

Oracle® Banking Enterprise Default Management

Day Zero Setup Guide

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Preface

This document lists the configuration that should be performed on day zero.

This preface contains the following topics:

- [Audience](#)
- [Documentation Accessibility](#)
- [Conventions](#)

Audience

This document is intended for the following audience:

- IT Deployment Team
- Consulting Staff
- Administrators

Documentation Accessibility

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Organization of the Guide

This document contains:

[Chapter 1 About this Guide](#)

This chapter provides details about the applicability of the guide.

[Chapter 2 Day Zero Setup](#)

This chapter provides information on the configuration that should be performed on day zero.

Conventions

The following text conventions are used in this document:

| Convention | Meaning |
|-----------------|--|
| boldface | Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary. |

| Convention | Meaning |
|-------------------|--|
| <i>italic</i> | Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values. |
| monospace | Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter. |

1 About this Guide

This guide is applicable for the following products:

- Oracle Banking Platform (Oracle Banking Collections and Oracle Banking Recovery)
- Oracle Banking Enterprise Default Management (Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery)

References to Oracle Banking Platform or OBP in this guide apply to all the above mentioned products.

2 Day Zero Setup

This chapter provides information on the configuration that should be performed on day zero.

2.1 User Profiles

Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery provides you the ability to create user profiles, which you can customize, based on your requirement.

Security and User Management used to provide authentication and authorization in the product is supported by the following mechanisms. Any of the below two can be used:

- Security using OIM, OID and OAM
- Local Security based on Database

The following user functions are pre-configured in the system with specific set of privileges.

Table 2–1 User Profiles

| Function | Remarks |
|--------------------------|--|
| Maintain Password Policy | Password Policy Management (Fast Path: SM001) page is used to create the password policy at the bank level. |
| Application Roles | <p>Security using OIM, OID and OAM: Verify if Collection specific application roles are available in APM (Authorization Policy Manager). The application roles should be available through the normal Policy-Store setup done on the environment.</p> <p>Local Security based on Database: Collection specific application roles can be created from Define Application Role (Fast Path: SM002) page. Note: Collection specific application roles are product shipped. However, the implementation team can add new roles to provide access as per requirements.</p> |
| User Groups | Execute the Seed Data Scripts for Collections Admin User group creation. Verify the created Collections Admin User groups below: Collections Admin Menu > U > User Groups This setup controls the access of user for Collections Admin Screens. |
| Enterprise Role | <p>Security using OIM, OID and OAM: Create an enterprise role in OID for each application role. Map the application roles to the enterprise roles in OID.</p> <p>Local Security based on Database: Collection specific enterprise roles can be created from Define Enterprise Role (Fast Path: SM003) page. Note: Collection specific enterprise roles are product shipped. However, the</p> |

| Function | Remarks |
|-----------------------|--|
| | implementation team can add new roles to provide access as per requirements. |
| Feature Configuration | Admin Menu > F > Feature Configuration 'C1-USRPROV' Set Default Parameters for User Provisioning. |
| Users | Create users: Security using OIM, OID and OAM: Create users in OIM. Local Security based on Database: Users can be created from Manage User Creation (Fast Path: SM004) page. On creation of user, the user will get provisioned into Collections Admin with the Collections Admin user group specified in 'C1-USRPROV'. Verify the created users: Collections Admin Menu > U > Users Default properties and User Groups set by User Provisioning can be updated here. |

2.2 Menus

This table describes the menu and menu item details.

Table 2–2 Menus

| Function | Remarks |
|--|---|
| OBP Menus and Menu Items | OBP Menus and Menu Items will be available if appropriate entries are available for the same in the below tables in database: <ul style="list-style-type: none"> ■ FLX_FW_MENU_ELEMENT_ALL_B ■ FLX_FW_MENU_FOLDER_ALL_B |
| Collections Admin Menus and Menu Items | The Collections Admin Menu and Menu Items are controlled via the blueprint process. All new menu and menu items will be available by default unless they are blocked in the blueprint process. |

2.3 Seed Data Setup

OBP Collections provides seed data scripts that you must execute during day zero setup. Some scripts are host specific and some are independent of the host.

The following list contains the seed data scripts that are specific to host and that might need to be updated during an implementation. If you need to add a host other than OBP, all the below entities need to be manually updated for that specific host.

Table 2–3 Seed Data Setup

| Scripts | Description |
|---|---|
| Source Hosts | Configure source host along with other hosts that will connect to OBP Collections: <ul style="list-style-type: none"> ■ Ci_Source_Host_Mst ■ Ci_Source_Host_Mst_L |
| Account Relationship Types | Configure account relationship types as it is configured in the host. Admin Menu > A > Account Relationship Type |
| Account Relationship Type Characteristics | Indicates whether a particular relationship type is the main customer and/or financially responsible. CI_HOST_MAIN_CUST Admin Menu > H > Host Party Relation |
| Primary Name Type | Indicates the host name type that should be considered as primary. CI_PRIM_NAMETYPE |
| Collateral Realize Status | Configure collateral realize status as it is configured in the host (Collections Seed Data Configuration screen): <ul style="list-style-type: none"> ■ Ci_Collateral_Realize_Stat ■ Ci_Collateral_Realize_Stat_I |
| System Account Status | Configure system account status as it is configured in the host (Collections Seed Data Configuration screen): <ul style="list-style-type: none"> ■ ci_sys_acct_stat ■ ci_sys_acct_stat_I |
| Delinquency Filters | The product ships delinquency filters to identify the delinquent accounts. For detailed setup, see Section 2.6 Delinquency Identification Setup . |
| Collections Facts | See Section 2.36 Product-Shipped Collections Facts delivered with the product. |
| Views and Stored Procedures | Product-shipped Collections specific Views and Stored Procedures need to be executed. Section 2.37 Admin Views and Tables should be updated for hosts other than OBP. |
| Entity Determinant | Define the Determinant Types for resolving data of various entities like Party Name, Address, Employment Details and Contact Preferences. CI_ENTITY_DETERMINANT |
| Specialized Collections Processes | Seed Data scripts are also available for the below product-shipped processes: <ul style="list-style-type: none"> ■ Hardship ■ Deceased ■ Legal ■ Asset Repossession ■ Right of Set Off |

| Scripts | Description |
|------------------------|---|
| | <ul style="list-style-type: none"> ■ Bankruptcy ■ Early Collections ■ Borrower Centric ■ Asset Repossession and Liquidation |
| Source Host URL's | <p>For host is other than OBP, if some Core screens need to be opened from Collections Screens, its configuration need to be performed in the table below: ci_source_host_url_dtls</p> <p>Currently, the following three core screens are supported, if Collateral and Insurance Panel exist:</p> <ul style="list-style-type: none"> ■ Collateral Valuation Details ■ Collateral Realization Details ■ Insurance Claim Details |
| State Level Parameters | <p>Define all the state level parameters in CI_STATE_PARAM table. These are required for:</p> <ul style="list-style-type: none"> ■ Call advice ■ Charge off and Time barred batches ■ Asset Repossession and Liquidation Process |
| Time Zone | <p>Configure data in below table to identify time zone based on zip-code:</p> <ul style="list-style-type: none"> ■ CI_ZIP_TIMEZONE |
| Account Rebooking | <p>Seed data available for below tables for Account Rebooking:</p> <ul style="list-style-type: none"> ■ CI_ACCT_REBOOK_CONFIG ■ CI_ACCT_TBL_INFO |

2.4 Environment Setup

Post seed data, you have to define the environment applicability, whether it is a localized or product environment.

Table 2–4 Basic Environment Setup

| Function | Menu | Additional Remarks |
|-----------------------|--|--|
| Feature Configuration | Admin Menu > F > Feature Configuration C1-LOCALIZED | <p>This identifies whether the environment is a:</p> <ul style="list-style-type: none"> ■ Product Environment ■ US Localization Environment ■ AU Localization Environment |
| Feature Configuration | Admin Menu > F > Feature Configuration | This Feature Configuration specifies if Party belonging to Single Host should be related to |

| Function | Menu | Additional Remarks |
|-----------------------|---|--|
| | C1-SPH | Accounts across Multiple Hosts. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-SCH | This Feature Configuration specifies if Collateral belonging to Single Host should be related to Accounts across Multiple Hosts. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-PRODMODE | This is a flag to represent if current application is running in Production mode or not. |
| Feature Configuration | Admin Menu > F > Feature Configuration GEN-SYS-CFG | This feature config is introduced for System Date Over-ride feature. If it is defined then application will use Feature Config Date instead of System Date for all purposes. |

2.5 Basic Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery Admin Configuration

Once the seed data is in place, you must set up the control data for system to function appropriately. We recommend you to set up the control data for the business functions that meet the business requirements. The basic setup involves setting up the following data with the administration user privileges.

Table 2–5 Basic Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery Admin Configuration

| Function | Menu | Additional Remarks |
|---------------------|--|--|
| Country | Admin Menu > C > Country | Set up all countries manually where the bank has its branches. The list should be in accordance with the possible countries in the host. |
| States | Admin Menu > C > Country | Set up all the states manually for each country. The list should be in accordance with the list of states in the host. |
| Currency Code | Admin Menu > C > Currency | Set up the currency code to be used. USD is populated by default. |
| Accounting Calendar | Admin Menu > A > Accounting Calendar | Set up accounting calendar manually for the current financial year. The accounting calendar is referred during payments processing. |
| GL Division | Admin Menu > G > General Ledger Division | The GL division defines the accounting period for financial transactions linked to contracts. |
| Work Calendar | Admin Menu > W > Work Calendar | Set up work calendar manually. The work calendar is referred when you generate schedule in Promise to Pay and while setting Display Date for a case. |
| Seasonal Time Shift | Admin Menu > W > Seasonal Time Shift | Set up seasonal time shift manually as per business requirement. Non-Mandatory |
| Time Zone | Admin Menu > T > Time Zone | Set up time zone manually as per business requirement. |

| Function | Menu | Additional Remarks |
|-------------------|--|--|
| | | Non-Mandatory |
| Division | Admin Menu > D > Division | Set up division manually as per business requirement. You may set up a division for each jurisdiction where you conduct business using different Rules. You must associate each customer account with an existing division. |
| Collections Class | Admin Menu > C > Collections Class | Set up collection class manually as per the business requirement. You must associate each customer account with a collections class. |
| Customer Class | Admin Menu > C > Customer Class | Set up customer class manually as per the business requirement. You must associate each customer account with a customer class. |
| Algorithm | Admin Menu > A > Algorithm C1-PAYDTAMTU You must create an algorithm of type C1-PAYDTAMTU and attach to system event 'FT Freeze' of Customer class. | This algorithm is used to stamp the last payment date and last payment amount for a written off account. |
| Algorithm | Admin Menu > A > Algorithm OVRPY-PPRTY You must create an algorithm of type OVRPY-PPRTY and attach to system event 'Overpayment Distribution' of Customer class. | This algorithm deals with overpayments. It applies the overpayment on the highest priority SA. |
| Algorithm | Admin Menu > A > Algorithm PYDIST-PPRTY You must create an algorithm of type PYDIST-PPRTY and attach to system event 'Payment Distribution' of Customer class. | This algorithm distributes a payment amongst the account's service agreements. |
| Algorithm | Admin Menu > A > Algorithm PAY FRZ O-I You must create an algorithm of type PAY FRZ O-I and attach to system event Payment Freeze of Customer class. | This algorithm links financial transactions (FT's) to match events. |
| Distribution Code | Admin Menu > D > Distribution Code | Set up distribution code manually as per business requirement. The distribution code is used in payment processing. |
| Algorithm | Admin Menu > A > Algorithm FGLCNSTR-D | This algorithm constructs a distribution code corresponding to GL account when it is interfaced to the general ledger. |

| Function | Menu | Additional Remarks |
|-----------------------------------|---|--|
| | You must create an algorithm of type FGLCNSTR-Dh | |
| Payment Segment Type | Admin Menu > P > Payment Segment Type | Set up payment segment type manually as per business requirement. The payment segment type is used during payment processing. |
| Algorithm | Admin Menu > A > Algorithm PSEG-NM You must create an algorithm of type PSEG-NM | This algorithm constructs a payment segment's financial transaction. |
| Adjustment Type | Admin Menu > P > Adjustment Type | Set up adjustment type manually as per business requirement. The adjustment type is used during payment processing. |
| Algorithm | Admin Menu > A > Algorithm ADJT-NM You must create an algorithm of type ADJT-NM | An algorithm that constructs an adjustment's financial transaction. |
| Debt Class | Admin Menu > D > Debt Class | Set up debt class manually as per business requirement. You must associate each customer account with a debt class. Note: Eligible for Collections switch should be unchecked. |
| Write Off Debt Class | Admin Menu > W > Write Off Debt Class | Set up write off debt class manually as per business requirement. |
| Contract Type | Admin Menu > C > Contract Type | Set up contract type manually as per business requirement. The contract type is used in payment processing for an account. A contract also signifies a delinquency instance of an account. |
| Installations Options - Framework | Admin Menu > I > Installations Options - Framework | This is used to set parameters at Installation level. |
| Algorithm | Admin Menu > A > Algorithm C1-ENTACTPOP You must create an algorithm of type C1-ENTACTPOP and attach it to 'Entity Activity Populate' system event in Installations options framework. | This algorithm populates the account activity section in the Overview panel. |
| Algorithm | Admin Menu > A > Algorithm PERS-INFO You must create an algorithm of type PERS-INFO and attach it to 'Person Information' system event in Installations options | This algorithm formats the person level information across the system. |

| Function | Menu | Additional Remarks |
|-----------------------|--|--|
| | framework. | |
| Feature Configuration | Admin Menu > F > Feature Configuration 'C1_HOBRNCH' Head Office Branch code | This Feature Configuration defines the Head Office Bank and Branch code. This is also required for getting the posting date. |
| Feature Configuration | Admin Menu > F > Feature Configuration 'C1_COLSPECF' Collection Specific functionality | This is a flag at Product level to indicate Collections level Implementation. This need to be set to 'Y'. |

2.6 Delinquency Identification Setup

This section explains the setup required for delinquency identification process.

Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery provides six delinquency filters, which are listed below:

- To identify overdraft and temporary overdrafts (CASA) delinquent accounts.

Table 2–6 Identifying Overdraft and Temporary Overdrafts (CASA) Delinquent Accounts

| Filters | Description | Filter ID |
|--|---|----------------------|
| Drawal beyond allowed limit and expiry of limit date | The amount withdrawn is beyond the allowed limit and when the limit date expires. | Drawal_ExpiryOfLimit |
| Drawal beyond allowed limit within limit period | The amount withdrawn is beyond the allowed limit. | Drawal_LimitPeriod |
| Unpaid Bills | Billing Account with unpaid bills post due date. | Unpaid_Bills |

- To identify term loan delinquent accounts.

Below Filters used for Term Loan Accounts when Payment Tracker Mode is OFF.

Table 2–7 Identifying Term Loan Delinquent Accounts

| Filters | Description | Filter ID |
|------------------------------------|---|----------------|
| Debit balance in matured loan | Customer does not pay debt even after the maturity of loan. | DebitBalance |
| Non-Payment of installment on time | Customer does not pay installment on the due date. | NonPayment |
| Partial Payment of installment | Customer pays an amount, lesser than the installment amount, on due date. | PartialPayment |

- Below Filters used for term loan accounts when Payment Tracker Mode is ON.

Table 2–8 Identifying Term Loan Delinquent Accounts

| Filters | Description | Filter ID |
|------------------------|--|------------------------|
| Tracker Overdue Amount | Customer has Tracker Overdue Amount >0 | LoanUnpaidBillsODAmt |
| LoanUnpaidBills | To create Filter Manually based on Payment Tracker Due Amount, Payment Amount & Due Date | LoanTrackerUnpaidBills |

Each Rule has four seed data scripts (corresponding to four database tables) that you must execute on the database.

The file names are:

- flx_rl_expr_fragments.sql
- flx_rl_expr_operands.sql
- flx_rl_expressions_b.sql
- flx_rl_filter_texts.sql

Additionally, you must run RuleDeploymentUtility for each filter.

You must copy this utility on the server and then execute AllFilters.bat/sh.

Additional Setup for Delinquency Identification:

Table 2–9 Additional Setup for Delinquency Identification

| Function | Menu | Additional Remarks |
|---------------|--------------------------------|---|
| Batch Control | Admin Menu > B > Batch Control | Product-shipped Batch C1-DELID Delinquency Identification Batch |
| Task Type | Admin Menu > T > To- Do Type | Set up product-shipped To- Do Type C1-DELID Delinquency Identification Task Type |
| Facts | NA | See Section 2.36 Product-Shipped Collections Facts for facts that can be used for Delinquency Identification. |

2.7 Inbound Data Setup

This section describes the setup required to accept delinquent data from OBP into Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery.

Table 2–10 Inbound Data Setup - Delinquent Data

| Function | Menu | Additional Remarks |
|------------------|-----------------------------------|---|
| Division Mapping | Admin Menu > D > Division Mapping | This setup is required to map Branches with Collections Division. |

| Function | Menu | Additional Remarks |
|-----------------------------------|--|--|
| | | On Day zero, Branches should be mapped manually with Division. |
| Bank and Bank Branch Master | NA | On day zero, you must set up all the branches that are in the host in the database. After that, whenever you create or delete a branch in OBP, it will be reflected in Collections. Host- Specific |
| Admin Views | NA See Section 2.37 Admin Views and Tables . | These views will be automatically populated with data from OBP. If any additional configuration is required it needs to be manually configured in the corresponding admin tables. The views will populate data from OBP and the Admin tables. Host- Specific |
| Lookups | Admin Menu > L > Look Up See Section 2.34 Configurable Look Ups for the list of Look Ups used in Inbound Batches. | Some data from OBP should to be validated against the predefined values setup in the lookups. |
| Source - Collection Class Mapping | Admin Menu > S > Source - Collection Class Mapping | This configuration is required to assign collections class, customer class, and debt class for every OBP customer account. Host- Specific |
| Source - Contract Type Mapping | Admin Menu > S > Source - Contract Type Mapping | This configuration is required to assign contract type for every OBP customer account. Host- Specific |
| Collection Buckets | Admin Menu > C > Collection Buckets | This configuration is required to decide the bucket for a customer account based on its DPD. Host- Specific |
| Derived Field Exclusion | Admin Menu > D > Derived Field Exclusion | This configuration is required to exclude the calculation of few derived fields for a specific host. Host- Specific |
| Feature Configuration | Admin Menu > F > Feature Configuration C1_DIVFUNCT Set Enforce division-specific validations = 'N' | The division specific validations used in Collections Admin Billing should be turned Off. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1_COLLGUA Enable or disable party creation for collateral guarantor. | This feature configuration decides whether a Party needs to be created for a Collateral Guarantor during Entity Creation. |
| Feature Configuration | Admin Menu > F > Feature Configuration | This feature configuration decides the Collateral Types that are to be considered as Guarantee Type. |

| Function | Menu | Additional Remarks |
|---------------|--------------------------------|--|
| | C1-COLGUATYP | |
| Batch Control | Admin Menu > B > Batch Control | Product-shipped Batches C1 - VALFD Validate Feeder Data Batch C1 - CRENT Create Entity Batch C1 - UPENT Update Entity Batch C1 - INCDP Increment DPD Batch C1-DRFLD Derived Fields Batch |
| Task Type | Admin Menu > T > To- Do Type | Set up product-shipped To- Do Types for Inbound Batches. C1 - VALFD Validate Feeder Task Type C1 - CRENT Create Entity Task Type C1 - UPENT Update Entity Task Type C1 - INCDP Increment DPD Task Type C1-DRFLD Derived Fields Task Type |

This section describes the setup required to accept account data from Offline Host into Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery.

Table 2–11 Inbound Data Setup - Account Data

| Function | Menu | Additional Remarks |
|-----------------------|---|---|
| Feature Configuration | Admin Menu > F > Feature Configuration C1-FIPR | <ol style="list-style-type: none"> 1. Destination and Error folders for the files processed are mentioned here. 2. The Date Difference option type will have value defined to pick past dated files for processing. 3. Host ID's to be considered for Offline Batch Processing to be mentioned here. 4. Outbound Files path to be mentioned here which will be generated to be sent to external system. |

2.8 Payment Setup

This section describes the setup required in Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery Admin to accept customer payments from OBP.

Table 2–12 Payment Setup

| Function | Menu | Additional Remarks |
|--|---|--|
| Basic Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery Admin Setup | NA | In addition to Seed data, ensure that the below functions are set up properly during the initial Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery Admin setup: <ul style="list-style-type: none"> ■ Accounting Calendar ■ GL Division ■ Customer Class Algorithms ■ Debt Class ■ Payment Segment Type ■ Adjustment Type ■ Contract Type |
| Tender Type | Admin Menu > T > Tender Type | You must create tender type as per business requirement. Mandatory |
| Pay Cancel Reason | Admin Menu > P > Pay Cancel Reason | All possible Payment Cancel Reasons that are passed from OBP need to be stored. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-PAYCNST Payment Constants | Specify the Tender Type, Pay Cancel Reasons, and Distribution Code to be used for OBP Payments. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-FDRPYFLG | Specify whether payment is online or offline. |
| Batch Control | Admin Menu > B > Batch Control | Product-shipped Batch C1-FDPAY Feeder Payment Batch |
| Task Type | Admin Menu > T > To-Do Type | Set up product-shipped To-Do Type C1-FDPAY Feeder Payment Batch Task Type |
| Payments on Written Off Accounts: | | |
| Adjustment Type | Admin Menu > A > Adjustment Types | Create Adjustment Types Required for Handling Payments on Written Off Accounts. |
| Feature | Admin Menu > F > Feature | Specify the Adjustment Types for: |

| Function | Menu | Additional Remarks |
|-------------------------|---|---|
| Configuration | Configuration C1-PAYWR Write Off Adjustment Types | <ul style="list-style-type: none"> ■ Account Balance Offset ■ Write Off Required for Handling Payments of Written Off Accounts. |
| Adjustment Type Profile | Admin Menu > A > Adjustment Type Profile | Create an Adjustment Type Profile. Map the Adjustment types specified in Feature Configuration: 'C1-PAYWR'. |
| Contract Type | Admin Menu > C > Contract Type | Map the Adjustment Profile to all required Contract Types. |

2.9 Strategy Monitor Setup

This section describes the setup required to decide and create the collections strategy for an account.

Table 2–13 Strategy Monitor Setup

| Function | Menu | Additional Remarks |
|---------------|--|--|
| Case Category | Admin Menu > C > Case Category | Initial setup of Case Category is available via seed data. It can be modified via Case Category screen. |
| Case Type | Admin Menu > C > Case Type | <p>You must create all case types (collections strategies) required by the bank.</p> <p>You should also create Algorithms, Tasks, and Characteristics required in the strategy and attach them to the case type at this step.</p> <p>See the Oracle Banking Enterprise Default Management Interface Specification Guide for the list of algorithms shipped with the product that can be used in a case type.</p> |
| Facts | NA | See Section 2.36 Product-Shipped Collections Facts and Section 2.42 Product Shipped Recovery Facts that can be used for Strategy Monitor. |
| Rules | OBP > Back Office > Rules > Rule Author | You must create all the rules that would help to eventually decide the strategy of an account. |
| Rule set | OBP > Back Office > Rules > Rule Author | All the rules mentioned above should be combined to create a rule set which will be referred by the Strategy Monitor. |
| Algorithm | Admin Menu > A > Algorithm C1-BRLSR Rule Fact Population Algorithm | Create an algorithm of type C1-BRLSR to fetch and pass actual values of the facts used in the rule set. |
| Batch Control | Admin Menu > B > Batch Control | Product-shipped Batch C1-CSMB Strategy Monitor Batch |
| Task Type | Admin Menu > T > To- Do Type | Set up product-shipped To- Do Type |

| Function | Menu | Additional Remarks |
|-----------------------|--|--|
| | | C1-CSMB Strategy Monitor Task Type |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-DFLTCFG | This Feature Configuration decides Case Type that is used for accounts for which, case with existing case types cannot be created. |

2.10 Case Allocation Setup

This section describes the setup required to allocate cases to various Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery queues and their corresponding Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery agents.

Table 2–14 Case Allocation Setup

| Function | Menu | Additional Remarks |
|------------------------------|---|---|
| Facts | NA | See Section 2.36 Product-Shipped Collections Facts and Section 2.42 Product Shipped Recovery Facts that can be used for Allocation. |
| View | NA | Product-shipped Allocation Monitor View ci_allocation_monitor_vw |
| Filters for Allocation Group | OBP > Back Office > Rules > Filter Definition | Create filters to select accounts for each allocation group. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1_COLLGRP Collection user Group/Role | Specify the Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery Admin User Groups for which Collection Users can be created. |
| Collection Users | Admin Menu > C > Collection Users | Create required Collection Users who will be working on the cases. |
| Collection Teams | Admin Menu > C > Collection Teams | Create required Collection Teams who will be working on the cases. Associate required Collection Users. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-TDYPLOCK Collection user Group/Role | Specify the Task Type that needs to be created. |
| Queue Code | Admin Menu > Q > Queue Code | List all the queues that will be required for allocation. |
| Queue Details | Admin Menu > Q > Queue Details | Set up required queues. Queue Type = Case Associate required Collection Teams and Users. |
| Algorithm | Admin Menu > A > Algorithm C1-USRALCRR | An algorithm that allocates the cases among the members of the queue in Round Robin Fashion. |

| Function | Menu | Additional Remarks |
|-----------------------|--|--|
| | User Allocation - Round Robin | |
| Algorithm | Admin Menu > A > Algorithm C1-USRALCPR User Allocation - % Method | An algorithm that allocates the cases among the members of the queue using % method. |
| Allocation Group | Admin Menu > A > Allocation Group | Set up Allocation Groups. Associate required Queues. |
| Algorithm | Admin Menu > A > Algorithm C1-ALLOCQUEUE You must create an algorithm of type C1-ALLOCQUEUE | An algorithm that allocates the cases among its queues. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-DFLTCFG | This Feature Configuration decides: <ul style="list-style-type: none"> ■ Enabling of Default Allocation Group Usage. ■ Default Allocation Group to be used by Allocation Monitor batch if it is enabled. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-OVFQUASG Reassignment of Cases from Overflow Queue | Feature configuration to decide if Automatic Reassignment of Cases from Overflow Queue should happen. |
| Batch Control | Admin Menu > B > Batch Control | Product-shipped Batches C1-ALOCM Queue Allocation Batch C1-USALC User Allocation Batch |
| Task Type | Admin Menu > T > To- Do Type | Set up product-shipped To- Do Types C1-ALOCM C1-USALC Queue Allocation and User Allocation Task Types |

2.11 Follow up Setup

This section describes the setup required to perform follow-up actions on cases.

Table 2–15 Follow up Setup

| Function | Menu | Additional Remarks |
|-----------------|----------------------------------|--|
| Action Category | Admin Menu > A > Action Category | Set up action categories. |
| Action Type | Admin Menu > A > Action Type | Set up follow up actions under each action category. |

| Function | Menu | Additional Remarks |
|----------------------------|---|--|
| Result Category | Admin Menu > R > Result Category | Set up result categories. |
| Result Type | Admin Menu > R > Result Type | Set up all possible results for each follow up action. |
| Characteristic Type | Admin Menu > C > Characteristic Type | Set up all possible additional information that needs to be captured for each result. |
| Result Type | Admin Menu > R > Result Type | Associate the characteristic types to the result types. |
| Algorithm | Admin Menu > A > Algorithm Result Type - Post Processing Algorithm | These algorithms are triggered whenever the result is executed. |
| Action Type | Admin Menu > A > Action Type | Associate the Result Types to appropriate Follow Up Action Types. |
| Case Type Status Mapping | Admin Menu > C > Case Type Status Mapping | Associate the follow up action types to the required case type - status combinations. |
| Case Status Result Mapping | Admin Menu > C > Case Status Result Mapping | Associate the Results that will need to be mandatorily captured at a particular Case Type - Case Status combination. |
| Case Type | Admin Menu > C > Case type | Check The 'Validate Follow Up' Checkbox in the 'Next Statuses' Section for those next statuses for which you want system to validate if the mandatory results were performed before moving into that status. |
| Look Up | Admin Menu > L > Look Up See Section 2.34 Configurable Look Ups for list of Look Ups Used in Follow Up Screen. | Verify and update the lookup's used in the Follow Up screen. |
| Feature ConfigurationUp | Admin Menu > F > Feature Configuration C1- QCK_ FOLUP | Feature configuration to display Quick Follow-up Icons on Overview Page. |

2.12 Task List Setup

This section describes the setup required to create and assign different types of tasks to users.

Table 2–16 Task Setup

| Function | Menu | Additional Remarks |
|-----------|-------------------------------|---|
| Task Role | Admin Menu -> T -> TO DO Role | Create a task role for all common set of tasks. Users need not be associated to Task Role. |
| Task Type | Admin Menu -> T -> TO DO Type | Create different types of task. For Each Task Type ensure that below product-shipped |

| Function | Menu | Additional Remarks |
|--------------------------|--|--|
| | | <p>Characteristic Types are added:</p> <ul style="list-style-type: none"> ■ Task For ■ Entity Id <p>Appropriate Drill Key also needs to be added based on whether it is Account, Customer or Case Level Task.</p> <p>Associate Task Roles. One of the roles has to be defined as Default role.</p> |
| Look Up | <p>Admin Menu -> L -> Look Up</p> <p>See the list of Lookup's used in Task Function in the Section 2.34 Configurable Look Ups.</p> | Verify and update the lookup's used in task. |
| Collection Users | Admin Menu > C > Collection Users | Create required Collection Users, who will be working on the tasks. |
| Collection Teams | Admin Menu > C > Collection Teams | <p>Create required Collection Teams, who will be working on the tasks.</p> <p>Associate required Collection Users.</p> |
| Queue Details | <p>Admin Menu > Q > Queue Details</p> <p>Queue Type = Task</p> | <p>Setup required queues.</p> <p>Associate Task Roles.</p> <p>Associate Collection Teams and Users.</p> |
| Queue Details | <p>Admin Menu > Q > Queue Details</p> <p>Queue Type = Case</p> | <p>Associate the required Task Queue with Case Queue.</p> <p>This association is used for automatic allocation of tasks created on cases of the case queue to the specified Task Queue.</p> |
| Feature Configuration | <p>Admin Menu > F > Feature Configuration</p> <p>DEFAULTQUECD</p> <p>Default Queue for Task</p> | Feature Configuration to specify the default queue to which all tasks and whose task role are not mapped to any queue, should be assigned. |
| Batch Level Tasks | | |
| Feature Configuration | <p>Admin Menu > F > Feature Configuration</p> <p>C1-BCTHQUEUE</p> <p>Queue Code for Batch level TODOS</p> | Feature Configuration to specify the default queue to which all batch level tasks should be assigned. |
| Algorithm | <p>Admin Menu > A > Algorithm</p> <p>C1-ASGNTASK</p> <p>You must create an</p> | To Assign Batch level Tasks to a queue. |

| Function | Menu | Additional Remarks |
|-----------|-------------------------------|--|
| | algorithm of type C1-ASGNTASK | |
| Task Type | Admin Menu -> T -> TO DO Type | Attach the algorithm of type C1-ASGNTASK in the System Event 'To-Do Post -Processing'. |

2.13 Promise To Pay Setup

This section describes the setup required to create and monitor promise to pay arrangement between customer and the bank.

Table 2–17 Promise To Pay Setup

| Function | Menu | Additional Remarks |
|-------------------------------|---|--|
| PTP Panel | | |
| Promise to Pay Type | Admin Menu > P > Promise to Pay Type | Set up different promise to pay types for different types of account. |
| Pay Method | Admin Menu > P > Pay Method | Pay Method decides the grace period to be set for the PTP. |
| Payment Installment Frequency | Admin Menu > P > Promise to Pay Frequency | All possible payment frequencies. |
| Promise to Pay Cancel Reason | Admin Menu > P > Promise to Pay Cancel Reason | All possible Promise to Pay Cancel Reasons. |
| Facts | NA | See Section 2.36 Product-Shipped Collections Facts and Section 2.42 Product Shipped Recovery Facts that can be used in Promise to Pay Rule for: <ul style="list-style-type: none"> ■ Fetching Accessible PTP Types for the current user. ■ Fetching Maximum Duration for a PTP Type. |
| Rule Author | OBP > Back Office > Rules > Rule Author PTP Rule for fetching the Promise to Pay Type | Set up rule to select maximum duration for a PTP Type. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1_RLENG PTP Rule Configuration | Define the maximum duration if no rule has been set up. If rule is configured then specify the name. |
| Rule Author | OBP > Back Office > Rules > Rule Author Rule for fetching the accessible PTP Types for the current user. | Setup rule for fetching the accessible PTP Types for the current user. |

| Function | Menu | Additional Remarks |
|-----------------------|---|---|
| Feature Configuration | Admin Menu > F > Feature Configuration C1-ACRI -PTP Type Rule Id Rule Id for Access Control for Types | Define the rule to be used to fetch the PTP Type's accessible to the current user. |
| Algorithm | Admin Menu > A > Algorithm C1-PTPSCHGEN You must create an algorithm of type C1-PTPSCHGEN and associate it to PTP Type. | This algorithm is used to generate a schedule for a specific promise to pay. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-PTPUCFL Feature Configuration to update or cancel with sufficient privilege | Specify if a user other than one who creates a PTP will have right to cancel or update a PTP. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1_PTPAR Follow Up Creation for Promise to Pay | Specifies the default Action Type and Result Type that should be captured whenever a PTP is created. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-PTPPNLS PTP Panels hide/display | Specifies the PTP panels and buttons to hide based on PTP Type. |
| PTP Monitor | | |
| Promise to Pay Type | Admin Menu > P > Promise to Pay Type | Specify Monitoring Method flag while setting up Promise to Pay Type: <ul style="list-style-type: none"> ■ Forward Apply ■ Non-Forward Apply |
| Algorithm | Admin Menu > A > Algorithm PTP Type - PTP Active Algorithm C1-PTPACTIVE You must create an algorithm of type C1-PTPACTIVE and associate it to PTP Type. | This algorithm is used to perform additional processing when the status of a PTP becomes Active. Customer Contacts can be generated via this algorithm. (Contact Method): Value For Letter: OTBL For SMS: OTBS For Email: OTBE |
| Algorithm | Admin Menu > A > | This algorithm is used to perform additional processing |

| Function | Menu | Additional Remarks |
|--------------------------------|--|---|
| | Algorithm PTP Type - PTP Kept Algorithm C1-PTPKEPT You must create an algorithm of type C1-PTPKEPT and associate it to PTP Type. | when the status of a PTP becomes Kept. Customer Contacts can be generated via this algorithm. (Contact Method): Value For Letter: OTBL For SMS: OTBS For Email: OTBE |
| Algorithm | Admin Menu > A > Algorithm PTP Type - PTP Validations Algorithm. | This algorithm is used to do additional validations before creating a PTP. |
| Algorithm | Admin Menu > A > Algorithm C1-BRKPTPNGP You must create an algorithm of type C1-BRKPTPNGP and associate it to PTP Type. | This algorithm is used to perform additional processing when the status of a PTP is set to Broken. Customer Contacts can be generated via this algorithm. (Contact Method): Value For Letter: OTBL For SMS: OTBS For Email: OTBE |
| Installation Options Framework | Admin Menu > I > Installation Options Framework | Verify the configuration in the Installation Option for: Payment Threshold Additional Grace Days |
| Batch Control | Admin Menu > B > Batch Control | Product-shipped Batch C1-PTPM Promise to Pay Monitor Batch |
| Task Type | Admin Menu > T > To- Do Type | Set up product-shipped To- Do Types for Batch Errors. C1-PTPMN Promise to Pay Monitor Batch errors Task Type. |
| PTP Approvals | | |
| Feature Configuration | Admin Menu > F > Feature Configuration C1_PTPAR Follow-up creation and Approval for a PTP Option Type – Rule for Approval in PTP | Specifies the Rule ID which will be used to create approval task whenever a PTP is created. |

Application Service:

"com.ofss.fc.appx.collection.service.promisetopay.PromiseToPayApplicationService.create"

Product-shipped facts to create approval Rule ID:

- Days Past Due
- Number of Installments

- Auto Approval Flag

2.14 Customer Contact Setup

This section describes the setup required to create different types of customer contacts (Letters, Emails, SMS, and so on) to be generated via Correspondence Screen, Case Life Cycle, and so on.

Table 2–18 Customer Contact Setup

| Function | Menu | Additional Remarks |
|------------------------------|--|--|
| Customer Contact Class | Admin Menu > C > Customer Contact Class | Create a customer contact class for group of similar customer contacts. |
| Correspondence Template | Admin Menu > C > Correspondence Template | Set up all the letter templates that are required. |
| Algorithm | Admin Menu > A > Algorithm Extract Algorithm | This algorithm contains the logic for extracting required data and calls that are made to Apache FOP or DMS and alert systems to generate letters and SMS or emails respectively. <ul style="list-style-type: none"> ■ C1-LTRTEMP: This algorithm type is used to make a call to DMS system. ■ C1-LETEXT: This algorithm type is used to make a call to Apache FOP system. |
| Customer Contact Type | Admin Menu > C > Customer Contact Type | Create different types of customer contact types under a specific customer contact class. Map the correspondence template with the customer contact type. |
| Rule Author | OBP > Back Office > Rules > Rule Author Rule for fetching the accessible Contact Categories for the current user. | Setup rule for specifying the accessible Contact Class for various users. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-ACRI -Contact Category Rule Id Rule Id for Access Control for Types | Specify the rule to be used to fetch the PTP Type's accessible to the current user. |
| Document Type Definition | OBP > Back Office > Content > Document Type Definition (CNM01). | For Letter, create Document Type with same code as of Customer Contact Type. Primary Index Type should always be CUSTOMER_CONTACT_ID. |
| Document Template Resolution | OBP > Back Office > Content > Document Template Resolution | For Letter, Document Type should be mapped to correct Content Outcome DocumentTemplated in the Decision Table. Product Shipped Templateds for FOP are: |

| Function | Menu | Additional Remarks |
|----------|----------------|--|
| Policy | Policy (CNM09) | <ul style="list-style-type: none"> ■ Demand Letter Collections – FOP ■ First Notification Letter Collections – FOP ■ Second Notification Letter Collections – FOP ■ Third Notification Letter Collections – FOP ■ Payment Plan Letter Collections – FOP |

2.15 Cure Monitor

This section describes the setup required for the Account Curing process in Collections.

Table 2–19 Cure Monitor

| Function | Menu | Additional Remarks |
|-------------------|---|---|
| Facts | NA | See Section 2.36 Product-Shipped Collections Facts and Section 2.42 Product Shipped Recovery Facts that can be used for Cure Monitor. |
| Filter Definition | OBP > Back Office > Rules > Filter Definition | Defines the condition to select accounts that need to be cured in Collections. |
| View | NA | Product-shipped Cure Monitor View CI_CURE_MONITOR_VW |
| Case Category | Admin Menu > C > Case Category Allow Cure Flag | This flag controls whether account can be cured if it has a case of given case category. |
| Algorithm | Admin Menu > A > Algorithm C1-CURENTITY Stop Contract Algorithm | This product-shipped algorithm will stop the contract for the account which is to be cured. |
| Algorithm | Admin Menu > A > Algorithm C1-FINCOLL You must create an algorithm of type C1-FINCOLL on system event Contract Stop of Contract Type. | This algorithm invokes the OBP service to set the In collections flag in OBP side as 'N' when the account cures. This also tracks self-cure accounts. |
| Contract Type | Admin Menu > C > Contract Type | Attach the algorithm C1-FINCOLL on System Event: Contract Stop |
| Batch Control | Admin Menu > B > Batch Control | Product-shipped Batch C1-FINCO Cure Monitor Batch |

| Function | Menu | Additional Remarks |
|-----------------------|--|---|
| Task Type | Admin Menu > T > To-Do Type | Set up product-shipped To- Do Type to be created during Batch Errors. C1-FINCO Cure Monitor Task Type |
| Feature Configuration | Admin Menu > F > Feature Configuration | Customer Level case type to be included in Cure Monitor Processing. C1-INCMCT Cure Monitor Case Type |

2.16 Account Write-off

This section describes the setup required for initiating Account Full Write Off process via collections.

Table 2–20 Account Write-off

| Function | Menu | Additional Remarks |
|-------------------|--|--|
| Facts | NA | See Section 2.36 Product-Shipped Collections Facts and Section 2.42 Product Shipped Recovery Facts that can be used for Write Off. |
| Filter Definition | OBP > Back Office > Rules > Filter Definition | Define a condition to select all accounts that should be written off. |
| Rule Author | OBP > Back Office > Rules > Rule Author | Define a rule that decides whether the account should be manually written off or via STP. |
| Task Type | NA | Task Type to be created on account when approval is required. |
| Queue Code | NA | Queue Code to which the above mentioned task to be assigned. |
| View | NA | Product-shipped Account Write-off View CI_WRITE_OFF_VW |
| Batch Control | Admin Menu > B > Batch Control | Product-shipped Batch WRITEOFF Write Off Batch |
| Task Type | Admin Menu > T > To-Do Type WRITEOFF WRITE OFF Task Type | Set up product-shipped To- Do Type to be created during Batch Errors. |

2.17 Treatment Activity Monitor

This section describes the setup required for the Treatment Activity Monitor (TAM) Process.

Using this process automatic activities can be performed on the cases when certain conditions are met.

Table 2–21 Treatment Activity Monitor

| Function | Menu | Additional Remarks |
|---------------|--|--|
| Facts | NA | See Section 2.36 Product-Shipped Collections Facts and Section 2.42 Product Shipped Recovery Facts that can be used for TAM process. |
| Rule Author | OBP > Back Office > Rules > Rule Author | Set up TAM Matrices. |
| Rule Author | OBP > Back Office > Rules > Rule Author | Set the Output Facts TAM Matrix ID and TAM Review Days in all the rules wherever a case type code is returned, if the cases of that case type are to be picked by TAM process. |
| Algorithm | Admin Menu > A > Algorithm No product-shipped Algorithm | This algorithm is suppose to call the TAM Matrix and based on the activity provided by the matrix it needs to perform that activity on the case. |
| Batch Control | Admin Menu > B > Batch Control | Product-shipped Batch C1-TRMON Treatment Activity Monitor Batch |
| Task Type | Admin Menu > T > To- Do Type | Set up product-shipped To- Do Type to be created during Batch Errors. C1-TRMON Treatment Activity Monitor Task Type |

2.18 Bulk Contacts Process

This section describes the setup required for the Bulk Contacts Process via which customer contacts are generated in bulk when accounts satisfy certain data conditions.

Table 2–22 Bulk Contacts Process

| Function | Menu | Additional Remarks |
|---------------------------|---|--|
| Facts | NA | See Section 2.36 Product-Shipped Collections Facts and Section 2.42 Product Shipped Recovery Facts that can be used for Bulk Contact Creation process. |
| Filter | OBP > Back Office > Rules > Filter Definition | Define conditions to select accounts on which Customer Contacts need to be generated. |
| Algorithm | Admin Menu > A > Algorithm C1-BLKCNTCRE Bulk Contact Creation Algorithm | This product-shipped algorithm can be used to generate the customer contacts for the accounts returned by the condition. |
| Bulk Contact Process Code | Admin Menu -> B -> Bulk Contacts | Create a Process code corresponding to every condition. Map the required Correspondence template to each Process Code. |
| View | NA | Product-shipped Bulk Contact View |

| Function | Menu | Additional Remarks |
|---------------|--------------------------------|---|
| | | CI_BULK_CONTACT_VW |
| Batch Control | Admin Menu > B > Batch Control | Product-shipped Batch C1-BLKCC C1-CNTPR Bulk Contact Creation and Contact Processing Batch. |
| Task Type | Admin Menu > T > To-Do Type | Set up product-shipped To- Do Type to be created during Batch Errors. C1-BLKCC C1-CNTPR Bulk Contact Creation and Contact Processing To - Do Types |

2.19 Cross Strategy Action Matrix

The Cross Strategy Action Matrix defines how different strategies will impact each other. A new strategy will either close, hold or have no action on other existing strategies.

Below is the setup which explains how CSAM concept is implemented.

Table 2–23 Cross Strategy Action Matrix

| Function | Menu | Additional Remarks |
|------------------------------|--|---|
| Cross Strategy Action Matrix | Admin Menu -> C -> Cross Strategy Action Matrix | For a particular Case Type, Case Status Combination set up the required Actions for other Case Types. Setup can be done at status level as well as independent of status level. |
| Algorithm | Admin Menu -> A -> Algorithm C1-CSAM Cross Strategy Action Matrix (CSAM) Algorithm Type | Create an algorithm of product-shipped Algorithm Type C1-CSAM. Specify Parameter 'Check Status'. This Algorithm will perform the required Actions based on CSAM Matrix on System Event 'Cross Strategy Action Matrix'. To be used during Case Creation and Case Association. |
| Algorithm | Admin Menu -> A -> Algorithm C1-CSAMENTST CSAM - Case Enter Status Algorithm | Create an algorithm of product-shipped Algorithm Type C1-CSAMENTST. Specify Parameter 'Check Status'. This Algorithm will perform the required Actions based on CSAM Matrix on System Event 'Enter processing'. To be used for Case Transitions. |
| Case Type | Admin Menu -> C -> Case Type | Attach the CSAM Algorithms at required Case Types and Case Statuses. |

2.20 Case Association

This section describes the prerequisite setup that needs to be in place to allow adhoc Account and Customer association in a particular case status in a case type.

Table 2–24 Case Association

| Function | Menu | Additional Remarks |
|---------------|-------------------------------------|---|
| Case Category | Admin Menu -> C -> Case Category | To enable case association for a particular case category check. - Allow Multiple Association - Adhoc Account Association - Adhoc Customer Association Note: No other parameters in Case Category is considered while Case Association in current release. |
| Case Type | Admin Menu -> C -> Case Type | To enable Case Association in a particular Case Status Set 'Allow Association Update' = Yes at Case Status level. |
| Admin Table | Ci_Source_Host_ Mst | Set Up below fields: PARTY_WARN_IND_SW: = Y Recovery Warning Indicator will also be set in OBP for the party. ACCT_REC_FLG_SW = Y To update In collections Switch = N in OBP of Accounts which don't have Active Contract in Collections. Host- Specific |

2.21 Suspend Monitor

This section describes the prerequisite setup for the Suspend Monitor Batch that will suspend certain activities at account and customer level based on configured conditions.

Table 2–25 Suspend Monitor

| Function | Menu | Additional Remarks |
|------------------------|---|---|
| Facts | NA | See Section 2.36 Product-Shipped Collections Facts and Section 2.42 Product Shipped Recovery Facts that can be used for Suspend Monitor. Both Account Level and Customer Level Facts are available. |
| Filter Definition | OBP > Back Office > Rules > Filter Definition | Define conditions to select accounts or customers for a particular Suspend Activity. |
| Suspend Activity Admin | OBP > Collection > Activity Maintenance | Create or Modify the Suspend Activity Id's for account level and customer level suspensions. |
| View | NA | Product-shipped Suspend Monitor View |
| Batch Control | Admin Menu > B > Batch Control | Product-shipped Batch C1-SUSMN Suspend Monitor Batch |
| Task Type | Admin Menu > T > To- Do Type | Set up product-shipped To- Do Type to be created during Batch Errors. C1-SUSMN Suspend Monitor Process To - Do Type. |

2.22 Event Manager

This section describes the overall setup required for Event Manager Process.

Event Manager can trigger pre-defined outcomes based on specific online events or when certain data conditions are met, monitored via a Batch.

Table 2–26 Event Manager

| Function | Menu | Additional Remarks |
|-----------------------|---|---|
| Facts | NA | See Section 2.36 Product-Shipped Collections Facts and Section 2.42 Product Shipped Recovery Facts that can be used for Event Manager Conditions. |
| Filter definition | OBP > Back Office > Rules > Filter Definition | Define conditions to select accounts or customers or cases for triggering events. |
| Facts | NA | See Section 2.36 Product-Shipped Collections Facts and Section 2.42 Product Shipped Recovery Facts that can be used for Event Manager Rule. |
| Rule Author | OBP > Back Office > Rules > Rule Author | Event Manager Rule that can be used to do further filtering on Accounts or Customers or Cases selected by Event Manager Conditions. |
| Algorithm | Admin Menu > A > Algorithm C1-EVTRULE Rule extraction algorithm | Create an algorithm of type C1-EVTRULE to fetch and pass actual values of the facts used in the rule set. |
| Event Manager Admin | Menu -> Admin Menu -> E -> Event Manager | Set up Event Ids to be picked by Event Manager Batch and Online events. Outcomes for Events are set up here. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-EVENTMGR Event Manager Entity Configuration | Feature Configuration to define the views to be used for Account level, Customer Level and Case Level Conditions. Also used to specify the algorithm that will feed the data elements to the rules that will be used in Event Manager. |
| View | NA | Product-shipped Event Manager Views: CI_EVENT_MANAGER_ACCT_VW CI_EVENT_MANAGER_CASE_VW CI_EVENT_MANAGER_CUST_VW |
| Batch Control | Admin Menu > B > Batch Control | Product-shipped Batch C1-EVENT Suspend Monitor Batch |

2.23 Dialer Upload

This section describes the prerequisite setup required for the upload of the Dialer Results File into collection system, provided by the Dialer and IVR Systems.

Table 2–27 Dialer Upload

| Function | Menu | Additional Remarks |
|-----------------------------|--|--|
| Contact Type Action mapping | Admin Menu > C > Contact Type Action mapping | Map all the Actions relevant to a Contact Type. |
| Dialer Results Upload | Admin Menu > D > Dialer Results Upload | Set up Termination Codes. Action Results are mapped with each Termination Code. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-FWC Feature Configuration for the Follow up contact C1-FWCIVR Feature Configuration for the Follow up contact IVR | Specifies the Customer Contact Type to be created for: <ul style="list-style-type: none"> ■ Dialer Results ■ IVR Results |
| Algorithm C1-DLRRSUPLD | Admin Menu > A > Algorithm C1-DLRRSUPLD Algorithm for Dialer Results Upload. | This algorithm is triggered every time an Action Result corresponding to a Termination Code is executed. |
| Batch Control | Admin Menu > B > Batch Control | Product-shipped Batch C1-DLRRS Dialer Upload Batch |
| To Do Type | Admin Menu > T > To Do Type | Set up the To-Do Types generated when Dialer Batch encounter's errors. C1-DLRRS - For Batch Level Errors C1-DLRAC - Account Level TO DO Type C1-DLRCA - Case Level To Do Type C1-DLRCU - Customer level To Do Type |

2.24 Party Merge

This section describes the prerequisite setup for initiating Party Merge in Collections, when a Party merge request is received from Host.

Table 2–28 Party Merge

| Function | Menu | Additional Remarks |
|-----------------------|--|---|
| Feature Configuration | Admin Menu > F > Feature Configuration C1-SRHSTCNST Source Host Id Feature Configuration | Specify the Source Host Id for which Party Merge request is expected. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-CASETYPCD | Enter Case Type Code to identify for which case type when present on victim, Accounts info should be pulled for the survivor if not already present in Collections. |

| Function | Menu | Additional Remarks |
|-----------------------|---|--|
| | Case Type Code list Feature Configuration | |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-CTDUPCASE Case Type list for Duplicate Cases on victim and survivor | Enter Case Type Code to identify for which type cases are present on both victim and survivor, and from them, close the cases on victim. |
| To Do Type | Admin Menu > T > To Do Type C1-PMTSK Task Type (To Do Type) For Party Merge Survivor | Task Type to be created when: <ul style="list-style-type: none"> Victim Party ID's suspended activities are different than those of Survivor Party Id. When vendor exist for both Victim Party Id and Survivor Party ID then task will be created on Survivor. |
| Admin Table | NA | CI_PARTY_MERGE_CONFIG Define the case type and case status combination which if exists on party, party merge should not happen. |

2.25 Vendor Management

This section describes the prerequisite setup that is needed for registering a 'Vendor/Agency' in Collections and for allocation of cases to a Vendor.

Table 2–29 Vendor Management

| Function | Menu | Additional Remarks |
|----------------------------|---|---|
| Vendor Registration | | |
| Feature Configuration | Admin Menu > F > Feature Configuration CI_HOST_PRTY | Set to Y or N to decide whether Party ID is Mandatory or not while registering a Vendor. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1_VNDRGRP | This Feature Configuration specifies the list of User Group whose users are eligible as Vendor Agent. |
| Algorithm | Admin Menu > A > Algorithm CI-VNDSRVALG Vendor Extraction Algorithm | Vendor Extraction Algorithm needs to be set up. This will be used in Agency Download Functionality. |
| Algorithm | Admin Menu > A > Algorithm C1-LGLVNDRAL Vendor Allocation Algorithm | Vendor Allocation Algorithm needs to be set up. |
| Service Type | OBP > Collection > Admin > Vendor > Vendor Service Type Maintenance | Service Types of Type 'Vendor' need to be created. |
| Service | OBP > Collection > Admin > | Service Level Agreement of SLA types Vendor & Service |

| Function | Menu | Additional Remarks |
|--------------------------|---|---|
| Level Agreement | Vendor > Service Level Agreement Maintenance | Type to be created. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-VNDRFILE Vendor File Format | Specify the file formats to be used for PTP and Follow Up Files for Agency Download. |
| Look Up | Admin Menu > L > Lookup See Section 2.34 Configurable Look Ups for Look ups Used in Vendor Registration. | Review and Update the Lookups used in Vendor Registration. |
| Vendor Allocation | | |
| Vendor | OBP > Collection > Vendor Maintenance | Create the required Vendors. |
| Queue | Admin Menu > Q > Queue Code | Create a Queue Code with Queue Category = External |
| Queue Details | Admin Menu > Q > Queue | Set up Queues for Vendor Allocation. Map Vendors to Queues. |
| Algorithm | Admin Menu > A > Algorithm C1-VENALCPR Algorithm for allocating cases to vendor - Percent | Product-shipped Vendor Allocation Algorithm, Percentage Method. |
| Algorithm | Admin Menu > A > Algorithm C1-VENALCRR Algorithm for allocating cases to vendor - Round Robin | Product-shipped Vendor Allocation Algorithm, Round Robin Method. |
| Allocation Groups | Admin Menu > A > Allocation Groups | Attach the External Queues to Allocation Groups. (See Section 2.10 Case Allocation Setup) |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-VNDCSEASG | Set to Y or N to decide whether to Reallocate case to same vendor in same delinquency cycle. |

Note

Vendor Allocation happens as part of the User Allocation Batch.

2.26 Case: Data Management

This section describes the setup required for capturing values for Additional Parameters during a Case Life cycle.

Table 2–30 Case: Data Management

| Function | Menu | Additional Remarks |
|---------------------|---|--|
| Characteristic Type | Admin Menu -> C -> Characteristic Type | Create a characteristic type for each data parameter that needs to be captured. Select Characteristic Entity = 'Case' |
| Case Type | Admin Menu -> C -> Case Type | Add the Characteristic Types in the Case Characteristics. At the Case Status level set the characteristics as: <ul style="list-style-type: none"> ■ Required ■ Locked ■ Hidden As per requirement. |

2.27 Case Monitoring (SLA Monitor)

This section describes the setup required for triggering Alerts or Actions when a specific SLA is not met. The SLA condition is configured in the algorithm.

The Alert could be either:

- Creating a Task of specified Task Type
- Status Transition to given Case Status
- Setting Display Date of the Case
- Making the case available for Reallocation

Table 2–31 Case Monitoring (SLA Monitor)

| Function | Menu | Additional Remarks |
|---------------|--------------------------------|--|
| Case Type | Admin Menu -> C -> Case Type | At Case Status Level: <ol style="list-style-type: none"> 1. Select System Event as 'Monitoring' 2. Set 'No. of Days' and select required Alerts. |
| Batch Control | Admin Menu > B > Batch Control | Product-shipped Batch C1-CSTRN Case Transition Batch |
| Task Type | Admin Menu > T > To- Do Type | Set up product-shipped To- Do Type to be created during Batch Errors. C1-CSTRN Case Status Auto Transition Batch Errors |

2.28 Display Date Setup

This section describes the setup required for setting the Display Date, Display Sequence of a Case and managing the priority among the entities that can update Display date.

Table 2–32 Display Date Setup

| Function | Menu | Additional Remarks |
|-------------------------|--|--|
| Feature Configuration | Admin Menu > F > Feature Configuration C1-DISPDTPRF Display Date Update Preference | Feature Configuration to check the priority while setting Display Date among: <ul style="list-style-type: none"> ■ Follow Up ■ Next Action Date ■ PTP |
| Priority Monitor | | |
| Queue Details | Admin Menu > Q > Queue | For all Queues whose cases should be available in Prompt and List Mode. Check 'Create worklist'. Set 'Display Order of' and 'Arrange By'. |
| Batch Control | Admin Menu > B > Batch Control | Product-shipped Batch C1-PRMON Priority Monitor Batch |
| Task Type | Admin Menu > T > To-Do Type | Set up product-shipped To-Do Type to be created during Batch Errors. C1-PRMON Priority Monitor Task Type. |
| Follow Up: | | |
| Action Type | Admin Menu -> A -> Action Type | Set the 'Prompt After' value for the result types which need to Update Display date. |
| PTP | | |
| Algorithm | Admin Menu > A > Algorithm C1_NXTDISPDT Algorithm to change next display date | Algorithm that updates the display date of the case. Set Parameter 'No. Of days'. |
| Business Object | Admin Menu > B > Business Object C1-PromiseToPay | Attach the algorithms for setting display date at 'Pending' PTP status. |

2.29 Case Lock - Unlock

This section describes the prerequisite setup for handling locked cases via the Case Lock - Unlock Batches.

There are two types of batches for Case Lock Unlock. They are:

- One batch will directly unlock the locked cases.
- Second batch will create a task for administrator to manually unlock cases.

Table 2–33 Case Lock - Unlock

| Function | Menu | Additional Remarks |
|---------------|--------------------------------|---|
| Batch Control | Admin Menu > B > Batch Control | Product-shipped Batches C1-CSTD: Batch to create tasks for unlocking cases. C1-CSCL: Batch for unlocking cases directly. |
| To Do Type | Admin Menu > T > To-Do Type | Create a Task Type of which Tasks need to be created to inform administrator about Case Locks. Task For = 'QUEUE' Used only for C1-CSTD |
| Queue | Admin Menu > Q > Queue | Set up the Task Queue to which all tasks for unlocking cases will be assigned. Associate the Task Role of the Task Type created in 'previous step.' Used only for C1-CSTD |

2.30 Supervisory Functions

This section describes the pre-requisite setup for handling cases using the Supervisory Functions.

Table 2–34 Supervisory Functions

| Function | Menu | Additional Remarks |
|-----------------------|--|---|
| Feature Configuration | Admin Menu > F > Feature Configuration C1-CBPL Populate parameter list based on Condition Type | Specify the views to be used for Account and Case Level Conditions. |
| View | NA | Product-shipped Supervisory Functions View: CI_SUPERVISORY_ACCT_VW CI_SUPERVISORY_CASE_VW |

2.31 Digital Self Help in Collections

This section describes the important setup details for Oracle Banking Enterprise Collections and Oracle Banking Enterprise Recovery Integration with Digital Self Help.

Table 2–35 Digital Self Help in Collections

| Function | Menu | Additional Remarks |
|---------------------|---|--|
| User -Party Mapping | Database entry required in flx_fw_config_all_b table for PROP_VALUE = 'NAME,USER_ID,MAIL' having prop_ID='USER_SEARCH_PARAMS' | |
| Feature | Admin Menu > F > Feature | Specify the Task Type for AES Admin level task |

| Function | Menu | Additional Remarks |
|-----------------------|--|--|
| Configuration | Configuration C1_PTPAR | |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-CCIMPF | Enterprise level flag to specify whether AES Hyperlink to be displayed on Overview page of OBP Collections. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-ACRI | User Role level flag to specify whether AES Hyperlink to be displayed on Overview page of OBP Collections. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-RCBA | Specify the Task Type for AES Admin level task which are to be created for Follow-up's for Not In Collection Accounts. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-AESPYMT | Specify the parameters for Payments to be done in OBP from the AES interface. |

2.32 Other Important Setup

This section describes the other important setup details.

Table 2–1 Other Important Setup

| Function | Menu | Additional Remarks |
|--------------------------------|---|---|
| Host Access to User | | |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-ACRI New Option Type Source Host Rule ID | This Feature Configuration specifies the access to hosts based at User Role level. |
| Collector Dashboard | DB entry for Proper User Role in flx_fw_config_all_b table for PROP_ID 'collection.roles' Prop_value=true for PROP_ID='show.dashboard' & CATEGORY_ID='UiConfig' in flx_fw_config_all_b table | When the User with mentioned role log in to OBP system, the Collector Dashboard appears by default after login. |
| Payment Tracker | | |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-CCIMPF Option Type > Payment Tracker Mode | This Feature Configuration specifies if Payment Tracker Mode is enabled for Loan Accounts. |
| Customer Contact Pop-up | | |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-CCIMPF Option Type > Implementation Flag for Contact | This Feature Configuration specifies enabling or disabling of Customer Contact pop-up display on page load at enterprise level. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-CCIMPF Option Type > Case Type to Skip Contact for PTP | This Feature Configuration specifies Case Type to Skip Contact Authentication for PTP Creation. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-ACRI New Option Type User Group Rule ID | This Feature Configuration specifies enabling or disabling of Customer Contact pop-up display on page load at User Role level. |
| Sticky Notes | | |

| Function | Menu | Additional Remarks |
|---|--|---|
| Feature Configuration | Admin Menu > F > Feature Configuration C1-CCIMPF | This Feature Configuration contains option to specify whether Sticky Notes hyperlink has to be displayed or not. |
| Prompt Mode | | |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-PROPTSKIP Show Skip Button | Specify if Skip Button should be enabled or disabled in the Prompt Mode. |
| Case Hold\Un Hold | | |
| Look Up | Admin Menu > L > Look Up HOLD_RSN_FLG | Verify and Update the Look Up for Case Hold Reason. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-HCL | Specifies the Maximum Number of Days a Case can be put on hold based on the Hold Reason Code. |
| Pull Non Delinquent Accounts | | |
| Look Up | Admin Menu > L > Look Up FORCED_ACCT_RSN_FLG | Verify and Update the Look Up for Reasons for Pulling Non Delinquent Accounts. |
| Notes | | |
| Look Up | Admin Menu > L > Look Up ACCT_NOTE_TYPE_FLG CUST_NOTE_TYPE_FLG | Specify all the Account and Customer Level Note Types to be used. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-CUSTPREF Customer Preferences For Collection-Notes | Specify what all customer level notes should be displayed on overview page. |
| User Defined Fields | | |
| User Defined Fields | Admin Menu > U > User Defined Fields | Set up Additional Customer and Account level Fields that needs to be displayed on Overview and Account Additional Details Page. |
| Default Customer Contact (Overview and Follow Up): | | |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-FWC | Set up the default customer contact class and contact type that should be used while creating customer contact from overview or case panel. |

| Function | Menu | Additional Remarks |
|--------------------------------|--|---|
| | Feature Configuration for the default Customer Contact | |
| Contact Type | Admin Menu > C > Contact Type | For the default Contact Type setup in C1-FWC add the below three product-shipped characteristic types: <ul style="list-style-type: none"> ■ Authentication Status ■ Number Dialed ■ Place of Contact |
| Leave Planner: | | |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-LVPLNTFLG Leave Plan Notification Flag | Specify whether notification needs to be sent to collection user. |
| Linked Accounts: | | |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-ACCT_TYPE Account Type For Collection | Specify whether Term Deposit Accounts need to be fetched while fetching Linked Accounts on Overview Page. |
| Collections Statistics: | | |
| Algorithm | Admin Menu > A > Algorithm C1-FINCOLL Finalize Collections Contract Stop Algorithm. | Self Cure: Contact Methods: This soft parameter accepts the comma separated values of customer contact methods, which should be considered while calculating the number of Self Cured Accounts. |
| Task Type | Admin Menu > T > To-Do Type C1-COLST C1-CLDCS Collections Statistics Task Type | Set up product-shipped To-Do Type to be created during Batch Errors. |
| Case Creation Access: | | |
| Rule Author | OBP > Back Office > Rules > Rule Author Rule for fetching the accessible Case Types for the current user. | Set up rule for specifying the accessible Case Types for various users. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-ACRI -Case Type Rule Id Rule Id for Access Control for | Specify the rule to be used to fetch the Case Types accessible to the current user. |

| Function | Menu | Additional Remarks |
|--|--|--|
| | Types | |
| Browser Close Message | | |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-BWSR Feature configuration for Browser Close Message | Specify whether you want to show a warning message when the browser is getting closed. |
| Address or Contact Updated from Collections Screen: | | |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-ADDRCOLL | This Feature Configuration specifies the action and result types to be generated when address or/and contact point is updated. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-CCIMPF | This Feature Configuration contains option to configure if edit option has to be displayed for Contact and Address of party. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-CCIMPF | This Feature Configuration contains option to display Call Advice. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-CCIMPF | This Feature Configuration contains option to display Verify hyperlink on Edit Party Address Screen. |
| Installation Options Framework | Admin Menu > I > Installation Options Framework | Verify the configuration in the Installation Option for: Contact Information This will have product shipped Algorithm of Type C1-CALADVICE containing Logic to derive the 'Red/Green' evaluation. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-OCE | This Feature Configuration is for New Case Optimization Engine. |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-CLST | This Feature Configuration specifies whether the existing view or the new tables are to be used in Search of below functionalities: <ul style="list-style-type: none"> ■ Case List ■ Case Advance Search |
| Metro2 Reporting | | |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-REAFMETRO | Metro2 Codes mapping for Bankruptcy Case |
| GDPR Masking | | |
| Define Party Bank Policy (PI314) | OBP Menu > Define Party Bank Policy | Masking Enabled check box for displaying Email and SSN numbers masked on all Collection Screens |

2.33 Other Important Product-Shipped Algorithms

This section describes the product-shipped algorithm details.

Table 2–2 Other Important product-shipped Algorithms

| Algorithm Type | Description | Algorithm Entity |
|----------------|---|---|
| C1-ALERT | Algorithm Type for alert integration | Customer Contact - Action Algorithm |
| CSAT-STAT | Auto Transition After N Hours | Case Type - Auto Transition |
| C1-CCCREATE | New Customer Contact Creation Algorithm | Case Type - Enter Status |
| C1-RTCT | Result Type Case Transition Algorithm | Result Type - Post Processing Algorithm |
| C1-LEREPOCT | Update Legal and Repo case status on enter process | Case Type - Enter Status |
| C1-CUSTSW | Update Customer Level Switch | Case Type - Enter Status |
| C1-UPDRVWDT | Update Review Date of Accounts | Case Type - Enter Status |
| CS-MONITOR | Case Monitor if No action for X Days | Case Type - Auto Transition |
| C1-CLSTODO | Close Task Types | Case Type - Exit Status |
| C1-ALLOCQUE | Allocate Queue for Customer Level Case | Case Type - Enter Status |
| C1-CSAM | Cross Strategy Action Matrix (CSAM) Algorithm Type | Case Type - CSAM |
| C1-UPDWARN | Update Warning Indicator in Host | Case Type - Enter Status |
| C1-TRAN-STAT | Transition to Default Next Status | Case Type - Auto Transition |
| C1-CTRANTCRE | Generic Algorithm for Case Transition and Task Creation | Result Type - Post Processing Algorithm |
| C1-ECRTS | Supervisor Referral Algorithm | Result Type - Post Processing Algorithm |
| C1-HOLDCASE | Hold Case Algorithm | Result Type - Post Processing Algorithm |
| C1-CRETCSFL | Create Required Case on Follow Up | Result Type - Post Processing Algorithm |
| C1-ECUPCASE | Update Case Level Data when a case enters a new status | Case Type - Enter Status |
| C1-PULLNDACC | Pull all the non delinquent accounts of the customer into collections | Case Type - Enter Status |
| C1-VLDBCDATA | Validate if appropriate Case Details have been entered by the user | Result Type - Post Processing Algorithm |
| C1-CKSPLCASE | Check if any active case is present of a given case category or case type on the customer | Case Type - Enter Status |
| C1-EXCACCDLR | Exclude all the associated accounts from Dialer | Case Type - Enter Status |

| Algorithm Type | Description | Algorithm Entity |
|----------------|---|---|
| C1-INICLTVL | Initiate Collateral Valuation for all collaterals whose last valuation was done 'X' days before | Case Type - Enter Status |
| C1-RAPRVRSLT | Result Post Processing Algorithm for Approvals | Result Type - Post Processing Algorithm |
| C1-REDEMPTR | Automatic sending of letters | Case Type - Enter Status |
| C1-ACWRNGIND | Set Account Warning Indicator | Generic Event Outcome Algorithm spot |
| C1-NTFTSKCMP | Notify of Task Completion | To Do Post processing |
| PASTDATE_VAL | Result Characteristic Value Date field Validation | Characterstic Type – Adhoc Validation |
| BATCHJOBPARM | Algorithm to identify Partial Charge off Accounts | Generic Batch Job Parameters Algorithm Spot |

2.34 Configurable Look Ups

This section describes the configurable look up details.

Table 2–3 Configurable Look Ups

| Lookup | Description | Where Used | Host Dependency |
|--------------------|---------------------------|--|-----------------|
| ABILITY_TO_PAY_FLG | Ability to Pay | Inbound Data, Overview, Follow Up | |
| PER_NAME_TYPE_FLG | Person Name Types | Inbound Data | Y |
| ADDR_TYPE_CD | Address Types | Inbound Data, Overview | Y |
| MARITAL_STAT_FLG | Marital Status | Inbound Data, Overview | Y |
| ACCT_PURPS_TYPE | Account Purpose Types | Inbound Data, Account Additional Details | Y |
| CONTACT_POINT_TYPE | Contact Point Types | Inbound Data, Overview | Y |
| CONTACT_PREF_TYPE | Contact Preferences Types | Inbound Data, Overview | Y |
| EMPLOYMENT_TYPE | Employment Types | Inbound Data, Overview | Y |
| EMPLOYMENT_STAT_CD | Employment Status | Inbound Data, Overview | Y |
| ARS_TYPE | Arrears Type | Inbound Data, PTP | Y |
| GENDER | Gender | Overview | Y |
| ACCRL_STATUS_FLG | Accrual Status | Account Additional Details | Y |
| ACCT_NOTE_TYPE_ | Account Note Type | Notes | |

| Lookup | Description | Where Used | Host Dependency |
|---------------------|--|------------------------------------|-----------------|
| FLG | | | |
| CUST_NOTE_TYPE_FLG | Customer Note Type | Notes | |
| RFD | Reason For delinquency | Follow Up | |
| CONTACT_PLACE | Place of Contact | Overview: Default Customer Contact | |
| TD_PRIORITY_FLG | Task Priority | Task | |
| HOLD_RSN_FLG | Case Hold Reasons | Case Hold | |
| FORCED_ACCT_RSN_FLG | Reasons for Pulling Non delinquent Accounts | Pull Non delinquent Accounts | |
| CI_FILE_FORMAT_EXTN | File Extensions for PTP and Follow Up Files. | Vendor Registration | |
| REPO_REASON | Reason For Repossession | Repossession Case | |
| SUB_ARS_TYPE | Sub Arrear Type | Inbound Data | |
| COURT_INFO | Court List | Bankruptcy Case Panel | |

2.35 Product-Shipped Batch Controls - Collections

This section describes the product-shipped batch control details.

Table 2-4 Product-shipped Batch Controls

| Batch Name | Batch Code | Single\Multi - Threaded |
|---|------------|-------------------------|
| File Parsing Batch | C1-FIPRS | Multi Threaded |
| Parse Feeder Entity Batch | C1-PFENT | Multi Threaded |
| Delinquency Identification | C1-DELID | |
| Move Delinquent Accounts to Collections Admin Feeder Tables | C1-MVDEL | |
| Validate Incoming Data from Host | C1-VALFD | |
| Create Entity | C1-CRENT | Multi Threaded |
| Update Entity | C1-UPENT | Multi Threaded |
| Increment DPD | C1-INCDP | Multi Threaded |
| Derived Fields | C1-DRFLD | Multi Threaded |
| Suspend Activity Monitor | C1-SUSMN | Multi Threaded |
| Bulk Contact Creation | C1-BLKCC | Multi Threaded |

| Batch Name | Batch Code | Single\Multi - Threaded |
|--|------------|-------------------------|
| Contact Processing | C1-CNTPR | Multi Threaded |
| Strategy Monitor | C1-CSMB | Multi Threaded |
| Case Life Cycle Tracking | C1-CSTRN | Multi Threaded |
| Treatment Activity Monitor | C1-TRMON | Multi Threaded |
| Account Dialer Extract Batch | C1-DLEXT | Multi Threaded |
| Queue Allocation Monitor | C1-ALOCM | Multi Threaded |
| Display Priority Monitor | C1-PRMON | Multi Threaded |
| User Allocation Monitor | C1-USALC | Multi Threaded |
| Payment Handling | C1-FDPAY | Multi Threaded |
| Unlocking of Locked cases | C1-CSCL | Multi Threaded |
| Task Creation for Locked cases | C1-CSTD | Multi Threaded |
| Event Manager | C1-EVENT | Multi Threaded |
| PTP Tracking | C1-PTPM | Multi Threaded |
| Cure Monitor | C1-FINCO | Multi Threaded |
| Charge Off Monitor | C1-ACTCH | Multi Threaded |
| Partial Charge Off Batch | C1-PCHGO | Multi Threaded |
| Write-off Monitor/ Account abandon monitor | WRITEOFF | Multi Threaded |
| Dialer Results Upload | C1-DLRRS | |
| Collection Statistics - 1 | C1-COLST | |
| Collection Statistics - 2 | C1-CLDCS | Multi Threaded |
| Vendor/ Agency Upload Batch- 1 | C1-VNDUP | |
| Vendor/ Agency Upload Batch- 2 | C1-VNDUP | |
| Supervisory Statistics Batch Process | C1-SPSTM | Multi Threaded |
| Case List and Advance Search Table Refresh Batch | C1-CLST | Multi Threaded |

2.36 Product-Shipped Collections Facts

Following is the list of all product-shipped Collections Facts.

Table 2–5 Product-shipped Facts

| Fact Code | Fact Name | Group Code | Group Name |
|------------------|----------------|----------------------------|----------------------------|
| HOST_PROD_GRP_CD | Product Group | Collection.CureAndWriteOff | Collection.CureAndWriteOff |
| OVERDUE_AMT | Overdue Amount | Collection.CureAndWriteOff | Collection.CureAndWriteOff |

| Fact Code | Fact Name | Group Code | Group Name |
|------------------------|----------------------------------|----------------------------|----------------------------|
| | | iteOff | eAndWriteOff |
| DAYS_PAST_DUE | Days Past Due | Collection.CureAndWriteOff | Collection.CureAndWriteOff |
| OUTSTANDING_AMT1 | Outstanding Amount | Collection.CureAndWriteOff | Collection.CureAndWriteOff |
| LEGAL_CASE_EXISTS_SW | If Legal Case Exists | Collection.CureAndWriteOff | Collection.CureAndWriteOff |
| REPO_CASE_EXISTS_SW | Repossession Flag | Collection.CureAndWriteOff | Collection.CureAndWriteOff |
| DEBT_SOLD_SW | Debt Sold Flag | Collection.CureAndWriteOff | Collection.CureAndWriteOff |
| ACCT_WARN_IND_CD | Account Level Warning Indicator | Collection.CureAndWriteOff | Collection.CureAndWriteOff |
| CUST_WARN_IND_CD | Customer Level Warning Indicator | Collection.CureAndWriteOff | Collection.CureAndWriteOff |
| ACCT_IN_DISPUTE_SW | Account In Dispute Flag | Collection.CureAndWriteOff | Collection.CureAndWriteOff |
| HARDSHIP_SW | Customer Hardship Flag | Collection.CureAndWriteOff | Collection.CureAndWriteOff |
| COLLECT_TYPE_CD | Collection Type | Collection.CureAndWriteOff | Collection.CureAndWriteOff |
| PP_STAT_FLG | Last PTP Status | Collection.CureAndWriteOff | Collection.CureAndWriteOff |
| IS_DELINQUENT_SW | Is delinquent Flag | Collection.CureAndWriteOff | Collection.CureAndWriteOff |
| IN_COLLECTIONS_SW | In Collection Flag | Collection.CureAndWriteOff | Collection.CureAndWriteOff |
| HOST_SYS_ACCT_STAT_FLG | Account Status | Collection.CureAndWriteOff | Collection.CureAndWriteOff |
| START_DT | Collection Start Date | Collection.CureAndWriteOff | Collection.CureAndWriteOff |
| LAST_PAYMENT_DT | Last Payment Receipt Date | Collection.CureAndWriteOff | Collection.CureAndWriteOff |

| Fact Code | Fact Name | Group Code | Group Name |
|--|--|----------------------------|----------------------------|
| | | | WriteOff |
| PRIMARY_REASON_CODE | Primary Reason Code | Collection.CureAndWriteOff | Collection.CureAndWriteOff |
| SECONDARY_REASON_CODE | Secondary Reason Code | Collection.CureAndWriteOff | Collection.CureAndWriteOff |
| WRITE_OFF_TYPE | Write Off Type | Collection.CureAndWriteOff | Collection.CureAndWriteOff |
| HOST_PROD_CLASS_CD | Product Class Code | Collection.CureAndWriteOff | Collection.CureAndWriteOff |
| IS_FORCED_ACCT_SW | Forced Account Flag | Collection.CureAndWriteOff | Collection.CureAndWriteOff |
| MATURITY_DT | MATURITY_DT | Collection.Delinquency | Collection.Delinquency |
| INSTALLMENT_NUM | INSTALLMENT_NUM | Collection.Delinquency | Collection.Delinquency |
| INSTALLMENT_IN_AR | INSTALLMENT_IN_AR | Collection.Delinquency | Collection.Delinquency |
| OUTSTANDING_AMT | OUTSTANDING_AMT | Collection.Delinquency | Collection.Delinquency |
| to_date(sysdate) | Current Date | Collection.Delinquency | Collection.Delinquency |
| ARS_ASSESSED_AMT | ARS_ASSESSED_AMT | Collection.Delinquency | Collection.Delinquency |
| FACILITY_ID | FACILITY_ID | Collection.Delinquency | Collection.Delinquency |
| ARS_DUE_AMT | ARS_DUE_AMT | Collection.Delinquency | Collection.Delinquency |
| ACCOUNT_TYPE | Account Type | Collection.Delinquency | Collection.Delinquency |
| DELINQ_START_DT | Collection Start Date | Collection.Delinquency | Collection.Delinquency |
| Collection.PromiseToPay.MaximumDuration | Collection.PromiseToPay.MaximumDuration | Collection.PromiseToPay | Collection.PromiseToPay |
| Collection.PromiseToPay.PromiseToPayType | Collection.PromiseToPay.PromiseToPayType | Collection.PromiseToPay | Collection.PromiseToPay |
| Collection.PromiseToPay.DaysPastDue | Collection.PromiseToPay.DaysPastDue | Collection.PromiseToPay | Collection.PromiseToPay |

| Fact Code | Fact Name | Group Code | Group Name |
|---|--|-------------------------------|--------------------------------|
| Collection.PromiseToPay.NumberOfInstallment | Collection.PromiseToPay.NumberOfInstallment | Collection.PromiseToPay | Collection.Promise To Pay |
| Collection.PromiseToPay.PTPApproval | Collection.PromiseToPay.PTPApproval | Collection.PromiseToPay | Collection.Promise To Pay |
| ALLOC_BEHAVIOR_SCORE | StrategyAllocation.BehaviourScore | Collection.StrategyAllocation | Collection.Strategy Allocation |
| ALLOC_BRANCH_CD | StrategyAllocation.BranchCode | Collection.StrategyAllocation | Collection.Strategy Allocation |
| ALLOC_CASE_STATUS_CD | StrategyAllocation.CaseStatus | Collection.StrategyAllocation | Collection.Strategy Allocation |
| ALLOC_CASE_TYPE_CD | StrategyAllocation.Casetype | Collection.StrategyAllocation | Collection.Strategy Allocation |
| ALLOC_CUSTOMER_RISK_SCORE | StrategyAllocation.CustomerRiskScore | Collection.StrategyAllocation | Collection.Strategy Allocation |
| ALLOC_DAYSINARREAR | StrategyAllocation.DaysInArrear | Collection.StrategyAllocation | Collection.Strategy Allocation |
| ALLOC_DAYS_PAST_DUE | StrategyAllocation.DaysPastDue | Collection.StrategyAllocation | Collection.Strategy Allocation |
| ALLOC_GUARANTOR_SW | StrategyAllocation.GuarantorSwitch | Collection.StrategyAllocation | Collection.Strategy Allocation |
| ALLOC_HOST_PRD_CD | StrategyAllocation.ProductCode | Collection.StrategyAllocation | Collection.Strategy Allocation |
| ALLOC_HOST_PROD_CLASS_CD | StrategyAllocation.ProductClassCode | Collection.StrategyAllocation | Collection.Strategy Allocation |
| ALLOC_HOST_PROD_GRP_CD | StrategyAllocation.ProductGroupCode | Collection.StrategyAllocation | Collection.Strategy Allocation |
| ALLOC_HOST_SYS_ACCT_STAT_FLG | StrategyAllocation.AccountStatusFlag | Collection.StrategyAllocation | Collection.Strategy Allocation |
| ALLOC_JOINT_APPLICANT_SW | StrategyAllocation.JointApplicantSwitch | Collection.StrategyAllocation | Collection.Strategy Allocation |
| ALLOC_LAST_PRNCPL_WRITE_OFF_DT | StrategyAllocation.LastPrincipalWriteOffDate | Collection.StrategyAllocation | Collection.Strategy Allocation |

| Fact Code | Fact Name | Group Code | Group Name |
|--------------------------------|---|-------------------------------|-------------------------------|
| | | | Allocation |
| ALLOC_MAIN_CUSTOMER_PARTY_TYPE | StrategyAllocation.MainCustomerPartyType | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_MAIN_CUST_ADDRESS_CITY | StrategyAllocation.MainCustomerAddressCity | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_MAIN_CUST_ADDRESS_STATE | StrategyAllocation.MainCustomerAddressState | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_MAIN_CUST_ADDRESS_ZIP | StrategyAllocation.MainCustomerAddressZip | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_MAIN_CUST_PARTY_CLASS | StrategyAllocation.MainCustomerPartyClass | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_MINOR_ACCT_STAT_TYPE | StrategyAllocation.MinorAccountStatusType | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_NEXT_INSTALLMENT_AMOUNT | StrategyAllocation.NextInstallmentAmount | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_NEXT_INSTALLMENT_DATE | StrategyAllocation.NextInstallmentDate | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_NUM_OF_DELIQ | StrategyAllocation.NumberOfDelinquency | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_NUM_PTP_BROKEN | StrategyAllocation.NumberPTPBroken | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_OFFER_ID | StrategyAllocation.OfferId | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_OUTSTANDING_AMT | StrategyAllocation.OutstandingAmount | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_OVERDUE_AMT | StrategyAllocation.OverDueAmount | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_SECURED_SW | StrategyAllocation.SecuredSwitch | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_VIP_PARTY_SW | StrategyAllocation.VipPartySwitch | Collection.StrategyAllocation | Collection.StrategyAllocation |

| Fact Code | Fact Name | Group Code | Group Name |
|-----------------------------------|----------------------------------|-----------------------------------|-----------------------------------|
| | | | Allocation |
| ALLOC_WRITE_OFF_DT | StrategyAllocation.WriteOffDate | Collection.StrategyAllocation | Collection.StrategyAllocation |
| SUSP_ACTVTY_DAYS_PAST_DUE | Days Past Due | Collection.AccountSuspendActivity | Collection.AccountSuspendActivity |
| SUSP_ACTVTY_OVERDUE_AMT | Overdue Amount | Collection.AccountSuspendActivity | Collection.AccountSuspendActivity |
| SUSP_ACTVTY_OUTSTANDING_AMT | Outstanding Amount | Collection.AccountSuspendActivity | Collection.AccountSuspendActivity |
| SUSP_ACTVTY_DAYS_IN_ARREARS | Days In Arrears | Collection.AccountSuspendActivity | Collection.AccountSuspendActivity |
| SUSP_ACTVTY_HOST_PROD_CLASS_CD | Product Class Code | Collection.AccountSuspendActivity | Collection.AccountSuspendActivity |
| SUSP_ACTVTY_HOST_PROD_GRP_CD | Product Group | Collection.AccountSuspendActivity | Collection.AccountSuspendActivity |
| SUSP_ACTVTY_MATURITY_DT | Maturity Date | Collection.AccountSuspendActivity | Collection.AccountSuspendActivity |
| SUSP_ACTVTY_WRITE_OFF_DT | Write Off Date | Collection.AccountSuspendActivity | Collection.AccountSuspendActivity |
| SUSP_ACTVTY_WILLINGNES_TO_PAY_FLG | Willingness to Pay Flag | Collection.AccountSuspendActivity | Collection.AccountSuspendActivity |
| SUSP_ACTVTY_NUM_PTP_BROKEN_ACCT | Number of PTP Broken for Account | Collection.AccountSuspendActivity | Collection.AccountSuspendActivity |
| SUSP_ACTVTY_NUM_PTP_KEPT_ACCT | Number of PTP Kept for Account | Collection.AccountSuspendActivity | Collection.AccountSuspend |

| Fact Code | Fact Name | Group Code | Group Name |
|--|--|------------------------------------|--------------------------------------|
| | | | Activity |
| SUSP_ACTVTY_NUM_CONSEQ_PTP_BROKEN_ACCT | Number of Consecutive PTP Broken for Account | Collection.AccountSuspendActivity | Collection.Account Suspend Activity |
| SUSP_ACTVTY_LAST_PTP_BROKEN_DATE | Last PTP Broken Date for Account | Collection.AccountSuspendActivity | Collection.Account Suspend Activity |
| SUSP_ACTVTY_LAST_PTP_DATE | Last PTP Date for Account | Collection.AccountSuspendActivity | Collection.Account Suspend Activity |
| SUSP_ACTVTY_LAST_PTP_STATUS | Last PTP Status for Account | Collection.AccountSuspendActivity | Collection.Account Suspend Activity |
| SUSP_ACTVTY_LAST_FOLLOW_UP_ACTION | Last Follow Up Action for Account | Collection.AccountSuspendActivity | Collection.Account Suspend Activity |
| SUSP_ACTVTY_NUM_OF_DELINQ_ACCT | Number Of Delinquency for Account | Collection.AccountSuspendActivity | Collection.Account Suspend Activity |
| SUSP_ACTVTY_CC_THIS_WEEK_ACCT | Customer Contacts This Week for Account | Collection.AccountSuspendActivity | Collection.Account Suspend Activity |
| SUSP_ACTVTY_NUM_SELF_CURED | No. of Times Self Cured | Collection.AccountSuspendActivity | Collection.Account Suspend Activity |
| SUSP_ACTVTY_DEBT_SOLD_SW | Debt Sold Flag | Collection.AccountSuspendActivity | Collection.Account Suspend Activity |
| SUSP_ACTVTY_CC_THIS_WEEK_CUST | Customer contacts this week for Customer | Collection.CustomerSuspendActivity | Collection.Customer Suspend Activity |
| SUSP_ACTVTY_NUM_OF_DELINQ_CUST | Number Of Delinquency for Customer | Collection.CustomerSuspendActivity | Collection.Customer Suspend Activity |
| SUSP_ACTVTY_ABILITY_TO_PAY_SW | Ability To Pay Flag | Collection.CustomerSuspendActivity | Collection.Customer |

| Fact Code | Fact Name | Group Code | Group Name |
|----------------------------------|--|------------------------------------|------------------------------------|
| | | | Suspend Activity |
| SUSP_ACTVTY_BANKRUPT_SW | Bankrupt Flag | Collection.CustomerSuspendActivity | Collection.CustomerSuspendActivity |
| SUSP_ACTVTY_HARDSHIP_SW | Hardship Flag | Collection.CustomerSuspendActivity | Collection.CustomerSuspendActivity |
| SUSP_ACTVTY_MAIN_CUST_LEGAL_CASE | If Legal Case Exists as Main Customer | Collection.CustomerSuspendActivity | Collection.CustomerSuspendActivity |
| SUSP_ACTVTY_FIN_CUST_LEGAL_CASE | If Legal Case Exists as Financially Responsible Customer | Collection.CustomerSuspendActivity | Collection.CustomerSuspendActivity |
| SUSP_ACTVTY_MAIN_CUST_REPO_CASE | If Repo Case Exists as Main Customer | Collection.CustomerSuspendActivity | Collection.CustomerSuspendActivity |
| SUSP_ACTVTY_FIN_CUST_REPO_CASE | If Repo Case Exists as Financially Responsible Customer | Collection.CustomerSuspendActivity | Collection.CustomerSuspendActivity |
| SUSP_ACTVTY_ACCT_IN_DISPUTE_SW | Accounts in Dispute Flag for Main Customers of Account | Collection.CustomerSuspendActivity | Collection.CustomerSuspendActivity |
| BLK_CNT_DAYS_PAST_DUE | Days Past Due | Collection.AccountBulkContact | Collection.AccountBulkContact |
| BLK_CNT_OVER_DUE_AMT | Overdue Amount | Collection.AccountBulkContact | Collection.AccountBulkContact |
| BLK_CNT_OUTSTANDING_AMT | Outstanding Amount | Collection.AccountBulkContact | Collection.AccountBulkContact |
| BLK_CNT_DAYS_IN_ARREARS | Days In Arrears | Collection.AccountBulkContact | Collection.AccountBulkContact |
| BLK_CNT_HOST_PROD_CLASS_CD | Product Class Code | Collection.AccountBulkContact | Collection.AccountBulkContact |
| BLK_CNT_HOST_PROD_ | Product Group | Collection.AccountBulk | Collection.Ac |

| Fact Code | Fact Name | Group Code | Group Name |
|--------------------------------|--|-------------------------------|---------------------------------|
| GRP_CD | | kContact | count Bulk Contact |
| BLK_CNT_IS_DELINQUENT_SW | Is delinquent Flag | Collection.AccountBulkContact | Collection.Account Bulk Contact |
| BLK_CNT_LAST_PAYMENT_DT | Last Payment Receipt Date | Collection.AccountBulkContact | Collection.Account Bulk Contact |
| BLK_CNT_LAST_PAYMENT_AMOUNT | Last Payment Receipt Amount | Collection.AccountBulkContact | Collection.Account Bulk Contact |
| BLK_CNT_UNCLR_PAYMENT_AMT | Un-Cleared Payment Amount | Collection.AccountBulkContact | Collection.Account Bulk Contact |
| BLK_CNT_NON_STARTER_SW | Non Starter Flag | Collection.AccountBulkContact | Collection.Account Bulk Contact |
| BLK_CNT_LOAN_MATURITY_DATE | Loan maturity Date | Collection.AccountBulkContact | Collection.Account Bulk Contact |
| BLK_CNT_ACCT_WRITE_OFF_DT | Account Write Off Date | Collection.AccountBulkContact | Collection.Account Bulk Contact |
| BLK_CNT_GUARANTOR_SW | Guarantor Flag | Collection.AccountBulkContact | Collection.Account Bulk Contact |
| BLK_CNT_COBORROWERS_EXISTS_SW | Co-Borrowers Exist Flag | Collection.AccountBulkContact | Collection.Account Bulk Contact |
| BLK_CNT_NUM_PTP_BROKEN_ACCT | Number of PTP Broken for Account | Collection.AccountBulkContact | Collection.Account Bulk Contact |
| BLK_CNT_NUM_PTP_KEPT_ACCT | Number of PTP Kept for Account | Collection.AccountBulkContact | Collection.Account Bulk Contact |
| BLK_NUM_CONSEQ_PTP_BROKEN_ACCT | Number of Consecutive PTP Broken for Account | Collection.AccountBulkContact | Collection.Account Bulk Contact |
| BLK_CNT_LAST_PTP_BROKEN_DATE | Last PTP Broken Date for Account | Collection.AccountBulkContact | Collection.Account Bulk Contact |
| BLK_CNT_LAST_PTP_DATE | Last PTP Date for Account | Collection.AccountBulkContact | Collection.Account Bulk Contact |
| BLK_CNT_LAST_PTP_ | Last PTP Status for Account | Collection.AccountBulkContact | Collection.Account Bulk Contact |

| Fact Code | Fact Name | Group Code | Group Name |
|--------------------------------|---|--------------------------------|----------------------------------|
| STATUS | | kContact | count Bulk Contact |
| BLK_CNT_LAST_FOLLOW_UP_DATE | Last Follow Up Date for Account | Collection.AccountBulkContact | Collection.Account Bulk Contact |
| BLK_CNT_NUM_OF_DELIQ_ACCT | Number Of Delinquency for Account | Collection.AccountBulkContact | Collection.Account Bulk Contact |
| BLK_CNT_CC_THIS_WEEK_ACCT | Customer Contacts This Week for Account | Collection.AccountBulkContact | Collection.Account Bulk Contact |
| BLK_CNT_NUM_SELF_CURED | No. of Times Self Cured | Collection.AccountBulkContact | Collection.Account Bulk Contact |
| BLK_CNT_DEBT_SOLD_SW | Debt Sold Flag | Collection.AccountBulkContact | Collection.Account Bulk Contact |
| BLK_CNT_PTP_KEPT_CUST | Number of PTP Kept for Customer | Collection.CustomerBulkContact | Collection.Customer Bulk Contact |
| BLK_CNT_PTP_BROKEN_CUST | Number of PTP Broken for Customer | Collection.CustomerBulkContact | Collection.Customer Bulk Contact |
| BLK_CNT_CONSEQ_PTP_BROKEN_CUST | Number of Consecutive PTP Broken for Customer | Collection.CustomerBulkContact | Collection.Customer Bulk Contact |
| BLK_CNT_NUM_OF_DELIQ_CUST | Number Of Delinquency for Customer | Collection.CustomerBulkContact | Collection.Customer Bulk Contact |
| BLK_CNT_CC_THIS_WEEK_CUST | Customer Contacts This Week for Customer | Collection.CustomerBulkContact | Collection.Customer Bulk Contact |
| BankruptSwitch | Bankruptcy Indicator | Collection.CaseType | Collection.Case Type |
| OverdueAmount | Overdue Amount | Collection.CaseType | Collection.Case Type |
| OverLimitAmt | OverLimit Amount | Collection.CaseType | Collection.Case Type |
| OverdrawnAmt | Overdrawn Amount | Collection.CaseType | Collection.Case Type |
| HardshipSwitch | Hardship Indicator | Collection.CaseType | Collection.Case Type |
| DisputesIndicator | Disputes Indicator | Collection.CaseType | Collection.Case Type |

| Fact Code | Fact Name | Group Code | Group Name |
|-------------------------|-------------------------|----------------------------------|--------------------------------------|
| CustomerRiskScore | Customer Risk Score | Collection.CaseType | Collection.Ca se Type |
| ReevaluationDays | Reevaluation Days | Collection.CaseType | Collection.Ca se Type |
| DaysPastDue | Days Past Due | Collection.CaseType | Collection.Ca se Type |
| CollectionsStrategy | Collections Strategy | Collection.CaseType | Collection.Ca se Type |
| NonStarterSw | Non Starter | Collection.CaseType | Collection.Ca se Type |
| IsDelinquentSw | Delinquency Flag | Collection.CaseType | Collection.Ca se Type |
| ProductGroup | Product Group code | Collection.CaseType | Collection.Ca se Type |
| ProductClass | Product Class code | Collection.CaseType | Collection.Ca se Type |
| TAMMatrixId | TAM Matrix Id | Collection.CaseType | Collection.Ca se Type |
| TAMReviewDays | TAM Review Days | Collection.CaseType | Collection.Ca se Type |
| SYSTEM_DATE | System Date | Collection.CaseType | Collection.Ca se Type |
| POSTING_DATE | Posting Date | Collection.CaseType | Collection.Ca se Type |
| RSET_RULE_OUTPUT | Rule Output | Collection.CaseType | Collection.Ca se Type |
| ApplicableReliefs | Applicable Reliefs | Collection.FinancialHa rdship | Collection.Fin ancial Hardship |
| ProductClassCode | Product Class | Collection.FinancialHa rdship | Collection.Fin ancial Hardship |
| ProductGroupCode | Product Group | Collection.FinancialHa rdship | Collection.Fin ancial Hardship |
| FH.NumOfTimesDelinquent | FH.NumOfTimesDelinquent | Collection.FinancialHa rdship | Collection.Fin ancial Hardship |
| FH.NumOfTimesSelfCured | FH.NumOfTimesSelfCured | Collection.FinancialHa rdship | Collection.Fin ancial Hardship |
| FH.NumOfPTPKept | FH.NumOfPTPKept | Collection.FinancialHa | Collection.Fin |

| Fact Code | Fact Name | Group Code | Group Name |
|--|--|------------------------------|-------------------------------|
| | | rdship | ancial Hardship |
| FH.NumOfPTPBroken | FH.NumOfPTPBroken | Collection.FinancialHardship | Collection.Financial Hardship |
| FH.NumOfPTPTaken | FH.NumOfPTPTaken | Collection.FinancialHardship | Collection.Financial Hardship |
| FH.NumOfConsecutivePTPBroken | FH.NumOfConsecutivePTPBroken | Collection.FinancialHardship | Collection.Financial Hardship |
| FH.PeakODDays | FH.PeakODDays | Collection.FinancialHardship | Collection.Financial Hardship |
| FH.TotalOutstandingAmount | FH.TotalOutstandingAmount | Collection.FinancialHardship | Collection.Financial Hardship |
| FH.TotalOverdueAmount | FH.TotalOverdueAmount | Collection.FinancialHardship | Collection.Financial Hardship |
| FH.LastHardshipApplicationDate | FH.LastHardshipApplicationDate | Collection.FinancialHardship | Collection.Financial Hardship |
| FH.BankruptSwitch | FH.BankruptSwitch | Collection.FinancialHardship | Collection.Financial Hardship |
| FH.HardshipSwitch | FH.HardshipSwitch | Collection.FinancialHardship | Collection.Financial Hardship |
| FH.ImprisonedSwitch | FH.ImprisonedSwitch | Collection.FinancialHardship | Collection.Financial Hardship |
| FH.DeceasedSwitch | FH.DeceasedSwitch | Collection.FinancialHardship | Collection.Financial Hardship |
| FH.AbscondingSwitch | FH.AbscondingSwitch | Collection.FinancialHardship | Collection.Financial Hardship |
| FH.TotalNumOfProductsSelectedForHardship | FH.TotalNumOfProductsSelectedForHardship | Collection.FinancialHardship | Collection.Financial Hardship |
| FH.NumOfTimesInHardship | FH.NumOfTimesInHardship | Collection.FinancialHardship | Collection.Financial Hardship |
| FH.AbilityToPay | FH.AbilityToPay | Collection.FinancialHardship | Collection.Fin |

| Fact Code | Fact Name | Group Code | Group Name |
|----------------------------|--------------------------------|--|---|
| | | rdship | ancial Hardship |
| FH.CustomerRiskScore | FH.CustomerRiskScore | Collection.FinancialHardship | Collection.Financial Hardship |
| FH.MaritalStatusFlag | FH.MaritalStatusFlag | Collection.FinancialHardship | Collection.Financial Hardship |
| FH.PersonCustClassCode | FH.PersonCustClassCode | Collection.FinancialHardship | Collection.Financial Hardship |
| FH.ProbabilityOfDefaultVal | FH.ProbabilityOfDefaultVal | Collection.FinancialHardship | Collection.Financial Hardship |
| FH.SetupDate | FH.SetupDate | Collection.FinancialHardship | Collection.Financial Hardship |
| FH.BirthDate | FH.BirthDate | Collection.FinancialHardship | Collection.Financial Hardship |
| EVT_JOINT_NOMINATION_SW | Joint Nomination Flag | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_DAYS_PAS_DUE | Days Past Due | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_OUTSTANDING_AMT | Outstanding Amount | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_OVERDUE_AMT | Over Due Amount | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_DR_INT_ACCRD_AMT | Direct Interest Accrued Amount | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_BUSINESS_UNIT | Business Unit | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_MARKET_ENTITY | Market Entity | Collection.EventManagerAccountSpecific | Collection.Event Manager |

| Fact Code | Fact Name | Group Code | Group Name |
|----------------------------|-----------------------------|--|---|
| | | | Account Specific |
| EVT_HOST_SYS_ACCT_STAT_FLG | System Account Status | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_USR_DEF_ACCT_STAT_FLG | User Defined Account Status | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_ACCRL_STAT_FLG | Accrual Status Flag | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_ASST_CLASS_CD | Asset Class Code | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_BRANCH_CD | Branch Code | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_HOST_PROD_CLASS_CD | Product Class Code | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_HOST_PROD_GRP_CD | Product Group Code | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_HOST_PRD_CD | Product Code | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_OVERLIMIT_AMT | Overlimit Amount | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_IS_DELINQUENT_SW | Is Delinquent Flag | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_DELINQ_START_DT | Delinquency Start Date | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_INSTALLMENT_IN_ | Installment in Arrears | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |

| Fact Code | Fact Name | Group Code | Group Name |
|--------------------------|---|--|---|
| ARS | | gerAccountSpecific | ent Manager Account Specific |
| EVT_DISBRS_AMT | Disbursed Amount | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_TOTAL_AVL_DISBRS_AMT | Total Available Disburse Amount | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_SET_UP_DT | Account Opening Date or Initial Disbursement Date | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_APPL_SCR | Application Score | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_LAST_PAYMENT_DT | Last Payment Receipt Date | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_LAST_PAYMENT_AMT | Last Payment Receipt Amount | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_UNCLR_PAYMENT_AMT | Un-cleared Payment Amount | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_NON_STARTER_SW | Non Starter Flag | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_MATURITY_DT | Loan Maturity Date | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_REDRAW_AVL_SW | Redraw Availability | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_REDRAW_CNT | Redraw Count | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |

| Fact Code | Fact Name | Group Code | Group Name |
|------------------------------|----------------------------------|--|---|
| EVT_JOINT_APPLICATION_SW | Co-Borrowers Exist Flag | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_GUARANTOR_SW | Guarantor Flag | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_WRITE_OFF_DT | Account Write Off Date | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_WRITE_OFF_AMT | Account Write Off Amount | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_LAST_PROVSN_DT | Last Provisional Date | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_LAST_PROVSN_BAL | Last Provisional Balance | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_LAST_PRCPL_WRITE_OFF_DT | Last Principal Write Off date | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_LAST_PRCPL_WRITE_OFF_BAL | Last Principal Write Off Balance | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_LAST_ACCT_RESTR_DT | Date of Last Loan Restructure | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_BEHAVIOR_SCORE | Behavior Score | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_WILLINGNES_TO_PAY_FLG | Willingness To Pay Flag | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_PPI_INSURED_SW | PPI Insured Flag | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |

| Fact Code | Fact Name | Group Code | Group Name |
|--------------------------------|--|--|---|
| EVT_LMI_INSURED_SW | LMI Insured Flag | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_SECURED_SW | Secured Flag | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_LAST_SETOFF_DT | Last Setoff Date | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_SETOFF_EXCLD_DT | Setoff Exclude Date | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_DEFAULT_NOTICE_SENT | Default Notice Sent | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_NUM_PTP_BROKEN_ACCT | Number of PTP Broken for Account | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_NUM_PTP_KEPT_ACCT | Number of PTP Broken for Account | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_NUM_CONSEQ_PTP_BROKEN_ACCT | Number of Consecutive PTP Broken for Account | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_LAST_PTP_BROKEN_DATE | Last PTP Broken Date for Account | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_LAST_PTP_DATE | Last PTP Date for Account | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_LAST_PTP_STATUS | Last PTP Status for Account | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_LAST_FOLLOW_UP_DATE | Last Followup Date for Account | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |

| Fact Code | Fact Name | Group Code | Group Name |
|---------------------------|---|--|---|
| EVT_CC_THIS_WEEK_ACCT | Customer Contacts This Week for Account | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_DAYS_IN_ARREARS | Days In Arrears | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_DEBT_SOLD_SW | Debt Sold Switch | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_PEAK_OD_DAYS | Peak OD Days | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_NUM_OF_DELIQ | Account Delinquency Count | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_DELIQ_STRING | Delinquency String | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_CYCLE_STRING | Cycle String | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_LAST_FOLLOW_UP_ACTION | Last Followup Action | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_NEXT_PLAN_ACTION | Next Planned Action | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_NEXT_ACTION_DT | Next Action Date | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_COLL_BUCKET | Collection Bucket | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_COLLATERAL_AVAILABLE | Collateral Available | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |

| Fact Code | Fact Name | Group Code | Group Name |
|--------------------------------|--|---|--|
| EVT_NUM_SELF_CURED | No Of Time Self Cured | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_ACCT_VIP_FLG | VIP Flag | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_ACCT_CUST_TYPE | Customer Type | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_ACCT_CUST_CLASS | Customer Class | Collection.EventManagerAccountSpecific | Collection.Event Manager Account Specific |
| EVT_NUM_PTP_KEPT_CUST | Number of PTP Kept for Customer | Collection.EventManagerCustomerSpecific | Collection.Event Manager Customer Specific |
| EVT_NUM_PTP_BROKEN_CUST | Number of PTP Broken for Customer | Collection.EventManagerCustomerSpecific | Collection.Event Manager Customer Specific |
| EVT_NUM_CONSEQ_PTP_BROKEN_CUST | Number of Consecutive PTP Broken for Customer | Collection.EventManagerCustomerSpecific | Collection.Event Manager Customer Specific |
| EVT_NUM_OF_DELINQ_CUST | Number of Delinquency for Customer | Collection.EventManagerCustomerSpecific | Collection.Event Manager Customer Specific |
| EVT_CC_THIS_WEEK_CUST | Customer Contact This Week Across Account | Collection.EventManagerCustomerSpecific | Collection.Event Manager Customer Specific |
| EVT_ACCT_IN_DISPUTE_SW | Accounts In Dispute Switch | Collection.EventManagerCustomerSpecific | Collection.Event Manager Customer Specific |
| EVT_MAIN_CUST_LEGAL_CASE | Legal Case as Main Customer | Collection.EventManagerCustomerSpecific | Collection.Event Manager Customer Specific |
| EVT_FIN_CUST_LEGAL_CASE | Legal Case as Financially Responsible Customer | Collection.EventManagerCustomerSpecific | Collection.Event Manager Customer Specific |

| Fact Code | Fact Name | Group Code | Group Name |
|-------------------------|---|---|--|
| EVT_MAIN_CUST_REPO_CASE | Repo Case as Main Customer | Collection.EventManagerCustomerSpecific | Collection.Event Manager Customer Specific |
| EVT_FIN_CUST_REPO_CASE | Repo Case as Financially Responsible Customer | Collection.EventManagerCustomerSpecific | Collection.Event Manager Customer Specific |
| EVT_ABILITY_TO_PAY_SW | Ability To Pay | Collection.EventManagerCustomerSpecific | Collection.Event Manager Customer Specific |
| EVT_BANKRUPT_SW | Bankruptcy Switch | Collection.EventManagerCustomerSpecific | Collection.Event Manager Customer Specific |
| EVT_HARDSHIP_SW | Hardship Switch | Collection.EventManagerCustomerSpecific | Collection.Event Manager Customer Specific |
| EVT_VIP_FLG | VIP Flag | Collection.EventManagerCustomerSpecific | Collection.Event Manager Customer Specific |
| EVT_CUST_TYPE | Customer Type | Collection.EventManagerCustomerSpecific | Collection.Event Manager Customer Specific |
| EVT_CUST_CLASS | Customer Class | Collection.EventManagerCustomerSpecific | Collection.Event Manager Customer Specific |
| EVT_OUTPUT | Rule Output | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| EVT_CASE_ID | Case Id | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| EVT_HOST_CUST_NBR | Host Customer Number | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| EVT_HOST_ACCNT_NBR | Host Account Number | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| EVT_CASE_TYPE | Case Type | Collection.EventManagerCaseSpecific | Collection.Event Manager Case Specific |

| Fact Code | Fact Name | Group Code | Group Name |
|------------------------|------------------------|-------------------------------------|--|
| EVT_CASE_CATEGORY | Case Category | Collection.EventManagerCaseSpecific | Collection.Event Manager Case Specific |
| Evt_AccrualStatus | Accrual Status | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_AcctAddrType | Acct Addr Type | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_LoanPurpose | Loan Purpose | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_AccountPurposeType | Account Purpose Type | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_ApplicationScore | Application Score | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_AsstClassCd | Asst Class Cd | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_BehaviourScore | Behaviour Score | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_BranchCode | Branch Code | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_DisbursedAmount | Disbursed Amount | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_DebitIntAccrued | Debit Int Accrued | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_EmployeeAcctSw | Employee Acct Sw | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_GuarantorSwitch | Guarantor Switch | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_HostSysAcctStatFlg | Host Sys Acct Stat Flg | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_InCollectionSw | In Collection Sw | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |

| Fact Code | Fact Name | Group Code | Group Name |
|-------------------------|------------------------|-------------------------------------|--|
| Evt_JointApplSw | Joint Appl Sw | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_JtNominationFlg | Jt Nomination Flg | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_LastLoanRestructure | Last Loan Restructure | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_LastPaymentAmt | Last Payment Amt | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_LastPaymentDt | Last Payment Dt | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_PrinWriteOffAmt | Prin Write Off Amt | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_LastPrinWriteOffDt | Last Prin Write Off Dt | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_TotalProvisionAmt | Total Provision Amt | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_LastProvisionDt | Last Provision Dt | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_LastSetOffAmount | Last Set Off Amount | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_LastSetOffDate | Last Set Off Date | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_LmiInsuredSw | Lmi Insured Sw | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_LoanToValue | Loan To Value | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_LoanToValueRatio | Loan To Value Ratio | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_MaturityDate | Maturity Date | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |

| Fact Code | Fact Name | Group Code | Group Name |
|----------------------------|---------------------------|-------------------------------------|--|
| Evt_MinorAccountStatusType | Minor Account Status Type | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_NonStarterSw | Non Starter Sw | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_OfferId | Offer Id | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_OfferName | Offer Name | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_OutstandingAmount | Outstanding Amount | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_OverdueAmount | Overdue Amount | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_OverLimitAmt | Overlimit Amt | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_PerAddrId | Per Addr Id | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_PpiInsuredSw | Ppi Insured Sw | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_ProbabilityDefltVal | Probability Deflt Val | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_RedrawAvailability | Redraw Availability | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_RedrawCount | Redraw Count | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_RepayFreq | Repay Freq | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_SecuredSw | Secured Sw | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_SetoffExclusionDate | Set off Exclusion Date | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |

| Fact Code | Fact Name | Group Code | Group Name |
|-----------------------------------|----------------------------------|-------------------------------------|--|
| Evt_StickyNotes | Sticky Notes | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_TotalAvailableDisbursedAmount | Total Available Disbursed Amount | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_UnclearedFunds | Uncleared Funds | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_AccountWriteOffAmount | Account Write Off Amount | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_AccountWriteOffDate | Account Write Off Date | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_AccountNumber | Account Number | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_AccountId | Account Id | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_AccountTypeCode | Account Type Code | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_BusinessUnit | Business Unit | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_FacilityId | Facility Id | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_LiabilityId | Liability Id | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_MarketEntity | Market Entity | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_PrimeType | Prd Code | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_ProductClassCode | Product Class Code | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_ProductGroupCode | Product Group Code | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |

| Fact Code | Fact Name | Group Code | Group Name |
|----------------------------|--------------------------|-------------------------------------|--|
| Evt_SourceId | Source Id | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_UsrDefAcctStatFlg | Usr Def Acct Stat Flg | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_ToDoCaseId | ToDo Case Id | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_CaseType | Case Type | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_PremiseId | Premise Id | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_User | User | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_CaseCondition | Case Condition | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_ContactPerson | Contact Person | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_PREFERREDContactMethod | Preferred Contact Method | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_LongComments | Long Comments | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_ContactInstructions | Contact Instructions | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_PhoneType | Phone Type | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_Phone | Phone | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_Extension | Extension | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_AbscondingSw | Absconding Sw | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |

| Fact Code | Fact Name | Group Code | Group Name |
|-------------------------------------|-------------------------------------|-------------------------------------|--|
| Evt_BankruptSwitch | Bankrupt Switch | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_DeceasedSw | Deceased Sw | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_DeterminantValue | Determinant Value | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_EnterpriseCustNbr | Enterprise Cust Nbr | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_HardshipSwitch | Hardship Switch | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_HostCustomerNbr | Host Customer Nbr | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_ImprisonedSw | Imprisoned Sw | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_InternetBankingSw | Internet Banking Sw | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_PhoneBankingSw | Phone Banking Sw | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_IsRateEngineThirdPartyIndicator | Is Rate Engine ThirdParty Indicator | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_PersonId | Person Id | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_PersonCustClassCd | Person Cust Class Cd | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_DateOfBirth | Date Of Birth | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_MaritalStatusFlag | Marital Status Flag | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_SetUpDate | Setup Date | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |

| Fact Code | Fact Name | Group Code | Group Name |
|--|--|-------------------------------------|--|
| Evt_AbiltyToPay | Abilty To Pay | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_Gender | Gender | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| Evt_CustomerRiskScore | Customer Risk Score | Collection.EventManagerRuleSpecific | Collection.Event Manager Rule Specific |
| TargetAccountProductClass | TargetAccountProductClass | Collection.ROSOCASAAccount | Collection.ROSO CASA Account |
| TargetAccountProductGroup | TargetAccountProductGroup | Collection.ROSOCASAAccount | Collection.ROSO CASA Account |
| TargetAccountProductCode | TargetAccountProductCode | Collection.ROSOCASAAccount | Collection.ROSO CASA Account |
| TargetAccountBalance | TargetAccountBalance | Collection.ROSOCASAAccount | Collection.ROSO CASA Account |
| SuccessOrFailure | SuccessOrFailure | Collection.ROSOCASAAccount | Collection.ROSO CASA Account |
| Roso.caseld | Roso.caseld | Collection.ROSOCASAAccount | Collection.ROSO CASA Account |
| Roso.targetAccount | Roso.targetAccount | Collection.ROSOCASAAccount | Collection.ROSO CASA Account |
| Roso.AbilityToPayFlag | Roso.AbilityToPayFlag | Collection.ROSOCustomer | Collection.ROSO Customer |
| Roso.BankruptFlag | Roso.BankruptFlag | Collection.ROSOCustomer | Collection.ROSO Customer |
| Roso.HardshipFlag | Roso.HardshipFlag | Collection.ROSOCustomer | Collection.ROSO Customer |
| Roso.LegalCaseAsMainCustomerFlag | Roso.LegalCaseAsMainCustomerFlag | Collection.ROSOCustomer | Collection.ROSO Customer |
| Roso.LegalCaseAsFinanciallyResponsibleCustomerFlag | Roso.LegalCaseAsFinanciallyResponsibleCustomerFlag | Collection.ROSOCustomer | Collection.ROSO Customer |
| Roso.RepoCaseAsMainCustomerFlag | Roso.RepoCaseAsMainCustomerFlag | Collection.ROSOCustomer | Collection.ROSO Customer |
| Roso.RepoCaseAsFinanciallyResponsibleCustomerFlag | Roso.RepoCaseAsFinanciallyResponsibleCustomerFlag | Collection.ROSOCustomer | Collection.ROSO Customer |

| Fact Code | Fact Name | Group Code | Group Name |
|--------------------------------|--|---------------------------------|---------------------------------|
| Roso.AccountsInDisputeFlag | Roso.AccountsInDisputeFlag | Collection.ROSOCustomer | Collection.ROSO Customer |
| Roso.PersonId | Roso.PersonId | Collection.ROSOCustomer | Collection.ROSO Customer |
| AccessControl.PTP_TYPE | Promise To Pay Type | Collection.AccessControl | Collection.Access Control |
| AccessControl.UserRole | User Role | Collection.AccessControl | Collection.Access Control |
| AccessControl.CONTACT_CLASS | Contact Class | Collection.AccessControl | Collection.Access Control |
| AccessControl.CASE_TYPE | Case Type | Collection.AccessControl | Collection.Access Control |
| CURE_FULL_DEBIT_BALANCE_FLG | Full Debit Balance Flag | Collection.CureAndWriteOff | Collection.CureAndWriteOff |
| EVT_DEMAND_NOTICE_DATE | Demand Notice Date | Collection.EvntMgrAccSpecific | Collection.EvntMgrAccSpecific |
| EVT_FULL_DEBT_BAL_DUE_FLG | Full Debit Balance Due Flag | Collection.EvntMgrAccSpecific | Collection.EvntMgrAccSpecific |
| EVT_BORROWER_SW | Borrower Level Collections Switch | Collection.EvntMgrCstmrSpecific | Collection.EvntMgrCstmrSpecific |
| EVT_NUM_DELQ_ACCOUNT | No. of delinquent accounts where the customer is main customer | Collection.EvntMgrCstmrSpecific | Collection.EvntMgrCstmrSpecific |
| EVT_DEMAND_NOTICE_DT | Demand Notice Date | Collection.EvntMgrRuleSpecific | Collection.EvntMgrRuleSpecific |
| EVT_FULL_DBT_BAL_DUE_FLG | Full Debit Balance Due Flag | Collection.EvntMgrRuleSpecific | Collection.EvntMgrRuleSpecific |
| EVT_NUM_OF_ASSOC_ACCOUNTS | No. of Delinquent Accounts associated with the case | Collection.EvntMgrCaseSpecific | Collection.EvntMgrCaseSpecific |
| NUM_OF_DELQ_ACCOUNT_PRI_CUST | No. of Delinquent Accounts of the primary customer of the case | Collection.EvntMgrCaseSpecific | Collection.EvntMgrCaseSpecific |
| EVT_CASE_STAT_CD | Case Status | Collection.EvntMgrCaseSpecific | Collection.EvntMgrCaseSpecific |
| SUSP_ACTVTY_FULL_DEBIT_BAL_FLG | Full Debit Balance Flag | Collection.AccountSuspActivity | Collection.AccountSusp |

| Fact Code | Fact Name | Group Code | Group Name |
|--------------------------------|--|---------------------------------|---------------------------------|
| | | | Activity |
| SUSP_ACTVTY_BORROWER_SW | Borrower Level Collections Switch | Collection.CustomerSuspActivity | Collection.CustomerSuspActivity |
| BLK_CNT_BICOE_FLG | BICOE Flag | Collection.AccountBulkContact | Collection.AccountBulkContact |
| BLK_CNT_FULL_DEBIT_BALANCE_FLG | Full Debit Balance Flag | Collection.AccountBulkContact | Collection.AccountBulkContact |
| BICOE | BICOE Flag | Collection.Delinquency | Collection.Delinquency |
| BICOE_FLG | BICOE Flag | Collection.CaseType | Collection.CaseType |
| FULL_DEBIT_BALANCE_FLG | Full Debit Balance Flag | Collection.CaseType | Collection.CaseType |
| ALLOC_CUST_PER_ID | Person Id | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_CUST_ABILITY_TO_PAY_FLG | Ability to Pay Flag | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_CUST_BANKRUPT_SW | Bankrupt Flag | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_CUST_HARDSHIP_SW | Hardship Flag | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_CUST_WARN_IND_CD | Customer Warning Indicator Code | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_CUST_ACCT_IN_DISPUTE_SW | Accounts in Dispute Flag for Main Customers of Account | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_CUST_CNT_CC_THIS_WEEK | Customer Contacts This Week for Customer | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_CUST_CNT_CONSEQ_PTP_BKN | Number of Consecutive PTPs Broken for Customer | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_CUST_CNT_PTP_BROKEN_CUST | Number of PTPs Broken for Customer | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_CUST_CNT_PTP_ | Number of PTPs Kept for | Collection. | Collection. |

| Fact Code | Fact Name | Group Code | Group Name |
|--------------------------------|---|--------------------------------|--------------------------------|
| KEPT_CUST | Customer | StrategyAllocation | StrategyAllocation |
| ALLOC_CUST_CNT_NUM_OF_DELIQ | Number Of Delinquency for Customer | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_CUST_A_REPO_CASE_FIN_RES | Asset Repo Case as Financially Responsible Customer | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_CUST_A_REPO_CASE_MAIN | Asset Repo Case as Main Customer | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_CUST_LEGAL_CASE_FIN_RES | Legal Case as Financially Responsible Customer Flag | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_CUST_LEGAL_CASE_MAIN | Legal Case as Main Customer Flag | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_BICOE_FLG | BICOE Flag | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_FULL_DEBIT_BALANCE_FLG | Full Debit Balance Flag | Collection.StrategyAllocation | Collection.StrategyAllocation |
| AccessControl.USER_PROFILE | User Profile | Collection.AccessControl | Collection.AccessControl |
| AccessControl.USER_GRP | User Group | Collection.AccessControl | Collection.AccessControl |
| AccessControl.SOURCE_HOST | Source Host | Collection.AccessControl | Collection.AccessControl |
| AccessControl.CREATE_CONTACT | Create Contact | Collection.AccessControl | Collection.AccessControl |
| Evt_SelfServeSwitch | Agent Link | Collection.AccessControl | Collection.AccessControl |
| Evt_SelfServeSwitch | Self Serve Switch Flag | Collection.EvntMgrRuleSpecific | Collection.EvntMgrRuleSpecific |
| EVT_SELF_SERVE_SW | Self Serve Switch Flag | Collection.EvntMgrAccSpecific | Collection.EvntMgrAccSpecific |
| BLK_SELF_SERVE_SW | Self Serve Switch Flag | Collection. | Collection. |

| Fact Code | Fact Name | Group Code | Group Name |
|-----------------------------------|------------------------|--------------------------------|---------------------------------|
| | | AccountBulkContact | AccountBulk Contact |
| SUSP_ACTVTY_SELF_SERVE_SW | Self Serve Switch Flag | Collection.AccountSuspActivity | Collection.AccountSusp Activity |
| Evt_DirectDebitFlag | Direct Debit Flag | Collection.EvntMgrRuleSpecific | Collection.EvntMgrRule Specific |
| EVT_DIRECT_DEBIT_FLAG | Direct Debit Flag | Collection.EvntMgrAccSpecific | Collection.EvntMgrAccS pecific |
| BLK_DIRECT_DEBIT_FLAG | Direct Debit Flag | Collection.AccountBulkContact | Collection.AccountBulk Contact |
| DirectDebitFlag | Direct Debit Flag | Collection.CaseType | Collection.CaseType |
| ContactIntensityDaysPastDue | Days Past Due | Collection.ContactIntensity | Collection.ContactIntens ity |
| ContactIntensityOverdueAmount | Overdue Amount | Collection.ContactIntensity | Collection.ContactIntens ity |
| ContactIntensityOutstandingAmount | Outstanding Amount | Collection.ContactIntensity | Collection.ContactIntens ity |
| ContactIntensityCaseType | Case Type | Collection.ContactIntensity | Collection.ContactIntens ity |
| ContactIntensityCaseStatus | Case Type | Collection.ContactIntensity | Collection.ContactIntens ity |
| ContactIntensityCaseStatus | Case Status | Collection.ContactIntensity | Collection.ContactIntens ity |
| ContactIntensityCollectionsScore | Collections Score | Collection.ContactIntensity | Collection.ContactIntens ity |
| ContactIntensityCustomerRiskScore | Customer Risk Score | Collection.ContactIntensity | Collection.ContactIntens ity |
| ContactIntensityUnclearAmount | Unclear Amount | Collection.ContactIntensity | Collection.ContactIntens ity |
| ContactIntensityContactIntensity | Contact Intensity | Collection.ContactIntensity | Collection.ContactIntens |

| Fact Code | Fact Name | Group Code | Group Name |
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| | | | ity |
| ContactIntensityContactIntensityReviewDays | Contact Intensity Review Days | Collection. ContactIntensity | Collection. ContactIntensity |
| VIPFlag | VIP Flag | Collection. CaseType | Collection. CaseType |
| ForeClosureFlag | Fore Closure Flag | Collection. CaseType | Collection. CaseType |
| LiquidationFlag | Liquidation Flag | Collection. CaseType | Collection. CaseType |
| LiquidationFlag | Liquidation Flag | Collection. CaseType | Collection. CaseType |
| InboundDocCaseType | Inbound Document Case Type | Collection. InboundDocument | Collection. InboundDocument |
| InboundDocCurrentStatus | Inbound Document Current Status | Collection. InboundDocument | Collection. InboundDocument |
| InboundDocNextStatus | Inbound Document Next Status | Collection. InboundDocument | Collection. InboundDocument |
| ALLOC_BANKRUPTCY_COURT | Bankruptcy Court | Collection. StrategyAllocation | Collection. StrategyAllocation |
| ALLOC_BANKRUPTCY_CHAPTER | Bankruptcy Chapter | Collection. StrategyAllocation | Collection. StrategyAllocation |
| CURE_OVERDUE_AMT | Overdue Amount | Collection. CureAndWriteOff | Collection. CureAndWriteOff |
| CURE_SCRA_MEMBER | SCRA Service Member Flag | Collection. CureAndWriteOff | Collection. CureAndWriteOff |
| CURE_SCRA_MEMBER_DEP | SCRA Service Member Dependent Flag | Collection. CureAndWriteOff | Collection. CureAndWriteOff |
| CURE_SCRA_ACTIVE_MEMBER | SCRA Active Service Member Flag | Collection. CureAndWriteOff | Collection. CureAndWriteOff |
| CURE_SCRA_MEMBER_MISSING | SCRA Missing Service Member Flag | Collection. CureAndWriteOff | Collection. CureAndWriteOff |
| CURE_SCRA_MEMBER_WAIVER | SCRA Service Member Waiver Flag | Collection. CureAndWriteOff | Collection. CureAndWriteOff |

| Fact Code | Fact Name | Group Code | Group Name |
|--------------------------------|---|---------------------------------|---------------------------------|
| | | | Off |
| CURE_SCRA_DEP_ACTIVE | SCRA Service Member Active Dependent Flag | Collection.CureAndWriteOff | Collection.CureAndWriteOff |
| EVT_SCRA_SERVICE_MEMBER | SCRA Service Member Flag | Collection.EvntMgrAccSpecific | Collection.EvntMgrAccSpecific |
| EVT_SCRA_SERVICE_MEMBER_DEP | SCRA Service Member Dependent Flag | Collection.EvntMgrAccSpecific | Collection.EvntMgrAccSpecific |
| EVT_SCRA_SERVICE_ACTIVE_MEMBER | SCRA Active Service Member Flag | Collection.EvntMgrAccSpecific | Collection.EvntMgrAccSpecific |
| EVT_SCRA_MEMBER_MISSING | SCRA Missing Service Member Flag | Collection.EvntMgrAccSpecific | Collection.EvntMgrAccSpecific |
| EVT_SCRA_MEMBER_WAIVER | SCRA Service Member Waiver Flag | Collection.EvntMgrAccSpecific | Collection.EvntMgrAccSpecific |
| EVT_SCRA_DEP_ACTIVE | SCRA Service Member Active Dependent Flag | Collection.EvntMgrAccSpecific | Collection.EvntMgrAccSpecific |
| EVT_ACCT_TIME_BARRED_SW | Time Barred Switch | Collection.EvntMgrAccSpecific | Collection.EvntMgrAccSpecific |
| EVT_ACCT_CHARGE_OFF_AMT | Charge Off Amount | Collection.EvntMgrAccSpecific | Collection.EvntMgrAccSpecific |
| EVT_ACCT_DAYS_CHARGE_OFF | Days Charge Off | Collection.EvntMgrAccSpecific | Collection.EvntMgrAccSpecific |
| EVT_SCRA_SERVICE_MEMBER_FLG | SCRA Service Member Flag | Collection.EvntMgrCstmrSpecific | Collection.EvntMgrCstmrSpecific |
| EVT_SCRA_SVC_MEMBER_DEP_FLG | SCRA Service Member Dependent Flag | Collection.EvntMgrCstmrSpecific | Collection.EvntMgrCstmrSpecific |
| EVT_SCRA_SVC_ACTIVE_MEMBER_FLG | SCRA Active Service Member Flag | Collection.EvntMgrCstmrSpecific | Collection.EvntMgrCstmrSpecific |
| EVT_SCRA_MEMBER_MISSING_FLG | SCRA Service Member Missing Flag | Collection.EvntMgrCstmrSpecific | Collection.EvntMgrCstmrSpecific |
| EVT_SCRA_MEMBER_WAIVER_FLG | SCRA Service Member Waiver Flag | Collection.EvntMgrCstmrSpecific | Collection.EvntMgrCstmrSpecific |

| Fact Code | Fact Name | Group Code | Group Name |
|-------------------------------|--|------------------------------------|--|
| | | | rSpecific |
| EVT_SCRA_DEPE_ACTIVE_FLG | SCRA Service Member Active Dependent Flag | Collection. EvtMgrCstmrSpecific | Collection. EvtMgrCstm rSpecific |
| EVT_SCRA_SERVICE_MEM | SCRA Service Member Flag | Collection. EvtMgrRuleSpecific | Collection. EvtMgrRule Specific |
| EVT_SCRA_SERVICE_MEM_DEP | SCRA Service Member Dependent Flag | Collection. EvtMgrRuleSpecific | Collection. EvtMgrRule Specific |
| EVT_SCRA_SERVICE_ACTIVE_MEM | SCRA Active Service Member Flag | Collection. EvtMgrRuleSpecific | Collection. EvtMgrRule Specific |
| EVT_SCRA_MEMBER_MISS | SCRA Service Member Missing Flag | Collection. EvtMgrRuleSpecific | Collection. EvtMgrRule Specific |
| EVT_SCRA_MEMBER_WAIV | SCRA Service Memembr Waiver Flag | Collection. EvtMgrRuleSpecific | Collection. EvtMgrRule Specific |
| EVT_SCRA_DEP_ACTV | SCRA Service Memembr Active Dependent Flag | Collection. EvtMgrRuleSpecific | Collection. EvtMgrRule Specific |
| EVT_RULE_TIME_BARRED_SW | Time Barred Switch | Collection. EvtMgrRuleSpecific | Collection. EvtMgrRule Specific |
| EVT_RULE_CHARGE_OFF_AMT | Charge Off Amount | Collection. EvtMgrRuleSpecific | Collection. EvtMgrRule Specific |
| EVT_RULE_DAYS_CHARGE_OFF | Days Charge Off | Collection. EvtMgrRuleSpecific | Collection. EvtMgrRule Specific |
| SUSP_TIME_BARRED_SW | Time Barred Switch | Collection. AccountSuspActivity | Collection. AccountSusp Activity |
| SUSP_CHARGE_OFF_AMT | Charge Off Amount | Collection. AccountSuspActivity | Collection. AccountSusp Activity |
| SUSP_AT_HOST_SYS_ACT_STAT_FLG | Account Status | Collection. AccountSuspActivity | Collection. AccountSusp Activity |
| SUSP_DAYS_CHARGE_OFF | Days Charge Off | Collection. AccountSuspActivity | Collection. AccountSusp Activity |
| SUSP_ACTVTY_SCRA_MEMBER | SCRA Service Member Flag | Collection. AccountSuspActivity | Collection. AccountSusp |

| Fact Code | Fact Name | Group Code | Group Name |
|---------------------------------|---|---------------------------------|---------------------------------|
| | | | Activity |
| SUSP_ACTVTY_SCRA_MEMBER_DEP | SCRA Service Member Dependent Flag | Collection.AccountSuspActivity | Collection.AccountSuspActivity |
| SUSP_ACTVTY_SCRA_ACTIVE_MEMBER | SCRA Active Service Member Flag | Collection.AccountSuspActivity | Collection.AccountSuspActivity |
| SUSP_ACTVTY_SCRA_MEMBER_MISS | SCRA Service Member Missing Flag | Collection.AccountSuspActivity | Collection.AccountSuspActivity |
| SUSP_ACTVTY_SCRA_MEMBER_WAIVER | SCRA Service Member Waiver Flag | Collection.AccountSuspActivity | Collection.AccountSuspActivity |
| SUSP_ACTVTY_SCRA_DEP_ACTIVE | SCRA Service Member Active Dependent Flag | Collection.AccountSuspActivity | Collection.AccountSuspActivity |
| SUSP_ACTVTY_SCRA_SVC_MMBR | SCRA Service Member Flag | Collection.CustomerSuspActivity | Collection.CustomerSuspActivity |
| SUSP_ACTVTY_SCRA_SVC_MMBR_DEP | SCRA Service Member Dependent Flag | Collection.CustomerSuspActivity | Collection.CustomerSuspActivity |
| SUSP_ACTVTY_SCRA_SVC_ACTIV_MMBR | SCRA Active Service Member Flag | Collection.CustomerSuspActivity | Collection.CustomerSuspActivity |
| SUSP_ACTVTY_SCRA_MMBR_MISSG | SCRA Service Member Missing Flag | Collection.CustomerSuspActivity | Collection.CustomerSuspActivity |
| SUSP_ACTVTY_SCRA_MEM_WAIVER | SCRA Service Member Waiver Flag | Collection.CustomerSuspActivity | Collection.CustomerSuspActivity |
| SUSP_ACTVTY_SCRA_DEPE_ACTIV | SCRA Service Member Active Dependent Flag | Collection.CustomerSuspActivity | Collection.CustomerSuspActivity |
| SUSP_ACT_ESIGN_CONSENT_EMAIL | ESign Consent Flag-Email | Collection.CustomerSuspActivity | Collection.CustomerSuspActivity |
| SUSP_ACT_ESIGN_CONSENT_PHONE | ESign Consent Flag-Phone | Collection.CustomerSuspActivity | Collection.CustomerSuspActivity |
| BLK_CNT_TIME_BARRED_SW | Time Barred Switch | Collection.AccountBulkContact | Collection.AccountBulkContact |
| BLK_CNT_CHARGE_OFF_AMT | Charge Off Amount | Collection.AccountBulkContact | Collection.AccountBulkContact |

| Fact Code | Fact Name | Group Code | Group Name |
|--------------------------------|------------------------------------|--------------------------------|--------------------------------|
| | | | Contact |
| BLK_CNT_HOST_SYS_ACCT_STAT_FLG | Account Status | Collection.AccountBulkContact | Collection.AccountBulkContact |
| EARLY_COLLECTION_CASE_TYPE | Early Collection Case Type | Collection.AccountBulkContact | Collection.AccountBulkContact |
| EARLY_COLLECTION_CASE_STATUS | Early Collection Case Status | Collection.AccountBulkContact | Collection.AccountBulkContact |
| BLK_CNT_DAYS_CHARGE_OFF | Days Charge Off | Collection.AccountBulkContact | Collection.AccountBulkContact |
| BLK_CNT_SCRA_MEMBER | SCRA Service Member Flag | Collection.AccountBulkContact | Collection.AccountBulkContact |
| BLK_CNT_SCRA_MEMBER_DEP | SCRA Service Member Dependent Flag | Collection.AccountBulkContact | Collection.AccountBulkContact |
| BLK_CNT_SCRA_ACTIVE_MEMBER | SCRA Member Active Flag | Collection.AccountBulkContact | Collection.AccountBulkContact |
| BLK_CNT_SCRA_MEMBER_MISSING | SCRA Member Missing Flag | Collection.AccountBulkContact | Collection.AccountBulkContact |
| BLK_CNT_SCRA_MEMBER_WAIVER | SCRA Member Waiver Flag | Collection.AccountBulkContact | Collection.AccountBulkContact |
| BLK_CNT_SCRA_DEP_ACTIVE | SCRA Member Active Dependent Flag | Collection.AccountBulkContact | Collection.AccountBulkContact |
| BLK_CNT_SCRA_SVC_MMR_FLG | SCRA Service Member Flag | Collection.CustomerBulkContact | Collection.CustomerBulkContact |
| BLK_CNT_SCRA_SVC_MMR_DEP_FLG | SCRA Service Member Dependent Flag | Collection.CustomerBulkContact | Collection.CustomerBulkContact |
| BLK_CNT_SCRA_SVC_ACTV_MMR_FLG | SCRA Active Service Member Flag | Collection.CustomerBulkContact | Collection.CustomerBulkContact |
| BLK_CNT_SCRA_MMR_MISS_FLG | SCRA Service Member Missing Flag | Collection.CustomerBulkContact | Collection.CustomerBulkContact |
| BLK_CNT_SCRA_MMR_WAIVER_FLG | SCRA Service Member Waiver Flag | Collection.CustomerBulkContact | Collection.CustomerBulk |

| Fact Code | Fact Name | Group Code | Group Name |
|----------------------------|---|--------------------------------|--------------------------------|
| | | | Contact |
| BLK_CNT_SCRA_DEPE_ACTV | SCRA Service Member Active Dependent Flag | Collection.CustomerBulkContact | Collection.CustomerBulkContact |
| TimeBarredSwitch | Time Barred Switch | Collection.CaseType | Collection.CaseType |
| ChargeOffAmt | Charge Off Amount | Collection.CaseType | Collection.CaseType |
| DaysChargeOff | Days Charge Off | Collection.CaseType | Collection.CaseType |
| SCRA_SERVICE_MEMBER | SCRA Service Member Flag | Collection.CaseType | Collection.CaseType |
| SCRA_SERVICE_MEMBER_DEP | SCRA Service Member Dependent Flag | Collection.CaseType | Collection.CaseType |
| SCRA_SERVICE_ACTIVE_MEMBER | SCRA Service Active Member Flag | Collection.CaseType | Collection.CaseType |
| SCRA_MEMBER_MISSING | SCRA Member Missing Flag | Collection.CaseType | Collection.CaseType |
| SCRA_MEMBER_WAIVER | SCRA Member Waiver Flag | Collection.CaseType | Collection.CaseType |
| SCRA_DEP_ACTIVE | SCRA Member Active Dependent Flag | Collection.CaseType | Collection.CaseType |
| ALLOC_TIME_BARRED_SW | Time Barred Switch | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_CHARGE_OFF_AMT | Charge Off Amount | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_DAYS_CHARGE_OFF | Days Charge Off | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_SCRA_MEMBER | SCRA Service Member Flag | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_SCRA_MEMBER_DEP | SCRA Service Member Dependent Flag | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_SCRA_ACTIVE_MEMBER | SCRA Service Active Member Flag | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_SCRA_MEMBER_MISSING | SCRA Member Missing Flag | Collection.StrategyAllocation | Collection.StrategyAllocation |

| Fact Code | Fact Name | Group Code | Group Name |
|--------------------------|--|-------------------------------|-------------------------------|
| ALLOC_SCRA_MEMBER_WAIVER | SCRA Member Waiver Flag | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_SCRA_DEP_ACTIVE | SCRA Member Active Dependent Flag | Collection.StrategyAllocation | Collection.StrategyAllocation |
| FH.ServiceMemberFlg | SCRA Service Member Flag | Collection.FinancialHardship | Collection.FinancialHardship |
| FH.ServiceMemDepFlg | SCRA Service Member Dependent Flag | Collection.FinancialHardship | Collection.FinancialHardship |
| FH.SvcMemActvFlg | SCRA Service Active Member Flag | Collection.FinancialHardship | Collection.FinancialHardship |
| FH.SvcMemMissingFlg | SCRA Member Missing Flag | Collection.FinancialHardship | Collection.FinancialHardship |
| FH.SvcMemWaiverFlg | SCRA Member Waiver Flag | Collection.FinancialHardship | Collection.FinancialHardship |
| FH.SvcMemActDepFlg | SCRA Member Active Dependent Flag | Collection.FinancialHardship | Collection.FinancialHardship |
| InboundDocCeaseDesistFlg | Inbound Document Cease And Desist Flag | Collection.InboundDocument | Collection.InboundDocument |
| EVT_TREATMENT_STATUS | Bankruptcy Treatment Status | Collection.EvntMgrAccSpecific | Collection.EvntMgrAccSpecific |
| EVT_BANKRUPTCY_INDICATOR | Bankruptcy Indicator Flag | Collection.EvntMgrAccSpecific | Collection.EvntMgrAccSpecific |
| OutStandingAmount | OutStanding Amount | Collection.CaseType | Collection.CaseType |
| DaysInArrear | Days In Arrear | Collection.CaseType | Collection.CaseType |
| BusinessUnit | Business Unit | Collection.CaseType | Collection.CaseType |
| MarketEntity | Market Entity | Collection.CaseType | Collection.CaseType |
| SystemAccountStatus | System Account Status | Collection.CaseType | Collection.CaseType |
| UserDefinedAccountStatus | User Defined Account Status | Collection.CaseType | Collection. |

| Fact Code | Fact Name | Group Code | Group Name |
|--------------------------|------------------------------------|----------------------|----------------------|
| | | | CaseType |
| AccrualStatus | Accrual Status | Collection. CaseType | Collection. CaseType |
| AssetClassificationCode | Asset Classification Code | Collection. CaseType | Collection. CaseType |
| HomeBranchNumber | Home Branch Number | Collection. CaseType | Collection. CaseType |
| ProductCodeDescription | Product Code Description | Collection. CaseType | Collection. CaseType |
| ProductCode | Product Code | Collection. CaseType | Collection. CaseType |
| InstallmentInArrear | Installment In Arrear | Collection. CaseType | Collection. CaseType |
| LastPaymentAmount | Last Payment Amount | Collection. CaseType | Collection. CaseType |
| UnClearedPaymentAmount | UnCleared Payment Amount | Collection. CaseType | Collection. CaseType |
| DisbursedAmount | Disbursed Amount | Collection. CaseType | Collection. CaseType |
| AvailableForDisbursement | Available For Disbursement | Collection. CaseType | Collection. CaseType |
| RedrawAvailability | Redraw Availability | Collection. CaseType | Collection. CaseType |
| JointApplicant_SW | JointApplicant Switch | Collection. CaseType | Collection. CaseType |
| AcctWriteOffAmount | Account Write Off Amount | Collection. CaseType | Collection. CaseType |
| ProvisionBalance | Provision Balance Amount | Collection. CaseType | Collection. CaseType |
| PrincipalWriteOffBalance | Principal WriteOff Balance Amount | Collection. CaseType | Collection. CaseType |
| ApplicationScore | Application Score | Collection. CaseType | Collection. CaseType |
| RedrawCount | Redraw Count | Collection. CaseType | Collection. CaseType |
| BehaviourScore | Behaviour Score | Collection. CaseType | Collection. CaseType |
| CollectionBucket | Collection Bucket | Collection. CaseType | Collection. CaseType |
| HardshipReliefOffered | Days Since Hardship Relief Offered | Collection. CaseType | Collection. CaseType |

| Fact Code | Fact Name | Group Code | Group Name |
|----------------------------|---|----------------------|----------------------|
| HardshipReliefExpired | Days to Hardship Relief Expired | Collection. CaseType | Collection. CaseType |
| DELINQUENCY_START_DATE | Delinquency Start Date | Collection. CaseType | Collection. CaseType |
| ACCT_OPENING_DATE | Account Opening OR Intitial Disbursement Date | Collection. CaseType | Collection. CaseType |
| LAST_PAYMENT_DATE | Last Payment Date | Collection. CaseType | Collection. CaseType |
| LOAN_MATURITY_DATE | Loan Maturity OR Limit Expiry Date | Collection. CaseType | Collection. CaseType |
| ACCT_WRITEOFF_DATE | Account WriteOff Date | Collection. CaseType | Collection. CaseType |
| LAST_PROVISION_DATE | Last Provision Date | Collection. CaseType | Collection. CaseType |
| LastPrincipalWriteOff_Date | Last Principal WriteOff Date | Collection. CaseType | Collection. CaseType |
| LastLoanRestructure_Date | Last Loan Restructure Date | Collection. CaseType | Collection. CaseType |
| LastPTPBroken_Date | Last PTP Broken Date | Collection. CaseType | Collection. CaseType |
| LastPTP_Date | Last PTP Date | Collection. CaseType | Collection. CaseType |
| LastFollowUp_Date | Last FollowUp Date | Collection. CaseType | Collection. CaseType |
| NextAction_Date | Next Action Date | Collection. CaseType | Collection. CaseType |
| WillingnessTOPay | Willingness TO Pay | Collection. CaseType | Collection. CaseType |
| Collateral_SW | Collateral Switch | Collection. CaseType | Collection. CaseType |
| Guarantor_SW | Guarantor Switch | Collection. CaseType | Collection. CaseType |
| Secured_SW | Secured Switch | Collection. CaseType | Collection. CaseType |
| PPI_Insured_SW | PPI Insured Switch | Collection. CaseType | Collection. CaseType |
| LMI_Insured_SW | LMI Insured Switch | Collection. CaseType | Collection. CaseType |
| CoBorrower_Exist_SW | Co Borrower Exist Switch | Collection. CaseType | Collection. CaseType |
| AbilityToPay | Ability To Pay | Collection. CaseType | Collection. |

| Fact Code | Fact Name | Group Code | Group Name |
|--|---|----------------------|----------------------|
| | | | CaseType |
| LegalCaseMainCustomer_SW | Legal Case Main As Customer Switch | Collection. CaseType | Collection. CaseType |
| LegalCaseFinancialResponsibleCustomer_SW | Legal Case Financial Responsible As Customer Switch | Collection. CaseType | Collection. CaseType |
| RepoCaseMainCustomer_SW | Repo Case Main As Customer Switch | Collection. CaseType | Collection. CaseType |
| RepoCaseFinancialResponsibleCustomer_SW | Repo Case Financial Responsible As Customer Switch | Collection. CaseType | Collection. CaseType |
| AccountInDispute_SW | Account In Dispute Switch | Collection. CaseType | Collection. CaseType |
| DependentRepoCaseExist | Dependent Repo Case Exist | Collection. CaseType | Collection. CaseType |
| DependentLMICaseExist | Dependent LMI Case Exist | Collection. CaseType | Collection. CaseType |
| NoOfPTPBroken | No Of PTP Broken | Collection. CaseType | Collection. CaseType |
| NoOfConsecutivePTPBroken | No Of Consecutive PTP Broken | Collection. CaseType | Collection. CaseType |
| LastFollowUpAction | Last FollowUp Action | Collection. CaseType | Collection. CaseType |
| NextFollowUpAction | Next FollowUp Action | Collection. CaseType | Collection. CaseType |
| LastPTPStatus | Last PTP Status | Collection. CaseType | Collection. CaseType |
| CollectionScore | Collection Score | Collection. CaseType | Collection. CaseType |
| DelinquencyString | Delinquency String | Collection. CaseType | Collection. CaseType |
| CycleString | Cycle String | Collection. CaseType | Collection. CaseType |
| NoOfTimesDelinquency | No Of Times Delinquency | Collection. CaseType | Collection. CaseType |
| PeakODDays | Peak OD Days | Collection. CaseType | Collection. CaseType |
| AssetClassificationValue | Asset ClassificationValue | Collection. CaseType | Collection. CaseType |
| Acct_DelinquencyCount | Account Delinquency Count | Collection. CaseType | Collection. CaseType |

| Fact Code | Fact Name | Group Code | Group Name |
|--------------------------------|-----------------------------|---------------------------------|---------------------------------|
| NoOfTimesSelfCured | No Of Times Self Cured | Collection. CaseType | Collection. CaseType |
| DebtSold | Debt Sold | Collection. CaseType | Collection. CaseType |
| RECV_MKTG_INFO_FLG | Marketing Consent Flag | Collection. CaseType | Collection. CaseType |
| ACCT_REOPEN_SW | Re-Opened Account | Collection. CaseType | Collection. CaseType |
| ACCT_REOPEN_DT | Account Re-Opening Date | Collection. CaseType | Collection. CaseType |
| ACCT_CLOSED_DT | Account Closed Date | Collection. CaseType | Collection. CaseType |
| EVT_DISPUTE_SW | Dispute Switch | Collection. EvntMgrAccSpecific | Collection. EvntMgrAccSpecific |
| EVT_DISPUTE_REASON | Dispute Reason | Collection. EvntMgrAccSpecific | Collection. EvntMgrAccSpecific |
| EVT_DAYS_SINCE_DISPUTE_CLAIMED | Days Since Dispute Claimed | Collection. EvntMgrAccSpecific | Collection. EvntMgrAccSpecific |
| EVT_DAYS_SINCE_DIS_RESOLVED | Days Since Dispute Resolved | Collection. EvntMgrAccSpecific | Collection. EvntMgrAccSpecific |
| Evt_DisputeFlag | Dispute Flag | Collection. EvntMgrRuleSpecific | Collection. EvntMgrRuleSpecific |
| Evt_DisputeReason | Dispute Reason | Collection. EvntMgrRuleSpecific | Collection. EvntMgrRuleSpecific |
| Evt_DisClaimDays | Days Since Dispute Claimed | Collection. EvntMgrRuleSpecific | Collection. EvntMgrRuleSpecific |
| Evt_DisResDays | Days Since Dispute Resolved | Collection. EvntMgrRuleSpecific | Collection. EvntMgrRuleSpecific |
| DISPUTE_FLAG | Dispute Flag | Collection. CureAndWriteOff | Collection. CureAndWriteOff |
| DISPUTE_REASON | Dispute Reason | Collection. CureAndWriteOff | Collection. CureAndWriteOff |
| DAYS_SINCE_DISPUTE_CLAIMED | Days Since Dispute Claimed | Collection. CureAndWriteOff | Collection. CureAndWriteOff |

| Fact Code | Fact Name | Group Code | Group Name |
|-------------------------------|-----------------------------|--------------------------------|--------------------------------|
| | | | Off |
| DAYS_SINCE_DISPUTE_RESOLVED | Days Since Dispute Resolved | Collection.CureAndWriteOff | Collection.CureAndWriteOff |
| BLK_CNT_DISPUTE_SW | Dispute Flag | Collection.AccountBulkContact | Collection.AccountBulkContact |
| BLK_CNT_DISPUTE_REASON | Dispute Reason | Collection.AccountBulkContact | Collection.AccountBulkContact |
| BLK_CNT_DAYSINCE_DISCLAIMED | Days Since Dispute Claimed | Collection.AccountBulkContact | Collection.AccountBulkContact |
| BLK_CNT_DAYSINCE_DISRESOLVED | Days Since Dispute Resolved | Collection.AccountBulkContact | Collection.AccountBulkContact |
| SUSP_ACTVTY_DISPUTE_SW | Dispute Flag | Collection.AccountSuspActivity | Collection.AccountSuspActivity |
| SUSP_ACTVTY_DISPUTE_REASON | Dispute Reason | Collection.AccountSuspActivity | Collection.AccountSuspActivity |
| SUSP_ACTVTY_DYSNC_DISCLAIMED | Days Since Dispute Claimed | Collection.AccountSuspActivity | Collection.AccountSuspActivity |
| SUSP_ACTVTY_DYSNC_DISRESOLVED | Days Since Dispute Resolved | Collection.AccountSuspActivity | Collection.AccountSuspActivity |
| ALLOC_DISPUTE_SW | Dispute Flag | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_DISPUTE_REASON | Dispute Reason | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_DAYSINCE_DISCLAIMED | Days Since Dispute Claimed | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_DAYSINCE_DISRESOLVED | Days Since Dispute Resolved | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_RECV_MKTG_INFO_FLG | Marketing Consent Flag | Collection.StrategyAllocation | Collection.StrategyAllocation |
| DialerExtractCaseType | Dialer Extract Case Type | Collection.DialerExtract | Collection.DialerExtract |

| Fact Code | Fact Name | Group Code | Group Name |
|------------------------------|----------------------------------|------------------------------------|------------------------------------|
| DialerExtractCaseStatus | Dialer Extract Case Status | Collection. DialerExtract | Collection. DialerExtract |
| DialerExtractCaseCategory | Dialer Extract Case Category | Collection. DialerExtract | Collection. DialerExtract |
| DialerExtractNextAction | Dialer Extract Next Action | Collection. DialerExtract | Collection. DialerExtract |
| DialerExtractState | Dialer Extract State | Collection. DialerExtract | Collection. DialerExtract |
| DialerExtractQueueCode | Dialer Extract Queue Code | Collection. DialerExtract | Collection. DialerExtract |
| DialerExtractAllocGroup | Dialer Extract Allocation Group | Collection. DialerExtract | Collection. DialerExtract |
| DialerExtractNextActionDate | Dialer Extract Next Action Date | Collection. DialerExtract | Collection. DialerExtract |
| DialerExtractNextActionTime | Dialer Extract Next Action Time | Collection. DialerExtract | Collection. DialerExtract |
| DialerExtractNextDisplayDate | Dialer Extract Next Display Date | Collection. DialerExtract | Collection. DialerExtract |
| EVT_CEASE_DESIST_SW | Cease Desist Switch | Collection. EvtMgrAccSpecific | Collection. EvtMgrAccSpecific |
| Evt_CeaseDesistFlag | Cease Desist Flag | Collection. EvtMgrRuleSpecific | Collection. EvtMgrRuleSpecific |
| CEASE_DESIST_FLAG | Cease Desist Flag | Collection. CureAndWriteOff | Collection. CureAndWriteOff |
| BLK_CNT_CEASE_DESIST_SW | Cease Desist Flag | Collection. AccountBulkContact | Collection. AccountBulkContact |
| SUSP_ACTVTY_CEASE_DESIST_SW | Cease Desist Flag | Collection. AccountSuspActivity | Collection. AccountSuspActivity |
| ALLOC_CEASE_DESIST_SW | Cease Desist Flag | Collection. StrategyAllocation | Collection. StrategyAllocation |
| INSTALLMENT_ARS | Installment Arrears | Collection. CureAndWriteOff | Collection. CureAndWriteOff |
| ALLOC_INSTALLMENT_ARS | Installment Arrears | Collection. StrategyAllocation | Collection. StrategyAllocation |
| EVT_INSTALLMENT_ARS | Evt_InstallmentArs | Collection. | Collection. |

| Fact Code | Fact Name | Group Code | Group Name |
|-----------------------------|----------------------------------|------------------------------------|------------------------------------|
| | | EvntMgrAccSpecific | EvntMgrAccSpecific |
| Evt_InstallmentArs | Evt_InstallmentArs | Collection. EvntMgrRuleSpecific | Collection. EvntMgrRuleSpecific |
| BLK_INSTALLMENT_ARS | Installment Arrears | Collection. AccountBulkContact | Collection. AccountBulkContact |
| SUSP_ACTVTY_INSTALLMENT_ARS | Installment Arrears | Collection. AccountSuspActivity | Collection. AccountSuspActivity |
| EVT_NUM_OF_TIME_REAGED | Number of Times Re-aged | Collection. EvntMgrAccSpecific | Collection. EvntMgrAccSpecific |
| EVT_NUM_OF_TIME_EXTENDED | Number of Times Extended | Collection. EvntMgrAccSpecific | Collection. EvntMgrAccSpecific |
| EVT_NUM_OF_TIME_DEFERRED | Number of Times Deferred | Collection. EvntMgrAccSpecific | Collection. EvntMgrAccSpecific |
| EVT_NUM_OF_TIME_RENEWED | Number of Times Renewed | Collection. EvntMgrAccSpecific | Collection. EvntMgrAccSpecific |
| EVT_NUM_OF_TIME_REWRITTEN | Number of Times Re-written | Collection. EvntMgrAccSpecific | Collection. EvntMgrAccSpecific |
| EVT_DAYS_SINCE_ACCT_OPEN | Days since Account Opened | Collection. EvntMgrAccSpecific | Collection. EvntMgrAccSpecific |
| EVT_SUM_OF_PAY_LAST_3_MONTH | Sum of Payments in last 3 months | Collection. EvntMgrAccSpecific | Collection. EvntMgrAccSpecific |
| FH.NumOfTimeReaged | Number of Times Re-aged | Collection. FinancialHardship | Collection. FinancialHardship |
| FH.NumOfTimeExtended | Number of Times Extended | Collection. FinancialHardship | Collection. FinancialHardship |
| FH.NumOfTimeDeferred | Number of Times Deferred | Collection. FinancialHardship | Collection. FinancialHardship |
| FH.NumOfTimeRenewed | Number of Times Renewed | Collection. FinancialHardship | Collection. FinancialHardship |
| FH.NumOfTimeRewritten | Number of Times Re-written | Collection. | Collection. |

| Fact Code | Fact Name | Group Code | Group Name |
|---------------------------|--|-------------------------------|-------------------------------|
| | | FinancialHardship | FinancialHardship |
| FH.DaysSinceAccountOpened | Days since Account Opened | Collection. FinancialHardship | Collection. FinancialHardship |
| FH.SumOfLast3MonthPayment | Sum of Payments in last 3 months | Collection. FinancialHardship | Collection. FinancialHardship |
| AssetRepoCollaType | Asset Repossession Collateral Type | Collection. AssetRepo | Collection. AssetRepo |
| AssetRepoCollaCat | Asset Repossession Collateral Category | Collection. AssetRepo | Collection. AssetRepo |
| AssetRepoReason | Asset Repossession Reason | Collection. AssetRepo | Collection. AssetRepo |
| AssetRepoOutAmnt | Asset Repossession Outstanding Amount | Collection. AssetRepo | Collection. AssetRepo |
| AssetRepoOverAmnt | Asset Repossession Overdue Amount | Collection. AssetRepo | Collection. AssetRepo |
| AssetRepoDPD | Asset Repossession Days Past Due | Collection. AssetRepo | Collection. AssetRepo |
| AssetRepoLastPayDt | Asset Repossession Last Payment Date | Collection. AssetRepo | Collection. AssetRepo |
| AssetRepoLastPyAmnt | Asset Repossession Last Payment Amount | Collection. AssetRepo | Collection. AssetRepo |
| AssetRepoESRAMnt | Asset Repossession Estimated Realization Amount | Collection. AssetRepo | Collection. AssetRepo |
| AssetRepoDefBal | Asset Repossession Deficiency Balance | Collection. AssetRepo | Collection. AssetRepo |
| AssetRepoNoAcctAssoColl | Asset Repossession Number Of Accounts Associated With The Collateral | Collection. AssetRepo | Collection. AssetRepo |
| AssetRepoAutoApprvlFlg | Asset Repossession Auto Approval Flag | Collection. AssetRepo | Collection. AssetRepo |
| DUE_DATE | Bill Payment Due Date | Collection. Delinquency | Collection. Delinquency |
| BILL_DATE | Bill Date | Collection. Delinquency | Collection. Delinquency |
| ST_DUE_DT | Bill Payment Status | Collection. Delinquency | Collection. Delinquency |
| TOTAL_MIN_PAY_AMT | Total Minimum Amount Due | Collection. Delinquency | Collection. Delinquency |
| MAD_AMOUNT | Minimum Amount Due | Collection. | Collection. |

| Fact Code | Fact Name | Group Code | Group Name |
|-----------------------------------|--|-------------------------------|-------------------------------|
| | | Delinquency | Delinquency |
| EVT_ARRG_OVERDUE_AMT | Arrearage Overdue Amount | Collection.EvntMgrAccSpecific | Collection.EvntMgrAccSpecific |
| EVT_ARRG_DAYS_PAST_DUE | Days Pass Due in Arrearage | Collection.EvntMgrAccSpecific | Collection.EvntMgrAccSpecific |
| EVT_CONF_OVERDUE_AMT | Confirm Plan Overdue Amount | Collection.EvntMgrAccSpecific | Collection.EvntMgrAccSpecific |
| EVT_CONF_DAYS_PAST_DUE | Days Pass Due in Confirm Plan | Collection.EvntMgrAccSpecific | Collection.EvntMgrAccSpecific |
| OD_AMT_TRACKER | Payment Tracker Overdue Amount | Collection.Delinquency | Collection.Delinquency |
| paymentAmount | Payment Tracker Payment Amount | Collection.Delinquency | Collection.Delinquency |
| dueAmount | Payment Tracker Due Amount | Collection.Delinquency | Collection.Delinquency |
| trackerDueDate | Payment Tracker Due Date | Collection.Delinquency | Collection.Delinquency |
| ALLOC_ARRG_OVERDUE_AMT | Arrearage Overdue Amount | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_ARRG_DAYS_PAST_DUE | Days Pass Due in Arrearage | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_CONF_OVERDUE_AMT | Confirm Plan Overdue Amount | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_CONF_DAYS_PAST_DUE | Days Pass Due in Confirm Plan | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_CUST_INTENTION | Customer Intention | Collection.StrategyAllocation | Collection.StrategyAllocation |
| Collection.AllPartiesBankruptcySw | All Parties Bankrupt | Collection.PartialChargeOff | Collection.PartialChargeOff |
| Collection.AllPartiesDeceasedSw | All Parties Deceased | Collection.PartialChargeOff | Collection.PartialChargeOff |
| Collection.IsCleanAccount | All Parties Without DEC and BKY Risk Indicator | Collection.PartialChargeOff | Collection.PartialCharge |

| Fact Code | Fact Name | Group Code | Group Name |
|------------------------------------|--|-----------------------------|-----------------------------|
| | | | Off |
| Collection.RedemptionPeriodOver | All Collateral Redemption Period Completed | Collection.PartialChargeOff | Collection.PartialChargeOff |
| Collection.ComputePartialChargeOff | Compute Partial Charge-off Amount | Collection.PartialChargeOff | Collection.PartialChargeOff |
| Collection.PartialChargeOffReason | Partial Charge-off Reason Code | Collection.PartialChargeOff | Collection.PartialChargeOff |
| Collection.CollateralValuation | Collateral Valuation Percentage | Collection.PartialChargeOff | Collection.PartialChargeOff |

2.37 Admin Views and Tables

This section describes the admin views and table details.

Table 2–6 Admin Views and Tables

| Entity | Views and Tables |
|-----------------|--|
| Product Class | ci_prod_class ci_prod_class_l ci_prod_class_vw ci_prod_class_l_vw |
| Product Group | ci_prod_grp ci_prod_grp_l ci_prod_grp_vw ci_prod_grp_l_vw |
| Product Code | ci_product ci_product_l ci_product_vw ci_product_l_vw |
| Asset Class | CI_ASST_CLASS CI_ASST_CLASS_l CI_ASST_CLASS_VW CI_ASST_CLASS_L_VW |
| Account Purpose | Ci_Acct_Purps Ci_Acct_Purps_l Ci_Acct_Purps_vw Ci_Acct_Purps_l_vw |

| Entity | Views and Tables |
|--------------------|--|
| Industry Type | Ci_Industry Ci_Industry_I Ci_Industry_vw Ci_Industry_I_vw |
| Profession Type | CI_PROFESSION CI_PROFESSION_I CI_PROFESSION_vw CI_PROFESSION_I_vw |
| Collateral Type | CI_COLLATERAL_TYPE CI_COLLATERAL_TYPE_I CI_COLLATERAL_TYPE_vw CI_COLLATERAL_TYPE_I_vw |
| Party Class | ci_per_class_mst ci_per_class_mst_I ci_per_class_mst_vw ci_per_class_mst_I_vw |
| Warning Indicators | CI_WARNING_INDICATOR CI_WARNING_INDICATOR_I ci_warn_indicator_vw ci_warn_indicator_I_vw |
| Document Type | ci_document_type ci_document_type_I ci_document_type_vw ci_document_type_I_vw |
| Market Entity | ci_market_entity ci_market_entity_I ci_market_entity_vw ci_market_entity_I_vw |
| Business Unit | ci_business_unit ci_business_unit_I ci_business_unit_vw ci_business_unit_I_vw |

2.38 US Localization Specific Setup

This setup is required specifically in the US Localization environment.

Table 2–7 US Localization Setup

| Function | Menu | Additional Remarks |
|-----------------------|--|--|
| Feature Configuration | Admin Menu > F > Feature Configuration C1-LOCALIZED | Need to set the value as US |
| Feature Configuration | Admin Menu > F > Feature Configuration C1-ENDISVERI | Flag to Display the DMDC verification link |

2.39 Recovery Day 0 Setup

This setup is required for Recovery.

Table 2–8 Recovery Setup

| Function | Remarks |
|--|--|
| Regulatory Region Maintenance (ME990) | Setup the regulatory region code to be mapped to the branch code. |
| Financial Cycle (CS10) | Setup and store the parameters of financial year cycles and accounting periods for different banks. |
| Calendar Maintenance (CAL01, CAL02, CAL03) | Maintain holiday rules, calendar type, and adhoc calendar. |
| Define Domain Category Settlement Mode (PM030) | Setup the configuration to associate settlement modes, rate types, and transaction codes with various events under each domain category. As a result of this linkage, all the entities in a domain and affiliated with the events are linked to a rate type associated and the settlement modes. |
| Product Rule | Rule to Derive Product Category in Recovery. Rule to be created in Banking Domain ID & Recovery Domain Category ID. |
| Interest Rule | Rule to charge Interest on Recovery Accounts. To be created on Define Interest Rule (PM011) screen with Product Class as Recovery. |
| Transaction Code Maintenance (CS44) | Setup the Transaction Codes used in Recovery Payments as Payment Source Codes. |
| Define Interest Rule (PM011) | Setup the interest processing parameters or rules for a product. |
| Define Recovery Bank Policy Screen (REC122) | Do the setup at Bank Level for Product Rule, Interest Rule, Payment Sources, Payment Method , Appropriation Sequenc, Commission Rounding Off Rule, Payment Type and Settlement Offer Document Upload Mandatory check. |
| Purpose Codes (CS24) | Setup the Purpose Codes to be used while adding Expense in Recovery. |

| Function | Remarks |
|---|--|
| Charge Attribute Definition (PR008) | Setup the Recovery Charge Attributes. |
| Price Definition (PR006) | Setup Price Definitions for Recovery Domain Category. |
| Interest/Margin Index Code Definition(PR005) | Define Interest/Margin Index Code Definition |
| Rate Chart Maintenance (PR004) | Create rate charts to link interest and margin rates to fixed rate periods. |
| Price Policy Chart Maintenance (PR007) | Setup the price policy charts for recovery domain category. To be created for both expense and interest. |
| Define Accounting Ledger Group (AS008) | Define and describe a unique ledger group code for all the categories of ledgers. |
| Define Accounting Bank Policy (AS002) | Setup the accounting policy at bank level. |
| Define Branch Parameters (AS003) | Define the branch specific information for ledger accounts, various real, contingent, and profit and loss suspense accounts for its branches. Setup the GAAP practices that would be adopted by each of the bank's branches and default the GAAP codes for the branch. |
| Define Accounting Ledger (AS009/AS010) | Setup the Accounting Ledger Codes for Recovery. |
| Define Domain Account Role Mapping (AS019) | Setup the Account Role mapping with Ledger Codes. |
| Reason Codes (CS16) | Setup the Reason Codes for : <ul style="list-style-type: none"> ■ Balance Bucket Adjustments ■ Modify Recovery Account Status ■ Recovery Expense Reversal ■ Recovery Payment Reversal |

Table 2–9 Other Recovery Setup

| Function | Remarks | Function |
|----------------------------|---------------------------------|--|
| Feature Config C1-MODULE | Admin Menu > F > Feature Config | Feature configuration to hold the state of modules. This is to define if the environment is recovery enabled or not. |
| Feature Config C1-DEBTSALE | Admin Menu > F > Feature Config | Set up for Debt Sale Activity in Supervisory Actions |
| Feature Config C1-IRSA | Admin Menu > F > Feature Config | Set up for IRS Reporting in Debt Sale Batch |

2.40 Product-Shipped Batch Controls - Recovery

This section describes the product-shipped batch control details.

Table 2–10 Product-shipped Batch Controls

| Batch Name | Batch Code | Single\Multi - Threaded |
|---|-------------------|--------------------------------|
| Update Entity | C1-UPENT | Multi Threaded |
| Increment DPD | C1-INCDP | Multi Threaded |
| Derived Fields | C1-DRFLD | |
| Suspend Activity Monitor | C1-SUSMN | |
| Bulk Contact Creation | C1-BLKCC | Multi Threaded |
| Contact Processing | C1-CNTPR | Multi Threaded |
| Strategy Monitor | C1-CSMB | Multi Threaded |
| Case Life Cycle Tracking | C1-CSTRN | Multi Threaded |
| Queue Allocation Monitor | C1-ALOCM | Multi Threaded |
| Display Priority Monitor | C1-PRMON | Multi Threaded |
| User Allocation Monitor | C1-USALC | Multi Threaded |
| Unlocking of Locked cases | C1-CSCL | Multi Threaded |
| Task Creation for Locked cases | C1-CSTD | Multi Threaded |
| Event Manager | C1-EVENT | Multi Threaded |
| PTP Tracking | C1-PTPM | Multi Threaded |
| Time Barred Batch | C1-ACTBR | Multi Threaded |
| Collection Statistics - 1 | C1-COLST | |
| Collection Statistics - 2 | C1-CLDCS | Multi Threaded |
| Vendor/ Agency Upload Batch- 1 (Follow-up) | C1-VNDUP | Multi Threaded |
| Vendor/ Agency Upload Batch- 2 (Promise to Pay) | C1-VNDUP | Multi Threaded |
| Vendor/ Agency Upload Batch- 3 (Settlement Offer) | C1-VNDUP | Multi Threaded |
| Supervisory Statistics Batch Process | C1-SPSTM | Multi Threaded |
| Case List and Advance Search Table Refresh Batch | C1-CLST | Multi Threaded |
| Account Setup in Recovery Batch | C1-ACTSU | Multi Threaded |
| Write off Monitor Batch | C1-WRTOF | Multi Threaded |
| Apply Debt Sale Payments Batch | C1-DBTSL | Multi Threaded |
| Account Closure Monitor Batch | C1-PAYOF | Multi Threaded |
| Vendor Communication Outbound Interface Batch | C1-VNDCM | Multi Threaded |
| Monthly Interest Computation Batch | C1-INTCP | Multi Threaded |
| Monthly Account Statement Batch | C1-RSTMT | Multi Threaded |
| Recovery Party warning indicator update Batch | C1-WIUPD | Multi Threaded |
| Settlement Offer Creation Batch | C1-STLOF | Multi Threaded |

2.41 Other Important Product-Shipped Algorithms- Recovery

This section describes the product-shipped algorithm details used in Recovery.

Table 2–11 Other Important product-shipped Algorithms

| Algorithm Type | Description | Algorithm Entity |
|----------------|----------------------------|--------------------------------------|
| C1-VDS | Validation for Debt Sale | Case Type – Enter Status Validation |
| C1-ACWRITEOF | Mark Account for Write Off | Generic Event Outcome Algorithm Spot |
| C1-IRISEXTRC | IRS Report Extraction | IRS Reporting Extraction Spot |

2.42 Product Shipped Recovery Facts

Following is the list of all product-shipped Recovery Facts.

Table 2–12 Product-shipped Facts

| Fact Code | Fact Name | Group Code | Group Name |
|------------------------------|-----------------------------|-------------------------------|-------------------------------|
| Recovery.FeeCharges | FeeCharges | Banking.Recovery | Recovery |
| Recovery.HostProductCategory | HostProductCategory | Recovery.AgencyCode | Recovery.AgencyCode |
| Recovery.Insurance | Insurance | Recovery.AgencyCode | Recovery.AgencyCode |
| Recovery.Interest | Interest | Recovery.AgencyCode | Recovery.AgencyCode |
| Recovery.Principal | Principal | Recovery.AgencyCode | Recovery.AgencyCode |
| Recovery.ProductCategory | Product Category | Recovery.AgencyCode | Recovery.AgencyCode |
| Recovery.RecoveryExpense | RecoveryExpense | Recovery.AgencyCode | Recovery.AgencyCode |
| Recovery.RecoveryInterest | RecoveryInterest | Recovery.AgencyCode | Recovery.AgencyCode |
| Recovery.SourceHostString | SourceHostString | Recovery.AgencyCode | Recovery.AgencyCode |
| Recovery.AgencyCode | RecoveryAgencyCode | Recovery.AgencyCode | Recovery.AgencyCode |
| ALLOC_RECOVERY_SCORE | Recovery Score | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_CHARGE_OFF_PRM_RSN | Charge Off Primary Reason | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_CHARGE_OFF_SEC_RSN | Charge Off Secondary Reason | Collection.StrategyAllocation | Collection.StrategyAllocation |

| Fact Code | Fact Name | Group Code | Group Name |
|-----------------------------------|-----------------------------|-------------------------------|-------------------------------|
| ALLOC_RECOVERY_SW | Recovery Flag | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ALLOC_MARK_DEBT_SALE | Debt Sold Flag | Collection.StrategyAllocation | Collection.StrategyAllocation |
| ChargeOffPrimRsn | Charge Off Primary Reason | Collection.CaseType | CaseType |
| ChargeOffSecRsn | Charge Off Secondary Reason | Collection.CaseType | CaseType |
| RecoveryScore | Recovery Score | Collection.CaseType | CaseType |
| RecoveryFlag | Recovery Flag | Collection.CaseType | CaseType |
| RecoveryDaysSinceChargeOff | Days Since Charge Off | Collection.Recall | Collection.Recall |
| RecoverySettlementOfferStatus | Settlement Offer Status | Collection.Recall | Collection.Recall |
| RecoveryDaysWithAgency | Days With Agency | Collection.Recall | Collection.Recall |
| RecoveryRecallDecision | Recall Decision | Collection.Recall | Collection.Recall |
| RecoveryAmountRecoveredByAgency | Amount Recovered By Agency | Collection.Recall | Collection.Recall |
| TimeBarredDate | Time Barred Date | Collection.Recall | Collection.Recall |
| RecoveryPostingDate | Posting Date | Collection.Recall | Collection.Recall |
| RecoverySystemDate | System Date | Collection.Recall | Collection.Recall |
| RecoveryOutstandingAmount | Outstanding Amount | Collection.Recall | Collection.Recall |
| RecoveryCaseStatus | Case Status | Collection.Recall | Collection.Recall |
| RecoveryRiskIndicator | Risk Indicator | Collection.Recall | Collection.Recall |
| RecoveryAccountDaysSinceChargeOff | Days Since Charge Off | Collection.ContactIntensity | Collection.ContactIntensity |
| RecoveryScoreForAccount | Recovery score | Collection.ContactIntensity | Collection.ContactIntensity |
| RecoveryChargeOffAmount | Charge off Amount | Collection.ContactIntensity | Collection.ContactIntensity |
| EVT_DAYS_SINCE_BKPTCY_FILED | Days since Bankruptcy Filed | Collection.EvntMgrAccSpecific | Collection.EvntMgrAccSpecific |
| EVT_ACCT_IN_BKPTCY | Account in Bankruptcy | Collection.EvntMgrAccSpecific | Collection.EvntMgrAccSpecific |

| Fact Code | Fact Name | Group Code | Group Name |
|------------------------------|-----------------------|--------------------------------|--------------------------------|
| EVT_RULE_DEBT_SOLD_SW | Debt Sold Flag | Collection.EvntMgrRuleSpecific | Collection.EvntMgrRuleSpecific |
| CHARGE_OFF_TYPE | Charge Off Type | Collection.ChargeOfAndTimeBrrd | Collection.ChargeOfAndTimeBrrd |
| CHARGE_OFF_AMT | Charge Off Amount | Collection.ChargeOfAndTimeBrrd | Collection.ChargeOfAndTimeBrrd |
| CHARGE_OFF_DT | Charge Off Date | Collection.ChargeOfAndTimeBrrd | Collection.ChargeOfAndTimeBrrd |
| DAYS_CHARGE_OFF | Days Charge Off | Collection.ChargeOfAndTimeBrrd | Collection.ChargeOfAndTimeBrrd |
| CHGOFF_ACCT_ID | Account Id | Collection.ChargeOfAndTimeBrrd | Collection.ChargeOfAndTimeBrrd |
| DebtCategory | Debt Category | Collection.ChargeOfAndTimeBrrd | Collection.ChargeOfAndTimeBrrd |
| TimeBProductGroup | Product Group | Collection.ChargeOfAndTimeBrrd | Collection.ChargeOfAndTimeBrrd |
| StateCd | State Code | Collection.ChargeOfAndTimeBrrd | Collection.ChargeOfAndTimeBrrd |
| CHGOFF_OUTSTANDING_AMT | Outstanding Amount | Collection.ChargeOfAndTimeBrrd | Collection.ChargeOfAndTimeBrrd |
| CHGOFF_OVERDUE_AMT | Overdue Amount | Collection.ChargeOfAndTimeBrrd | Collection.ChargeOfAndTimeBrrd |
| CHGOFF_PRIMARY_REASON_CODE | Primary Reason Code | Collection.ChargeOfAndTimeBrrd | Collection.ChargeOfAndTimeBrrd |
| CHGOFF_SECONDARY_REASON_CODE | Secondary Reason Code | Collection.ChargeOfAndTimeBrrd | Collection.ChargeOfAndTimeBrrd |
| SETLMNT_ACCOUNT_STATUS | Account Status | Recovery.Settlement | Recovery.Settlement |
| SETLMNT_OUTSTANDING_AMT | Outstanding Amount | Recovery.Settlement | Recovery.Settlement |
| CHGOFF_SECONDARY_REASON_CODE | User Role | Recovery.Settlement | Recovery.Settlement |

| Fact Code | Fact Name | Group Code | Group Name |
|-------------------------------|---------------------------------------|-------------------------|-------------------------|
| SETLMNT_ACCT_BRANCH | Account Branch | Recovery.Settleme nt | Recovery.Settleme nt |
| SETLMNT_TRAN_BRANCH | Transaction Branch | Recovery.Settleme nt | Recovery.Settleme nt |
| SETLMNT_PRODUCT_CODE | Product Code | Recovery.Settleme nt | Recovery.Settleme nt |
| SETLMNT_PRODUCT_CLASS | Product Class | Recovery.Settleme nt | Recovery.Settleme nt |
| SETLMNT_PRODUCT_GROUP | Product Group | Recovery.Settleme nt | Recovery.Settleme nt |
| SETLMNT_RECOVERY_SCORE | Recovery Score | Recovery.Settleme nt | Recovery.Settleme nt |
| SETLMNT_DAYS_SINCE_LAST_PAY | Days Since Last Payment | Recovery.Settleme nt | Recovery.Settleme nt |
| SETLMNT_DAYS_SINCE_LAST_CC | Days Since Last Contact | Recovery.Settleme nt | Recovery.Settleme nt |
| SETLMNT_DAYS_SINCE_LAST_OFFER | Days Since Last Settlement Offer | Recovery.Settleme nt | Recovery.Settleme nt |
| SETLMNT_LAST_OFFER_TYPE | Last Settlement Offer Type | Recovery.Settleme nt | Recovery.Settleme nt |
| SETLMNT_LAST_OFFER_DATE | Last Settlement Offer Date | Recovery.Settleme nt | Recovery.Settleme nt |
| SETLMNT_PRE_SYS_OFFER_SW | Previous System Settlement Offer Made | Recovery.Settleme nt | Recovery.Settleme nt |
| SETLMNT_PRE_MAN_OFFER_SW | Previous Manual Settlement Offer Made | Recovery.Settleme nt | Recovery.Settleme nt |
| SETLMNT_ACTIVE_OFFER_SW | Active Settlement Offer | Recovery.Settleme nt | Recovery.Settleme nt |
| SETLMNT_DAYS_SINCE_CHARGE_OFF | Days Since Charge Off | Recovery.Settleme nt | Recovery.Settleme nt |
| SETLMNT_CUST_DECEASED_SW | Main Borrower Deceased | Recovery.Settleme nt | Recovery.Settleme nt |
| SETLMNT_CUST_BANKRUPTCY_SW | Main Borrower Bankrupt | Recovery.Settleme nt | Recovery.Settleme nt |
| SETLMNT_CASE_TYPE | Case Type | Recovery.Settleme nt | Recovery.Settleme nt |
| SETLMNT_REC_CASE_STATUS | Case Status | Recovery.Settleme nt | Recovery.Settleme nt |
| SETLMNT_SECURED_SW | Secured Account | Recovery.Settleme nt | Recovery.Settleme nt |

| Fact Code | Fact Name | Group Code | Group Name |
|---|---|-------------------------------------|-------------------------------------|
| SETLMNT_PERCENTAGE | Settlement Percentage | Recovery.Settleme nt | Recovery.Settleme nt |
| SETLMNT_TERM | Settlement Term | Recovery.Settleme nt | Recovery.Settleme nt |
| SETLMNT_OFFER_VALIDITY | Settlement Offer Validity | Recovery.Settleme nt | Recovery.Settleme nt |
| BLK_CNT_ACTIVE_SETLMNT_SW | Active Settlement Offer | Recovery.Settleme nt.BulkContact | Recovery.Settleme nt.BulkContact |
| BLK_CNT_OFFER_STATUS | Active Settlement Offer status | Recovery.Settleme nt.BulkContact | Recovery.Settleme nt.BulkContact |
| BLK_CNT_MAN_OFFER_SW | Active Manual Settlement Offer | Recovery.Settleme nt.BulkContact | Recovery.Settleme nt.BulkContact |
| BLK_CNT_SYS_OFFER_SW | Active System Settlement Offer | Recovery.Settleme nt.BulkContact | Recovery.Settleme nt.BulkContact |
| BLK_CNT_CASE_STATUS_CD | Case Status | Recovery.Settleme nt.BulkContact | Recovery.Settleme nt.BulkContact |
| BLK_CNT_ACCT_RISK_IND | Account Level Risk Indicator | Recovery.Settleme nt.BulkContact | Recovery.Settleme nt.BulkContact |
| BLK_CNT_CUST_RISK_IND | Customer Level Risk Indicator | Recovery.Settleme nt.BulkContact | Recovery.Settleme nt.BulkContact |
| BLK_CNT_SYSTEM_DATE | System Date | Recovery.Settleme nt.BulkContact | Recovery.Settleme nt.BulkContact |
| BLK_CNT_POSTING_DATE | Business Date | Recovery.Settleme nt.BulkContact | Recovery.Settleme nt.BulkContact |
| BLK_CNT_OUTSTANDING_AMOUNT | Outstanding Amount | Recovery.Settleme nt.BulkContact | Recovery.Settleme nt.BulkContact |
| BLK_CNT_DAYS_SINCE_CHARGE_OFF | Days Since Charge Off | Recovery.Settleme nt.BulkContact | Recovery.Settleme nt.BulkContact |
| BLK_CNT_SETLMNT_OFFER_DATE | Offer Date | Recovery.Settleme nt.BulkContact | Recovery.Settleme nt.BulkContact |
| BLK_CNT_PRE_WORKING_DATE | Previous Working Date | Recovery.Settleme nt.BulkContact | Recovery.Settleme nt.BulkContact |
| BLK_CNT_SETLMNT_OFFER_TYPE | Active Settlement Offer Type | Recovery.Settleme nt.BulkContact | Recovery.Settleme nt.BulkContact |
| Workitem.Details.actualSettlementPercentage | Recovery.Settlement.ActualSettlementPercentage | Workitem.Details | Workitem.Details |
| Workitem.Details.minSettlementPercentage | Recovery.Settlement.MinimumSettlementPercentage | Workitem.Details | Workitem.Details |
| Workitem.Details.settlementAccountOutstandingAmount | Recovery.Settlement.OutstandingAmount | Workitem.Details | Workitem.Details |

| Fact Code | Fact Name | Group Code | Group Name |
|---|--|------------------|------------------|
| dingAmt | | | |
| Workitem.Details.settlementDaysSinceChargeOff | Recovery.Settlement.DaysSinceChargeOff | Workitem.Details | Workitem.Details |
| Workitem.Details.settlementRecCaseStatus | Recovery.Settlement.CaseStatus | Workitem.Details | Workitem.Details |
| Workitem.Details.settlementAccountStatus | Recovery.Settlement.AccountStatus | Workitem.Details | Workitem.Details |
| Workitem.Details.settlementRecoveryScore | Recovery.Settlement.RecoveryScore | Workitem.Details | Workitem.Details |
| Workitem.Details.settlementProductCode | Recovery.Settlement.ProductGroup | Workitem.Details | Workitem.Details |
| Workitem.Details.settlementUserRole | Recovery.Settlement.UserRole | Workitem.Details | Workitem.Details |
| Workitem.Details.settlementTransactionBranch | Recovery.Settlement.TransactionBranch | Workitem.Details | Workitem.Details |
| Workitem.Details.settlementAcctBranch | Recovery.Settlement.AccountBranch | Workitem.Details | Workitem.Details |
| Workitem.Details.settlementMarketEntity | Recovery.Settlement.MarketEntity | Workitem.Details | Workitem.Details |
| Workitem.Details.settlementBusinessUnit | Recovery.Settlement.BusinessUnit | Workitem.Details | Workitem.Details |
| Workitem.Details.settlementTerm | Recovery.Settlement.SettlementTerm | Workitem.Details | Workitem.Details |
| Workitem.Details.setlmntOfferValidity | Recovery.Settlement.SetlmntOfferValidity | Workitem.Details | Workitem.Details |