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Accelerator Pack

FCUBS 14.4.0.0.0 - Collection



Agenda

- Introduction
- Products Features
- Collections Approach
- Product Parameters

Agenda

- Events Covered
- Reports and Advices

Collections

Introduction

- The collection module is used to support the later stage of a loan cycle related to records of collecting a defaulted loans / Islamic assets / Leasing / Mortgage accounts.
- Collections process can be done through the collection department within the bank or it can be outsourced to an external agent

Products Features

Collection- Product Features

Product Features

- Collection is a process flow, to track the Collection procedure of all the loans (Assets).
- Collection can be done by the collection department of the bank or an external agency
- Currently collection is supported for - Consumer Lending ,Islamic Financing Leasing and Mortgages

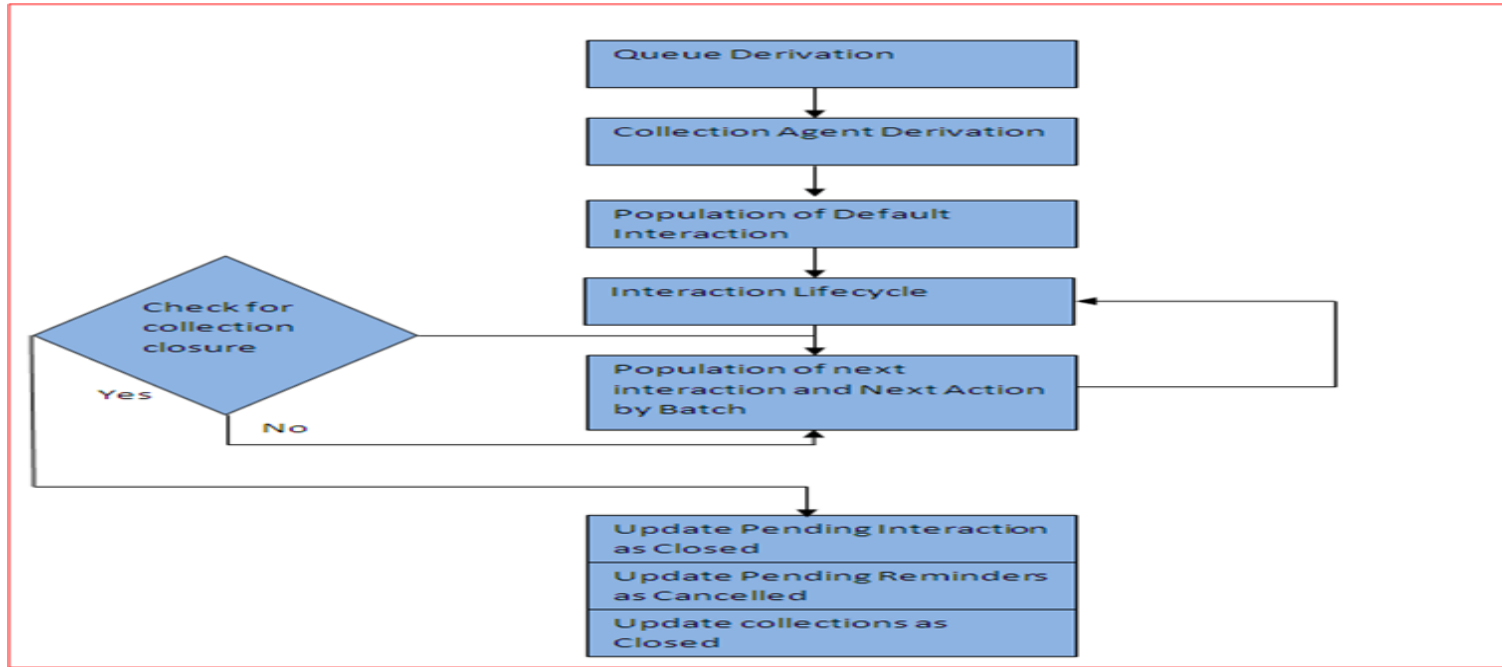
Collection- Product Features

Product Features

- Collection process initiates when the customer does not pay the schedule dues of a loan and the schedule becomes overdue.
- This flow ends with the Collection of the overdue amount of the loans from the customer.

Approach

Collection – Process Flow Diagram



Product Parameters

Collection – Product Parameters

- Collection Queue assignment – This can be done in batch or manually both modes are supported. Also the change of the Queue assigned by the batch can also be done .
- Collection Agent assignment – this can be done batch or manually both modes are supported. Also the change of the Agent assigned by the batch can also be done .
- Closure of Collection - If the Overdue amount of the Asset under the collection has gone down to zero then the Collection contract will be closed batch or manually.

Collection – Product Parameters

- Module Mapping – CL , LE , MO and CI modules and the respective products in the module can be mapped.
- Charge collection – Charge is collected from the customer when he fails to keep up his promise the pay back .
- Amendment Options - The following operations are supported for collection contract amendment:
 - Parent collection reference number
 - Queue Change
 - Agent change

Events Covered

Events Covered

Following events are supported

Events	Description
CQAS	Collection Queue Assignment
CASG	Collection Agent Assignment
CNIB	Interaction Booking
CNAP	Interaction Approval
CNRJ	Interaction Rejection
CNEX	Interaction Execution
CNMS	Interaction Reminder Message

Events Covered

Following events are supported

Events	Description
BFEE	Broken promise Penalty Charge
RFEE	Reversal of Broken Promise Fee
CAMD	Collection amendment
CIAM	Collection Interaction amendment
CLOS	Collection Closure
CLST	Collection Status change

Reports and Advices

Reports

- Collection Interaction Details
- Activity Report
- Delinquency Analysis by overdue days
- Account level activity Report
- Delinquency and Activity by each Collection Agent
- Cash Receipts by Collector, Daily and Month to Date

Reports

- Customer Aging Report by Collector (Agent)
- Contacts Results and tickles by Collector (Agent) Summery
- Contacts Results and tickles by Collector (Agent) Detailed Report
- Fee Liquidated to Collection Agent
- Collection Interaction Details
- Activity Report

Advices

- Based on the follow up with the customer , there could be an action item which requires a reminder message(COLL_REMINDER) to be sent . When a customer interaction is recorded , a record will be created in the collection reminder message screen based on the Next action code and mode will be Auto .
- Message can also be generated manually in the screen – CNDCLDRY and also addition text can be added while sending the message

Hardware and Software

The Oracle logo, consisting of the word "ORACLE" in white, uppercase, sans-serif font, centered within a solid red rectangular bar.

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