details also. This means that you cannot save the application with data in only some fields of this screen. The collateral seller information cannot be left incomplete.

However, you can completely ignore the collateral seller information, if such details are not required. If you do not enter any information on this screen, then the system allows you to save the application.

---

### 2.23.18 Viewing Vehicle Evaluator

You can view the evaluated vehicle details captured as part of collateral details by clicking the 'Vehicle Evaluator' button against the Applicant record.

The screenshot shows the 'Vehicle Evaluator' window with the following data:

Vehicle Details	
Valuation Source	I
Identification Number	12535
Year	
Make	
Model	
Body	
Usage	

Vehicle Valuations	
Wholesale Value	
Retail Value	
Usage Value	
Attribute Value	
Total Value	

Attribute Description	Attribute Code	Attribute Value	Package Included	Selected
-----------------------	----------------	-----------------	------------------	----------

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

The following validations are carried out in this stage:

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

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

On successful completion a message, stating that the task is successfully completed, gets displayed. The system displays the system message as "The task is completed successfully. The workflow reference number is Retaillending <nnnn>"

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

<input type="checkbox"/>	Workflow Reference	Transaction Reference	Title	Assignee Group	Assignee Users	Customer Name	Amount	Creation Date (FromTo)	Priority
<input type="checkbox"/>	IslamicjarahAccount1352		Application Entry	ALLROLES				2012-04-30 11:14:27 IST	
<input type="checkbox"/>	IslamicjarahAccount1574		Application Entry	ALLROLES				2012-05-10 15:16:49 IST	
<input type="checkbox"/>	IslamicjarahAccount1575		Application Entry	ALLROLES				2012-05-10 15:40:50 IST	
<input type="checkbox"/>	ImportLCProcessFlow1587		Receive and Verify LC Import	ALLROLES,CCSEROLE				2012-05-11 12:11:04 IST	
<input type="checkbox"/>	ImportLCProcessFlow1687		Receive and Verify LC Import	ALLROLES,CCSEROLE				2012-05-16 19:55:53 IST	

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

The system displays the system message as "Acquire Successful" on the successful acquisition of the task.

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

## Step 1. Application Verification

The information captured in the previous stage is verified in the Application Verification stage. CMROLE

The screenshot displays the 'Retail Loan Application Verification' interface. At the top, there are fields for 'Application Category' (RETAIL\_1), 'Product Code' (CLO2), 'Description' (NormalBearing), 'Application Branch' (001), and 'Application Date' (2012-11-07). Other fields include 'Lead Id', 'Enquiry ID', 'Application Number' (RetailLending5140), 'User Reference' (001CLO212312003), 'Application Priority' (Low), and 'Application Status' (Verify Application). Below these are tabs for 'Start', 'Details', 'Financial', 'Requested', 'Limit', 'Collateral', and 'Comments'. The 'Details' tab is active, showing 'Channel', 'Intermediary Group', and checkboxes for 'KYC Required' and 'Auto Decision Required'. A table titled 'Applicant Details' shows one entry: a primary customer with Local Branch 001, Customer No 001005698, Short Name Log1, Customer Name Logu, National Id India, and Responsibility Borrower. Below the table are fields for 'Country' (GB), 'Nationality' (GB), 'Language' (ENG), 'Customer Category' (INDIVIDUAL), 'Financial Currency' (GBP), 'Group Code', 'Mobile Number', 'Landline Number', 'Email', 'Fax', 'First Name', 'Middle Name', 'Last Name', 'Salutation' (Mr.), 'Gender' (Male), 'Date of Birth' (1982-11-07), 'Mothers Maiden Name', 'Marital Status' (Married), 'Dependents' (0), 'SSN', 'Passport Number', 'Passport Issue Date', and 'Passport Expiry Date'. An 'Account Details' section includes 'Account Branch', 'Account Class', and 'Account Number' (Default).

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

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

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

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

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

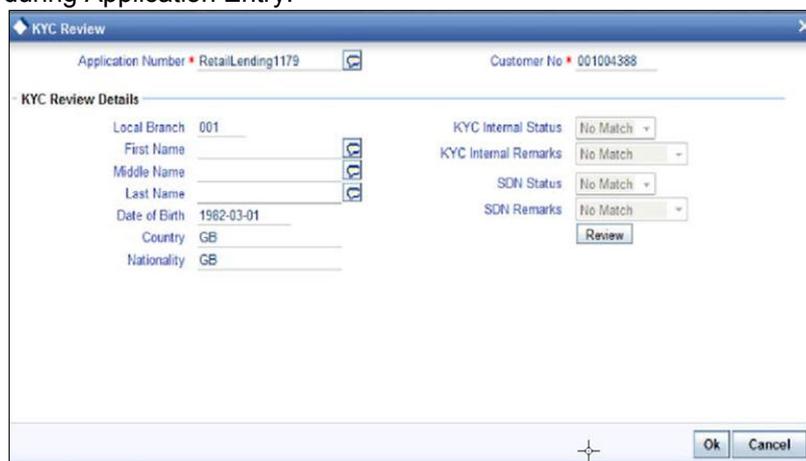
The system displays the system message as "Acquire Successful" on successful acquisition of the task.

Click 'Ok' to proceed to the next stage. To select the acquired task for the next stage, select 'Acquired' under 'Standard' option in the 'Task' menu. All the tasks that have been

successfully acquired are displayed in the right side of the screen. Search for your workflow reference number and click the 'Workflow Ref No' to open 'Retail Loan Underwriting' screen.

## Step 2. Internal KYC Check

You can verify the customer information against the internal blacklist of customers at 'Internal KYC Check' stage. This step is enabled only if you have checked the box 'KYC Required' during Application Entry.



The screenshot shows a 'KYC Review' window with the following details:

KYC Review Details	
Application Number	RetailLending1179
Customer No	001004388
Local Branch	001
First Name	
Middle Name	
Last Name	
Date of Birth	1982-03-01
Country	GB
Nationality	GB
KYC Internal Status	No Match
KYC Internal Remarks	No Match
SDN Status	No Match
SDN Remarks	No Match

Buttons: Review, Ok, Cancel

The system displays the following details:

- Local branch code
- First name of the customer
- Middle name of the customer
- Last name of the customer
- Date of birth of the customer
- Country of the customer
- Nationality of the customer

### KYC Internal Status

The system displays the internal KYC status. Based on the records in Oracle FLEXCUBE, the KYC internal status can be one of the following:

- Passed
- Failed
- No Match

### KYC Internal Remarks

The system displays the internal KYC remark. The internal remark can be one of the following:

- Possible Match
- No Match

Click 'Review' button to check the customer details against the blacklisted customers' list. The system displays the following details:

### SDN Status

The system displays the SDN status. Based on the records in Oracle FLEXCUBE, the KYC SDN status can be one of the following:

- Passed

- Failed
- No Match

### SDN Remarks

The system displays the SDN remark. The SDN remark can be one of the following:

- Possible Match
- No Match

Click 'Ok' to proceed to the next stage.

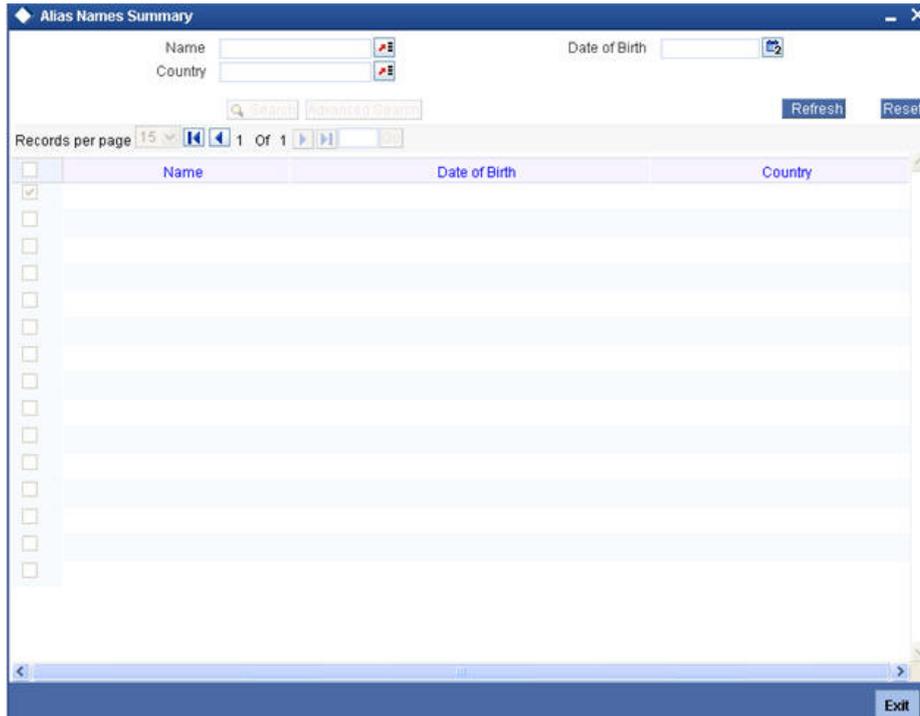
Click on the 'Review' button to view the following screen.

The screenshot shows a window titled "KYC Review". At the top, it displays "Application Number \* RetailLending1179" and "Customer No \* 001004388". Below this is a section titled "KYC Review Details" with two columns of information. The left column contains fields for "Local Branch" (001), "First Name", "Middle Name", "Last Name", "Date of Birth" (1982-03-01), "Country" (GB), and "Nationality" (GB). The right column contains dropdown menus for "KYC Internal Status" (No Match), "KYC Internal Remarks" (No Match), "SDN Status" (No Match), and "SDN Remarks" (No Match). A "Review" button is located below the "SDN Remarks" dropdown. At the bottom right of the window are "Ok" and "Cancel" buttons.

Based on the KYC and SDN statuses and remarks, the reviewer decides whether to move the task to the next stage,

Click 'Review' button to view all customer information and perform KYC and SDN checks. The KYC Review Screen (STSKYCMN) and SDN Review Screens (ORSSDNMN) are displayed.

The screenshot shows a window titled "KYC Maintenance Summary". It features several search filters at the top: "Authorization Status", "Record Status", "KYC Reference", "Full Name of Customer", and "KYC Customer Type". There are also "Search" and "Advanced Search" buttons, along with "Refresh" and "Reset" buttons. Below the filters is a table with the following columns: "Authorization Status", "Record Status", "KYC Reference", "Full Name of Customer", "KYC Customer Type", and "Risk Level". The table currently shows one record. At the bottom right of the window is an "Exit" button.

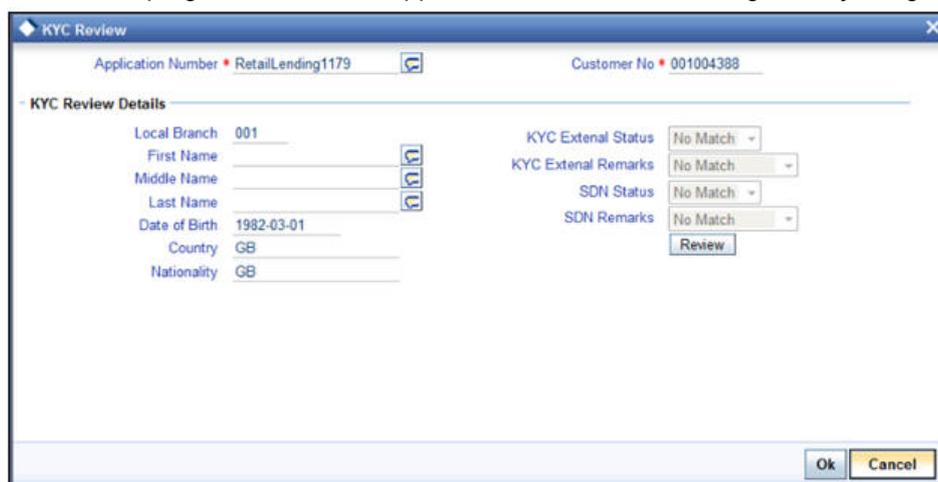


Once reviewed the verifier provides the review status and remarks.

You can perform a check on the customer record based on the KYC Review and SDN Review screens and choose the internal KYC status and SDN status respectively based on the review.

## Step 1. External KYC Check

You can verify the customer information against the external blacklist of customers at 'External KYC Check' stage. This step is enabled only if you have checked the box 'KYC Required' during Application Entry. You can invoke this screen by typing 'ORDRLIKC' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.



The system displays the following details:

- Local branch code
- First name of the customer

- Middle name of the customer
- Last name of the customer
- Date of birth of the customer
- Country of the customer
- Nationality of the customer

### KYC External Status

The system displays the external KYC status. Based on the records in Oracle FLEXCUBE, the KYC external status can be one of the following:

- Passed
- Failed
- No Match

### KYC External Remarks

The system displays the external KYC remark. The external remark can be one of the following:

- Possible Match
- No Match

Click 'Review' button to check the customer details against the blacklisted customers' list. The system displays the following details:

### SDN Status

The system displays the SDN status. Based on the records in Oracle FLEXCUBE, the KYC SDN status can be one of the following:

- Passed
- Failed
- No Match

### SDN Remarks

The system displays the SDN remark. The SDN remark can be one of the following:

- Possible Match
- No Match

Click 'Ok' to proceed to the next stage.

Click on the 'Review' button to view the following screen.

Based on the KYC and SDN statuses and remarks, the reviewer decides whether to move the task to the next stage,

Click 'Review' button to view all customer information and perform KYC and SDN checks. The KYC Review Screen (STSKYCMN) and SDN Review Screens (ORSSDNMN) are displayed.

Authorization Status	Record Status	KYC Reference	Full Name of Customer	KYC Customer Type	Risk Level
----------------------	---------------	---------------	-----------------------	-------------------	------------

Name	Date of Birth	Country
------	---------------	---------

Once reviewed the verifier provides the review status and remarks.

You can perform a check on the customer record based on the KYC Review and SDN Review screens and choose the external KYC status and SDN status respectively based on the review.

## Step 1.Underwriting

In this stage, the bank assesses the eligibility of the borrower for the requested loan offer, based on the analysis of the borrower's financial ratios and credit scores. The bank also obtains credit details from external agencies and field investigation agencies. You can also invoke 'Retail Loan Underwriting' screen by typing 'ORDRLUND' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

### 2.23.19 Main Tab

System defaults the customer details provided in the 'Application Entry' stage here. However you can modify it.

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

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

### 2.23.20 Collateral Tab

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

In this screen, capture the following details:

### **Vehicle Details**

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

#### **Identification Number**

Enter the unique identification number associated with the vehicle.

#### **Year**

Specify the year of manufacture for the vehicle.

#### **Make**

Specify the make of the vehicle.

#### **Model**

Specify the vehicle model.

#### **Body**

Specify the vehicle body details.

#### **Usage**

Specify the mileage used by the vehicle till date.

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

- Year
- Make
- Model
- Body
- Usage

#### **Valuation Source**

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

- INTERNAL
- NONE

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

#### **Status**

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

- RECOMMENDED
- NOT RECOMMENDED
- COMPLETE
- NO DATA

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

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

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

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

The system displays the system message as "Acquire Successful" on successful acquisition of the task.

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

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

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

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

---

**Note**

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

---

### 2.23.21 Credit Score Tab

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

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

### Answer

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

### Risk Factor

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

### Description

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

System defaults the Category and Question as maintained in the Rule

Click 'Calculate' button to display the calculated grade and score based on the selected answer

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

## 2.23.22 Bureau Tab

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

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

## **Credit Bureau Details**

### **Request Id**

The identification of the loan customer gets displayed here.

### **Bureau Code**

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

If you enable external credit checking for a particular applicant, then you need to manually select the bureau from the option list.

### **Bureau Name**

The system displays the name of the credit bureau.

### **Recommended**

This indicates whether external credit check is required for the customer or not. The following options are available in the option list.

- Recommended - This indicates that external credit check is required for the applicant.
- Not Recommended - This indicates that external credit check is not required for the applicant.

By default, the system displays the appropriate option, that is, recommended or not recommended, based on the external credit check settings for the application category.

## Status

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

- Completed - This indicates that the credit checking is completed for the applicant
- Required - This indicates that credit checking is required for the applicant, You need to select this when you manually enable external credit checking for an applicant.
- Pending

## Remarks

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

## Score

If the credit checking is completed, the score is displayed here.

## Enabling External Credit Check at Underwriting Stage

You can enable external credit check during underwriting stage. If external credit check is not enabled for an applicant (primary applicant or co-applicant or all), you may enable it by following the steps given below.

- In the 'Main' tab, check the option 'External Credit Check Required' for each applicant for whom you need to enable external credit check
- In this tab, specify the credit bureau by selecting the appropriate bureau code from the option list
- In this tab, in the field 'Recommended', select 'Recommended' from the drop-down list
- In this tab, in the field 'Status', select 'Required' from the drop-down list
- Change 'Outcome' to 'Verify'
- Save the record

After enabling 'External Credit Check Required' in the 'Main' tab, if you do not specify the bureau and other details, the system will display an error message.

Until the external credit check is completed, the task will be in underwriting stage itself.

---

### Note

If you are enabling external credit check for more than one applicants (primary/co-applicant), then after checking the option 'External Credit Check Required' for each applicant in the 'Main' tab, you need to initiate at least one credit bureau pull for each applicant selected.

If external credit check is enabled for an applicant, at underwriting stage, you will not be allowed to disable it.

---

## External Credit Rating

### External Agency

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

### Recommended

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

- Recommended
- Not Recommended

## Remarks

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

## Status

The following statuses are available:

- Initiated
- Completed

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

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

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

Chapter	Value
Chapter 7	
Chapter 11	
Chapter 13	
Total	1

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

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

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

The following reports can be viewed:

## Summary1

**Credit Bureau Report**

Report Header

Bureau: [ ] Credit Report Id: [ ]  
 First Name: [ ] Report Date: [ ]  
 MI: [ ] Unique Id: [ ]  
 Last Name: [ ] On File Date: [ ]  
 Birth Date: [ ]  Best Match

Summary 1 | **Summary 2** | Trade Lines | Public Records | Collections | Fraud Messages | Inquiries | Also Known As | Consumer Statement | Credit Scores

Bankruptcy

Life

Recent

Chapter 7: [ ] Chapter 7: [ ] Chapter 7: [ ]  
 Chapter 11: [ ] Chapter 11: [ ] Chapter 11: [ ]  
 Chapter 13: [ ] Chapter 13: [ ] Chapter 13: [ ]  
 Total: [ ] Total: [ ] Total: [ ]

Open

Chapter 7: [ ]  
 Chapter 11: [ ]  
 Chapter 13: [ ]  
 Total: [ ]

Exit

## Summary 2

**Credit Bureau Report**

Report Header

Bureau: [ ] Credit Report Id: [ ]  
 First Name: [ ] Report Date: [ ]  
 MI: [ ] Unique Id: [ ]  
 Last Name: [ ] On File Date: [ ]  
 Birth Date: [ ]  Best Match

Summary 1 | **Summary 2** | Trade Lines | Public Records | Collections | Fraud Messages | Inquiries | Also Known As | Consumer Statement | Credit Scores

Inquiries

Auto: [ ] 6M: [ ]  
 Bank: [ ] 12M: [ ]  
 Card: [ ] 24M: [ ]  
 Retail: [ ] Total: [ ]  
 Financing: [ ] Newest: [ ]  
 Sales Finance: [ ] Oldest: [ ]

Exit

## Trade Lines

**Credit Bureau Report**

Report Header

Bureau: [ ] Credit Report Id: [ ]  
 First Name: [ ] Report Date: [ ]  
 MI: [ ] Unique Id: [ ]  
 Last Name: [ ] On File Date: [ ]  
 Birth Date: [ ]  Best Match

Summary 1 | Summary 2 | **Trade Lines** | Public Records | Collections | Fraud Messages | Inquiries | Also Known As | Consumer Statement | Credit Scores

Trade Lines

10/11

Creditors Name	Status	Type	Type Code	Past Due Amt	Balance	Balance Date

Exit

## Public Records

**Credit Bureau Report**

Report Header

Bureau: [ ] Credit Report Id: [ ]  
 First Name: [ ] Report Date: [ ]  
 MI: [ ] Unique Id: [ ]  
 Last Name: [ ] On File Date: [ ]  
 Birth Date: [ ]  Best Match

Summary 1 | Summary 2 | Trade Lines | **Public Records** | Collections | Fraud Messages | Inquiries | Also Known As | Consumer Statement | Credit Scores

Public Records

10/11

Record Type	Status	Amount	Filed Date	Satisfied Date

Exit

## Collections

**Credit Bureau Report**

Report Header

Bureau: [Redacted]      Credit Report Id: [Redacted]  
First Name: [Redacted]      Report Date: [Redacted]  
MI: [Redacted]      Unique Id: [Redacted]  
Last Name: [Redacted]      On File Date: [Redacted]  
Birth Date: [Redacted]       Best Match

Summary 1 | Summary 2 | Trade Lines | Public Records | **Collections** | Fraud Messages | Inquiries | Also Known As | Consumer Statement | Credit Scores

**Collections**

10 of 1

Creditors Name	Account #	Acct Balance	High Balance	Term Type	Balance Date	Open Date	Last Act
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

Exit

## Fraud Messages

**Credit Bureau Report**

Report Header

Bureau: [Redacted]      Credit Report Id: [Redacted]  
First Name: [Redacted]      Report Date: [Redacted]  
MI: [Redacted]      Unique Id: [Redacted]  
Last Name: [Redacted]      On File Date: [Redacted]  
Birth Date: [Redacted]       Best Match

Summary 1 | Summary 2 | Trade Lines | Public Records | Collections | **Fraud Messages** | Inquiries | Also Known As | Consumer Statement | Credit Scores

**Fraud Messages**

10 of 1

Product	Message
[Redacted]	[Redacted]

Exit

## Inquiries

**Credit Bureau Report**

Report Header

Bureau: [Redacted]      Credit Report Id: [Redacted]  
First Name: [Redacted]      Report Date: [Redacted]  
MI: [Redacted]      Unique Id: [Redacted]  
Last Name: [Redacted]      On File Date: [Redacted]  
Birth Date: [Redacted]       Best Match

Summary 1 | Summary 2 | Trade Lines | Public Records | Collections | Fraud Messages | **Inquiries** | Also Known As | Consumer Statement | Credit Scores

**Inquiries**

10 of 1

Inquirer Name	Inquirer Subscriber #	Inquirer Industry Code	Inquiry Date	Rate Shopping	Duplicate
[Redacted]	[Redacted]	[Redacted]	[Redacted]	<input type="checkbox"/>	<input type="checkbox"/>

Exit

## Also Known As

The screenshot shows the 'Also Known As' section of a 'Credit Bureau Report' window. The window title is 'Credit Bureau Report'. Below the title bar, there is a 'Report Header' section with fields for Bureau, First Name, MI, Last Name, Birth Date, Credit Report Id, Report Date, Unique Id, and On File Date. A checkbox for 'Best Match' is also present. Below the header is a navigation bar with tabs: Summary 1, Summary 2, Trade Lines, Public Records, Collections, Fraud Messages, Inquiries, Also Known As (highlighted in red), Consumer Statement, and Credit Scores. The 'Also Known As' section contains a table with columns: First Name, MI, Last Name, Suffix, and Spouse First Name. The table is currently empty. An 'Exit' button is located at the bottom right of the window.

## Consumer Statements

The screenshot shows the 'Consumer Statements' section of a 'Credit Bureau Report' window. The window title is 'Credit Bureau Report'. Below the title bar, there is a 'Report Header' section with fields for Application Number (RetailLending4856), Customer No (000000103), Requested Id (1353), and External Agency (A1). Below the header is a navigation bar with tabs: Summary 1, Summary 2, Trade Lines, Public Records, Collections, Fraud Messages, Inquiries, Also Known As, Consumer Statement (highlighted in red), and Credit Scores. The 'Consumer Statements' section contains a table with columns: First Name, MI, Last Name, Suffix, and Spouse First Name. The table is currently empty. 'Ok' and 'Cancel' buttons are located at the bottom right of the window.

## Credit Score Details

The screenshot shows the 'Credit Score Details' section of a 'Credit Bureau Report' window. The window title is 'Credit Bureau Report'. Below the title bar, there is a 'Report Header' section with fields for Bureau, First Name, MI, Last Name, Birth Date, Credit Report Id, Report Date, Unique Id, and On File Date. A checkbox for 'Best Match' is also present. Below the header is a navigation bar with tabs: Summary 1, Summary 2, Trade Lines, Public Records, Collections, Fraud Messages, Inquiries, Also Known As, Consumer Statement, and Credit Scores (highlighted in red). The 'Credit Scores' section contains fields for Score Model, Score, and Score Factor. An 'Exit' button is located at the bottom right of the window.

### 2.23.23 Viewing Credit Bureau Report

You can view the credit bureau report by the external agency by clicking 'Bureau Report' button in 'Retail Loan Underwriting' screen. The 'Credit Bureau Report' screen gets displayed

where you can view the details

### 2.23.23.1 Capturing Loan MIS Details

You can capture the Loan MIS details by clicking 'Loan MIS' button in 'Retail Loan Underwriting' screen.

The 'Loan MIS' screen gets displayed where you can capture the details

### 2.23.23.2 Capturing Loan UDF Details

You can capture the Loan UDF details by clicking 'Loan Fields' button in 'Retail Loan Underwriting' screen. You can also invoke this screen by typing 'ORCLNUDF' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The 'Loan UDF' screen gets displayed where you can capture the details

### 2.23.24 Ratios Tab

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

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

## **Actual**

### **Monthly Income**

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

### **Monthly Debt**

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

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

### **What if Pmt Amt**

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

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

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

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

## **2.23.25 Loan Tab**

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

The screenshot shows the 'Retail Loan Underwriting Stage' application window. The window title is 'Retail Loan Underwriting Stage'. It features a 'New' button and a 'Workflow Reference #' field. Below this are fields for 'Application Category', 'Product Code', 'Lead Id', 'Enquiry ID', 'Priority', 'Application Number \*', 'User Reference \*', 'Date', 'Purpose', 'Branch Code', 'Channel', 'Intermediary Code', 'Status', and 'Offline Application Number'. A navigation bar includes tabs for 'Customer', 'Details', 'Financials', 'Requested', 'Collaterals', 'Credit Score', 'Bureau', 'LMC Eligibility Ratio', 'Financing' (highlighted in red), 'Schedule', 'Charges', 'Fields', 'Investigation', and 'Check List'. Below the navigation bar is a 'Comments' section. The main area is titled 'Multiple Offers' and contains a table with columns: Offer Id \*, No of Installments, Unit, Frequency, Rate, Rate Code, Spread, Effective Rate, Check, and Apply. The table is currently empty. Below the table is a 'Financing Details' section with fields for Financing Currency, Financing Amount, CL Account Number, Installment Start Date, Effective Rate, Hamish Jiddayah Amount, Value Date, Maturity Date, No of Installments, Unit, and Frequency. At the bottom, there are 'Documents' and 'Trade In' tabs, and a footer with 'Prev Remarks', 'Remarks', 'Outcome' (with a dropdown menu), and an 'Exit' button.

Specify the following details:

## **Pricing ID**

System displays the default price in the pricing field.

You can select & apply any one of the price available under a linked pricing group for the requested loan application among the available offers for the application category. You can either proceed with the system selected offer or can select any other offer for the loan based on the need.

If you change a price ID selected by the system and reapply a different price ID, the system changes the score of the pricing rule. The score determines the price ID to be automatically applied.

Click 'Apply' button to apply the selected price ID to the loan.

On clicking 'Apply' button, the system compares each offer under 'Multiple Offers' with the pricing and other details requested. The values in the fields 'No of Installments', 'Frequency' and 'Unit' are compared with the values given by the applicant in the 'Requested' tab during Application Entry stage. The rate under Multiple Offers is compared with the rate maintained in the Pricing ID.

On comparison, if the system finds a matching offer, it applies the details of the offer to the application. In case the details do not match, the system creates a new row with the values available in the offers maintained for the pricing ID and applies it.

## **Status Change Mode**

Select the status change mode of the loan. The adjoining option list displays the following option:

- Auto: To change the status automatically.
- Manual: To change the status manually.

## **Close Collateral**

Check this box to give a provision to close the collaterals associated with the Loan. It can be selected only if the liquidation mode is 'Auto'.

## **Effective Date**

The system captures the effective date of User defined elements. However you can modify it in underwriting stage.

## **User Defined Element Values**

The system supports multiple User Defined Elements here based on the effective dates maintained.

### **UDE Id**

Select the User Defined Element Id from the adjoining option list.

### **Value**

Specify the UDE value.

### **Rate Code**

Select the rate code for UDE from the adjoining option list.

### **Code Usage**

Select the code usage from the adjoining drop down list.

## Resolved Value

The system defaults the system revised UDE value.

## Intermediary

System displays the intermediary details including the compensation percentage for each Intermediary, based on the Inetrmediary code maintained in Application Entry stage. However, you can modify it.

The payment schedules are derived based on the offer selected.

---

### Note

You can select only one loan offer in this screen.

---

## 2.23.26 Component Tab

In 'Component' tab, the system calculates and displays component name, schedule type, first due date, number, frequency, units and amount details based on the loan offer selected. If you have selected an 'Enquiry ID' for the customer, then the schedule details that have been stored for the corresponding loan proposal are displayed here. You can modify them, if required.

The screenshot shows the 'Retail Loan Underwriting Stage' application window. The 'New' form includes fields for Workflow Reference #, Priority (Low), Application Category, Product Code, Lead Id, Enquiry ID, Priority (Low), Application Number, User Reference, Date, Purpose, Branch Code, Channel, Intermediary Code, Status (New Application), and Offline Application Number. The 'Schedule' tab is active, showing a table with columns: Component Name, Schedule Type, First Due Date, No, Frequency, Units, Amount. Below this is a 'Details' section with columns: Component Name, Due Date, Amount Due, EMI amount, Amortized Principal. The bottom of the window has buttons for 'Prev Remarks', 'Remarks', 'Outcome', and 'Exit'.

You have to specify the following details:

### Component Name

Select the name of the loan component.

### Component Currency

Select the loan component currency code.

**Liquidation Mode**

Select the mode of liquidation from. The adjoining drop-down list displays the following options:

- Auto
- Manual

**Main Component**

Check this box to indicate if the provided component is main component.

**Capitalized**

Check this box to indicate that the component needs to be capitalized.

**Waive**

Check this box to indicate that component needs to be waived.

**Compound Days**

Specify the number of compound days.

**Compound Months**

Specify the number of compound months.

**Compound Years**

Specify the number of compound years.

**Years**

Select the actual number of days for the year from the adjoining drop-down list. You can select one of the following options:

- 360
- 365
- Actual

**Days in Month**

Select the number of days that would constitute a month for calculation from the adjoining drop-down list. You can select one of the following options:

- 30 (euro)
- 30 (US)
- Actual

**Verify Funds**

Check this box to indicate that verify of funds to be checked for the component.

Click on the 'Explode Schedule' button to explode the component schedules.

Click on 'Disburse Details' button to display disbursement schedule info for the selected component.

The following details related to the schedule are displayed here:

- Schedule Type
- Schedule Flag
- Formula
- First due Date
- Number of Schedules

- Frequency
- Units
- Schedule Start Date
- End Date
- Amount

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

Using Explode schedules the schedule details can be recalculated.

### 2.23.26.1 Maintaining Disbursal Details

You can capture the Loan Disbursal schedules details in 'Disbursal' screen. You can invoke this screen by clicking 'Disbursement Details' button.

The following details related to the Loan Disbursal schedules can be captured here:

- Schedule Date
- Total Disburse Amount
- Amount to Disburse
- Already Disbursed Amount

The following Disbursal Schedule's Split Details can be captured here:

- Split Sequence No
- Split Percentage
- Split Amount
- Payment Mode
- Settlement Branch
- Settlement Account Number

- Account Description
- Customer & Settlement Currency

### 2.23.26.2 Viewing Schedule Details

You can view the modified schedule details 'Schedule details' screen.

You can invoke this screen by clicking 'Schedule Details' button.

The screenshot shows a window titled "Schedule Details" with the following data:

Due Date	Amount Settled	Amount Due	EMI amount	Amortized Principal	Accrued
2012-07-03	0	8333.33			
2012-08-03	0	8333.33			
2012-09-03	0	8333.33			
2012-10-03	0	8333.33			
2012-11-05	0	8333.33			
2012-12-05	0	8333.33			

### 2.23.27 Charges Tab

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

The screenshot shows the "Retail Loan Underwriting Stage" window with the "Charges" tab selected. The "Details" section contains a table with the following columns:

Component Name	Event Code *	Currency *	Amount	Waive
				<input type="checkbox"/>

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

- Component Name
- Event Code
- Associated currency

- Amount

**Component Name**

Specify the name of the component.

**Component Currency**

Specify the component currency

**Effective Date**

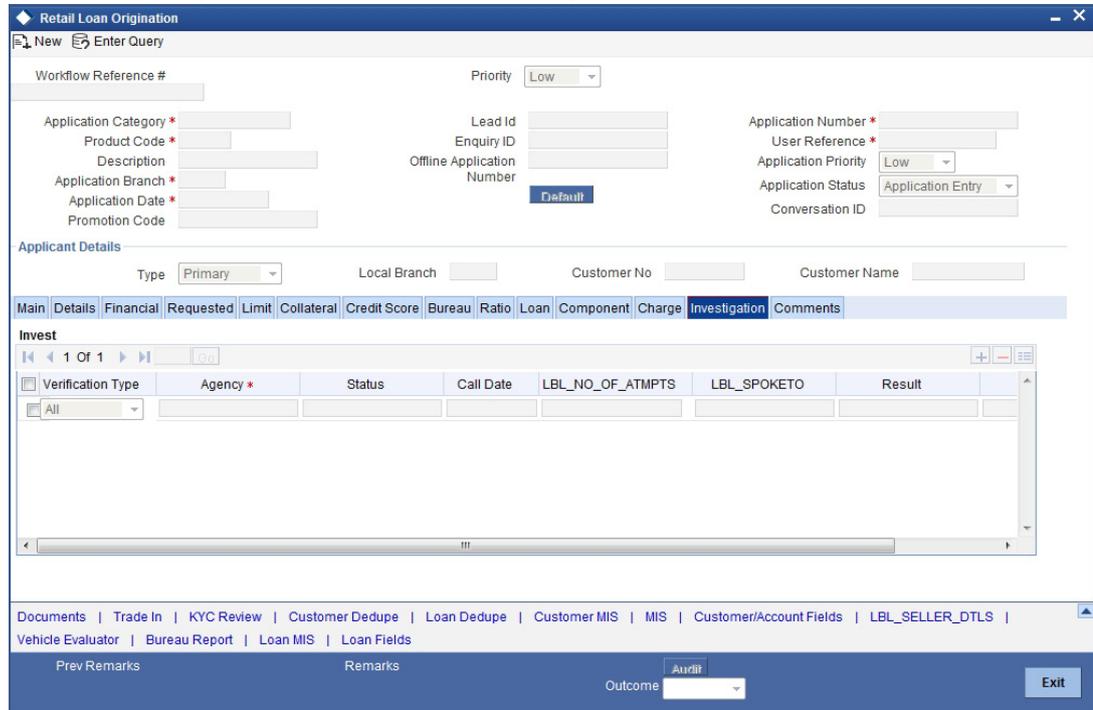
Specify the effective date.

**Waive**

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

**2.23.28 Investigation Tab**

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



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

**Verification Type**

Select the type of verification. The drop-down list displays the following verification types:

- Address
- Employment
- Collateral
- All

Select the appropriate one.

**Agency**

Specify the agency code of the agency who will investigate the information. The option list displays all valid agency codes maintained under the branch code that you have specified above. Select the appropriate one.

**Status**

Specify the status of investigation. The drop-down list displays all statuses that are enabled in 'Others' tab of the 'Field Investigation Maintenance' screen, for the selected agency.

**Call Date**

If the agency has conducted the investigation over the phone, specify the date on which the phone call was made.

**Number of Attempts**

Specify the number of attempts made to investigate. This includes the number of visits, phone calls and other attempts that were made during investigation.

**Spoke To**

Specify the name of the person to whom the investigation agency has spoken in order to get the information verified.

**Result**

Specify the result of the investigation. The drop-down list displays all valid results that are enabled in 'Others' tab of the 'Field Investigation Maintenance' screen, for the selected agency.

**Remarks**

Specify the remarks with regard to the investigation, if any.

---

**Note**

If the investigation is done for an application number maintained in the Investigation Update screen (ORDFIUPD), the details will be defaulted in the Field Investigation tab at the underwriting stage of the that application. The system will allow you to modify the investigation details at the underwriting stage. Such modifications are automatically updated in 'Field Investigation Update' screen for that application number.

---

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

**2.23.29 Comments Tab**

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

You can capture the following details:

### Comments

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

### Comment Type

Specify the type of the comment given.

### Comment Date

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

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

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

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

The system displays the system message as "Acquire Successful" on successful acquisition of the task.

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

## Step 1. Loan Approval

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

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

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

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

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

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

The system displays the system message as "Acquire Successful" on successful acquisition of the task.

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

If you have checked the option 'Auto Decision Required' during Application Entry stage, the based on the applicant credit score – auto decision mapping maintained in 'Auto Decision' screen, the system decides whether to approve the loan or not. The system makes one of the following decisions in that case:

- Approved
- Recommend Approval
- Recommend Reject
- Rejected

If the auto decision made by the system is 'Recommend Approval' or 'Recommend Reject', you need to manually verify and confirm the decision at this stage.

If any price group is associated with the application category, then the system will apply auto pricing after proceeding the Application Entry stage by considering the default 'Price ID' linked to the pricing group. Further, based on the selected loan offer, the loan is applied and schedules are defaulted. However, at underwriting stage, the underwriter may proceed or re-apply the loan by selecting a different loan offer.

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

## **Step 1.Document Verification**

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

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

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

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

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

## Step 2. Manual Retry

Manual Retry Stage is an optional stage. If the system faces any issues while creating Customers or Customer's Accounts or Customer's Limits, the loan application is moved to Manual Retry stage. You can do any corrections in the requested Loan Application and retry the task.

In this stage the verifier can provide the corrected information based on the issues thrown by the system while processing the Loan. This stage will be retried until the Loan gets booked in the system.

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

**Retail Loan Manual Retry Task**

Save Hold

Application Category: [ ] Lead Id: [ ] Application Number: [ ]  
 Product Code: [ ] Enquiry ID: [ ] User Reference: [ ]  
 Description: [ ] Application Priority: Low  
 Application Branch: 007 Default Application Status: Application Entry  
 Application Date: 2012-05-15

Details Financial Requested Limit Collateral Credit Score Bureau Ratio Loan Component Charge Investigation Comments

Channel: [ ] KYC Required:  External Credit Check Required:   
 Intermediary Group: [ ] Auto Decision Required:

**Applicant Details**

10/1 [Go]

Type	Existing	Local Branch	Customer No	Default	Short Name	Customer Name	National Id	Responsibility	Liability	RM ID	RM Name

Country: [ ] First Name: [ ] SSN: [ ]  
 Nationality: [ ] Middle Name: [ ] Passport Number: [ ]  
 Language: [ ] Last Name: [ ] Passport Issue Date: [ ]  
 Customer Category: [ ] Salutation: Mr. [ ] Passport Expiry Date: [ ]  
 Financial Currency: [ ] Gender: Male [ ]  
 Group Code: [ ] Date of Birth: [ ]  
 Mobile Number: [ ] Mothers Maiden Name: [ ]  
 Landline Number: [ ] Marital Status: Married [ ]  
 Email: [ ] Dependents: [ ]  
 Fax: [ ]

Account Details  
 Account Branch: [ ]  
 Account Class: [ ]  
 Account Number: [ ]  
 Default

Documents Trade In KYC Review Customer Dedupe Loan Dedupe Customer MIS Customer Account MIS Customer/Account Fields Vehicle Evaluator Bureau Report Loan MIS

Loan Fields

Prev Remarks Remarks Audit Outcome [ ] Exit

## 3. Maintenances

### 3.1 Introduction

As part of general maintenance required for the successful functioning of Corporate Loan Origination, you should maintain the following in the system:

- SDE Maintenance
- Template Definition Maintenance
- Ratio Maintenance

### 3.2 Maintaining System Data Elements

In order to calculate financial ratios, you can maintain System Data Elements (SDEs) using the 'SDE Maintenance' screen. You can invoke this screen by typing 'ORDSDEMT' in the field at the top-right corner of the Application tool bar and clicking the adjoining arrow button.

SDE Name *	SDE Description	Data Type	SDE Type	Derivation Required	Der
		Number	Static	<input type="checkbox"/>	

Specify the following details:

#### Group/Worksheet Name

Specify the group/worksheet name here.

#### Element Type

Select the element type from the adjoining drop-down list. This list displays the following values:

- Corporate
- Retail
- Both

#### Group/Worksheet Description

Specify a brief description of the group/worksheet you are maintaining.

**SDE Name**

Specify a unique name for the SDE you are maintaining.

**SDE Description**

Specify a description for the SDE you are maintaining.

**Data Type**

Select the data type of the SDE from the adjoining drop-down list. This list displays the following values:

- VARCHAR2
- Number
- Date

**SDE Type**

Select the SDE type from the adjoining drop-down list. This list displays the following values:

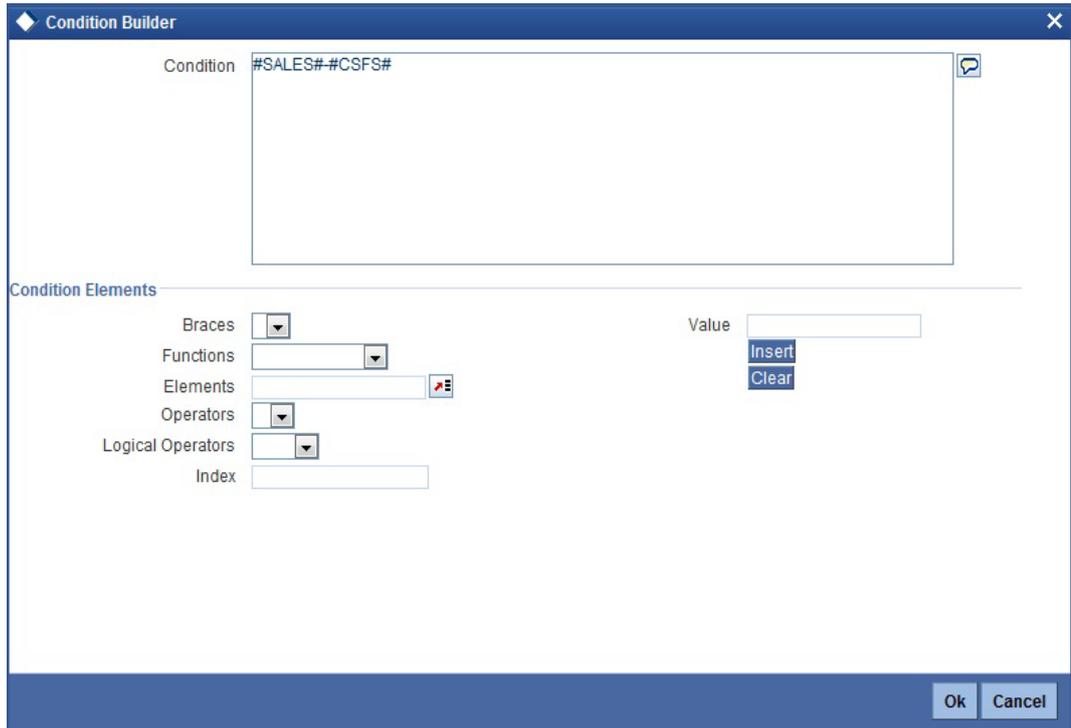
- Template
- Static

**Derivation Required**

Check this box indicate that derivation formula is required for the SDE.

**Derivation Formula**

Specify the derivation formula here. You can also maintain the derivation formula in the 'Condition Builder' screen which is invoked by clicking the 'Formula' button.



Specify the following details:

**Condition**

Specify the condition for the rule here.

## **Business Rule**

### **Braces**

Select the braces from the adjoining drop-down list.

### **Functions**

Select the functions from the adjoining drop-down list.

### **Elements**

Select the elements from the adjoining option list. This list displays all valid elements maintained in the system.

### **Operators**

Select the mathematical operators from the adjoining drop-down list. This list displays the following values:

- Equal To
- Greater Than
- Greater Than or Equal To
- Less Than
- Less Than or Equal To
- Like
- Not Like
- Not Equal To

### **Logical Operators**

Select the logical operators from the adjoining drop down list. This list displays the following values:

- And: Use 'And'
- Or: Use 'OR'

### **Value**

Specify the value of the SDE to define the condition. The value may be numeric or alphanumeric, as required for the condition.

After building the condition, click the 'Insert' button to insert the same. To remove a condition, click the 'Clear' button in the screen.

## **3.3 Defining Template for Calculating Ratios**

You can define templates for calculating financial ratios taken from the balance sheet, income statement, statement of cash flows or statement of retained earnings within the product. You can capture the template related details through the 'Ratio Template Definition' screen.

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

The screenshot shows the 'Ratio Template Definition' application window. At the top, there is a menu bar with 'New' and 'Enter Query'. Below the menu bar, there are three input fields: 'Industry \*', 'Sheet Name \*', and 'Sheet Description', followed by a 'Generate' button. The main area is divided into two sections: 'Worksheet' and 'SDE Details'. The 'Worksheet' section has a table with columns 'Worksheet Name \*', 'Worksheet description', and 'Work sheet Required'. The 'SDE Details' section has a table with columns 'SDE Name \*', 'SDE Description', 'Data Type \*', 'Category \*', 'Sub Category \*', and 'SDE Type'. At the bottom, there are fields for 'Maker', 'Checker', 'Date Time:', 'Mod No', 'Record Status', and 'Authorization Status', along with an 'Exit' button.

Specify the following details:

### **Industry**

Specify the industry name here.

### **Sheet Name**

Specify the worksheet name here.

### **Short Description**

Specify a brief description about the template.

### **Worksheet**

#### **Worksheet Name**

Specify the worksheet name here.

#### **Worksheet Description**

Specify a brief description about the worksheet.

#### **Work sheet Required**

Check this box to indicate that work sheet should be generated in excel format.

### **SDE Details**

#### **SDE Name**

Specify the SDE name here.

#### **SDE Description**

Specify a brief description of the SDE.

#### **Data Type**

Select the data type from the adjoining drop-down list. This list displays the following values:

- VARCHAR2
- Number
- Date

### **Category**

Select the SDE category from the adjoining drop-down list. This list displays the following values:

- Asset
- Liability
- Income
- Expense

### **Sub Category**

Select the sub-category of the SDE from the adjoining option list. This list displays all valid sub-categories maintained in the system.

---

#### **Note**

The sub-category should be defined as an SDE in the 'SDE Maintenance' (ORDSDEMT) screen.

---

### **SDE Type**

System displays the SDE type here. The SDE type could either be General SDE or Derived SDE.

## **3.4 Maintaining Ratio Details**

You can define templates for calculating financial ratios taken from the balance sheet, income statement, statement of cash flows or statement of retained earnings within the product. You can capture the template related details through the 'Ratio Template Definition' screen.

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

The screenshot shows the 'LMC Eligibility Ratio' application window. At the top, there is a toolbar with 'New' and 'Enter Query' buttons. Below the toolbar, there are input fields for 'Group Id \*' and 'Description', a 'Type' dropdown menu set to 'Retail', and a 'New Route' checkbox. A 'Ratio Id' section contains a table with columns 'Ratio Id \*', 'Description', and 'Formula'. The table has one row with a 'Formula' value. At the bottom, there is a 'Range' section with fields for 'Maker', 'Checker', 'Mod No', 'Date Time', 'Record Status', and 'Authorization Status', along with an 'Exit' button.

Specify the following details:

**Group Id**

Specify the group id here.

**Description**

Specify a brief description of the group id you are maintaining.

**Type**

Select the credit ratio type from the adjoining drop-down list. This list displays the following values:

- Retail
- Corporate
- Ijarah
- Istisna
- Mudarabah
- Murabaha
- Mushraka
- Tawarooq

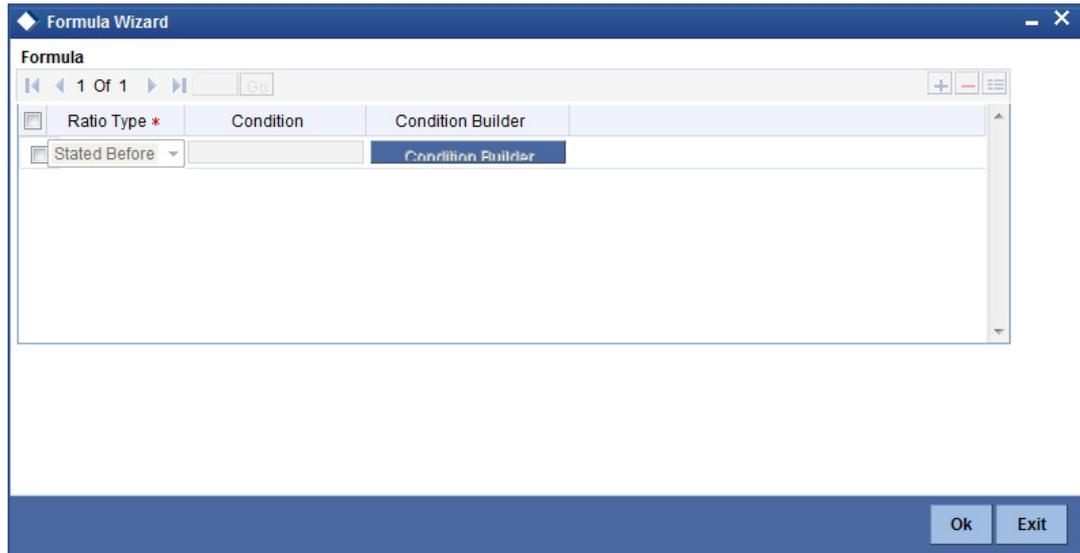
**Ratio Id**

Specify the ratio id here.

**Description**

Specify a brief description for the ratio id you are maintaining.

Click the 'Formula' button to build the ratio formula.



Specify the following details

### **Formula**

#### **Ratio Type**

Select the ratio type from the adjoining drop-down list. This list displays the following values:

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

## Condition

Specify the condition here. You can also maintain the condition in the 'Condition Builder' screen which is invoked by clicking the 'Condition Builder' button.

Condition Builder

Condition (#TOTAL\_ACCOUNTS\_RECEIVABLE# + #TOTAL\_CASH\_ASSETS# + #OTHER\_CURRENT\_ASSETS#) / (#TOTAL\_ACCOUNT\_PAYABLE# + #TOTAL\_ST\_BORROWINGS# + #OTHER\_CURRENT\_LIABILITIES#)

Condition Elements

Braces

Functions

Elements

Operators

Logical Operators

Index

Value

Insert

Clear

Ok Cancel

Specify the following details:

## Condition

Specify the condition for the rule here.

## Business Rule

### Braces

Select the braces from the adjoining drop-down list.

### Functions

Select the functions from the adjoining drop-down list.

### Elements

Select the elements from the adjoining option list. This list displays all valid elements maintained in the system.

### Operators

Select the mathematical operators from the adjoining drop-down list. This list displays the following values:

- Equal To
- Greater Than
- Greater Than or Equal To
- Less Than
- Less Than or Equal To
- Like
- Not Like
- Not Equal To

**Logical Operators**

Select the logical operators from the adjoining drop down list. This list displays the following values:

- And: Use 'And'
- Or: Use 'OR'

**Value**

Specify the value of the SDE to define the condition. The value may be numeric or alphanumeric, as required for the condition.

After building the condition, click the 'Insert' button to insert the same. To remove a condition, click the 'Clear' button in the screen.

### 4.1 Introduction

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

- 
- Collateral Seller Details Report
- Reference Details Report
- Business Analysis Report
- Ratio Analysis Report
- Reject Analysis Report
- Lead Report
- Offer Generated for Leads Report
- Converted Leads Report
- Rejected and Closed Leads Report
- Non Originated Leads Report
- 

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

The selection options that you specified while generating a report are printed at the beginning of every report.

### 4.2 Collateral Seller Details Report

You can generate a report with the details collateral sellers for a retail loan application or account using 'Collateral Seller Details Report' screen. To invoke this screen, type

'RLRPCLSR' in the field at the top right corner of the application toolbar and click the adjoining arrow button.

Specify the following details:

**Application Number**

Specify the loan application number for which you need to generate the report.

**Account Number**

Specify the account number for which you need to generate the report.

Once you have specified the details, click 'OK' button. The system generates the report.

**4.2.1 Contents of the Report**

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

**Header**

The header carries the report title, run date and time, branch code and branch name.

**Body of the Report**

The following details are displayed in the report:

Field Name	Description
Seller ID	The seller ID generated by the system
Seller Type	The type of seller, whether individual or corporate
Seller Name	Name of the seller
Nationality	Nationality of the seller
Passport Number	Passport number of the seller
Passport Issue Date	Date of issue of the seller's passport

Field Name	Description
Passport Expiry date	Date of expiry of the seller's passport
Address Line 1	Address of the seller
Address Line 2	Address of the seller
Address Line 3	Address of the seller
Address Line 4	Address of the seller
Country	Country of the seller

### 4.3 Reference Details Report

You can generate a report with the details of the reference for a retail loan application or account using 'Reference Details Report' screen. To invoke this screen, type 'RLRPREFR' in the field at the top right corner of the application toolbar and click the adjoining arrow button.

The screenshot shows a window titled 'LBL\_REF\_DTS'. It contains several input fields and dropdown menus:
 

- Application Number: [Text Input]
- Account Number: [Text Input]
- Report Format: [PDF] (dropdown)
- Report Output: [Print] (dropdown)
- Printer At: [Client] (dropdown)
- Printer: [Text Input]

 At the bottom right, there are 'Ok' and 'Exit' buttons.

Specify the following details:

**Application Number**

Specify the loan application number for which you need to generate the report.

**Account Number**

Specify the account number for which you need to generate the report.

Once you have specified the details, click 'OK' button. The system generates the report.

#### 4.3.1 Contents of the Report

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

**Header**

The header carries the report title, run date and time, branch code and branch name.

### Body of the Report

The following details are displayed in the report:

Field Name	Description
Reference Number	Reference number of the person whose reference is provided by the applicant.
First Name	First name of the person who referred the applicant.
Middle Name	Middle name of the person who referred the applicant.
Last Name	Last name of the person who referred the applicant.
Salutation	Salutation of the person who referred the applicant.
Gender	Gender of the person who referred the applicant.
No. of Years Known	Number of years the reference has known the applicant
Relation	Relation of the reference with the applicant
Line-1	First line of the address of the reference
Line-2	Second line of the address of the reference
Line-3	Third line of the address of the reference
Line-4	Fourth line of the address of the reference
Country	Country of the person who referred the applicant
Nationality	Nationality of the person who referred the applicant
Mobile Number	Mobile Number of the person who referred the applicant.
Landline Number	Landline number of the reference.

## 4.4 Business Analysis Report

You can generate the business analysis report to analyse the business by giving data on the volume of transactions across products in a branch. You can also get information of the transaction status within a specific period.

You can generate this report using the 'Business Analysis Report' screen. You can invoke this screen by typing 'ORRLNAMT' in the field at the top-right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot shows the 'Business Analysis Report' window. The 'Status' section has three radio buttons: 'Completed' (selected), 'Rejected', and 'WIP'. The 'Branch' and 'Product Code' fields are text boxes with dropdown arrows. The 'From Date' and 'To Date' fields are text boxes with calendar icons. The 'Report Format' is a dropdown menu set to 'PDF'. The 'Report Output' is a dropdown menu set to 'Print'. The 'Printer At' is a dropdown menu set to 'Client'. The 'Printer' field is a text box with a dropdown arrow. At the bottom right, there are 'Ok' and 'Exit' buttons.

Specify the following details:

### Status

Indicate the transaction status. You can select one of the following options:

- Completed
- Rejected
- WIP

By default, 'Completed' option is selected.

### Branch

Specify the branch code from the adjoining option list. This list displays all valid branch codes maintained in the system. If no branch is selected, then system displays the report for all branches.

### Product Code

Select the product code from the adjoining option list. This list displays all valid product codes maintained in the system. If you select a branch but not a product code, then system displays the report for all product codes of the selected branch. If you select only the product code and not the branch, then system displays the report for all branches for the selected product code.

### From Date

Specify the date from which the report should be generated. By default, system displays the current Application date.

### To Date

Specify the date till which the report be generated. By default, system displays the current Application date.

### Report Format

Select the format in which you want to report to be generated from the options provided in the drop-down list. This list displays the following values:

- PDF

- HTML
- Excel
- RTF

### Report Output

Select the output for the report from the adjoining drop-down list. This list displays the following values:

- Print - Select this option if you wish to print the report
- View - Select this option if you wish to view the contents of the report
- Spool - Select this option if you wish to spool the report for further use

### Printer At

Select the location where you want the report to be generated from the options provided in the adjoining drop-down list. This list displays the following values:

- Client
- Server

### Printer

Specify the name of the printer or select it from the option list provided. The adjoining option list displays all the configured printers.

This is applicable only if you have specified the output as 'Print'.

Once you have specified the details, click the 'OK' button. The system generates the report

## 4.4.1 Contents of the Report

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

### Header

The header carries the report title, run date and time, branch code, branch name, branch date, user id, module code and page number.

### Body of the Report

The following details are displayed in the report:

Field Name	Description
Branch Code	Branch code of the transaction
Product Code	Produce code of the transaction
Product Description	Description of the product code
Volume	Count of the applications
Currency	Currency type of the product
Amount	Total amount against the product

## 4.5 Ratio Analysis Report

You can generate the ratio analysis report to analyse and compare the ratios by giving yearly and quarterly data of the customer. You can also get information on the ratio group. You can generate the ratio analysis report using the 'Ratio Analysis Report' screen. You can invoke

this screen by typing 'ORRRATRP' in the field at the top-right corner of the Application tool bar and clicking the adjoining arrow button.

Specify the following details:

### **Customer Details**

#### **Customer Number**

Select the customer number from the adjoining option list. This list displays all valid customer numbers maintained in the system. If you do not select a customer number, then system displays the report for all the customers.

#### **Report Type**

Select the report type from the adjoining drop-down list. This list displays the following values:

- Quarter to Quarter - If you select this option, then system displays the report based on the values maintained in the 'Quarter to Quarter' section.
- Year to Year - If you select this option, then system displays the report based on the values maintained in the 'Year to Year' section.

#### **Report Generation Type**

Select the report generation type from the adjoining drop-down list. This list displays the following values:

- Date Type - If you select this option, then the report displayed is a data type report.
- Graph Type - If you select this option, then the report displayed is a graphical report.

### **Year to Year**

#### **From Year**

Specify the year from which you want to generate the report. Alternatively, you can select the year from the adjoining option list.

#### **To Year**

Specify the year till which you want to generate the report. Alternatively, you can select the year from the adjoining option list.

## **Quarter to Quarter**

### **Year**

Specify the year in which you want to generate the quarter-to-quarter report. Alternatively, you can select the year from the adjoining option list.

### **Quarter1**

Check this box to generate the report for the first quarter of the selected year.

### **Quarter2**

Check this box to generate the report for the second quarter of the selected year.

### **Quarter3**

Check this box to generate the report for the third quarter of the selected year.

### **Quarter4**

Check this box to generate the report for the fourth quarter of the selected year.

### **Report Format**

Select the format in which you want to report to be generated from the options provided in the drop-down list. This list displays the following values:

- PDF
- HTML
- Excel
- RTF

### **Report Output**

Select the output for the report from the adjoining drop-down list. This list displays the following values:

- Print - Select this option if you wish to print the report
- View - Select this option if you wish to view the contents of the report
- Spool - Select this option if you wish to spool the report for further use

### **Printer At**

Select the location where you want the report to be generated from the options provided in the adjoining drop-down list. This list displays the following values:

- Client
- Server

### **Printer**

Specify the name of the printer or select it from the option list provided. The adjoining option list displays all the configured printers.

This is applicable only if you have specified the output as 'Print'.

## **4.5.1 Contents of the Report**

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

### **Header**

The header carries the report title, run date and time, branch code, branch name, branch date, user id, module code and page number.

## Body of the Report

The following details are displayed in the report:

Field Name	Description
Customer Number	Customer Number for which the report is generated
Year	The financial year
Ratio Group	Ratio group of the ratios
Ratio	Ratio name
Quarter1	Value of the ratio in quarter1
Quarter2	Value of the ratio in quarter2
Quarter3	Value of the ratio in quarter3
Quarter4	Value of the ratio in quarter4

## 4.6 Reject Analysis Report

You can generate the reject analysis report to analyse applications which are rejected or terminated and to get information of the rejected stage and reason, within the specified period. You can generate this report using the 'Reject Analysis Report' screen. You can invoke this screen by typing 'ORRRJAPP' in the field at the top-right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot shows the 'Reject Analysis Report' window with the following fields and controls:

- Process: [Text Field]
- Branch: [Text Field]
- Rejected User Id: [Text Field]
- From Date: [Date Picker]
- To Date: [Date Picker]
- Report Format: [PDF]
- Report Output: [Print]
- Printer At: [Client]
- Printer: [Text Field]

Specify the following details:

### Process

Select the process from the adjoining option list. This list displays all valid processes maintained in the system. If you do not select a process, then system displays the report for all processes.

### Branch

Select the branch code from the adjoining option list. This list displays all valid branch codes maintained in the system.

**Rejected User Id**

Select the user id from the adjoining option list. This list displays all valid user ids maintained in the system. If you select a process but not a user id, then system displays the report for all user ids in a the selected branch. If you select a user id but not a process, then system displays the report for all processes for the selected user id.

**From Date**

Specify the date from which the report should be generated. Alternatively, you can select the date from the adjoining calendar button.

**To Date**

Specify the date till which the report should be generated. Alternatively, you can select the date from the adjoining calendar button.

**Report Format**

Select the format in which you want to report to be generated from the options provided in the drop-down list. This list displays the following values:

- PDF
- HTML
- Excel
- RTF

**Report Output**

Select the output for the report from the adjoining drop-down list. This list displays the following values:

- Print - Select this option if you wish to print the report
- View - Select this option if you wish to view the contents of the report
- Spool - Select this option if you wish to spool the report for further use

**Printer At**

Select the location where you want the report to be generated from the options provided in the adjoining drop-down list. This list displays the following values:

- Client
- Server

**Printer**

Specify the name of the printer or select it from the option list provided. The adjoining option list displays all the configured printers.

This is applicable only if you have specified the output as 'Print'.

**4.6.1 Contents of the Report**

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

**Header**

The header carries the report title, run date and time, branch code, branch name, branch date, user id, module code and page number.

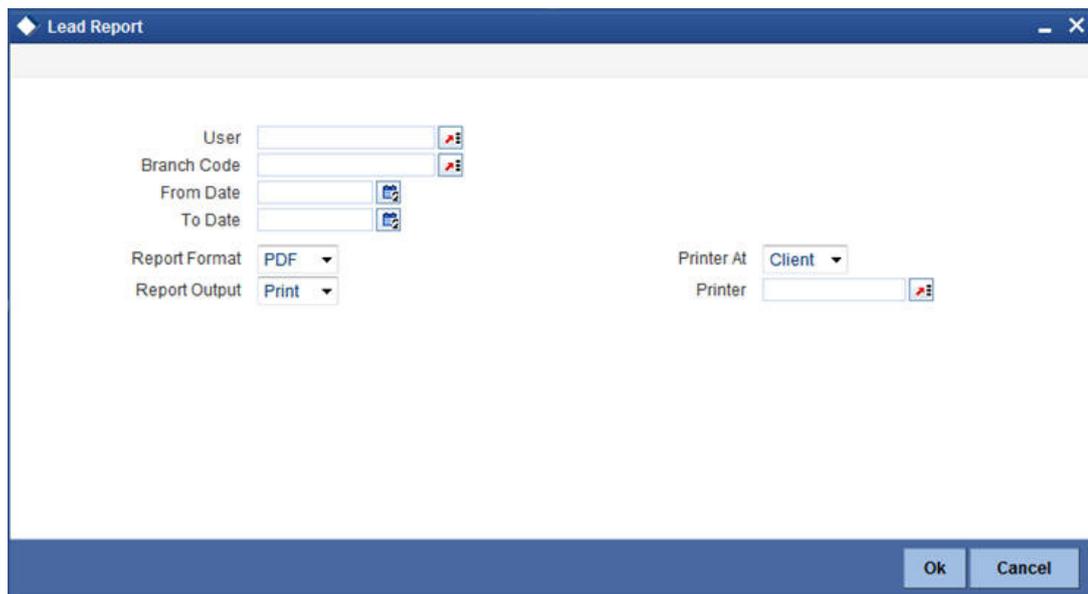
## Body of the Report

The following details are displayed in the report:

Field Name	Description
Application Number	Application Number that was rejected
Branch	Branch of the rejected application
Customer Number	Customer number of the rejected application
Customer Name	Customer name for the customer number
Rejected Stage	The stage where the application was rejected
Rejected By	The user who rejected the application
Rejected Date	The date on which the application was rejected
Rejected Reason	Rejected reason specified by the user for rejecting the application

## 4.7 Lead Report

You can invoke the 'Lead Report' screen by typing the code 'RLRPLEDR' in the field at the top right corner of the Application tool bar and click on the adjoining arrow button.



### User

Select the User from the adjoining option list.

### Branch

Select the branch from the adjoining option list.

### 4.7.1 Contents of the Report

The parameters specified while generating the report are printed at the beginning of the report. Other content displayed in the Report is as follows:

## Header

The Header carries the title of the Report, information on the branch code, branch date, the date and time of report generation, the user-ID of the user generating the report, module, page and the event date.

## Body of the Report

The following details are displayed as body of the generated report: Pending Action Leads

Field Name	Field Description
Lead ID	Indicates the lead ID created by the user ID
User ID	Indicates the user ID
Branch	Indicates the branch
Days of Inactivity	Indicates the days lapsed from New to Follow Up

## Report

You can invoke the 'Pending Action Leads' screen by typing the 'RLRPPALR' in the field at the top right corner of the Application tool bar and click on the adjoining arrow button.

The screenshot shows a software window titled "Pending Action leads". The window has a standard Windows-style title bar with a diamond icon on the left and minimize, maximize, and close buttons on the right. Below the title bar is a menu bar with a "Save" option. The main area of the window contains several input fields and dropdown menus. On the left side, there are three stacked text boxes labeled "User ID", "Branch", and "Status", each followed by a small dropdown arrow icon. Below these are two more dropdown menus: "Report Format" (set to "PDF") and "Report Output" (set to "Print"). On the right side, there are two more dropdown menus: "Printer At" (set to "Client") and "Printer" (with a dropdown arrow icon). At the bottom right of the window, there are two buttons: "Ok" and "Exit".

### User

Select the User from the adjoining option list.

### Branch

Select the branch from the adjoining option list.

### Status

Select the status from the adjoining option list.

## 4.7.2 Contents of the Report

The parameters specified while generating the report are printed at the beginning of the report. Other content displayed in the Report is as follows:

## Header

The Header carries the title of the Report, information on the branch code, branch date, the date and time of report generation, the user-ID of the user generating the report, module, page and the event date.

## Body of the Report

The following details are displayed as body of the generated report:

Field Name	Field Description
Lead ID	Indicates the lead ID created by the user ID
User ID	Indicates the user ID
Branch	Indicates the branch
Status	Indicates the status of the loan request
Days of Inactivity	Indicates the days lapsed from New to Follow Up

## 4.8 Offer Generated for Leads Report

You can invoke the 'Offer Generated for Leads' screen by typing the 'RLRPOFGR' in the field at the top right corner of the Application tool bar and click on the adjoining arrow button.

The screenshot shows a software window titled "Offer Generated for leads". At the top left, there is a "Save" button. Below it, there are three input fields for "User ID", "Branch", and "Status", each with a selection icon to its right. Below these are two dropdown menus: "Report Format" (set to "PDF") and "Report Output" (set to "Print"). To the right of these are two more dropdown menus: "Printer At" (set to "Client") and "Printer" (empty). At the bottom right corner, there are "Ok" and "Exit" buttons.

### User

Select the User from the adjoining option list.

### Branch

Select the branch from the adjoining option list.

### Status

Select the status from the adjoining option list.

### 4.8.1 Contents of the Report

The parameters specified while generating the report are printed at the beginning of the report. Other content displayed in the Report is as follows:

## Header

The Header carries the title of the Report, information on the branch code, branch date, the date and time of report generation, the user-ID of the user generating the report, module, page and the event date.

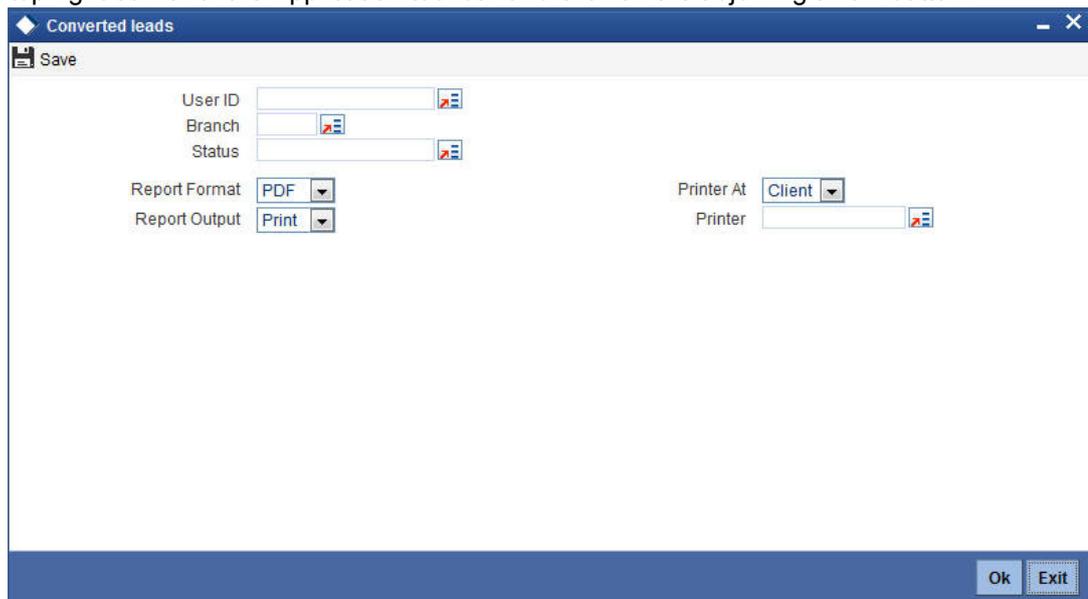
## Body of the Report

The following details are displayed as body of the generated report:

Field Name	Field Description
Lead ID	Indicates the lead ID created by the user ID
User ID	Indicates the user ID
Branch	Indicates the branch
Status	Indicates the status of the loan request

## 4.9 Converted Leads Report

You can invoke the 'Converted Leads' screen by typing the 'RLRPCOVR' in the field at the top right corner of the Application tool bar and click on the adjoining arrow button.



### User

Select the User from the adjoining option list.

### Branch

Select the branch from the adjoining option list.

### Status

Select the status from the adjoining option list.

### 4.9.1 Contents of the Report

The parameters specified while generating the report are printed at the beginning of the report. Other content displayed in the Report is as follows:

### Header

The Header carries the title of the Report, information on the branch code, branch date, the date and time of report generation, the user-ID of the user generating the report, module, page and the event date.

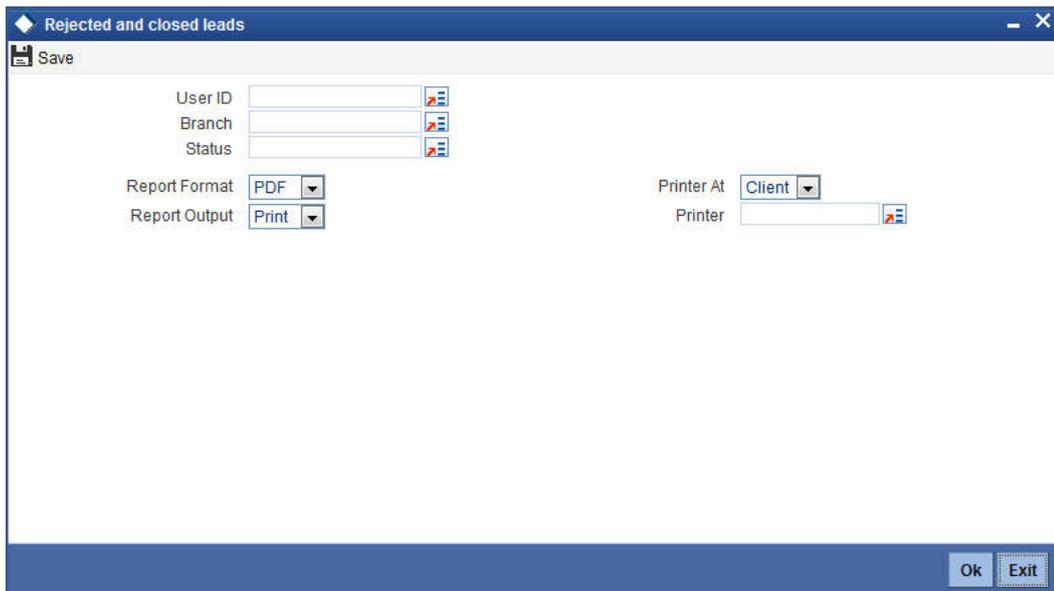
### Body of the Report

The following details are displayed as body of the generated report:

Field Name	Field Description
Lead ID	Indicates the lead ID created by the user ID
User ID	Indicates the user ID
Branch	Indicates the branch
Status	Indicates the status of the loan request
Application Number	Indicates the application number

## 4.10 Rejected and Closed Leads Report

You can invoke the 'Rejected and Closed Leads' screen by typing the 'RLRPRCLR' in the field at the top right corner of the Application tool bar and click on the adjoining arrow button.



### User

Select the User from the adjoining option list.

### Branch

Select the branch from the adjoining option list.

### Status

Select the status from the adjoining option list.

### 4.10.1 Contents of the Report

The parameters specified while generating the report are printed at the beginning of the report. Other content displayed in the Report is as follows:

### Header

The Header carries the title of the Report, information on the branch code, branch date, the date and time of report generation, the user-ID of the user generating the report, module, page and the event date.

### Body of the Report

The following details are displayed as body of the generated report:

Field Name	Field Description
Lead ID	Indicates the lead ID created by the user ID
User ID	Indicates the user ID
Branch	Indicates the branch
Status	Indicates the status of the loan request
Reason	Indicates the reason for the status change to Rejected and Closed

## 4.11 Non Originated Leads Report

You can invoke the 'Non Originated Leads' screen by typing the 'RLRPNORR' in the field at the top right corner of the Application tool bar and click on the adjoining arrow button.

The screenshot shows a software window titled "Non originated Leads". At the top left is a "Save" button. The main area contains several input fields: "User ID", "Branch", and "Status", each with a dropdown arrow icon. Below these are "Report Format" (set to PDF) and "Report Output" (set to Print) dropdowns. On the right side, there are "Printer At" (set to Client) and "Printer" input fields. At the bottom right, there are "Ok" and "Exit" buttons.

### User

Select the User from the adjoining option list.

### Branch

Select the branch from the adjoining option list.

### Status

Select the status from the adjoining option list.

### 4.11.1 Contents of the Report

The parameters specified while generating the report are printed at the beginning of the report. Other content displayed in the Report is as follows:

#### **Header**

The Header carries the title of the Report, information on the branch code, branch date, the date and time of report generation, the user-ID of the user generating the report, module, page and the event date.

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

The following details are displayed as body of the generated report:

<b>Field Name</b>	<b>Field Description</b>
Lead ID	Indicates the lead ID created by the user ID
User ID	Indicates the user ID
Branch	Indicates the branch
Status	Indicates the status of the loan request

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## 5. Function ID Glossary

### C

CMROLE ..... 2-99  
CSCDOCUP ..... 2-90

### O

ORDCATMT ..... 2-46  
ORDDOCMT ..... 2-43  
ORDLEADM ..... 2-2  
ORDOVDMT ..... 2-40  
ORDPRCMT ..... 2-51  
ORDRATMT ..... 2-37  
ORDRLAPP ..... 2-70  
ORDRLDVR ..... 2-128

ORDRLMCU ..... 2-129  
ORDRLSIM ..... 2-22  
ORDRLUND ..... 2-105  
ORDRULMT ..... 2-32  
ORSCATMT ..... 2-50  
ORSDOCMT ..... 2-45  
ORSLEADM ..... 2-19  
ORSOVDMT ..... 2-42  
ORSPRCMT ..... 2-52  
ORSRATMT ..... 2-39  
ORSRLSIM ..... 2-31  
ORSRULMT ..... 2-36