

*Tawarooq* Creation User Guide

# **Oracle FLEXCUBE Universal Banking**

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Tawaroog Creation User Guide  
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# 1. Preface

## 1.1 Introduction

This manual is designed to help you quickly get acquainted with the workflow of *Tawarooq* creation, maintaining the prospect details, and other features supported in Oracle FLEXCUBE.

## 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
WF	Workflow

## 1.5 Organization

This manual is organized into the following chapters:

Chapter	Description
Chapter 1	<i>About this Manual</i> gives information on the intended audience. It also lists the various chapters covered in this User Manual.





<b>Chapter 2</b>	<i>Tawarooq creation</i> explains the workflow of Tawarooq finance and process of maintaining the prospective applicant details.
<b>Chapter 3</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

## 1.7 Glossary of Icons

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

Icons	Function
	Exit
	Add row
	Delete row
	Option List

---

## 2. *Tawarooq* Origination

The process of *Tawarooq* finance origination gets initiated when a prospective customer approaches the bank, with a finance 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 finance origination process, the bank can create a mock-proposal which would have the personal details of the customer, the finance offers the customer is interested in as well as the schedules associated with the finance offer. This can be stored as reference in the system to be retrieved when the actual finance process flow is initiated.

This chapter contains the following sections:

- [Section 2.1, "Stages in Tawarooq"](#)
- [Section 2.2, "Finance Prospect Maintenance"](#)
- [Section 2.3, "Credit Rating Rules"](#)
- [Section 2.4, "Credit Ratio"](#)
- [Section 2.5, "Override Maintenance"](#)
- [Section 2.6, "Document Checklist and Advices"](#)
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- [Section 2.10, "Finance Application Details Entry Stage"](#)
- [Section 2.11, "Application Verification Stage"](#)
- [Section 2.12, "Application Management Verification Stage"](#)
- [Section 2.13, "Internal Blacklist Check Stage"](#)
- [Section 2.14, "External Blacklist Check Stage"](#)
- [Section 2.15, "Underwriting"](#)
- [Section 2.16, "Finance Approval Stage"](#)
- [Section 2.17, "Message Generation"](#)
- [Section 2.18, "Document Verification Stage"](#)
- [Section 2.19, "Finance Application Details Upload"](#)
- [Section 2.20, "Sale Confirmation Stage"](#)
- [Section 2.21, "User Acceptance Stage"](#)
- [Section 2.22, "Disbursement of Tawarooq Stage"](#)
- [Section 2.23, "Manual Liquidation Stage"](#)

### 2.1 Stages in Tawarooq

*Tawarooq* 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 *Tawarooq*:

- Finance Application Capture
- Application Verification
- Application Management Verification (Configurable)
- Internal Blacklist Check
- External Blacklist Check
- Underwriting (Credit Evaluation)
- Finance Approval
- Document Verification
- Finance details upload
- Sale Confirmation
- User Acceptance
- Disbursement
- Manual Liquidation

The *Tawarooq* origination process flow is composed of following stages:

The following are different types of the asset categories in *Tawarooq*:

- Vehicle
- Home
- Others

## **2.2 Finance Prospect Maintenance**

This section contains the following topics:

- [Section 2.2.1, "Maintaining Finance Prospect Details"](#)
- [Section 2.2.2, "Customer Tab"](#)
- [Section 2.2.3, "Details Tab"](#)
- [Section 2.2.4, "Requested Tab"](#)
- [Section 2.2.5, "Viewing Finance Prospect Summary"](#)

### **2.2.1 Maintaining Finance Prospect Details**

You can maintain the details of a prospective borrower or a finance applicant, when the borrower initially approaches the bank enquiring about the various finance products that are being offered.

The following details are captured as part of this maintenance:

- Prospective customer's personal and location details
- Prospective customer's employment details
- Requested finance details

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 finance customer.

### Description

Specify a suitable description for the prospective finance customer.

### Request ID

The system generates the request ID.

### Channel

Specify the channel.

### Promotion Code

Specify the promotion code, if any.

### Branch

Specify the branch code in which the application is processed.

### Date of Request

The system displays the current system date as the date of request.

### New Account Number

The system displays the new account number.

**Application Type**

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

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

**Current Status**

The system displays the current status.

**New Status**

Select the new status from the option list.

**Conversation ID**

Select the conversation ID from the adjoining option list.

**2.2.2 Customer Tab**

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

**Type**

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

- Primary
- Co-Applicant

**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

**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.

**National Id**

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

**Short Name**

Specify the short name of the customer.

**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.

**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.

**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.

**Mobile Number**

Specify the mobile phone number of the prospective customer.

**Landline No**

Specify the land phone number of the prospective customer.

**Office No**

Specify the office phone number of the prospective customer.

**Fax**

Specify the fax number of the prospective customer.

**Passport No**

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.

**Passport Issue Place**

Specify the place where the customer's passport was issued.

**E-mail**

Specify the e-mail Id of the prospective customer.

## Dependents

Specify the number of dependents for the customer.

## Marital Status

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

- Married
- Unmarried
- Divorcee

## 2.2.3 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 with the following sections and fields:

- Top Section:** Lead Id (TAW11), Branch (000), Application Type (Retail), Date of Request (2011-01-04), Current Status (NEW), New Status, Conversation ID, Request ID, Channel (FLEXCUBE), Promotion Code, New Account Number, and a 'View Offers' button.
- Applicant Details:** Type (Primary), Customer Name.
- Address Details:** Address Type (Permanent), Address 1-4, Pin Code, Contact Number, Country, and a 'Current' checkbox.
- Employment Details:** Employer, Employment Type (Full Time permanent), Occupation, Designation, Employee Id, Address 1-4, Country, Pin Code, Phone Number, Extension, Contact Phone, Contact Name, Contact Extension, Department, and Comments.
- Business Details:** Type of Business, Name of Business, Type of Ownership, Others, Currency, and Annual Turnover.
- Footer:** Documents | Conversation, Maker/Checker, Date Time, Mod No, Record Status, Authorization Status, and a Cancel button.

## Address Details

### Seq No

The sequence number is automatically generated by the system.

### Address Type

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

- Permanent
- Home
- Work
- Temporary

- Others

**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.

**Contact Number**

Specify the contact telephone number of the customer.

**Zip**

Specify the zip code associated with the address specified.

**Country**

Specify the country associated with the address specified.

**Employment Details****Seq No**

The sequence number is automatically generated by the system.

**Employment Type**

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

- Part Time
- Full Time
- Contract Based

**Employer**

Specify the name of the employer of the prospective customer.

**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.

**Zip**

Specify the zip code associated with the office address specified.

**Country**

Specify the country associated with the employment address specified.

**Phone No**

Specify the official phone number of the prospective customer.

**Extn**

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

**Contact**

Specify the contact number of the prospective customer.

**Contact Name**

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

**Contact Phone**

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

**Contact Extn**

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.

**Stated Years**

Specify the number of years the customer has spent with his current employer.

**Stated Months**

Specify the number of months the customer has spent with his current employer.

## 2.2.4 Requested Tab

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

**Prospect Details**

Save Hold

Lead Id \* TAW11 Branch \* 000 Application Type Retail

Description View Offers Date of Request \* 2011-01-04 Current Status NEW

Request ID New Account Number New Status

Channel FLEXCUBE Conversation ID

Promotion Code

**Main Details Financial Requested**

**Requested Loan Details**

Requested Currency Requested Amount Rate Tenor(In Months) 12 Loan Type Vehicle Loan Loan Purpose

**Vehicle Details**

Vehicle Type Four Wheeler Purchase Type New

**Requested CASA Details**

Type of Account Current Account Purpose of Account

☐ Overdraft Limit Required

**Documents Conversation**

Maker Date Time: Mod No

Checker Date Time: Record Status

Authorization Status Cancel

You can capture the following details here:

### Currency

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

### Requested Amount

Specify the finance amount requested by the prospective customer.

### EMI Amount

Specify the preferred EMI amount of the prospective customer.

### Tenor (in months)

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

### Rate

Specify the preferred profit rate of the prospective customer.

## 2.2.5 Viewing Finance Prospect Summary

You can view a summary of the prospective finance customers or the borrowers in 'Finance 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.

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

- Authorization Status
- Record Status
- Lead Id
- Date of Enquiry

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.

## 2.3 Credit Rating Rules

This section contains the following topics:

- [Section 2.3.1, "Maintaining Credit Rating Rules"](#)
- [Section 2.3.2, "Main Tab"](#)
- [Section 2.3.3, "Risk Factor Tab"](#)
- [Section 2.3.4, "Specifying Credit Grades"](#)
- [Section 2.3.5, "Specifying Auto Decision Details"](#)
- [Section 2.3.6, "Viewing Credit Rule Summary"](#)

### 2.3.1 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 finance customer. You can also calculate

the risk factor associated with the finance 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.

You can specify the following details in this screen:

#### **Rule Id**

Specify a unique identification for the credit rating rule.

#### **Description**

Specify a suitable description for the credit rating rule.

#### **Type**

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

- Retail
- Corporate

### **2.3.2 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.

## **2.3.3 Risk Factor Tab**

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

The screenshot shows the 'Rule Maintenance' application window with the 'Risk Factor' tab selected. The interface includes a 'New' button, a 'Rule Id \*' field, an 'Account Description' field, a 'Type' dropdown menu (set to 'Retail'), and a 'New Route' checkbox. Below these fields is a 'Risk Factor' table with columns for 'Risk Id \*', 'Account Description', and 'Formula'. The table currently contains one row with a 'Formula' button. At the bottom of the window, there is a 'Rating | Auto Decision' section with fields for 'Maker', 'Checker', 'Date Time', 'Mod No', '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.

### 2.3.3.1 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

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'.

### 2.3.4 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.

Sequence Number *	Score	Grade

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.

### 2.3.5 Specifying Auto Decision Details

While creating finance, you need to decide whether the applicant is eligible to receive finance 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.

Serial Number *	Score	Credit Decision
1		Recommend Reject

Specify the following details:

### Serial Number

The system displays the serial number.

### Score

Specify the maximum credit score of the finance applicant for the system to make the corresponding auto decision. The score is maintained based on the Risk Factor maintained in Rule details screen.

### 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 finance, 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.

## 2.3.6 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.

<input type="checkbox"/>	Authorization Status	Record Status	Rule Id	Account Description
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				

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.

## 2.4 Credit Ratio

This section contains the following topics:

- [Section 2.4.1, "Maintaining Credit Ratios"](#)
- [Section 2.4.2, "Specifying Formula Details"](#)
- [Section 2.4.3, "Viewing Credit Ratio Summary"](#)

### 2.4.1 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.

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**

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

- Retail
- Corporate

#### **Ratio Id**

Specify a unique identification for the credit ratio being maintained.

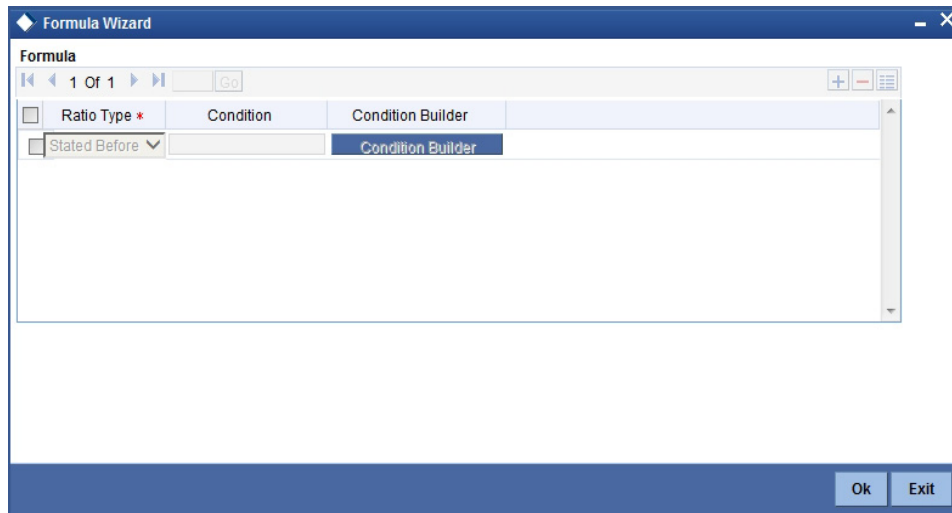
## Description

Specify a suitable description for the credit ratio.

### 2.4.2 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.

The screenshot shows a 'Formula Wizard' dialog box with a title bar containing a diamond icon and standard window controls. The main area is titled 'Formula' and includes a navigation bar with '1 Of 1' and a 'Go' button. Below this is a table with three columns: 'Ratio Type \*', 'Condition', and 'Condition Builder'. The 'Ratio Type \*' column contains a dropdown menu with 'Stated Before' selected. The 'Condition' and 'Condition Builder' columns are currently empty. At the bottom right of the dialog are 'Ok' and 'Exit' buttons.

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 '/'.

### 2.4.3 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.

Search Advanced Search Reset

Authorization Status  Record Status

Group Id

Records per page 15 1 Of 1 Go 0

<input type="checkbox"/>	Authorization Status	Record Status	Group Id	Description
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				

Exit

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.

## 2.5 Override Maintenance

This section contains the following topics:

- [Section 2.5.1, "Maintaining Override Details"](#)
- [Section 2.5.2, "Viewing Override Summary"](#)

## 2.5.1 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.

Override Maintenance

New

Process Code \* \_\_\_\_\_

Application Category \* \_\_\_\_\_

Stage \_\_\_\_\_

Stage \* \_\_\_\_\_

Description \_\_\_\_\_

Type ☒ New Route

Type Retail

1 Of 1

Overrides

1 Of 1

Go

<input type="checkbox"/> Sequence Number *	Condition	Error Code	Error Parameter
<input type="checkbox"/>			

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

Checker \_\_\_\_\_ Date Time: \_\_\_\_\_ Authorization Status \_\_\_\_\_

Exit

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 finance application belongs or select the application category from the option list provided.

### Type

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

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

- Tawarooq

### **Stage**

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

### **Description**

Specify a suitable description for the finance 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'.

## **2.5.2 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.

Search Advanced Search Reset

Authorization Status  Record Status

Process Code  Application Category

Records per page 15 1 Of 1 Go 0

<input type="checkbox"/>	Authorization Status	Record Status	Process Code	Application Category
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				

Exit

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.

## 2.6 Document Checklist and Advices

This section contains the following topics:

- [Section 2.6.1, "Maintaining Document Checklist and Advices"](#)
- [Section 2.6.2, "Process Flow \(BPEL\) Report"](#)
- [Section 2.6.3, "Viewing Document Checklist Summary"](#)

### 2.6.1 Maintaining Document Checklist and Advices

You can maintain the list of documents that are required during the finance origination process, in 'Documents and Advice 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 and Advice Maintenance' screen by typing 'ORDDOCMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot shows the 'Documents and Advice Maintenance' screen. It features a top navigation bar with a search field containing 'ORDDOCMT' and a search button. Below this, the screen is organized into several sections:

- New:** Contains input fields for 'Process Code \*' and 'Application Category \*'.
- Process Stages:** Includes a 'Stage \*' dropdown menu and a 'Stage Description' text area.
- Document Details:** Features a 'Document Category \*' dropdown, a 'Document Type \*' dropdown (currently showing 'Mandatory'), and a 'Mandatory' checkbox.
- BI Advices:** Contains fields for 'Maker', 'Date Time', 'Mod No', 'Record Status', 'Checker', 'Date Time', and 'Authorization Status'.

The screen also includes various navigation and control elements such as 'Go' buttons, 'Exit' buttons, and pagination indicators like '1 Of 1'.

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 finance application belongs or select the application category from the option list provided.

### Stage

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

### Stage Title

Specify a suitable description for the finance 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

**2.6.2 Process Flow (BPEL) Report**

Based on the details maintained on 'Documents and Advices Maintenance' screen, you can generate a report from any stage of the process flow. To generate this report from a particular stage, you need to click the 'Document' tab at that stage. Under the frame 'Advices', you have the option to generate this report.

You can generate the report only if you maintain 'ORRPICAL\_en\_US.rtf' as the template.

You can generate this report in 'PDF' or 'RTF' formats.

**Contents of the Report**

This report contains the following details of the finance account:

Field	Description
Financing Application Number	The application number of the finance
Approved Financing Amount	The amount approved for the finance
Tenor (In Months)	Tenor, in terms of months
Applied On	The date of application of the finance
Profit Rate	The rate of profit applicable on the finance

### 2.6.3 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.

The screenshot shows a web application window titled 'Summary'. At the top, there are tabs for 'Search', 'Advanced Search', and 'Reset'. Below these are search filters: 'Authorization Status' (dropdown), 'Record Status' (dropdown), 'Process Code' (text input), and 'Application Category' (text input). Below the filters is a pagination bar showing 'Records per page 15', '1 Of 1', and a 'Go' button. Below the pagination bar is a table with columns: 'Authorization Status', 'Record Status', 'Process Code', and 'Application Category'. The table contains 15 empty rows. At the bottom right of the window is an 'Exit' 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.

## 2.7 Application Category

This section contains the following topics:

- [Section 2.7.1, "Maintaining Application Category Details"](#)
- [Section 2.7.2, "Main Tab"](#)
- [Section 2.7.3, "Agency Tab"](#)
- [Section 2.7.4, "Viewing Application Category Summary"](#)

## 2.7.1 Maintaining Application Category Details

You can maintain various application categories linked to multiple finance products that cater to the requirements of different customers, in 'Application Category Maintenance' screen. The entire process of finance 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.

LBL\_APPMT

New

Application Category\*  Category Type  Rule Id   
Category Description  Application Type  Ratio Id   
Pricing Group

Main Agency

Loan Product Details

1 Of 1 Go

Product Code*	Description	Default	External Credit Check Required	External Credit Check Required for	Amount Basis	Amount From	Amount To
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text" value="All Applicants"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Loan Offer Details

1 Of 1 Go

Offer Id*	No of Installments	Units	Frequency	Rate	Rate Code	Default
<input type="text"/>	<input type="text"/>	<input type="text" value="Daily"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

Maker Date Time: Mod No Record Status  
Checker Date Time: Authorization Status Exit

You can specify the following details in this screen:

### Application Category

Specify a unique identification for the finance application category.

### Category Description

Specify a suitable description for the finance 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 Tawarooq application category. The option list displays all valid pricing groups applicable. Choose the appropriate one.

## **2.7.2 Main Tab**

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

### **Product Details**

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

#### **Product Code**

Specify the identification code of the finance 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 finance product gets displayed here.

#### **Default**

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

### **Other Details**

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

#### **Offer Id**

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

#### **No of Installments**

Specify the number of instalments associated with the finance.

#### **Units**

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

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

#### **Frequency**

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

#### **Rate**

Specify the profit rate to be associated with the finance.

#### **Rate Code**

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

## Spread

Specify the spread that is applicable for the finance being offered.

## Effective Rate

The effective profit rate gets displayed here, based on the profit and the spread specified.

## Default

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

### 2.7.3 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.

The screenshot displays the 'LBL\_APPMT' application window. At the top, there's a 'New' button. Below it, the 'Main' tab is active, showing the 'Agency' sub-tab. The 'Credit Agency' section contains a table with columns 'Agency Code', 'Agency Name', and 'Agency Type'. The 'Bureau Details' section contains a table with columns 'Bureau Code', 'Bureau', and 'Call Priority'. The bottom status bar includes fields for 'Maker', 'Checker', 'Date Time', 'Mod No', 'Record Status', 'Authorization Status', and an 'Exit' button.

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

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

## 2.7.4 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.

The screenshot displays the 'Category Details' application window. At the top, there is a header bar with the title 'Category Details'. Below the header, there is a search bar with three buttons: 'Search', 'Advanced Search', and 'Reset'. The search bar contains the following fields: 'Authorization Status' (a dropdown menu), 'Record Status' (a dropdown menu), 'Application Category' (a text input field with a magnifying glass icon), and 'Category Type' (a dropdown menu). Below the search bar, there is a pagination section with the text 'Records per page' followed by a dropdown menu set to '15', a '1 Of 1' indicator, a 'Go' button, and a dropdown menu set to '0'. Below the pagination section, there is a table with the following columns: 'Authorization Status', 'Record Status', 'Application Category', 'Category Description', and 'Category Type'. The table contains 15 rows, each with a checkbox in the first column and empty cells for the other columns. The table is currently empty of data.

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.

## 2.8 Maintaining Pricing Details

Oracle FLEXCUBE allows you to maintain pricing groups and apply a suitable pricing rule to an application category during tawarooq finance origination. The pricing rule automatically selects the best matched finance offer for the finance 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.

Pricing Maintenance

New

Price Group ID \* \_\_\_\_\_ Price Type Retail

Description \_\_\_\_\_

Pricing Details

1 Of 1 Go +

<input type="checkbox"/> Price ID *	Price Description	Default	Formula	Offer
<input type="checkbox"/>		<input type="checkbox"/>	Formula	Offer

Maker Date Time: Mod No Record Status

Checker Date Time: Authorization Status

Specify the following details:

### Pricing Group

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:

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

## **Pricing Details**

Specify the following details.

### **Price ID**

Specify a unique price ID.

This price ID can be applied to a finance 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.

### **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.

The screenshot shows the 'Formula Maintenance' window. It features a table with the following data:

Sequence Number	Condition	Score
1		

Below the table, there are several input fields and dropdown menus labeled 'Elements', 'Index', 'Functions', 'Braces', and 'Operators'. The 'Braces' and 'Operators' fields have dropdown arrows. At the bottom right, there are 'Ok' and 'Cancel' buttons.

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 pricing details 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 pricing details formula.

## Operators

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

## Logical Operators

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

Based on the formula and the finance 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.

## Offer

Click 'Offer' button to define the offers for pricing ID.

The screenshot shows a window titled "Offer Details" with a close button (X) in the top right corner. Inside the window, there is a table with the following columns: Sequence Number, Score From, Score Up To, Rate, No of Installments, Frequency, and Units. The first row of the table contains the following values: Sequence Number is 1, Score From is empty, Score Up To is empty, Rate is empty, No of Installments is empty, Frequency is empty, and Units is Monthly. There are checkboxes to the left of the first two columns, both of which are checked. At the bottom of the window, there are "Ok" and "Cancel" buttons.

Based on the score and the finance 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.

## Sequence Number

The system displays the sequence number.

## Score From

Specify the minimum score range for the offer.

## Score Up To

Specify the maximum score range for the offer.

## Rate

Specify the loan rate for the loan.

## No of Installments

Specify the Number of Loan Installments/Schedules.

**Frequency**

Specify the Loan Schedule Frequency.

**Units**

Specify the Loan Schedule Frequency Unit/Basis.

## 2.9 **Stages in Tawarooq Finance Origination**

The different stages in *Tawarooq* process flow are designed using Oracle BPEL framework. The process of finance 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.

This section contains the following topics:

- [Section 2.9.1, "Stages"](#)
- [Section 2.9.2, "Process Flow Diagram"](#)
- [Section 2.9.3, "Process Matrix"](#)

### 2.9.1 **Stages**

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:

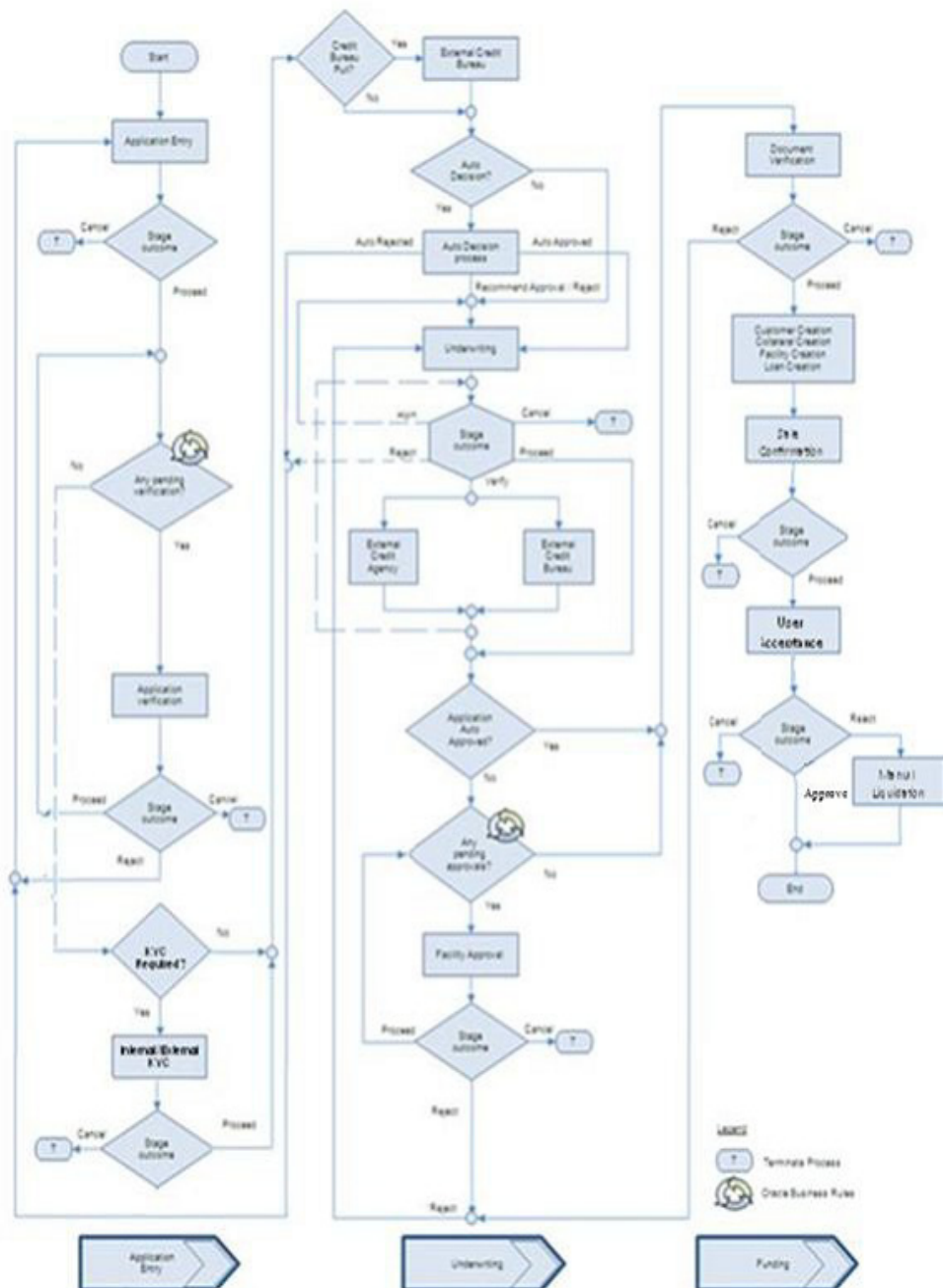
- Application Entry – the following details are captured in this stage
  - Applicant Information
  - Application details
  - Requested Finance Details
  - Collateral Details
  - Checklist
  - Documents
  - Advice Generation
- Application Verification
  - Information captured during 'Application Entry' stage is verified
  - Advice Generation
- Application Management Verification
  - Information captured in the application verification stage is verified for the second time.
- Internal Blacklist Check
  - Information against Internal blacklist of customers is verified.
  - KYC Review
- External Blacklist Check
  - Information against external blacklist of customers is verified.
  - KYC Review
- Underwriting
  - Collateral Valuation Information
  - Applicant Financial Ratios
  - Applicant Credit Score

- Applicant Bureau Report
- Finance Offers
- Finance Schedules
- FINANCE Charges
- Field Investigation
- Document Capture
- Finance 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
- Customer, Customer Account Contract / Collateral Creation
  - Customer Creation
  - Customer Account Creation
  - Finance Account Creation
  - Collateral Creation
- Sale Confirmation
- User Acceptance
- Disbursement of *Tawarooq*
- Manual Liquidation

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

## **2.9.2 Process Flow Diagram**

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



### 2.9.3 Process Matrix

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

Stage	Stage Title	Description	Function Id	Exit point
1	Application Entry	<p>The following details are captured as part of this stage</p> <p>Application Details</p> <p>Applicant Details</p> <p>Requested Finance Details</p> <p>Limits Information</p> <p>Collateral Details</p> <p>Check List</p> <p>User Defined Fields and Comments</p> <p>Document Capture</p>	ORDTAWAE	PROCEED, CANCEL
2	Application Verification	The details captured as part of 'Application Entry' stage is verified	ORDTAWAV	PROCEED, RETURN, CANCEL
3	Application Management Verification	The details captured as part of 'Application Entry' stage is verified if approval level is more than 1.	ORDTAWMV	PROCEED, RETURN, CANCEL
4	Internal Blacklist Check	The Customer details captured as part of 'Application Entry' stage can be verified for Internal Blacklist check	ORDTAWKI	PROCEED, CANCEL
5	External Blacklist Check	The Customer details captured as part of 'Application Entry' stage can be verified for External Blacklist check	ORDTAWKE	PROCEED, CANCEL
6	Underwriting	<p>The following details are captured as part of this stage</p> <p>Applicant Financial Ratios</p> <p>Applicant Credit Score</p> <p>Applicant Bureau Report</p> <p>Finance Offers</p> <p>Finance Schedules</p>	ORDTAWUD	VERIFY, PROCEED, RETURN, CANCEL

Stage	Stage Title	Description	Function Id	Exit point
7	Finance Approval	Finance Approval	ORDTAWAR	PROCEED, RETURN, CANCEL
8	Document Verification	Document Verification Final Verification Customer Creation Finance Account Creation Advice Generation	ORDTAWDV	PROCEED, RETURN, CANCEL
9	Customer / Account / Liability/ Finance / Collateral Creation	The system task is used to create the following Customer Creation Murabaha Account Creation Liability Creation Collateral Creation Finance Creation	ORDTWMC U	PROCEED
10	Sale Confirmation	The outcome of the sale confirmation of the underlying assets triggers the Tawarooq origination in the next stage.	ORDTWSAC	PROCEED, REJECT, CANCEL
11	User Acceptance	The outcome of the User acceptance on sale confirmation of the underlying assets triggers the Tawarooq origination in the next stage.	ORDTWUAC	ACCEPT, REJECT
12	Disbursement of Tawarooq	If outcome of stage 11 is ACCEPT the disbursement of Tawarooq for the underlying asset happens		N/A
13	Manual Liquidation	If outcome of stage 13 is REJECT the manual liquidation happens	ORDTWPMT	PROCEED, CANCEL

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

## 2.10 Finance Application Details Entry Stage

In this stage, the bank receives an application for a finance 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 finance 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.

Users belonging to user role 'CEROLE' are authorized to perform these tasks.

This section contains the following topics:

- [Section 2.10.1, "Making Application Entry"](#)
- [Section 2.10.2, "Main Tab"](#)
- [Section 2.10.3, "Capturing Customer MIS"](#)
- [Section 2.10.4, "Capturing Customer Account MIS"](#)
- [Section 2.10.5, "Details Tab"](#)
- [Section 2.10.6, "Financials Tab"](#)
- [Section 2.10.7, "Requested Tab"](#)
- [Section 2.10.8, "Limits Tab"](#)
- [Section 2.10.9, "Collaterals Tab"](#)
- [Section 2.10.10, "Comments Tab"](#)
- [Section 2.10.11, "Capturing Document Details"](#)

### **2.10.1 Making Application Entry**

You can key-in the finance application details required in '*Tawarooq* Application Entry' screen.

You can also invoke this screen by typing 'ORDTAWAE' 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 finance application category to be used or select the application category from the option list provided.

### Product Code

Specify the *Tawarooq* product to be used for initiating the finance or select the product code from the option list provided.

### Branch Code

The system displays the branch code here.

### Lead ID

Specify the lead Id of the finance 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 finance 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 finance simulation process.

### Application Branch

Specify the application branch.

**Application Number**

System displays the application number of the customer.

**User Reference Number**

Specify the user reference number for the finance application.

**Priority**

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

- Low
- Medium
- High

**Status**

The status of the application gets displayed here.

Click 'Default' button to default the details related corresponding to the prospective finance customer.

## **2.10.2 Main Tab**

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

**Channel**

Specify the channel Id for the finance. The adjoining option list displays all valid channels maintained in the system. You can select the appropriate one.

**Intermediary Group**

Specify the intermediary group. The adjoining option list displays all valid intermediary group maintained in the system. You can select the appropriate one.

**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 both Internal KYC and External KYC or both during application entry and verification stage.

If you do not check this box, the system then 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 finance 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**

Check this box to enable external credit bureau service for credit evaluation of the finance applicant.

If you check this box, the system will automatically initiate external credit check. If you do not check this box, the system will not initiate external credit bureau check.

The credit check initiation happens before underwriting stage.

### **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 finance is an existing customer of the bank.

#### **Special Customer No Generation**

Check this box to generate a special customer number in the 'Customer Number' field.

#### **Default**

On clicking the default button after specifying the customer number, the system displays the existing customer number.

On clicking the default button without specifying the customer number, the new customer number gets defaulted.

If the branch code is not specified then the application branch gets defaulted.

#### **Local Branch**

Specify the local branch (home branch) of the finance 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.

The system defaults the customer number if the local branch is specified and the check box 'Existing' remains unchecked.

#### **Short Name**

Specify the short name of the applicant.

#### **Customer Name**

Specify the customer name.

#### **Responsibility**

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

#### **Liability**

Specify the liability for all parties other than primary applicant.

#### **RM ID**

Select the ID of the Relationship Manager from the adjoining option list.

**RM Name**

Specify the name of the Relationship Manager of the finance applicant.

**Country**

This is the country as given in the address of correspondence of this customer.

**SSN**

Specify the SSN of the customer.

**Language**

As part of maintaining customer accounts and transacting on behalf of your customer,

**Customer Category**

In this category, you can classify customers of your bank.

**Nationality**

Specify the nationality of the customer.

**Financial Currency**

Specify the financial currency or select the financial currency from the option list provided.

**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.

**Retail****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 salutations of customer from the drop-down list provided. The following options are available:

- Mr.
- Mrs
- Miss
- Dr

**Gender**

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

- Male
- Female

**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.

**Mother Maiden Name**

Specify the mother maiden name.

**Passport Number**

Specify the passport number of beneficial owner.

**Passport Issue Date**

Specify the issue date of the passport.

**Passport Expiry Date**

Specify the expiry date of the passport.

**Marital Status**

Indicate the marital status of the customer here. You may select one of the following from the list available here:

- Single
- Married
- Divorcee
- Remarried
- Separated
- Spouse Expired

**Dependents**

Specify the number of family members (children and others) who are dependent on the customer financially. You can indicate any number between 0 and 99.

**Corporate Details****Incorp Date**

Specify the date on which the customer's company was registered as an organization.

**Capital**

Specify the particular customer's various financial details like total Paid Up capital.

**Net Worth**

Specify the Net worth of the customer organization,

**Business Description**

Specify the nature of the business and the business activities carried out by the customer organization.

**Country**

Specify the Country of registration of the office of the corporate.

**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**

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.

**Account Details****Account Branch**

Select the account branch from the adjoining option list.

**Account Number**

The account number gets generated when you click on 'Default' button, after specifying the account class.

If the account branch is auto-generation enabled, then the account number gets auto-generated.

### Account Class

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

### Special Account No Generation

Check this box to generate a special account number in the 'Account' field.

Click 'Default' button to view the account generation details through 'Account Number Generation' screen.

Customer Account Mask

Customer No \_\_\_\_\_ Account Currency \_\_\_\_\_  
Account Class \_\_\_\_\_ Account Currency Type \_\_\_\_\_  
Account Code \_\_\_\_\_ Account Mask \_\_\_\_\_

Ok Exit

### 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.

## 2.10.3 Capturing Customer MIS

You can capture the MIS details for the customer, if any by clicking 'MIS' button in the Application Entry screen.

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

Customer MIS

Application Number \* \_\_\_\_\_ Customer No \* \_\_\_\_\_  
MIS Group \_\_\_\_\_ Local Branch \* \_\_\_\_\_  
Default From MIS Group ☐ Link to Group

Customer MIS Composite MIS

Customer MIS Classes

1 Of 1

MIS Class	MIS Code

Change Log | Transfer Log

Ok Exit

## 2.10.4 Capturing Customer Account MIS

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

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

Customer Account MIS

Application Number \* IslamicTawaroqAccou  
Customer \* 00006668  
Branch Code \* 000  
Account \*  
Account Class \*  
Currency \* GBP

Calc Method  
Rate Code  
Rate Type Fixed  
Reference Rate  
Spread

Pool Code  
Account Level  
Link to Group  
MIS Group  
Default MIS Group

Transaction MIS  
Transaction MIS 1  
Transaction MIS 2  
Transaction MIS 3  
Transaction MIS 4  
Transaction MIS 5  
Transaction MIS 6  
Transaction MIS 7  
Transaction MIS 8

Composite MIS  
Composite MIS 1  
Composite MIS 2  
Composite MIS 3  
Composite MIS 4  
Composite MIS 5  
Composite MIS 6  
Composite MIS 7  
Composite MIS 8

Cost MIS  
Cost MIS 1  
Cost MIS 2  
Cost MIS 3  
Cost MIS 4  
Cost MIS 5

Change Log | Transfer Log

Ok Cancel

## 2.10.5 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.

Islamic Tawaroq Loan Origination

New  
Enter Query

Workflow Reference #  
Priority Low

Application Category  
Product Code  
Description  
Application Branch  
Application Date  
Lead Id  
Enquiry ID  
Default

Application Number  
User Reference  
Application Priority Low  
Application Status Application Entry

Applicant Details  
Type Primary  
Local Branch  
Customer No  
Customer Name

Documents | Customer Channel | Account Channel | Customer Dedupe | Finance Dedupe | Customer MIS | Customer Account MIS | Customer/Account Fields

Previous Remarks  
Remarks  
Audit  
Outcome  
Exit

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

## 2.10.6 Financials Tab

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

The screenshot displays the 'Islamic Tawaroq Loan Origination' application window. The interface includes a top navigation bar with 'New' and 'Enter Query' options. The main form area contains several input fields and dropdown menus, many of which are marked with a red asterisk indicating they are required. These fields include: Workflow Reference #, Priority (set to 'Low'), Application Category, Product Code, Description, Application Branch, Application Date, Lead Id, Enquiry ID, Application Number, User Reference, Application Priority (set to 'Low'), and Application Status (set to 'Application Entry'). A 'Default' button is located below the Enquiry ID field. The 'Applicant Details' section at the bottom includes fields for Type (set to 'Primary'), Local Branch, Customer No, and Customer Name. A horizontal scroll bar is present below the Applicant Details section. The bottom of the window features a navigation bar with links to 'Documents', 'Customer Channel', 'Account Channel', 'Customer Dedupe', 'Finance Dedupe', 'Customer MIS', 'Customer Account MIS', and 'Customer/Account Fields'. The footer area contains 'Previous Remarks', 'Remarks', an 'Audit' button, an 'Outcome' dropdown, and an 'Exit' button.

### Income Details

You can capture the following details corresponding to the finance 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

**Liability Details**

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

**Liability Type**

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

- Finance
- 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

**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.

**2.10.7 Requested Tab**

The details related to the requested finance 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 finance proposal are displayed here.

The screenshot shows a web application window titled "Islamic Tawaroq Loan Origination". The interface includes a header bar with a "New" button and a "Enter Query" section. The main form area contains several input fields and dropdown menus, some marked with a red asterisk (\*). The fields are organized into sections: "Workflow Reference #" and "Priority" (set to "Low"); "Application Category \*", "Product Code \*", "Description", "Application Branch \*", "Application Date \*", "Lead Id", and "Enquiry ID" (with a "Default" button); "Application Number \*", "User Reference \*", "Application Priority" (set to "Low"), and "Application Status" (set to "Application Entry"); and "Applicant Details" (including "Type" set to "Primary", "Local Branch", "Customer No", and "Customer Name"). At the bottom, there is a navigation bar with links like "Documents", "Customer Channel", "Account Channel", etc., and a footer section with "Previous Remarks", "Remarks", "Outcome" (dropdown), and an "Exit" button.

You can also capture the following itemization details corresponding to the requested finance:

## **Finance Requested**

### **Requested Currency**

Specify the currency for transaction. The adjoining option list displays all valid currencies maintained in the system. You can select the appropriate one.

### **Requested Amount**

Specify the amount requested corresponding to the itemization specified.

### **Tenor (In Months)**

Enter the tenor in months.

### **Rate**

Enter the profit rate of interest rate for the finance.

### **Hamish Jiddayah**

Specify the amount paid as *Hamish Jiddayah*.

### **Promotion Id**

Specify a unique 4-character alphanumeric code to identify the promotion in the system.

**No of Installments**

Specify the requested Number of Finance Installments/Schedules.

**Frequency**

Specify the requested Finance Schedule Frequency.

**Unit**

Select the requested Finance Schedule Frequency Unit/Basis from the adjoining drop down list.

The system defaults the values of the following in the loan block in the underwriting stage:

- No of installments
- Frequency
- Unit

**Financing against Salary**

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

**Financing Purpose**

Give a brief description on the purpose of financing.

**Itemization Details****Itemization**

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

**Amount**

Specify the amount requested corresponding to the itemization specified.

**Comments**

Give your comments, if any corresponding to the itemization.

## 2.10.8 Limits Tab

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

The screenshot shows a web application window titled "Islamic Tawaroq Loan Origination". The interface includes a top navigation bar with "New" and "Enter Query" links. The main form area contains several input fields and dropdown menus, some marked with a red asterisk indicating they are required. The fields are organized into sections: "Workflow Reference #" and "Priority" (dropdown) at the top; "Application Category", "Product Code", "Description", "Application Branch", and "Application Date" in the middle; "Lead Id" and "Enquiry ID" below that; a "Default" button; "Application Number", "User Reference", "Application Priority" (dropdown), and "Application Status" (dropdown) in the lower middle; and "Applicant Details" at the bottom, which includes "Type" (dropdown), "Local Branch", "Customer No", and "Customer Name". A horizontal menu bar at the bottom of the form area lists various document types: "Documents", "Customer Channel", "Account Channel", "Customer Dedupe", "Finance Dedupe", "Customer MIS", "Customer Account MIS", and "Customer/Account Fields". The footer of the application contains "Previous Remarks", "Remarks", an "Audit" button, an "Outcome" dropdown, and an "Exit" button.

You can specify the following details here:

### **Liability Details**

#### **Liability Number**

Specify the Liability Number. If the Liability Number is customer group then all customers under this group should have same Liability Number.

#### **Liability Name**

Specify the Liability Name here. A maximum of 35 characters are allowed in this field.

#### **Liability Branch**

Specify the branch in which liability is associated.

#### **Liability Currency**

Specify the currency with which the liability is associated. This cannot be changed post authorization.

#### **Overall Limit**

Specify the overall limit amount for that liability. Value entered in the field will be in the currency stated above. If liability is of customer group then overall limits stated will be common to all the customers.

## **Line Details**

### **Line Code**

Specify the Line Code to which the liability ID is to be associated with. Allocating credit limits for the Line-Liability combination can be done. The customer(s) who fall under this Liability Code will in turn avail credit facilities under this Credit line.

By linking a Credit Line to a Liability code the customer also gets linked to the Credit Line. This is true because a Liability code has been assigned to every credit seeking customer and the credit facilities granted to the customer are defined and tracked against this code.

### **Line Serial**

Each time a customer - line code combination is specified, Oracle FLEXCUBE ELCM system assigns a unique serial number to the combination. This serial number is unique to the line-liability code combination. Thus, for every new record entered for a Line-Liability combination, a new serial number is generated. The Line - Liability - Serial number forms a unique combination.

### **Line Branch**

Select the line branch code from the adjoining option list.

### **Main Line Code**

Specify the main line code. The adjoining option list displays all valid main line codes maintained in the system. You can choose the appropriate one.

### **Line Currency**

Specify the currency in which the facility is defined. The currency that has been selected will have the following implications:

- The limit amount that has been specified for this Line-Liability combination is taken to be in this currency.
- The line that has been defined will be available for Utilization only in the line currency, unless specified otherwise under Currency Restrictions in this screen.

Once the entry is authorized you cannot change the currency.

If the limit allotted to this Line-Liability combination can be utilized by accounts and transactions in currencies other than the limit currency, the limit utilization will be arrived at by using the mid rate for the currency pair as of that day.

### **Expected Limit Amount**

Enter the expected limit amount.

### **Collateral Amount**

The system displays the collateral amount here.

### **Effective Line Amount Basis**

For defining drawing power of line the elements mentioned below are treated as the basis for the effective line amount calculation.

- Limit Amount + Collateral Contribution
- Maximum Credit Turnover Allowed
- Minimum Limit

### **Effective Line Amount**

The effective line amount basis will be validated for the following criteria:

- Effective line amount basis will be defaulted from the template

- Effective line amount basis will be made as a mandatory field
- Effective line amount basis will be allowed to change only before first authorization of line

The Effective Limit Amount can be modified only before the first authorization of the Line.

**Additional Line Amount**

Enter the effective line amount.

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

Specify the Pool Code here. The pool code assigned to each collateral pool can be linked to a Liability while creating credit limits.

**Pool Description**

Specify a brief description of the collateral pool here.

**Pool Currency**

Specify the currency in which the Collateral Pool has to be maintained.

**Pool Amount**

The entire Collateral Linked amount will be displayed in this field.

**Pool Utilized**

This field displays the pool amount that has been linked to a various credit lines, hence displaying the total pool amount utilized at any point in time.

## 2.10.9 Collaterals Tab

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

The screenshot shows a web application window titled "Islamic Tawaroq Loan Origination". The interface includes a "New" button and a "Enter Query" section. The main form area contains several input fields and dropdown menus, some marked with a red asterisk (\*). The fields are: Workflow Reference #, Priority (dropdown set to Low), Application Category (\*), Product Code (\*), Description, Application Branch (\*), Application Date (\*), Lead Id, Enquiry ID, Application Number (\*), User Reference (\*), Application Priority (dropdown set to Low), and Application Status (dropdown set to Application Entry). Below these is the "Applicant Details" section with fields for Type (dropdown set to Primary), Local Branch, Customer No, and Customer Name. At the bottom, there is a navigation bar with links: Documents, Customer Channel, Account Channel, Customer Dedupe, Finance Dedupe, Customer MIS, Customer Account MIS, and Customer/Account Fields. The footer area includes "Previous Remarks", "Remarks", an "Audit" button, an "Outcome" dropdown, and an "Exit" button.

### **Collateral Details**

#### **Collateral Branch**

Select the finance applicant's collateral branch from the adjoining option list.

#### **Collateral ID**

Select the collateral ID from the adjoining option list.

#### **Collateral Description**

Give a brief description on the collateral.

#### **Collateral Currency**

Select the collateral currency from the adjoining option list.

#### **Collateral Value**

Specify the collateral value.

#### **Start Date and End Date**

Specify the tenor of the collateral using the Start Date and End Date fields. The collateral is considered effective only during this period.

#### **Collateral Category**

Select the collateral category from the adjoining option list.

**Collateral Type**

Select the collateral from the adjoining drop down list.

The options are:

- Market based
- Guarantee
- Normal

**Linked Percent**

Specify percentage of the part of the collateral amount which has to be linked to the pool.

**Linked Amount**

Specify the part of the collateral amount which has to be linked to the pool.

**Haircut %**

Specify the bank's margin (Haircut) to be assigned for Collateral. Haircut% applied by the system as per the Haircut schedule would be displayed here

**Revalue Collateral**

Check this box to revalue the collateral.

**Revaluation Date**

Specify the date on which the next revaluation has to be done.

**Revision Date**

Specify the date on which this collateral has to be revisited for review.

**Charge Type**

Select the charge type from the adjoining drop down list:

- Lien
- Pledge
- Hypothecation
- Mortgage
- Assignment

This is only for information and not for processing.

**Utilization Order**

Specify the utilization order.

**Commitment Product**

Select the product code from the adjoining option list to be used for creating the commitment contract.

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

**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.

**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.

**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.

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

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**Note**

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

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## 2.10.10 Comments Tab

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

The screenshot shows a web application window titled "Islamic Tawaroq Loan Origination". The interface includes a "New" button and a "Enter Query" section. The form contains several input fields and dropdown menus, some marked with a red asterisk (\*). The fields are: Workflow Reference #, Priority (dropdown with "Low" selected), Application Category \*, Product Code \*, Description, Application Branch \*, Application Date \*, Lead Id, Enquiry ID, Application Number \*, User Reference \*, Application Priority (dropdown with "Low" selected), and Application Status (dropdown with "Application Entry" selected). Below these is the "Applicant Details" section with fields for Type (dropdown with "Primary" selected), Local Branch, Customer No, and Customer Name. A horizontal scrollbar is present below the applicant details. At the bottom, there is a navigation bar with links: Documents, Customer Channel, Account Channel, Customer Dedupe, Finance Dedupe, Customer MIS, Customer Account MIS, and Customer/Account Fields. The main form area has a "Previous Remarks" section, a "Remarks" text area, an "Audit" button, an "Outcome" dropdown, and an "Exit" button.

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 finance application.

### **Comment By**

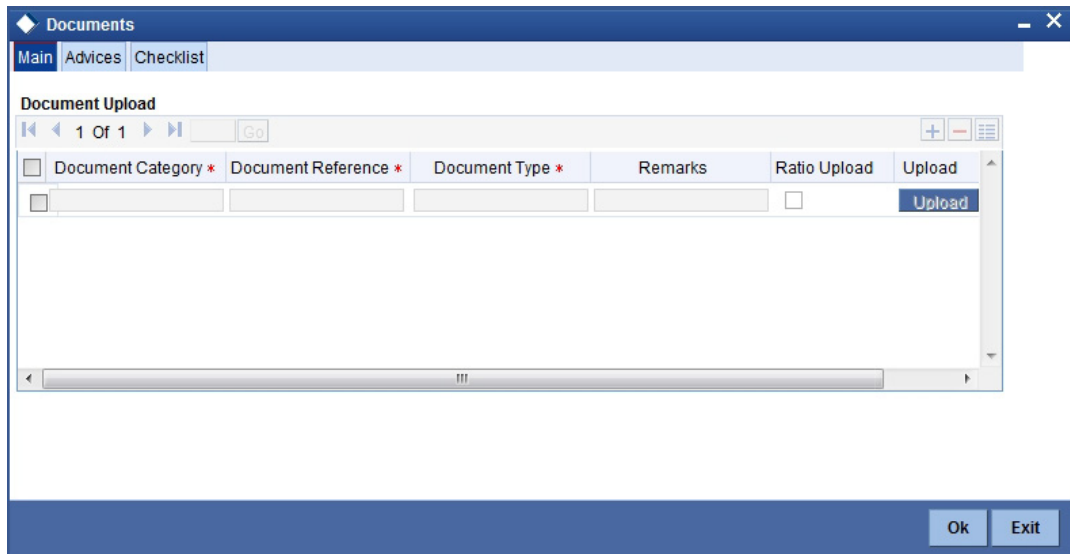
The system defaults the name of the commenter.

### **Comment Date**

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

## 2.10.11 Capturing Document Details

You can capture the customer related documents in central content management repository through the 'Documents' screen. Click 'Documents' button to invoke this screen.



Here, you need to specify the following details:

### Document Category

Specify the category of the document to be uploaded.

### Document Reference

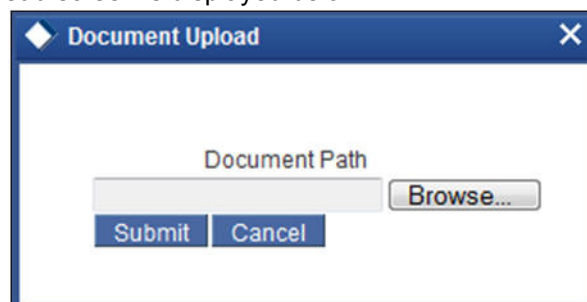
The system generates and displays a unique identifier for the document.

### 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 'Tawarooq Lending' 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	ORDTAWAE	Available	Available	Available
Application Verification	ORDTAWAV	Available	Available	Available
Application Management Verification	ORD-TAWMV	Available	Available	Available
Internal Black-list Check	ORDTAWKI	Available	Available	Available
External Black-list Check	ORDTAWKE	Available	Available	Available
Underwriting	ORDTAWUD	Available	Available	Available
Finance Approval	ORDTAWAR	Available	Available	Available
Document Verification	ORDTAWDV	Available	Available	Available
Customer / Account / Facility / Finance / Collateral Creation	ORDTWMC U	Available	Available	Available
Sale Confirmation	ORDTWSA C	Not Available		
User Acceptance	ORDTWUS A	Not Available		
Disbursement of Tawarooq				
Manual Liquidation	ORDTWPM T	Not Available		

### 2.10.12 Customer Channel Button

You can capture the information of channels like Internet Banking, Interactive Voice Response, Mobile, ATM, and Credit Card at customer level. Click 'Customer Channels' button to specify the details relating to channels.



Specify the following details:

**Banking Channels**

Specify the banking channels code. Alternatively, you can select the list of channels from the option list. The list displays the channels maintained in the system.

**Banking Channel Name**

The system displays the name of the banking channel.

**Remarks**

Specify remarks for the banking channel subscription.

**2.10.13 Account Channel Button**

You can capture the information of channels like Internet Banking, Interactive Voice Response, Mobile, ATM, and Credit Card at customer level. Click 'Account Channels' button to specify the details relating to channels.



Specify the following details:

**Banking Channels**

Specify the banking channels code. Alternatively, you can select the list of channels from the option list. The list displays the channels maintained in the system.

**Banking Channel Name**

The system displays the name of the banking channel.

**Remarks**

Specify remarks for the banking channel subscription.

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

The screenshot displays the Oracle Tawaroq Finance Application interface. The top navigation bar includes 'Home', 'Interactions', 'Customer', 'Workflow', 'Tasks', and 'Preferences'. The 'Tasks' menu is active, showing 'Assigned' under the 'Standard' option. The 'Assigned-Task List' table is visible, listing tasks with columns for Workflow Reference, Transaction Reference, Title, Customer Name, Creation Date, Priority, Channel, Originated By, Status, and Comments. The table contains six rows of task data. On the left, a sidebar menu shows various application statuses and filters, including 'Quick View' and 'Quick View Detail'.

Workflow Reference	Transaction Reference	Title	Customer Name	Creation Date (FromTo)	Priority	Channel	Originated By	Status	Comments
RetailLending6003		Application Input		2013-09-02 14:44:05 IST	Low				
RetailLending6004		Application Input		2013-09-02 14:44:50 IST	Low				
OpenSavingsAccount6061		Input savings account details	DAVID BOON	2013-09-02 21:05:57 IST	Low	FLEXCUBE	SUPPORT01	RECVNVEY	
RetailLending6077		Application Verification	DAVID BOON	2013-09-03 09:35:38 IST	Low			NEWAPP	
RetailLending6112		Application Verification		2013-09-03 15:12:17 IST	Low			VFYAPP	
IslamicMurabahaAccount6148		Underwriting		2013-09-04 13:18:31 IST	Low			UNDERW	

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 information message as "...xxx 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 'Tawaroq Finance Application Verification' screen.

## 2.11 Application Verification Stage

The information captured in the previous stage is verified in the Application Verification stage. Application verification is carried out by the user role 'CMROLE'.

You can key-in the finance application details required in 'Tawarooq Application Verification' screen.

The details related to the finance 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 'REJECT' 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 information message as " ...xxx Acquire Successful" on successful acquisition of the task.

## 2.12 Application Management Verification Stage

The information captured in the previous stage is verified for the second time and for second level approval in the Application management Verification stage. Application verification is carried out by the user role 'CMROLE'.

You can key-in the finance application details required in '*Tawarooq* Application Management Verification' screen.

The screenshot shows the 'Islamic Tawarooq Loan Origination' application management verification screen. The interface includes a header bar with the title and window controls. Below the header, there is a 'New' button and a 'Enter Query' section. The main form area contains several input fields and dropdown menus for application details, including Workflow Reference #, Priority (Low), Application Category, Product Code, Description, Application Branch, Application Date, Lead Id, Enquiry ID, Application Number, User Reference, Application Priority (Low), and Application Status (Application Entry). There is also a 'Default' button. The 'Applicant Details' section includes Type (Primary), Local Branch, Customer No, and Customer Name. At the bottom, there are tabs for Documents, Customer Channel, Account Channel, Customer Dedupe, Finance Dedupe, Customer MIS, Customer Account MIS, and Customer/Account Fields. The bottom right corner features buttons for 'Audit', 'Outcome', and 'Exit'.

The details related to the finance 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 'REJECT' 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 information message as " ...xxx Acquire Successful" on successful acquisition of the task.

## 2.13 Internal Blacklist Check Stage

The information against Internal KYC and SDN checks are verified in Internal blacklist check stage.

Only users belonging to the 'CEROLE' (Compliance Executive) can perform this task. If you have requisite rights, acquire it from the list by clicking the 'Acquire' button adjoining the desired task. The following screen will be displayed.

The task will be moved to the 'Assigned' task list. Select the checkbox against your 'Workflow Ref No' and click 'Acquire' button. Go to the 'Acquired' task list and double-click on the record to invoke the following screen.

Islamic Tawaroq Loan Origination

New  
Enter Query

Workflow Reference # Priority Low

Application Category\*

Product Code\*

Description

Application Branch\*

Application Date\*

Lead Id

Enquiry ID

Default

Application Number\*

User Reference\*

Application Priority Low

Application Status Application Entry

Applicant Details

Type Primary Local Branch Customer No Customer Name

Documents | Customer Channel | Account Channel | KYC Review | Customer Dedupe | Finance Dedupe | Customer MIS | Customer Account MIS | Customer/Account Fields

Previous Remarks Remarks Audit Outcome Exit

The system displays all the customers associated with the finance application with internal status displaying whether the customer information is available or not.

Click 'Review' button to view all customer information and perform KYC and SDN checks.

The screenshot shows a window titled "KYC Review". At the top, there is a field for "Application Number". Below it, a "KYC Review" section contains a table with the following columns: "Customer No", "First Name", "Last Name", "Date of Birth", "Country", "Internal", "Internal Remarks", and "External". The table is currently empty. Navigation controls are visible above the table, including "1 Of 1" and a "Go" button. At the bottom right of the window, there are "Ok" and "Exit" buttons.

The KYC Review Screen (STSKYCMN) and SDN Review Screens (ORSSDNMN) are displayed.

The screenshot shows a window titled "KYC Summary". It features a search bar with "Search", "Advanced Search", and "Reset" options. Below the search bar, there are several filter fields: "Authorization Status", "Record Status", "KYC Reference", "Full Name of Customer", "KYC Customer Type", and "Risk Level". A table below these filters displays the following columns: "Authorization Status", "Record Status", "KYC Reference", "Full Name of Customer", "KYC Customer Type", and "Risk Level". The table is currently empty. At the bottom right of the window, there 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. You need to query on the records using all or a combination of the following criteria:

- Customer Number
- First Name
- Last Name
- Date Of Birth
- Country
- Internal
- Internal Remarks
- External
- External Remarks
- SDN status
- Review

Click the 'Query' button to view all records that match the specified criteria.

If the customer details do not match any of the displayed records, select the action 'CLEARED' from the drop-down list adjoining the 'Audit' button. Click the 'Save' icon in the tool bar to save the record. The system displays the information message as " ...xxx Acquire Successful" on successful acquisition of the task.

## 2.14 External Blacklist Check Stage

The information against external KYC and SDN checks are verified in external blacklist check stage.

Only users belonging to the 'CEROLE' (Compliance Executive) can perform this task. If you have requisite rights, acquire it from the list by clicking the 'Acquire' button adjoining the desired task. The following screen will be displayed.

The task will be moved to the 'Assigned' task list. Select the checkbox against your 'Workflow Ref No' and click 'Acquire' button. Go to the 'Acquired' task list and double-click on the record to invoke the following screen.

The system displays all the customers associated with the finance application with internal status displaying whether the customer information is available or not.

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.

**KYC Summary**

Search Advanced Search Reset

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

Records per page 15 1 Of 1 Go

	Authorization Status	Record Status	KYC Reference	Full Name of Customer	KYC Customer Type	Risk Level
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						

Exit

**Alias Names Summary**

Search Advanced Search Reset

Authorization Status  Record Status   
 Name  Date of Birth   
 Country

Records per page 15 1 Of 1 Go

	Authorization Status	Record Status	Name	Date of Birth	Country
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					

Exit

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. You need to query on the records using all or a combination of the following criteria:

- Customer Number
- First Name
- Last Name
- Date Of Birth

- Country
- Internal
- Internal Remarks
- External
- External Remarks
- SDN status
- Review

Click the 'Query' button to view all records that match the specified criteria.

If the customer details do not match any of the displayed records, select the action 'CLEARED' from the drop-down list adjoining the 'Audit' button. Click the 'Save' icon in the tool bar to save the record. The system displays the information message as " ...xxx 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 'Tawarooq Finance Underwriting' screen.

## 2.15 Underwriting

In this stage, the bank assesses the eligibility of the borrower for the requested finance 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. The tasks in underwriting stage are also carried out by the user role 'CMROLE'.

You can key-in the finance application details required in 'Tawarooq Underwriting' screen.

After ascertaining the eligibility of the customer, the bank provides multiple finance 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.

This section contains the following topics:

- [Section 2.15.1, "Collateral Tab"](#)
- [Section 2.15.2, "Credit Score Tab"](#)
- [Section 2.15.3, "Bureau Tab"](#)
- [Section 2.15.4, "Ratios Tab"](#)
- [Section 2.15.5, "Financing Tab"](#)
- [Section 2.15.6, "Component Tab"](#)
- [Section 2.15.7, "Charges Tab"](#)
- [Section 2.15.8, "Investigation Tab"](#)
- [Section 2.15.9, "Comments Tab"](#)

## 2.15.1 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.

Islamic Tawaroq Loan Origination

New  
Enter Query

Workflow Reference #  Priority

Application Category \*

Product Code \*

Description

Application Branch \*

Application Date \*

Lead Id

Enquiry ID

Application Number \*

User Reference \*

Application Priority

Application Status

Applicant Details

Documents | Customer Channel | Account Channel | KYC Review | Customer Dedupe | Finance Dedupe | Customer MIS | Customer Account MIS | Customer/Account Fields | Vehicle Evaluator |  
Bureau Report | Finance MIS | Finance Fields | SWIFT Message Details

Previous Remarks Remarks  Outcome

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:

- REQUIRED
- PENDING
- COMPLETED
- NOT REQUIRED
- NOT AVAILABLE

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 information message as " ...xxx 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 'Tawarooq Finance 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 Oracle 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.

**Vehicle Evaluator**

**Vehicle Details**

Valuation Source: INTERNAL

Identification Number:

Year:

Make:

Model:

Body:

Usage:

**Vehicle Valuations**

Wholesale Value:

Retail Value:

Usage Value:

Attribute Value:

Total Value:

**Vehicle Attributes**

Attribute Description	Attribute Code	Attribute Value	Package Included

Ok Exit

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.

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### 2.15.2 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 finance customer, associated Rule Id are displayed in this screen. You can specify the following details here:

System defaults the Category and Question as maintained in the Rule.

You can select the Answer from the option list.

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.

## 2.15.3 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 finance to the customer or not.

The screenshot shows a web application window titled 'Islamic Tawaroq Loan Origination'. The 'Enter Query' tab is active. The form contains several input fields and dropdown menus: 'Workflow Reference #' (text), 'Priority' (dropdown set to 'Low'), 'Application Category \*' (text), 'Product Code \*' (text), 'Description' (text), 'Application Branch \*' (text), 'Application Date \*' (text), 'Lead Id' (text), 'Enquiry ID' (text), 'Application Number \*' (text), 'User Reference \*' (text), 'Application Priority' (dropdown set to 'Low'), and 'Application Status' (dropdown set to 'Application Entry'). Below these fields is a 'Default' button. At the bottom of the form is a 'Previous Remarks' section with a 'Remarks' label and an 'Audit' button. To the right of the 'Audit' button is an 'Outcome' dropdown menu and an 'Exit' button. A navigation bar at the bottom of the window lists various tabs: Documents, Customer Channel, Account Channel, KYC Review, Customer Dedupe, Finance Dedupe, Customer MIS, Customer Account MIS, Customer/Account Fields, Vehicle Evaluator, Bureau Report, Finance MIS, Finance Fields, and SWIFT Message Details.

In the application entry stage, if the external credit required flag is checked, the bureau report gets generated in the underwriting stage.

If the credit bureau is not checked in the application entry stage, the underwriter can verify it in the underwriting stage by giving status as Required and Outcome as Verify. On giving the outcome as verify the credit bureau verification happens and the application moves to underwriting stage again.

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

#### **Customer Id**

The identification of the finance customer gets displayed here.

#### **Bureau**

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

#### **Status**

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

- Completed
- Pending

#### **Remarks**

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

### 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 finance requested from the following options provided in the drop-down list:

- Recommended
- Not Recommended

### Remarks

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

### Status

The following statuses are available:

- Required
- Pending
- Completed
- Not Required
- Not Available

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 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 which will be the underwriting stage again.

The system displays the information message as " ...xxx 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 'Tawarooq Underwriting' screen.

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.

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

Application Number \*  
Requested Id \*

Customer No \*  
Bureau Code \*

**Report Header**

Bureau  
First Name  
MiddleName  
Last Name  
Birth Date

Credit Report Id  
Report Date  
Unique Id  
On File Date  
☐ Best Match

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

**Life**

Chapter7  
Chapter11  
Chapter13  
Total  
1

**Recent**

Chapter7  
Chapter11

Ok Exit

## Summary 2

Credit Bureau Report

Application Number \*  
Requested Id \*

Customer No \*  
Bureau Code \*

**Report Header**

Bureau  
First Name  
MiddleName  
Last Name  
Birth Date

Credit Report Id  
Report Date  
Unique Id  
On File Date  
☐ Best Match

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

**Inquiries**

Auto  
Bank  
Card  
Retail  
Financing  
Sales Finance

6M  
12M  
24M  
Total  
Newest  
Oldest

Ok Exit

## Trade Lines

Credit Bureau Report

Application Number \*  
Requested Id \*

Customer No \*  
Bureau Code \*

**Report Header**

Bureau  
First Name  
MiddleName  
Last Name  
Birth Date

Credit Report Id  
Report Date  
Unique Id  
On File Date  
☐ Best Match

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

**Trade Lines**

1 of 1

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

Ok Exit

## Public Records

Credit Bureau Report

Application Number \*  
Requested Id \*

Customer No \*  
Bureau Code \*

Report Header

Bureau  
First Name  
MiddleName  
Last Name  
Birth Date

Credit Report Id  
Report Date  
Unique Id  
On File Date  
☐ Best Match

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

Public Records

1 Of 1

Record Type	Status	Amount	Filed Date	Satisfied Date
				1

Ok Exit

## Collections

Credit Bureau Report

Application Number \*  
Requested Id \*

Customer No \*  
Bureau Code \*

Report Header

Bureau  
First Name  
MiddleName  
Last Name  
Birth Date

Credit Report Id  
Report Date  
Unique Id  
On File Date  
☐ Best Match

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

Collections

1 Of 1

Creditors Name	Account #	Acct Balance	High Balance	Term Type	Balance Date	Open Date	Last Activity Date	History Date
----------------	-----------	--------------	--------------	-----------	--------------	-----------	--------------------	--------------

Ok Exit

## Fraud Messages

Credit Bureau Report

Application Number \*  
Requested Id \*

Customer No \*  
Bureau Code \*

Report Header

Bureau  
First Name  
MiddleName  
Last Name  
Birth Date

Credit Report Id  
Report Date  
Unique Id  
On File Date  
☐ Best Match

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

Fraud Messages

1 Of 1

Product	Message
	1

Ok Exit

## Inquiries

Credit Bureau Report

Application Number \*  
Requested Id \*

Customer No \*  
Bureau Code \*

**Report Header**

Bureau  
First Name  
MiddleName  
Last Name  
Birth Date

Credit Report Id  
Report Date  
Unique Id  
On File Date  
☐ Best Match

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

**Inquiries**

1 Of 1

<input type="checkbox"/>	Inquirer Name	Inquirer Subscriber #	Inquirer Industry Code	Inquiry Date	Rate Shopping	Duplicate	
<input type="checkbox"/>					<input type="checkbox"/>	<input type="checkbox"/>	1

Ok Exit

## Also Known As

Credit Bureau Report

Application Number \*  
Requested Id \*

Customer No \*  
Bureau Code \*

**Report Header**

Bureau  
First Name  
MiddleName  
Last Name  
Birth Date

Credit Report Id  
Report Date  
Unique Id  
On File Date  
☐ Best Match

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

**Also Known As**

1 Of 1

<input type="checkbox"/>	First Name	MI	Last Name	Suffix	Spouse First Name	
<input type="checkbox"/>						1

Ok Exit

## Consumer Statements

Credit Bureau Report

Application Number \*  
Requested Id \*

Customer No \*  
Bureau Code \*

**Report Header**

Bureau  
First Name  
MiddleName  
Last Name  
Birth Date

Credit Report Id  
Report Date  
Unique Id  
On File Date  
☐ Best Match

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

**Consumer Statement**

1 Of 1

<input type="checkbox"/>	Reported Date	Text	
<input type="checkbox"/>			1

Ok Exit

## Credit Score Details

The screenshot shows a 'Credit Bureau Report' window with the following sections:

- Application Number \*** and **Requested Id \*** input fields.
- Customer No \*** and **Bureau Code \*** input fields.
- Report Header** section with fields for Bureau, First Name, MiddleName, Last Name, and Birth Date.
- Credit Report Id**, **Report Date**, **Unique Id**, and **On File Date** input fields.
- A checkbox for **Best Match**.
- 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** (selected).
- Credit Scores** section with **Score Model**, **Score**, and **Score Factor** input fields.
- Ok** and **Exit** buttons at the bottom right.

### 2.15.3.1 Capturing Loan MIS Details

You can capture the Finance MIS details by clicking 'Finance MIS' button in 'Tawarooq Finance Underwriting' screen.

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

The screenshot shows a 'Loan MIS' screen with the following sections:

- Application Number \*** and **Product \*** input fields.
- Loan Account Number \*** and **Loan Branch \*** input fields.
- Financing Currency \*** input field.
- Input** section with **Link To Group** (radio buttons for **Related Reference** and **Related Account**) and **Related Account**, **Related Reference**, and **MIS Head** input fields.
- Rate At** section with **Rate Type** (dropdown menu) and **Interest Method** (dropdown menu).
- Pool Code** and **Contract Level** radio buttons under **Rate Type**.
- Reference Rate** and **Pool Code** input fields under **Interest Method**.
- Transaction MIS** and **Composite MIS** buttons at the bottom.

### 2.15.3.2 Capturing Loan UDF Details

You can capture the Finance UDF details by clicking 'Finance Fields' button in 'Tawarooq Finance Underwriting' screen.

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

**Loan Fields**

Application Number \*

Product Code \*

Loan Account

Loan Account Branch

**Character Fields**


## 2.15.4 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'.

Islamic Tawarooq Loan Origination

New

Enter Query

Workflow Reference #

Priority

Application Category \*

Product Code \*

Description

Application Branch \*

Application Date \*

Lead Id

Enquiry ID

Application Number \*

User Reference \*

Application Priority

Application Status

**Applicant Details**

Documents | Customer Channel | Account Channel | KYC Review | Customer Dedupe | Finance Dedupe | Customer MIS | Customer Account MIS | Customer/Account Fields | Vehicle Evaluator |

Bureau Report | Finance MIS | Finance Fields | SWIFT Message Details

Previous Remarks

Remarks

Outcome

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, Finance To Value and Disposable Income are calculated for the following conditions:

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

## **2.15.5 Financing Tab**

In the 'Financing' tab, the system displays the list of the multiple finance offers that are attached to the application category specified. If you have selected an 'Enquiry ID' for the

customer, then the finance details that have been stored for the corresponding finance proposal are displayed here. You can modify these details, if required.

Specify the following details:

### Pricing ID

Based on the formula maintained in 'Pricing Maintenance' screen, the system automatically applies a price ID to the application. However, you can apply a different price ID that matches the application. You can select a different price ID from the option list.

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 finance.

The details related to the finance offer like the number of installments, finance branch, frequency, unit, profit rate etc. are displayed here. Select the required offer by clicking the 'Check' option and click then click the 'Apply' button to apply the selected finance offer. The details corresponding to the selected finance offer are displayed in 'Finance Details' section. You can modify these details, if required, and click 'Apply' button to calculate the schedule details.

The offers maintained at the category level is displayed in the multiple offers block . The system compares the number of installments, frequencies and unit with the value in the requested tab at application entry stage. The rate in the offers block is compared with rate maintained in the pricing Id. The system applies that offer which matches with the mentioned criteria in the offer block. If the offer fails to match then a new row is added which will take its value from the pricing ID.

#### **Hamish Jiddayah**

The system displays the calculated Hamish Jiddayah amount from the entry stage. If the value is not given in the entry stage then the Hamish Jiddayah Amount gets calculated based on the Hamish Jiddayah %.

#### **Hamish Jiddayah %**

The system captures the Hamish Jiddayah percentage value. This value should not be a negative value. However, you can modify it.

#### **Effective Date**

The system captures the effective date of user defined elements. However, you can modify it in the 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 Intermediary group 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 finance offer in this screen.

---

## **2.15.6 Component Tab**

In 'Component' tab, the system calculates and displays the payment schedules and the schedule details based on the finance offer selected.

If you have selected an 'Enquiry ID' for the customer, then the schedule details that have been stored for the corresponding finance proposal are displayed here. You can modify them, if required.

The following details related to the schedule are displayed here:

- Component name
- Schedule type
- First due date
- Number
- Frequency
- Units
- 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.

### 2.15.7 **Charges Tab**

In 'Charges' tab, the system calculates and displays charges, if any applicable.

The system calculates and displays the charge details associated with the finance. The following details are displayed:

- Component Name
- Event Code
- Associated currency
- Amount

### Waive

Check this box to waive the charges associated with the finance.

## 2.15.8 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
- Verification agency

You can view the investigation report associated with the customer by clicking the 'Report' button.

### 2.15.9 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 finance application.

#### **Comment By**

The system defaults 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.

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 'REJECT' 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 information message as " ...xxx 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 'Tawarooq Approval' screen.

## 2.16 Finance Approval Stage

In the Finance Approval stage, the approver verifies the finance application, analyzes the applicant's financial status, credit rating and field investigation reports and based on the credit worthiness of the customer approves the finance offered to the customer.

You can key-in the finance application details required in 'Tawarooq Application Approval' screen.

Users belonging to user role 'CMROLE' are authorized to perform these tasks.

Islamic Tawarooq Loan Origination

New

Enter Query

Workflow Reference # Priority Low

Application Category\*

Product Code\*

Description

Application Branch\*

Application Date\*

Lead Id

Enquiry ID

Default

Application Number\*

User Reference\*

Application Priority Low

Application Status Application Entry

Applicant Details

Documents | Customer Channel | Account Channel | KYC Review | Customer Dedupe | Finance Dedupe | Customer MIS | Customer Account MIS | Customer/Account Fields | Vehicle Evaluator |

Bureau Report | Finance MIS | Finance Fields | SWIFT Message Details

Previous Remarks Remarks Audit Outcome Exit

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 information message as " ...xxx 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 'Tawarooq 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 finance or not. The system makes one of the following decisions in that case:

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

If the auto decision made by the system is 'Auto Approval', you can skip the finance approval stage.

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 the auto decision made by the system is 'Auto-Reject' then the application moves back to the application entry 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 finance offer, the finance is applied and schedules are defaulted. However, at underwriting stage, the underwriter may proceed or re-apply the finance by selecting a different finance offer.

Any advices maintained for this stage are generated after the completion of the stage.

## **2.17 Message Generation**

In this stage generation of offer letter and sending the contractual agreements takes place.

## **2.18 Document Verification Stage**

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.

Users belonging to user role 'CMROLE' are authorized to perform these tasks.

You can key-in the Finance application details required in 'Tawaroq Document Verification' screen.

The screenshot shows the 'Islamic Tawaroq Loan Origination' application window. The title bar indicates 'New Enter Query'. The form contains several input fields and dropdown menus for capturing application details. The fields are organized into sections, with some fields marked as required with an asterisk (\*). The 'Applicant Details' section is currently collapsed, showing a horizontal scroll bar. The bottom of the window features a navigation bar with tabs for 'Previous Remarks' and 'Remarks', an 'Audit' button, an 'Outcome' dropdown menu, and an 'Exit' 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.

## 2.19 Finance Application Details Upload

In this final stage, the finance and collateral are created. Customer is also created if the applicant is a new customer. Customer account is also created if information is captured for the same.

The system creates a Customer / Finance / Collateral / Facility / Account in Oracle FLEXCUBE with details captured from previous stages. A user in manager level role handles this stage. The creation of customer, collateral and finance can be verified in [ORDTWMCU](#) screen.

If everything is found acceptable, select the action 'PROCEED' in the textbox adjoining the 'Audit' button in this screen and save the record by clicking the 'Save' icon in the tool bar. The following screen will be displayed.

## 2.20 Sale Confirmation Stage

In this stage the sale confirmation of the underlying assets generate the *Tawarooq* origination through '*Tawarooq* Sale Confirmation' screen.

The screenshot shows the 'Tawarooq Sale Confirmation' window. It has a toolbar with 'Save' and 'Hold' icons. The form contains the following fields: 'Application Number' (empty), 'Application Date' (2011-01-04), 'Application Branch' (000), 'Status' (Sale Confirmation), 'Branch' (000), 'Account' (empty), 'Sale Date' (2011-01-04), 'Remarks' (empty), and 'Tawarooq Dealer Account' (undefined). At the bottom, there are buttons for 'Previous Remarks', 'Remarks', 'Audit', 'Outcome' (dropdown), and 'Exit'.

You can maintain the following details:

### **Branch Code**

The system displays the branch code.

### **Account Number**

The system displays the account number.

### **Sale Date**

In this field the current application date will get defaulted.

### **Remarks**

You can specify the remarks for the sale confirmation. This field is applicable only for the accounts under the product whose 'Sale Confirmation Required' option is checked in the 'Preference' screen.

If everything is found acceptable, select the action 'PROCEED' in the textbox adjoining the 'Audit' button in this screen and save the record by clicking the 'Save' icon in the tool bar. The following screen will be displayed.

## 2.21 User Acceptance Stage

In this stage based on the outcome of the previous stage, the sale confirmation of *Tawarooq* origination in the next stage.

Manual disbursement is done for the accounts created with a manual disbursement product. For accounts created with auto disbursement products, disbursement occurs on save of document verification stage.

The screenshot shows a software window titled "Tawarooq User Acceptance". At the top left, there are "Save" and "Hold" buttons. The form contains several input fields: "Application Number" (empty), "Application Branch" (001), "Application Date" (2012-11-07), "Status" (User Acceptance), "Branch Code" (001), "Account" (empty), "Sale Date" (2012-11-07), and "Remarks" (empty). At the bottom, there are buttons for "Prev Remarks", "Remarks", "Audit", "Outcome" (a dropdown menu), and "Exit".

The system creates a task 'Manual Liquidation' in the 'Reject' task list.

## 2.22 Disbursement of *Tawarooq* Stage

In this stage based on the outcome of the previous stage, the disbursement of *Tawarooq* for the underlying asset or moving the asset to inventory is decided.

If sale is confirmed, the system will trigger the disbursement of *Tawarooq* based on the value date.

If the sale is rejected, the system will display the asset detail capture detail.

## 2.23 Manual Liquidation Stage

Manual Liquidation is possible only if disbursement is done.

Manual Liquidation

New

Workflow Reference # \_\_\_\_\_ Priority Low

Application Number \_\_\_\_\_ Application Date \_\_\_\_\_ Status Manual Liquidation

Application Priority Low

Account\* \_\_\_\_\_ Product \_\_\_\_\_ BranchCode\* \_\_\_\_\_

Customer Id \_\_\_\_\_ Product Description \_\_\_\_\_ Event Sequence Number\* \_\_\_\_\_

**Payment Details** | Penalty Rates | Check List

Value Date \_\_\_\_\_ Main Interest Rate \_\_\_\_\_

Execution Date \_\_\_\_\_ ☐ Installment(s) Populate Due

Limit Date \_\_\_\_\_ Allocate

**Mudarabah**

Gross Profit \_\_\_\_\_

Excess Profit \_\_\_\_\_

Customer Incentive \_\_\_\_\_

Bank Profit \_\_\_\_\_

**Payment Details**

1 Of 1 Go

<input type="checkbox"/> Reversed	Payment Mode	Settlement Currency	Settlement Amount	Financing Currency Equivalent	Original Exchange Rate	Exchange Rate	Settlement Component	S
<input type="checkbox"/>	<span>Account</span>						<span>Settlement Component</span>	

**Fields**

Previous Remarks \_\_\_\_\_ Remarks \_\_\_\_\_ Audit Outcome  Exit

### Note

This screen is identical to the 'CI Payment Detailed' screen of Oracle FLEXCUBE. Refer the chapter titled 'Operations' in the Islamic Financing User Manual for further details about the other fields in the screen.

If everything is found acceptable, select the action 'PROCEED' in the textbox adjoining the 'Audit' button in this screen and the process is completed. Otherwise the process displays the following screen.

If everything is found acceptable, select the action 'PROCEED' in the textbox adjoining the 'Audit' button in this screen and save the record by clicking the 'Save' icon in the tool bar. The following screen will be displayed.

---

### 3. Function ID Glossary

#### O

ORDCATMT .....	2-25
ORDDOCMT .....	2-22
ORDLEADM .....	2-3
ORDOVDMT .....	2-19
ORDPRCMT .....	2-29
ORDRATMT .....	2-16

ORDRULMT .....	2-11
ORDTAWAE .....	2-38
ORSCATMT .....	2-28
ORSDOCMT .....	2-24
ORSLEADM .....	2-10
ORSOVDMT .....	2-20
ORSRATMT .....	2-18
ORSRULMT .....	2-15