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# APACK 14.4.0.2.0 Collections

Part Number: F36581-01

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# Accelerator Pack – Collections

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## 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.

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## Product Features

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## 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 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.

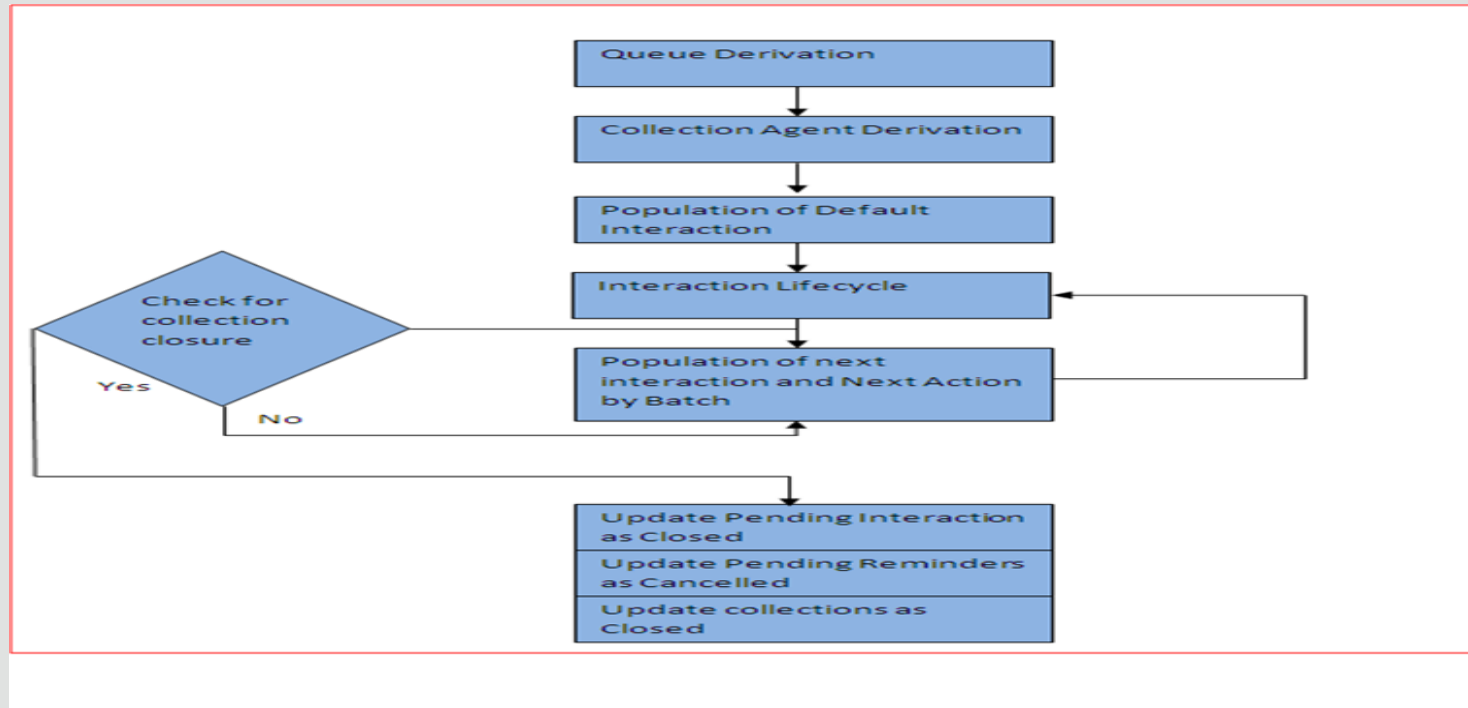
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## Approach



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## Collection – Process Flow Diagram





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## Product Parameters

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## 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 in 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.

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## Product Parameters:

- Module Mapping – CL , LE , MO, and CI modules and their 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

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## Events Covered

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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

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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

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## Reports and Advices



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## Reports - The following Reports can be generated:

- 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
- 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

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## 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.



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