

*Tawarooq* Creation User Guide

# Oracle FLEXCUBE Universal Banking

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*Tawaroq* Creation User Guide  
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# 1. Preface

## 1.1 Introduction

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

## 1.2 Audience

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

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

## 1.3 Documentation Accessibility

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

## 1.4 Abbreviations

The following abbreviations are used in this User Manual:

Abbreviation	Description
BPEL	Business Process Execution Language
WF	Workflow

## 1.5 Organization

This manual is organized into the following chapters:

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





<b>Chapter 2</b>	<i>Tawarooq creation</i> explains the workflow of Tawarooq finance and process of maintaining the prospective applicant details.
<b>Chapter 3</b>	<i>Function ID Glossary</i> has alphabetical listing of Function/Screen ID's used in the module with page references for quick navigation.

## 1.6 Related Documents

- Procedures User Manual
- Retail Loan Creation User Manual

## 1.7 Glossary of Icons

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

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

---

## 2. *Tawarooq* Origination

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

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

This chapter contains the following sections:

- [Section 2.1, "Stages in Tawarooq"](#)
- [Section 2.2, "Finance Prospect Maintenance"](#)
- [Section 2.3, "Credit Rating Rules"](#)
- [Section 2.4, "Credit Ratio"](#)
- [Section 2.5, "Override Maintenance"](#)
- [Section 2.6, "Document Checklist and Advices"](#)
- [Section 2.7, "Application Category"](#)
- [Section 2.8, "Maintaining Pricing Details"](#)
- [Section 2.9, "Stages in Tawarooq Finance Origination"](#)
- [Section 2.10, "Finance Application Details Entry Stage"](#)
- [Section 2.11, "Application Verification Stage"](#)
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- [Section 2.13, "Internal Blacklist Check Stage"](#)
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- [Section 2.20, "Sale Confirmation Stage"](#)
- [Section 2.21, "User Acceptance Stage"](#)
- [Section 2.22, "Disbursement of Tawarooq Stage"](#)
- [Section 2.23, "Manual Liquidation Stage"](#)
- [Section 2.24, "Stages in Tawarooq Finance Origination using Oracle BPMN Framework"](#)
- [Section 2.25, "Retail Islamic Financing Application Details"](#)

### 2.1 Stages in Tawarooq

*Tawarooq* process flow uses Oracle BPEL framework with multiple human tasks for workflow stages. The capture and enrichment of information in multiple steps can be dynamically

assigned to different user roles, so that multiple users can take part in the transaction. Oracle Business rules are used for dynamic creation of multiple approval stages.

The following details need to be maintained for originating a *Tawarooq*:

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

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

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

- Vehicle
- Home
- Others

## **2.2 Finance Prospect Maintenance**

This section contains the following topics:

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

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

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

The following details are captured as part of this maintenance:

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

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

You can specify the following details in this screen:

#### **Lead Id**

Specify a unique identification for the prospective finance customer.

#### **Description**

Specify a suitable description for the prospective finance customer.

#### **Request ID**

The system generates the request ID.

#### **Channel**

Specify the channel.

#### **Promotion Code**

Specify the promotion code, if any.

#### **Branch**

Specify the branch code in which the application is processed.

#### **Date of Request**

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

#### **New Account Number**

The system displays the new account number.

#### **Application Type**

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

- Retail
- Corporate
- CASA
- Ijarah
- Istisna
- Mudarabah

- Murabaha
- Musharaka

**Current Status**

The system displays the current status.

**New Status**

Select the new status from the option list.

**Conversation ID**

Select the conversation ID from the adjoining option list.

## 2.2.2 **Customer Tab**

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

**Type**

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

- Primary
- Co-Applicant

**Salutation**

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

- Mr
- Mrs
- Miss
- Dr

**First Name**

Specify the first name of the customer.

**Middle Name**

Specify the middle name of the customer.

**Last Name**

Specify the last name of the customer.

**National Id**

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

**Short Name**

Specify the short name of the customer.

**Gender**

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

**Date of Birth**

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

**Mother's Maiden Name**

Specify the customer's mother's maiden name.

**Customer Category**

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

**Country**

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

**Nationality**

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

**Language**

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

**Mobile Number**

Specify the mobile phone number of the prospective customer.

**Landline No**

Specify the land phone number of the prospective customer.

**Office No**

Specify the office phone number of the prospective customer.

**Fax**

Specify the fax number of the prospective customer.

**Passport No**

Specify the passport number of the prospective customer.

**Passport Issue Date**

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

**Passport Expiry Date**

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

**Passport Issue Place**

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

**E-mail**

Specify the e-mail Id of the prospective customer.

**Dependents**

Specify the number of dependents for the customer.

**Marital Status**

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

- Married
- Unmarried
- Divorcee

## 2.2.3 Details Tab

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

The screenshot shows the 'Prospect Details' form in Oracle CRM. The form is divided into several sections:

- Enter Query:** Fields for Lead Id, Branch, Date of Request, Application Type, Loan Type, Current Status, Request ID, Recommender ID, New Status, Channel, Recommender Position, Conversation ID, Promotion Code, Remarks, Assign To, and Priority.
- Applicant Details:** Fields for Type and Customer Name.
- Address Details:** A tabbed interface for Address Type (Permanent, Current) and four address lines (Address 1-4). Fields for Pincodes and Countries are also present.
- Employment Details:** A tabbed interface for Employer and three address lines (Address 1-3). Fields for Extensions, Contact Phone, and Contact Name are also present.
- Footer:** 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.

## 2.2.4 Requested Tab

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

The screenshot displays the 'Prospect Details' application window. At the top, there are navigation links for 'New' and 'Enter Query'. The main form area is divided into several sections:

- Lead Information:** Fields for Lead Id \*, Branch \*, Date of Request \*, Application Type (Retail), Loan Type, Current Status, New Status, Conversation ID, Assign To, and Priority (High).
- Applicant Details:** Fields for Type (Primary) and Customer Name.
- Financial Summary:** A table with columns for Assets, Capital, Reserves, Surplus, Liabilities, and Cash Flows. Each column contains several sub-fields for detailed financial data.
- User and System Information:** A footer section containing Maker, Checker, Date Time, Mod No, Record Status, Authorization Status, and an Exit button.

You can capture the following details here:

### Currency

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

### Requested Amount

Specify the finance amount requested by the prospective customer.

### EMI Amount

Specify the preferred EMI amount of the prospective customer.

### Tenor (in months)

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

### Rate

Specify the preferred profit rate of the prospective customer.

## 2.2.5 Viewing Finance Prospect Summary

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

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

The screenshot displays the 'LBL\_LOAN\_PROSPECTS' application window. At the top, there are buttons for 'Search', 'Advanced Search', and 'Reset'. Below these are several search filters organized into two columns. The left column includes: Authorization Status (dropdown), Loan Type (dropdown), Priority (dropdown), Customer Name (text input with a search icon), Request ID (text input with a search icon), Current Status (text input with a search icon), Customer Id (text input with a search icon), and Assign To (text input with a search icon). The right column includes: Record Status (dropdown), Application Type (dropdown), Lead Id (text input with a search icon), and Channel (text input with a search icon). Below the filters is a pagination bar showing 'Records per page 15', '1 Of 1', and a search icon. Underneath is a table with the following columns: Authorization Status, Record Status, Request ID, Loan Type, Application Type, Branch, Current Status, Priority, Lead Id, Customer Id, Customer Name, Channel, and Assign To. 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
- Lead Id
- Date of Enquiry

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

## 2.3 Credit Rating Rules

This section contains the following topics:

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

### 2.3.1 Maintaining Credit Rating Rules

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

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

The screenshot displays the 'Rule Maintenance' application window. At the top, there are buttons for 'New' and 'Enter Query'. Below these are input fields for 'Rule Id \*', 'Account Description', and 'Type' (set to 'Retail'). A 'New Route' checkbox is checked. The main area is divided into two sections: 'Question Details' and 'Answer Details'. Each section has a table with columns for 'Question Id \*', 'Category', 'Question' and 'Sequence Number \*', 'Possible Answer', 'Score' respectively. The bottom of the window shows a status bar with fields for 'Maker', 'Checker', 'Mod No', 'Date Time', '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 finance from the following options available:

- Retail
- Corporate

**2.3.2 Main Tab**

You can maintain the following details in this tab:

**Question Details****Question Id**

The question Id is automatically generated by the system.

**Category**

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

**Question**

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

**Answer Details****Sequence Number**

The sequence number is automatically generated by the system.

**Possible Answer**

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

**Score**

Specify the score associated with an answer.

### 2.3.3 Risk Factor Tab

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

The screenshot shows the 'Rule Maintenance' application window in 'New' mode. The 'Risk Factor' tab is active. At the top, there is a 'Rule Id \*' field, an 'Account Description' field, and a 'Type' dropdown menu set to 'Retail'. A 'New Route' checkbox is checked. Below this, a table with the following columns is visible: 'Risk Id \*', 'Account Description', and 'Formula'. The table currently contains one empty row. 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 here:

#### Risk Id

Specify a unique identifier for the credit risk being maintained.

#### Description

Specify a suitable description for the credit risk.

#### 2.3.3.1 Specifying Formula Details

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

The screenshot shows the 'Formula' configuration window. It features a table with columns for 'Sequence Number \*', 'Condition', and 'Result'. Below the table, there are input fields for 'Elements', 'Index', 'Functions' (a dropdown menu), and 'Braces' (a dropdown menu). At the bottom right, there are 'Ok' and 'Exit' buttons.

You can specify the following details here:

### **Sequence Number**

The sequence number is automatically generated by the system.

### **Condition**

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

### **Result**

Specify the result to be associated with the condition specified.

### **Elements**

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

### **Functions**

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

### **Braces**

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

### **Operators**

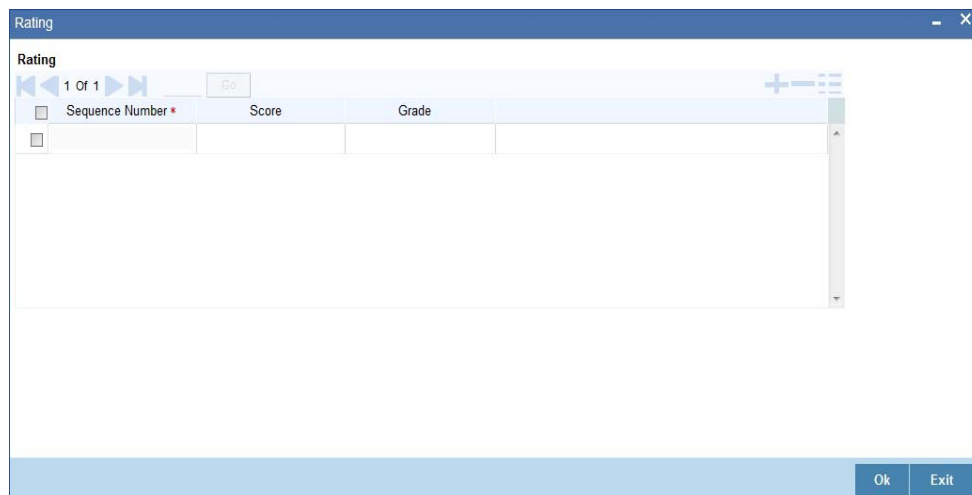
Select the mathematical operator to be used to define the credit score calculation formula. You can select '+', '-', '\*', or '/'.

### **Logical Operators**

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

## **2.3.4 Specifying Credit Grades**

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



The screenshot shows a software window titled "Rating". At the top, there are navigation controls including "1 Of 1" and a "Go" button. Below this is a table with the following structure:

<input type="checkbox"/>	Sequence Number *	Score	Grade
<input type="checkbox"/>			

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

You can specify the following details here:

### **Sequence Number**

The sequence number is automatically generated by the system.























































































































































































































































































































































