

Retail Loan Origination  
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# 1. Retail Loan Origination

## 1.1 Introduction

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

Loan applications can also be captured in an offline mode at client sites by authorised users. These can be subsequently brought into the main system and processed through the normal loan origination process.

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

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

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

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

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

- Application Entry
- Application Verification
- Underwriting
- Loan Approval
- Document Verification
- Customer, Customer Account Contract and Collateral Creation

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

## 1.2 Maintaining Loan Prospect Details

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

The following details are captured as part of this maintenance:

- Prospective customer's personal and location details
- Prospective customer's employment details
- Requested loan 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.

Prospect Details

Lead Id \* \_\_\_\_\_  
Description \_\_\_\_\_  
Reason \_\_\_\_\_  
Date of Enquiry \_\_\_\_\_

Customer Details Requested

Sequence Number	Type	Salutation	First Name	Middle Name	Last Name	National Id
	Primary	Mr.				

Short Name \* \_\_\_\_\_ Country \* \_\_\_\_\_ Passport Number \_\_\_\_\_  
Gender Male \_\_\_\_\_ Nationality \* \_\_\_\_\_ Passport Issue Date \_\_\_\_\_  
Date of Birth \_\_\_\_\_ Language \* \_\_\_\_\_ Passport Expiry Date \_\_\_\_\_  
Mothers Maiden Name \_\_\_\_\_ Mobile Number \_\_\_\_\_ Passport Issue Place \_\_\_\_\_  
Customer Category \* \_\_\_\_\_ Landline Number \_\_\_\_\_ E-mail \_\_\_\_\_  
Office Number \_\_\_\_\_ Dependents \_\_\_\_\_  
Fax \_\_\_\_\_ Marital Status Married

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

Exit

You can specify the following details in this screen:

### **Lead Id**

Specify a unique identification for the prospective loan customer.

### **Description**

Specify a suitable description for the prospective loan customer.

### **Reason**

Specify the reason for the loan enquiry.

### **Date of Enquiry**

Specify the date when the prospective customer has made the enquiry about the loan. You can also select the date by clicking the adjoining 'Calendar' icon.

## 1.2.1 **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

## 1.2.2 Details Tab

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

The screenshot shows a software window titled "Prospect Details" with a blue header and standard window controls. The form is divided into several sections:

- Customer Details:** Includes fields for Lead Id \*, Description, Reason, and Date of Enquiry.
- Address Details:** Features a "1 of 1" indicator, a "Sequence Number \*" field, an "Address Type \*" dropdown menu (currently set to "Permanent"), and a "Mailing" checkbox.
- Employment Details:** Features a "1 of 1" indicator, a "Sequence Number \*" field, an "Employment Type" dropdown menu (currently set to "Part Time"), and fields for Employer \*, Occupation, Designation, and Employee Id.
- Address Fields:** Three rows for "Address Line 1 \*", "Address Line 2", and "Address Line 3", each with a corresponding "Country" field.
- Contact Fields:** Fields for "Contact Number", "Zip", and "Country".
- Additional Fields:** Fields for "Extension", "Contact", "Contact Name", "Contact Phone", "Contact Extension", "Comments", "Department", "Stated Years", and "Stated Months".
- Footer:** Includes fields for "Maker/Checker", "Date Time", "Mod No", "Record Status", and "Authorization Status", along with an "Exit" 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.

### 1.2.3 Requested Tab

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

Prospect Details

Lead Id \*  
Description  
Reason  
Date of Enquiry

Customer Details Requested

Loan Requested  
Currency  
Requested Amount  
EMI Amount  
Tenor(In Months)

Interest Rate  
Down Payment %  
Down Payment Amount

Maker  
Checker

Date Time:  
Date Time:

Mod No  
Record Status  
Authorization Status

Exit

You can capture the following details here:

#### Currency

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

#### Requested Amount

Specify the loan amount requested by the prospective customer.

#### EMI Amount

Specify the preferred EMI amount of the prospective customer.

#### Tenor (in months)

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

#### Intrate

Specify the preferred interest rate of the prospective customer.

#### Down-payment %

Specify the percentage of amount that the prospective customer can provide as down-payment.

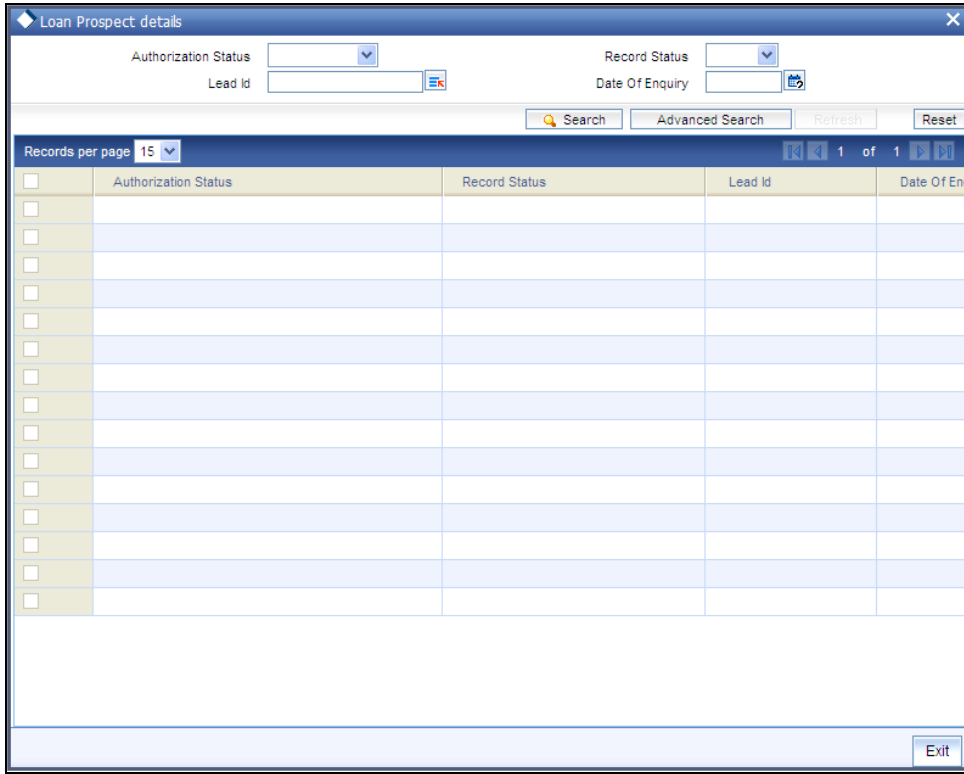
#### Down-payment Amount

Specify the preferred amount that the prospective customer can provide as down-payment.

## 1.3 Viewing Loan Prospect Summary

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

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



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.

## 1.4 Simulating Retail Loans

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

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

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

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

If details are available as part of the maintenance for the prospect in the 'Prospect Details' screen, then after you specify the Application category, Product Code and Customer Number in this screen, if you click the 'Default' button, the system will populate all loan and schedule details available for the prospect.

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

### **Application Category**

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

### **Product Code**

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

### **Branch**

Specify the branch code in which the loan will be processed. You can also select it from the adjoining option list.

### **Customer Details**

Specify the following customer details:

**Customer No**

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

**First Name**

Specify the first name of the customer.

**Last Name**

Specify the last name of the customer.

**Contact Number**

Specify the number at which the customer can be contacted.

**E-mail ID**

Specify the e-mail ID of the prospective customer.

**Requested**

You can enter the following details requested by the prospect:

**Currency**

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

**Requested Amount**

Specify the loan amount requested by the prospective customer.

**Default Interest rate**

Specify the preferred interest rate of the prospective customer.

**Tenor**

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

**Down-payment %**

Specify the percentage of amount that the prospective customer can provide as down-payment.

**Down-payment Amount**

Specify the preferred amount that the prospective customer can provide as down-payment.

**1.4.1 Loan Tab**

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

Enter the following details here:

**Offer Id**

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

**No of Instalments**

Specify the number of instalments associated with the loan.

**Units**

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

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

**Frequency**

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

**Rate**

Specify the interest rate to be associated with the loan.

## Rate Code

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

## Spread

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

## Effective Rate

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

## Check

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

### 1.4.2 Schedule Tab

After the loan details have been displayed by the system or modified as per your requirements, click 'Apply'. The system will process these details. Click 'Schedule' and the system will display the details of the payment and amortization schedules based on the loan details.

The screenshot displays the 'Retail Loan Simulation Details' application window. It features several input fields for loan details, including Enquiry ID, Application Category, Date, Product Code, Branch, Customer No, First Name, Last Name, Contact Number, Email Id, Requested Amount, Currency, Rate, Tenor, Down Payment Amount, and Down Payment %. Below these fields are two tabs: 'Loan' and 'Schedule'. The 'Schedule' tab is active, showing a table with columns: Component Name, Schedule Type, Due Date, Number, Frequency, Units, and Amount. A single row is visible with 'Payment' in the Schedule Type column. Below the 'Schedule' tab is the 'Schedule Details' tab, which shows a table with columns: Component Name, Due Date, Amount Due, EMI, and Amortized Principal. At the bottom of the window, there are fields for Maker, Checker, Date Time, Mod No, Record Status, and Authorization Status, along with an 'Exit' button.



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

## 1.5 Viewing Simulated Loan Details

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

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

The screenshot shows a web application window titled "Retail Loan Simulation Summary". At the top, there are two columns of search filters. The left column includes "Authorization Status" (a dropdown menu), "Enquiry ID", "Last Name", and "Email Id" (all text input fields with search icons). The right column includes "Record Status" (a dropdown menu), "First Name", and "Contact Number" (all text input fields with search icons). Below the filters is a search bar with "Search", "Advanced Search", "Refresh", and "Reset" buttons. A "Records per page" dropdown is set to "15". Below this is a table with 7 columns: "Authorization Status", "Record Status", "Enquiry ID", "First Name", "Last Name", "Contact Number", and "Email Id". The table is currently empty. 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
- Enquiry ID
- Customer Number
- First Name
- Last Name
- Contact Number

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.

## 1.6 Maintaining Credit Rating Rules

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

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

The screenshot displays the 'Rule Maintenance' application window. At the top, there are input fields for 'Rule Id \*' and 'Description'. To the right, there are radio buttons for 'Type', with 'Retail' selected and 'Corporate' unselected. Below this, there are two tabs: 'Main' and 'Risk Factor'. The 'Question Details' section features a table with columns 'Question Id', 'Category', and 'Question'. The 'Answer Details' section features a table with columns 'Sequence Number', 'Possible Answer', and 'Score'. At the bottom, there is a 'Rating' 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 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 loan from the following options available:

- Retail
- Corporate

### 1.6.1 **Main Tab**

You can maintain the following details in this tab:

#### **Question Details**

##### **Question Id**

The question Id is automatically generated by the system.

##### **Category**

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

##### **Question**

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

#### **Answer Details**

##### **Sequence Number**

The sequence number is automatically generated by the system.

##### **Possible Answer**

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

##### **Score**

Specify the score associated with an answer.

## 1.6.2 Risk Factor Tab

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

The screenshot shows the 'Rule Maintenance' application window. At the top, there are input fields for 'Rule Id \*' and 'Description', and radio buttons for 'Type' with options 'Retail' and 'Corporate'. Below this is a breadcrumb trail 'Main Risk Factor'. The main area is titled 'Risk Factor' and contains a table with columns 'Risk Id \*', 'Description', and 'Formula'. The table is currently empty. At the bottom of the window, there is a 'Rating' 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**

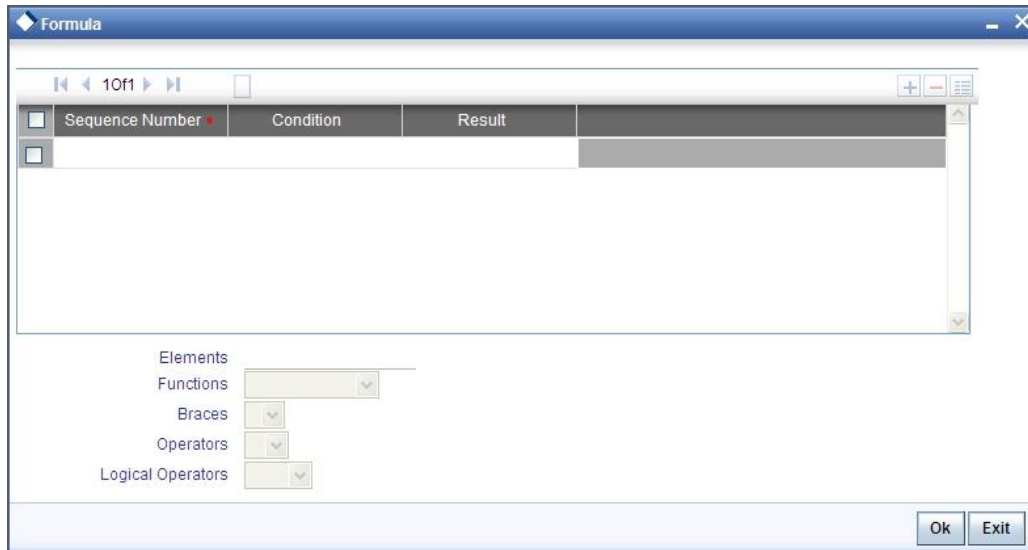
Specify a unique identifier for the credit risk being maintained.

### **Description**

Specify a suitable description for the credit risk.

### 1.6.2.1 Specifying Formula Details

You can specify the formula to calculate the credit score by clicking the 'Formula' button corresponding to a credit risk entry in Risk Factor tab. The 'Formula' screen is displayed where you can specify the condition for calculating the credit score associated with a risk condition.



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**

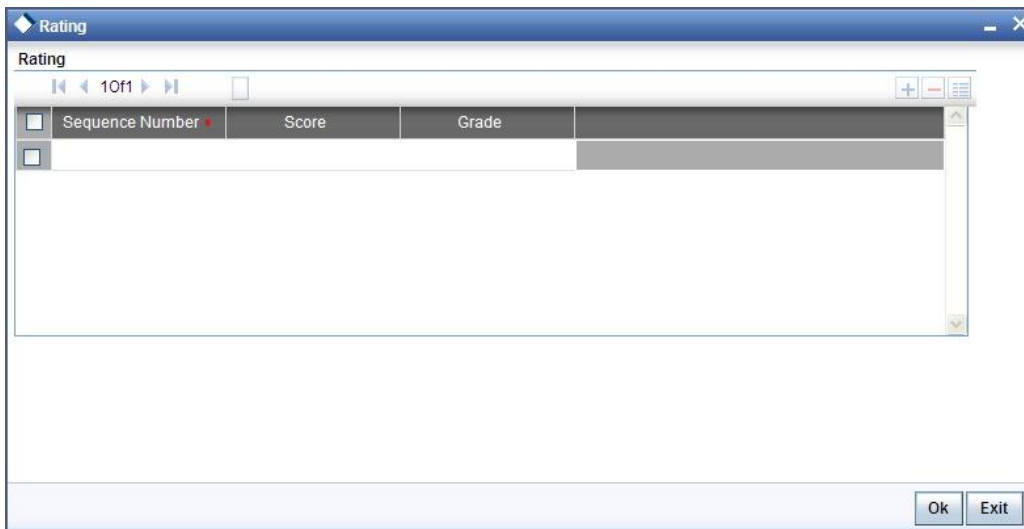
Select the mathematical operator to be used to define the credit score calculation formula. You can select '+', '-', '\*', or '/'.

## Logical Operators

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

### 1.6.3 Specifying Credit Grades

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



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.

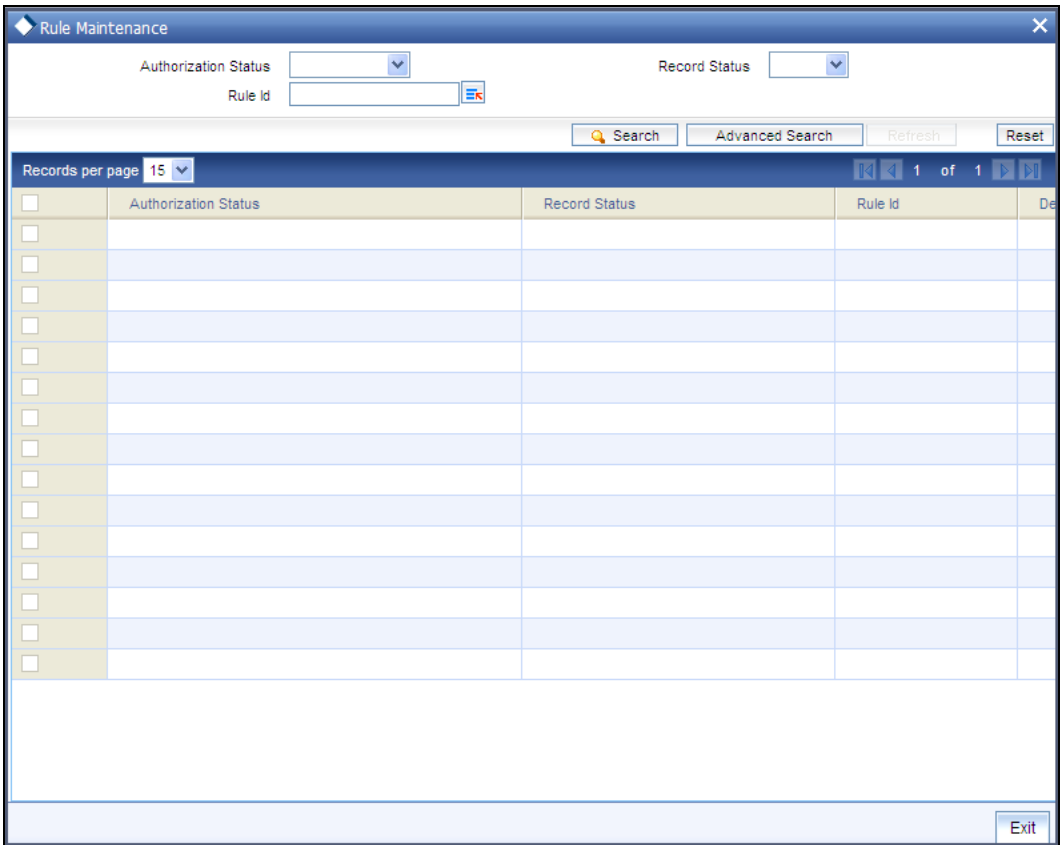
#### **Grade**

Specify the credit grade based on the score obtained.

## 1.7 Viewing Credit Rule Summary

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

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



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

- Authorization Status
- Record Status
- Rule Id

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

## 1.8 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.

The screenshot shows the 'LMC Eligibility Ratio' application window. At the top, there are input fields for 'Group Id \*' and 'Description'. To the right, the 'Type' is set to 'Retail' (indicated by a selected radio button) with 'Corporate' as an alternative. Below this is a 'Ratio Id' section containing a table with three columns: 'Ratio Id \*', 'Description', and 'Formula'. The table currently has one row with a 'Formula' button in the 'Formula' column. At the bottom of the window, there are fields for 'Maker', 'Checker', 'Date Time', 'Mod No', 'Record Status', and 'Authorization Status', along with an 'Exit' button.

You can 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 loan 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.



## 1.8.1 Specifying Formula Details

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

Ratio Type	Condition
Stated Before	

Elements  
Functions  
Braces  
Operators

Ok Exit

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 '/'.

## 1.9 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.

The screenshot shows a web application window titled "Credit Ratio Maintenance". At the top, there are two dropdown menus: "Authorization Status" and "Record Status". Below them is a text input field for "Group Id" with a search icon. To the right of these fields are four buttons: "Search", "Advanced Search", "Refresh", and "Reset". Below the search area, there is a "Records per page" dropdown set to "15" and a pagination indicator showing "1 of 1". The main area is a table with the following columns: a checkbox column, "Authorization Status", "Record Status", "Group Id", and a "D" column. The table is currently empty. At the bottom right corner of the window, there is an "Exit" button.

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

- Authorization Status
- Record Status
- Group Id

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

## 1.10 Maintaining Override Details

You can maintain the formulae to verify if overrides need to be generated dynamically, in 'Override Maintenance' screen. You can invoke this screen by typing 'ORDOVDMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

You can specify the following details in this screen:

**Process Code**

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

**Application Category**

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

**Type**

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

- Retail
- Corporate

**Stage**

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

**Description**

Specify a suitable description for the loan origination stage.

## **Overrides**

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

### **Sequence Number**

The sequence number is automatically generated by the system.

### **Condition**

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

### **Error Code**

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

### **Error Parameter**

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

### **Elements**

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

### **Functions**

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

### **Braces**

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

### **Operators**

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

### **Logical Operators**

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

## 1.11 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.

The screenshot shows the 'Override Maintenance' application window. At the top, there are four search filters: 'Authorization Status' (dropdown), 'Record Status' (dropdown), 'Process Code' (text input with a search icon), and 'Application Category' (text input with a search icon). Below these filters are four buttons: 'Search', 'Advanced Search', 'Refresh', and 'Reset'. A table below the buttons has a header row with columns: 'Authorization Status', 'Record Status', 'Process Code', and 'Application Category'. The table body contains 15 empty rows. To the left of the table is a 'Records per page' dropdown menu set to '15'. 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.

## 1.12 Maintaining Document Checklist and Advices

You can maintain the list of documents that are required during the loan 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 'Document & Advice Maintenance' window. It has a title bar with a diamond icon and standard window controls. The main area is divided into several sections:

- Process Code \*** and **Application Category \***: Two text input fields with dropdown arrows.
- Process Stages**: A section with a 'Stage \*' dropdown menu and a 'Stage' text input field below it.
- Document Details**: A table with columns: Document Category, Document Type, and Mandatory. The first row has a checked checkbox, an empty text field, and a 'Mandatory' dropdown.
- BI Advices**: A table with columns: Report Name, Template, Format, and Locale. The first row has a checked checkbox, an empty text field, 'PDF', and 'en-US'.
- Bottom Section**: Fields for 'Maker', 'Checker', 'Date Time', 'Mod No', 'Record Status', and 'Authorization Status'. A 'Cancel' button is on the right.

You can specify the following details in this screen:

### **Process Code**

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

### **Application Category**

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

### **Stage**

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

### **Stage Title**

Specify a suitable description for the loan origination stage.

### **Document Details**

#### **Document Category**

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

#### **Document Type**

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

## **Mandatory**

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

- Mandatory
- Overridden
- Others

## **BI Advices**

### **Report Name**

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

### **Template**

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

### **Format**

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

- PDF
- RTF

### **Locale**

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

- en-US

## 1.13 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 "Documents Details". At the top, there are four search filters: "Authorization Status" (dropdown), "Record Status" (dropdown), "Process Code" (text input with a search icon), and "Application Category" (dropdown with a search icon). Below these filters are four buttons: "Search", "Advanced Search", "Refresh", and "Reset". A "Records per page" dropdown is set to "15". The main area contains a table with the following headers: "Authorization Status", "Record Status", "Process Code", and "Application Category". The table is currently empty. 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.

## 1.14 Maintaining Application Category Details

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



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

You can specify the following details in this screen:

### **Application Category**

Specify a unique identification for the loan application category.

### **Category Description**

Specify a suitable description for the loan application category.

### **Rule Id**

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

### **Ratio Id**

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

## **1.14.1 Main Tab**

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

### **Product Details**

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

**Product Code**

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

**Product Description**

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

**Default**

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

**Other Details**

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

**Offer Id**

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

**No of Installments**

Specify the number of instalments associated with the loan.

**Units**

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

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

**Frequency**

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

**Rate**

Specify the interest rate to be associated with the loan.

**Rate Code**

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

**Spread**

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

## Effective Rate

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

## Default

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

### 1.14.2 Agency Tab

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

The screenshot shows the 'Application Category Maintenance Detail' window. At the top, there are input fields for 'Application Category \*', 'Category Description', 'Loan Type' (set to 'LBL\_RTL'), 'Rule Id', and 'Ratio Id'. Below this is a tabbed interface with 'Main' and 'Agency' tabs. The 'Agency' tab is active and contains three sections: 'Credit Agency', 'Bureau Details', and 'Investigation Agency'. Each section has a table with columns for 'Agency Code', 'Agency Name', 'Bureau Code', 'Bureau', and 'Investigation Agency' (with 'Verification Type' as a sub-column). The 'Credit Agency' and 'Bureau Details' tables have two rows, while the 'Investigation Agency' table has one row. At the bottom, there are fields for 'Maker', 'Checker', 'Date Time', 'Mod No', 'Record Status', and 'Authorization Status', along with 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.

## 1.15 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.

	Authorization Status	Record Status	Application Category	Category De
<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
- 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.

## 1.16 Stages in Retail Loan Origination

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

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

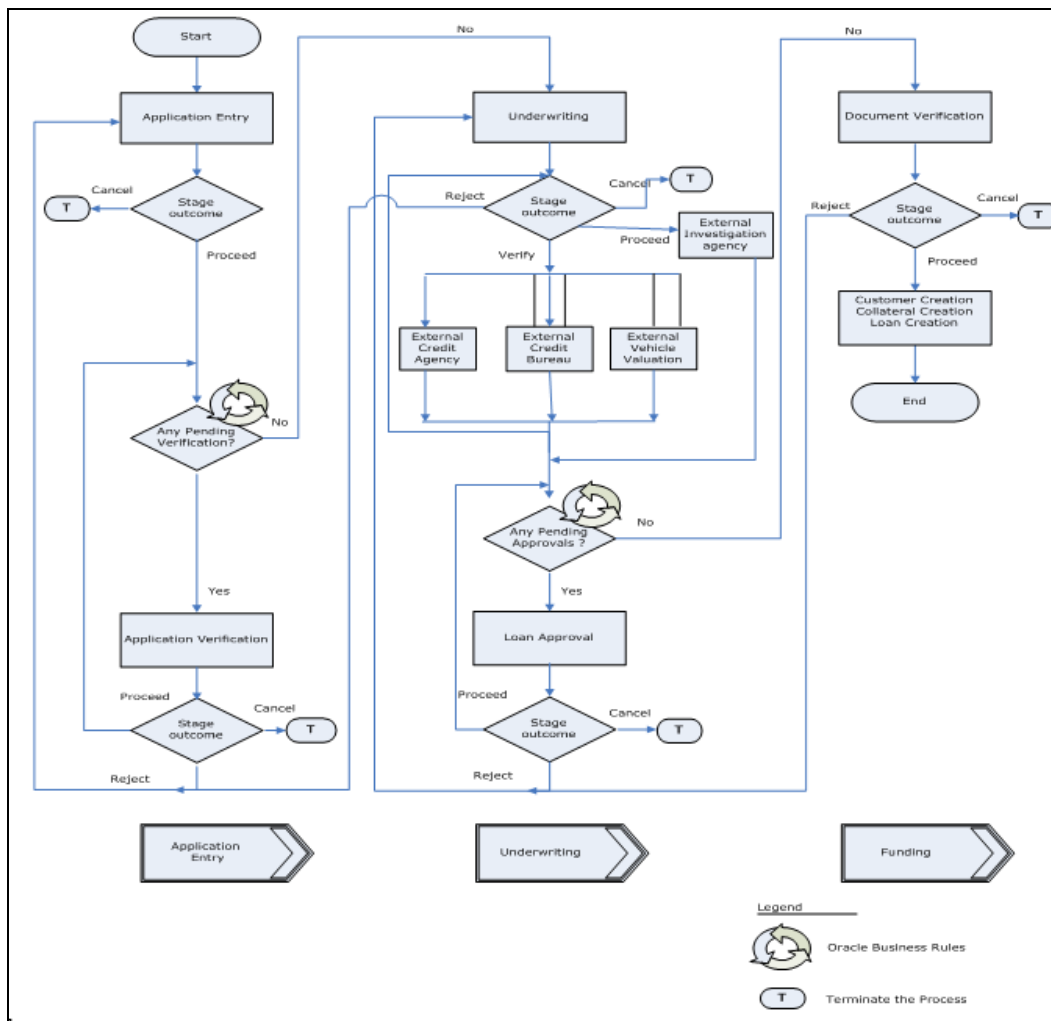
- Application Entry – the following details are captured in this stage
  - Applicant Information
  - Application details
  - Requested Loan Details
  - Collateral Details
  - Checklist
  - Documents
  - Advice Generation
- Application Verification
  - Information captured during 'Application Entry' stage is verified
  - Advice Generation
- Underwriting
  - Collateral Valuation Information
  - Applicant Financial Ratios
  - Applicant Credit Score
  - Applicant Bureau Report
  - Loan Offers
  - Loan Schedules
  - Loan Charges
  - Field Investigation
  - Document Capture
  - Advice Generation
- Loan Approval
  - Information captured during Previous stages are verified
  - Advice Generation
- Document Verification
  - Information captured during Previous stages are verified
  - All documents obtained are verified against checklist
  - Advice Generation
- Customer , Customer Account Contract / Collateral Creation

- Customer Creation
- Customer Account Creation
- Loan Account Creation
- Collateral Creation
- Advice Generation

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

### 1.16.1 Process Flow Diagram

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



### 1.16.2 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	Roles	Function Id	Exit point
1	Application Entry	The following details are captured as part of this stage Application Details Applicant Details Requested Lending Details Collateral Details Check List User Defined Fields and Comments Document Capture Advice Generation	CEROLE	ORDRLAPP	PROCEED, CANCEL
2	Application Verification	The details captured as part of 'Application Entry' stage is verified	CMROLE	ORDRLVER	PROCEED, REJECT, CANCEL
3	Underwriting	The following details are captured as part of this stage Collateral Valuation Information Applicant Financial Ratios Applicant Credit Score Applicant Bureau Report Loan Offers Loan Schedules Loan Charges Field Investigation Document Capture	CMROLE	ORDRLUND	VERIFY PROCEED, REJECT, CANCEL
4	Loan Approval	Loan Approval	CMROLE	ORDRLAPR	PROCEED, REJECT, CANCEL
5	Document Verification	Document Verification Final Verification Customer Creation	CMROLE	ORDRLDVR	PROCEED, REJECT, CANCEL

Stage	Stage Title	Description	Roles	Function Id	Exit point
		Loan Account Creation Advice Generation			
6	Customer / Loan / Collateral / Account Creation	The system task is used to create the following Customer Collateral Loan	N/A		N/A

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

## Step 1. Application Entry

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

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

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



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

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

### Application Category

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

### Product Code

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

### Lead ID

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

### Enquiry ID

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

**User Reference Number**

Specify the user reference number for the loan application.

**Date**

Specify the date on which the application was entered or select the date by clicking the 'Calendar' icon provided.

**Purpose**

Specify the purpose for which the loan is availed.

**Channel**

Specify the channel Id of the originating channel.

**Intermediary Code**

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

**Offline Application Number**

Specify the offline application number, if the loan application has been created using the offline facility. You can also select the application number from the adjoining option list. The list contains all the application numbers for loan applications that have been created offline.

After specifying the loan number, click the 'Sync' button. All the details for the selected offline application will be displayed in this screen. You can modify the required details.

**Status**

The status of the application gets displayed here.

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

**1.16.3 Customer Tab**

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

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

**Existing**

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

**Customer No**

For existing customers you need to select the customer number from the option list provided.

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

### Account Class

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

### Account Number

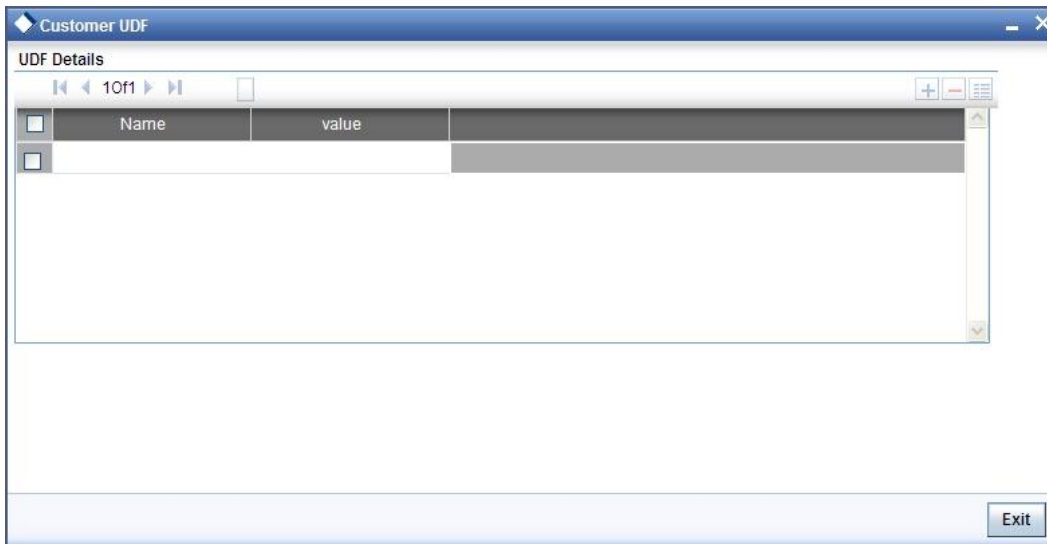
The account number gets generated when you click the 'P' button, after specifying the account class.

### Financial Currency

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

#### 1.16.3.1 Fields

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



You can specify the following details in this screen:

#### **Name**

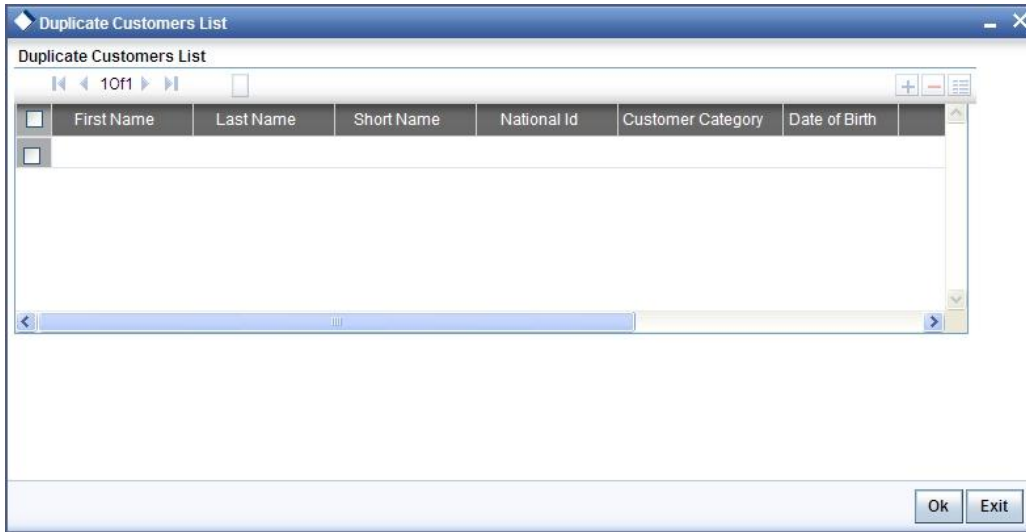
Specify the name of the UDF being created for the customer.

#### **Value**

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

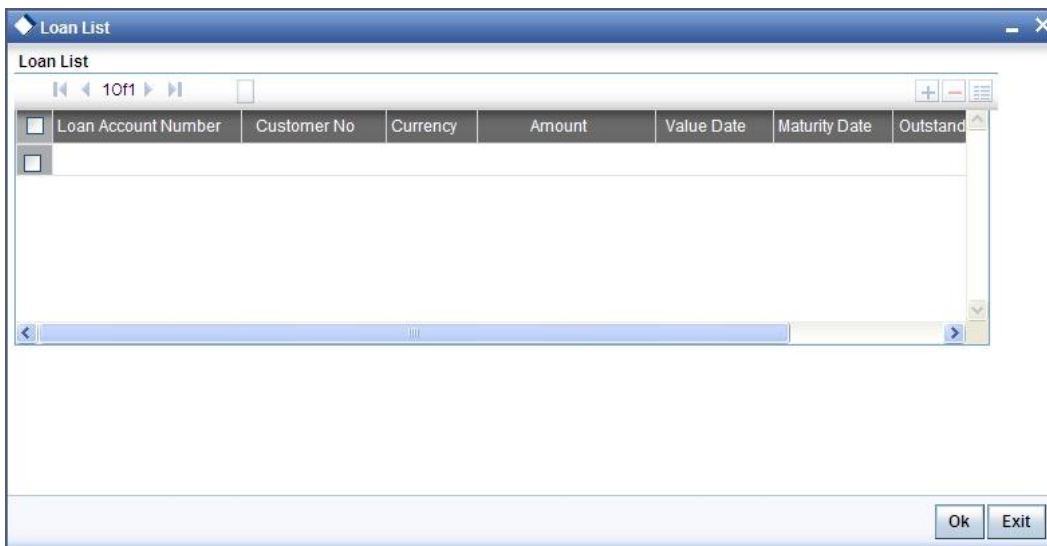
#### 1.16.3.2 Dedupe

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



### 1.16.3.3 Loans

You can view the existing loan for the customer by clicking the 'Loans' button against the Applicant record.



### 1.16.4 Details Tab

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

**Retail Loan Application Entry**

Workflow Reference # \_\_\_\_\_ Priority **Low** ▾

Application Category \_\_\_\_\_ Application Number \* \_\_\_\_\_ Branch Code \_\_\_\_\_

Product Code \_\_\_\_\_ User Reference \* \_\_\_\_\_ Channel \_\_\_\_\_

Lead Id \_\_\_\_\_ Date \_\_\_\_\_ Intermediary Code \_\_\_\_\_

Enquiry ID \_\_\_\_\_ Purpose \_\_\_\_\_ Status **New Application** ▾

Priority **Low** ▾ Offline Application Number \_\_\_\_\_

---

**Customer** Details Financials Requested Collaterals Comments

---

**Address Details**

◀ 10f1 ▶

Address Type \* **Permanent** ▾ Address Line 1 \* \_\_\_\_\_ Country \_\_\_\_\_

Mailing Address Line 2 \_\_\_\_\_ Zip \_\_\_\_\_

Address Line 3 \_\_\_\_\_ Contact Number \_\_\_\_\_

---

**Employment Details**

◀ 10f1 ▶

Employer \* \_\_\_\_\_ Address Line 1 \_\_\_\_\_ Extension \_\_\_\_\_

Employment Type **Part Time** ▾ Address Line 2 \_\_\_\_\_ Contact Phone \_\_\_\_\_

Occupation \_\_\_\_\_ Address Line 3 \_\_\_\_\_ Contact Name \_\_\_\_\_

Designation \_\_\_\_\_ Country \_\_\_\_\_ Contact Extension \_\_\_\_\_

Employee Id \_\_\_\_\_ Phone Number \_\_\_\_\_ Comments \_\_\_\_\_

Department \_\_\_\_\_

---

**Documents** Trade In

Prev Remarks \_\_\_\_\_ Remarks \_\_\_\_\_

Outcome  ▾

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

## 1.16.5 Financials Tab

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

The screenshot displays the 'Retail Loan Application Entry' window. At the top, there are several input fields: Workflow Reference #, Priority (set to 'Low'), Application Category, Product Code, Lead Id, Enquiry ID, Application Number \*, User Reference \*, Date, Purpose, Branch Code, Channel, Intermediary Code, Status (set to 'New Application'), and Offline Application Number. A 'Default' button is located below the Priority field, and a 'Sync' button is below the Offline Application Number field.

Below these fields is a navigation bar with tabs: Customer, Details, Financials (selected), Requested, Collaterals, and Comments.

The 'Income Details' section contains a table with columns: Income Type, Currency, Amount, and Frequency. A single row is visible with 'Salary' selected in the Income Type dropdown and 'Daily' in the Frequency dropdown.

The 'Liability Details' section contains a table with columns: Liability Type, Liability Sub Type, Frequency, Amount, Account Balance, Start Date, and End Date. A single row is visible with 'Loan' selected in the Liability Type dropdown and 'Daily' in the Frequency dropdown.

The 'Asset Details' section is divided into 'Vehicle' and 'Home' sub-sections. The 'Vehicle' section has a 'Type' dropdown set to 'Vehicle' and fields for Asset Sub Type, Description, Asset Value, Make, Model, Manufacture Year, Body, and Reg#. The 'Home' section has fields for Address Line 1, Address Line 2, Address Line 3, Width, Length, and Occupancy.

At the bottom, there are 'Documents' and 'Trade In' tabs. Below them are 'Prev Remarks', 'Remarks', and 'Outcome' (with an 'Audit' button next to it). An 'Exit' button is in the bottom right corner.

### Income Details

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

#### Income Type

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

- Salary
- Rent
- Business
- Others

**Currency**

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

**Amount**

Specify the amount that the customer draws as his income.

**Frequency**

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

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

**Liability Details**

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

**Liability Type**

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

- Loan
- Lease
- Rent
- Others

**Liability Sub Type**

Specify the sub type corresponding to the liability.

**Frequency**

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

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

**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.

## **1.16.6 Requested Tab**

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

The screenshot shows the 'Retail Loan Application Entry' window. The 'Requested' tab is selected, displaying the following details:

- Loan Requested:** Currency, Interest Rate, Requested Amount, Down Payment Amount, Tenor(In Months), Promotion Id.
- Itemizations:** A table with columns: Itemization, Requested Amount, Comments.

The bottom of the window features a 'Documents' tab, a 'Trade In' section with 'Prev Remarks', 'Remarks', 'Outcome', and 'Audit' buttons, and an 'Exit' button.

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

### **Itemization**

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

## Requested Amount

Specify the amount requested corresponding to the itemization specified.

## Comments

Specify comments, if any, corresponding to the itemization.

### 1.16.7 Collaterals Tab

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

The screenshot shows the 'Retail Loan Application Entry' window with the 'Collaterals' tab selected. The form is divided into several sections:

- Workflow Reference #**: Text field.
- Priority**: Dropdown menu (Low).
- Application Category**: Text field.
- Application Number \***: Text field.
- Branch Code**: Text field.
- Product Code**: Text field.
- User Reference \***: Text field.
- Channel**: Text field.
- Lead Id**: Text field.
- Date**: Text field.
- Intermediary Code**: Text field.
- Enquiry ID**: Text field.
- Purpose**: Text field.
- Status**: Dropdown menu (New Application).
- Offline Application Number**: Text field.
- Sync**: Button.

**Collateral Details**

- Collateral Id**: Text field.
- Start Date**: Text field.
- Haircut**: Text field.
- Collateral Description**: Text field.
- End Date**: Text field.
- Revision Date**: Text field.
- Collateral Currency**: Text field.
- Collateral Category**: Text field.
- Charge Type**: Dropdown menu (Mortgage).
- Collateral Value**: Text field.
- Collateral Type**: Dropdown menu (Normal).
- Revaluation Date**: Text field.
- Revalue Collateral

**Market Value Based** / **Guarantor Based**

- Security Id**: Text field.
- Guarantor Id**: Text field.
- Units / Nominal Value**: Text field.
- Rating**: Text field.
- Cap Amount**: Text field.

**Vehicle Details**

- Identification Number**: Text field.
- Make**: Text field.
- Body**: Text field.
- Year**: Text field.
- Model**: Text field.
- Usage**: Text field.

**Covenant Details**

<input type="checkbox"/>	Covenant Name *	Reversal Date	Mandatory	Grace Days	Notice Days	Frequency	Start Month
<input type="checkbox"/>							

**Documents** / **Trade In**

- Prev Remarks**: Text field.
- Remarks**: Text field.
- Outcome**: Dropdown menu (Audit).
- Exit**: Button.

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

### Vehicle Details

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

#### **Identification Number**

Enter the unique identification number associated with the vehicle.

#### **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.

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

### 1.16.8 Comments Tab

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

The screenshot shows the 'Retail Loan Application Entry' window with the 'Comments' tab selected. The form contains various input fields for application details, a table for comments, and a 'Trade In' section at the bottom.

**Form Fields:**

- Workflow Reference #
- Priority: Low
- Application Category
- Product Code
- Lead Id
- Enquiry ID
- Priority: Low
- Default
- Application Number \*
- User Reference \*
- Date
- Purpose
- Branch Code
- Channel
- Intermediary Code
- Status: New Application
- Offline Application Number
- Sync

**Comments Table:**

Sequence Number *	Comments	Comment Type	Comment Date

**Trade In Section:**

- Documents
- Trade In
- Prev Remarks
- Remarks
- Outcome: Audit
- Exit

You can specify the following details here:

## Sequence Number

The sequence number is automatically generated by the system.

## Comments

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

## Comment Type

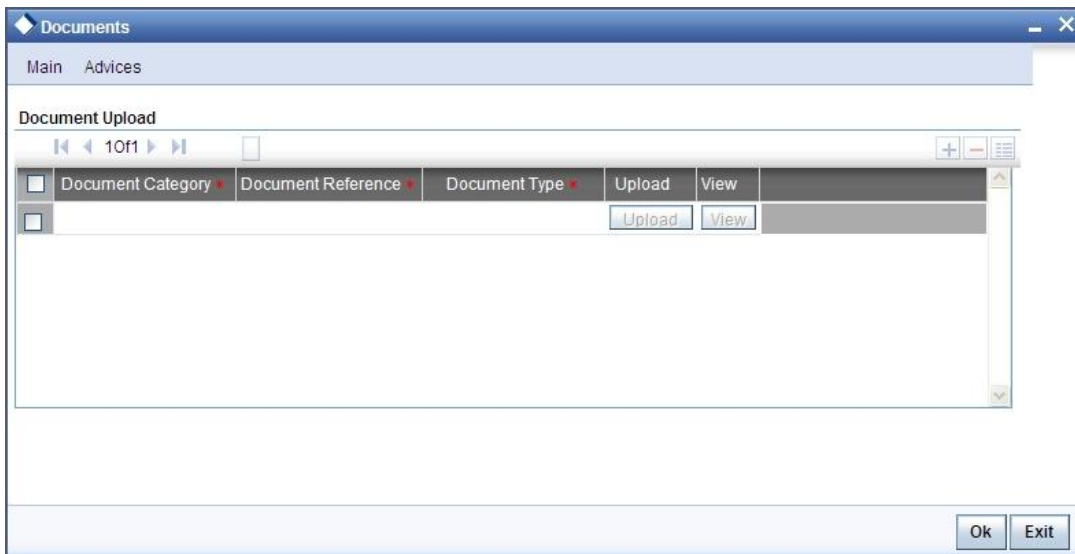
Specify the type of the comment given.

## Comment Date

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

### 1.16.9 Capturing Document Details

You can upload the scanned documents in 'Documents' sub screen. To invoke this screen, click 'Documents' button in Retail Loan Application Entry screen.



You can capture the following details in this screen:

#### Document Category

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

#### Document Reference Number

Specify a unique reference number for the document being uploaded.

#### Document Type

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

Click 'Upload' button to upload the documents or 'View' button to view the documents.

### 1.16.10 Liquidating Loans

You can liquidate the existing loan accounts of the customer using 'Liquidate Loans' button. Click 'Liquidate Loans' button on the 'Corporate Loan Application Entry' screen.

Loan accounts captured under 'Liquidate Loans' screen are liquidated during disbursement of the current application.

### 1.16.11 Capturing Trade In Details

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

The screenshot shows a window titled "Retail Loan Application Entry". It is divided into two main sections: "Asset" and "value".

**Asset Section:**

- Asset: A text field.
- Type \*: A dropdown menu showing "10f1".
- Sub Type: A text field.
- Description: A text field.
- Asset Id: A text field.
- Make: A text field.
- Model: A text field.
- Manufacture Year: A text field.
- Body: A text field.

**value Section:**

- Currency: A text field.
- Wholesale: A text field.
- Source: A text field.
- Supplement: A text field.
- Edition: A text field.
- Validation Date: A text field.
- Base Retail: A text field.
- Payment Amt(-): A text field.
- Add-ons(+): A text field.
- Total Transaction Value: A text field.

At the bottom right, there are "Ok" and "Exit" buttons.

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

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

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

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

The following validations are carried out in this stage:

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

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

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

The task is completed successfully. The Workflow Reference Number is RetailLending<nnnn>.

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

The screenshot displays the Oracle Task List interface. On the left, a sidebar shows the 'Task Details' menu with options: Search, Standard (with sub-options: Acquired(8), Assigned(55), Completed(150), Pending(0), Supervisor(0)), Menu, Workflow, Tasks (highlighted), Customer, and My Dash Board. The main area shows a 'Task List' table with columns: Workflow Ref No, Txn Ref No, Title, Assignee Group, Assignee Users, Customer Name, Amount, Creation Date, and Priority. The table contains 10 rows of task data. Below the table is a 'Task History' section with columns: Action Time, Pickup Time, User ID, User Name, Action Code, Action Description, Branch, and Remarks.

Workflow Ref No	Txn Ref No	Title	Assignee Group	Assignee Users	Customer Name	Amount	Creation Date	Priority
RetailLending1382	-	Document Verification	ALLROLES,ALLREAD				2010-06-29 20:13:10 IST	Low
RetailLending1461	-	Application Entry	ALLROLES,ALLREAD				2010-07-01 18:41:27 IST	
RetailLending1464	-	Application Entry	ALLROLES,ALLREAD				2010-07-01 18:57:11 IST	
OpenSavingsAccount1465	-	Receive And Verify	ALLROLES,RCSEROLE,ALLREAD				2010-07-01 19:08:37 IST	
OpenCurrentAccount1466	-	ReceiveandVerifyCustDetails	ALLROLES,ALLREAD				2010-07-01 19:07:20 IST	
RetailLending1467	-	Application Entry	ALLROLES,ALLREAD				2010-07-01 19:07:44 IST	
RetailLending1468	-	Application Entry	ALLROLES,ALLREAD				2010-07-01 19:45:10 IST	
RetailLending1471	-	Application Entry	ALLROLES,ALLREAD				2010-07-01 19:55:02 IST	
RetailLending1384	-	Document Verification	ALLROLES,ALLREAD				2010-07-02 11:24:34 IST	Low
RetailLending1478	-	Underwriting	ALLROLES,ALLREAD				2010-07-02 14:14:12 IST	Low

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 following message gets displayed on successful acquisition of the task.

**Acquire Successful**

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

## Step 2. Application Verification

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

The screenshot shows a software interface for loan application verification. At the top, there are several input fields for application metadata such as 'Application Category', 'Application Number', 'Branch Code', 'Product Code', 'User Reference Number', 'Channel', 'Lead Id', 'Date', 'Intermediary Code', 'Enquiry ID', 'Purpose', 'Status' (set to 'New Application'), and 'Priority' (set to 'Low'). Below these is a 'Customer' tab with sub-tabs for 'Details', 'Financials', 'Requested', 'Collaterals', and 'Comments'. The 'Applicant Details' section features a table with columns: Type, Existing, Customer No, Def, Salutation, First Name, Middle Name, Last Name, National Id, Fields, De dup, and Loan. The table is currently empty. Below the table are more input fields for personal and financial details like 'Short Name', 'Gender' (set to 'Male'), 'Date of Birth', 'Country', 'Nationality', 'Language', 'Mobile Number', 'Landline Number', 'Office Number', 'Fax', 'Passport Number', 'Passport Issue Date', 'Passport Expiry Date', 'E-mail', 'Dependents', 'Marital Status' (set to 'Married'), 'Financial Currency', 'Customer Category', 'Account Number', 'Branch Code', and 'Account Class'. At the bottom, there are tabs for 'Documents', 'Trade In', and 'Liquidate Loans'. The bottom right corner has an 'Exit' button and an 'Outcome' dropdown menu.

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

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

If the application details are verified successfully, the verifier can proceed with the processing of the application by selecting 'PROCEED' as the Outcome. The verifier can select '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 following message gets displayed on successful acquisition of the task.

**Acquire Successful**

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

## Step 3. Underwriting

In this stage, the bank assesses the eligibility of the borrower for the requested loan offer, based on the analysis of the borrower's financial ratios and credit scores. The bank also obtains credit details from external agencies and field investigation agencies. The tasks in underwriting stage are also carried out by the user role 'CMROLE'.

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

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

### 1.16.12 Capturing Liquidating Loans Details

If a customer opts to liquidate his existing loans at the time of disbursal of a new loan to him, you can maintain details of the loans to be liquidated in the 'Liquidate Loan Details' screen. You can access this screen by clicking the 'Liquidate Loan' button in the 'Input Details' screen.

Branch	Account Number	Outstanding Amount
000	000CL56120610161	1,000.00

The system displays the current branch code and loan account number in the fields at the top of the screen. Under 'Liquidate Loans', you need to capture the following details:

#### **Branch**

This refers to the branch from which the loan being liquidated has been taken. Specify the branch code. The option list displays all valid branch codes applicable to the customer. Choose the appropriate one.

#### **Account Number**

Specify the account number of the loan being liquidated. The option list displays all valid loan accounts maintained for the customer. Choose the appropriate one.



## Outstanding Amount

The system displays the current outstanding amount of the linked loan. However, you cannot modify this.

Once you have captured these details, click 'Ok' button to save.

### 1.16.13 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.

The screenshot shows the 'Retail Loan Underwriting Stage' application window. The 'Collaterals' tab is active, displaying various input fields for collateral details. The 'Vehicle Details' section includes fields for Identification Number, Year, Make, Model, Body, and Usage. The 'Covenant Details' table at the bottom has columns for Covenant Name, Reversal Date, Mandatory, Grace Days, Notice Days, Frequency, and Start Month. The 'Exit' button is visible in the bottom right corner.

In this screen, capture the following details:

### Vehicle Details

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

#### **Identification Number**

Enter the unique identification number associated with the vehicle.

#### **Year**

Specify the year of manufacture for the vehicle.

#### **Make**

Specify the make of the vehicle.

**Model**

Specify the vehicle model.

**Body**

Specify the vehicle body details.

**Usage**

Specify the mileage used by the vehicle till date.

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

- Year
- Make
- Model
- Body
- Usage

**Valuation Source**

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

- INTERNAL
- NONE

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

**Status**

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

- RECOMMENDED
- NOT RECOMMENDED
- COMPLETE
- NO DATA

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

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

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

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

The following message gets displayed on successful acquisition of the task.

**Acquire Successful**

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

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

Attribute Description	Attribute Code	Attribute Value	Package Incl

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.

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

## 1.16.14 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 screenshot shows the 'Retail Loan Underwriting Stage' application window. At the top, there are several input fields for application details, including Workflow Reference #, Priority (set to Low), Application Category, Application Number, Branch Code, Product Code, User Reference, Channel, Lead Id, Date, Intermediary Code, Enquiry ID, Purpose, Status (set to New Application), and Offline Application Number. Below these fields is a navigation menu with tabs for Customer, Details, Financials, Requested, Collaterals, Credit Score, Bureau, LMC Eligibility Ratio, Loan, Schedule, Charges, Fields, and Investigation. The 'Credit Score' tab is currently selected. Underneath the navigation menu, there are two data tables. The first is 'Internal Credit Rating', which has columns for Category, Question, and Answer. The second is 'Risk Factor Details', which has columns for Risk Factor and Description. To the right of the 'Internal Credit Rating' table, there are input fields for Rule Id, Grade, and Score, along with a 'Calculate' button. At the bottom of the window, there is a 'Documents' tab and an 'Audit' button. The 'Audit' button is currently selected, and the 'Outcome' dropdown menu is open, showing 'Audit' as the selected option. There is also an 'Exit' button at the bottom right.

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

### **Answer**

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

### **Risk Factor**

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

### **Description**

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

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.

## 1.16.15 Bureau Tab

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

The screenshot displays the 'Retail Loan Underwriting Stage' application window. The top section contains various input fields for application details, including Workflow Reference #, Priority (Low), Application Category, Application Number, Branch Code, Product Code, User Reference, Channel, Lead Id, Date, Intermediary Code, Enquiry ID, Purpose, Status (New Application), and Offline Application Number. Below this is a navigation bar with tabs for Customer, Details, Financials, Requested, Collaterals, Credit Score, Bureau, LMC Eligibility Ratio, Loan, Schedule, Charges, Fields, and Investigation. The 'Bureau' tab is active, showing a table with columns for Customer Id, Bureau, Status, Remarks, and Report. The table contains one row with a 'Pending' status and a 'Report' button. Below the table is the 'External Credit Rating' section, which includes fields for External Agency, Score, Recommended (Recommended), Remarks, Status (Initiated), and a 'Report' button. At the bottom, there are 'Documents' and 'Trade In' tabs, and a section for 'Prev Remarks', 'Remarks', 'Outcome' (Audit), and an 'Exit' button.

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

- Recommended
- Not Recommended

### **Remarks**

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

### **Status**

The following statuses are available:

- Initiated
- Completed

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

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

The system will 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 following message gets displayed on successful acquisition of the task.

**Acquire Successful**

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

**Retail Loan Loan Approval Stage**

Application Category: RETAL\_1      Application Number: \* RetailEnding1832      Branch Code: 001  
Product Code: VVV1      User Reference: \* 1832-VL006      Channel: \_\_\_\_\_  
Lead Id: VEH\_LD\_01      Date: 2011-09-05      Intermediary Code: \_\_\_\_\_  
Enquiry ID: \_\_\_\_\_      Purpose: \_\_\_\_\_      Status: Loan Approval

Customer   Details   Financials   Requested   Collaterals   Credit Score   **Bureau**   LMC Eligibility Ratio   Loan   Schedule   Charges   Fields   Investigation   Check List   Comments

**Credit Bureau Details**      1 of 1

Customer Id	Bureau	Status	Remarks	Report

**External Credit Rating**      1 of 1

External Agency: TEST1      Remarks: \_\_\_\_\_  
Score: 500      Status: Completed  
Recommended: Recommended      Report

**Documents**   **Trade In**

Prev Remarks      Remarks      Audit      Outcome: PROCEED      Exit

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

**Creditbureau Report**

**Report Header**

Bureau: \_\_\_\_\_      Credit Report Id: \_\_\_\_\_  
First Name: \_\_\_\_\_      Report Dt: \_\_\_\_\_  
MI: \_\_\_\_\_      Unique Id: \_\_\_\_\_  
Last Name: \_\_\_\_\_      Onfile Dt: \_\_\_\_\_  
Birth Dt: \_\_\_\_\_       Best Match

Summary1   Summary2   Trade Lines   Public Records   Collections   Fraud Messages   Inquiries   Also Known As   Consumer Statement   Credit Scores

**Bankruptcy**

**Life**      - Recent      - Open

Chapter7	Chapter11	Chapter13	Total
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Exit

## Summary 2

**Creditbureau Report**

**Report Header**

Bureau \_\_\_\_\_ Credit Report Id \_\_\_\_\_  
 First Name \_\_\_\_\_ Report Dt \_\_\_\_\_  
 MI \_\_\_\_\_ Unique Id \_\_\_\_\_  
 Last Name \_\_\_\_\_ Onfile Dt \_\_\_\_\_  
 Birth Dt \_\_\_\_\_  Best Match

Summary1 Summary2 Trade Lines Public Records Collections Fraud Messages Inquiries Also Known As Consumer Statement Credit Scores

**Inquiries**

Auto \_\_\_\_\_ 6M \_\_\_\_\_  
 Bank \_\_\_\_\_ 12M \_\_\_\_\_  
 Card \_\_\_\_\_ 24M \_\_\_\_\_  
 Retail \_\_\_\_\_ Total \_\_\_\_\_  
 Loan Finance \_\_\_\_\_ Newest \_\_\_\_\_  
 Sales Finance \_\_\_\_\_ Oldest \_\_\_\_\_

Exit

## Trade Lines

**Creditbureau Report**

**Report Header**

Bureau \_\_\_\_\_ Credit Report Id \_\_\_\_\_  
 First Name \_\_\_\_\_ Report Dt \_\_\_\_\_  
 MI \_\_\_\_\_ Unique Id \_\_\_\_\_  
 Last Name \_\_\_\_\_ Onfile Dt \_\_\_\_\_  
 Birth Dt \_\_\_\_\_  Best Match

Summary1 Summary2 Trade Lines Public Records Collections Fraud Messages Inquiries Also Known As Consumer Statement Credit Scores

**Trade Lines**

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<input type="checkbox"/>	Creditors Name	Status	Type	Type Code	Past Due Amt	Balance	Balance Dt
<input type="checkbox"/>							

Exit

## Public Records

**Creditbureau Report**

**Report Header**

Bureau \_\_\_\_\_ Credit Report Id \_\_\_\_\_  
 First Name \_\_\_\_\_ Report Dt \_\_\_\_\_  
 MI \_\_\_\_\_ Unique Id \_\_\_\_\_  
 Last Name \_\_\_\_\_ Onfile Dt \_\_\_\_\_  
 Birth Dt \_\_\_\_\_  Best Match

Summary1 Summary2 Trade Lines Public Records Collections Fraud Messages Inquiries Also Known As Consumer Statement Credit Scores

**Public Records**

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<input type="checkbox"/>	Record Type	Status	Amount	Filed Dt	Satisfied Dt
<input type="checkbox"/>					

Exit



## Collections

The screenshot shows the 'Creditbureau Report' window with the 'Collections' tab selected. The 'Report Header' section contains the following fields:

Bureau	_____	Credit Report Id	_____
First Name	_____	Report Dt	_____
MI	_____	Unique Id	_____
Last Name	_____	Onfile Dt	_____
Birth Dt	_____	<input type="checkbox"/> Best Match	

Below the header is a navigation bar with the following tabs: Summary1, Summary2, Trade Lines, Public Records, Collections, Fraud Messages, Inquiries, Also Known As, Consumer Statement, and Credit Scores. The 'Collections' tab is active.

The main area displays a table with the following columns: Creditors Name, Account #, Acct Balance, High Balance, Term Type, Balance Dt, and Open Dt. The table is currently empty. At the bottom right of the window is an 'Exit' button.

## Fraud Messages

The screenshot shows the 'Creditbureau Report' window with the 'Fraud Messages' tab selected. The 'Report Header' section contains the following fields:

Bureau	_____	Credit Report Id	_____
First Name	_____	Report Dt	_____
MI	_____	Unique Id	_____
Last Name	_____	Onfile Dt	_____
Birth Dt	_____	<input type="checkbox"/> Best Match	

Below the header is a navigation bar with the following tabs: Summary1, Summary2, Trade Lines, Public Records, Collections, Fraud Messages, Inquiries, Also Known As, Consumer Statement, and Credit Scores. The 'Fraud Messages' tab is active.

The main area displays a table with the following columns: Product and Message. The table is currently empty. At the bottom right of the window is an 'Exit' button.

## Inquiries

**Creditbureau Report**

**Report Header**

Bureau \_\_\_\_\_ Credit Report Id \_\_\_\_\_  
 First Name \_\_\_\_\_ Report Dt \_\_\_\_\_  
 MI \_\_\_\_\_ Unique Id \_\_\_\_\_  
 Last Name \_\_\_\_\_ Onfile Dt \_\_\_\_\_  
 Birth Dt \_\_\_\_\_  Best Match

Summary1 Summary2 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 Dt	Rate Shopping	Duplicate
<input type="checkbox"/>					<input type="checkbox"/>	<input type="checkbox"/>

Exit

## Also Known As

**Creditbureau Report**

**Report Header**

Bureau \_\_\_\_\_ Credit Report Id \_\_\_\_\_  
 First Name \_\_\_\_\_ Report Dt \_\_\_\_\_  
 MI \_\_\_\_\_ Unique Id \_\_\_\_\_  
 Last Name \_\_\_\_\_ Onfile Dt \_\_\_\_\_  
 Birth Dt \_\_\_\_\_  Best Match

Summary1 Summary2 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"/>					

Exit

## Consumer Statements

**Creditbureau Report**

**Report Header**

Bureau TEST1 Credit Report Id 3  
 First Name Mani Report Dt 2009-10-10  
 MI M Unique Id 1422314  
 Last Name M Onfile Dt 2009-10-10  
 Birth Dt 1976-10-02  Best Match

Summary1 Summary2 Trade Lines Public Records Collections Fraud Messages Inquiries Also Known As Consumer Statement Credit Scores

**Consumer Statement**

« 1 of 1 »

<input type="checkbox"/>	Reported Dt	Text
<input checked="" type="checkbox"/>	2010-10-10	Completed
<input type="checkbox"/>	2010-10-09	Completed

Cancel

## Credit Score Details

**Creditbureau Report**

Report Header

Bureau \_\_\_\_\_ Credit Report Id \_\_\_\_\_  
 First Name \_\_\_\_\_ Report Dt \_\_\_\_\_  
 MI \_\_\_\_\_ Unique Id \_\_\_\_\_  
 Last Name \_\_\_\_\_ Onfile Dt \_\_\_\_\_  
 Birth Dt \_\_\_\_\_  Best Match

Summary1 Summary2 Trade Lines Public Records Collections Fraud Messages Inquiries Also Known As Consumer Statement Credit Scores

Credit Scores

Score Model \_\_\_\_\_ Score Factor \_\_\_\_\_  
 Score \_\_\_\_\_

Exit

### 1.16.16 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'.

**Retail Loan Underwriting Stage**

Application Category \_\_\_\_\_ Application Number \* \_\_\_\_\_ Branch Code \_\_\_\_\_  
 Product Code \_\_\_\_\_ User Reference Number \* \_\_\_\_\_ Channel \_\_\_\_\_  
 Lead Id \_\_\_\_\_ Date \_\_\_\_\_ Intermediary Code \_\_\_\_\_  
 Enquiry ID \_\_\_\_\_ Purpose \_\_\_\_\_ Status New Application  
 Priority Low Offline Application Number \_\_\_\_\_

Customer Details Financials Requested Collaterals Credit Score Bureau LMC Eligibility Ratio Loan Schedule Charges Fields Investigation

Check List Comments

Applicant Details

Type	Existing	Customer No	Def	Salutation	First Name	Middle Name	Last Name	National Id	Fields	De dup	Loan

Short Name \* \_\_\_\_\_ Country \* \_\_\_\_\_ Passport Number \_\_\_\_\_  
 Gender Male \_\_\_\_\_ Nationality \* \_\_\_\_\_ Passport Issue Date \_\_\_\_\_  
 Date of Birth \_\_\_\_\_ Language \* \_\_\_\_\_ Passport Expiry Date \_\_\_\_\_  
 Mothers Maiden Name \_\_\_\_\_ Mobile Number \* \_\_\_\_\_ E-mail \_\_\_\_\_  
 Financial Currency \* \_\_\_\_\_ Landline Number \_\_\_\_\_ Dependents \_\_\_\_\_  
 Customer Category \* \_\_\_\_\_ Office Number \_\_\_\_\_ Marital Status Married  
 Account Number \_\_\_\_\_ Fax \_\_\_\_\_  
 Account Class \_\_\_\_\_

Documents Trade In Liquidate Loans

Prev Remarks \_\_\_\_\_ Remarks \_\_\_\_\_ Outcome Audit

Exit

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

## **Actual**

### **Monthly Income**

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

### **Monthly Debt**

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

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

### **What if Pmt Amt**

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

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

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

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

## **1.16.17 Loan Tab**

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

The screenshot shows the 'Retail Loan Underwriting Stage' application window. It features a top navigation bar with tabs: Customer, Details, Financials, Requested, Collaterals, Credit Score, Bureau, LMC Eligibility Ratio, Loan, Schedule, Charges, Fields, Investigation, Check List, and Comments. Below this is a 'Multiple Offers' section with a table containing columns for Offer Id, No of Installments, Unit, Frequency, Rate, Rate Code, Spread, Effective Rate, Check, and Apply. The 'Loan Details' section below the table includes fields for Loan Currency, Loan Amount, Effective Rate, CL Account Number, Down Payment Amount, Value Date, Maturity Date, No of Installments, Unit, and Frequency. At the bottom, there are 'Documents' and 'Trade In' tabs, and an 'Outcome' dropdown menu.

The details related to the loan offer like the number of installments, frequency, unit, interest 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 loan offer. The details corresponding to the selected loan offer are displayed in 'Loan Details' section. You can modify these details, if required, and click 'Apply' button to calculate the schedule details.

The payment schedules are derived based on the offer selected.



You can select only one loan offer in this screen.

### 1.16.18 Schedule Tab

In 'Schedule' tab, the system calculates and displays the payment schedules and the schedule details based on the loan offer selected. If you have selected an 'Enquiry ID' for the customer, then the schedule details that have been stored for the corresponding loan proposal are displayed here. You can modify them, if required.

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

Application Category \_\_\_\_\_ Application Number \* \_\_\_\_\_ Branch Code \_\_\_\_\_

Product Code \_\_\_\_\_ User Reference \* \_\_\_\_\_ Channel \_\_\_\_\_

Lead Id \_\_\_\_\_ Date \_\_\_\_\_ Intermediary Code \_\_\_\_\_

Enquiry ID \_\_\_\_\_ Purpose \_\_\_\_\_ Status

Priority  Offline Application Number \_\_\_\_\_

Customer Details Financials Requested Collaterals Credit Score Bureau LMC Eligibility Ratio Loan Schedule Charges Fields Investigation

Check List Comments

**Schedule**

Component Name	Schedule Type	First Due Date	No	Frequency	Units	Amount
	Payment					

**Details**

Component Name	Due Date	Amount Due	EMI amount	Amortized Principal

Documents Trade In

Prev Remarks Remarks Outcome  Exit

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.

### 1.16.19 Charges Tab

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

The screenshot shows a software interface for 'Retail Loan Underwriting Stage'. At the top, there are several input fields: Workflow Reference #, Priority (set to 'Low'), Application Category, Application Number \*, Branch Code, Product Code, User Reference \*, Channel, Lead Id, Date, Intermediary Code, Enquiry ID, Purpose, Status (set to 'New Application'), and Offline Application Number. Below these is a navigation menu with tabs: Customer, Details, Financials, Requested, Collaterals, Credit Score, Bureau, LMC Eligibility Ratio, Loan, Schedule, Charges, Fields, Investigation, Check List, and Comments. The 'Details' tab is active, showing a table with columns: Component Name, Event Code, Currency, Amount, and Waive. The table is currently empty. Below the table is a 'Documents' section with tabs for 'Documents' and 'Trade In'. Under 'Documents', there are fields for 'Prev Remarks', 'Remarks', and 'Outcome' (with an 'Audit' button next to it). An 'Exit' button is located at the bottom right.

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

- Component Name
- Event Code
- Associated currency
- Amount

### Waive

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

### 1.16.20 Fields Tab

In this tab, you can capture the user defined fields associated with the loan.

**Retail Loan Underwriting Stage**

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

Application Category \_\_\_\_\_ Application Number \* \_\_\_\_\_ Branch Code \_\_\_\_\_

Product Code \_\_\_\_\_ User Reference \* \_\_\_\_\_ Channel \_\_\_\_\_

Lead Id \_\_\_\_\_ Date \_\_\_\_\_ Intermediary Code \_\_\_\_\_

Enquiry ID \_\_\_\_\_ Purpose \_\_\_\_\_ Status

Priority  Offline Application Number \_\_\_\_\_

---

Customer Details Financials Requested Collaterals Credit Score Bureau LMC Eligibility Ratio Loan Schedule Charges Fields Investigation

Check List Comments

_____	f1	_____	<input type="checkbox"/>
_____	f2	_____	<input type="checkbox"/>
_____	f3	_____	<input type="checkbox"/>
_____	f4	_____	<input type="checkbox"/>
_____	f5	_____	<input type="checkbox"/>
_____	f6	_____	<input type="checkbox"/>
_____	f7	_____	<input type="checkbox"/>
_____	f8	_____	<input type="checkbox"/>
_____	f9	_____	<input type="checkbox"/>
_____	f10	_____	<input type="checkbox"/>
_____	f11	_____	<input type="checkbox"/>
_____	f12	_____	<input type="checkbox"/>
_____	f13	_____	<input type="checkbox"/>
_____	f14	_____	<input type="checkbox"/>
_____	f15	_____	<input type="checkbox"/>
_____	f16	_____	<input type="checkbox"/>
_____	f17	_____	<input type="checkbox"/>
_____	f18	_____	<input type="checkbox"/>
_____	f19	_____	<input type="checkbox"/>
_____	f20	_____	<input type="checkbox"/>

---

Documents Trade In

Prev Remarks \_\_\_\_\_ Remarks \_\_\_\_\_ Outcome



## 1.16.21 Investigation Tab

In this tab, the system captures the field investigation details associated with the customer.

The screenshot shows a software window titled "Retail Loan Underwriting Stage". The interface is divided into several sections:

- Form Fields:** Includes fields for Workflow Reference #, Application Category, Product Code, Lead Id, Enquiry ID, Priority (set to Low), Application Number \*, User Reference \*, Date, Purpose, Branch Code, Channel, Intermediary Code, Status (set to New Application), and Offline Application Number.
- Navigation Tabs:** A horizontal menu with tabs for Customer, Details, Financials, Requested, Collaterals, Credit Score, Bureau, LMC Eligibility Ratio, Loan, Schedule, Charges, Fields, and Investigation (which is currently selected).
- Invest Section:** A table with columns for Customer No, Verification Type, Agency, and Report. A "Report" button is located below the Report column. The table is currently empty.
- Bottom Section:** Includes tabs for Documents and Trade In, a "Prev Remarks" field, a "Remarks" field, an "Audit" button, an "Outcome" dropdown menu, and an "Exit" button.

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.

## 1.16.22 Checklist Tab

In this tab, the system lists the checklists that are associated with the application category.

The screenshot displays the 'Retail Loan Underwriting Stage' application window. The top section contains various input fields for application details, including Workflow Reference #, Application Category, Product Code, Lead Id, Enquiry ID, Priority (set to Low), Application Number, User Reference, Date, Purpose, Branch Code, Channel, Intermediary Code, Status (set to New Application), and Offline Application Number. Below these fields is a navigation menu with tabs for Customer, Details, Financials, Requested, Collaterals, Credit Score, Bureau, LMC Eligibility Ratio, Loan, Schedule, Charges, Fields, and Investigation. The 'Check List' tab is currently selected, showing a table with columns for Check List Id, Description, Verified, and Comments. The table is currently empty. At the bottom of the window, there are sections for Documents and Trade In, with sub-sections for Prev Remarks and Remarks. An Outcome dropdown menu is set to Audit, and an Exit button is located in the bottom right corner.

The following details are displayed in this screen:

- Checklist Id
- Description

### **Verified**

Check this box to indicate that checklist maintained has been verified for the customer.

### **Comments**

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

## 1.16.23 Comments Tab

In this tab, you can capture the comments by the users.

The screenshot shows the 'Retail Loan Underwriting Stage' application window. The form includes fields for Workflow Reference #, Priority (Low), Application Category, Product Code, Lead Id, Enquiry ID, Application Number \*, User Reference \*, Date, Purpose, Branch Code, Channel, Intermediary Code, Status (New Application), and Offline Application Number. Below the form is a navigation bar with tabs: Customer, Details, Financials, Requested, Collaterals, Credit Score, Bureau, LMC Eligibility Ratio, Loan, Schedule, Charges, Fields, Investigation, Check List, and Comments. The 'Comments' tab is active, showing a table with columns: Sequence Number, Comments, Comment Type, and Comment Date. The table is currently empty. At the bottom of the window, there are sections for 'Documents' and 'Trade In', and a 'Remarks' section with an 'Audit' button and an 'Outcome' dropdown menu. An 'Exit' button is also present.

You can capture the following details:

### **Comments**

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

### **Comment Type**

Specify the type of the comment given.

### **Comment Date**

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

If the underwriting stage is successfully completed, the underwriter can proceed with the processing of the application by selecting 'PROCEED' as the Outcome. The underwriter can select '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 following message gets displayed on successful acquisition of the task.

**Acquire Successful**

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

## Step 4. Loan Approval

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

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

The screenshot shows the 'Retail Loan Loan Approval Stage' application window. It features a top navigation bar with tabs for 'Customer', 'Details', 'Financials', 'Requested', 'Collaterals', 'Credit Score', 'Bureau', 'LMC Eligibility Ratio', 'Loan', 'Schedule', 'Charges', 'Fields', and 'Investigation'. Below the navigation bar is a 'Check List' and 'Comments' section. The main area is titled 'Applicant Details' and contains a table with columns: Type, Existing, Customer No, Def, Salutation, First Name, Middle Name, Last Name, National Id, Fields, De dup, and Loan. Below the table are various input fields for applicant information, including Short Name, Gender (set to Male), Date of Birth, Mothers Maiden Name, Financial Currency, Customer Category, Account Number, Account Class, Country, Nationality, Language, Mobile Number, Landline Number, Office Number, Fax, Passport Number, Passport Issue Date, Passport Expiry Date, E-mail, Dependents, and Marital Status (set to Married). At the bottom, there is a 'Documents' section with tabs for 'Documents', 'Trade In', and 'Liquitate Loans'. Below this is a 'Remarks' section with 'Prev Remarks' and 'Remarks' fields, an 'Audit' button, an 'Outcome' dropdown menu, and an 'Exit' button.

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

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

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

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

The following message gets displayed on successful acquisition of the task.

**Acquire Successful**

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

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

## Step 5. Document Verification

In the Document Verification stage, the documents captured in the previous stages are verified. It is ensured that all documents in the checklist maintained are obtained from the customer. In this stage, the application and applicant information captured as part of the previous stages undergoes a final verification.

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

The screenshot shows the 'Retail Loan Document Verification Stage' application window. It features several input fields for application details such as Application Category, Product Code, Lead Id, Enquiry ID, Priority, Application Number, User Reference Number, Date, Purpose, Branch Code, Channel, Intermediary Code, Status, and Offline Application Number. Below these fields is a 'Customer' tab with sub-tabs for Details, Financials, Requested, Collaterals, Credit Score, Bureau, LMC Eligibility Ratio, Loan, Schedule, Charges, Fields, and Investigation. A 'Check List' and 'Comments' section is also present. The 'Applicant Details' section includes a table with columns for Type, Existing, Customer No, Def, Salutation, First Name, Middle Name, Last Name, National Id, Fields, De dup, and Loan. Below the table are more input fields for personal information like Short Name, Gender, Date of Birth, Mothers Maiden Name, Financial Currency, Customer Category, Account Number, Account Class, Country, Nationality, Language, Mobile Number, Landline Number, Office Number, Fax, Passport Number, Passport Issue Date, Passport Expiry Date, E-mail, Dependents, and Marital Status. At the bottom, there are 'Documents', 'Trade In', and 'Liquidate Loans' tabs, a 'Prev Remarks' and 'Remarks' section, an 'Audit' dropdown, 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.

## **Step 6. Customer, Customer Account and Collateral Creation**

In this final stage, the loan 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 Loan, Customer and Collateral in Oracle FLEXCUBE with details captured from previous stages. A user in manager level role handles this stage. The creation of customer, collateral and loan can be verified in STDCIF, GEDCOLLT, and CLDACCNT screens respectively.

### **1.17 Creating Offline Loan Applications**

Oracle FLEXCUBE facilitates the capturing of information for retail loans at the client site even when the client is not connected to the network. This feature is designed using Oracle Lite 10g mobile network. To use this facility, the client is required to have Olite web application downloaded from an URL when connected over network from the server. Snap shot of the required tables would be installed along with OC4J server to run the application standalone in the Laptop. To enable authorized people to get access to the latest data for creating loans, synchronization of data for banking parameters from the centralized database to the database of the client is done.

After the offline applications have been created and the mobile application is synchronized with the corporate database, the applications are pushed into a queue created for applications originating out of the offline application. If any additional information is required, this can be entered by the users within the Oracle FLEXCUBE system. The validations required for the loans are done within the bank network when the network is online. The offline application allows the capture 2 records of address, employment details for both the primary and co-applicants.

The process of creating the loan application is detailed below:

## 1.18 Logging In

A user can access the offline application by logging in to the mobile client application using the URL provided. These users should be defined in Oracle FLEXCUBE and have access to download the application and enter the required details. You can have multiple users accessing the application at a given point in time. As a user, you can specify the login details in the following screen:

ORACLE DATABASE LITE 10g  
Mobile Workspace

Logon | Help  
Workspace

Logon

About Web-to-Go

User Name:  
A29460M01

Password:  
\*\*\*\*\*

Logon

Unauthorized use of this site is prohibited and may be subject to civil and criminal prosecution.  
Copyright © 1997, 2010, Oracle. All rights reserved.

Specify the following details:

### **User Name**

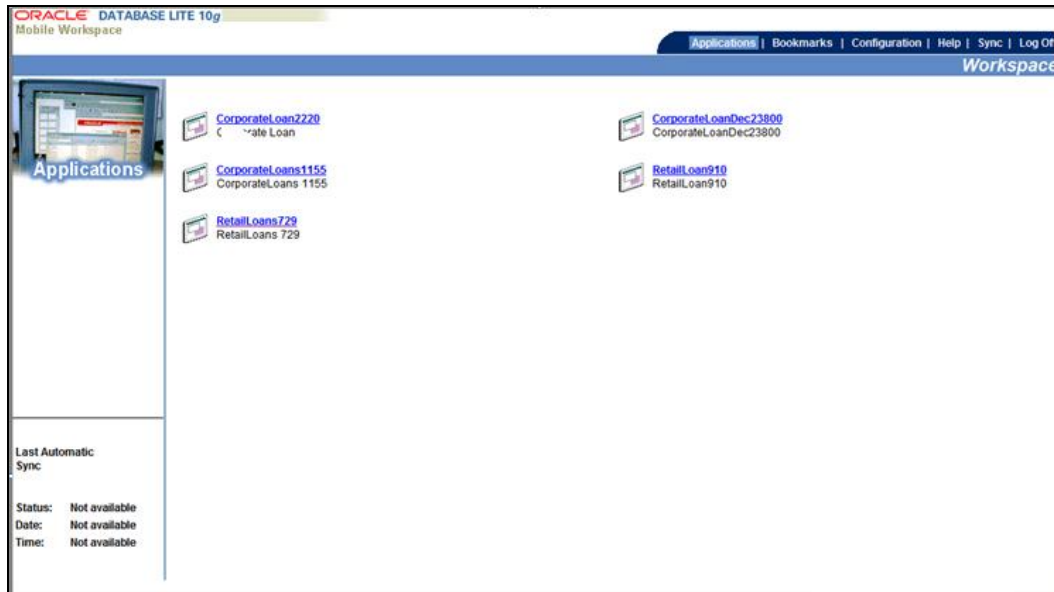
Enter the user name provided to you. This may or may not be a valid user maintained in Oracle FLEXCUBE.

### **Password**

Enter the password.

## 1.19 Selecting the Application

After you have entered the login details successfully, all the applications for which you have access rights will be displayed, as shown in the screen below.



In this screen, select the retail lending URL. The screens in which you require to capture information are displayed.

## 1.20 Creating Applications

You can enter the required details in the following screens to create a loan application:

### 1.20.1.1 Customer Tab

The Application Number is auto generated. You can enter the following details in this tab:

- Loan Product
- Originating Channel
- User Reference Number
- Purpose
- Intermediary
- Loan Prospect
- Application and Customers Information



**Retail Loan Application Entry**

Previous Next Save Add Cancel

**Application Details**

Application Category: RETAIL\_1 User Reference Number: 1001 Channel: Offline  
 Product Code: VVV3 Date: 24/12/2010 Intermediary Code: 000000010  
 Lead Id: VEH\_LD\_01 Purpose: TESTING Status: NEW APPLICATION  
 Application Number: RetailLending1001 Branch Code: 001

Customer Details Financials Requested Collaterals Comments Add Cancel

**Applicant Details**

Type: Primary Date Of Birth: Office Number: Existing: Mothers Maiden Name: Fax: Customer No: 001001926 Financial Currency: GB Passport Number: Salutation: Mr. Customer Category: INDIVIDUAL Passport Issue Date: First Name: RON Account Number: 00100192601 Passport Expiry Date: Middle Name: Country: GB E-mail: Last Name: Nationality: GB Dependents: National Id: Language: ENG Marital Status: Select... Short Name: RON Mobile Number: Gender: Male Landline Number: First Previous1 Next1 Last

For details on this screen, refer the corresponding tab in the 'Retail Loan Application Entry' screen described earlier in this manual.

### 1.20.1.2 Details Tab

You can enter the following details in this tab:

- Address Details
- Employment Details

**Retail Loan Application Entry**

Previous Next Save Add Cancel

**Application Details**

Application Category: RETAIL\_1 User Reference Number: 1001 Channel: Offline  
 Product Code: VVV3 Date: 24/12/2010 Intermediary Code: 000000010  
 Lead Id: VEH\_LD\_01 Purpose: TESTING Status: NEW APPLICATION  
 Application Number: RetailLending1001 Branch Code: 001

Customer Details Financials Requested Collaterals Comments Add Cancel

**Address Details**

Address Type: PERMANENT Address Line 1: 100 Country: Mailing: Address Line 2: Address Line 3: Contact Number: Add Cancel

**Employment Details**

Employer: 21100 Address Line 1: BANGALORE Extn: Employment Type: FULLTIME Address Line 2: Contact Phone: Occupation: Address Line 3: Contact Name: Designation: Country: Contact Extn: Employee Id: Zip: Comments: Phone Number: Department: Add Cancel

For details on this screen, refer the corresponding tab in the 'Retail Loan Application Entry' screen described earlier in this manual.

### 1.20.1.3 Financials Tab

You can capture the following details in this tab:

- Income Details
- Liability Details
- Asset Details
- Asset Type
- Asset Information for type 'Home'
- Asset Information for type 'Vehicle'

The screenshot shows the 'Financials' tab of a 'Retail Loan Application Entry' screen. The interface includes several sections:

- Application Details:** Fields for Application Category (RETAIL\_1), Product Code (VVV3), Lead Id (VEH\_LD\_01), Application Number (RetailLending1001), User Reference Number (1001), Date (24/12/2010), Purpose (TESTING), Branch Code (001), Channel (Offline), Intermediary Code (000000010), and Status (NEW APPLICATION).
- Income Details:** A table with columns for Income Type, Currency, Amount, and Frequency. The entry shows SALARY, GBP, 250000, and MONTHLY.
- Liability Details:** A table with columns for Liability Type, Liability Sub Type, Frequency, Amount, Account Balance, Start Date, and End Date. The entry shows OTHERS, LINE01, MONTHLY, 100000, and a start date of 24/12/2010.
- Asset Details:** Fields for Asset Type, Asset Sub Type, Asset Description, Asset Value, Make, Model, Manufacture Year, Body, Registration Number, Address Line 1, Address Line 2, Address Line 3, Width, Length, and Occupancy.

For details on this screen, refer the corresponding tab in the 'Retail Loan Application Entry' screen described earlier in this manual.

### 1.20.1.4 Requested Tab

You can capture the following details in this tab:

- Requested Loan Amount
- Requested Currency for the Loan
- Requested Tenor Itemizations

**Retail Loan Application Entry**

Previous Next Save Add Cancel

**Application Details**

Application Category: RETAIL\_1 \* User Reference Number: 1001 Channel: Offline  
 \* Product Code: VVV3 Date: 24/12/2010 Intermediary Code: 000000010  
 Lead Id: VEH\_LD\_01 Purpose: TESTING Status: NEW APPLICATION  
 \* Application Number: RetailLending1001 Branch Code: 001

Application Entry Synchronization

Customer Details Financials Requested Collaterals Comments Add Cancel

**Loan Requested**

Currency: GBP Interest Rate: 9 Remarks:  
 \* Requested Amount: 10000 Downpayment Amount:  
 Tenor (In Months): 12 Promotion Id:

Add Cancel

**Itemizations**

Itemization	Requested Amount	Comments
No rows yet.		

For details on this screen, refer the corresponding tab in the 'Retail Loan Application Entry' screen described earlier in this manual.

### 1.20.1.5 Collaterals Tab

In this tab, you can capture the following details:

- Collateral Code and description
- Collateral Currency
- Collateral Value

**Retail Loan Application Entry**

Previous Next Save Add Cancel

**Application Details**

Application Category: RETAIL\_1 \* User Reference Number: 1001 Channel: Offline  
 \* Product Code: VVV3 Date: 24/12/2010 Intermediary Code: 000000010  
 Lead Id: VEH\_LD\_01 Purpose: TESTING Status: NEW APPLICATION  
 \* Application Number: RetailLending1001 Branch Code: 001

Application Entry Synchronization

Customer Details Financials Requested Collaterals Comments Add Cancel

**Collateral Details**

Collateral Code	Collateral Description	Collateral Currency	Collateral Value
ESCORP	ESCORP	GBP	100000

For details on this screen, refer the corresponding tab in the 'Retail Loan Application Entry' screen described earlier in this manual.

### 1.20.1.6 Comments Tab

In this tab, you can capture the following details:

- User Comments
- User who commented and Date the comments were given.

The screenshot displays the 'Retail Loan Application Entry' interface with the 'Comments' tab selected. The 'Application Details' section includes fields for Application Category (RETAIL\_1), Product Code (VVV3), Lead Id (VEH\_LD\_01), Application Number (RetailLending1001), User Reference Number (1001), Date (24/12/2010), Channel (Offline), Intermediary Code (000000010), Purpose (TESTING), and Branch Code (001). The 'Comments' section contains a table with the following data:

Comments	Comment By	Comment Date
FULL CASE	29460	24/12/2010

For details on this screen, refer the corresponding tab in the 'Retail Loan Application Entry' screen described earlier in this manual.

### 1.20.1.7 Transferring Data to Oracle FLEXCUBE Database

After you have captured and saved the details for the loan applications, you can transfer it into the database of the main system when you are connected to the network. To do this you need to change the 'OffApplicationStatus' to 'SYNCHRONIZE' from the existing 'PENDING' status and click the 'Synchronize' button in the following screen:

Application Entry Synchronization	<input type="button" value="Synchronize"/>							
	<b>Synchronization</b>							
Select	Application No	Product Code	Customer No	First Name	Last Name	Account No	Offline App No	Off Application Status
<input checked="" type="radio"/>	RetailLending1001	VVV3	001001926	RON		00100192601	RetailLending1001	PENDING

If the synchronization is successful, the system will update the status in the 'OffApplicationStatus' as 'SYNCHRONIZED' and all the details will be populated in the database of the system from where you can view it by selecting the application number in the 'Retail Loan Application Entry' screen. The process followed thereafter will be the usual one followed for the loan origination. If the synchronization is unsuccessful, the system will update the status as 'PENDING'.

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## 2. Reports

### 2.1 Introduction

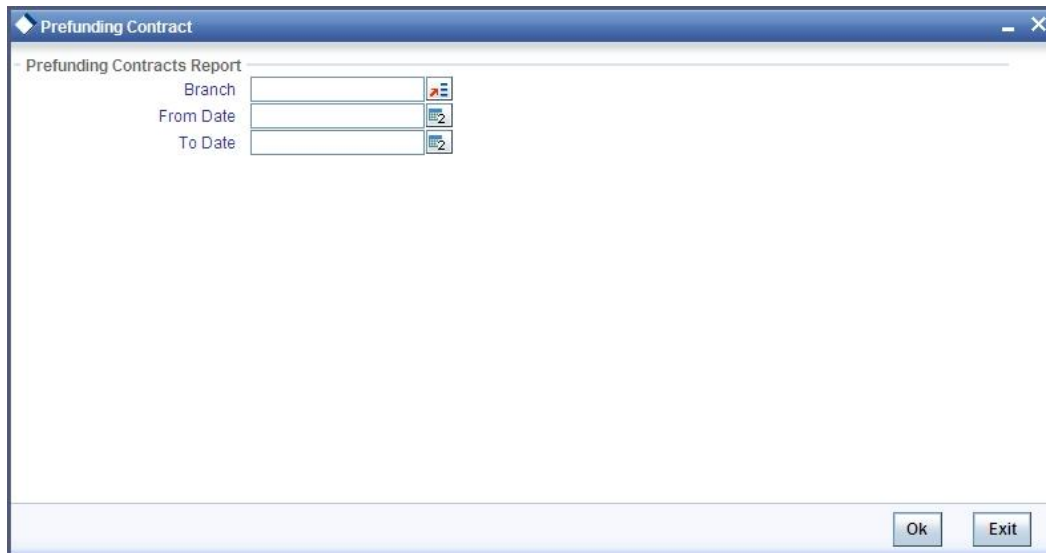
The following are the reports that you can generate in Retail Loan Origination module:

- Prefunding Contract Report
- Funded Contract Report
- Credit Application By User Report
- Underwriting Status By Month and Intermediary Report
- Underwriting Status By Month and Underwriter Report
- Underwriting Status By Month Report

To generate any of these reports choose Reports in the Application Browser. Choose Retail Lending under it. A list of all the reports in Retail Lending module will be displayed. You can choose to view or print the report.

### 2.2 Prefunding Contract Report

This report lists out all the applications verified for loans. You can invoke the 'Prefunding Contract' screen by typing 'RLRPPFCR' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.



The screenshot shows a window titled "Prefunding Contract" with a close button (X) in the top right corner. The window contains a form titled "Prefunding Contracts Report" with three input fields: "Branch", "From Date", and "To Date". Each field has a small icon to its right, likely representing a dropdown menu or calendar. At the bottom right of the window, there are "Ok" and "Exit" buttons.

Specify the following details:

#### **Branch**

Specify the branch for which you wish to generate the report. You can also select the branch from the adjoining option list. The list contains all the valid branches maintained in the system.

#### **From Date**

Specify, from the adjoining calendar button, the date from which you require details.

### **To Date**

Specify, from the adjoining calendar button, the date till which you require details.

Click 'OK' button to generate the report. Click 'Exit' to return to the Reports Browser.

### **2.2.1 Contents of the Report**

The contents of the report are discussed under the following heads:

#### **Header**

The Header carries the Report Name, Run Date and Time, Branch and the Period for which the report is generated.

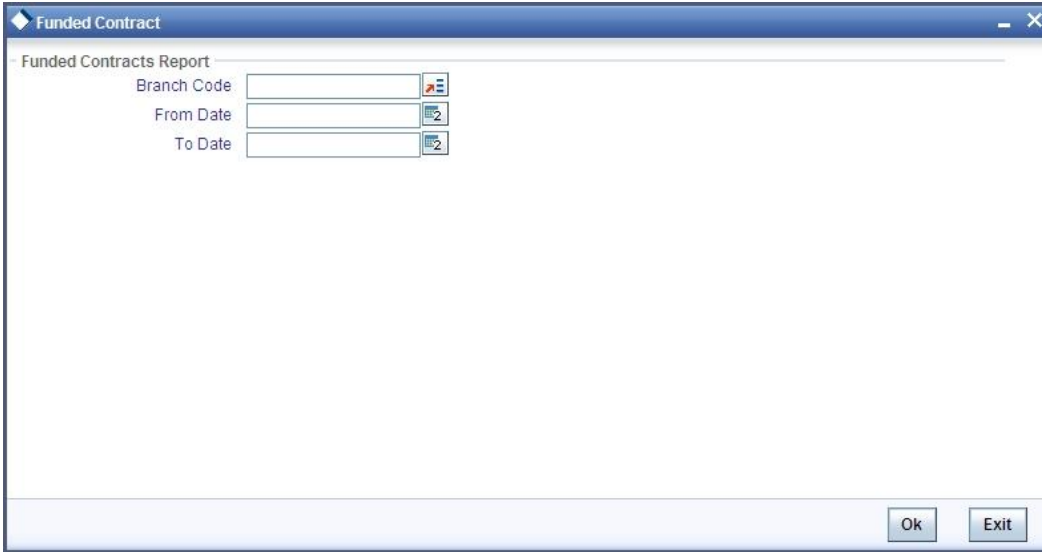
#### **Body of the report**

The following details are displayed in the report:

<b>Field Name</b>	<b>Field Description</b>
Product Code	This indicates the product for the contract
Application Number	This indicates the application number for the loan
Application Date	This indicates the date of the application
Stage	This indicates the stage for the application
Contract Date	This indicates the contract date
Contract Amount	This indicates the contract amount
Contract Interest	This indicates the interest rate for the contract
Contract Term	This indicates the duration of the contract
Branch Total	This indicates the total number of records for the branch

### **2.3 Funded Contracts Report**

This report lists the applications funded for the loan. You can invoke the 'Funded Contract' screen by typing 'RLRPFNCR' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.



Specify the following details:

**Branch**

Specify the branch for which you wish to generate the report. You can also select the branch from the adjoining option list. The list contains all the valid branches maintained in the system.

**From Date**

Specify, from the adjoining calendar button, the date from which you require details.

**To Date**

Specify, from the adjoining calendar button, the date till which you require details.

Click 'OK' button to generate the report. Click 'Exit' to return to the Reports Browser.

**2.3.1 Contents of the Report**

The contents of the report are discussed under the following heads:

**Header**

The Header carries the Report Name, Run Date and Time, Branch and the Period for which the report is generated.



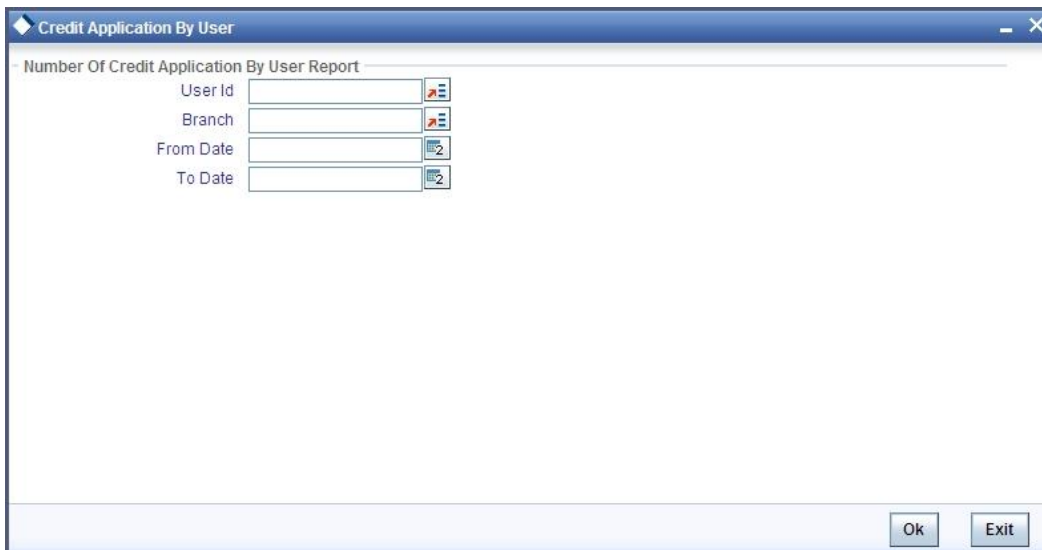
## Body of the report

The following details are displayed in the report:

Field Name	Field Description
Product	This indicates the product for the contract
Application No	This indicates the loan application number
Stage	This indicates the stage for the application
Application Date	This indicates the date of the application
Contract Date	This indicates the contract date
Contract Amount	This indicates the contract amount
Contract Interest	This indicates the interest rate for the contract
Contract Term	This indicates the duration of the contract
Branch Total	This indicates the total number of records for the branch

## 2.4 Credit Application By User Report

This report lists out the number of credit applications entered by the user. You can invoke the 'Credit Application By User' screen by typing 'RLRPCAUR' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.



The screenshot shows a window titled "Credit Application By User". Inside the window, there is a section titled "- Number Of Credit Application By User Report". Below this title, there are four input fields: "User Id", "Branch", "From Date", and "To Date". Each input field has a small icon to its right. At the bottom right of the window, there are "Ok" and "Exit" buttons.

Specify the following details:

**User ID**

Specify the Id of the user for which you wish to generate the report. You can also select the ID from the adjoining option list. The list contains all the valid users maintained in the system.

**Branch**

Specify the branch for which you wish to generate the report. You can also select the branch from the adjoining option list. The list contains all the valid branches maintained in the system.

**From Date**

Specify, from the adjoining calendar button, the date from which you require details.

**To Date**

Specify, from the adjoining calendar button, the date till which you require details.

Click 'OK' button to generate the report. Click 'Exit' to return to the Reports Browser.

**2.4.1 Contents of the Report**

The contents of the report are discussed under the following heads:

**Header**

The Header carries the Report Name, Run Date and Time, Branch, User ID and the Period for which the report is generated.

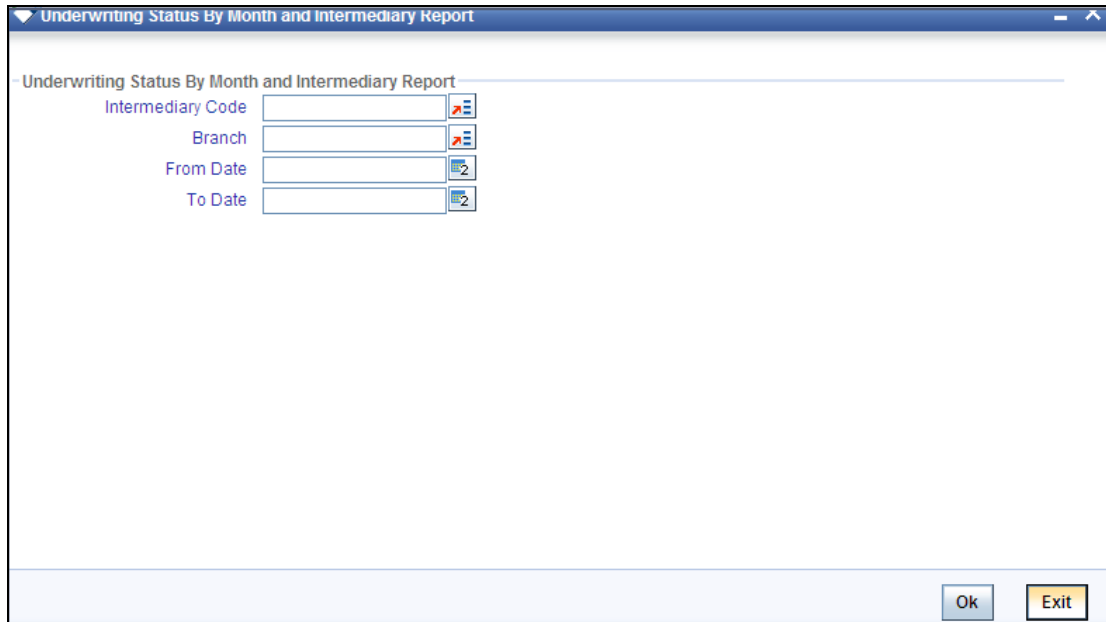
**Body of the Report**

The following details are displayed in the report:

<b>Field Name</b>	<b>Field Description</b>
Product	This indicates the product for the contract
Application No	This indicates the loan application number
Stage	This indicates the stage for the application
Application Date	This indicates the date of the application
Contract Date	This indicates the contract date
Contract Amount	This indicates the contract amount
Contract Interest	This indicates the interest rate for the contract
Contract Term	This indicates the duration of the contract
Branch Total	This indicates the total number of records for the branch

## 2.5 Underwriting Status By Month and Intermediary Report

This report lists application status by month and producer for loans. You can invoke the 'Underwriting Status By Month and Intermediary Report' screen by typing 'RLRPUNMI' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.



The screenshot shows a software window titled "Underwriting Status By Month and Intermediary Report". The window contains a form with the following fields:

- Intermediary Code: A text input field with a dropdown arrow icon.
- Branch: A text input field with a dropdown arrow icon.
- From Date: A date input field with a calendar icon.
- To Date: A date input field with a calendar icon.

At the bottom right of the window, there are two buttons: "Ok" and "Exit".

Specify the following details:

### **Intermediary Code**

Specify the code of the intermediary for which you wish to generate the report. You can also select the ID from the adjoining option list. The list contains all the valid intermediaries maintained in the system.

### **Branch**

Specify the branch for which you wish to generate the report. You can also select the branch from the adjoining option list. The list contains all the valid branches maintained in the system.

### **From Date**

Specify, from the adjoining calendar button, the date from which you require details.

### **To Date**

Specify, from the adjoining calendar button, the date till which you require details.

Click 'OK' button to generate the report. Click 'Exit' to return to the Reports Browser.

### 2.5.1 Contents of the Report

The contents of the report are discussed under the following heads:

## Header

The Header carries the Report Name, Run Date and Time, Branch, Intermediary Code, Month for which report is being generated and the Period for which the report is generated.

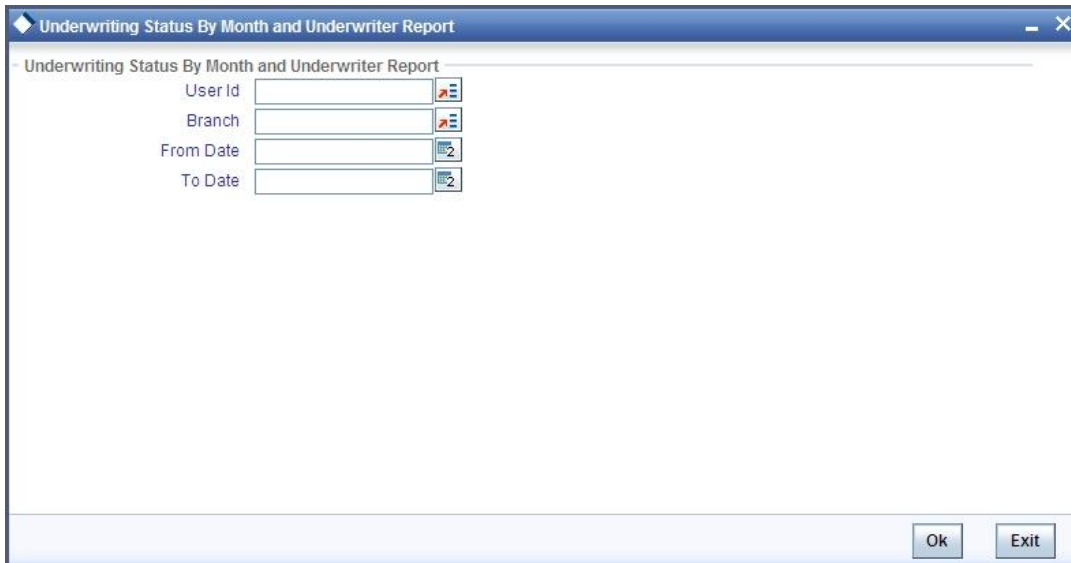
## Body of the Report

The following details are displayed in the report:

Field Name	Field Description
Product	This indicates the product for the contract
Application No	This indicates the loan application number
Stage	This indicates the stage for the application
Application Date	This indicates the date of the application
Contract Date	This indicates the contract date
Contract Amount	This indicates the contract amount
Contract Interest	This indicates the interest rate for the contract
Contract Term	This indicates the duration of the contract

## 2.6 Underwriting Status By Month and Underwriter Report

This report lists application status by month and underwriter for loans. You can invoke the 'Underwriting Status By Month and Underwriter Report' screen by typing 'RLRPUNMU' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.



The screenshot shows a software window titled "Underwriting Status By Month and Underwriter Report". Inside the window, there are four input fields arranged vertically: "User Id", "Branch", "From Date", and "To Date". Each field has a small icon to its right, likely for data selection or help. At the bottom right of the window, there are two buttons: "Ok" and "Exit".

Specify the following details:

**User ID**

Specify the ID of the user for which you wish to generate the report. You can also select the ID from the adjoining option list. The list contains all the valid users with underwriter role maintained in the system.

**Branch**

Specify the branch for which you wish to generate the report. You can also select the branch from the adjoining option list. The list contains all the valid branches maintained in the system.

**From Date**

Specify, from the adjoining calendar button, the date from which you require details.

**To Date**

Specify, from the adjoining calendar button, the date till which you require details.

Click 'OK' button to generate the report. Click 'Exit' to return to the Reports Browser.

**2.6.1 Contents of the Report**

The contents of the report are discussed under the following heads:

**Header**

The Header carries the Report Name, Run Date and Time, Branch, Underwriter Code, Month for which report is being generated and the Period for which the report is generated.

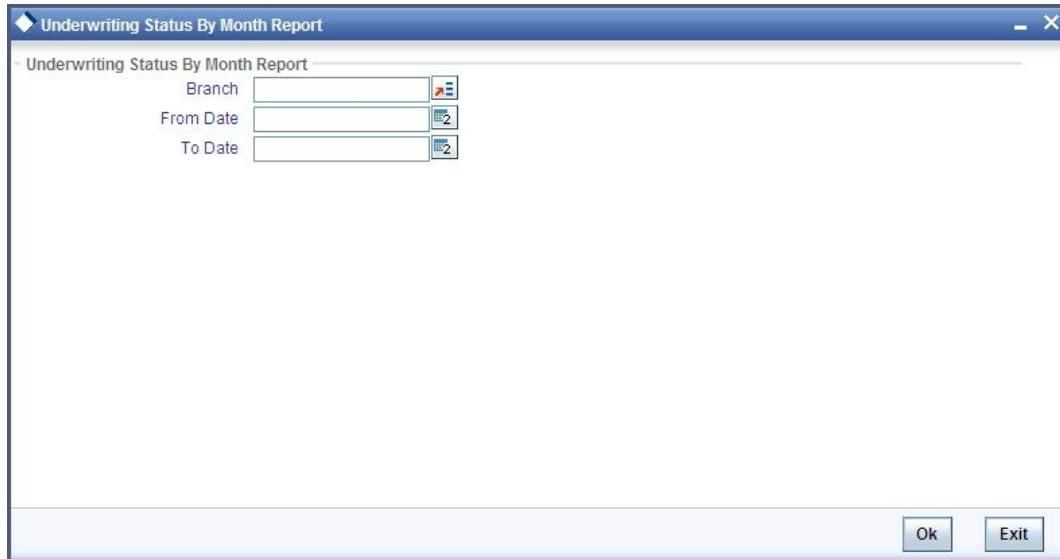
**Body of the Report**

The following details are displayed in the report:

Field Name	Field Description
Product	This indicates the product for the contract
Application No	This indicates the loan application number
Stage	This indicates the stage for the application
Application Date	This indicates the date of the application
Contract Date	This indicates the contract date
Contract Amount	This indicates the contract amount
Contract Interest	This indicates the interest rate for the contract
Contract Term	This indicates the duration of the contract
Branch Total	This indicates the total number of records for the branch

## 2.7 Underwriting Status By Month Report

This report lists application status by the month for loans. You can invoke the 'Underwriting Status By Month Report' screen by typing 'RLRPUNMN' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.



Specify the following details:

### **Branch**

Specify the branch for which you wish to generate the report. You can also select the branch from the adjoining option list. The list contains all the valid branches maintained in the system.

### **From Date**

Specify, from the adjoining calendar button, the date from which you require details.

### **To Date**

Specify, from the adjoining calendar button, the date till which you require details.

Click 'OK' button to generate the report. Click 'Exit' to return to the Reports Browser.

### 2.7.1 Contents of the Report

The contents of the report are discussed under the following heads:

#### **Header**

The Header carries the Report Name, Run Date and Time, Branch, Intermediary Code, Month for which report is being generated and the Period for which the report is generated.

#### **Body of the Report**

The following details are displayed in the report:

<b>Field Name</b>	<b>Field Description</b>
Product	This indicates the product for the contract
Application No	This indicates the loan application number
Stage	This indicates the stage for the application
Application Date	This indicates the date of the application
Contract Date	This indicates the contract date
Contract Amount	This indicates the contract amount
Contract Interest	This indicates the interest rate for the contract
Contract Term	This indicates the duration of the contract
Branch Total	This indicates the total number of records for the branch

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## 3. Screen Glossary

### 3.1 Function ID List

The following table lists the function id and the function description of the screens covered as part of this User Manual.

Function ID	Function Description
ORDCATMT	Application Category Maintenance
ORDDOCMT	Documents and Advice Maintenance
ORDLEADM	Prospect Details
ORDOVDMT	Override Maintenance
ORDRATMT	Credit Ratio Maintenance
ORDRLAPP	Retail Loan Application Entry
ORDRLSIM	Retail Loan Simulation Details
ORDRULMT	Rule Maintenance
ORSCATMT	Category Details
ORSDOCMT	Document Details
ORSLEADM	Loan Prospect Details
ORSOVDMT	Override Maintenance
ORSRATMT	Credit Ratio Maintenance
ORSRLSIM	Retail Loan Simulation Summary
ORSRULMT	Rule Maintenance
RLRPCAUR	Credit Application By User
RLRPFNCR	Funded Contract
RLRPPFCR	Prefunding Contract
RLRPUNMI	Underwriting Status By Month and Intermediary Report
RLRPUNMN	Underwriting Status By Month Report
RLRPUNMU	Underwriting Status By Month and Underwriter Report





Retail Loan Origination

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