

Functional Troubleshooting Guide  
Oracle Banking Corporate Lending Process Management  
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## Functional Troubleshooting Guide

Oracle Financial Services Software Limited  
Oracle Park  
Off Western Express Highway  
Goregaon (East)  
Mumbai, Maharashtra 400 063  
India  
Worldwide Inquiries:  
Phone: +91 22 6718 3000  
Fax: +91 22 6718 3001  
[www.oracle.com/financialservices/](http://www.oracle.com/financialservices/)

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# 1. Preface

## 1.1 Introduction

This guide would help you to troubleshoot the 'Oracle Banking Corporate Lending Process Management'.

## 1.2 Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>

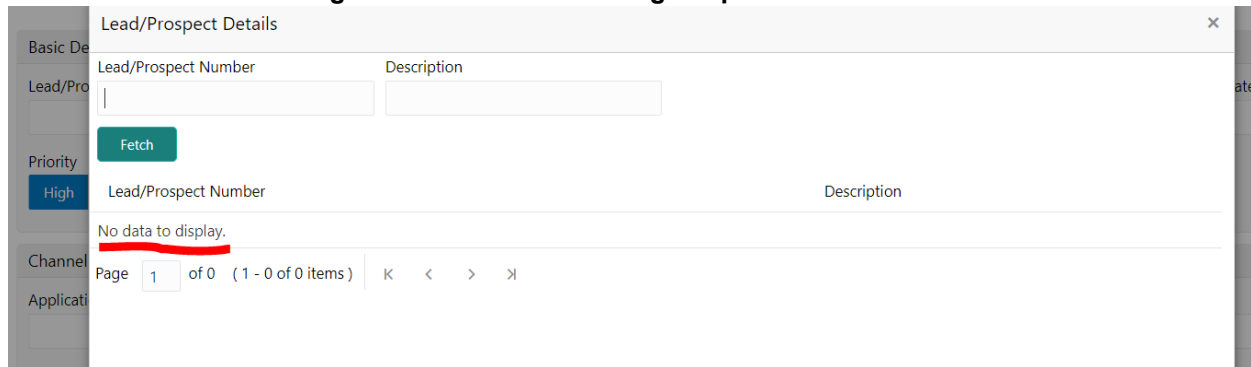
## 2. Functional Troubleshooting

### 1. User is not able to initiate the task and getting the below error.



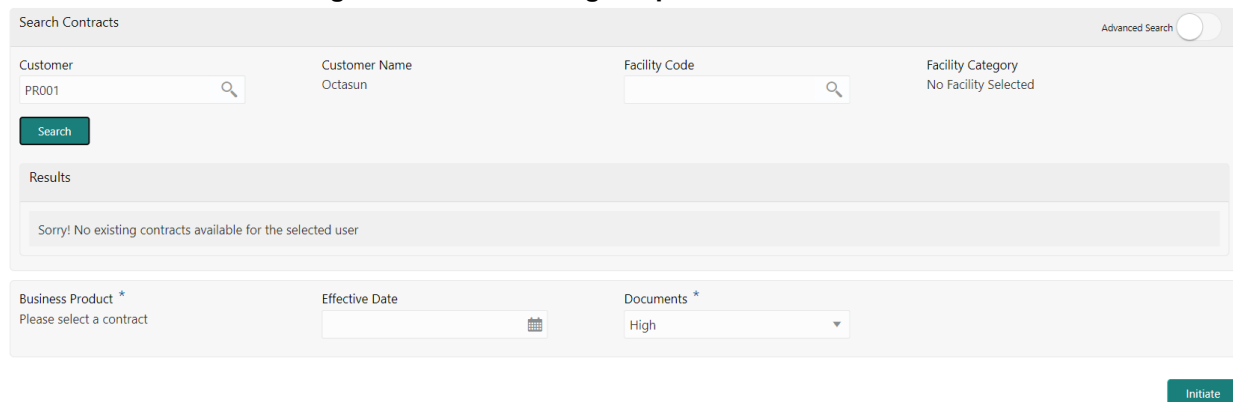
- 1.
- 2.
3. For these case user need to ensure that Business Product and Business Process is maintained.
4. In order to maintain the Business Product and Process user has to go to
5. Corporate Lending => Maintenance => Business Process => Add new
6. Corporate Lending => Maintenance => Business Product => Add new

### 2. User is not able to find an existing customer while initiating the process flow.



1. All the existing customer needs to be replicated to common core.

### 3. User is not able to find an existing loan while initiating the process flow.



1. There is 2 solution to this issue:

- (a) User need to make sure that there is at least one active contract for selected customer in back office
- (b) All the existing contract needs to be replicated from back office to mid office.

**4. User is not able to find an existing task in free task pool.**

- 1. If the task is acquired by any other user then the task is assigned under other users “My Task” menu and hence 1<sup>st</sup> user will not be able to see that in free task pool. User 2 has to release this task from his queue then the task will be available in free task.

**5. User is not able to edit or updated any data segment in a process.**

Loan Details				
Loan Amount *	Value Date *	Loan Tenor *	Maturity Type *	
USD5,500.00	1 Feb 2015	13	Month(s)	Fixed
Maturity Date *				
1 Feb 2016				

- 1. This is a maintenance issue, User has to change the configuration
- 2. Corporate Lending => Maintenance => Business Process => View Business Process => Edit Business Process =>
- 3. Change the configuration from read only to editable

Business Process Definition			
Business Process Code *	Business Process Description *	Lifecycle *	Lifecycle Description
LNPMNT	Payment Process	Payment	Payment
Process Code *	Process Description	Business Product Code *	MultiLevel Approval
LNPMNT	Loan Payment	ALL	Off
<a href="#">Process Full View</a>			

Payment Application Entry

Payment Application Enrichment

Payment Application Verification

Payment Application Approval

Payment Handoff Retry

Payment Application Entry	Data Segments			
<ul style="list-style-type: none"> <li>Data Segments</li> <li>Documents</li> <li>Checklist</li> <li>Advices</li> </ul>	<div style="border: 1px solid #ccc; padding: 5px; background-color: #e0e0e0;"> <b>1</b> Additional Loan Details Optional Readonly         </div>	<div style="border: 1px solid #ccc; padding: 5px; background-color: #e0e0e0;"> <b>2</b> Loan Details Optional Readonly         </div>	<div style="border: 1px solid #ccc; padding: 5px; background-color: #e0e0e0;"> <b>3</b> Payment Details Mandatory Editable         </div>	<div style="border: 1px solid #ccc; padding: 5px; background-color: #e0e0e0;"> <b>4</b> Parties Optional Editable         </div>

- 6. User is not able to save and proceed from one data segment to another in a process.**  
Check if all the mandatory data has been filled in.