Oracle Banking Digital Experience

Corporate Loans User Manual

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Corporate Loans User Manual

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1. Preface

1.1 Intended Audience

This document is intended for the following audience:

- Customers
- Partners

1.2 Documentation Accessibility

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

1.3 Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit

http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit

http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

1.4 Structure

This manual is organized into the following categories:

Preface gives information on the intended audience. It also describes the overall structure of the User Manual.

Introduction provides brief information on the overall functionality covered in the User Manual.

The subsequent chapters provide information on transactions covered in the User Manual.

Each transaction is explained in the following manner:

- Introduction to the transaction
- Screenshots of the transaction
- The images of screens used in this user manual are for illustrative purpose only, to provide improved understanding of the functionality; actual screens that appear in the application may vary based on selected browser, theme, and mobile devices.
- Procedure containing steps to complete the transaction- The mandatory and conditional fields of the transaction are explained in the procedure.

If a transaction contains multiple procedures, each procedure is explained. If some functionality is present in many transactions, this functionality is explained separately.

1.5 Related Information Sources

For more information on Oracle Banking Digital Experience Release 17.2.0.0.0, refer to the following documents:

- Oracle Banking Digital Experience Licensing Guide
- Oracle Banking Digital Experience Installation Manuals

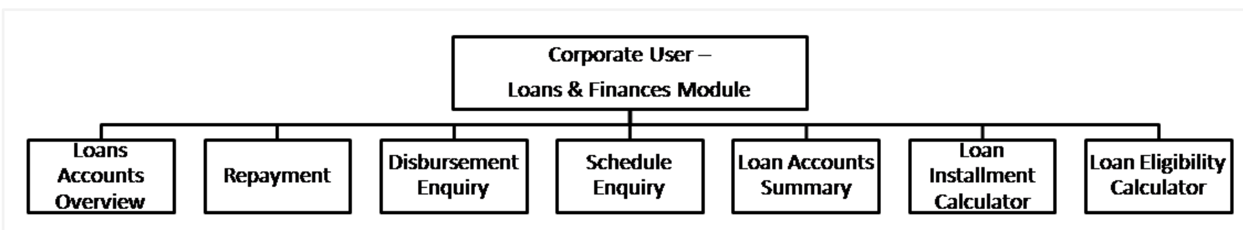
2. Loans

Banks lend money to their customers through loan accounts, and earn interest. Hence, loan accounts are valuable assets to the bank. It becomes important for the banks to enrich end user's loan servicing experience to increase customer satisfaction and retention.

In order to achieve this, banks are constantly putting efforts to enhance the online banking experience for their customers, by introducing and revamping loans servicing features on the digital platform. The application provides a platform for banks to enable their customers to service Loans through self service channels. This enables the customers to view their accounts, outstanding balances, make repayments, view loan schedules etc.

Features Supported In Application

- Loans Overview
- Loan Account Summary
- Loan Account Details
- Repayment
- Schedule Inquiry
- Disbursement Inquiry
- Loan Installment Calculator
- Loan Eligibility Calculator



Pre-Requisites

- Party Preferences for Corporate
- User Creation
- Party and Account access
- Set-up Transaction and account access
- Set-up Approval Rules

3. Loans Overview

The Loans & Finances overview provides a summary of the Loan accounts that the user has access to. Loans dashboard displays summary of total borrowings in all accounts along with the current outstanding amount. It allows the user to understand the current position with respect to loan accounts.

Through the Quick links section, the user can launch into the servicing section of the Loans module viz., Repayment, Disbursement Enquiry & Schedule Enquiry.

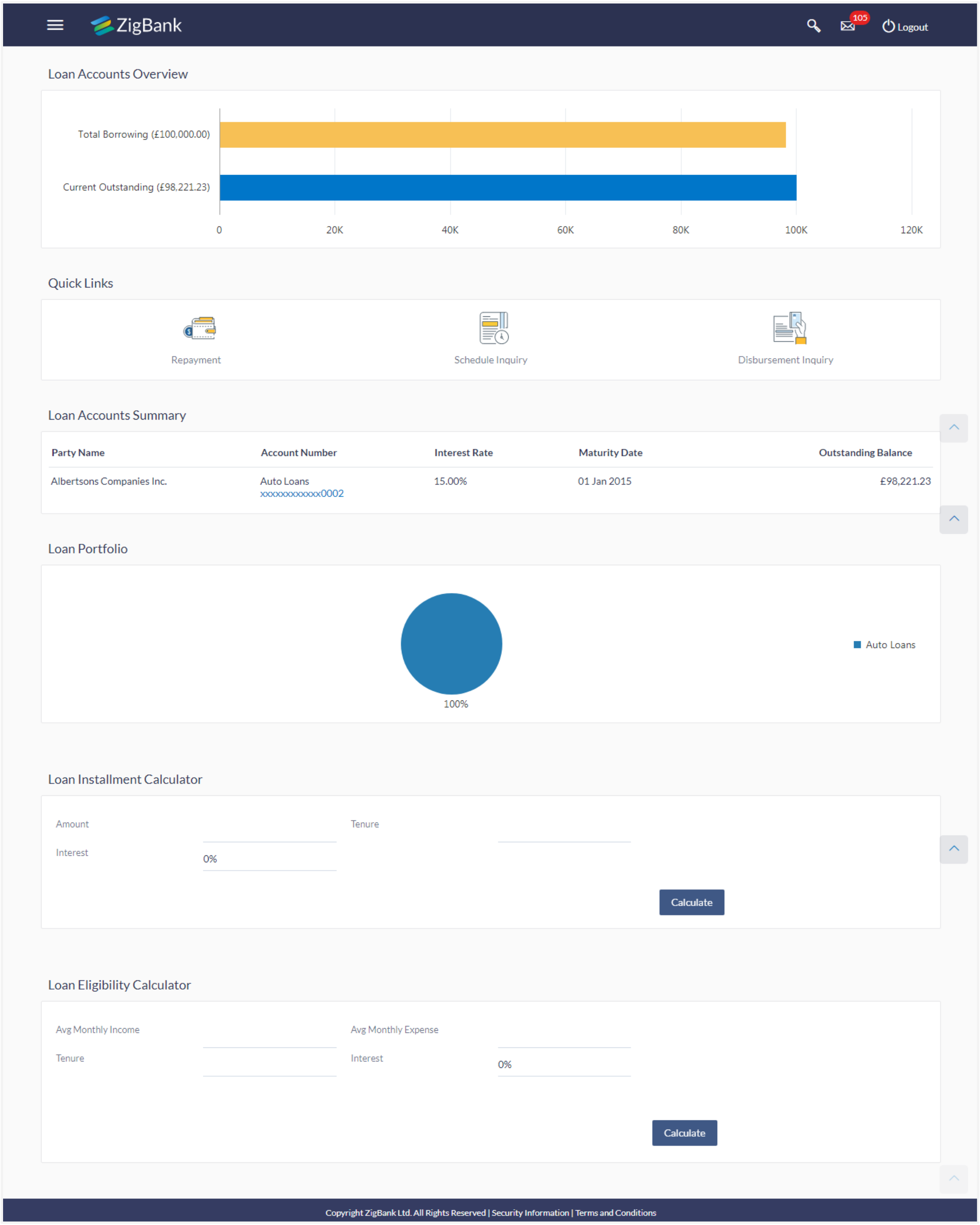
In the Loan Accounts Summary, the user can view account details such as Party name, account number, interest rate, outstanding amount, for loan accounts. Click on the Account Number field to view the Loan Details of the account.

The Loans Portfolio shows the Product mix of the loans availed, in a pie chart.

The user can calculate the loan installment, through the Loan Installment Calculator on the screen. The user can get an idea of loan eligibility through the Loan Eligibility Calculator, at the bottom of the Overview section.

How to reach here:

Dashboard > *Toggle menu* > *Accounts* > *Loans and Finances* > Overview



ZigBank
105
Logout
Loan Accounts Overview
Total Borrowing (£100,000.00)
Current Outstanding (£98,221.23)
0
20K
40K
60K
80K
100K
120K
Quick Links
Repayment
Schedule Inquiry
Disbursement Inquiry
Loan Accounts Summary
Party Name
Account Number
Interest Rate
Maturity Date
Outstanding Balance
Albertsons Companies Inc.
Auto Loans
xxxxxxxxxxxx0002
15.00%
01 Jan 2015
£98,221.23
Loan Portfolio
100%
Auto Loans
Loan Installment Calculator
Amount
Tenure
Interest
0%
Calculate
Loan Eligibility Calculator
Avg Monthly Income
Avg Monthly Expense
Tenure
Interest
0%
Calculate
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Dashboard Overview

Loan Accounts Overview

This section displays the graphical overview of all loan accounts held by the user. It provides the **Total Borrowings** and **Current Outstanding** for the all the loan accounts mapped to the user. It includes details like:

- Current Outstanding: Summation of current outstanding in all accounts
- Total Borrowings: Summation of total amount borrowed in all accounts

Quick Links

This section displays the quick links for loan transactions. Click the particular link to access the specific loan transaction viz.,

- Repayment
- Schedule Inquiry
- Disbursement Inquiry

Loan Account Summary

This section displays summary of loan accounts and all the related information about the loan account. Details include:

- Party Name: Name of the party under which the loan account is opened. This could either be the user's own party or linked parties
- Account Number: Loan account number (in masked format), product name, along with the account nickname (if set)
- Maturity Date: Maturity Date of the Loan account
- Interest Rate: Interest rate applicable to the loan account
- Outstanding Balance: Outstanding loan amount in the account currency

Click the loan account number to view the respective loan account details. For more information click here.

Loan Portfolio

This section displays the product mix of the loan portfolio in a pie chart.

Loan Calculator

This section displays the loan calculator. Click here to for more information on the **Loan Installment Calculator** and **Loan Eligibility Calculator**.

4. Loan Details

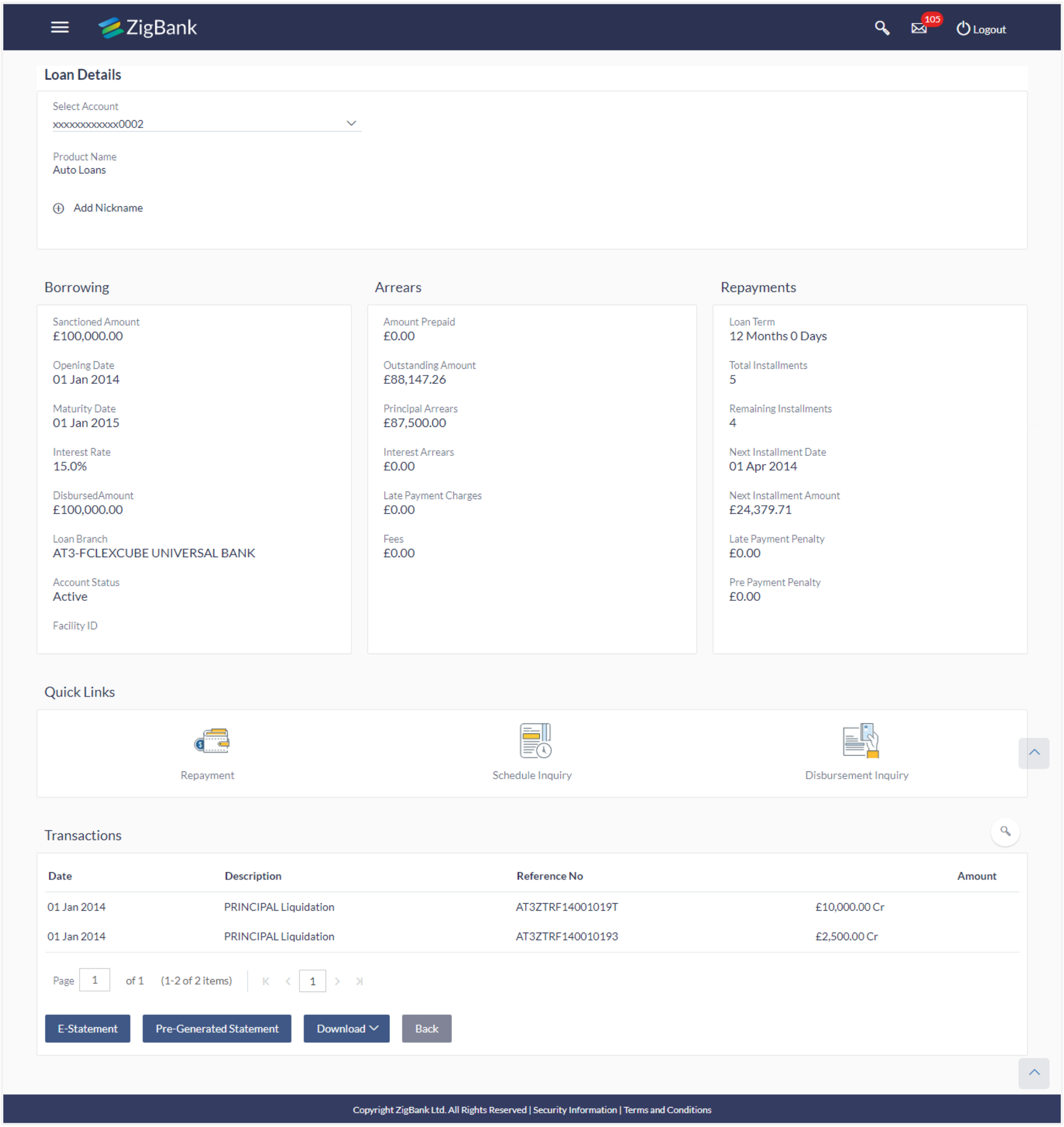
This screen contains the loan account details. A user can view account information, add / update / delete nickname here. He can view the disbursement details, outstanding amount, repayment details and arrears, at a glance.

The user can also download pre-generated statements and download summary of transactions from the Account Details screen.

How to reach here:

Dashboard > *Toggle menu* > *Accounts* > *Loans and Finances* > Overview > *Loan Account Summary* > *Loan Details*

Loan Account Details



Field Description

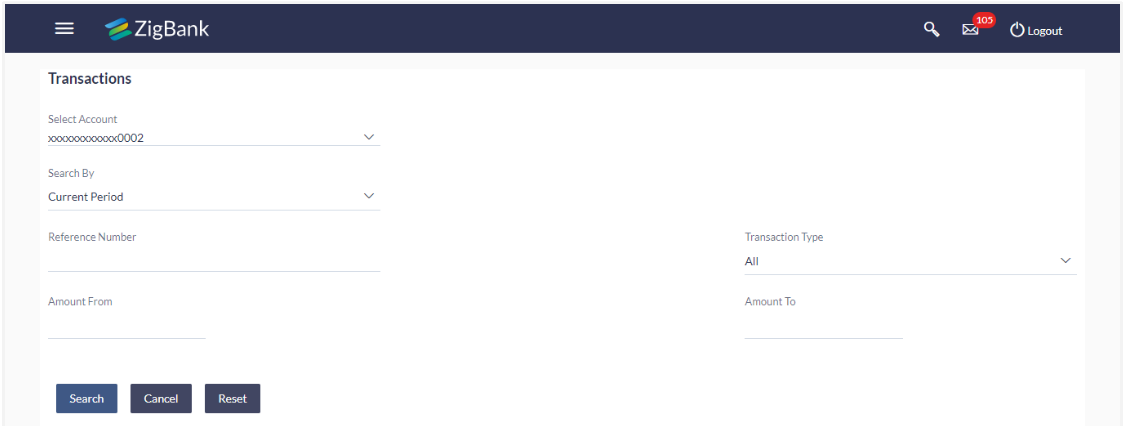
Field Name	Description
Select Account	Loan account number in masked format along with the account nickname (if set by the user).
Product Name	Name of the loan account.
Nickname	The user defined description or name to loan accounts which will be displayed. Click ⊕ Add Nickname, to add nickname. For more information on Account Nickname, refer Account Nickname.
Borrowing	
Sanctioned Amount	Sanctioned loan amount along with the currency.
Opening Date	Loan account opening date.
Maturity Date	Loan account maturity date.
Interest Rate	Interest rate applicable to the loan account. **Note**: It displays the net interest rate applicable to the loan account as on the inquiry date.
Disbursed Amount	Disbursed loan amount along with the currency.
Loan Branch	Branch in which loan account is opened.
Account Status	Status of the loan account
Facility ID	Facility Id under which loan account is opened.
Arrears	
Amount Prepaid	Total amount repaid on the loan, till date
Outstanding Amount	Outstanding loan amount along with the currency.
Principal Arrears	Pending principal arrears for the loan account.
Interest Arrears	Pending interest arrears for the loan account.
Late Payment Charges	Late payment charges for the loan account.

Fees	Other fees applicable for the loan account.
Repayment	
Loan Term	Tenure of the loan.
Total Installments	Total number of installments applicable for the loan account.
Remaining Installments	Remaining installments in the loan account as on the date of inquiry.
Next Installment Date	Date of next installment.
Next Installment Amount	Amount to be paid as next installment.
Late Payment Penalty	Amount charged in case of default in repayment.
Pre Payment Penalty	Amount to be paid as penalty on payment made in advance on the loan.
Transactions	
Date	Date of the transaction performed.
Description	Description of the transaction performed.
Reference No	Reference number of the transaction performed.
Amount	Transaction amount along with the type of the transaction performed that is either credit or debit.

To view the loan account details:

1. From the **Select Account** list, select the appropriate account.
   The loan details for the particular account appear on the screen.
2. Click to search transactions.
   a. Enter the search criteria.
      Based on search criteria, view the search result.

Transactions -Search Criteria



Field Description

Field Name	Description
Reference Number	Reference number of transaction.
Transaction Type	The type of the transaction. The options are: • All • Debit Only • Credit Only
Search By	The transaction period. Options are: • Current Period • Previous Month • Previous Quarter • Select Date Range
Date Range	The start date of the transaction for the search criteria. The end date of the transaction for the search criteria. Start date cannot be greater than end date. This field appears if you select the **Select Date Range** option in the **Search By** list.
Amount From	The minimum amount for the search criteria.
Amount To	The maximum amount for the search criteria

Field Name	Description
Search Result	
Date	The date on which the transaction is processed.
Description	The brief description of the transaction.
Reference Number	Reference number of the transaction.
Amount	The debit/ credit amount for the transaction.

You can also perform following account related transactions:

- To make a repayment in the loan account, click Loan Repayment.
- To view loan repayment schedule, click Schedule Inquiry.
- To view disbursement details, click Disbursement Inquiry.

Note: To navigate to **Overview** screen, click **Back**.

3. To download pre-generated statement, click on Pre-generated statement.
4. To download transaction summary, click on Download

5. Repayment

Usually the loan repayment is done by setting up of standing instructions if such account is within the bank or by maintaining mandate instruction if such account is of another bank. Once these instructions are maintained by the bank for the loan account, the repayment amount is periodically drawn from the source account to settle the repayment.

Apart from periodic payments, customers on time need to make partial or full repayment of the outstanding loan amount by making an ad-hoc payment. This feature allows the user to make ad-hoc repayments through self service channel. Users can make repayment only through the source account linked to the customer.

Customers can make partial repayment or make full settlement of the loan account. In partial settlement customer can make payment of any amount that is less than the outstanding loan amount. In this case, if there are any arrears in the loan account, then arrears will be settled first, then remaining balance of the transferred amount will be settled against the principal balance of the loan.

In case of full settlement, the final settlement amount is calculated by applying penalties or charges as applicable by the host system and displayed to the user. The user needs to transfer final settlement amount in order to make full repayment.

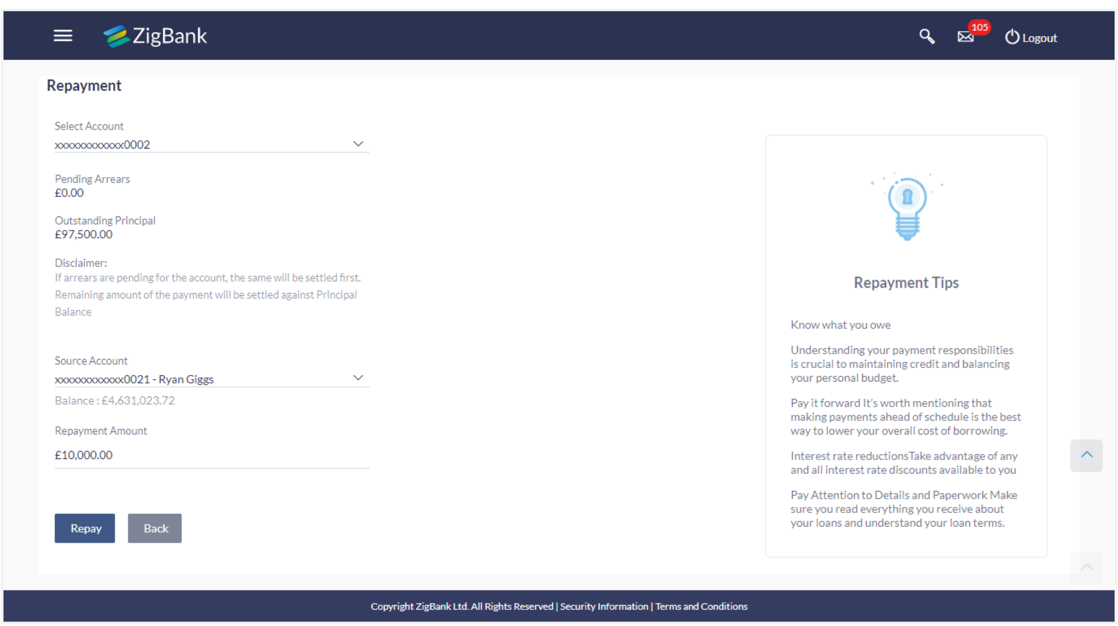
How to reach here:

Dashboard > Toggle menu > Accounts > Loans and Finances > Repayment

OR

Dashboard > Accounts > Loans and Finances > Overview > Quick Links > Repayment

Loan Repayment



Field Description

Field Name	Description
Select Account	Loan account number (in masked format) along with the account nickname (if set).
Pending Arrears	Pending arrears amount in the account. It is sum of Principal and Interest arrears.
Outstanding Principal	Outstanding principal balance in the account.
Disclaimer	Text message informing the user about the appropriation of funds in case of a partial payment.
Source Account	Account with the account nickname (if set by the user) for making repayment. **Note:** The list displays all active accounts that the logged in user has access to – of his primary party & linked parties.
Balance	Balance amount in the selected source account.
Repayment Amount	Amount for the repayment of loan. **Note**: Amount should be less than the outstanding principal balance.

To repay the loan:

1. From the **Select Account** list, select appropriate loan account number. Application displays the Pending Arrears and Outstanding Principal amount.
2. From the **Source Account** list, select appropriate CASA account number, to make repayment from. Application displays the balance amount in the account.
3. In the **Repayment Amount** field, enter the repayment amount.
4. Click **Repay**.
   OR
   Click **Back** to go to the previous screen.
5. The **Review** screen appears. Verify the details, and click **Confirm**.
   OR
   Click **Back** to make changes if any. User is directed to **Loan Repayment – screen** with values in editable form.
   OR
   Click **Cancel** to cancel the transaction.
6. View the success message of Loan Repayment, with the transaction reference number.
7. Click **Go To Dashboard** to go to Dashboard screen.
   OR
   Click **Go to Account Details** to go to **Loan Account Details** screen.

6. Disbursement Inquiry

Disbursement of the loan amount depends on the type of loan product availed by the customer. Few of the loan products such as personal loan and auto loan have single disbursement policies. Certain loan products such as housing loan, education loan have multiple disbursement policies.

In case of multiple disbursements of loan product, user may need to understand the disbursement details of the loan account. This feature allows the user to view the disbursement details such as disbursed amount, disbursal date and sanctioned amount. It helps him to analyze the current position of the loan account as to how much is disbursed and how much yet to be disbursed.

How to reach here:

Dashboard > Toggle menu > Accounts > Loans and Finances > Disbursement Inquiry

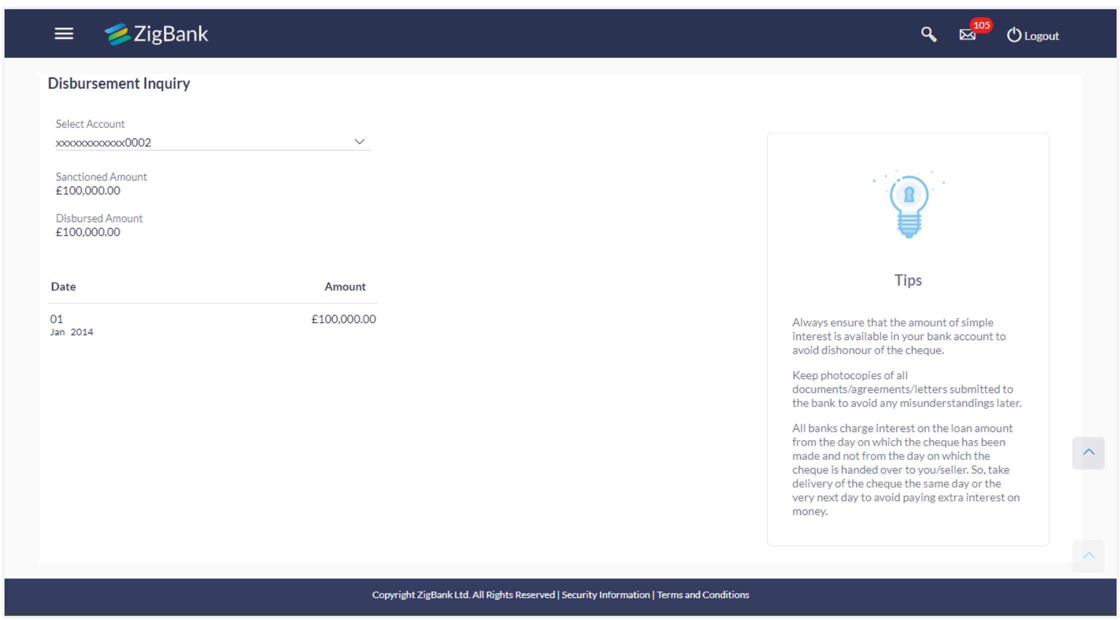
OR

Dashboard > Accounts > Loans and Finances > Overview > Quick Links > Disbursement Inquiry

To view disbursement details of a loan account:

1. From the **Select Account** list, select appropriate account number.
   The disbursement details appear on the screen.

Disbursement Details



Field Description

Field Name	Description
Select Account	Loan account number (in masked format) along with the account nickname.

Field Name	Description
Sanctioned Amount	Sanctioned loan amount along with the currency.
Disbursed Amount	Disbursed loan amount on the date of disbursement.
Date	Disbursement date. **Note**: If there are multiple disbursements in the account, the last disbursement will be displayed first and thus, the last entry in this list will be the first disbursement date.
Amount	Amount disbursed as on the respective disbursement date.

2. Click **OK** to complete the transaction.

7. Schedule Inquiry

Schedule Inquiry provides a repayment life cycle of the loan account. It provides the details of Interest, Principal, Charges, Installment amount and due date of the loan across the loan tenure.

It allows users to know loan schedule with respect to repayment of the loan. Schedule Inquiry helps customers understand the first & last installment dates, the total number of installments, principal and interest part to be repaid across the loan tenure.

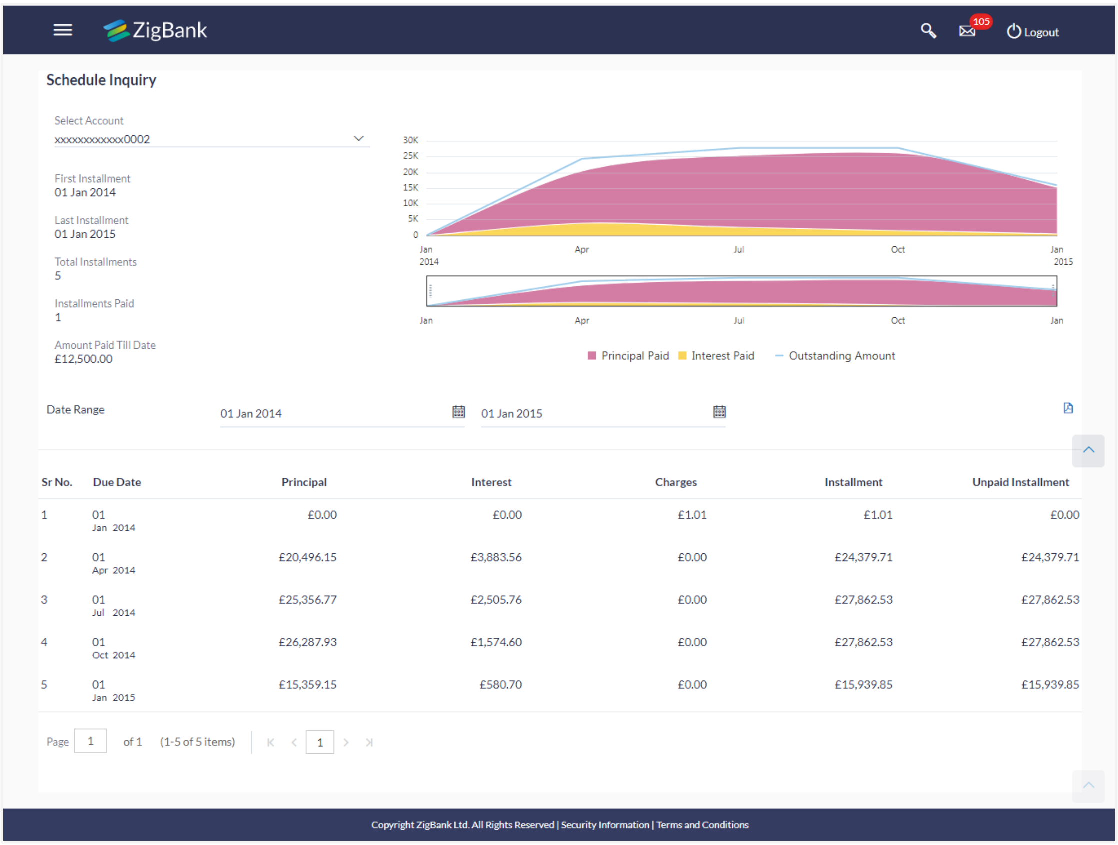
How to reach here:

Dashboard > Toggle menu > Accounts > Loans and Finances > Schedule Inquiry

OR

Dashboard > Accounts > Loans and Finances > Overview > Quick Links > Schedule Inquiry

Schedule Inquiry



Field Description

Field Name	Description
Select Account	Loan account number (in masked format) along with the account nickname (if set by the user).
First Installment	Date of first installment payment in the loan account.
Last Installment	Date of last installment payment in the loan account.
Total Installments	Total number of installments applicable for the loan account.
Installments Paid	Number of Installments paid till date for the loan account.
Amount Paid Till Date	Total amount repaid till date for the loan account.
Date Range	Select the period for which you want to view the installment details.
Sr No	Serial number of the transaction list.
Due Date	Date of scheduled installment payment.
Principal	Principal amount that is due as on the installment date.
Interest	Interest amount that is due as on the installment date.
Charges	Charge (fee) amount that is due as on the installment date.
Installment	Total installment amount that is due as on the installment date.
Unpaid Installment	Unpaid installment amount as on the installment date.

To view the loan schedule:

1. From the **Select Account** list, select appropriate loan account number.
2. In the **Date Range** field, select the period for which installment details are to be enquired. Based on selected period, view the set of installments in the loan schedule. To view next set of entries in the **Loan Schedule** of the account, click > <
3. Click to **download** the loan schedule in .pdf format.

8. Loan Calculator

The application provides calculators to the user, to get an indicative estimate of:

- Loan Installment Amount
- Loan Eligibility Amount

Through the;

- Loan Installment Calculator
- Loan Eligibility Calculator

Calculation is done by the application and results are displayed to the user.

How to reach here:

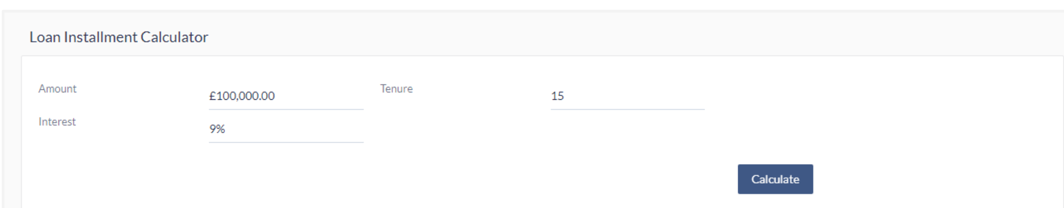
Dashboard > Toggle menu > Accounts > Loans and Finances > Overview > Loan Installment Calculator

8.1 Loan Installment Calculator

Repayment of a loan includes both the repayment of the principal amount of the loan, and the interest. These two components, together add up to the loan installment amount, which is typically an equated amount paid monthly to the lender (bank).

Loan installment calculator is a simple calculator which calculates the installment value of the loan, for specific amount, tenure and rate of interest. It helps users to understand the monthly outlay, if they were to borrow a sum of money, for a specific time.

Loan Installment Calculator



Field Description

Field Name	Description
Amount	Loan amount that you want to apply from the bank.
Tenure	Tenure of loan in terms of years.
Interest	Interest rate that bank will charge on the applied loan.
Installment Amount	Calculated monthly installment that the user will have to pay towards the loan (for the given Loan amount, Interest rate, & loan tenure)

1. In the **Amount** field, enter the loan amount.
2. In the **Tenure** field, enter the appropriate loan tenure of loan.
3. In the **Interest** field, enter the interest rate.
4. Click Calculate, to view the **Installment Amount**, which the user will have to pay towards the loan (for the given Loan amount, Interest rate, & loan tenure).

8.2 Loan Eligibility Calculator

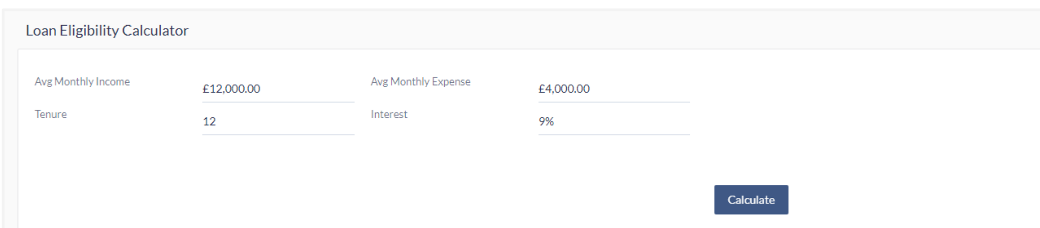
Loan eligibility calculator enables users to understand the maximum amount of loan, that they are eligible for, considering their average monthly income and expenditure. It computes the eligible loan amount and average installment per month, based on income, expenses, interest rate and tenure of the loan.

Loan Eligibility Amount calculation is performed by the application and results are displayed.

The eligibility is calculated on the basis of:

- Average Monthly Income
- Tenure of the loan
- Average Monthly Expenses
- Estimated rate of interest

Loan Eligibility



Field Description

Field Name	Description
Average Monthly Income	Monthly income of the user, on an average.
Average Monthly Expenses	Monthly expenses of the user, on an average.
Tenure	Tenure of loan in terms of years.
Interest	Interest rate of the loan.
Eligible Amount	Eligible loan amount.
Average Installment	Displays the estimated monthly installment amount.

1. In the **Average Monthly Income** field, enter the monthly income.
2. In the **Average Monthly Expenses** field, enter the monthly expenses.

3. In the **Tenure** (in Years) field, enter the loan tenure of loan.
4. In the **Interest** field, enter the applicable rate of interest.
5. Click **Calculate** to view the eligible loan amount and the average installment / month.

FAQs

1. **As a corporate User, what are the loan accounts that I can view?**

   A Corporate User can view all the accounts that he has access to. This includes the accounts of his primary party as well as those of Linked parties.

2. **Can I perform repayment of the Loan 24/7, on the Online Platform?**

   Financial Transactions, such as repayment of loan will be allowed within the business hours (or the working window) of the transaction.

3. **Can I access my loan account 24/7, on the Online Platform?**

   The user can access his loan account, at all times except during system or transaction blackout.

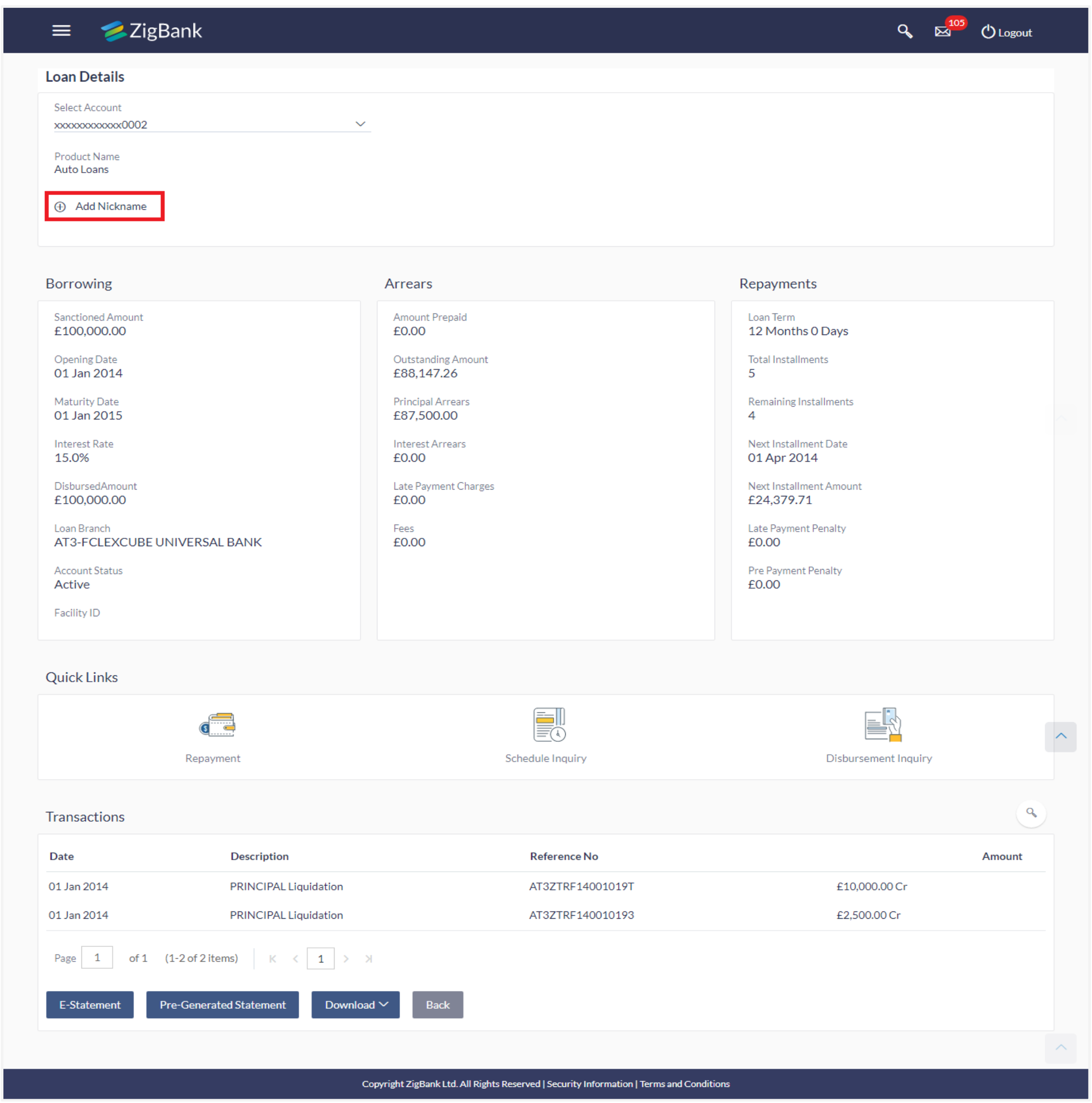
9. Account Nickname

User can assign their own description or name for all savings, checking, term deposits, and loan accounts. A nickname is a unique user defined description, for an account. Nicknames will be displayed, along with the account number in all enquiry and transaction screens. This option also allows user to modify or delete the nickname, if required.

To add nickname to an account:

1. Click ⊕ Add Nickname, to add nickname to an account, in the Loan Details screen.
2. In the **ADD Nickname** field, enter the nickname you want to use.

Add Nickname- Example



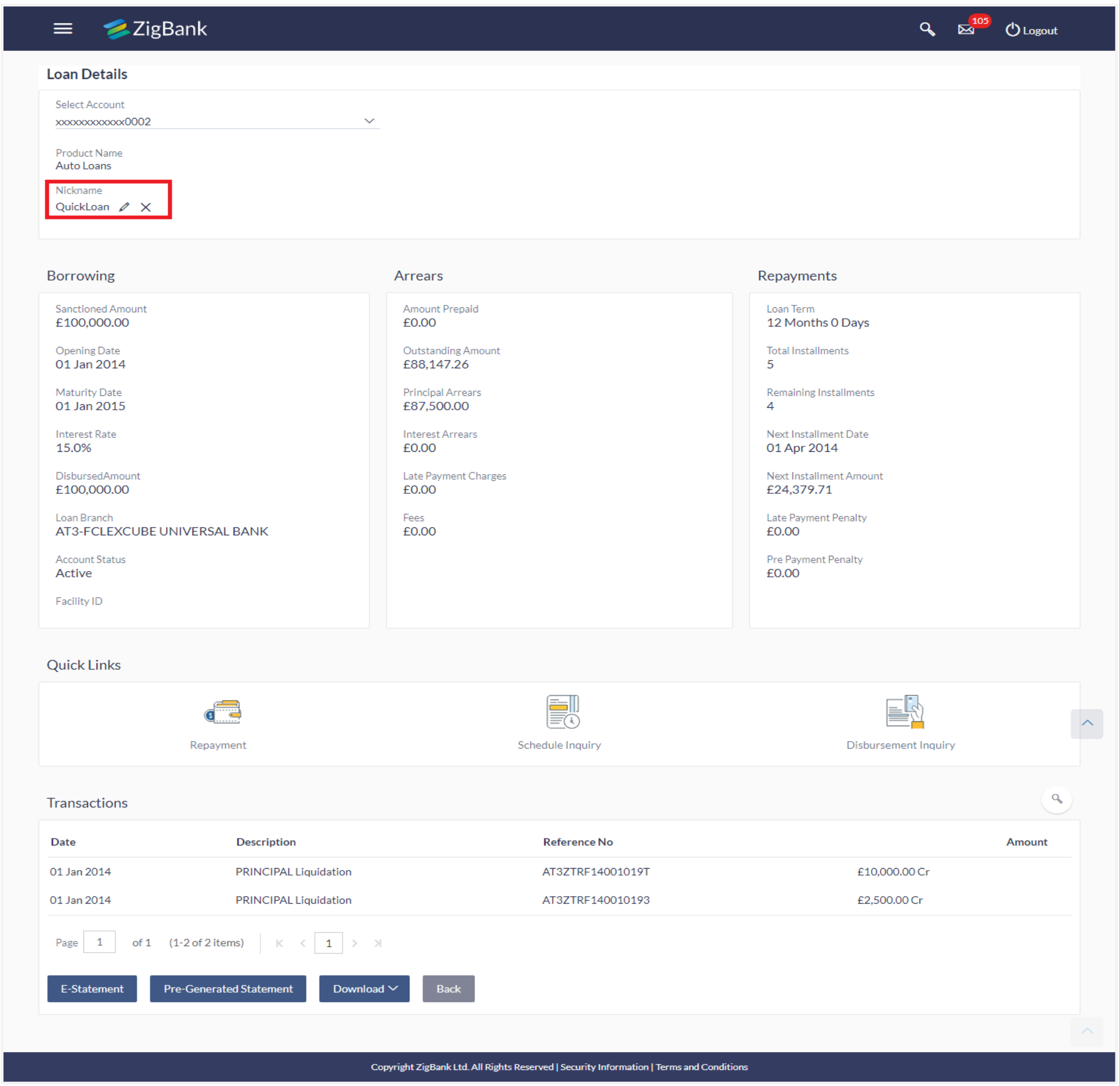
Field Description

Field Name	Description
Add Nickname	The user defined description or name to CASA/ TD/ Loan and Finance accounts which will be displayed.

3. Click to save your changes.
   Nicknames will be displayed along with account number, in all enquiry and transaction screens.

To edit / delete nickname to account:

Add Nickname - Edit/ Delete



4. Click , to modify nickname.
   And save your updates.

OR

Click , to delete nickname.

FAQs

1. **Who all can view a nickname that a user has set?**

   One account can have multiple nicknames set by different users, who have access to that account – however only the logged in user can view the nickname he has set.

2. **Are nicknames displayed in all places, where an account number is displayed?**

   No, Approvers can only view the account number, but not nicknames set by makers. Further Review screens contain the account number (where applicable), but not the nickname.