

**Retail Loans Origination User Guide**

# **Oracle FLEXCUBE Onboarding**

Release 14.5.2.0.0

**Part Number F46759-01**

August 2021

## Retail Loans Origination User 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

<https://www.oracle.com/industries/financial-services/index.html>

Copyright © 2021, Oracle and/or its affiliates. All rights reserved.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are “commercial computer software” pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate failsafe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited. The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

This software or hardware and documentation may provide access to or information on content, products and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

# Contents

1	Preface .....	1
1.1	Introduction.....	1
1.2	Audience .....	1
1.3	Document Accessibility .....	1
1.4	Acronyms and Abbreviations .....	1
1.5	List of Topics .....	2
1.6	Related Documents.....	2
1.7	Symbols.....	3
2	Oracle FLEXCUBE Onboarding Retail Lending Process Management .....	4
3	Overview of Oracle FLEXCUBE Onboarding Retail Loan Account Open Process .....	5
4	Retail Loans Account Origination Process.....	7
4.1	Retail Loan Account .....	7
4.2	Loan Application Entry Stage.....	8
4.2.1	Loan Details .....	9
4.2.2	Admission Details.....	12
4.2.3	Customer Information.....	15
4.2.4	Mandate Details .....	21
4.2.5	Financial Details .....	23
4.2.6	Collateral Details .....	34
4.2.7	Guarantor Details .....	38
4.2.8	Summary .....	41
4.2.9	Action Tabs .....	47
4.2.10	Request Clarification .....	57
4.3	Loan Application Enrichment Stage.....	60
4.3.1	Loan Interest Details .....	60
4.3.2	Loan Disbursement Details .....	63
4.3.3	Loan Repayment Details.....	68
4.3.4	Charge Details.....	74
4.3.5	Account Services.....	76
4.3.6	Summary .....	81
4.4	Loan Underwriting Stage.....	87
4.4.1	Credit Rating Details .....	87
4.4.2	Valuation Details .....	92
4.4.3	Legal Opinion .....	95
4.4.4	Summary .....	98

4.5	Loan Assessment Stage .....	104
4.5.1	Qualitative Scorecard Details .....	104
4.5.2	Assessment Details .....	107
4.5.3	Summary .....	110
4.6	Manual Credit Assessment Stage .....	116
4.6.1	Manual Assessment .....	117
4.6.2	Summary .....	121
4.7	Manual Credit Decision Stage .....	127
4.7.1	Manual Decision .....	127
4.7.2	Summary .....	130
4.8	Account Parameter Setup Stage .....	137
4.8.1	Summary .....	138
4.9	Supervisor Approval Stage .....	144
4.9.1	Approval Details .....	144
4.9.2	Summary .....	147
4.10	Offer Issue Stage .....	153
4.10.1	Offer Issue .....	153
4.10.2	Summary .....	156
4.11	Offer Accept / Reject Stage .....	162
4.11.1	Offer Accept / Reject .....	162
4.11.2	Summary .....	165
4.12	Post Offer Amendment Stage .....	172
4.12.1	Post Offer Amendment .....	172
4.12.2	Loan Disbursement Details .....	175
4.12.3	Loan Repayment Details .....	178
4.12.4	Summary .....	182
4.13	Account Approval Stage .....	188
4.13.1	Collateral Perfection Details .....	189
4.13.2	Loan Summary Details .....	192
4.13.3	Summary .....	195
4.14	Reference and Feedback .....	202
4.14.1	References .....	202
4.14.2	Documentation Accessibility .....	202
4.14.3	Feedback and Support .....	202
5	Error Codes and Messages .....	203
6	Annexure – Advices .....	245

6.1	Loan Initiation Reply.....	245
6.2	Offer Issue.....	246
6.3	IPA Advices.....	248
7	List Of Glossary.....	249

# 1 Preface

## 1.1 Introduction

Welcome to the **Retail Loans Origination** user guide for Oracle FLEXCUBE Onboarding. This document provides an overview of the Retail Loan Origination process and takes you through the various steps involved in handling all the necessary activities in the life cycle of a Retail Loan Origination.

## 1.2 Audience

This user manual is intended for the Relationship Managers (RMs), other loan executive staff-member in-charge of maintenance for the loan accounts in the bank, and sales officer in-charge of sourcing the Retail Loan Origination products from prospect and customer of the bank. This user manual is also intended for the other bank personas such as bank operations manager, account opening officers or branch managers who may handle the specific stages of the lifecycle of the Retail Loans Origination process based on the bank's internal operation and policies.

## 1.3 Document Accessibility

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

## 1.4 Acronyms and Abbreviations

The list of the acronyms and abbreviations that you are likely to find in the manual are as follows:

**Table 1: Acronyms table**

Abbreviation	Description
DS	Data Segment
System	Oracle FLEXCUBE Onboarding Module

## 1.5 List of Topics

This user manual is organized as follows:

**Table 2: List of Topics**

Topics	Description
<b>Oracle FLEXCUBE Onboarding Retail Lending Process Management</b>	This topic describes the Retail Loan Origination process and the Reference Process flow is updated in this chapter.
<b>Overview of Oracle FLEXCUBE Onboarding Retail Loan Account Open Process</b>	This topic describes the defined stages through which the Retail Loan Origination application has to flow before it is ready to be sent to the Host for Account Creation is detailed in this chapter.
<b>Error Codes and Messages</b>	This topic provides the error codes and messages that you encounter while working with Oracle FLEXCUBE Onboarding.
<b>List Of Glossary</b>	Glossary has the alphabetical list of data segments for Retail Loans Account Open Process with page references for quick navigation.

## 1.6 Related Documents

The related documents are as follows:

1. Operations User Guide
2. Configuration User Guide
3. Savings Account Origination User Guide
4. Current Account Origination User Guide
5. Term Deposit Origination User Guide
6. Credit Card Origination User Guide
7. Alerts and Dashboard User Guide
8. Oracle Banking Common Core User Guide

## 1.7 Symbols

This user manual may refer to all or some of the following icons:

**Table 3: Symbols**

→	Represents Results
---	--------------------



## **2 Oracle FLEXCUBE Onboarding Retail Lending Process Management**

This document provides an overview of the retail account open process and takes you through the various steps involved in handling all the necessary activities in the life cycle of a retail loan account open process.

The document is designed to help you create following types of retail loan:

- Housing Loan
- Personal Loan
- Vehicle Loan
- Education Loan

### 3 Overview of Oracle FLEXCUBE Onboarding Retail Loan Account Open Process

Retail loan account open process will enable the banks to leverage on the state of the art technology used for business modelling, help extend the boundaries of potential markets, provide for “Banking at Doorstep” and ensure the convenience of banking with primary focus on customer service.

We shall look at the reference workflows of the retail loan account process before understanding how the configuration and capture of data can be done. These stages can be made mandatory or non-mandatory based on the business process configurations. The process management flow is basically routed through various stages to capture relevant data before it is ready to be sent to the host for account creation.

The pre-defined process flow for Retail account open process is as follows:

- [4.2 Loan Application Entry Stage](#)
- [4.3 Loan Application Enrichment Stage](#)
- [4.4 Loan Underwriting Stage](#)
- [4.5 Loan Assessment Stage](#)
- [4.6 Manual Credit Assessment Stage](#)
- [4.7 Manual Credit Decision Stage](#)
- [4.8 Account Parameter Setup Stage](#)
- [4.9 Supervisor Approval Stage](#)
- [4.10 Offer Issue Stage](#)
- [4.11 Offer Accept / Reject Stage](#)
- [4.12 Post Offer Amendment Stage](#)
- [4.13 Account Approval Stage](#)

The convenience of configuring appropriate stages and the respective data segments within each of these stages, which can be business driven, is hosted and architected by our new platform solution. The random-access navigation between data segments within a given stage with appropriate validations, helps enable the business user to capture apt information anytime during the account open process before the loan account is created in the host. The new workflow also supports capturing of relevant documents, stage wise, and generation of advices and notifications dynamically.

The business process definition will determine the different stages which are required for a given combination of the Process Code, Life Cycle and Business Product Code. The workflow management of these stages and the relevant stage movements are defined in the Process Orchestrator to help us orchestrate the micro services-based process flow and ensure seamless transition of the Account open process across various stages in that given order. The Workflow process drives the application from one stage to another based on the process outcomes at the respective stages and subject to fulfilling of the mandatory data capture and submission / capture of mandatory documents at the respective stages.

## 4 Retail Loans Account Origination Process

This chapter includes following sections:

- [4.1 Retail Loan Account](#)
- [4.2 Loan Application Entry Stage](#)
- [4.3 Loan Application Enrichment Stage](#)
- [4.4 Loan Underwriting Stage](#)
- [4.5 Loan Assessment Stage](#)
- [4.6 Manual Credit Assessment Stage](#)
- [4.7 Manual Credit Decision Stage](#)
- [4.8 Account Parameter Setup Stage](#)
- [4.9 Supervisor Approval Stage](#)
- [4.10 Offer Issue Stage](#)
- [4.11 Offer Accept / Reject Stage](#)
- [4.12 Post Offer Amendment Stage](#)
- [4.13 Account Approval Stage](#)
- [4.14 Reference and Feedback](#)

### 4.1 Retail Loan Account

The initiation request for a loan can be originated by authorized branch users or relationship managers or by approved bank agents, either through the traditional branch channel or through dedicated protocol services made available on digital devices like tablets or mobiles. The initiation of loan request can be made for both new and existing customer types. Also, the platform supports processing of the loan request from the customer which are directly received from the Self-Service Banking Channel (Oracle Banking Digital Experience) through the REST based service APIs.

The selection of the relevant loan product on which the loan is required can be initiated using this process, provided the user has the required access rights.

Please refer to the detailed setup and operation workflows for both asset and liability products initiation made available in the **Operations** user guide.

## 4.2 Loan Application Entry Stage

As detailed in the **Operations** user guide, all the product originations are initiated in the Application Initiation stage from the product catalogue. The cart operation in product catalogue allows to originate single or multiple product initiation. Once the Retail Loan Account origination process is initiated either as a single product origination or as part of the multiple product selection, process orchestrator generates the loan account process reference number on submit of the Application Initiation stage. Process orchestrator also updates the record in the Free Task process for the 'Application Entry' stage also referred as 'Task' from orchestrator perspective.

The Application Entry stage is the first stage in the Retail Loan Account Open process. After the initiate process is completed successfully, the application can be acquired by the user who has the access rights for the given stage and progress with the data capture.

### Prerequisite

Specify **User Id** and **Password**, and login to **Home screen**.

1. From **Home screen**, click **Tasks**. Under **Tasks**, click **Free Tasks**.

→ The **Free Tasks** screen is displayed.

**Figure 1: Free Tasks**

	Action	Priority	Process Name	Process Reference Number	Application Number	Stage	Application Date	Branch	Cus
<input type="checkbox"/>	<a href="#">Acquire &amp; Edit</a>		Savings Retail Process ...	000SAVLAC0001914	000APP000004201	Application Entry	19-03-22	000	
<input type="checkbox"/>	<a href="#">Acquire &amp; Edit</a>		Loans Retail Process Ma...	000HMELN10000898	000APP000004201	Application Entry	19-03-22	000	000
<input type="checkbox"/>	<a href="#">Acquire &amp; Edit</a>		Savings Retail Process ...	000SAVLAC0001898	000APP000004178	Application Entry	19-03-22	000	
<input type="checkbox"/>	<a href="#">Acquire &amp; Edit</a>		Savings Retail Process ...	000SAVLAC0001888	000APP000004167	Application Enrichment	19-03-22	000	
<input type="checkbox"/>	<a href="#">Acquire &amp; Edit</a>		Savings Retail Process ...	000SAVLAC0001887	000APP000004166	Application Entry	19-03-22	000	
<input type="checkbox"/>	<a href="#">Acquire &amp; Edit</a>		Savings Retail Process ...	000SAVLAC0001885	000APP000004159	Application Entry	19-03-22	000	
<input type="checkbox"/>	<a href="#">Acquire &amp; Edit</a>		Savings Retail Process ...	000SAVLAC0001880	000APP000004148	Application Entry	19-03-22	000	
<input type="checkbox"/>	<a href="#">Acquire &amp; Edit</a>		Loans Retail Process Ma...	000HMELN10000879	000APP000004141	Application Entry	19-03-22	000	
<input type="checkbox"/>	<a href="#">Acquire &amp; Edit</a>		Retail Process Manage...	000INIT000004097	000APP000004146	Application Initiation	19-03-22	000	
<input type="checkbox"/>	<a href="#">Acquire &amp; Edit</a>		Retail Process Manage...	000INIT000004096	000APP000004145	Application Initiation	19-03-22	000	
<input type="checkbox"/>	<a href="#">Acquire &amp; Edit</a>		Retail Process Manage...	000INIT000004095	000APP000004144	Application Initiation	19-03-22	000	
<input type="checkbox"/>	<a href="#">Acquire &amp; Edit</a>		Retail Process Manage...	000INIT000004094	000APP000004143	Application Initiation	19-03-22	000	
<input type="checkbox"/>	<a href="#">Acquire &amp; Edit</a>		Retail Process Manage...	000INIT000004093	000APP000004142	Application Initiation	19-03-22	000	
<input type="checkbox"/>	<a href="#">Acquire &amp; Edit</a>		Retail Process Manage...	000INIT000004091	000APP000004140	Application Initiation	19-03-22	000	

Page 1 of 6 (1 - 20 of 104 items) K < 1 2 3 4 5 6 > X

The Application Entry stage has the following reference data segments:

- [4.2.1 Loan Details](#)
- [4.2.2 Admission Details](#)
- [4.2.3 Customer Information](#)
- [4.2.4 Mandate Details](#)
- [4.2.5 Financial Details](#)
- [4.2.6 Collateral Details](#)
- [4.2.7 Guarantor Details](#)
- [4.2.8 Summary](#)
- [4.2.9 Action Tabs](#)
- [4.2.10 Request Clarification](#)

Please refer the below sections for more details on these data segments.

## 4.2.1 Loan Details

1. Click **Acquire and Edit** for the application for which the Application Entry stage has to be acted upon.

→ The **Loan Details** screen is displayed.

**Figure 2: Loan Details**

Loan Application Entry - 000APP000013904

Loan Details

Account Type: Home Loan, Business Product Name: Classic Home Loan

At Futura Bank, we understand the amount of hard work you may have had in life. With Futura's Classic Home Loans you can gather hopes, achieve your dreams and create memories in your own space.

Account Branch: 000

Account Currency: GBP

Purpose of Loan: Leasing

Loan Tenure: 1 MM DD

Estimated Cost: £1,000,000.00

Customer Contribution: £0.00

Loan Amount: GBP 1,000,000.00

Buttons: Request Clarification, Back, Next, Save & Close, Cancel

2. Specify the details in the relevant data fields. Mandatory data fields are indicated with asterisk. For more information on fields, refer to [Table 4: Loan Details – Field Description](#).

**Table 4: Loan Details – Field Description**

Field	Description
<b>Account Type</b>	Displays the account type.
<b>Business Product Name</b>	Displays the business product name.
<b>Account Branch</b>	Specify the account branch.
<b>Loan Tenure*</b>	Specify the loan tenure.
<b>Account Currency*</b>	Select the account currency.
<b>Application Date*</b>	Select the application date.
<b>Estimated Cost*</b>	Specify the Estimated Cost as provided by the builder.
<b>Customer Contribution*</b>	Specify the contribution amount which the borrower or the customer wants to provide.
<b>Loan Amount*</b>	Specify the loan amount.
<b>Purpose of Loan*</b>	Specify the purpose of loan.
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	<p>Click <b>Back</b> to navigate to the previous data segment within a stage.</p> <p><b>NOTE:</b> Since this is the first screen on the workflow, Back will be disabled.</p>

Field	Description
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p>
<b>Save &amp; Close</b>	<p>Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.</p>
<b>Cancel</b>	<p>Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.</p>



## 4.2.2 Admission Details

This data segment will provide details about admission based on the account type selected in Loan Details data segment.

1. Click **Next** in **Loan Details** screen to proceed with the next data segment, after successfully capturing the data.

### Prerequisite

Only if **Account Type** is selected as Education Loan in **Loan Details** data segment.

→ The **Admission Details** screen is displayed.

**Figure 3: Admission Details**

The screenshot displays the 'Admission Details' form within a web application. The form is titled 'Loan Application Entry - 000APP00013904' and 'Admission Details'. It contains several sections of input fields:

- Loan Requested For \***: A dropdown menu with 'Domestic' selected.
- Admission Status \***: A dropdown menu with 'Confirmed' selected.
- Mode of Study \***: A dropdown menu with 'Full Time' selected.
- Proposed Course of Study \***: A text input field.
- Institution \***: A text input field.
- University/School \***: A text input field.
- Country \***: A text input field with a search icon.
- Institution Ranking \***: A text input field.
- Course Duration**: Two dropdown menus for 'Years' and 'Months'.
- Course Commencement Date \***: A date picker.
- Specialization \***: A text input field.
- Projected Earning GBP**: A text input field.
- Employment Potential \***: A text input field.
- Scholarship/Dursaries Eligible \***: Radio buttons for 'Yes' and 'No'.
- Cost of Course (in GBP) +/-**: A text input field.
- Source (in GBP) +/-**: A text input field.

At the bottom, there are buttons for 'Audit', 'Request Clarification', 'Back', 'Next', 'Save & Close', and 'Cancel'. The screen is labeled 'Screen (2 / 8)'.

2. Specify the details in the relevant data fields. Mandatory data fields are indicated with asterisk. For more information on fields, refer to [Table 5: Admission Details – Field Description](#).

**Table 5: Admission Details – Field Description**

Field	Description
<b>Loan Requested for*</b>	<p>Select the options from the drop-down list. Available options are:</p> <ul style="list-style-type: none"> <li>• Overseas</li> <li>• Domestic</li> </ul>

Field	Description
<b>Admission Status*</b>	Select the admission status. Available options are: <ul style="list-style-type: none"> <li>Confirmed</li> <li>Awaited</li> </ul>
<b>Mode of Study*</b>	Select the mode of study. Available options are: <ul style="list-style-type: none"> <li>Full Time</li> <li>Part Time</li> <li>Correspondence</li> <li>Distance Education</li> </ul>
<b>Proposed Course of Study*</b>	Specify the proposed course of study.
<b>Institution*</b>	Specify the institution.
<b>University / School*</b>	Specify the university or school.
<b>Country*</b>	Specify the country.
<b>Institution Ranking*</b>	Specify the institution ranking.
<b>Course Duration</b>	Specify the course duration.
<b>Course Commencement Date*</b>	Select the course commencement date.
<b>Specialization*</b>	Specify the type of course.
<b>Projected Earning</b>	Specify the projected earnings.
<b>Employment Potential</b>	Specify the employment potential.
<b>Scholarship/ Business Eligible*</b>	Select the scholarship eligibility. Available options are: <ul style="list-style-type: none"> <li>Yes</li> <li>No</li> </ul>
<b>Cost of Course (In GBP)s</b>	Specify the details about the cost of course.
<b>Source (In GBP)</b>	Specify the details about the source of funds.

Field	Description
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.
<b>Save &amp; Close</b>	To save the data captured, provided all the mandatory fields are captured and will be available in the <b>My Task</b> list for the user to continue later, click <b>Save &amp; Close</b> .
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p>
<b>Cancel</b>	To terminate the application and the status of the application click <b>Cancel</b> . Such applications cannot be revived later by the user.

## 4.2.3 Customer Information

1. Click **Next** in **Loan Details/Admission Details** screen to proceed with the next data segment, after successfully capturing the data.

→ The **Customer Information** screen is displayed.

**Figure 4: Customer Information**


2. Specify the details in the relevant data fields. Mandatory data fields are indicated with asterisk. User can add another customer (New or Existing) at this stage. Adding customer will enable the user to add additional customer or applicants. For more information on fields, refer to [Table 6: Customer Information – Field Description](#).

**Table 6: Customer Information – Field Description**

Field	Description
<b>Holding Pattern*</b>	Displays the holding pattern selected in the Application Initiate stage.
<b>Ownership*</b>	<p>Select the ownership from the drop-down list. Available options are:</p> <ul style="list-style-type: none"> <li>• Single</li> <li>• Joint</li> </ul> <p>In case of Joint ownership selected, panel for updating details for 2nd applicant is populated. <b>Add Applicant</b> is</p>

Field	Description
	<p>also enabled to allow adding additional applicants to the account.</p> <p>By default, the system displays the ownership selected in the Application Initiate stage.</p>
<b>Number of Applicants*</b>	Displays the number applicants added for the account.
<b>Date of Birth</b>	Displays the date of birth of the applicant.
<b>E-mail</b>	Displays the e-mail ID of the applicant.
<b>Mobile Number</b>	Displays the mobile number of the applicant.
<b>Phone Number</b>	Displays the phone number of the applicant.
<b>Last Updated On</b>	<p>Displays the date on which the financial details of an existing applicant was last updated.</p> <p>For a new applicant, it will remain blank.</p>
<b>Edit</b>	<p>Click <b>Edit</b> to modify the existing customer details and address details.</p> <p>Click <b>Save</b> to save the modified details and click <b>Cancel</b> to cancel the modifications.</p> <p><b>Edit</b> will be visible only for existing customers.</p>
<b>Existing Customer</b>	Select to indicate if customer is existing customer.
<b>CIF Number</b>	Search and select the CIF number.
<b>Primary Customer</b>	Select to indicate if customer is primary customer.
<b>Title*</b>	Select the title of the applicant from the drop-down list.
<b>First Name*</b>	Specify the first name of the applicant.
<b>Middle Name</b>	Specify the middle name of the applicant.
<b>Last Name*</b>	Specify the last name of the applicant.
<b>Gender*</b>	Specify the Gender of the applicant from the drop-down list.

Field	Description
<b>Date of Birth*</b>	Select the date of birth of the applicant.
<b>Resident Status*</b>	Select the residential status of the applicant from the drop-down list. Available options are: <ul style="list-style-type: none"> <li>• Resident</li> <li>• Non-Resident</li> </ul>
<b>County of Residence*</b>	Search and select the country code of which the applicant is a resident.
<b>Birth Country*</b>	Search and select the country code where the applicant has born.
<b>Nationality*</b>	Search and select the country code where the applicant has nationality.
<b>Citizenship By*</b>	Search and select the country code for which applicant has citizenship.
<b>Marital Status*</b>	Select the marital status of the customer from the drop-down list. Available options are: <ul style="list-style-type: none"> <li>• Married</li> <li>• Unmarried</li> <li>• Legally Separated</li> <li>• Widow</li> </ul>
<b>ID Type*</b>	Select the identification document type for the applicant from the drop-down list.
<b>Unique ID No*</b>	Specify the number of the identification document provided.
<b>Valid Till</b>	Select the valid till date of the identification document provided.

Field	Description
<b>Customer Segment</b>	<p>Select the segment of the customer. Available options are:</p> <ul style="list-style-type: none"> <li>• Emerging Affluent</li> <li>• High Net worth Individuals</li> <li>• Mass Affluent</li> <li>• Ultra NHI</li> <li>• Very NHI</li> </ul>
<b>Customer Sub Type*</b>	<p>Select the sub type of the customer. Available options are:</p> <ul style="list-style-type: none"> <li>• Individual</li> <li>• Minor</li> <li>• Student</li> <li>• Senior Citizen</li> <li>• Foreigner</li> </ul>
<b>Preferred Language*</b>	Select the preferred language.
<b>Preferred Currency*</b>	Select the preferred currency.
<b>Address</b>	<p>Displays the address details.</p> <p>Click on the top right side of the Address Tile.</p> <p><b>View</b> – Click <b>View</b> to view the address details of an existing customer.</p> <p><b>Edit</b> - Click <b>Edit</b> to update the address details of an existing customer.</p> <p><b>Delete</b> – Click <b>Delete</b> to delete the address of an existing customer.</p> <p>To add multiple addresses of the applicant, click  icon on the <b>Address</b> to add additional addresses.</p>

Field	Description
<b>Address Type*</b>	<p>Select the address type for the applicant from the drop-down list.</p> <ul style="list-style-type: none"> <li>• Permanent Address</li> <li>• Residential Address</li> <li>• Communication Address</li> <li>• Office Address</li> </ul> <p>One of the address type must be Communication Address.</p>
<b>Building*</b>	Specify the house or office number, floor and building details.
<b>Street*</b>	Specify the street.
<b>Locality</b>	Specify the locality name of the address.
<b>City*</b>	Specify the city.
<b>State*</b>	Specify the state.
<b>Country*</b>	Specify the country code.
<b>Zip Code</b>	Specify the zip code of the address.
<b>E-mail*</b>	Specify the e-mail address of the applicant.
<b>Mobile*</b>	Specify the ISD code and the mobile number of the applicant.
<b>Phone</b>	Specify the ISD code and the phone number of the applicant.



Field	Description
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p>
<b>Save &amp; Close</b>	Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.
<b>Cancel</b>	Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.

## 4.2.4 Mandate Details

1. Click **Next** in **Customer Information** screen to proceed with the next data segment, after successfully capturing the data.

→ The **Mandate Details** screen is displayed.

**Figure 5: Mandate Details**

2. Specify the details in the relevant data fields. Mandatory data fields are indicated with asterisk. For more information on fields, refer to [Table 7: Mandate Details – Field Description](#).

**Table 7: Mandate Details – Field Description**

Field	Description
<b>Number of Applicants</b>	Specify the number of applicants.
<b>Registered</b>	Select to make it register.
<b>Applicant Name</b>	Displays the applicant name.
<b>Collateral Share</b>	Select the collateral share from the drop-down list.
<b>Repayment Share*</b>	Select the repayment share from the drop-down list.

Field	Description
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p>
<b>Save &amp; Close</b>	Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.
<b>Cancel</b>	Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.

## 4.2.5 Financial Details

Financial details can be captured for all or a single applicant or a customer for the given loan application as the case may be. Separate shutter panels are available applicant wise to capture the basic details and the income and expense details.

1. Click **Next** in **Mandate Details** screen to proceed with the next data segment, after successfully capturing the data.

→ The **Financial Details** screen is displayed.

**Figure 6: Financial Details**

2. Specify the details in the relevant data fields. Mandatory data fields are indicated with asterisk. For more information on fields, refer to [Table 8: Financial Details – Field Description](#).

**Table 8: Financial Details – Field Description**

Field	Description
<b>Applicant Name</b>	Displays the name of the applicant.
<b>Total Income</b>	Displays the total income of the applicant.

Field	Description
<b>Total Expense</b>	Displays the total expenses the applicant.
<b>Last Update On</b>	Displays the date on which the financial details of an existing applicant were last updated.  For a new applicant, it will remain blank.
<b>Applicant Name</b>	Displays the name of the applicant.
<b>Edit</b>	Click <b>Edit</b> to modify the existing applicant details.  Click <b>Save</b> to save the modified details and click <b>Cancel</b> to cancel the modifications.  <b>Edit</b> will be visible only for existing applicant.
<b>Basic Details</b>	Default values available as options in drop-down list can be used as attributes to configure the Quantitative Score which will be used during Assessment stage.  Refer to <b>Configuration</b> user manual for the list of attributes available in this release.
<b>Employment Type*</b>	Select the employment type from the drop-down list. Available options are: <ul style="list-style-type: none"> <li>• Service</li> <li>• Professional</li> <li>• Business</li> </ul> <b>Employment Type</b> is reckoned as an attribute for Quantitative Score calculation for the given Applicant.
<b>Organization Name*</b>	Specify the name of the organization.
<b>Organization Category*</b>	Select the organization type from the drop-down list. Available options are: <ul style="list-style-type: none"> <li>• Private Limited</li> <li>• Government</li> <li>• NGO</li> </ul>

Field	Description
<b>Demographics*</b>	<p>Select the demographics from the drop-down list.</p> <p>Available options are:</p> <ul style="list-style-type: none"> <li>• Global</li> <li>• Domestic</li> </ul>
<b>Employee Type*</b>	<p>Select the employee type from the drop-down list.</p> <p>Available options are:</p> <ul style="list-style-type: none"> <li>• Full Time</li> <li>• Part Time</li> <li>• Contract</li> <li>• Permanent</li> </ul>
<b>Employee ID</b>	Specify the employee ID.
<b>Employment Start Date*</b>	Select the employment start date.
<b>Employment End Date</b>	Select the employment end date.
<b>Grade</b>	Specify the grade.
<b>Designation</b>	Specify the designation.
<b>I currently work in this role*</b>	<p>Select whether the applicant works currently in this role.</p> <p>Available options are:</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>

Field	Description
<b>Industry Type</b>	<p>Select the Industry Type from the drop-down list.</p> <p>Available options are:</p> <ul style="list-style-type: none"> <li>• IT</li> <li>• Bank</li> <li>• Services</li> <li>• Manufacturing</li> <li>• Legal</li> <li>• Medical</li> <li>• Engineering</li> <li>• School/College</li> <li>• Others</li> </ul>
<b>Monthly Income</b>	<p>Select the income. Available options are:</p> <ul style="list-style-type: none"> <li>• Salary</li> <li>• Business</li> <li>• Interest Income</li> <li>• Pension</li> <li>• Bonus</li> <li>• Rentals</li> <li>• Cash Gifts</li> <li>• Others</li> </ul> <p>Total gets calculated automatically.</p>

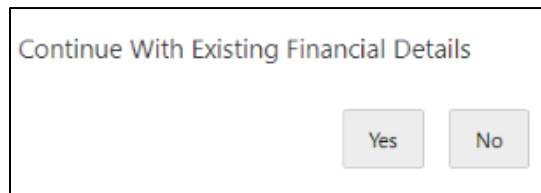
Field	Description
<b>Monthly Expenses</b>	<p>Select the expenses. Available options are:</p> <ul style="list-style-type: none"> <li>• Household</li> <li>• Medical</li> <li>• Education</li> <li>• Travel</li> <li>• Vehicle Maintenance</li> <li>• Rentals</li> <li>• Others</li> <li>• Loan Payments</li> <li>• Utility Payments</li> <li>• Insurance Payments</li> <li>• Credit Card Payments</li> </ul> <p>Total gets calculated automatically.</p>
<b>Liabilities</b>	<p>Specify the amount for any of the applicable liabilities. Available options are:</p> <ul style="list-style-type: none"> <li>• Property Loans</li> <li>• Vehicle Loans</li> <li>• Personal Loans</li> <li>• Card outstandings</li> <li>• Overdrafts</li> <li>• Others</li> </ul> <p>Total gets calculated automatically.</p>



Field	Description
<b>Asset</b>	<p>Select the asset. Available options are:</p> <ul style="list-style-type: none"> <li>• Savings Deposits</li> <li>• Stocks/Funds</li> <li>• Properties</li> <li>• Automobiles</li> <li>• Fixed Deposits</li> <li>• Land</li> <li>• Others</li> </ul>
<b>Net Income</b>	The system automatically displays the total income over expenses.

3. Click **Next**. The system validates the date specified in **Last Update On** with Financial Details Validity Period and, if date specified in **Last Update On** exceeds the date specified in Financial Details Validity Period at Business Product Preferences configurations, the system displays the following error message:

**Figure 7: Error Message**



4. Click **Yes** to proceed with the next data segment. Click **No** to edit financial details and proceed.

### 4.2.5.1 Parent / Guardian Financial Details

This is the additional data segment that captures the financial details in case of education loans, where the loan applicant (student) does not have any independent income for the given loan application as the case may be. Also, the Add Parent / Guardian details will enable the user to capture the data for each parent. Separate shutter panels are available Applicant wise to capture the Basic Details and the Income / Expense, Liabilities / Asset details.

1. Click **Next** in **Admission Details** screen to proceed with the next data segment, after successfully capturing the data.

#### Prerequisite

Only if **Account Type** is selected as Education Loan in Loan Details data segment.

→ The **Parent/Guardian Financial Details** screen is displayed.

**Figure 8: Parent/Guardian Financial Details**

The screenshot shows the 'Parent/Guardian Financial Details' screen. The top navigation bar includes tabs for Admission Details, Financial Details, Credit Rating Details, and Summary. The main form is divided into several sections:

- 1. Parent/Guardian Name:** Includes fields for Title, First Name, Middle Name, Last Name, Date of Birth, Gender, Marital Status, and Unique ID Number.
- Basic Details:** Includes fields for Income Type, Salary, Office Name, Employment Type, Education Qualification, Employee Number, Designation, Industry, and Employment Start Date.
- Monthly Income (in GBP):** A table with columns for Type and Amount. The total Net Income is displayed as GBP155,000.00.
- Monthly Expense (in GBP):** A table with columns for Type and Amount.
- Liabilities (in GBP):** A table with columns for Type and Amount.
- Asset (in GBP):** A table with columns for Type and Amount.

At the bottom, there are buttons for 'Request Clarification', 'Back', 'Next', 'Save & Close', and 'Cancel'.

2. Specify the details in the relevant data fields. Mandatory data fields are indicated with asterisk. For more information on fields, refer to [Table 9: Parent/Guardian Details – Field Description](#).

Table 9: Parent/Guardian Details – Field Description

Field	Description
<b>Existing Customer</b>	Select to indicate if the user is existing customer or not.
<b>Relationship With Student</b>	Select the relationship of parent or guardian with the student.
<b>Title*</b>	Select the title.
<b>First Name*</b>	Specify the first name.
<b>Middle Name</b>	Specify the middle name.
<b>Last Name*</b>	Specify the last name.
<b>Date Of Birth*</b>	Select the date of birth.
<b>Gender*</b>	Select the gender.
<b>Marital Status*</b>	Select the marital status.
<b>Unique ID Number*</b>	Specify the unique ID number.
<b>Basic Details</b>	<p>Default values available as options in drop-down list can be used as attributes to configure the Quantitative Score which will be used during Assessment stage.</p> <p>Refer to <b>Configuration</b> user manual for the list of attributes available in this release.</p>
<b>Income Type*</b>	More than one type of Income can be captured for an applicant. The list of values will be available for the user to select. Business may add appropriate values to this list.
<b>Employment Type*</b>	<p>The list of values will be available for the user to select. Business may add appropriate values to this list.</p> <p><b>Employment Type</b> is reckoned as an attribute for Quantitative Score calculation for the given Applicant.</p>
<b>Employee Number</b>	Specify the employee number.

Field	Description
<b>Industry*</b>	Select the industry type from the drop-down list.
<b>Office Name</b>	Specify the office name.
<b>Educational Qualification</b>	Specify the education qualification.
<b>Designation</b>	Specify the designation.
<b>Employment Start Date</b>	Select the employment start date.
<b>Employment End Date</b>	Select the employment end date.
<b>Income and Expense Details</b>	The following are the different data elements which are available in this section. These values reckon as attributes for Quantitative score card calculation.
<b>Monthly Income</b>	<p>Select the income. Available options are:</p> <ul style="list-style-type: none"> <li>• Salary</li> <li>• Business</li> <li>• Interest Income</li> <li>• Pension</li> <li>• Bonus</li> <li>• Rentals</li> </ul>
<b>Monthly Expenses</b>	<p>Select the expenses. Available options are:</p> <ul style="list-style-type: none"> <li>• Household</li> <li>• Medical</li> <li>• Education</li> <li>• Vehicle Maintenance</li> <li>• Rentals</li> </ul>

Field	Description
<b>Liabilities</b>	<p>Select the liabilities. Available options are:</p> <ul style="list-style-type: none"> <li>• Property Loans</li> <li>• Vehicle Loans</li> <li>• Personal Loans</li> <li>• Card outstandings</li> <li>• Overdrafts</li> <li>• Others</li> </ul>
<b>Asset</b>	<p>Select the asset. Available options are:</p> <ul style="list-style-type: none"> <li>• Savings Deposits</li> <li>• Stocks/Funds</li> <li>• Properties</li> <li>• Automobiles</li> <li>• Fixed Deposits</li> <li>• Land</li> <li>• Others</li> </ul>
<b>Net Income</b>	The system automatically displays the net income over expenses.
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.

Field	Description
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p>
<b>Save &amp; Close</b>	<p>Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.</p>
<b>Cancel</b>	<p>Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.</p>

## 4.2.6 Collateral Details

Collateral details is a data segment to capture the collateral which is offered by the customer as security for the loan. Collateral details will be sent to the host to be made available under local collateral. The relevant service APIs will be made available for both Push and Pull details of collaterals.

Capturing of Collateral details in Oracle FLEXCUBE Onboarding is also enabled with an option to onboard collateral using the Oracle Banking Credit Facility Process Management integration services. In such cases, the collateral details will be sent to the Collateral onboarding systems for performing the Valuation, obtaining the Legal opinion and recording the perfection details. These details will be made available on Oracle FLEXCUBE Onboarding in the respective Data segments in read only mode.

1. Click **Next** in **Financial Details** screen to proceed with the next data segment, after successfully capturing the data.

→ The **Collateral Details** screen is displayed.

**Figure 9: Collateral Details**

2. Specify the details in the relevant data fields. Mandatory data fields are indicated with asterisk. For more information on fields, refer to [Table 10: Collateral Details – Field Description](#).

**Table 10: Collateral Details – Field Description**

Field	Description
<b>Primary Collateral</b>	Specify the primary collateral.

Field	Description
<b>Collateral Type*</b>	<p>Select the collateral type. Available options are:</p> <ul style="list-style-type: none"> <li>• Property</li> <li>• Vehicle</li> <li>• Precious Metal</li> <li>• Deposits</li> <li>• Bonds</li> <li>• Stocks</li> <li>• Insurance</li> </ul>
<b>Category*</b>	<p>Select the collateral category. Available options are:</p> <p>If Collateral type is selected as <b>Property</b></p> <ul style="list-style-type: none"> <li>• Residential Property</li> <li>• Vacant Land</li> <li>• Under Construction</li> </ul> <p>If Collateral type is selected as <b>Vehicle</b></p> <ul style="list-style-type: none"> <li>• Passenger Vehicle</li> <li>• Commercial Vehicle</li> </ul> <p>If Collateral type is selected as <b>Precious Metal</b></p> <ul style="list-style-type: none"> <li>• Precious Metal</li> </ul> <p>If Collateral type is selected as <b>Deposits</b></p> <ul style="list-style-type: none"> <li>• Term Deposit</li> <li>• Recurring Deposit</li> </ul> <p>If Collateral type is selected as <b>Bonds</b></p> <ul style="list-style-type: none"> <li>• Secured Bonds</li> <li>• Unsecured Bonds</li> <li>• Investment Bonds</li> </ul> <p>If Collateral type is selected as <b>Stocks</b></p> <ul style="list-style-type: none"> <li>• Domestic Stock</li> </ul> <p>If Collateral type is selected as <b>Insurance</b></p> <ul style="list-style-type: none"> <li>• Life Insurance</li> </ul>



Field	Description
<b>Collateral Branch</b>	Displays the branch of the collateral.
<b>Liability ID</b>	Displays the Liability ID
<b>Liability Description</b>	Displays the Liability description.
<b>Collateral Available From*</b>	Select the date from when the collateral is available.
<b>Collateral Available Upto</b>	Select the date till when the collateral is available.
<b>Collateral Value*</b>	Specify the value of the collateral.
<b>Hair Cut %*</b>	Specify the percentage of Hair Cut.
<b>Collateral Amount To Be Considered</b>	Displays the collateral amount to be considered. Collateral Amount = (Hair Cut % * Collateral Value)
<b>Collateral Description*</b>	Specify the collateral description.
<b>Total Collateral Value</b>	Displays the total value of collateral.  This field will be auto updated based on the number of collaterals.
<b>Cover Available</b>	Displays the cover available.  This field will be auto updated based on the number of collaterals.
<b>Request Clarification</b>	Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.  For more information on <b>Request Clarification</b> , refer to the section <b>Request Clarification</b> .

Field	Description
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p>
<b>Save &amp; Close</b>	Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.
<b>Cancel</b>	Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.

**NOTE:** All the fields will be fetched from Oracle Banking Credit Facilities Process Management in read only mode, if integrated with Oracle Banking Credit Facilities Process Management.

## 4.2.7 Guarantor Details

This data segment enables the user to capture any number of guarantor details for the given application.

1. Click **Next** in **Collateral Details** screen to proceed with the next data segment, after successfully capturing the data.

→ The **Guarantor Details** screen is displayed.

**Figure 10: Guarantor Details**

2. Specify the details in the relevant data fields. Mandatory data fields are indicated with asterisk. For more information on fields, refer to [Table 11: Guarantor Details – Field Description](#).

**Table 11: Guarantor Details – Field Description**

Field	Description
<b>Existing Customer</b>	Select to indicate if customer is existing customer or not.
<b>Relationship with Customer*</b>	<p>Select the relationship with customer from the drop-down list.</p> <ul style="list-style-type: none"> <li>• Father</li> <li>• Mother</li> <li>• Friend</li> <li>• Spouse</li> <li>• Brother</li> </ul>

Field	Description
<b>CIF Number</b>	CIF number is visible, if you select <b>Existing Customer</b> . Search and select the existing customer CIF number.
<b>Title*</b>	Select the Title.
<b>First Name*</b>	Specify the first name.
<b>Middle Name</b>	Specify the middle name.
<b>Last Name*</b>	Specify the last name.
<b>Date of Birth</b>	Select the date of birth.
<b>Address</b>	Address is to capture the address details of guarantor.
<b>Building*</b>	Specify the building.
<b>Street*</b>	Specify the street.
<b>Locality*</b>	Specify the locality.
<b>City*</b>	Specify the city.
<b>State*</b>	Specify the state.
<b>Country*</b>	Specify the country.
<b>Zip Code</b>	Specify the country.
<b>E-mail*</b>	Specify the e-mail id of guarantor.
<b>Mobile*</b>	Specify the mobile number of guarantor.
<b>Phone</b>	Specify the phone number of guarantor.

Field	Description
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p>
<b>Save &amp; Close</b>	Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.
<b>Cancel</b>	Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.

## 4.2.8 Summary

The system will display the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

1. Click **Next** in **Guarantor Details** screen to proceed with the next data segment, after successfully capturing the data.

→ The **Summary** screen is displayed.

**Figure 11: Summary**

Loan Application Entry - 000APP000013904

Summary

Loan Details: Product Name: Classic Home Loan, Loan Amount: GBP 1000000, Loan Tenure: 1 Years 0 Months 0 Days

Asset Details: Asset Type: Independent, Asset Value: GBP 9000000, Asset Status: Partially Completed

Customer Information: Name: John Baristow, Applicant Type: Primary, No. Of Applicants: 1

Mandate Details: Applicant Name: MR John Baristow, Collateral Share: 0%, Repayment Share: 100.0%

Financial Details: Applicant Name: MR John Baristow, Total Income: GBP 12000, Total Expense: GBP 1200, Net Income: GBP 10800

Collateral Details: Collateral Type: , Collateral Value: , Utilized Previously: , Cover Available:

Guarantor Details: Guarantor Name: , Relationship With Customer:

Audit

Request Clarification Back Next Save & Close Submit Cancel

Screen ( 8 / 8)

Each of these summary tiles are clickable and the user will have the option to view all the details captured under the given data segment. For more information on summary tiles, refer to [Table 12: Summary Application Entry – Field Description](#).

**Table 12: Summary Application Entry – Field Description**

Data Segment	Description
Loan Details	Displays the loan details.
Asset Details	Displays the asset details
Mandate Details	Displays the mandate details.
Collateral Details	Displays the collateral summary details.
Guarantor Details	Displays the guarantor summary details.

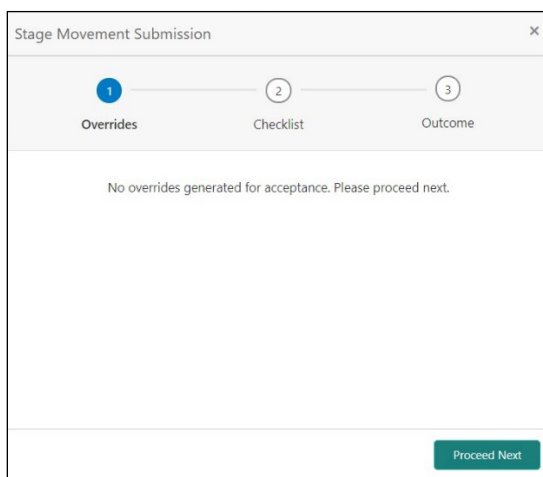
Data Segment	Description
<b>Applicant Details</b>	If the number of applicant(s) is more than one, the user will have the option to explore the details by simply clicking on the summary tile.
<b>Financial Details</b>	Displays the financial details.
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p> <p><b>NOTE:</b> Next is deactivated in the Summary screen as the capture of data across all the data segments in this stage are completed.</p>
<b>Save &amp; Close</b>	Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.

Data Segment	Description
<b>Submit</b>	Click <b>Submit</b> to submit the application. The system triggers the business validation to ensure the application is entitled for submission to the next stage.
<b>Cancel</b>	Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.

- Click **Submit** to reach the **OUTCOME**, where the overrides, checklist and documents for this stage can be validated or verified.

→ The **Overrides** screen is displayed.

**Figure 12: Overrides**



The system displays the following error message if overrides are not accepted.

**Figure 13: Error Message**

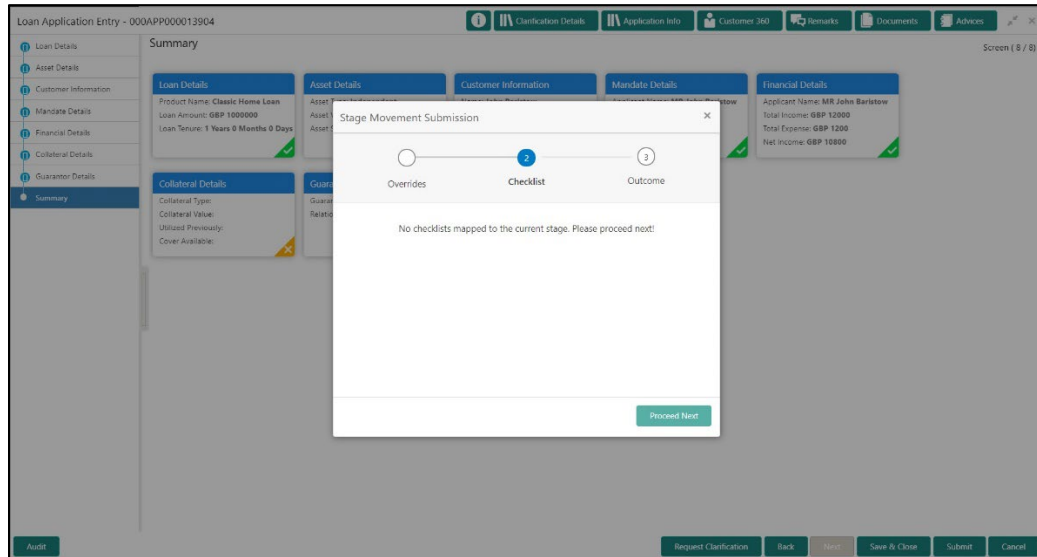




3. Click **Accept Overrides & Proceed**.

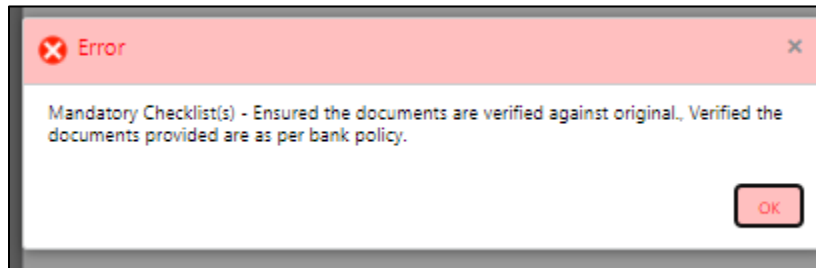
→ The **Checklist** screen is displayed.

**Figure 14: Checklist**



The system displays the following error message if checklist is not verified.

**Figure 15: Error Message**



4. Click **Save & Proceed**.

→ The **Outcome** screen is displayed.

**Figure 16: Outcome**

5. Select **Proceed** outcome from the drop-down list. Available options are:

- Proceed
- Reject Application

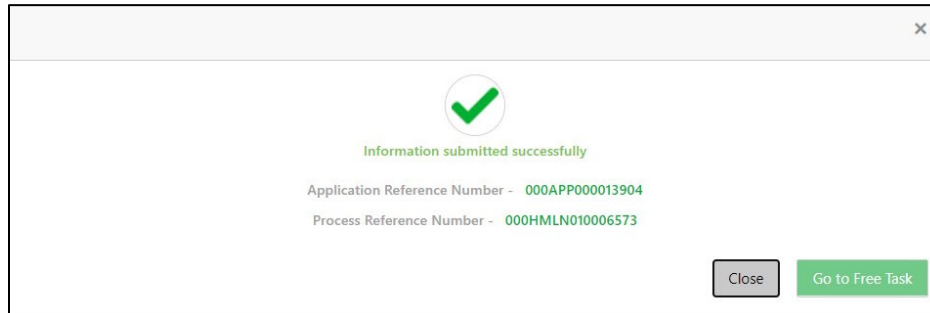
It will logically complete the **Application Entry** stage for the loan application. The Workflow Orchestrator will automatically move this application to the next processing stage, **Loan Application Enrichment**.

The stage movement is driven by the business configuration for a given combination of **Process Code**, **Life Cycle** and **Business Product Code**.

6. Enter the remarks in **Remarks**.

7. Click **Submit**.

→ The **Confirmation** screen is displayed.

**Figure 17: Confirmation**8. Click **Go to Free Task**.

→ The **Free Tasks** screen is displayed.

**Figure 18: Free Tasks**

Free Tasks									
<a href="#">Refresh</a> <a href="#">Acquire</a> <a href="#">Delegate</a> <a href="#">Reassign</a> <a href="#">Flow Diagram</a>									
Action	Priority	Process Name	Process Reference Number	Application Number	Stage	Application Date	Branch	Customer Number	Amount
Acquire & E...		Loans Retail Process Ma...	000HMLN10000826	000APP000003950	Application Enrichment	19-03-22	000		
Acquire & E...		Loans Retail Process Ma...	000VHMLN20000827	000APP000003950	Application Entry	19-03-22	000		

The system successfully moves the Application Reference Number along with the sub process reference numbers [Loan Account] to the Loan Application Enrichment stage. This application will be available in the FREE TASKS list. The user who has the access rights will be able to acquire and proceed with the next processing stage of the application.

**NOTE:**

- If an application is returned to the Application Entry-stage from any other subsequent stages, Oracle FLEXCUBE Onboarding will not allow amending details in the Customer Information and Financial Details data segment, once a customer onboarding process has been triggered in the Application Entry Stage and CIF creation is still in progress.
- In case the party amendment request is rejected by Oracle Banking Party, the specified error message is shown to the user while submitting the Application Entry stage. The user has an option to go back and resolve the error or proceed with the stage submission by disregarding the amendment request.
- Unique process reference numbers will be generated and made available in the Free Task grid for the respective Customer Onboarding, Collateral Onboarding requests, which need to be picked up by the concerned users in the Oracle Banking Party / Oracle Banking Credit Facilities Process Management modules.

## 4.2.9 Action Tabs

This section includes the following subsections:

- [4.2.9.1 Icon](#)
- [4.2.9.2 Clarification Details](#)
- [4.2.9.3 Customer 360](#)
- [4.2.9.4 Application Info](#)
- [4.2.9.5 Remarks](#)
- [4.2.9.6 Documents](#)
- [4.2.9.7 Advices](#)

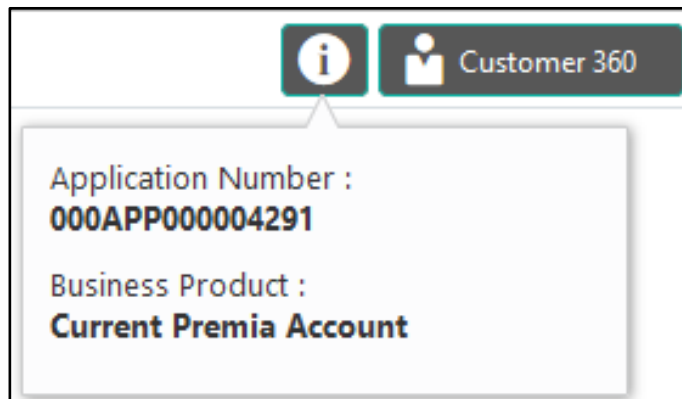
The functions available in the various tabs can be accessed during any point in the Application Entry stage. Details about the tabs are as follows:

### 4.2.9.1 Icon

1. Click it to view the **Application Number** and the **Business Product** detail.

→ The **Icon** screen is displayed.

**Figure 19: Icon Screen**



#### 4.2.9.2 Clarification Details

1. Click **Clarification Details** to view the list of requested clarifications.

→ The Clarification **Details** screen is displayed.

### Figure 20: Clarification Details

Clarification Details - 000APP000003869					
Clarification	Raised By	Clarification Date	Response Type	Clarification Status	Status Update Date
Clarification Request		March 26, 2020 12:00 AM	MANUAL	Clarification Requested	March 26, 2020 12:00 AM
New Clarification Needed		March 26, 2020 12:00 AM	MANUAL	Clarification Withdrawn	March 26, 2020 12:00 AM

The **Clarification Details** screen displays the details about customer clarification request raised. For more information on fields, refer to [Table 13: Clarification Details](#).

### Table 13: Clarification Details

Field	Description
Clarification	Displays the subject of the requested clarification.
Raised By	Displays the user id of the user who has raised the clarification request.
Clarification Date	Displays the clarification date on which the request was raised.
Response Type	Displays the response type.
Clarification Status	<p>Displays the status of clarification.</p> <p>Available options are:</p> <ul style="list-style-type: none"> <li>Clarification Requested</li> <li>Clarification Withdrawn</li> <li>Clarification Completed</li> </ul>
Status Update Date	Displays the status update date.

Field	Description
<b>New Clarification</b>	Click <b>New Clarification</b> to raise a new clarification request.

2. Select any specific clarification request row.

→ The **Clarification Details** for the selected clarification request is displayed.

**Figure 21: Clarification Details**

The screenshot shows a web application window titled "Clarification Details - 000APP000003869". Inside, there is a table with the following data:

Clarification ID	Clarification Subject	Raised By	Clarification Date	Status	Status Update Date
HMLN010000026	New Clarification Needed	[Redacted]	March 26, 2020 12:00 AM	Clarification Requested	

Below the table, the date "March 26, 2020 12:00 AM" is displayed. A message box states "More Documents Are Required." At the bottom right, there are three buttons: "New Conversation", "Withdraw Clarification", and "Accept Clarification".

The **Clarification Details** screen displays details about the specific customer clarification request raised. For more information on fields, refer to [Table 14: Clarification Details](#).

**Table 14: Clarification Details**

Field	Description
<b>Clarification ID</b>	Displays the unique clarification ID.
<b>Clarification Subject</b>	Displays the subject of clarification request.
<b>Raised By</b>	Displays the user id of the user who has raised the clarification request.
<b>Clarification Date</b>	Displays the clarification date.
<b>Status</b>	Displays the status of clarification.
<b>Status Update Date</b>	Displays the status update date.

Field	Description
<b>New Conversation</b>	<p>Click <b>New Conversation</b> to raise conversation for the selected clarification request.</p> <p>The system also allows to view and update the conversation from the <b>My Application</b> and <b>Application Search</b> dashboard by clicking the 'More Info' hyperlink from the Product card. If the new conversation is updated by any other user, instead of the user who initially raised the clarification request; a bell notification will be sent to the user who has raised the request.</p> <p>Available options are:</p> <ul style="list-style-type: none"> <li>• Save &amp; Close</li> <li>• Cancel</li> </ul> <p>Click <b>Save &amp; Close</b> to save the conversation.</p> <p>Click <b>Cancel</b> to cancel the conversation update.</p>
<b>Withdraw Clarification</b>	<p>Click <b>Withdraw Clarification</b> to withdraw and close the selected clarification request. Updating the clarification details is mandatory to withdraw the clarification. Users can update the reason why the clarification is being withdrawn and can also upload any document, if needed.</p> <p>Available options are:</p> <ul style="list-style-type: none"> <li>• Save &amp; Close</li> <li>• Cancel</li> </ul> <p>Click <b>Save &amp; Close</b> to withdraw the clarification</p> <p>Click <b>Cancel</b> to cancel the withdraw clarification action.</p>

Field	Description
<b>Accept Clarification</b>	<p>Click <b>Accept Clarification</b> to close the clarification raised.</p> <p>Updating the clarification details is mandatory to accept the clarification. Users can update the detail of why the clarification is being accepted and can also upload any document, if needed.</p> <p>Once the clarification request is accepted, no further conversation can be raised on the Clarification ID. Also, the application status will change to My Task.</p> <p>Available options are:</p> <ul style="list-style-type: none"> <li>• Save &amp; Close</li> <li>• Cancel</li> </ul> <p>Click <b>Save &amp; Close</b> to accept the clarification</p> <p>Click <b>Cancel</b> to cancel the withdraw clarification action.</p>

#### 4.2.9.3 Customer 360

1. Click it to select the **Customer ID** of existing customer, and then view the Mini Customer 360.

→ The **Customer 360** screen is displayed.

**Figure 22: Customer 360**



The screen shows the list of Customer IDs in case of Joint Accounts. Select the specific Customer ID to view their Mini Customer 360. The CIF Numbers are populated in the Customer 360 screen only post the CIF number has been keyed in the Customer Information data segment.




#### 4.2.9.4 Application Info

1. Click **Application Info** to view the application information.

→ The **Application Information** screen is displayed.

**Figure 23: Application Information**

2. Click  icon to launch the **Data Points** pop-up screen.

→ The **Data Points** pop-up is displayed.


**Figure 24: Data Points**

Neural Network			
Name	Actual Value	Weight	Rank
TOT_NUM_STAGES	10	1	1

The **Application Information** screen displays separate cards for various products initiated as part of the application. For more information on fields, refer to [Table 15: Application Information – Field Description](#).

**Table 15: Application Information – Field Description**

Field	Description
<b>Application Date</b>	Displays the application date.
<b>Phone</b>	Displays the phone number.
<b>E-mail</b>	Displays the E-mail ID.

Field	Description
Source By	Displays the name of the user who has sourced the application.
Channel	Displays the channel name.
Priority	Displays the priority of the application. <ul style="list-style-type: none"> <li>• High</li> <li>• Medium</li> <li>• Low</li> </ul>
Application Number	Displays the application number
Total time spent	Displays the time spent for the product process since initiation of the application.
User ID Assigned	Displays the <b>User ID</b> of the user currently working on the product process.  <b>NOTE:</b> This is blank, in case the product process task is not acquired by any user.
Time spent	Displays the days spent in the current phase/stage.
Expected Account Opening Date	Displays the expected date when the account will be created.
	Displays the information on the features considered to predict the expected account opening date.
More Info	Click <b>More Info</b> hyperlink to view more details about the customer clarification raised. For more information, refer to <a href="#">Clarification Details</a> .
Current Stage	Displays the stage in which the product process is currently in.  <b>NOTE:</b> If the phase is configured for the product, the current stage will be displayed as current phase.

Field	Description
<b>Stage Start Date</b>	Displays the stage in which the product process is currently in.  <b>NOTE:</b> If the phase is configured for the product, the stage start date will be displayed as phase start date.
<b>Account Opening Date</b>	Displays the account opening date.

**NOTE:** Application Info tab will not be visible in Application Initiation stage.

#### 4.2.9.5 Remarks

1. Click **Remarks** to update any remarks that you want to post for the application that you are working on.

→ The **Remarks** screen is displayed.

**Figure 25: Remarks**

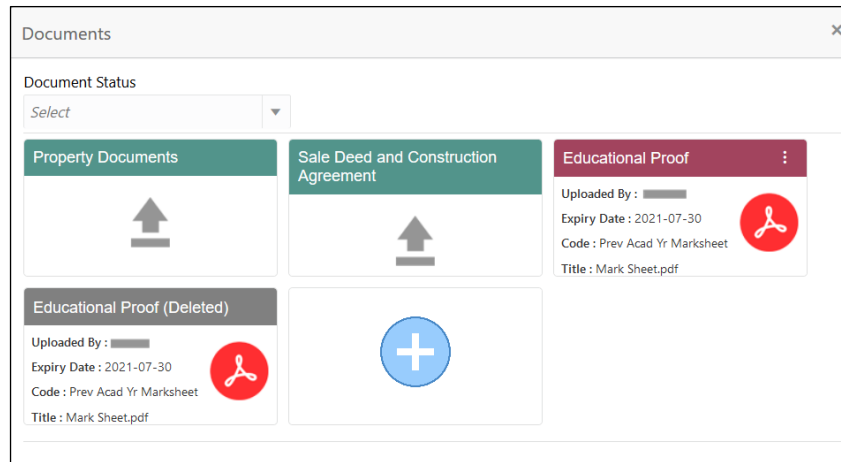
Remarks posted are updated with your User ID, Date, and are available to view in the next stages for the users working on that application.


### 4.2.9.6 Documents

1. Click **Documents** to upload the documents linked for the stage.

→ The **Documents** screen is displayed.

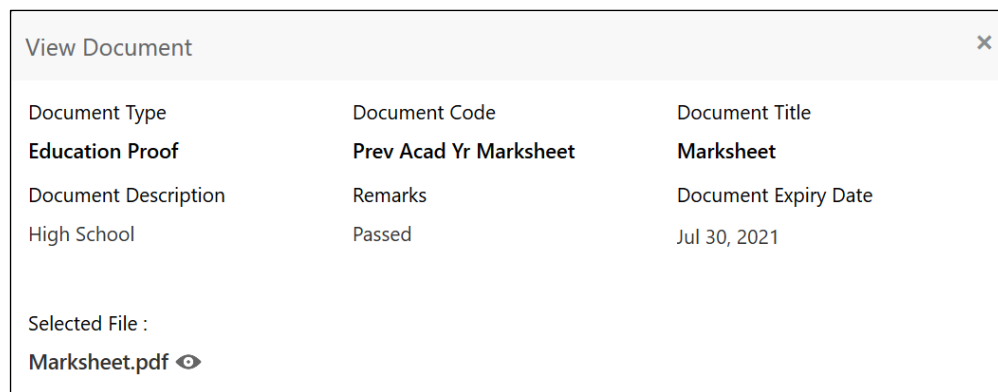
**Figure 26: Documents**



2. Select the document status to filter the document based on the status.  
Available options are All, Open and Deleted.
3. Click  on the Document tile to view, download and delete the document.
4. Click **View** to view the document.

→ The **View Document** is displayed.

**Figure 27: View Document**



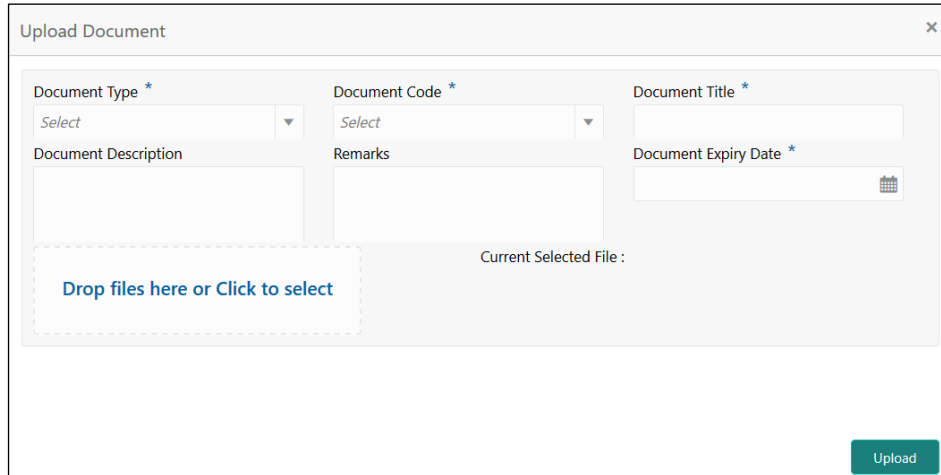
5. Click **Download** to download the document.
6. Click **Delete** to delete the document.

**NOTE:** Deleted Documents is displayed as Icon, but the user cannot view the document.

7. Click  to upload the new document to the application.

→ The **Upload Document** screen is displayed.

**Figure 28: Upload Document**



8. Specify the details in the relevant data fields. Mandatory data fields are indicated with asterisk. For more information on fields, refer to the [Table 16: Upload Document – Field Description](#).

**Table 16: Upload Document – Field Description**

Field	Description
<b>Document Type*</b>	Select the document type.
<b>Document Code*</b>	Select the document code.
<b>Document Title*</b>	Specify the document title.
<b>Document Description</b>	Specify the description for the document.
<b>Remarks</b>	Specify the remarks for the document.
<b>Document Expiry Date*</b>	Select the document expiry date.
<b>Drop files here or Click to select</b>	Drag and drop the document or Select the document from the machine.
<b>Upload</b>	Click <b>Upload</b> to upload the document.

**NOTE:** Ensure that mandatory documents are uploaded, as the system will validate the same during the stage submission.

Mandatory documents can only be deleted in the same stage where it is uploaded.

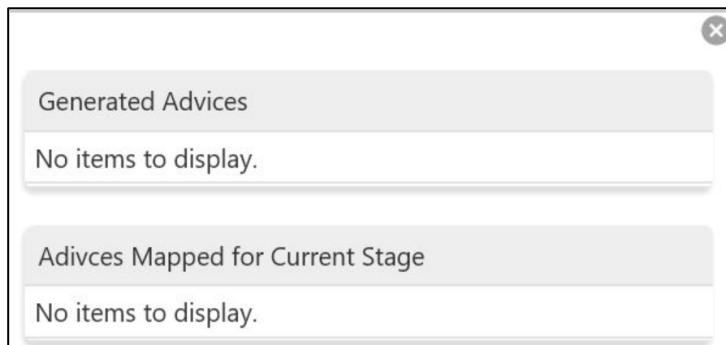
Non-mandatory documents can be deleted in any stage.

#### 4.2.9.7 Advices

1. Click **Advices** to view the advice linked for the stage.

→ The **Advices** screen is displayed.

**Figure 29: Advices**



The system will generate the advice on submission of the stage. For Application Entry stage of Current Product, no advice is configured.

#### 4.2.10 Request Clarification

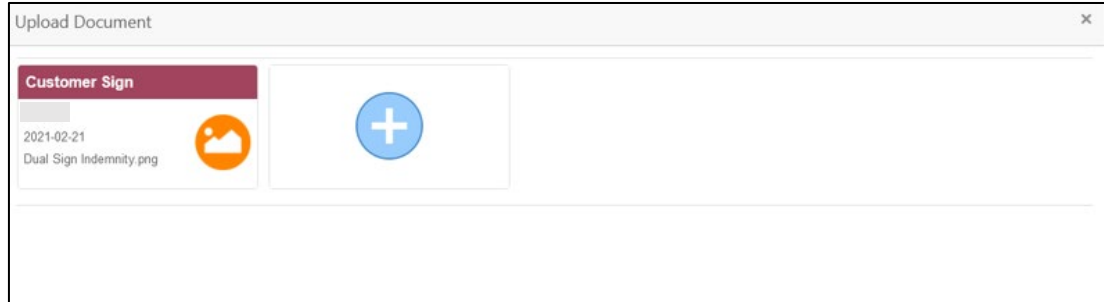
1. Click **Request** Clarification to raise a new customer clarification request. You need to update the Clarification subject and the clarification detail in the New Clarification Pop-up screen.

**Figure 30: New Clarification**



2. You need to update the Clarification subject and the clarification detail in the New Clarification Pop-up screen. The system also allows you to upload the document for the Clarification being raised.

**Figure 31: Upload Documents**



3. Once the details are updated, click **Save**. Clarification Request once raised moves the application to 'Awaiting Customer Clarification' state. The application continues to be assigned to the user who had raised the request. All the applications for which the specified user has requested clarification can be viewed and actioned from the **Awaiting Customer Clarification** sub-menu available under **Task** menu.

Select the Application from the **Awaiting Customer Clarification** sub-menu available under the **Task** menu. Click on the **Clarification Details** from the header.

**Figure 32: Clarification Details**

Clarification Details - 000APP000014292					
Clarification	Raised By	Clarification Date	Response Type	Clarification Status	Status Update Date
Pan Card	SH	March 26, 2020 12:00 AM		Clarification Requested	
<div>New Clarification</div>					

4. Select the specific Clarification to take action on it.

**Figure 33: Clarification Details**

Clarification Details - 000APP000014292

Clarification ID SAVNEW0000025	Clarification Subject Pan Card	Raised By [Redacted]	Clarification Date March 26, 2020 12:00 AM	Status Clarification Requested	Status Update Date March 26, 2020 12:00 AM
-----------------------------------	-----------------------------------	-------------------------	---	-----------------------------------	---

March 26, 2020 12:00 AM

New Pan Card copy is needed

March 26, 2020 12:00 AM

[Manual Response](#)

Customer to going to visit the Branch to provide the new copy of the Pan Card.

New Conversation Withdraw Clarification Accept Clarification

Allowed actions are as following:

- Adding New Conversation
- Withdraw Clarification
- Accept Clarification

Once the Clarification is either withdrawn or accepted, the application moves back to the **My Task** sub-menu available under **Task** menu, post which the user can edit the application and submit the specified stage.

Clarification once raised and actioned are available throughout the application processing by the other users working on the other stages of the application by clicking on **Clarification Details** from the header.



## 4.3 Loan Application Enrichment Stage

The Loan Application Enrichment stage is the next representative and optional stage in the Retail Loan Account Open process. Effectively, the user can move the application to the next stage (Loan Underwriting stage) without capturing the details in any of the data segments of Enrichment stage. After the Loan Application Entry stage is completed successfully, the application can be acquired by the user who has the access rights for the given stage and progress with the data capture. The user can acquire the application from Free Tasks list.

In the Application Entry stage, provide the required details under each data segment. The Application Enrichment stage has the following reference data segments:

- [4.3.1 Loan Interest Details](#) – Optional
- [4.3.2 Loan Disbursement Details](#) – Optional
- [4.3.3 Loan Repayment Details](#) – Optional
- [4.3.4 Charge Details](#) – Optional
- [4.3.5 Account Services](#) – Optional
- [4.3.6 Summary](#)

### 4.3.1 Loan Interest Details

The user can acquire the application from Free Tasks list.

1. Click **Acquire & Edit** in the Free Tasks screen of the previous stage – Loan Application Entry stage.

→ The **Loan Interest Details** screen is displayed.

**Figure 34: Loan Interest Details**

Loan Application Enrichment - 000APP000013904

Loan Interest Details

Interest Type	Interest Rate (in %)	Margin (in %)	Effective Rate (in %)
Collection Interest Rate	0		0.00
Interest Rate	4.5		4.50

Screen ( 1 / 8 )

Buttons: Audit, Request Clarification, Back, Next, Save & Close, Cancel

2. Specify the details in the relevant data fields. Mandatory data fields are indicated with asterisk. For more information on fields, refer to the [Table 17: Loan Interest Details – Field Description](#).

**Table 17: Loan Interest Details – Field Description**

Field	Description
<b>Interest Type</b>	Interest Type is fetched from host back end product to which this loan account is mapped via the Business Product configuration.
<b>Interest Rate (In %)</b>	Interest Rate is fetched from host back end product to which this loan account is mapped via the Business Product configuration.
<b>Margin</b>	Specify the customer margin.
<b>Effective Rate (In %)</b>	Specify the effective rate for the loan calculated as <b>Interest Rate</b> + or – <b>Margin</b> .
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	<p>Click <b>Back</b> to navigate to the previous data segment within a stage.</p> <p><b>NOTE:</b> Since this is the first screen on the workflow, Back will be disabled.</p>

Field	Description
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p>
<b>Save &amp; Close</b>	<p>Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.</p>
<b>Cancel</b>	<p>Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.</p>

### 4.3.2 Loan Disbursement Details

The loan disbursement details will be pushed into the host as a part of account open process data share – APIs are provided for the same.

1. Click **Next** in **Loan Interest Details** screen to proceed with the next data segment, after successfully capturing the data.

#### Prerequisite

Only if **Account Type** is selected as Internal in Loan Details data segment.

→ The **Loan Disbursement Details - Internal** screen is displayed.

**Figure 35: Loan Disbursement Details – Internal Account**

Loan Application Enrichment - 000APP000013904

Loan Disbursement Details

Multiple ☐

Loan Amount: GBP1,000,000.00

Number Of Disbursement: 1

First Disbursement Date: 26 Mar 2020

Total Disbursement: GBP £1,000,000.00

Disbursement Mode: Internal Account

Customer Account: 0000060940030

Branch Code: 000

Audit Request Clarification Back Next Save & Close Cancel

## Prerequisite

Only if **Account Type** is selected as External in Loan Details data segment.

→ The **Loan Disbursement Details – External** screen is displayed.

**Figure 36: Loan Disbursement Details – External Account**

- Specify the details in the relevant data fields. Mandatory data fields are indicated with asterisk. Disbursement Details enables the user to capture the various methods. For more information on fields, refer to the [Table 18: Loan Disbursement Details – Field Description](#).

**Table 18: Loan Disbursement Details – Field Description**

Field	Description
<b>Multiple</b>	Select it to indicate if multiple disbursement is required.
<b>Loan Amount</b>	Displays the loan amount defaulted from the Loan Details screen in Application Entry stage.
<b>Number of Disbursement*</b>	Select the number of disbursements.
<b>First Disbursement Date*</b>	Select the first disbursement date.
<b>Total Disbursement*</b>	Specify the total disbursement.

<b>Disbursement Mode*</b>	<p>Select the disbursement mode from the drop-down list. Available options are:</p> <ul style="list-style-type: none"> <li>• Internal Account</li> <li>• External Account</li> <li>• Banker's Cheque</li> <li>• Demand Draft Details</li> </ul> <p>If Disbursement mode is selected as Internal Account, then the system displays the following additional fields:</p> <ul style="list-style-type: none"> <li>• <b>Customer Account</b></li> <li>• <b>Branch Code</b></li> </ul> <p>If Disbursement mode is selected as External Account, then the system displays the following additional fields:</p> <ul style="list-style-type: none"> <li>• <b>IFSC</b></li> <li>• <b>Bank</b></li> <li>• <b>Branch</b></li> <li>• <b>External Account Number</b></li> <li>• <b>Beneficiary Name</b></li> </ul> <p>If Disbursement mode is selected as Banker's Cheque, then the system displays the following additional fields: Issue Branch</p> <ul style="list-style-type: none"> <li>• <b>Payee Name</b></li> <li>• <b>Address 1</b></li> <li>• <b>Address 2</b></li> <li>• <b>Address 3</b></li> </ul> <p>If Disbursement mode is selected as Demand Draft, then system the displays the following additional fields:</p> <ul style="list-style-type: none"> <li>• <b>Issue Branch</b></li> <li>• <b>Payee Branch</b></li> <li>• <b>Payee Name</b></li> <li>• <b>Address 1</b></li> <li>• <b>Address 2</b></li> <li>• <b>Address 3</b></li> </ul>
---------------------------	--

Field	Description
<b>Customer Account*</b>	Search and select the customer account number.  This field is displayed if account is selected as internal account.
<b>Branch Code*</b>	Displays the branch code associated with customer account number.  This field is displayed if account is selected as internal account.
<b>BIC Code*</b>	Specify the BIC Code.  This field is displayed if account is selected as external account.
<b>Bank</b>	Specify the bank name.  This field is displayed if account is selected as external account.
<b>Branch</b>	Specify the branch name.  This field is displayed if account is selected as external account.
<b>External Account Number*</b>	Specify the external account number.  This field is displayed if account is selected as external account.
<b>Beneficiary Name*</b>	Specify the beneficiary name.  This field is displayed if account is selected as external account.

Field	Description
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p>
<b>Save &amp; Close</b>	Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.
<b>Cancel</b>	Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.



### 4.3.3 Loan Repayment Details

Loan Repayment Details will enable the user to capture the repayment details.

1. Click Next in Loan Disbursement Details screen to proceed with the next data segment, after successfully capturing the data.

#### Prerequisite

Only if **Account Type** is selected as Internal in Loan Details data segment.

→ The **Loan Repayment Details – Internal** screen is displayed.

**Figure 37: Loan Repayment Details – Internal**

Loan Application Enrichment - 000APP000013904

Loan Repayment Details

Screen (3 / 6)

Type Of Repayment \*  
EMI

Repayment Frequency \*  
Monthly

First Repayment Date  
26 Apr 2020

Loan Tenure  
1 Years 0 Months 0 Days

Maturity Date  
26 Mar 2021

Repayment Mode \*  
Internal Account

Show Repayment Schedule

Internal Account Transfer

Customer Account \*  
0000060940030

Branch Code \*  
000

Audit

Request Clarification Back Next Save & Close Cancel

## Prerequisite

Only if **Account Type** is selected as External in Loan Details data segment.

→ The **Loan Repayment Details – External** screen is displayed.

**Figure 38: Loan Repayment Details – External**

- Specify the details in the relevant data fields. Mandatory data fields are indicated with asterisk. For more information on fields, refer to the [Table 19: Loan Repayment Details – Field Description](#).

**Table 19: Loan Repayment Details – Field Description**

Field	Description
<b>Type of Repayment*</b>	Select the type of repayment.  All type of repayment methods supported in the Host will be available in the drop-down list.
<b>Repayment Frequency*</b>	Select the repayment frequency from the drop-down list. Available options are: <ul style="list-style-type: none"> <li>• Daily</li> <li>• Weekly</li> <li>• Bi-Monthly</li> <li>• Monthly</li> <li>• Quarterly</li> <li>• Half Yearly</li> <li>• Yearly</li> </ul>

Field	Description
<b>First Repayment Date*</b>	Displays the first repayment date defaulted from the Loan Details screen of Application Entry stage.
<b>Loan Tenure*</b>	The system calculated based on <b>First Repayment Date</b> and <b>Loan Tenure</b> .
<b>Maturity Date*</b>	The system calculated based on <b>First Repayment Date</b> and <b>Loan Tenure</b> .
<b>Repayment Mode*</b>	<p>User can select repayment mode from the drop-down list.</p> <p>Available options are:</p> <ul style="list-style-type: none"> <li>• Internal - If the mode selected as Internal Account, then the system will enable fields for Customer Account and Branch. By default, the system will populate the internal account selected in Disbursement data segment, however if user wishes to have a different account, he/she can select another customer account of the CIF and account branch will be displayed in the branch field.</li> <li>• External - If the mode selected is external account, the system will create a 'Periodic Instruction Maintenance', at host as a part of Loan Account opening process.</li> </ul>
<b>Moratorium Period (in months)*</b>	It will be enabled when <b>Moratorium</b> is selected in Business Product. Specify the moratorium period.
<b>Customer Account*</b>	<p>Search and select the customer account number.</p> <p>This field is displayed if account is selected as internal account.</p>
<b>Branch Code*</b>	Specify the branch code associated with customer account number.

Field	Description
	This field is displayed if account is selected as internal account.
<b>BIC Code*</b>	Specify the BIC Code.  This field is displayed if account is selected as external account.
<b>Bank</b>	Specify the bank name.  This field is displayed if account is selected as external account.
<b>Branch</b>	Specify the branch name.  This field is displayed if account is selected as external account.
<b>External Account Number*</b>	Specify the external account number.  This field is displayed if account is selected as external account.
<b>Beneficiary Name*</b>	Specify the beneficiary name.  This field is displayed if account is selected as external account.
<b>Show Repayment Schedule</b>	This link will enable to user to generate the repayment schedule which will display the details of installment amount with the principal and interest break up for the given tenure.  If moratorium period is provided, then the system will generate repayment schedule based on the moratorium period.

Field	Description
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p>
<b>Save &amp; Close</b>	Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.
<b>Cancel</b>	Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.

### 4.3.3.1 Repayment Schedule

Repayment Details will be pushed into the Host – APIs are provided – to ensure the seamless workflow in the lifecycle of the loan account at the Host.

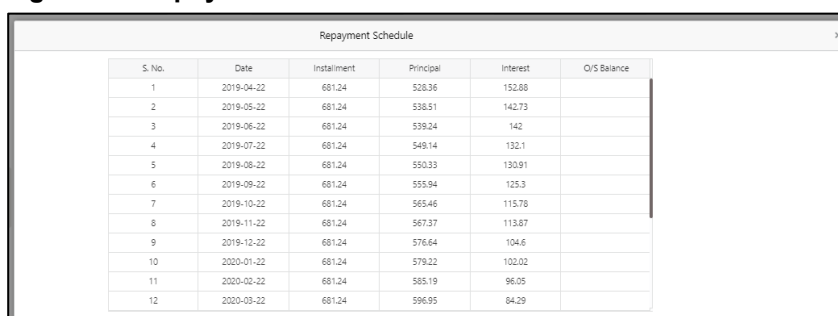
1. Click **Show Repayment Schedule**.

#### Prerequisite

Only if **Moratorium Period** is not specified in Repayment Schedule screen.

→ The **Repayment Schedule** screen is displayed.

**Figure 39: Repayment Schedule**



S. No.	Date	Installment	Principal	Interest	O/S Balance
1	2019-04-22	681.24	528.36	152.88	
2	2019-05-22	681.24	538.51	142.73	
3	2019-06-22	681.24	539.24	142	
4	2019-07-22	681.24	549.14	132.1	
5	2019-08-22	681.24	550.33	130.91	
6	2019-09-22	681.24	555.94	125.3	
7	2019-10-22	681.24	565.46	115.78	
8	2019-11-22	681.24	567.37	113.87	
9	2019-12-22	681.24	576.64	104.6	
10	2020-01-22	681.24	579.22	102.02	
11	2020-02-22	681.24	585.19	96.05	
12	2020-03-22	681.24	596.95	84.29	

#### Prerequisite

Only if **Moratorium Period** is specified in Repayment Schedule screen.

→ The **Repayment Schedule** screen is displayed.

**Figure 40: Repayment Schedule**

S. No.	Date	Installment	Principal	Interest
1	2020-04-26	0	0	2117.49
2	2020-05-26	0	0	2049.18
3	2020-06-26	0	0	2117.49
4	2020-07-26	0	0	2049.18
5	2020-08-26	0	0	2117.49
6	2020-09-26	0	0	2117.49
7	2020-10-26	15671.73	12658.68	10321.8
8	2020-11-26	15671.73	12639.57	4064.1
9	2020-12-26	15671.73	12793.46	3851.02
10	2021-01-26	15671.73	12773.97	3878.01
11	2021-02-26	15671.73	12843.14	3782.23
12	2021-03-26	15671.73	13147.13	3361.32
13	2021-04-26	15671.73	12986.62	3583.56

### 4.3.4 Charge Details

The Charge Details data segment will enable the user to display the charges applicable / levied for this loan application. These charge details are fetched from the Host (APIs – Pull).

1. Click **Next** in **Loan Repayment Details** screen to proceed with the next data segment, after successfully capturing the data.

→ The **Charge Details** screen is displayed.

**Figure 41: Charge Details**

2. Specify the details in the relevant data fields. Mandatory data fields are indicated with asterisk. For more information on fields, refer to the [Table 20: Charge Details – Field Description](#).

**Table 20: Charge Details – Field Description**

Field	Description
<b>Charge</b>	Displays the type of charges.
<b>Amount</b>	Displays the amount.
<b>Rate</b>	Displays the rate for the charge component.
<b>Waive</b>	The user will have the option to waive all charges or selectively waive a particular type of charge.

Field	Description
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p>
<b>Save &amp; Close</b>	Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.
<b>Cancel</b>	Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.



### 4.3.5 Account Services

This segment will enable the user to capture the statement preference and the holiday preferences. Account services data will be pushed to the Host – APIs will be provided – to enable generation of account statements and processing of repayments based on Holiday treatment during the life cycle of the loan account.

1. Click **Next** in **Charge Details** screen to proceed with the next data segment, after successfully capturing the data.

→ The **Account Services** screen is displayed.

**Figure 42: Account Services**

The screenshot displays the 'Account Services' screen within a 'Loan Application Enrichment' window. The left sidebar shows a navigation menu with 'Account Services' selected. The main area contains several sections: 'Statement Preferences' with 'Statement Cycle' set to 'Monthly' and 'Statement Type' set to 'Detailed'; 'Payment Schedules' with 'Ignore Holidays' and 'Move Across Month' options; 'Maturity Date' with similar options; and 'Reversion Schedule' with similar options. Each section also includes a 'Holiday Check' dropdown and 'Cascade Schedules' options. The bottom of the screen features a row of buttons: 'Audit', 'Request Clarification', 'Back', 'Next', 'Save & Close', and 'Cancel'.

2. Specify the details in the relevant data fields. Mandatory data fields are indicated with asterisk. For more information on fields, refer to the [Table 21: Account Services – Field Description](#).

**Table 21: Account Services – Field Description**

Field	Description
<b>Statement Preferences</b>	Specify the statement preferences details.
<b>Statement Cycle*</b>	<p>Select the statement cycle from the drop-down list.</p> <p>Available options are:</p> <ul style="list-style-type: none"> <li>• Monthly</li> <li>• Quarterly</li> </ul>

Field	Description
	<ul style="list-style-type: none"> <li>• Half Yearly</li> <li>• Yearly</li> </ul>
<b>Start Date*</b>	Select the statement start date.
<b>Statement Type*</b>	Select the statement type. Available options are: <ul style="list-style-type: none"> <li>• Detailed</li> <li>• Summary</li> </ul>
<b>Holiday Preferences</b>	Specify the holiday preferences details for Payment Schedules, Maturity Date and Revision schedule.
<b>Payment Schedules</b>	Specify the payment schedules details.
<b>Ignore Holidays</b>	Select it to indicate if holidays will be ignored for payment schedules.
<b>Holiday Check</b>	Select the holiday check for payment schedule from the drop-down list to apply holidays based on the available options. Available options are: <ul style="list-style-type: none"> <li>• Local</li> <li>• Currency</li> <li>• Both</li> </ul>
<b>Cascade Schedules</b>	Select it to indicate if movement cascades to other schedules as well.
<b>Move Forward</b>	Select <b>Move Forward</b> to indicate if payment schedule date should move forward to next working day of the following month.
<b>Move Backward</b>	Select <b>Move Backward</b> to indicate if payment schedule should move backward to the previous working day or the current scheduled month.
<b>Move Across Month</b>	Select it to indicate if movement across the month is allowed or not.

Field	Description
<b>Maturity Date</b>	Specify the maturity date details.
<b>Ignore Holidays</b>	Select it to indicate if holidays will be ignored for maturity date.
<b>Holiday Check</b>	Select the holiday check for maturity date from the drop-down list to apply holidays based on the available options. Available options are: <ul style="list-style-type: none"> <li>• Local</li> <li>• Currency</li> <li>• Both</li> </ul>
<b>Cascade Schedules</b>	Select it to indicate if movement cascades to other schedules as well.
<b>Move Forward</b>	Select <b>Move Forward</b> to indicate if maturity date should move forward to next working day of the following month.
<b>Move Backward</b>	Select <b>Move Backward</b> to indicate if maturity date should move backward to the previous working day or the current scheduled month.
<b>Move Across Month</b>	Select it to indicate if movement of maturity date across the month is allowed or not.
<b>Revision Schedules</b>	Specify the Revision schedule details.
<b>Ignore Holidays</b>	Select it to indicate if holidays will be ignored for revision schedule.
<b>Holiday Check</b>	Select the holiday check for revision schedule from the drop-down list to apply holidays based on the available options. Available options are: <ul style="list-style-type: none"> <li>• Local</li> <li>• Currency</li> <li>• Both</li> </ul>

Field	Description
<b>Cascade Schedules</b>	Select it to indicate if movement cascades to other schedules as well.
<b>Move Forward</b>	Select <b>Move Forward</b> to indicate if payment schedule date should move forward to next working day of the following month.
<b>Move Backward</b>	Select <b>Move Backward</b> to indicate if payment schedule should move backward to the previous working day or the current scheduled month.
<b>Move Across Month</b>	Select it to indicate if movement of revision schedule across the month is allowed or not.
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.

Field	Description
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p>
<b>Save &amp; Close</b>	<p>Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.</p>
<b>Cancel</b>	<p>Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.</p>

### 4.3.6 Summary

The system will display the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

1. Click **Next** in **Account Services** screen to proceed with the next data segment, after successfully capturing the data.

→ The **Summary** screen is displayed.

**Figure 43: Summary**

Loan Application Enrichment - 000APP000013904

Summary

Loan Interest Details: Interest Rate: 4.5%, Customer Margin: 6%, Effective Rate On Loan: 4.5%, +1 view more...

Loan Disbursement Details: Loan Amount: GBP 1000000, Disbursement Frequency: User Defined, First Disbursement Date: Mar 26, 2020, Disbursement Method: Internal

Loan Repayment Details: Repayment Type: EMI, Repayment Frequency: Monthly, Tenure: 1 Years 0 Months 0 Days, First Repayment Date: Apr 26, 2020

Charge Details: Charge Type: Service Tax, Amount: 0.00, Waive: N, +2 view more...

Account Services: Statement Cycle: Monthly, Payment Schedule: Ignore Holidays: N, Maturity Details: Ignore Holidays: N, Revision Schedule: Ignore Holidays: N

Buttons: Request Clarification, Back, Next, Save & Close, Submit, Cancel

Each of these summary tiles are clickable and the user will have the option to view all the details captured under the given data segment. For more information on data segments, refer to [Table 22: Summary Application Enrichment – Field Description](#).

**Table 22: Summary Application Enrichment – Field Description**

Data Segment	Description
<b>Loan Interest Details</b>	Displays the loan interest details.
<b>Loan Disbursement Details</b>	Displays the loan disbursement details.
<b>Loan Repayment Details</b>	Displays the loan repayment details
<b>Charge Details</b>	Displays the charge details.
<b>Account Services Details</b>	Displays the account services details.

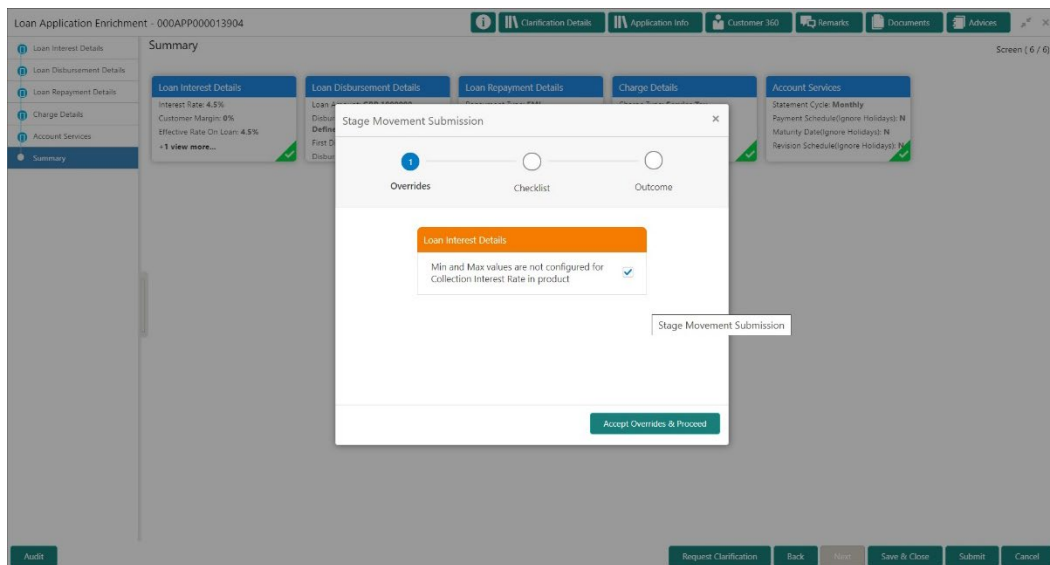
Data Segment	Description
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p> <p><b>NOTE:</b> Next is deactivated in the Summary screen as the capture of data across all the data segments in this stage are completed.</p>
<b>Save &amp; Close</b>	Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.
<b>Submit</b>	Click <b>Submit</b> to submit the application. The system triggers the business validation to ensure the application is entitled for submission to the next stage.

Data Segment	Description
<b>Cancel</b>	Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.

- Click **Submit** to reach the **OUTCOME**, where the overrides, checklist and the documents for this stage can be validated or verified.

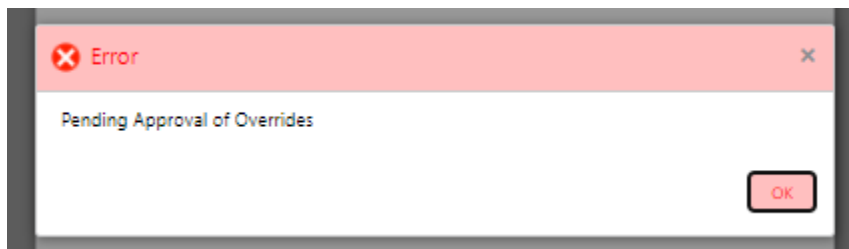
→ The **Overrides** screen is displayed.

**Figure 44: Overrides**



The system displays the following error message if overrides are not accepted.

**Figure 45: Error Message**

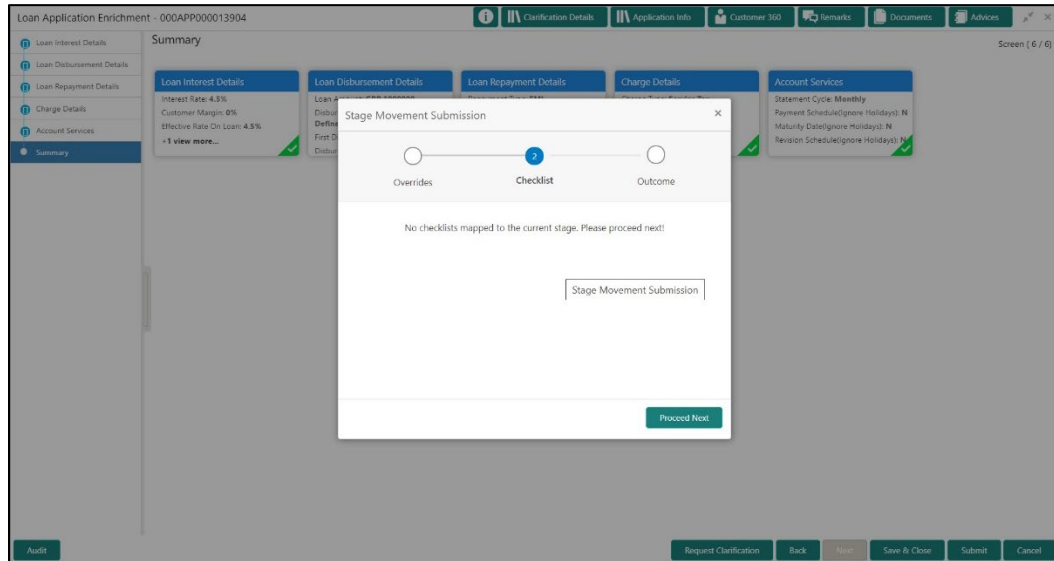




3. Click **Accept Overrides & Proceed**.

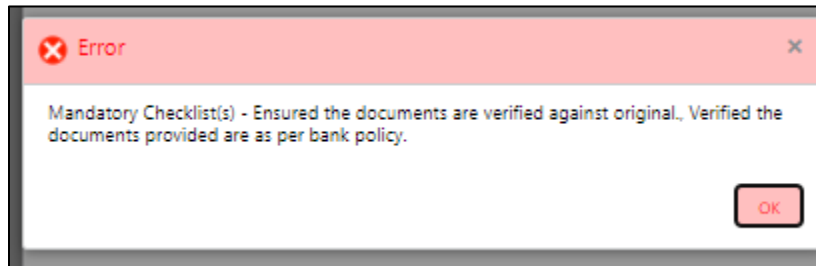
→ The **Checklist** screen is displayed.

**Figure 46: Checklist**



The system displays the following error message if checklist is not verified.

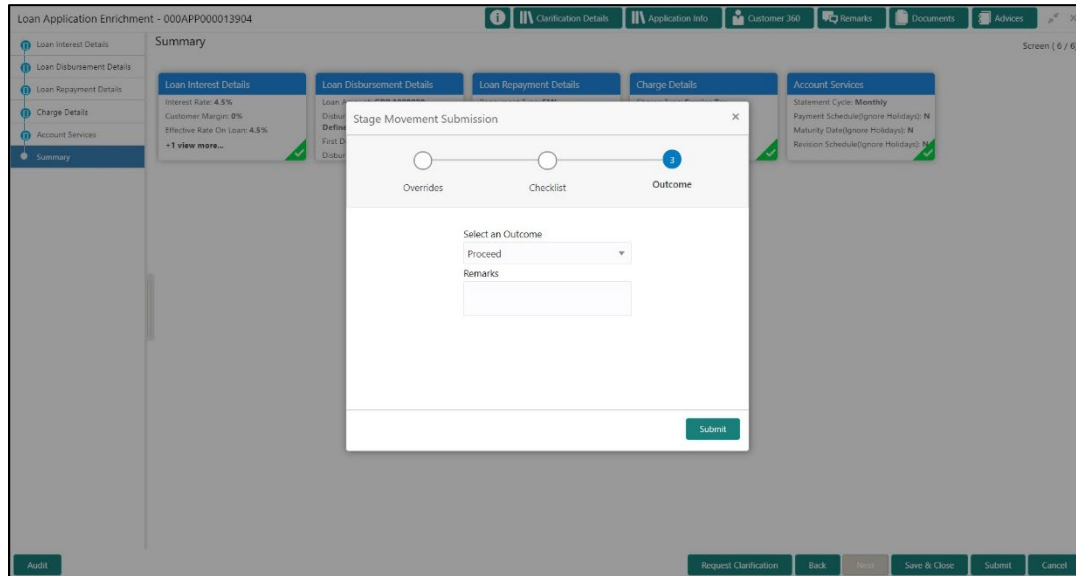
**Figure 47: Error Message**



4. Click **Save & Proceed**.

→ The **Outcome** screen is displayed.

**Figure 48: Outcome**



The **Select an Outcome** has following options for this stage:

- Proceed
  - Return to Application Entry stage
  - Reject Application
5. Select **Proceed** outcome from the drop-down list. It will logically complete the **Loan Application Enrichment** stage for the Loan Application. The Workflow Orchestrator will automatically move this application to the next processing stage, **Loan Underwriting**.

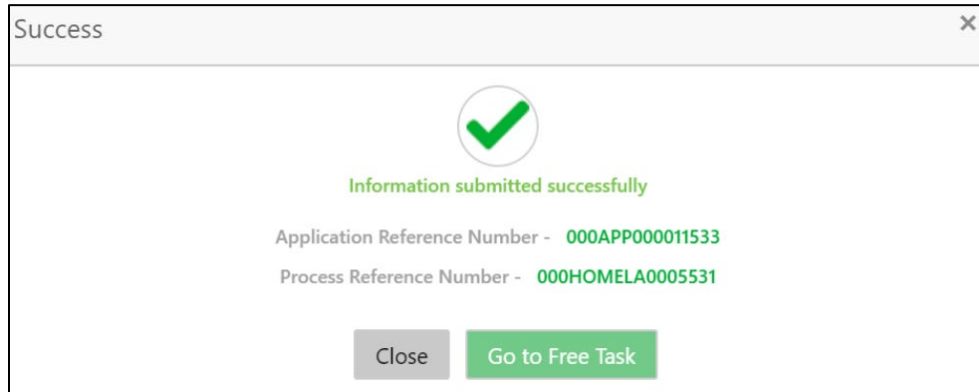
The stage movement is driven by the business configuration for a given combination of **Process Code**, **Life Cycle** and **Business Product Code**.

6. Enter the remarks in **Remarks**.

7. Click **Submit**.

→ The **Confirmation** screen is displayed.

**Figure 49: Confirmation**



8. Click **Go to Free Task**.

→ The **Free Tasks** screen is displayed.

**Figure 50: Free Tasks**

Free Tasks									
<div> <span>Refresh</span> <span>Acquire</span> <span>Delegate</span> <span>Reassign</span> <span>Flow Diagram</span> </div>									
Action	Priority	Process Name	Process Reference Number	Application Number	Stage	Application Date	Branch	Customer Number	Amount
Acquire & E...		Loans Retail Process Ma...	000HOMELA0005531	000APP000011533	Loan Underwriting	19-03-22	000		

The system successfully moves the Application Reference Number along with the sub process reference numbers [Loan Account] to the Loan Underwriting stage. This application is will be available in the FREE TASK list. The user who has the access rights will be able to acquire and proceed with the next processing stage of the application.

## 4.4 Loan Underwriting Stage

The underwriting process of the lender bank is set to determine if a borrower's loan application is an acceptable risk. It is a process to assess the borrower's ability to repay the Loan based on an analysis of their credit, financial capacity, and collateral provided by the borrower.

The Loan Underwriting stage is the next representative stage in the Retail Loan Account Open process. After the Loan Application Enrichment stage is completed successfully, the application can be acquired by the user who has the access rights for the given stage and progress with the data capture. The user can acquire the application from FREE TASK.

The Loan Underwriting stage has the following reference data segments:

- [4.4.1 Credit Rating Details](#)
- [4.4.2 Valuation of Asset](#)
- [4.4.3 Legal Opinion](#)
- [4.4.4 Summary](#)

### 4.4.1 Credit Rating Details

Credit Rating Details is the first data segment of Loan Underwriting stage. The user can acquire the application from Free Tasks list. This data segment will provide the information on the External Rating Agencies Rating / Scores for the Loan Applicant. If the applicants are more than one, accordingly the information against each applicant / borrower will be provided. The interface with external rating agencies will be provided.

Oracle FLEXCUBE Onboarding is now integrated with Bureau Integration Service to fetch the details of the Rating for the given applicant(s). The Bank will have an option to use this integration service or use the manual process of entering the Bureau score in the Credit Rating DS.



1. Click **Acquire & Edit** in the Free Tasks screen of the previous stage – Loan Application Enrichment stage.



→ The **Credit Rating Details** screen is displayed.

**Figure 51: Credit Rating Details**

- Specify the details in the relevant data fields. Mandatory data fields are indicated with asterisk. For more information on fields, refer to [Table 23: Credit Rating Details – Field Description](#).

**Table 23: Credit Rating Details – Field Description**

Field	Description
<b>Customer Name</b>	Displays the customer name.
<b>Select Agency</b>	<p>Select the agency from the drop-down list if the Bureau Integration Service is not integrated.</p> <p>If the Bureau Integration Service is integrated, the bureau (agency) already configured will be displayed automatically.</p>
<b>Ratings*</b>	<p>Specify the Ratings if the Bureau Integration Service is not integrated.</p> <p>If the Bureau Integration Service is integrated, the Ratings will be fetched and displayed from the service. This will be non-editable field in such cases.</p>
<b>Remarks</b>	Specify the remarks.
	Click  to record the external rating for another agency for the borrowers(s).

Field	Description
	User cannot record rating for same agency more than once.
	Click  to remove the agency.
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	<p>Click <b>Back</b> to navigate to the previous data segment within a stage.</p> <p><b>NOTE:</b> Since this is the first screen on the workflow, Back will be disabled.</p>
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p>
<b>Save &amp; Close</b>	Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.

Field	Description
<b>Cancel</b>	Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.

3. Click **View More** to view the additional Credit Bureau details.

→ The **Additional Credit Bureau Details** screen is displayed.

**Figure 52: Additional Credit Bureau Details**

Institution Name	Account Number	Account Type	Loan Amount	Outstanding Balance	Account Opening Date	Installment Amount	Delinquency Bucket
	0000000000	Overdraft	158	000000000	2002-09-14	0	30 to 59 Days
	0000000000	Loan	122000	000000000	2639-01-06	0	30 to 59 Days
	0000000000	Loan	12000	000000000	2607-01-04	0	30 to 59 Days
	0000000000	Loan	12275	000000000	2701-02-15	0	30 to 59 Days

4. For more information on fields, refer to [Table 24: Additional Credit Bureau Details – Field Description](#).

**Table 24: Additional Credit Bureau Details – Field Description**

Field	Description
<b>Institution Name</b>	Displays the institution name.
<b>Account Number</b>	Displays the account number of the applicant.
<b>Account Type</b>	Displays the account type.
<b>Loan Amount</b>	Displays the loan amount.
<b>Outstanding Balance</b>	Displays the outstanding balance.
<b>Account Opening Date</b>	Displays the account opening date.

Field	Description
Installment Amount	Displays the installment amount.
Delinquency Bucket	Displays the delinquency bucket.
Delinquency Amount	Displays the delinquency amount.

**NOTE:** Oracle FLEXCUBE Onboarding has been integrated with Bureau Integration Service which will make a call to the Credit Bureau to get Credit Rating Score and additional details.



## 4.4.2 Valuation Details

Valuation Details is the next data segment of Loan Underwriting stage. This segment enables the user to capture the information on the asset valuation done by the bank approved valuator.

1. Click **Next** in **Credit Rating Details** screen to proceed with the next data segment, after successfully capturing the data.

→ The **Valuation Details** screen is displayed.

**Figure 53: Valuation Details**

2. Specify the details in the relevant data fields. Mandatory data fields are indicated with asterisk. For more information on fields, refer to [Table 25: Valuation Details – Field Description](#).

If Oracle FLEXCUBE Onboarding is integrated with Oracle Banking Credit Facilities Process Management, the valuation details will be fetched from integration service and the values will be displayed in the respective fields as read only data. In the absence of Oracle Banking Credit Facilities Process Management integration, the user has to capture the valuation details manually in this data segment.

**Table 25: Valuation Details – Field Description**

Field	Description
<b>Applicant Name</b>	Displays the applicant name.
<b>Date of Birth</b>	Displays the applicant's date of birth.
<b>E-mail</b>	Displays the e-mail id of the applicant.

Field	Description
<b>Mobile</b>	Displays the mobile number of the applicant.
<b>Collateral ID</b>	Displays the Collateral ID.
<b>Collateral Description</b>	Displays the description of the collateral.
<b>Liability ID</b>	Displays the Liability ID
<b>Liability Description</b>	Displays the Liability description.
<b>Hair Cut %</b>	Displays the Hair cut percentage.
<b>Collateral Amount</b>	Displays the collateral amount.
<b>Valuation Type*</b>	Select the type of valuation. Available options are <ul style="list-style-type: none"> <li>• External</li> <li>• Internal</li> </ul>
<b>Valuation Amount*</b>	Specify the valuation amount of the collateral.
<b>Agency Code</b>	Specify the agency code.
<b>Agency Name</b>	Specify the name of agency.
<b>Valuation Date*</b>	Select the valuation date. Date should not be earlier than the <b>Loan Application Date</b> .
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.

Field	Description
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p>
<b>Save &amp; Close</b>	<p>Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.</p>
<b>Cancel</b>	<p>Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.</p>

**NOTE:** All the fields will be fetched from Oracle Banking Credit Facilities Process Management in read only mode if integrated with Oracle Banking Credit Facilities Process Management.

### 4.4.3 Legal Opinion

Legal Opinion is the next data segment of Loan Underwriting stage. This segment allows the user to capture the legal opinion provided by the bank approved lawyer and decision provided thereon.

1. Click **Next** in **Valuation Details** screen to proceed with the next data segment, after successfully capturing the data.

→ The **Legal Opinion** screen is displayed.

**Figure 54: Legal Opinion**

2. Specify the details in the relevant data fields. Mandatory data fields are indicated with asterisk. For more information on fields, refer to [Table 26: Legal Opinion – Field Description](#).

If Oracle FLEXCUBE Onboarding is integrated with Oracle Banking Credit Facilities Process Management, the Legal Opinion details will be fetched from integration service and the values will be displayed in the respective fields as read only data. In the absence of Oracle Banking Credit Facilities Process Management integration, the user has to capture the Legal Opinion details manually in this data segment.

**Table 26: Legal Opinion – Field Description**

Field	Description
<b>Applicant Name</b>	Displays the applicant name.
<b>Date of Birth</b>	Displays the applicant's date of birth.
<b>E-mail</b>	Displays the e-mail id of the applicant.
<b>Mobile</b>	Displays the mobile number of the applicant.

Field	Description
<b>Collateral ID</b>	Displays the Collateral ID.
<b>Collateral Description</b>	Displays the description of the collateral.
<b>Liability ID</b>	Displays the Liability ID
<b>Liability Description</b>	Displays the Liability description.
<b>Opinion Type*</b>	Select the opinion type. Available options are: <ul style="list-style-type: none"> <li>• External</li> <li>• Internal</li> </ul>
<b>Agency Code</b>	Specify the agency code.
<b>Agency Name</b>	Specify the agency name.
<b>Legal Remarks*</b>	Specify the legal remarks.
<b>Opinion Date*</b>	Select the opinion date. Date should not be earlier than the <b>Collateral Valuation Date</b> .
<b>Add Opinion</b>	Click <b>Add Opinion</b> to add the legal opinion received from multiple agencies (both internal and external).
<b>Request Clarification</b>	Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.  For more information on <b>Request Clarification</b> , refer to the section <b>Request Clarification</b> .
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.

Field	Description
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p>
<b>Save &amp; Close</b>	<p>Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.</p>
<b>Cancel</b>	<p>Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.</p>

**NOTE:** All the fields will be fetched from Oracle Banking Credit Facilities Process Management in read only mode if integrated with Oracle Banking Credit Facilities Process Management.

#### 4.4.4 Summary

The system will display the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

1. Click **Next** in **Legal Opinion** screen to proceed with the next data segment, after successfully capturing the data.

→ The **Summary** screen is displayed.

**Figure 55: Summary**

Loan Underwriting - 000APP000013904

Summary

**Credit Rating Details**  
 Applicant Name: MR John Baristow  
 External Rating Agency: CIBIL  
 External Rating: 786

**Valuation of Asset**  
 Mortgage Type: Independent  
 Actual Area Of Possessing: 2300 Sqft  
 Market Value Of Asset: GBP 233323  
 Valuation Date: Mar 26, 2020

**Legal Opinion**  
 Opinion Date: Mar 26, 2020  
 Status: Favorable  
 Description: Title deeds clear

Audit Request Clarification Back Next Save & Close Submit Cancel

Each of these summary tiles are clickable and the user will have the option to view all the details captured under the given data segment. For more information on tiles, refer to [Table 27: Summary Loan Underwriting – Field Description](#).

**Table 27: Summary Loan Underwriting – Field Description**

Data Segment	Description
<b>Credit Rating Details</b>	Displays the credit rating details.
<b>Valuation Details</b>	Displays the valuation details.
<b>Legal Opinion</b>	Displays the legal opinion details.

Data Segment	Description
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p> <p><b>NOTE:</b> Next is deactivated in the Summary screen as the capture of data across all the data segments in this stage are completed.</p>
<b>Save &amp; Close</b>	Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.
<b>Submit</b>	Click <b>Submit</b> to submit the application. The system triggers the business validation to ensure the application is entitled for submission to the next stage.

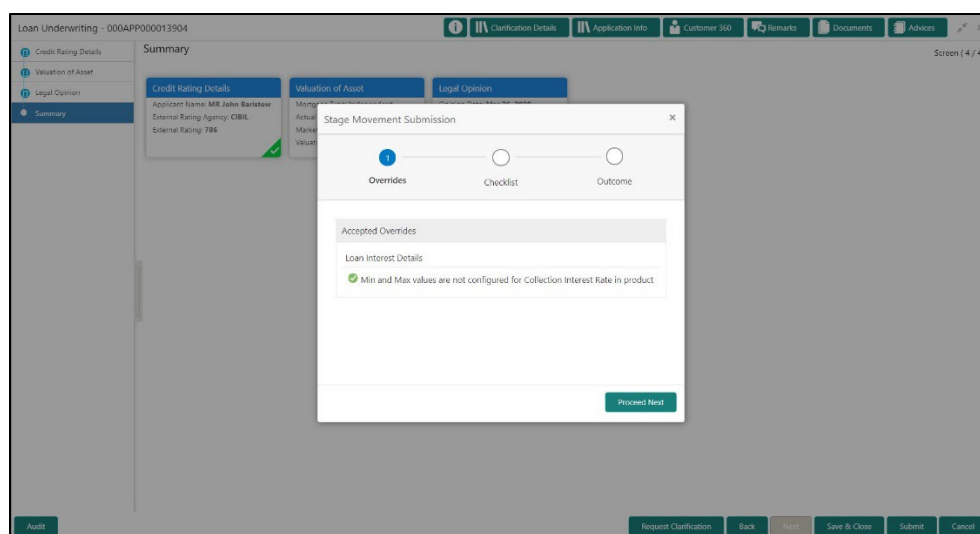


Data Segment	Description
<b>Cancel</b>	Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.

- Click **Submit** to reach the **OUTCOME**, where the overrides, checklist and the documents for this stage can be validated or verified.

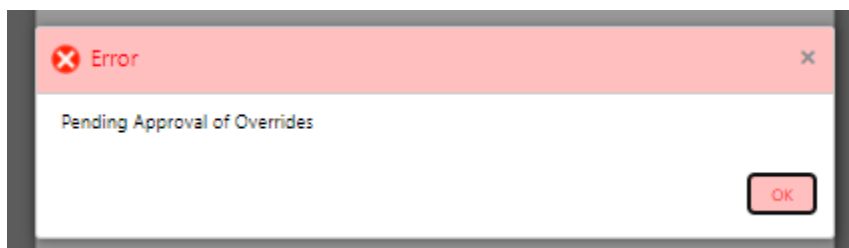
→ The **Overrides** screen is displayed.

**Figure 56: Overrides**



The system displays the following error message if overrides are not accepted.

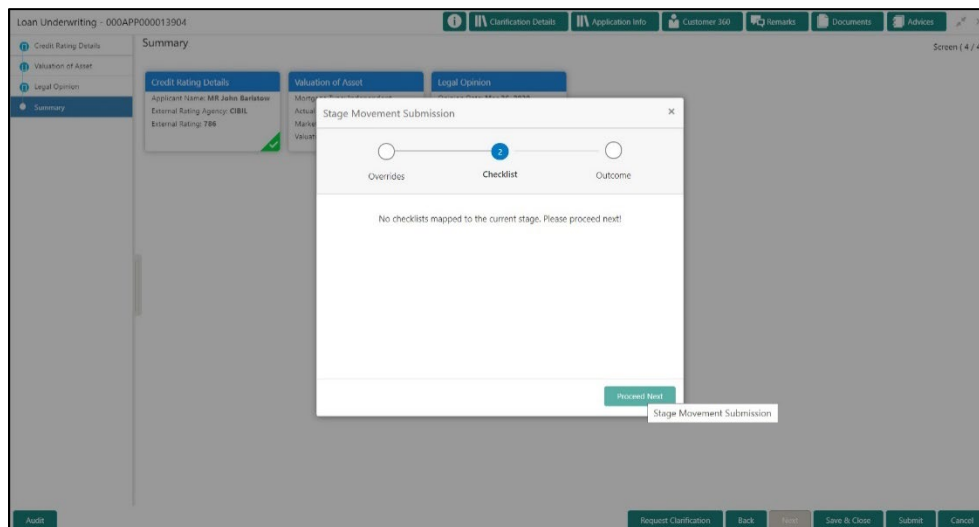
**Figure 57: Error Message**



3. Click **Accept Overrides & Proceed**.

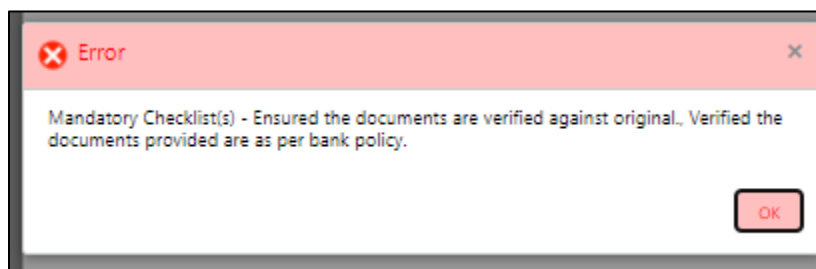
→ The **Checklist** screen is displayed.

**Figure 58: Checklist**



The system displays the following error message if checklist is not verified.

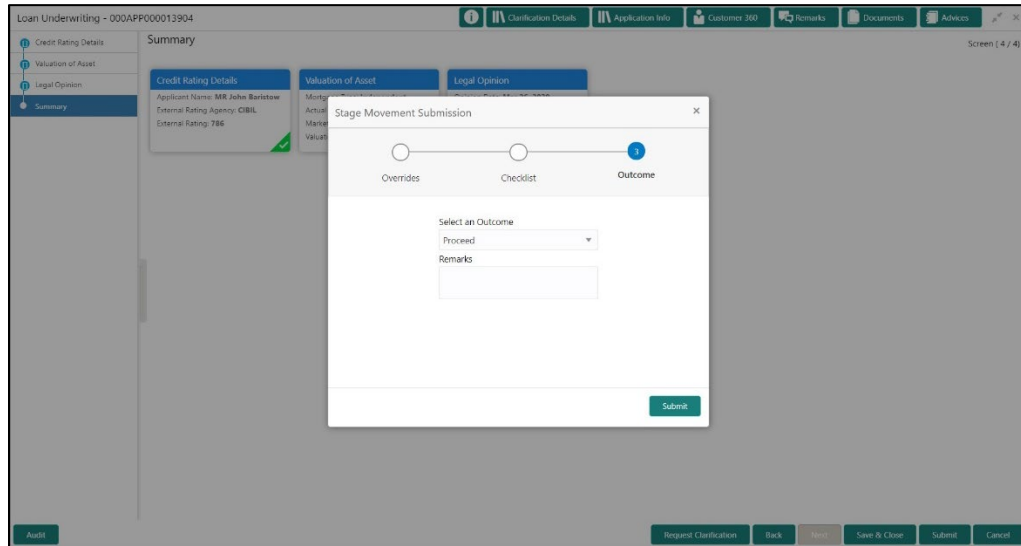
**Figure 59: Error Message**



4. Click **Save & Proceed**.

→ The **Outcome** screen is displayed.

**Figure 60: Outcome**



The **Select an Outcome** has following options for this stage:

- Proceed
  - Return to Application Entry stage
  - Return to Application Enrich stage
  - Reject Application
5. Select **Proceed** outcome from the drop-down list. It will logically complete the **Loan Underwriting** stage for the Loan Application. The Workflow Orchestrator will automatically move this application to the next processing stage, **Loan Assessment**.

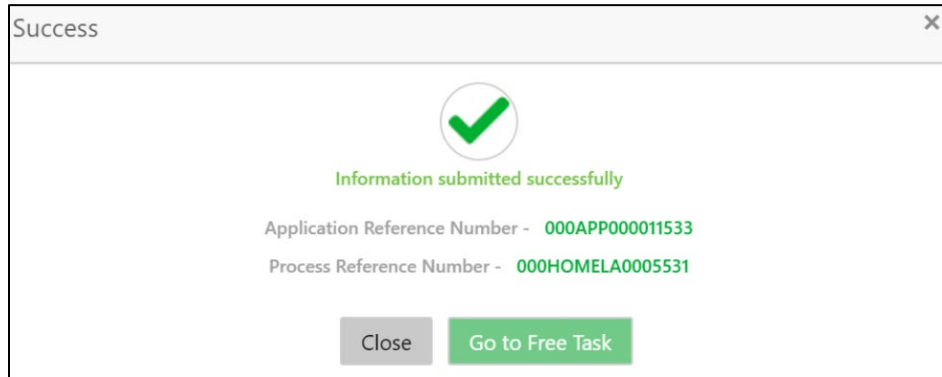
The stage movement is driven by the business configuration for a given combination of **Process Code**, **Life Cycle** and **Business Product Code**.

6. Enter the remarks in **Remarks**.

7. Click **Submit**.

→ The **Confirmation** screen is displayed.

**Figure 61: Confirmation**



8. Click **Go to Free Task**.

→ The **Free Tasks** screen is displayed.

**Figure 62: Free Tasks**

Free Tasks									
<span>Refresh</span> <span>Acquire</span> <span>Delegate</span> <span>Reassign</span> <span>Flow Diagram</span>									
Action	Priority	Process Name	Process Reference Number	Application Number	Stage	Application Date	Branch	Customer Number	Amount
<a href="#">Acquire &amp; E...</a>		Loans Retail Process Ma...	000HOMELN10000826	000APP000003950	Loan Assessment	19-03-22	000		

The system successfully moves the Application Reference Number along with the sub process reference numbers [Loan Account] to the Loan Assessment stage. This application will be available in the FREE TASK list. The user who has the access rights will be able to acquire and proceed with the next processing stage of the application.

## 4.5 Loan Assessment Stage

After the application entry, enrichment and underwriting data segment details are captured and verified, Oracle FLEXCUBE Onboarding will receive the assessment details from Decision Service.

Consequent to the Decision Service integration, the Assessment details data segment screen will display the System recommended decision, Total Weighted score, Grade, recommended Pricing (based on the approval recommendation) for the Loan application, which is fetched real-time from Decision Service. Also, the detailed weightage score on the respective facts along with the Scoring model matrix is made available applicant wise for scrutiny and further action by the credit officer.

The Loan Assessment stage has the following data segments:

- [4.5.1 Qualitative Scorecard Details](#)
- [4.5.2 Assessment Details](#)
- [4.5.3 Summary](#)

### 4.5.1 Qualitative Scorecard Details

Qualitative Scorecard Details is the first data segment of Loan Assessment stage. The user can acquire the application from Free Tasks list.

1. Click **Acquire & Edit** in the Free Tasks screen of the previous stage – Application Underwrite stage.

→ The **Qualitative Scorecard** screen is displayed.

**Figure 63: Qualitative Scorecard**

Question	Answer
How Long Applicant Staying in the Current Residence?	More than 15 Years
What is Current Residence Type?	Own House
How Many Years in the Current Employment?	More Than 15 Years
How Many Members were Dependent on the Applicant?	0
Whether Applicant Undergoing Any Medical Treatment?	None

The Qualitative score card screen enables the user to capture the relevant evaluation details Applicant wise (if more than one applicant) and the scores are automatically displayed based on the Question / Answer configuration provided for this type of score card. The relevant qualitative score card ID is attached to the Loan Business Product and thereby the Loan Account which uses this Business product inherits the score card attributes for evaluation.

- Specify the details in the relevant data fields. Mandatory data fields are indicated with asterisk. For more information on fields, refer to [Table 28: Qualitative Scorecard – Field Description](#).

**Table 28: Qualitative Scorecard – Field Description**

Field	Description
<b>Scorecard ID</b>	Displays the Scorecard ID attached to the Loan Account.
<b>Description</b>	Displays the description attached to the Loan Account.
<b>No. Of Applicants</b>	Displays the number of applicants.
<b>Question and Answer</b>	Displays applicant wise questions and answers.
<b>Score</b>	Displays the configured score value for the answer.
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	<p>Click <b>Back</b> to navigate to the previous data segment within a stage.</p> <p><b>NOTE:</b> Since this is the first screen on the workflow, Back will be disabled.</p>

Field	Description
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p>
<b>Save &amp; Close</b>	<p>Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.</p>
<b>Cancel</b>	<p>Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.</p>

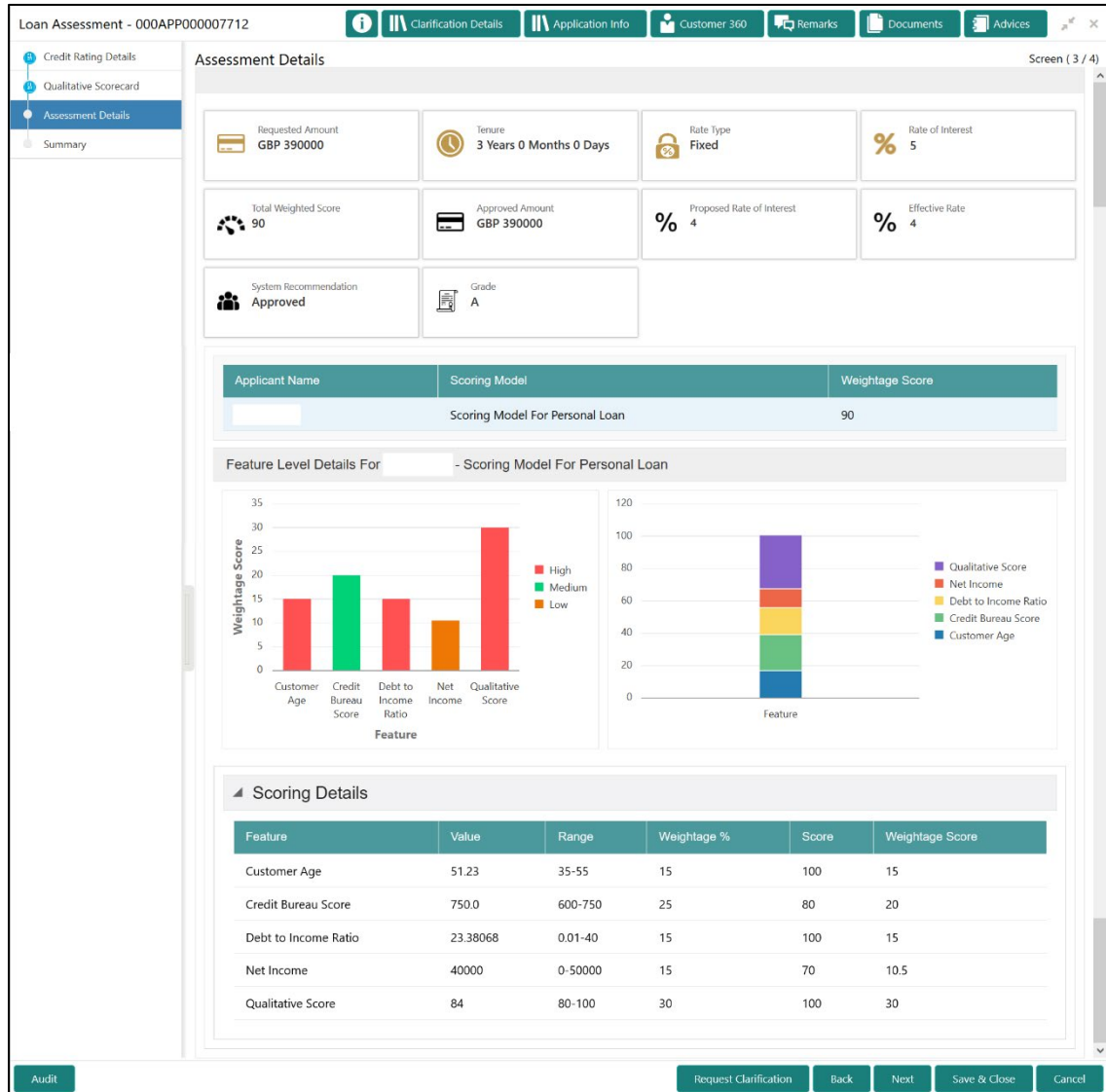
## 4.5.2 Assessment Details

Assessment Details is the next data segment of Loan Assessment stage.

1. Click **Next** in **Qualitative Scorecard** screen to proceed with the next data segment, after successfully capturing the data.

→ The **Assessment Details** screen is displayed.

**Figure 64: Assessment Details**





2. For more information on fields, refer to [Table 29: Assessment Details – Field Description](#).

**Table 29: Assessment Details – Field Description**

Field	Description
<b>Requested Amount</b>	Displays the requested loan amount.
<b>Tenure</b>	Displays the loan tenure.
<b>Rate Type</b>	Displays the rate type.
<b>Rate of Interest</b>	Displays the interest rate.
<b>Total Weightage Score</b>	Displays the total weightage score.
<b>Approved Amount</b>	Displays the approved loan amount.
<b>Proposed Rate of Interest</b>	Displays the proposed rate of interest.
<b>Effective Rate</b>	Displays the effective rate of interest.
<b>System Recommendation</b>	<p>Displays the system recommendations. Available options are:</p> <ul style="list-style-type: none"> <li>• Approved</li> <li>• Manual</li> <li>• Rejected</li> </ul>
<b>Grade</b>	Displays the grade of the applicant.
<b>Applicant Name</b>	Displays the applicant name.
<b>Scoring Model</b>	Displays the scoring model for weightage score calculation.
<b>Weightage Score</b>	Displays the weightage score of the applicant.
<b>Feature Level Details</b>	Displays the graphs representing the weightage score against each feature.
<b>Scoring Details</b>	Displays the scoring details for applicant.
<b>Feature</b>	Displays the name of the feature.

Field	Description
<b>Value</b>	Displays the value for the feature.
<b>Range</b>	Displays the range for the feature.
<b>Weightage %</b>	Displays the weightage percentage in scoring model.
<b>Score</b>	Displays the score calculated for the feature.
<b>Weightage Score</b>	Displays the weightage score contributed from the feature.
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p>
<b>Save &amp; Close</b>	Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.

Field	Description
<b>Cancel</b>	Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.

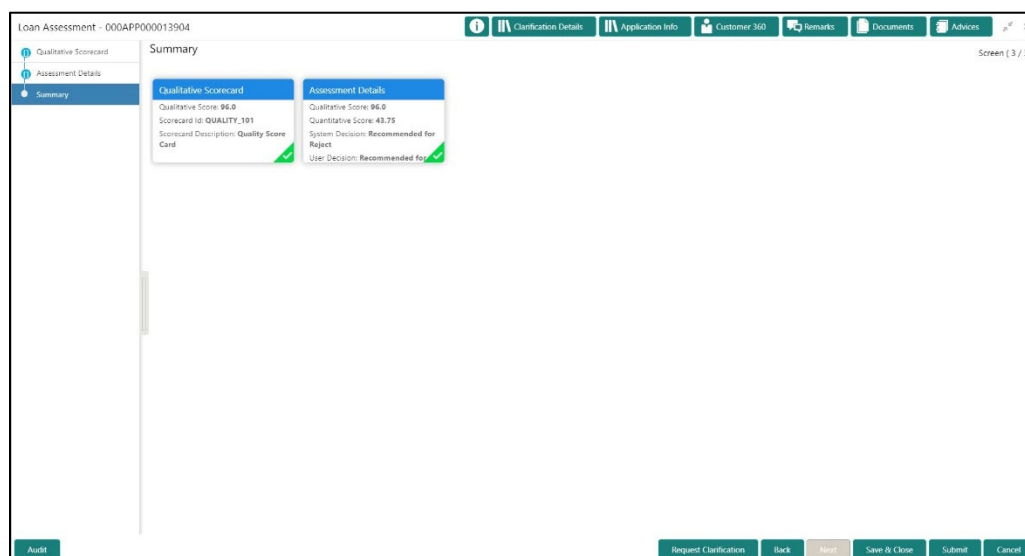
### 4.5.3 Summary

The system will display the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

1. Click **Next** in **Assessment Details** screen to proceed with the next data segment, after successfully capturing the data.

→ The **Summary** screen is displayed.

**Figure 65: Summary**



Each of these summary tiles are clickable and the user will have the option to view all the details captured under the given data segment. For more information on summary tiles, refer to [Table 30: Summary Assessment – Field Description](#).

**Table 30: Summary Assessment – Field Description**

Data Segment	Description
<b>Qualitative Scorecard Details</b>	Displays the qualitative scorecard details.

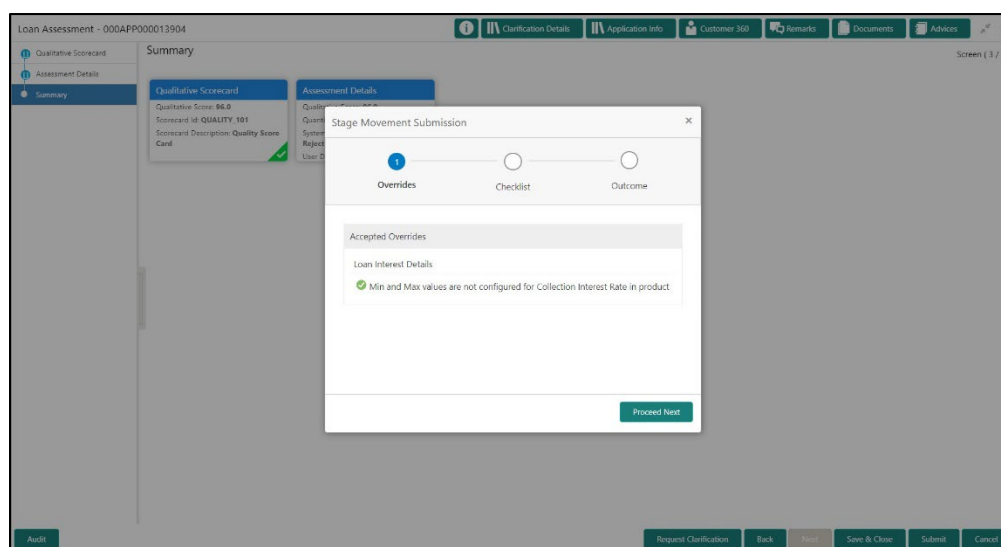
Data Segment	Description
<b>Assessment Details</b>	Displays the assessment details.
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p> <p><b>NOTE:</b> Next is deactivated in the Summary screen as the capture of data across all the data segments in this stage are completed.</p>
<b>Save &amp; Close</b>	Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.
<b>Submit</b>	Click <b>Submit</b> to submit the application. The system triggers the business validation to ensure the application is entitled for submission to the next stage.

Data Segment	Description
<b>Cancel</b>	Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.

- Click **Submit** to reach the **OUTCOME**, where the overrides, checklist and documents for this stage can be validated or verified.

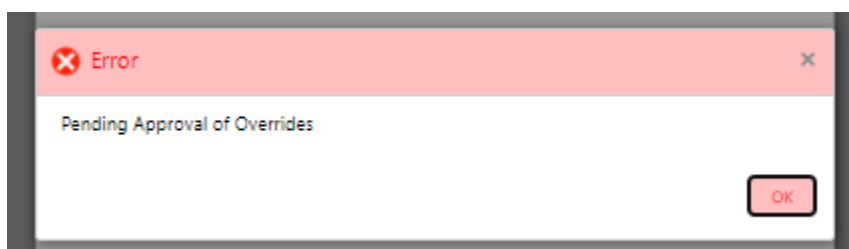
→ The **Overrides** screen is displayed.

**Figure 66: Overrides**



The system displays the following error message if overrides are not accepted.

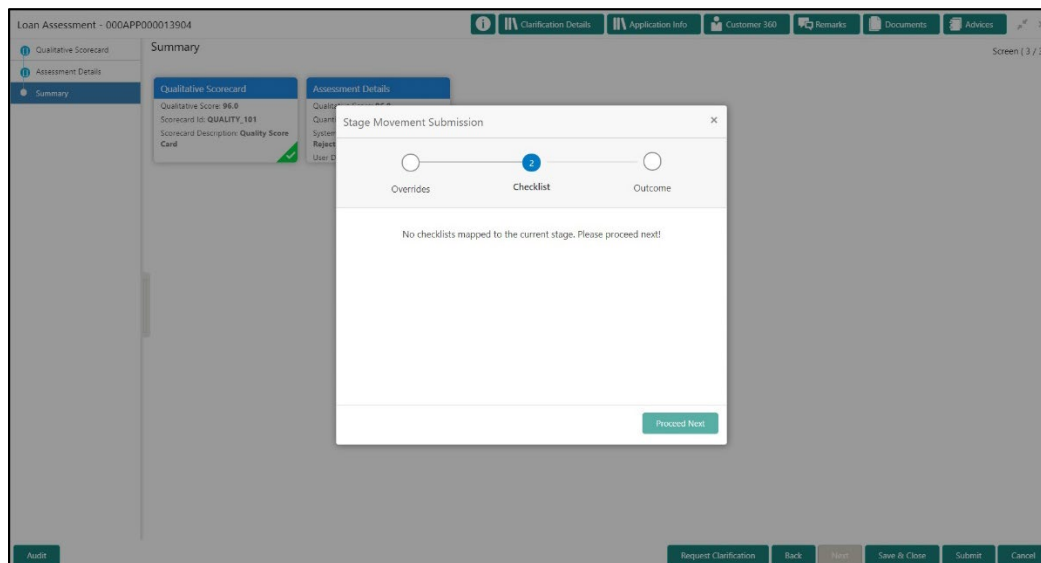
**Figure 67: Error Message**



3. Click **Accept Overrides & Proceed**.

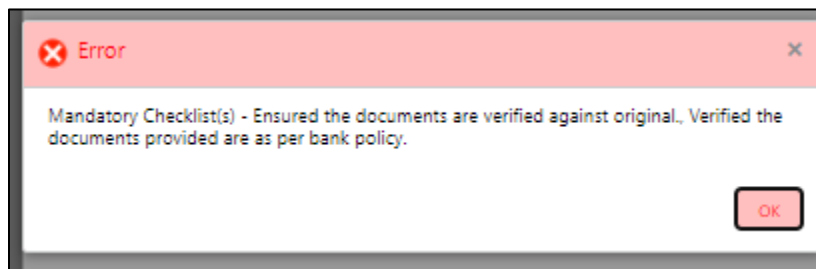
→ The **Checklist** screen is displayed.

**Figure 68: Checklist**



The system displays the following error message if checklist is not verified.

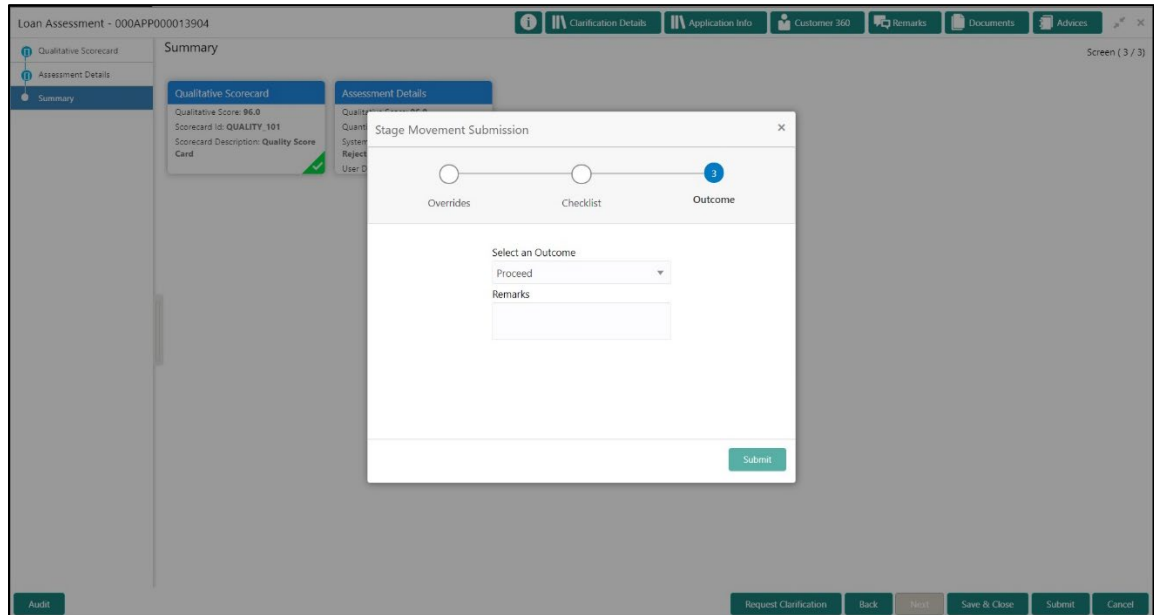
**Figure 69: Error Message**



4. Click **Save & Proceed**.

→ The **Outcome** screen is displayed.

**Figure 70: Outcome**



5. Select **Proceed** outcome from the drop-down list. Available options are:

- Proceed
- Return to Application Entry stage
- Return to Application Enrich stage
- Return to Underwrite stage
- Reject Application

It will logically complete the Loan Assessment stage for the Loan Application where the System recommendation is “Approved”. The Workflow Orchestrator will automatically move this application to the Account Parameter Setup stage.

If the System recommendation is “Manual” then, submit of this stage, will move the Loan application into the Manual Credit Assessment stage.

If the System recommendation is “Rejected” then, submit of this stage, will terminate the application.

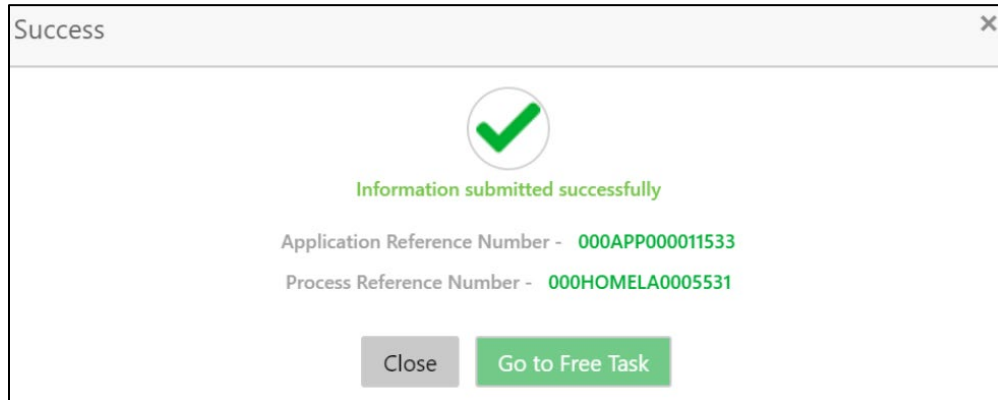
The stage movement is driven by the business configuration for a given combination of **Process Code**, **Life Cycle** and **Business Product Code**.

6. Enter the remarks in **Remarks**.

7. Click **Submit**.

→ The **Confirmation** screen is displayed.

**Figure 71: Confirmation**



8. Click **Go to Free Task**.

→ The **Free Tasks** screen is displayed.

**Figure 72: Free Tasks**

Free Tasks										
<span>Refresh</span> <span>Acquire</span> <span>Delegate</span> <span>Reassign</span> <span>Flow Diagram</span>										
Action	Priority	Process Name	Process Reference Number	Application Number	Stage	Application Date	Branch	Customer Number	Amount	
Acquire & E		Loans Retail Process Ma...	000HOMELA0000826	000APP00003950	Offer Issue	19-03-22	000			

The system successfully moves the Application Reference Number along with the sub process reference numbers [Loan Account] to the respective application stage. This application will be available in the FREE TASK list. The user who has the access rights will be able to acquire and proceed with the next processing stage of the application.



## 4.6 Manual Credit Assessment Stage

The Manual Credit Assessment stage of the retail loan account open process work-flow will enable the bank to manually assess the application and provide the recommendation for the approval / rejection of the application. As a reference, the relevant completed data segments will be made available to the Approver before the application can be moved to the next stage. These completed data segments are from the Application Entry Stage, Application Underwrite Stage and Application Assessment Stage. The data segments are displayed in view only mode for the Credit Officer to analyze.

The Manual Credit Assessment stage has the following reference data segments:

- [4.2.3 Customer Information](#) – View Only as available in Application Entry stage
- [4.2.1 Loan Details](#) – View Only as available in Application Entry stage
- [4.2.5 Financial Details](#) – View Only as available in Application Entry stage
- [4.2.7 Guarantor Details](#) – View Only as available in Application Entry stage
- [4.4.1 Credit Rating Details](#) – View Only as available in Underwriting stage
- [4.4.2 Valuation Details](#) – View Only as available in Underwriting stage
- [4.4.3 Legal Opinion](#) – View Only as available in Underwriting stage
- [4.5.2 Assessment Details](#) – View Only as available in Assessment stage
- [4.6.1 Manual Assessment](#)
- [4.6.2 Summary](#)

## 4.6.1 Manual Assessment

Manual Assessment is the data segment which enables the bank user to modify the loan details and recommend for the approval / reject the loan application. The user can acquire the application from Free Tasks list and assess all the View Only data segments.

1. Click **Acquire & Edit** in the Free Tasks screen of the previous stage – Loan Assessment stage.

→ The **Manual Assessment** screen is displayed.

**Figure 73: Manual Assessment**

Manual Credit Assessment - 000APP000007761

Clarification Details Application info Customer 360 Remarks Documents Advises

Screen ( 8 / 9 )

**Manual Assessment**

Requested Amount: GBP 300000

Tenure: 3 Years 0 Months 0 Days

Rate Type: Fixed

Rate of Interest: 4

Total Weighted Score: 70

Approved Amount: —

Proposed Rate of Interest: 5

Effective Rate: 5

Recommended Amount: GBP £300,000.00

Final Tenure: 3 0 0

Recommendation: Recommended for Approval

Comment: Approved

System Recommendation: Manual

Grade: B

Applicant Name	Scoring Model	Weightage Score
	Applicant Scoring Model for Home Loan	70

Feature Level Details For: - Applicant Scoring Model for Home Loan

**Scoring Details**

Feature	Value	Range	Weightage %	Score	Weightage Score
Customer Age	51.23	35-55	10	100	10
Qualitative Score	38	0-50	35	50	17.5
Loan to Value Ratio	85.71428571428571	70-999	20	50	10
Debt to Income Ratio	17.71642	0.01-30	10	100	10
Credit Bureau Score	750.0	600-750	25	90	22.5

Audit

Request Clarification Back Next Save & Close Cancel

2. Specify the details in the relevant data fields. For more information on fields, refer to [Table 31: Manual Assessment – Field Description](#).

**Table 31: Manual Assessment – Field Description**

Field	Description
<b>Requested Amount</b>	Displays the requested loan amount.
<b>Tenure</b>	Displays the loan tenure.
<b>Rate Type</b>	Displays the rate type.
<b>Rate of Interest</b>	Displays the interest rate.
<b>Total Weightage Score</b>	Displays the total weightage score.
<b>Approved Amount</b>	Displays the approved loan amount.  This field will be blank for Manual Assessment.
<b>Proposed Rate of Interest</b>	Displays the proposed rate of interest.
<b>Effective Rate</b>	Displays the effective rate of interest.
<b>Recommended Amount</b>	Specify the recommended loan amount.
<b>Final Tenure</b>	Specify the final loan tenure.
<b>Recommendation</b>	Select the recommendations. Available options are: <ul style="list-style-type: none"> <li>Recommended for Approval</li> <li>Reject</li> </ul>
<b>Comments</b>	Specify the comment for the recommendation.
<b>System Recommendation</b>	Displays the system recommendations.
<b>Grade</b>	Displays the grade of the applicant.
<b>Applicant Name</b>	Displays the applicant name.
<b>Scoring Model</b>	Displays the scoring model for weightage score calculation.
<b>Weightage Score</b>	Displays the weightage score of the applicant.

Field	Description
<b>Feature Level Details</b>	Displays the graphs representing the weightage score against each feature.
<b>Scoring Details</b>	Displays the scoring details for applicant.
<b>Feature</b>	Displays the name of the feature.
<b>Value</b>	Displays the value for the feature.
<b>Range</b>	Displays the range for the feature.
<b>Weightage %</b>	Displays the weightage percentage in scoring model.
<b>Score</b>	Displays the score calculated for the feature.
<b>Weightage Score</b>	Displays the weightage score contributed from the feature.
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.

Field	Description
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p>
<b>Save &amp; Close</b>	<p>Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.</p>
<b>Cancel</b>	<p>Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.</p>

## 4.6.2 Summary

The system will display the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

1. Click **Next** in **Manual Assessment** screen to proceed with the next data segment, after successfully capturing the data.

→ The **Summary** screen is displayed.

**Figure 74: Summary**

Each of these summary tiles are clickable and the user will have the option to view all the details captured under the given data segment. For more information on summary tiles, refer to [Table 32: Summary Manual Credit Assessment – Field Description](#).

**Table 32: Summary Manual Credit Assessment – Field Description**

Data Segment	Description
<b>Customer Information</b>	Displays the customer information.
<b>Loan Details</b>	Displays the loan details.
<b>Financial Details</b>	Displays the financial details.
<b>Guarantor Details</b>	Displays the guarantor details.
<b>Credit Rating Details</b>	Displays the credit rating details.
<b>Valuation Details</b>	Displays the valuation details.
<b>Assessment Details</b>	Displays the assessment details.

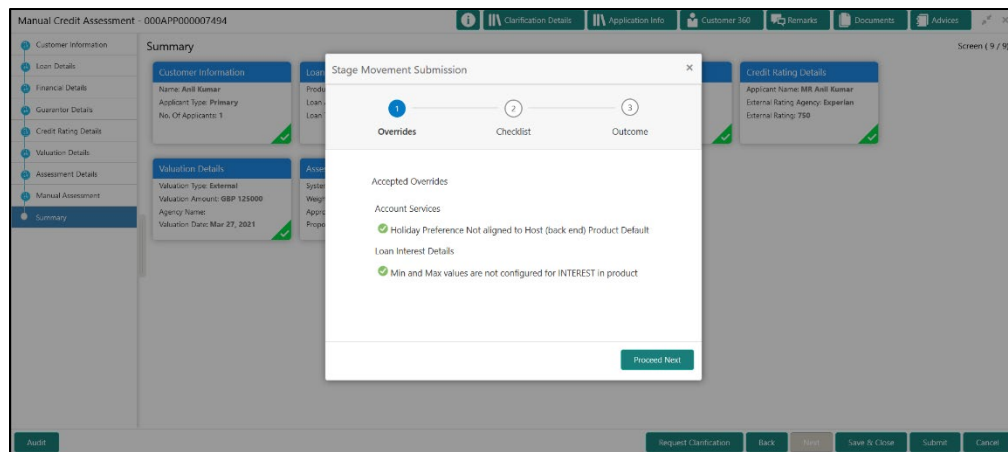
Data Segment	Description
<b>Manual Assessment Details</b>	Displays the Manual assessment details.
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p> <p><b>NOTE:</b> Next is deactivated in the Summary screen as the capture of data across all the data segments in this stage are completed.</p>
<b>Save &amp; Close</b>	Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.
<b>Submit</b>	Click <b>Submit</b> to submit the application. The system triggers the business validation to ensure the application is entitled for submission to the next stage.

Data Segment	Description
<b>Cancel</b>	Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.

- Click **Submit** to reach the **OUTCOME**, where the overrides, checklist and documents for this stage can be validated or verified.

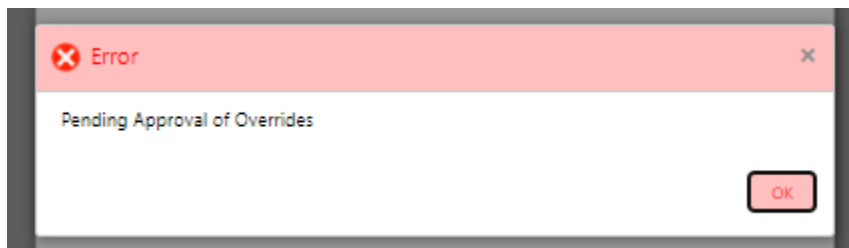
→ The **Overrides** screen is displayed.

**Figure 75: Overrides**



The system displays the following error message if overrides are not accepted.

**Figure 76: Error Message**

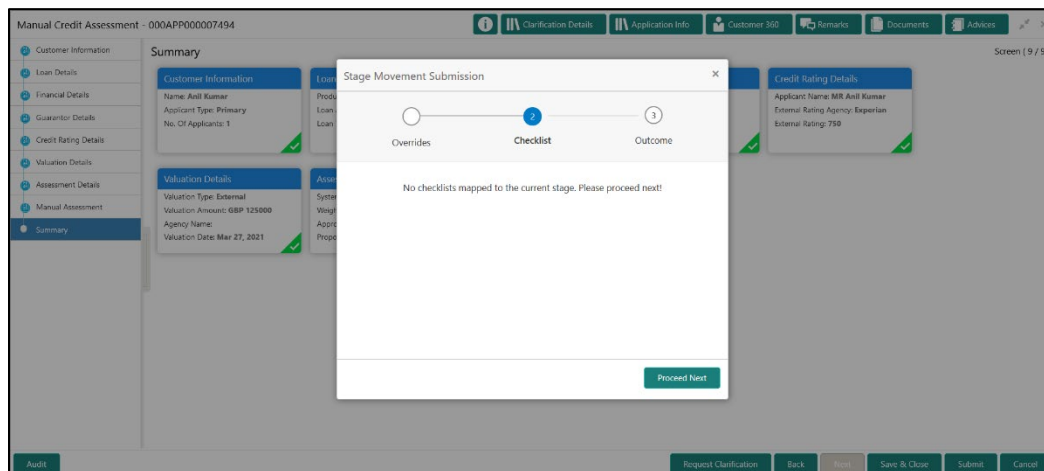




3. Click **Accept Overrides & Proceed**.

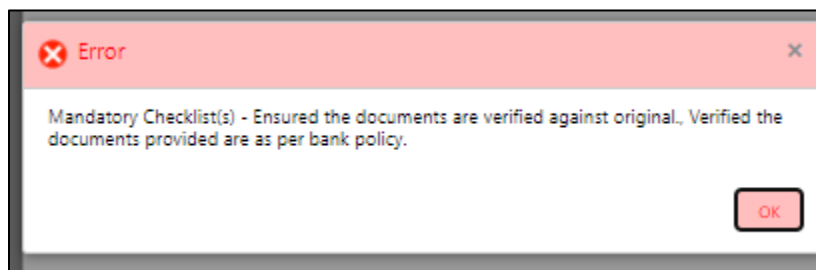
→ The **Checklist** screen is displayed.

**Figure 77: Checklist**



The system displays the following error message if checklist is not verified.

**Figure 78: Error Message**



4. Click **Save & Proceed**.

→ The **Outcome** screen is displayed.

**Figure 79: Outcome**

The screenshot displays the 'Manual Credit Assessment' application interface. A modal window titled 'Stage Movement Submission' is centered on the screen. The modal features a progress bar at the top with three stages: 'Overrides', 'Checklist', and 'Outcome', with 'Outcome' being the active stage. Below the progress bar, there is a 'Select an Outcome' dropdown menu with 'Proceed' selected, a 'Remarks' text area, and a 'Submit' button at the bottom right. The background application shows a sidebar with navigation links and a main content area with tabs for 'Customer Information', 'Loan Details', 'Financial Details', 'Guarantor Details', 'Credit Rating Details', 'Valuation Details', 'Assessment Details', and 'Manual Assessment'. The 'Summary' tab is currently selected, showing details for 'Customer Information' and 'Valuation Details'. The bottom of the application has a navigation bar with buttons for 'Audit', 'Request Clarification', 'Back', 'Next', 'Save & Close', 'Submit', and 'Cancel'.

5. Select **Proceed** outcome from the drop-down list. Available options are:

- Proceed

It will logically complete the **Manual Credit Assessment** stage for the Loan Application. The Workflow Orchestrator will automatically move this application to the next processing stage, **Manual Credit Decision** stage.

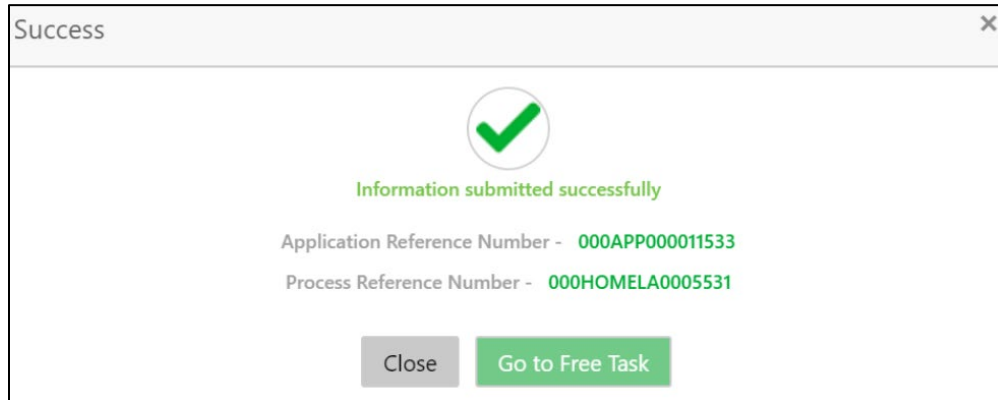
The stage movement is driven by the business configuration for a given combination of **Process Code**, **Life Cycle** and **Business Product Code**.

6. Enter the remarks in **Remarks**.

7. Click **Submit**.

→ The **Confirmation** screen is displayed.

**Figure 80: Confirmation**



8. Click **Go to Free Task**.

→ The **Free Tasks** screen is displayed.

**Figure 81: Free Tasks**

Free Tasks										
<span>Refresh</span> <span>Acquire</span> <span>Delegate</span> <span>Reassign</span> <span>Flow Diagram</span>										
Action	Priority	Process Name	Process Reference Number	Application Number	Stage	Application Date	Branch	Customer Number	Amount	
Acquire & E		Loans Retail Process Ma...	000HOMELA0000826	000APP00003950	Offer Issue	19-03-22	000			

The system successfully moves the Application Reference Number along with the sub process reference numbers [Loan Account] to the Manual Credit Decision stage. This application will be available in the FREE TASK list. The user who has the access rights will be able to acquire and proceed with the next processing stage of the application.

## 4.7 Manual Credit Decision Stage

Manual Credit Decision stage of the retail loan account open process work-flow will enable the bank to make the decision on whether the recommended loan amount can be approved to the loan applicant / borrower.

The Manual Credit Decision stage has the following reference data segments:

- [4.7.1 Manual Decision](#)
- [4.7.2 Summary](#)

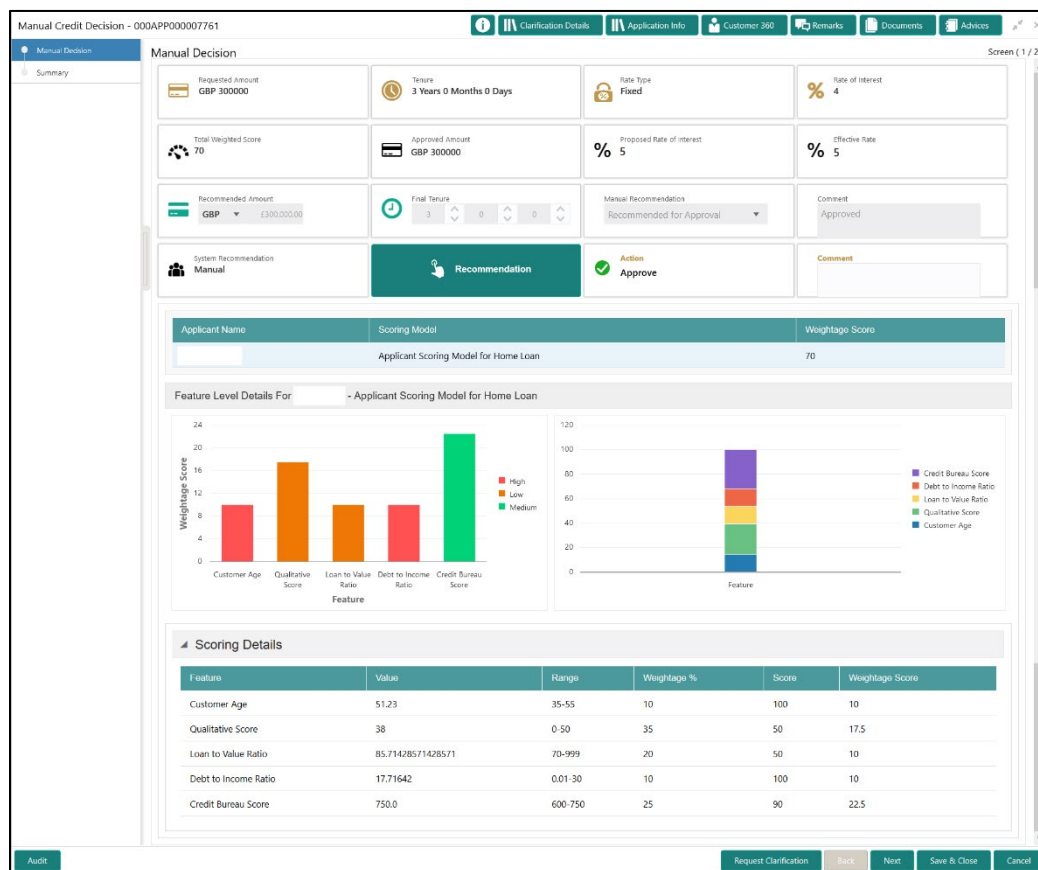
### 4.7.1 Manual Decision

Manual Decision is the first data segment of Manual Credit Decision stage. The user can acquire the application from Free Tasks list.

1. Click **Acquire & Edit** in the Free Tasks screen of the previous stage – Manual Credit Assessment stage.

→ The **Manual Decision** screen is displayed.

**Figure 82: Manual Decision**



2. For more information on fields, refer to [Table 33: Manual Decision – Field Description](#).

**Table 33: Manual Decision – Field Description**

Field	Description
<b>Requested Amount</b>	Displays the requested loan amount.
<b>Tenure</b>	Displays the loan tenure.
<b>Rate Type</b>	Displays the rate type.
<b>Rate of Interest</b>	Displays the interest rate.
<b>Total Weightage Score</b>	Displays the total weightage score.
<b>Approved Amount</b>	<p>Displays the approved loan amount.</p> <p>This field appears blank by default.</p> <p>If the approver selects the recommendation as <b>Approve</b>, then the recommended amount gets defaulted as approved amount.</p>
<b>Proposed Rate of Interest</b>	Displays the proposed rate of interest.
<b>Effective Rate</b>	Displays the effective rate of interest.
<b>Recommended Amount</b>	Displays the recommended loan amount.
<b>Final Tenure</b>	Displays the final loan tenure.
<b>Manual Recommendation</b>	Displays the manual recommendation.
<b>Comments</b>	Displays the comments.
<b>System Recommendation</b>	Displays the system recommendations.
<b>Recommendation</b>	<p>Select the recommendation. Available options are</p> <ul style="list-style-type: none"> <li>• Approve</li> <li>• Decline</li> </ul> <p>If the approver selects the recommendation as <b>Approve</b>, then the recommended amount gets defaulted as approved amount.</p>

<b>Action</b>	Displays the user action based on user recommendation.
<b>Comments</b>	Specify the comment on the user action.
<b>Applicant Name</b>	Displays the applicant name.
<b>Scoring Model</b>	Displays the scoring model for weightage score calculation.
<b>Weightage Score</b>	Displays the weightage score of the applicant.
<b>Feature Level Details</b>	Displays the graphs representing the weightage score against each feature.
<b>Scoring Details</b>	Displays the scoring details for applicant.
<b>Feature</b>	Displays the name of the feature.
<b>Value</b>	Displays the value for the feature.
<b>Range</b>	Displays the range for the feature.
<b>Weightage %</b>	Displays the weightage percentage in scoring model.
<b>Score</b>	Displays the score calculated for the feature.
<b>Weightage Score</b>	Displays the weightage score contributed from the feature.
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.

<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p>
<b>Save &amp; Close</b>	<p>Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.</p>
<b>Cancel</b>	<p>Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.</p>

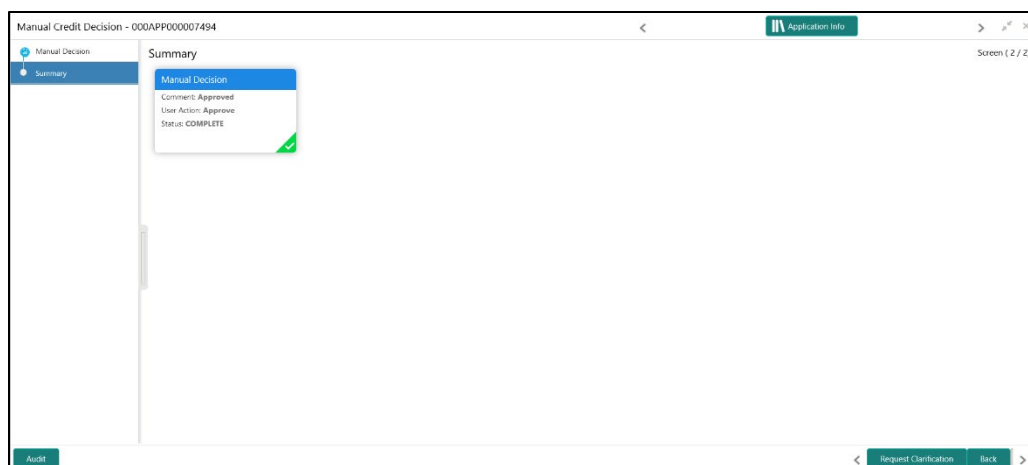
## 4.7.2 Summary

The system will display the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

1. Click **Next** in **Manual Decision** screen to proceed with the next data segment, after successfully capturing the data.

→ The **Summary** screen is displayed.

**Figure 83: Summary**



Each of these summary tiles are clickable and the user will have the option to view all the details captured under the given data segment. For more information on summary tiles, refer to [Table 34: Summary Manual Credit Decision – Field Description](#).



Table 34: Summary Manual Credit Decision – Field Description

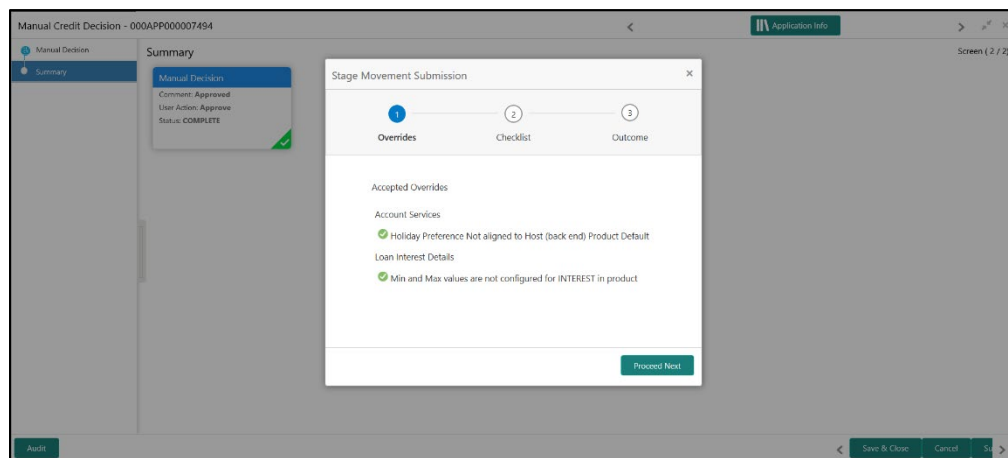
Data Segment	Description
Manual Decision	Displays the manual decision.
Request Clarification	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
Back	Click <b>Back</b> to navigate to the previous data segment within a stage.
Next	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p> <p><b>NOTE:</b> Next is deactivated in the Summary screen as the capture of data across all the data segments in this stage are completed.</p>
Save & Close	Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.

Data Segment	Description
<b>Submit</b>	Click <b>Submit</b> to submit the application. The system triggers the business validation to ensure the application is entitled for submission to the next stage.
<b>Cancel</b>	Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.

2. Click **Submit** to reach the **OUTCOME**, where the overrides, checklist and documents for this stage can be validated or verified.

→ The **Overrides** screen is displayed.

**Figure 84: Overrides**



The system displays the following error message if overrides are not accepted.

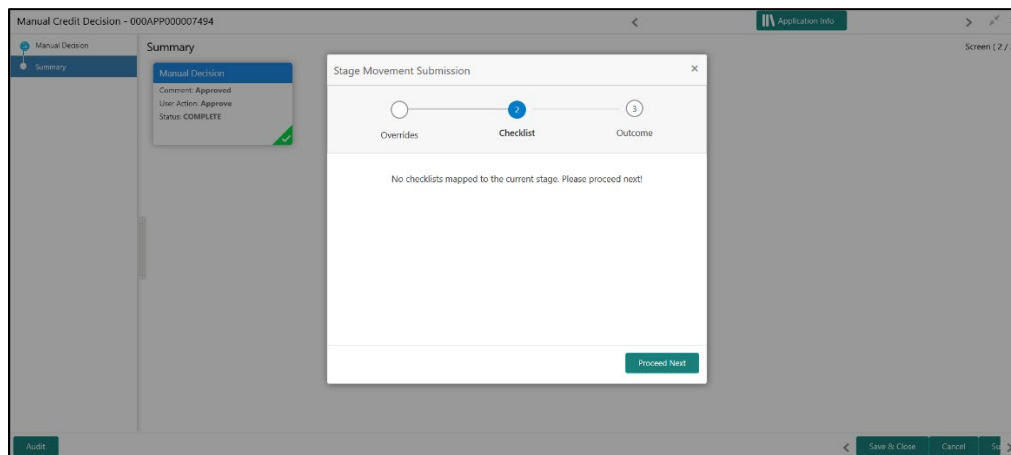
**Figure 85: Error Message**



3. Click **Accept Overrides & Proceed**.

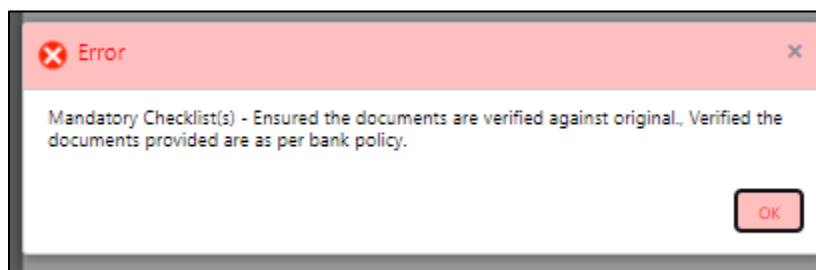
→ The **Checklist** screen is displayed.

**Figure 86: Checklist**



The system displays the following error message if checklist is not verified.

**Figure 87: Error Message**



4. Click **Save & Proceed**.

→ The **Outcome** screen is displayed.

**Figure 88: Outcome**

The screenshot shows a web application interface for 'Manual Credit Decision'. A modal window titled 'Stage Movement Submission' is centered on the screen. At the top of the modal is a progress bar with three stages: 'Overrides', 'Checklist', and 'Outcome', with 'Outcome' being the active stage. Below the progress bar, there is a section labeled 'Select an Outcome' with a dropdown menu showing 'Proceed'. Underneath is a text area labeled 'Remarks'. A 'Submit' button is located at the bottom right of the modal. In the background, the 'Manual Credit Decision' application is visible, showing a 'Summary' tab with a status of 'COMPLETE'.

5. Select **Proceed** outcome from the drop-down list. Available options are:

- Proceed
- Return to Manual Credit Assessment

It will logically complete the **Manual Credit Decision** stage for the Loan Application. Upon submit, a Pricing call will be made by Oracle FLEXCUBE Onboarding to Decision Service to get the Interest rate. The Workflow Orchestrator will automatically move this application to the next processing stage, **Account Parameter Setup** stage.

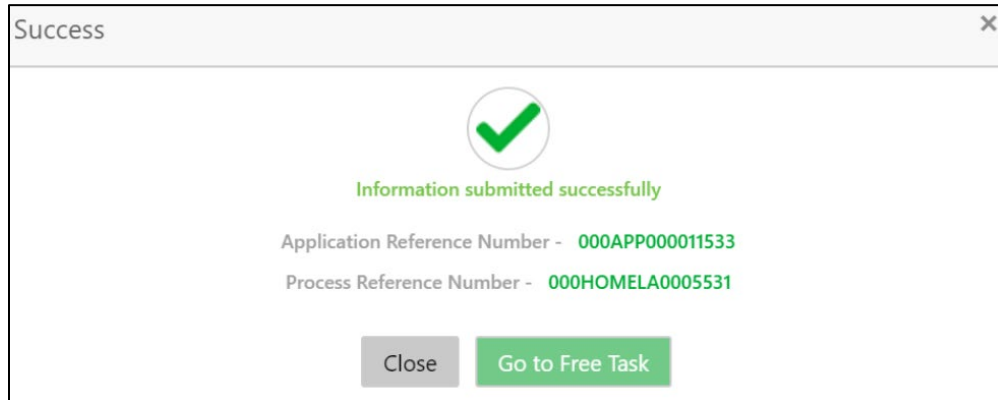
The stage movement is driven by the business configuration for a given combination of **Process Code**, **Life Cycle** and **Business Product Code**.

6. Enter the remarks in **Remarks**.

7. Click **Submit**.

→ The **Confirmation** screen is displayed.

**Figure 89: Confirmation**



8. Click **Go to Free Task**.

→ The **Free Tasks** screen is displayed.

**Figure 90: Free Tasks**

Free Tasks										
<span>Refresh</span> <span>Acquire</span> <span>Delegate</span> <span>Reassign</span> <span>Flow Diagram</span>										
Action	Priority	Process Name	Process Reference Number	Application Number	Stage	Application Date	Branch	Customer Number	Amount	
Acquire & E		Loans Retail Process Ma...	000HOMELA0000826	000APP00003950	Offer Issue	19-03-22	000			

The system successfully moves the Application Reference Number along with the sub process reference numbers [Loan Account] to the Account Parameter Setup stage. This application will be available in the FREE TASK list. The user who has the access rights will be able to acquire and proceed with the next processing stage of the application.

## 4.8 Account Parameter Setup Stage

The Account Parameter Setup stage is the next representative stage in the Retail Loan Account Open process. After the Loan Assessment / Manual Credit Decision stage is completed successfully, the application can be acquired by the user who has the access rights for the given stage and progress with the data capture. The user can acquire the application from Free Tasks list.

The Account Parameter Setup stage has the following reference data segments:

- [4.3.1 Loan Interest Details](#) – Mandatory
- [4.3.2 Loan Disbursement Details](#) – Mandatory
- [4.3.3 Loan Repayment Details](#) – Mandatory
- [4.3.4 Charge Details](#) – Mandatory
- [4.3.5 Account Services](#) – Mandatory
- [4.8.1 Summary](#)

All the data segments are carried forward from Application Enrichment stage. If the details are captured in Application Enrichment stage, the same will be fetched automatically. The user can modify the captured details and all the data segments are mandatory to capture the details to move the application to the next stage.

If there is any change in the Price (Interest), the Application will be routed to Approval stage, else submit of this stage will move the application into the next referenced stage which is Offer Issue Stage.

Please refer to the [Loan Application Enrichment Stage](#) for the detailed explanation.

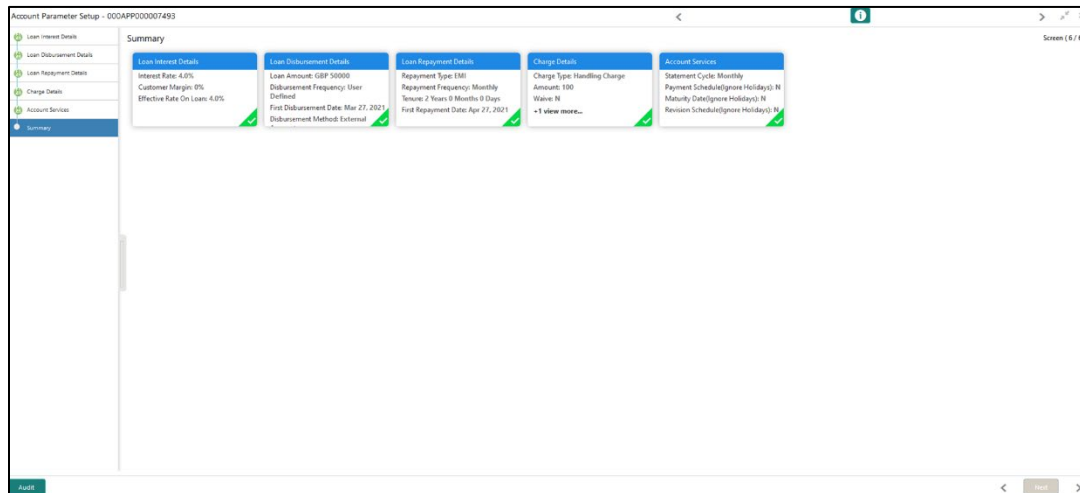
## 4.8.1 Summary

The system will display the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

1. Click **Next** in **Account Services** screen to proceed with the next data segment, after successfully capturing the data.

→ The **Summary** screen is displayed.

**Figure 91: Summary**



Each of these summary tiles are clickable and the user will have the option to view all the details captured under the given data segment. For more information on data segments, refer to [Table 35: Summary Account Parameter Setup – Field Description](#).

**Table 35: Summary Account Parameter Setup – Field Description**

Data Segment	Description
<b>Loan Interest Details</b>	Displays the loan interest details.
<b>Loan Disbursement Details</b>	Displays the loan disbursement details.
<b>Loan Repayment Details</b>	Displays the loan repayment details
<b>Charge Details</b>	Displays the charge details.
<b>Account Services Details</b>	Displays the account services details.
<b>Request Clarification</b>	Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for

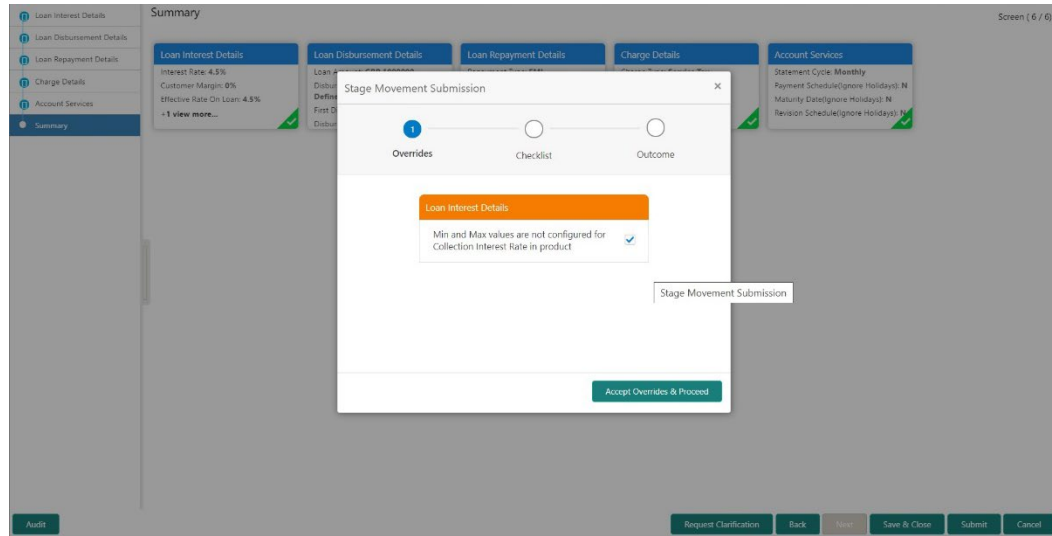
Data Segment	Description
	<p>clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p> <p><b>NOTE:</b> Next is deactivated in the Summary screen as the capture of data across all the data segments in this stage are completed.</p>
<b>Save &amp; Close</b>	Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.
<b>Submit</b>	Click <b>Submit</b> to submit the application. The system triggers the business validation to ensure the application is entitled for submission to the next stage.
<b>Cancel</b>	Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.



- Click **Submit** to reach the **OUTCOME**, where the overrides, checklist and the documents for this stage can be validated or verified.

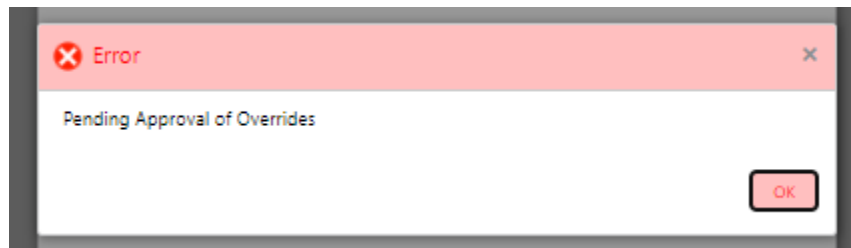
→ The **Overrides** screen is displayed.

**Figure 92: Overrides**



The system displays the following error message if overrides are not accepted.

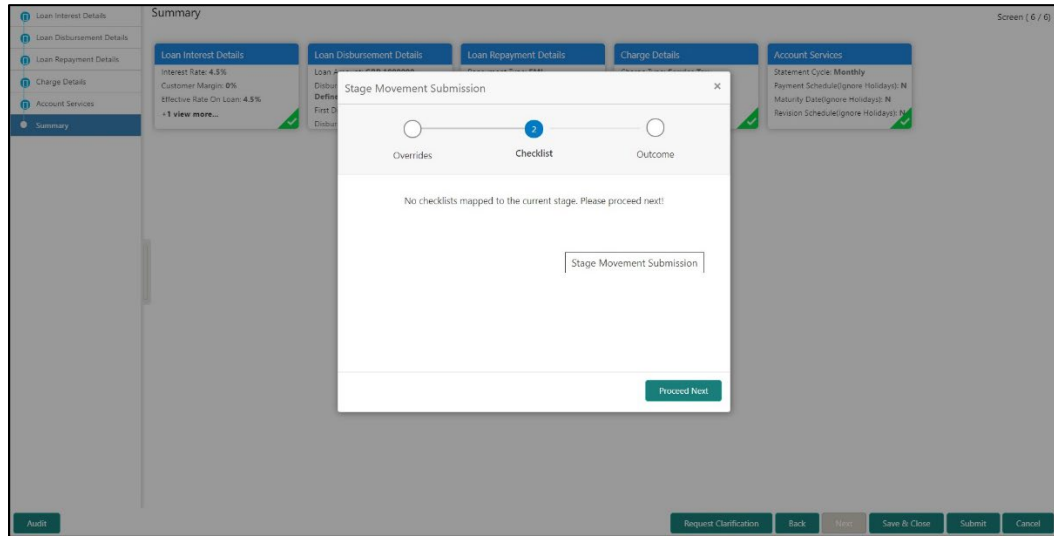
**Figure 93: Error Message**



3. Click **Accept Overrides & Proceed**.

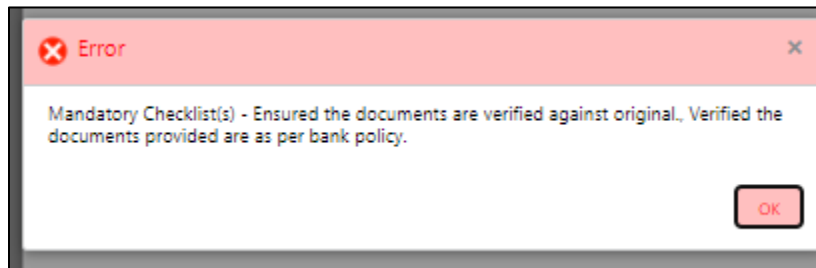
→ The **Checklist** screen is displayed.

**Figure 94: Checklist**



The system displays the following error message if checklist is not verified.

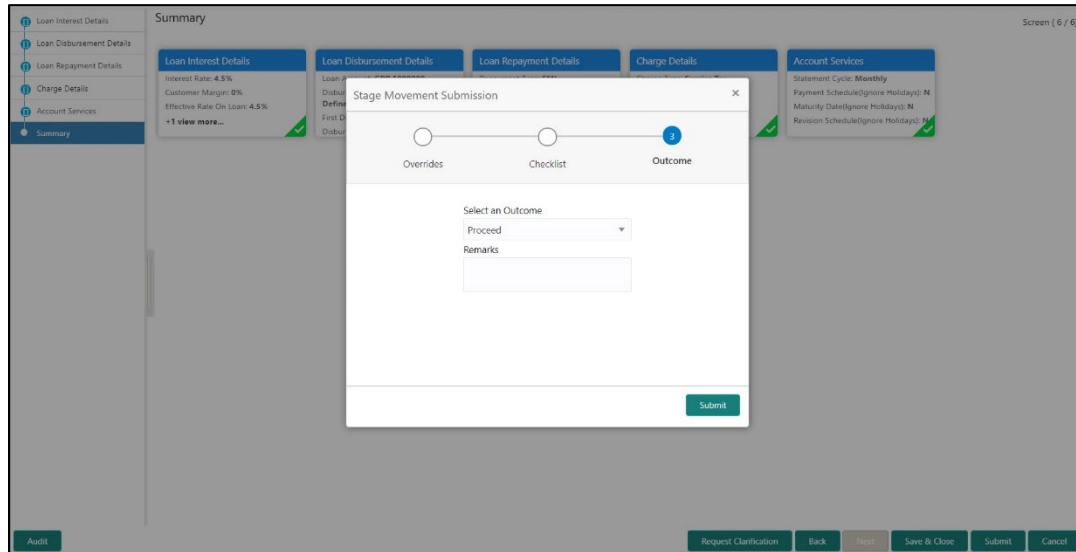
**Figure 95: Error Message**



4. Click **Save & Proceed**.

→ The **Outcome** screen is displayed.

**Figure 96: Outcome**



The **Select an Outcome** has following options for this stage:

- Proceed
5. Select **Proceed** outcome from the drop-down list. It will logically complete the **Account Parameter Setup** stage for the Loan Application. The Workflow Orchestrator will automatically move this application to the next processing stage, **Supervisor Approval / Offer Issue** stage.

The application will be directly moved to Offer Issue stage if there is no change in Loan Interest data segment.

The application will be moved to Supervisor Approval stage if there is any change in Price (Interest) in Loan Interest data segment.

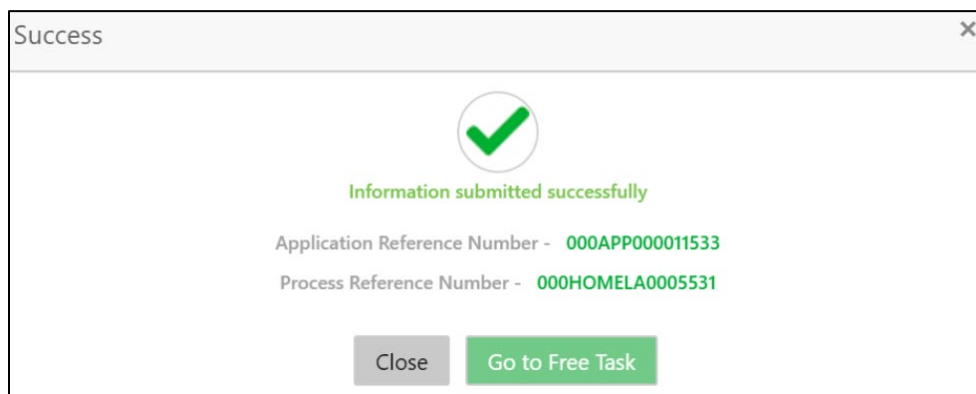
The stage movement is driven by the business configuration for a given combination of **Process Code**, **Life Cycle** and **Business Product Code**.

6. Enter the remarks in **Remarks**.

7. Click **Submit**.

→ The **Confirmation** screen is displayed.

**Figure 97: Confirmation**



8. Click **Go to Free Task**.

→ The **Free Tasks** screen is displayed.

**Figure 98: Free Tasks**

Free Tasks									
<div> <span>Refresh</span> <span>Acquire</span> <span>Delegate</span> <span>Reassign</span> <span>Flow Diagram</span> </div>									
Action	Priority	Process Name	Process Reference Number	Application Number	Stage	Application Date	Branch	Customer Number	Amount
Acquire & E		Loans Retail Process Ma...	000HOMELA0005531	000APP000011533	Loan Underwriting	18-03-22	000		

The system successfully moves the Application Reference Number along with the sub process reference numbers [Loan Account] to the Supervisor Approval / Offer Issue stage. This application is will be available in the FREE TASK list. The user who has the access rights will be able to acquire and proceed with the next processing stage of the application.

## 4.9 Supervisor Approval Stage

The Supervisor Approval stage has the following reference data segments:

- [4.5.2 Assessment Details](#)- View Only as available in Loan Assessment stage
- [4.9.1 Approval Details](#)
- [4.9.2 Summary](#)

### 4.9.1 Approval Details

Approval Details is the first data segment of Supervisor Approval stage. The user can acquire the application from Free Tasks list.

1. Click **Acquire & Edit** in the Free Tasks screen of the previous stage – Account Parameter Setup stage.

→ The **Approval Details** screen is displayed.

**Figure 99: Approval Details**

2. For more information on fields, refer to [Table 36: Approval Details – Field Description](#).

**Table 36: Approval Details – Field Description**

Field	Description
Applicant Name	Displays the applicant name.
Account Type	Displays the account type.

Field	Description
Account Branch	Displays the account branch name.
Product Code	Displays the product code selected for this loan account.
Product Name	Displays the product name selected or this loan account.
Existing Values	Displays the existing values.
Approved Loan Amount	Displays the final loan approved amount.
Loan Tenure	Displays the final loan tenure for the approved amount.
Installment Type	Displays the installment type.
Rate of Interest	Displays the rate of interest for the approved loan amount.
Margin	Displays the margin.
Effective Rate	Displays the effective rate.
Revised Values	Displays the revised values against the existing values. <b>NOTE:</b> If there is no change in the existing values, the revised values will not be displayed.
Approved Loan Amount	Displays the final loan approved amount.
Loan Tenure	Displays the final loan tenure for the approved amount.
Installment Type	Displays the installment type.
Rate of Interest	Displays the rate of interest for the approved loan amount.
Margin	Displays the margin.
Effective Rate	Displays the effective rate.
Component Considered	Displays the component considered.

Field	Description
<b>User Recommendation</b>	<p>Select the User recommendation. Available options are:</p> <ul style="list-style-type: none"> <li>Recommended for Approval</li> <li>Recommended for Reject</li> </ul>
<b>User Action</b>	Displays the user action based on user recommendation.
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p>
<b>Save &amp; Close</b>	Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.

Field	Description
<b>Cancel</b>	Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.

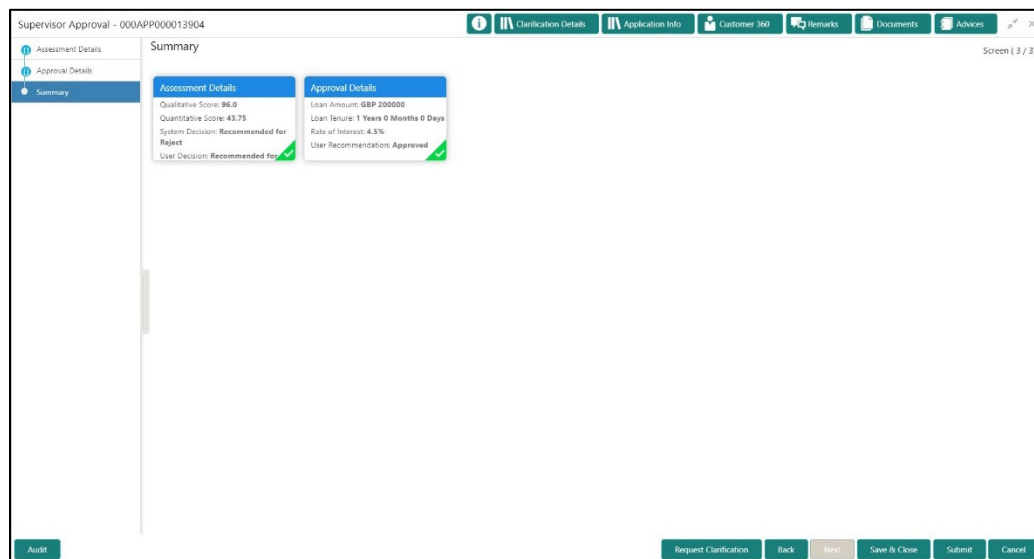
## 4.9.2 Summary

The system will display the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

1. Click **Next** in **Approval Details** screen to proceed with the next data segment, after successfully capturing the data.

→ The **Summary** screen is displayed.

**Figure 100: Summary**



Each of these summary tiles are clickable and the user will have the option to view all the details captured under the given data segment. For more information on summary tiles, refer to [Table 37: Summary– Field Description](#).

**Table 37: Summary– Field Description**

Data Segment	Description
<b>Assessment Details</b>	Displays the assessment details.
<b>Approval Details</b>	Displays the approval details.



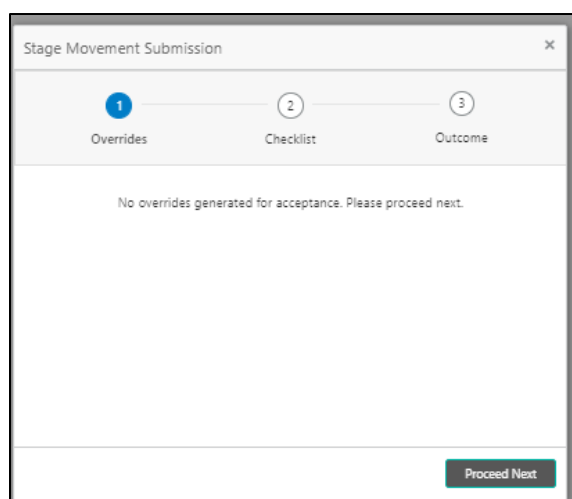
Data Segment	Description
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p> <p><b>NOTE:</b> Next is deactivated in the Summary screen as the capture of data across all the data segments in this stage are completed.</p>
<b>Save &amp; Close</b>	Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.
<b>Submit</b>	Click <b>Submit</b> to submit the application. The system triggers the business validation to ensure the application is entitled for submission to the next stage.

Data Segment	Description
<b>Cancel</b>	Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.

- Click **Submit** to reach the **OUTCOME**, where the Overrides, Checklist and the Documents for this stage can be validated or verified.

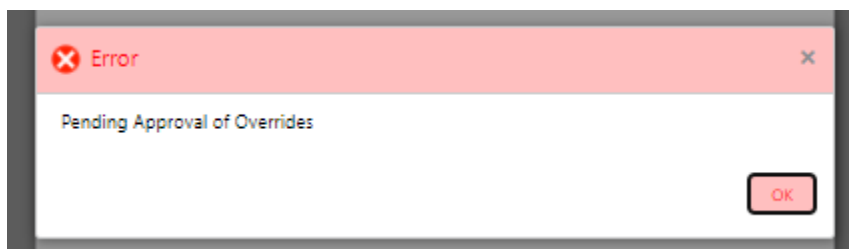
→ The **Overrides** screen is displayed.

**Figure 101: Overrides**



The system displays the following error message if overrides are not accepted.

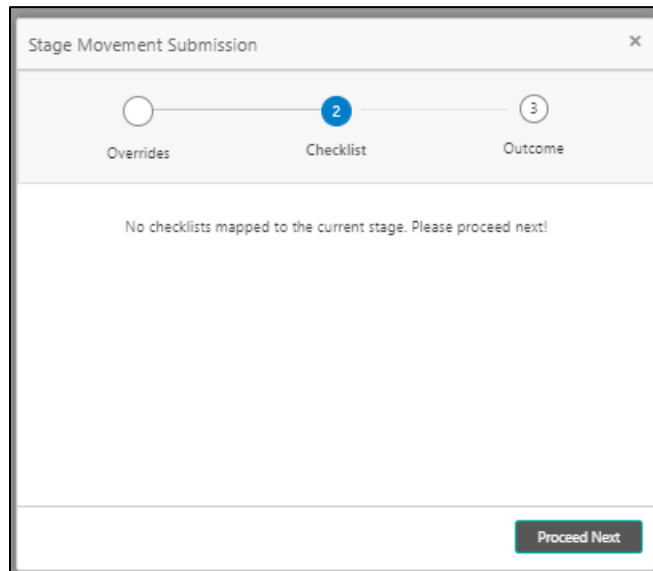
**Figure 102: Error Message**



3. Click **Accept Overrides & Proceed**.

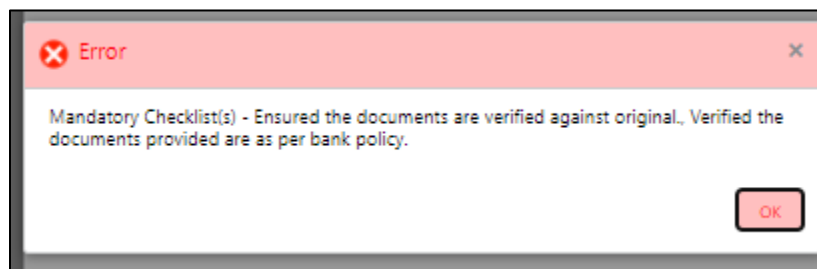
→ The **Checklist** screen is displayed.

**Figure 103: Checklist**



The system displays the following error message if checklist is not verified.

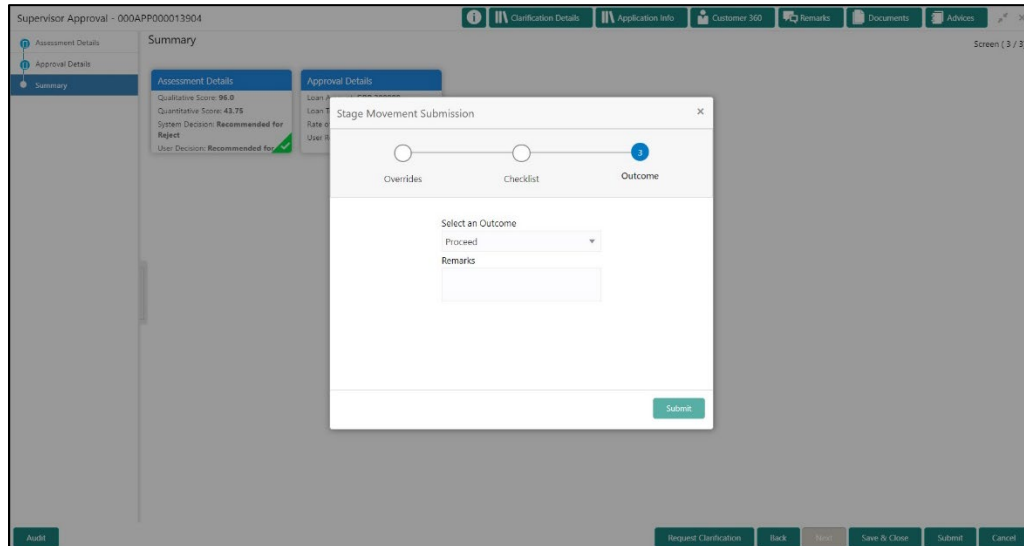
**Figure 104: Error Message**



- Click **Save & Proceed**.

→ The **Outcome** screen is displayed.

**Figure 105: Outcome**



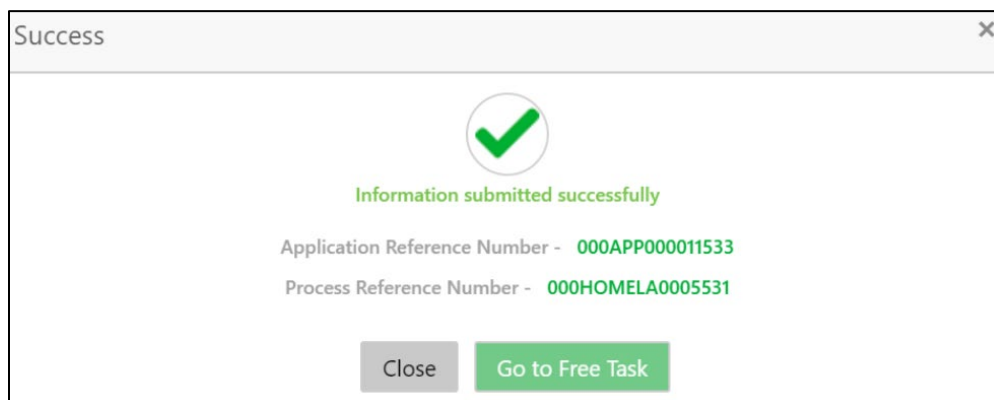
- Select **Proceed** outcome from the drop-down list. Available options are:
  - Proceed
  - Return to Application Entry stage
  - Return to Application Enrich stage
  - Return to Underwrite stage
  - Return to Assessment stage
  - Reject Application
- Select **Proceed** outcome from the drop-down list. It will logically complete the **Supervisor Approval** stage for the Loan Application. The Workflow Orchestrator will automatically move this application to the next processing stage, **Offer Issue**.

The stage movement is driven by the business configuration for a given combination of **Process Code**, **Life Cycle** and **Business Product Code**.

- Enter the remarks in **Remarks**.

8. Click **Submit**.

→ The **Confirmation** screen is displayed.

**Figure 106: Confirmation**9. Click **Go to Free Task**.

→ The **Free Tasks** screen is displayed.

**Figure 107: Free Tasks**

Free Tasks									
<span>Refresh</span> <span>Acquire</span> <span>Delegate</span> <span>Reassign</span> <span>Flow Diagram</span>									
Action	Priority	Process Name	Process Reference Number	Application Number	Stage	Application Date	Branch	Customer Number	Amount
<span>Acquire &amp; E</span>		Loans Retail Process Ma...	000HMEIN10000826	000APP000003950	Account Creation	19-03-22	000		

The system successfully moves the Application Reference Number along with the sub process reference numbers [Loan Account] to the Offer Issue on Host stage. This application is will be available in the FREE TASK list. The user who has the access rights will be able to acquire and proceed with the next processing stage of the application.

The following notification will be sent to the user, if application is initiated from assisted channel, and to the Oracle Banking Digital Experience customer, if application is initiated from self-service.

New Personal Loan with Application Number 000APP000000297 dated Mar 26, 2020 for Loan Amount GBP 142500.00 has been approved on Mar 26, 2020

## 4.10 Offer Issue Stage

After due diligence and Assessment approval, the Application will move to the Offer issue stage where the Approver will generate the offer letter. As a reference, the relevant completed data segments will be made available to the Approver before the application can be moved to the next stage. These completed data segments are from the Application Underwrite Stage and Application Assessment Stage. The data segments are displayed in view only mode for the Approver to browse.

In the Offer Issue stage, provide the required details under each data segment. The Offer issue stage has the following reference data segments:

- [4.4.1 Credit Rating Details](#) – View only as available in Underwriting stage
- [4.4.2 Valuation Details](#)- View only as available in Underwriting stage
- [4.4.3 Legal Opinion](#) - View Only as available in Underwriting stage
- [4.5.2 Assessment Details](#) - View Only as available in Assessment stage
- [4.10.1 Offer Issue](#)
- [4.10.2 Summary](#)

### 4.10.1 Offer Issue

Offer Issue is the first data segment of Offer Issue stage. The user can acquire the application from Free Tasks list.

1. Click **Acquire & Edit** in the Free Tasks screen of the previous stage – Supervisor Approval stage.

→ The **Offer Issue** screen is displayed.

**Figure 108: Offer Issue**

The screenshot shows the 'Offer Issue' screen for application ID 000APP000012904. The interface includes a top navigation bar with tabs for 'Assessment Details', 'Offer Issue', and 'Summary'. The 'Offer Issue' tab is active, displaying a form with the following fields:

Applicant Name MR. John Barlow	Approved Loan Amount £209,900.70	Loan Tenure 1 Years 0 Months 0 Days	Rate Of Interest 4.5%
Instalment Type EMI	Instalment Frequency Monthly	Instalment Amount £17,922.20	
Principal £209,900.70	Interest £5,165.58	Charges £100.00	
Offer Issue Date 2020-03-26	<input type="button" value="Generate Offer"/>		

At the bottom of the screen, there is a navigation bar with buttons for 'Request Clarification', 'Back', 'Next', 'Save & Close', and 'Cancel'.

Offer Issue screen enables the approver to capture the Offer Issue date. The other data elements available in the screen are prepopulated and not editable. For more information on fields, refer to [Table 38: Offer Issue Details – Field Description](#).

**Table 38: Offer Issue Details – Field Description**

Field	Description
<b>Applicant Name</b>	Displays the applicant name.
<b>Approved Loan Amount</b>	Displays the approved loan amount.
<b>Loan Tenure</b>	Displays the loan tenure.
<b>Instalment Type</b>	Displays the instalment type.
<b>Instalment Frequency</b>	Displays the instalment frequency.
<b>Rate of Interest</b>	Displays the rate of interest.
<b>Principal</b>	Displays the principal amount.
<b>Interest</b>	Displays the interest amount.
<b>Instalment</b>	Displays the instalment amount.
<b>Charges</b>	Displays the charge amount.
<b>Offer Issue Date</b>	Select the offer issue date.
<b>Generate Offer</b>	<p>Select the checkbox to indicate if offer letter to the borrower with all the term and conditions which the borrower or applicant may accept or reject is to be sent. Also, the generate offer can be done with repayment schedule or without repayment schedule.</p> <p>Available options are:</p> <ul style="list-style-type: none"> <li>• With Schedule</li> <li>• Without Schedule</li> </ul> <p>A PDF file will be generated with the offer content. The system will generate the repayment schedule, if not generated earlier. Default template for offer issue is used in this reference workflow.</p>

Field	Description
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	<p>Click <b>Back</b> to navigate to the previous data segment within a stage.</p> <p>Since this is the first screen on the workflow, Back will be disabled.</p>
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p>
<b>Save &amp; Close</b>	<p>Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.</p>
<b>Cancel</b>	<p>Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.</p>



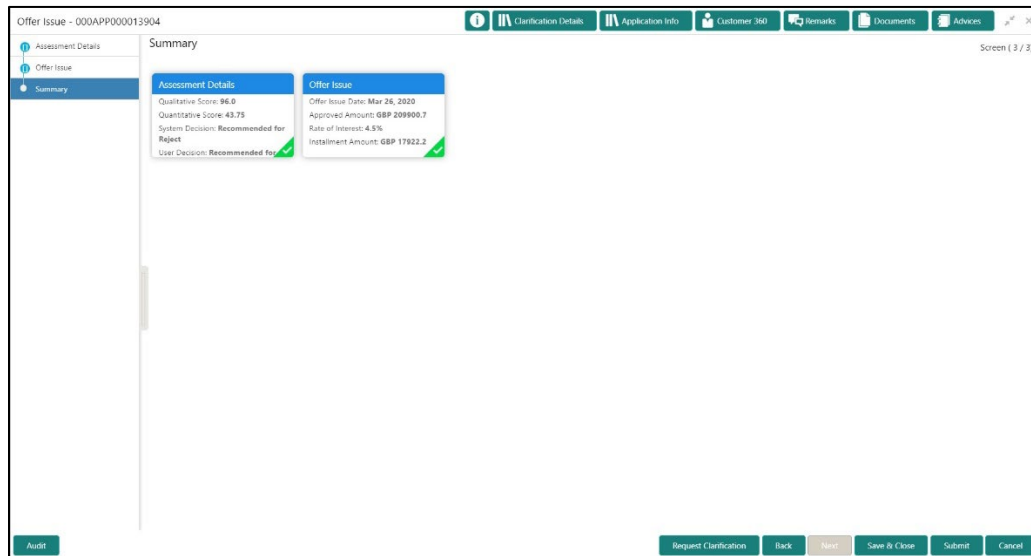
## 4.10.2 Summary

The system will display the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

1. Click **Next** in **Offer Issue** screen to proceed with the next data segment, after successfully capturing the data.

→ The **Summary** screen is displayed.

**Figure 109: Summary**



Each of these summary tiles are clickable and the user will have the option to view all the details captured under the given data segment. For more information on summary tiles, refer to [Table 39: Summary Offer Issue– Field Description](#).

**Table 39: Summary Offer Issue– Field Description**

Data Segment	Description
Credit Rating Details	Displays the credit rating details.
Valuation of Asset	Displays the valuation of asset details.
Legal Opinion Details	Displays the legal opinion details.
Assessment Details	Displays the assessment details.
Offer Issue Details	Displays the offer issue details.

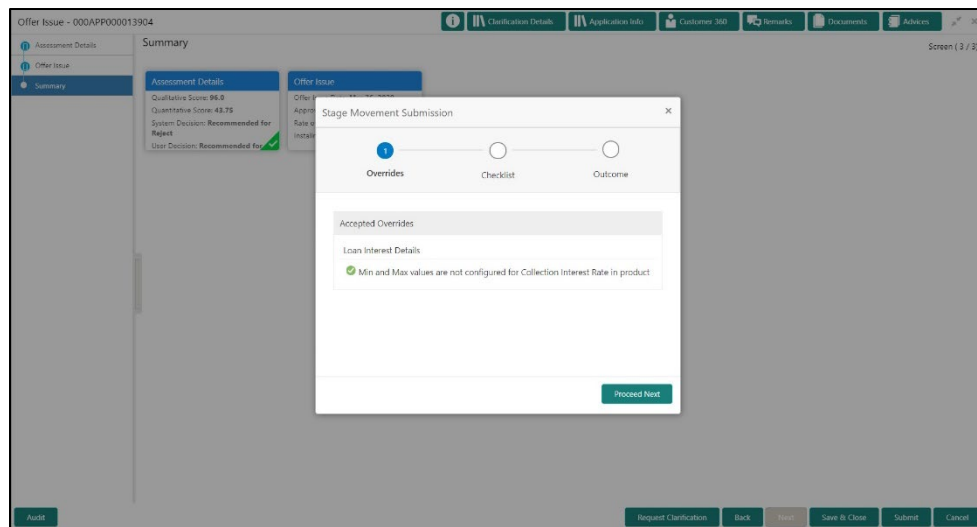
Data Segment	Description
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p> <p><b>NOTE:</b> Next is deactivated in the Summary screen as the capture of data across all the data segments in this stage are completed.</p>
<b>Save &amp; Close</b>	Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.
<b>Submit</b>	Click <b>Submit</b> to submit the application. The system triggers the business validation to ensure the application is entitled for submission to the next stage.

Data Segment	Description
<b>Cancel</b>	Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.

- Click **Submit** to reach the **OUTCOME**, where the overrides, checklist and the documents for this stage can be validated or verified.

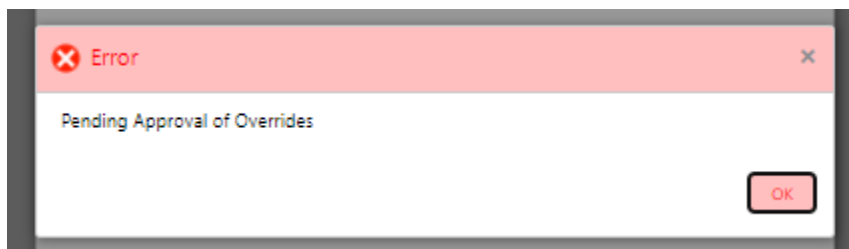
→ The **Overrides** screen is displayed.

**Figure 110: Overrides**



The system displays the following error message if overrides are not accepted.

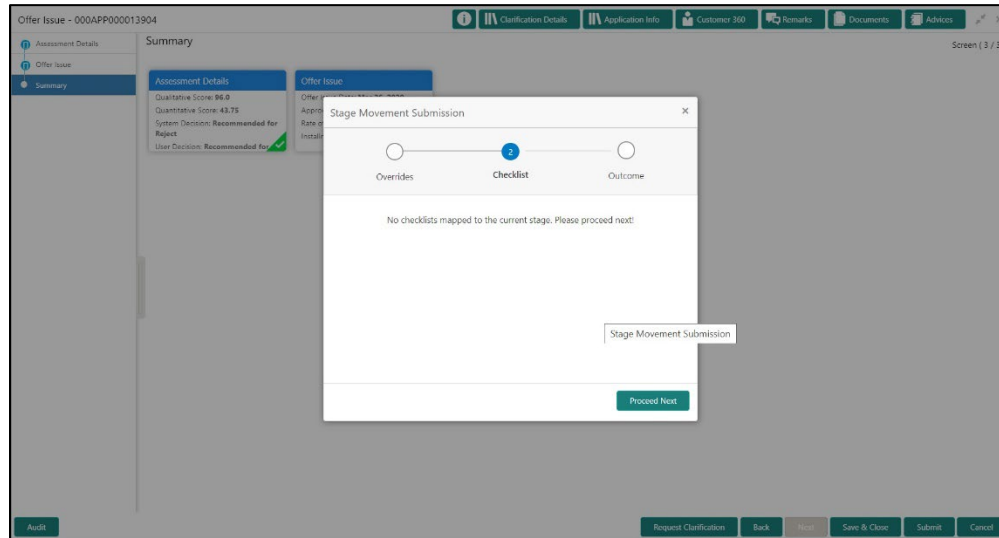
**Figure 111: Error Message**



3. Click **Accept Overrides & Proceed**.

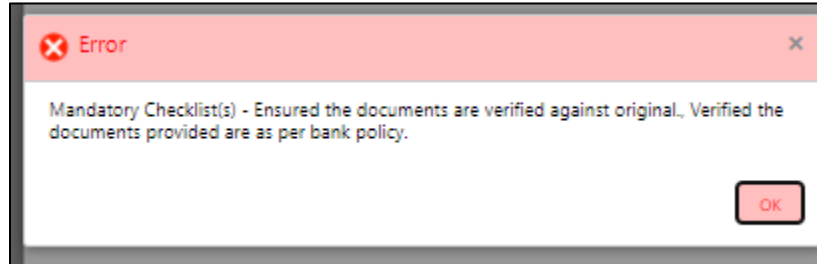
→ The **Checklist** screen is displayed.

**Figure 112: Checklist**



The system displays the following error message if checklist is not verified.

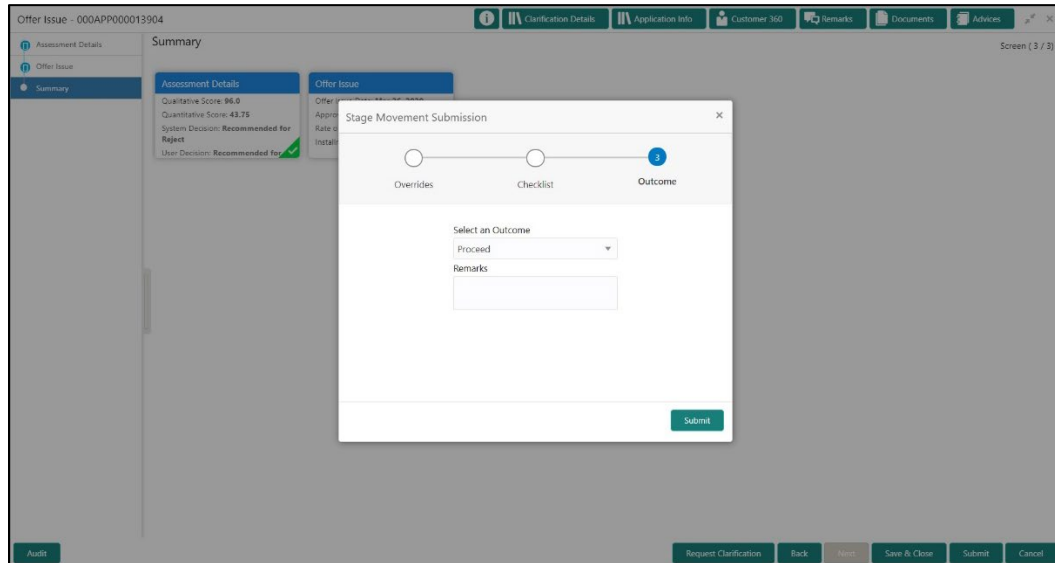
**Figure 113: Error Message**



4. Click **Save & Proceed**.

→ The **Outcome** screen is displayed.

**Figure 114: Outcome**



5. Select **Proceed** outcome from the drop-down list. Available options are:

- Proceed
- Return to Application Entry stage
- Return to Application Enrich stage
- Return to Underwrite stage
- Return to Assessment stage
- Reject Application

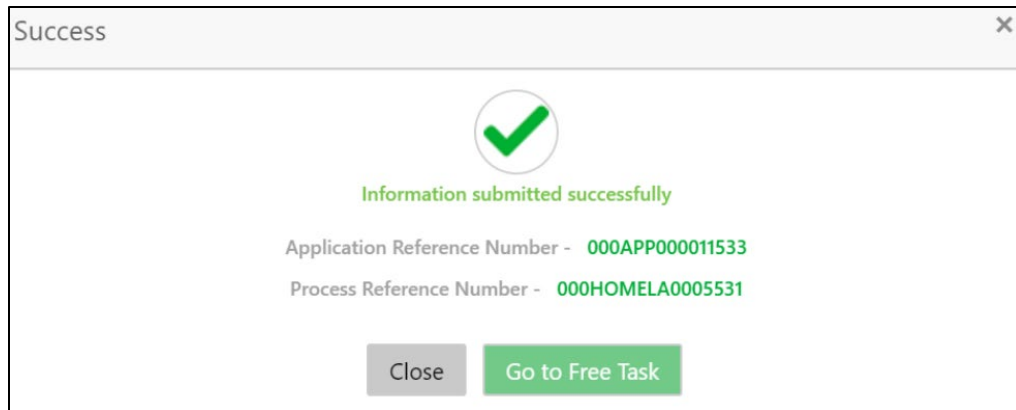
6. Select **Proceed** outcome from the drop-down list. It will logically complete the **Offer Issue** stage for the Loan Application. The Workflow Orchestrator will automatically move this application to the next processing stage, **Offer Accept/Reject**.

The stage movement is driven by the business configuration for a given combination of **Process Code**, **Life Cycle** and **Business Product Code**.

7. Enter the remarks in **Remarks**.

8. Click **Submit**.

→ The **Confirmation** screen is displayed.

**Figure 115: Confirmation**

9. Click **Go to Free Task**.

→ The **Free Tasks** screen is displayed.

**Figure 116: Free Tasks**

Free Tasks										
<div> <span>Refresh</span> <span>Acquire</span> <span>Delegate</span> <span>Reassign</span> <span>Flow Diagram</span> </div>										
Action	Priority	Process Name	Process Reference Number	Application Number	Stage	Application Date	Branch	Customer Number	Amount	
<a href="#">Acquire &amp; F</a>		Loans Retail Process Ma...	000HOMELN10000238	000APP000003950	Offer Accept/Reject	19-03-22	000			

The system successfully moves the Application Reference Number along with the sub process reference numbers [Loan Account] to the Application Offer Accept / Reject stage. This application is will be available in the FREE TASK list. The user who has the access rights will be able to acquire and proceed with the next processing stage of the application.

The following notification will be sent to the user, if application is initiated from assisted channel, and to the Oracle Banking Digital Experience customer, if application is initiated from self-service.

Loan Offer has been generated on Mar 26, 2020 for New Personal Loan with Application Number 000APP000000297 dated Mar 26, 2020 for Loan Amount GBP 142500

## 4.11 Offer Accept / Reject Stage

After the Offer Issue stage, the offer letter will be sent or communicated to the borrower or applicant. The Offer Accept / Reject stage will enable the user to record the customer response – Accept or Reject as the case may be. Also, the offer made can be amended based on Customer request – viz., change in Principal Amount, Interest Rate, Margin or Tenure. The post offer amend can be routed back to the relevant previous completed stages like Application Entry / Loan Application Enrichment. If the business wants the Loan Underwriting stage or the Loan Assessment stage to be redone, they can be configured accordingly, post which the new offer with the revised terms will be issued to the borrower or applicant for acceptance.

In the Offer Accept / Reject stage, provide the required details under each data segment. The Offer Accept / Reject stage has the following reference data segments:

- [4.5.2 Assessment Details](#) – View only as available in Assessment stage
- [4.10.1 Offer Issue](#) - View only as available in Offer Issue stage
- [4.11.1 Offer Accept / Reject](#)
- [4.11.2 Summary](#)

### 4.11.1 Offer Accept / Reject

Offer Accept/Reject is the first data segment of Offer/Accept stage. The user can acquire the application from Free Tasks list.

1. Click **Acquire & Edit** in the Free Tasks screen of the previous stage – Offer Issue stage.

→ The **Offer Accept/Reject** screen is displayed.

**Figure 117: Offer Accept / Reject**

Offer Accept/Reject - 000APP000013904

Offer Accept/Reject

Applicant Name: MR

Approved Loan Amount: £209,900.70

Loan Tenure: 1 Years 0 Months 0 Days

Rate Of Interest: 4.5%

Instalment Type: EMI

Instalment Frequency: Monthly

Instalment Amount: £17,922.20

Principal: £209,900.70

Interest: £5,165.58

Charges: £100.00

Offer Issue Date: 2020-03-26

Offer Expiry Date: 2020-04-16

Customer Response

Audit

Request Clarification Back Next Save & Close Cancel

2. Specify the details in the relevant data fields. For more information on fields, refer to [Table 40: Offer Accept/Reject – Field Description](#).

**Table 40: Offer Accept/Reject – Field Description**

Field	Description
<b>Customer Response</b>	Select the customer response from the drop-down list. Available options are: <ul style="list-style-type: none"> <li>• Accept</li> <li>• Reject</li> <li>• Amend</li> </ul>
<b>Date Of Offer Accept/Reject</b>	Select the date of offer accept or offer reject.
<b>Offer Expiry Date</b>	Displays the date based on the expiry period configuration done at the Business Product level which is used for this Loan Account.
<b>Offer Amend</b>	Offer Amend option will be at the instance of the customer request. This will be taken as a Post Offer amendment and based on the change requested the application will be routed as part of the OUTCOME to the respective earlier stages to incorporate the changes.
<b>Post Offer Amend</b>	The post offer amend will be supported for the following data elements: <ul style="list-style-type: none"> <li>• Loan Principal</li> <li>• Loan Interest</li> <li>• Customer Margin</li> <li>• Tenure of the Loan</li> </ul>



Field	Description
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	To navigate back to the previous data segment within a stage, click <b>Back</b> .
<b>Save &amp; Close</b>	To save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later, click <b>Save &amp; Close</b> .
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p>
<b>Cancel</b>	To terminate the application and the status of the application click <b>Cancel</b> . Such applications cannot be revived later by the user.

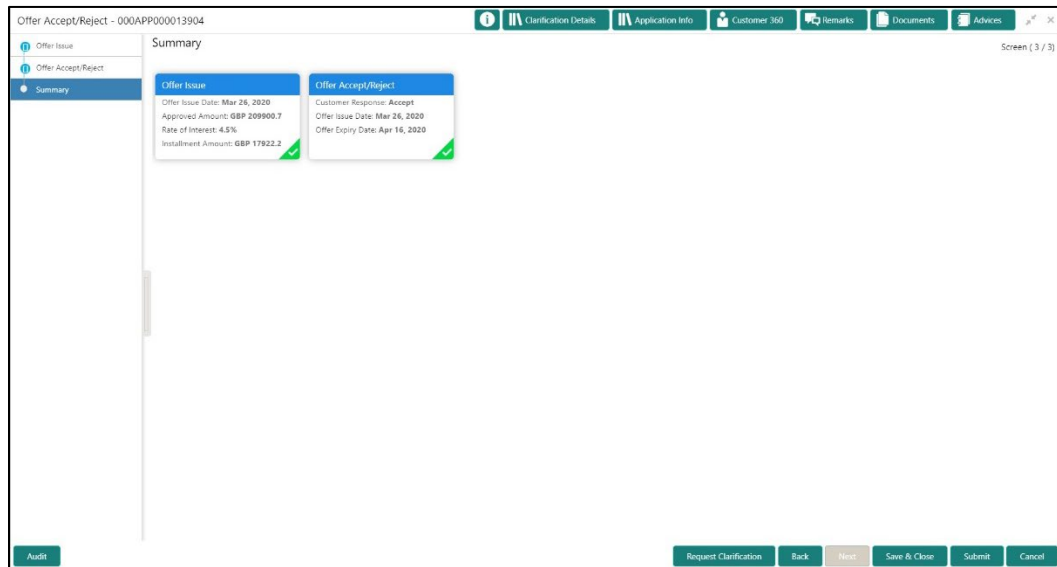
### 4.11.2 Summary

The system will display the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

1. Click **Next** in **Offer Accept/Reject** screen to proceed with the next data segment, after successfully capturing the data.

→ The **Summary** screen is displayed.

**Figure 118: Summary**



Each of these summary tiles are clickable and the user will have the option to view all the details captured under the given data segment. For more information on summary tiles, refer to [Table 41: Summary Offer Accept/Reject – Field Description](#).

**Table 41: Summary Offer Accept/Reject – Field Description**

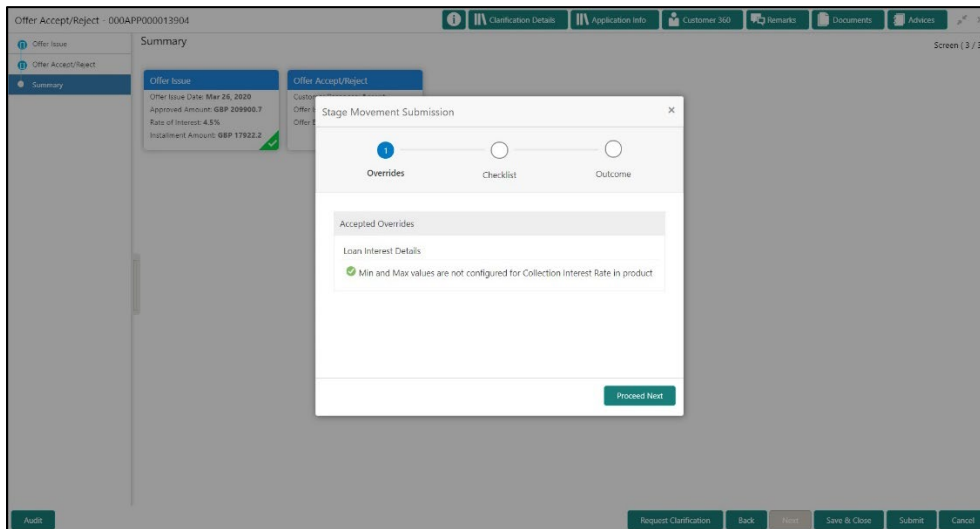
Data Segment	Description
<b>Assessment Details</b>	Displays the assessment details.
<b>Offer Issue Details</b>	Displays the offer issue details.
<b>Offer Accept / Reject Details</b>	Displays the offer accept / reject details.
<b>Request Clarification</b>	Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The

Data Segment	Description
	<p>clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p> <p><b>NOTE:</b> Next is deactivated in the Summary screen as the capture of data across all the data segments in this stage are completed.</p>
<b>Save &amp; Close</b>	Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.
<b>Submit</b>	Click <b>Submit</b> to submit the application. The system triggers the business validation to ensure the application is entitled for submission to the next stage.
<b>Cancel</b>	Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.

- Click **Submit** to reach the **OUTCOME**, where the Overrides, Checklist and the Documents for this stage can be validated or verified.

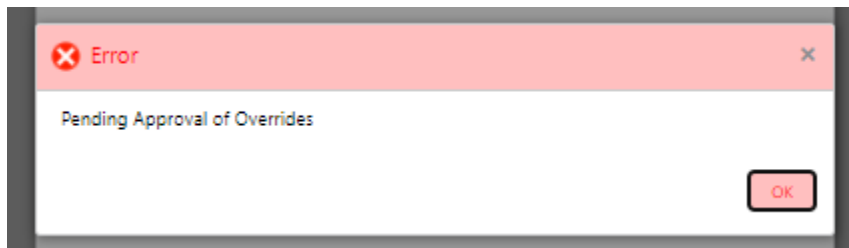
→ The **Overrides** screen is displayed.

**Figure 119: Overrides**



The system displays the following error message if overrides are not accepted.

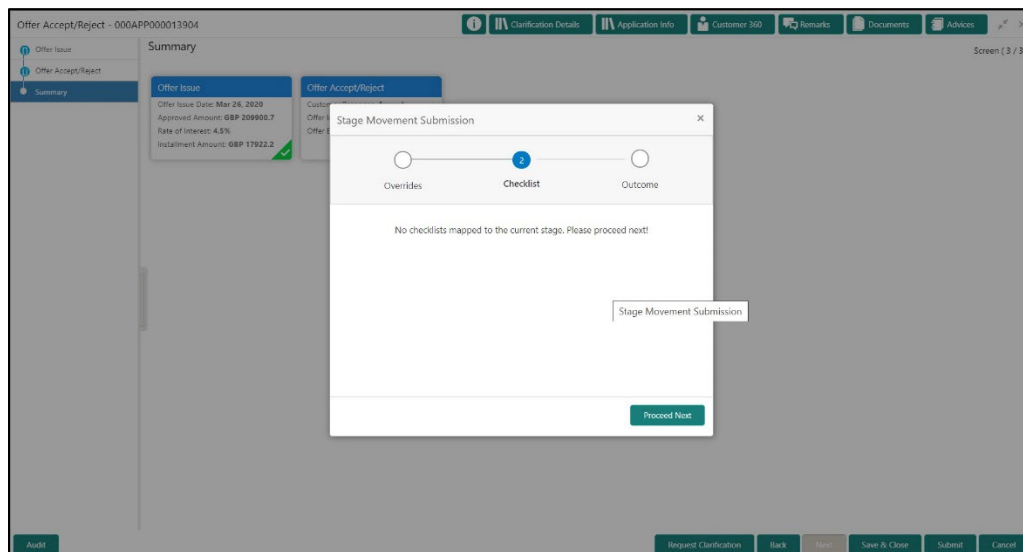
**Figure 120: Error Message**



3. Click **Accept Overrides & Proceed**.

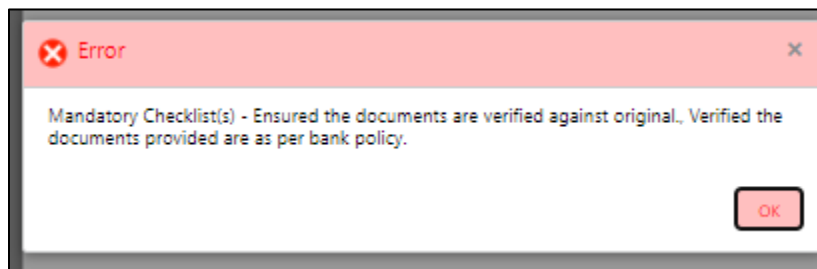
→ The **Checklist** screen is displayed.

**Figure 121: Checklist**



The system displays the following error message if checklist is not verified.

**Figure 122: Error Message**



4. Click **Save & Proceed**.

→ The **Outcome** screen is displayed.

**Figure 123: Outcome**

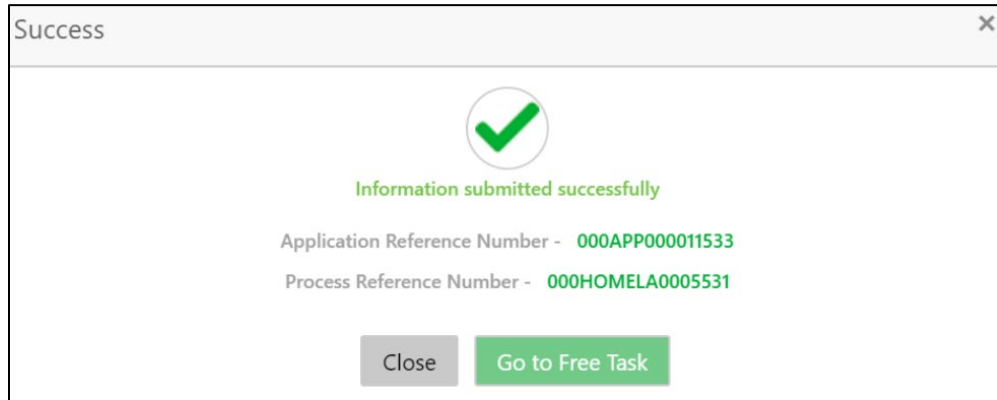
5. Select **Proceed** outcome from the drop-down list. Available options are:
  - Proceed
  - Return to Application Entry stage
  - Return to Application Enrich stage
  - Return to Underwrite stage
  - Return to Assessment stage
  - Reject Application
6. Select **Proceed** outcome from the drop-down list. It will logically complete the **Offer Accept/Reject** stage for the Loan Application. The Workflow Orchestrator will automatically move this application to the next processing stage, **Account Approval** on Host.
 

The stage movement is driven by the business configuration for a given combination of **Process Code**, **Life Cycle** and **Business Product Code**.
7. Enter the remarks in **Remarks**.

8. Click **Submit**.

→ The **Confirmation** screen is displayed.

**Figure 124: Confirmation**



9. Click **Go to Free Task**.

→ The **Free Tasks** screen is displayed.

**Figure 125: Free Tasks**

 A screenshot of the "Free Tasks" screen. It shows a table with columns: Action, Priority, Process Name, Process Reference Number, Application Number, Stage, Application Date, Branch, Customer Number, and Amount. The first row of data shows an "Acquire & E..." task with a priority of 1, process name "Loans Retail Process Ma...", process reference number "000HOMELA0005531", application number "000APP000011533", stage "Account Creation", application date "19-03-22", branch "000", and customer number "000".
 

Action	Priority	Process Name	Process Reference Number	Application Number	Stage	Application Date	Branch	Customer Number	Amount
Acquire & E...	1	Loans Retail Process Ma...	000HOMELA0005531	000APP000011533	Account Creation	19-03-22	000	000	

The system successfully moves the Application Reference Number along with the sub process reference numbers [Loan Account] to the Account Approval on Host stage. This application is will be available in the FREE TASK list. The user who has the access rights will be able to acquire and proceed with the next processing stage of the application.

If account creation process is set to be as automatic workflow, then there will not be an Account Creation stage configured at the Business Process level. In this case, when the user submits the Offer Accept/Reject stage, Loan Account creation request will be triggered from Oracle FLEXCUBE Onboarding - Account Open Process Management workflow to the HOST.

However, if there is an error encountered while submitting to the host, a new wait task is created and user once acquire the task, BackOffice Error data segment will be displayed with the host errors.

**Figure 126: Backoffice Errors**

Backoffice Errors
Status
FAILURE
Error Code : CL-LM-00103
Message : Invalid Customer ID
Error Code : CL-LM-00104
Message : Principal Amount exceeds the Total Disbursement Details

This stage will have the following outcomes:

- Retry
- Return

Select the option Retry, for any technical errors. And, select the option Return, if user wants to correct any values, wherein the application will move to the Application Entry stage.

The following notification will be sent to the user, if application is initiated from assisted channel, and to the Oracle Banking Digital Experience customer, if application is initiated from self-service.

Loan Offer has been accepted for New Personal Loan with Application Number 000APP000000297 dated Mar 26, 2020 for Loan Amount GBP 142500 on Mar 26, 2020



## 4.12 Post Offer Amendment Stage

The Post Offer Amendment stage has the following reference data segments:

- [4.10.1 Offer Issue](#)— View Only as available in Offer Issue stage
- [4.12.1 Post Offer Amendment](#)
- [4.12.2 Loan Disbursement Details](#)
- [4.12.3 Loan Repayment Details](#)
- [4.12.4 Summary](#)

### 4.12.1 Post Offer Amendment

Post Offer Amendment is the first data segment of Post Offer Amendment stage. The user can acquire the application from Free Tasks list.

1. Click **Acquire & Edit** in the Free Tasks screen of the previous stage – Offer/Accept stage.

#### Prerequisite

Only if Customer Response is selected as Amend in **Offer Accept/Reject** data segment.

→ The **Post Offer Amendment** screen is displayed.

**Figure 127: Post Offer Amendment**

The screenshot displays the 'Post Offer Amendment' screen for application ID 000APP000013904. The interface includes a top navigation bar with tabs for 'Clarification Details', 'Application Info', 'Customer 360', 'Remarks', 'Documents', and 'Advices'. A left sidebar contains a menu with 'Post Offer Amendment' (selected), 'Loan Disbursement Details', 'Loan Repayment Details', and 'Summary'. The main content area is titled 'Post Offer Amendment' and contains several data fields:

- Applicant Name:** A text input field.
- Offer Issue Date:** 26 Mar 2020
- Offer Expiry Date:** 16 Apr 2020
- Offer Amend Date:** 26 Mar 2020
- Approved Loan Amount:** £209,900.70
- Loan Tenure:** 1 Years
- Installment Type:** EMI
- Rate Of Interest:** 4.5
- Margin:** 0
- Effective Rate:** 4.50

At the bottom of the screen, there is an 'Audit' button on the left and a row of action buttons on the right: 'Request Clarification', 'Back', 'Next', 'Save & Close', and 'Cancel'.

2. Specify the details in the relevant data fields. For more information on fields, refer to [Table 42: Post Offer Amendment - Field Description](#).

Table 42: Post Offer Amendment - Field Description

Field	Description
<b>Applicant Name</b>	Displays the applicant's name.
<b>Offer Issue Date</b>	Displays the date of offer issued.
<b>Offer Expiry Date</b>	Displays the date based on the expiry period configuration done at the Business Product level which is used for this Loan Account.
<b>Offer Amend Date</b>	Select the offer amend date.
<b>Approved Loan Amount</b>	Specify the amended approved loan amount.
<b>Loan Tenure</b>	Specify the amended loan tenure.
<b>Installment Type</b>	Displays the installment type.
<b>Rate of Interest</b>	Displays the rate of interest.
<b>Margin</b>	Specify the amended margin.
<b>Effective Rate</b>	Displays the amended effective rate. Effective Rate = Rate of Interest + Margin.
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.

Field	Description
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p>
<b>Save &amp; Close</b>	<p>Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.</p>
<b>Cancel</b>	<p>Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.</p>

## 4.12.2 Loan Disbursement Details

Loan Disbursement Details is the next data segment of Post Offer Amendment stage.

1. Click **Next** in **Post Offer Amendment** screen to proceed with the next data segment, after successfully capturing the data.

→ The **Loan Disbursement Details** screen is displayed.

**Figure 128: Loan Disbursement Details**

The screenshot displays the 'Loan Disbursement Details' screen within the 'Post Offer Amendment' stage. The interface includes a sidebar with navigation options: Assessment Details, Post Offer Amendment, Loan Disbursement Details (selected), Loan Repayment Details, and Summary. The main content area contains several input fields: 'Multiple' (toggle), 'Loan Amount' (GBP209,900.70), 'Number Of Disbursement' (1), 'First Disbursement Date' (26 Mar 2020), 'Total Disbursement' (GBP £1,000,000.00), 'Disbursement Mode' (Internal Account), 'Customer Account' (0000060940030), and 'Branch Code' (000). The screen is titled 'Post Offer Amendment - 000APP000013904' and includes a top navigation bar with icons for Clarification Details, Application Info, Customer 360, Remarks, Documents, and Advises. At the bottom, there are buttons for 'Request Clarification', 'Back', 'Next', 'Save & Close', and 'Cancel'.

2. Specify the details in the relevant data fields. Mandatory data fields are indicated with asterisk. Disbursement Details enables the user to capture the various methods. For more information on fields, refer to the [Table 43: Loan Disbursement Details – Field Description](#).

**Table 43: Loan Disbursement Details – Field Description**

Field	Description
<b>Loan Amount</b>	Displays the loan amount defaulted from the Loan Details screen in Application Entry stage.
<b>Disbursement Frequency</b>	<p>Displays the Disbursement frequency.</p> <p>If <b>Multiple</b> toggle is enabled, then <b>Disbursement Frequency</b> is enabled. Available options are:</p> <ul style="list-style-type: none"> <li>• Daily</li> <li>• Monthly</li> <li>• Weekly</li> </ul>

Field	Description
	<ul style="list-style-type: none"> <li>Quarterly</li> <li>Half Yearly</li> <li>Yearly</li> </ul>
<b>Number of Disbursement*</b>	Displays the number of disbursement.
<b>First Disbursement Date*</b>	Select the first disbursement date.
<b>Disbursement Schedule*</b>	<p>Based on multiple or single frequency, the table can be populated to display the <b>Date of Disbursement</b>, <b>Amount</b> and <b>Running Balance</b> of disbursed amount against each row.</p> <p>Based on the <b>First Disbursement Date</b> and the <b>Disbursement Frequency</b>, the dates are automatically populated.</p> <p>However, the disbursement amounts for the respective dates will have to be captured by the user.</p>
<b>Disbursement Mode*</b>	Select the disbursement mode.
<b>Customer Account*</b>	Search and Select the customer account number.
<b>Branch Code*</b>	Specify the branch code associated with customer account number.
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>

Field	Description
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p>
<b>Save &amp; Close</b>	Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.
<b>Cancel</b>	Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.

### 4.12.3 Loan Repayment Details

Loan Repayment Details will enable the user to capture the repayment details.

1. Click **Next** in **Loan Disbursement Details** screen to proceed with the next data segment, after successfully capturing the data.

→ The **Loan Repayment Details** screen is displayed.

**Figure 129: Loan Repayment Details**

2. Specify the details in the relevant data fields. Mandatory data fields are indicated with asterisk. For more information on fields, refer to the [Table 44: Loan Repayment Details – Field Description](#).

**Table 44: Loan Repayment Details – Field Description**

Field	Description
<b>Type of Repayment*</b>	Select the type of repayment.
<b>Repayment Frequency*</b>	Select the repayment frequency.
<b>First Repayment Date</b>	Displays the first repayment date defaulted from the Loan Details screen of Application Entry stage.
<b>Loan Tenure</b>	The system calculated based on <b>First Repayment Date</b> and <b>Loan Tenure</b> .

Field	Description
<b>Maturity Date</b>	The system calculated based on <b>First Repayment Date</b> and <b>Loan Tenure</b> .
<b>Repayment Mode*</b>	Select the repayment mode.
<b>Customer Account*</b>	Search and select the customer account number.
<b>Branch Code*</b>	Specify the branch code associated with customer account number.
<b>Moratorium Period (in months)</b>	Displays the Moratorium period.
<b>Show Repayment Schedule</b>	<p>This link will enable to user to generate the repayment schedule which will display the details of installment amount with the principal and interest break up for the given tenure.</p> <p>If moratorium period is provided, then the system will generate repayment schedule based on the moratorium period.</p>
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.



Field	Description
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p>
<b>Save &amp; Close</b>	<p>Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.</p>
<b>Cancel</b>	<p>Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.</p>

### 4.12.3.1 Repayment Schedule

Repayment Details will be pushed into the Host – APIs are provided – to ensure the seamless workflow in the lifecycle of the loan account at the Host.

1. Click **Show Repayment Schedule**.

#### Prerequisite

Only if **Moratorium Period** is not specified in Repayment Schedule screen.

→ The **Repayment Schedule** screen is displayed.

**Figure 130: Repayment Schedule**

S. No.	Date	Installment	Principal	Interest	O/S Balance
1	2020-04-26	17922.2	17122.17	800.03	
2	2020-05-26	17922.2	17211.13	711.07	
3	2020-06-26	17922.2	17253.03	669.17	
4	2020-07-26	17922.2	17338.25	583.95	
5	2020-08-26	17922.2	17384.87	537.33	
6	2020-09-26	17922.2	17451.13	471.07	
7	2020-10-26	17922.2	17530.7	391.5	
8	2020-11-26	17922.2	17584.47	337.73	
9	2020-12-26	17922.2	17660.22	261.98	
10	2021-01-26	17922.2	17718.35	203.85	
11	2021-02-26	17922.2	17785.96	136.24	
12	2021-03-26	17922.08	17860.42	61.66	

#### Prerequisite

Only if **Moratorium Period** is specified in Repayment Schedule screen.

→ The **Repayment Schedule** screen is displayed.

**Figure 131: Repayment Schedule**

S. No.	Date	Installment	Principal	Interest
1	2020-04-26	0	0	2117.49
2	2020-05-26	0	0	2049.18
3	2020-06-26	0	0	2117.49
4	2020-07-26	0	0	2049.18
5	2020-08-26	0	0	2117.49
6	2020-09-26	0	0	2117.49
7	2020-10-26	15671.73	12658.68	10321.8
8	2020-11-26	15671.73	12639.57	4064.1
9	2020-12-26	15671.73	12793.46	3851.02
10	2021-01-26	15671.73	12773.97	3878.01

## 4.12.4 Summary

The system will display the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

1. Click **Next** in **Offer Accept/Reject** screen to proceed with the next data segment, after successfully capturing the data.

→ The **Summary** screen is displayed.

**Figure 132: Summary**

Each of these summary tiles are clickable and the user will have the option to view all the details captured under the given data segment. For more information on summary tiles, refer to [Table 45: Summary Post Offer Amendment – Field Description](#).

**Table 45: Summary Post Offer Amendment – Field Description**

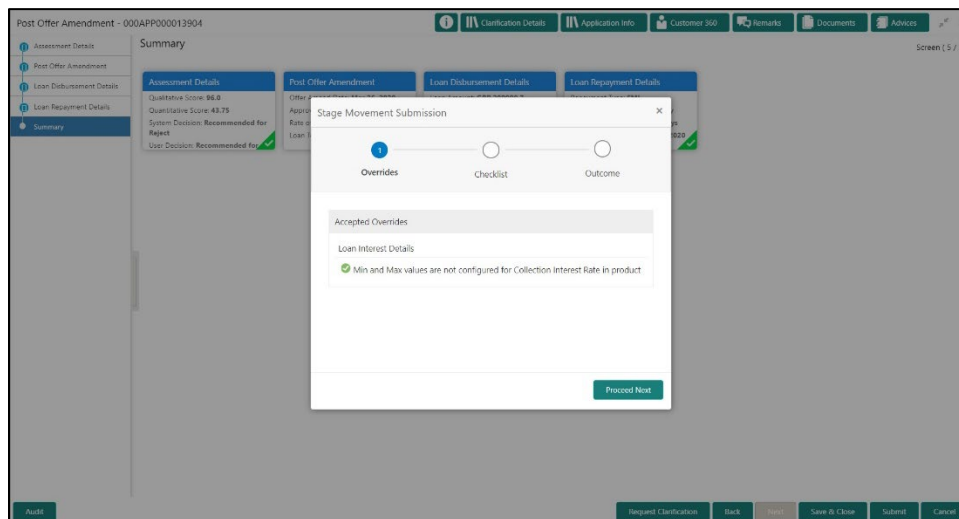
Data Segment	Description
<b>Assessment Details</b>	Displays the assessment details.
<b>Post Offer Amendment Details</b>	Displays the post offer amendment details.
<b>Loan Disbursement Details</b>	Displays the loan disbursement details.
<b>Loan Repayment Details</b>	Displays the loan repayment details.
<b>Request Clarification</b>	Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the

Data Segment	Description
	<p>Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p> <p><b>NOTE:</b> Next is deactivated in the Summary screen as the capture of data across all the data segments in this stage are completed.</p>
<b>Save &amp; Close</b>	Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.
<b>Submit</b>	Click <b>Submit</b> to submit the application. The system triggers the business validation to ensure the application is entitled for submission to the next stage.
<b>Cancel</b>	Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.

2. Click **Submit** to reach the **OUTCOME**, where the Overrides, Checklist and the Documents for this stage can be validated or verified.

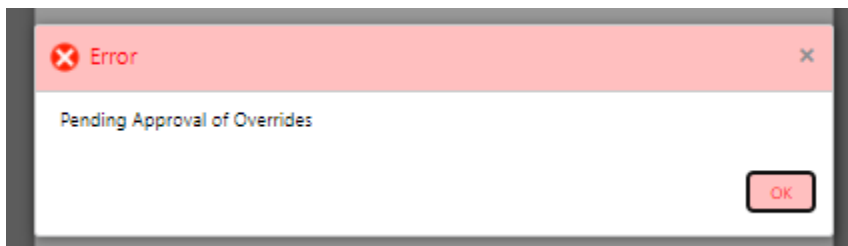
→ The **Overrides** screen is displayed.

**Figure 133: Overrides**



The system displays the following error message if overrides are not accepted.

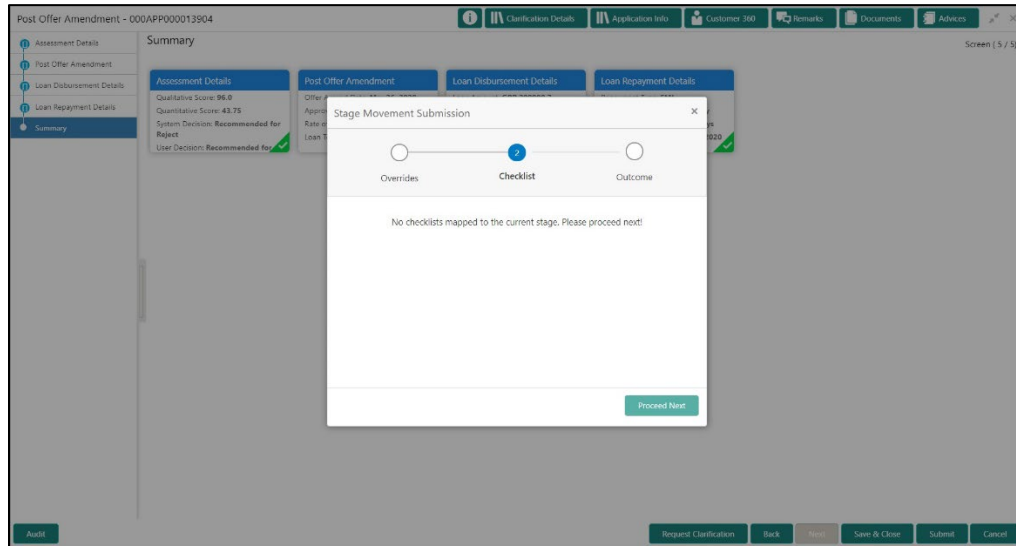
**Figure 134: Error Message**



3. Click **Accept Overrides & Proceed**.

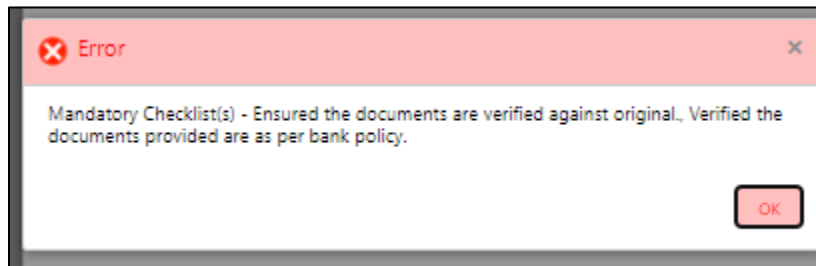
→ The **Checklist** screen is displayed.

**Figure 135: Checklist**



The system displays the following error message if checklist is not verified.

**Figure 136: Error Message**



4. Click **Save & Proceed**.

→ The **Outcome** screen is displayed.

**Figure 137: Outcome**

The screenshot shows a window titled "Stage Movement Submission" with a close button (X) in the top right corner. At the top, there is a progress bar with three stages: "Overrides", "Checklist", and "Outcome". The "Outcome" stage is currently selected and highlighted with a blue circle containing the number 1. Below the progress bar, there is a form with two fields: "Select an Outcome" (a dropdown menu with "Proceed" selected) and "Remarks" (a text area). At the bottom right of the form, there is a green "Submit" button.

5. Select **Proceed** outcome from the drop-down list. Available options are:
  - Proceed
  - Reject By Bank
6. Select **Proceed** outcome from the drop-down list. It will logically complete the **Post Offer Amend** stage for the Loan Application. The Workflow Orchestrator will automatically move this application to the next processing stage, **Loan Assessment** stage.

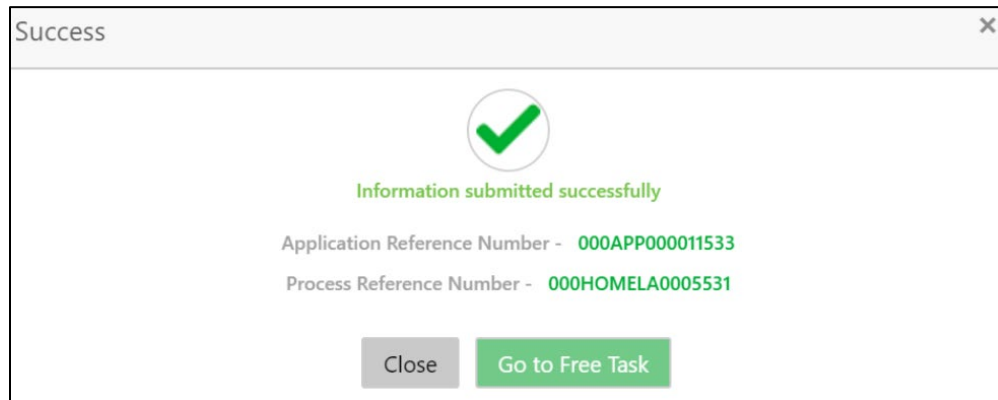
The stage movement is driven by the business configuration for a given combination of **Process Code**, **Life Cycle** and **Business Product Code**.

7. Enter the remarks in **Remarks**.

8. Click **Submit**.

→ The **Confirmation** screen is displayed.

**Figure 138: Confirmation**





## 4.13 Account Approval Stage

The Account Approval stage has the following reference data segments:

- [4.2.3 Customer Information](#) - View Only as available in Application Entry stage
- [4.2.4 Mandate Details](#) - View Only as available in Application Entry stage
- [4.2.5 Financial Details](#) - View Only as available in Application Entry stage
- [4.2.6 Collateral Details](#) - View Only as available in Application Entry stage
- [4.2.7 Guarantor Details](#) - View Only as available in Application Entry stage
- [4.4.1 Credit Rating Details](#) - View Only as available in Loan Underwriting stage
- [4.4.2 Valuation Details](#) - View Only as available in Loan Underwriting stage
- [4.4.3 Legal Opinion](#) - View Only as available in Loan Underwriting stage
- [4.5.2 Assessment Details](#) (For Auto Approved applications) – View Only as available in Loan Assessment stage
- [4.7.1 Manual Decision](#) (For Manual Decision applications) - View Only as available in Manual Credit Decision stage
- [4.10.1 Offer Issue](#) - View Only as available in Offer Issue stage
- [4.11.1 Offer Accept / Reject](#) - View Only as available in Offer Accept/Reject stage
- [4.13.1 Collateral Perfection Details](#)
- [4.13.2 Loan Summary Details](#)
- [4.13.3 Summary](#)

### 4.13.1 Collateral Perfection Details

Collateral Perfection Details is the first data segment of Account Approval stage.

1. Click **Acquire & Edit** in the Free Tasks screen of the previous stage – Offer/Accept stage.  
→ The **Collateral Perfection Details** screen is displayed.

**Figure 139: Collateral Perfection Details**

Account Approval - 000APP000008200

Collateral Perfection Details

MR

Date of Birth: [ ] Email: [ ] Phone Number: [ ] Mobile: [ ]

Collateral ID: OFLOCOL000000250 Collateral Description: NA Liability ID: 000908 Liability Description: [ ]

Registration Authority \* Registration Request Date \* Registration Date \* Confirmation Date \*

Registration Status \* Registration Reference Number \*

Audit Request Clarification Back Next Save & Close Cancel

2. Specify the details in the relevant data fields. Mandatory data fields are indicated with asterisk. For more information on fields, refer to [Table 46: Collateral Perfection Details – Field Description](#).

**Table 46: Collateral Perfection Details – Field Description**

Field	Description
<b>Applicant Name</b>	Displays the applicant name.
<b>Date of Birth</b>	Displays the applicant's date of birth.
<b>E-mail</b>	Displays the e-mail id of the applicant.
<b>Mobile</b>	Displays the mobile number of the applicant.
<b>Collateral ID</b>	Displays the Collateral ID.
<b>Collateral Description</b>	Displays the description of the collateral.
<b>Liability ID</b>	Displays the Liability ID
<b>Liability Description</b>	Displays the Liability description.

Field	Description
<b>Registration Authority*</b>	Specify the name of the registration authority.
<b>Registration Request Date*</b>	Select the date when the registration is requested.
<b>Registration Date*</b>	Select the date when the registration is completed.
<b>Confirmation Date*</b>	Select the date when the registration is confirmed.
<b>Registration Status*</b>	Specify the status of registration.
<b>Registration Reference Number*</b>	Specify the registration reference number.
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p>
<b>Save &amp; Close</b>	Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.

Field	Description
Cancel	Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.

**NOTE:** All the fields will be fetched from Oracle Banking Credit Facilities Process Management in read only mode if integrated with Oracle Banking Credit Facilities Process Management.

### 4.13.2 Loan Summary Details

Loan Summary Details is the next data segment of Account Approval stage.

1. Click **Next** in **Collateral Perfection Details** screen to proceed with the next data segment, after successfully capturing the data.

#### Prerequisite

Only if **Customer Response** is selected as Amend in Offer Accept/Reject data segment.

→ The **Loan Summary Details** screen is displayed.

**Figure 140: Loan Summary Details**

Account Approval - 000APP000008200

Screen ( 4 / 18 )

**Loan Summary Details**

Applicant Name

Account Type: Personal Loan | Account Branch: 000 | Product Code: PRLN02 | Product Name: Supervisor Personal Loan

Host Product Code: RPPL | Host Product Description: Retail Process Personal Loan

**Application Details**

Loan Amount: £14,990.00 | Loan Tenure: 2 Years 0 Months 0 Days | Interest Rate: 2.9

Repayment Method: EMI | Repayment Frequency: Quarterly | [Repayment Schedule View](#)

**Application Life Cycle Details**

Application Date: Mar 27, 2021 | Assessment Approval Method | Offer Approved Date: Mar 27, 2021

Offer Accepted Date: Mar 27, 2021

**Approval Details**

Approver Id	Stage	Date
SYSTEM	RPL_RLNORG_SUPAPPRVL	2021-03-27

User Recommendation | User Action

Audit | Request Clarification | Back | Next | Save & Close | Cancel

2. For more information on fields, refer to [Table 47: Loan Summary Details – Field Description](#).

**Table 47: Loan Summary Details – Field Description**

<b>Field</b>	<b>Description</b>
<b>Applicant Name</b>	Displays the applicant name.
<b>Account Type</b>	Displays the account type.
<b>Account Branch</b>	Displays the account branch name.
<b>Product Code</b>	Displays the product code selected for this loan account.
<b>Product Name</b>	Displays the product name selected or this loan account.
<b>Host Product Code</b>	Displays the host product code mapped to the business product for this loan account.
<b>Host Product Description</b>	Displays the host product name mapped to the business product for this loan account.
<b>Application Details</b>	Displays the applicant details.
<b>Loan Amount</b>	Displays the final loan approved amount.
<b>Loan Tenure</b>	Displays the final loan tenure for the approved amount.
<b>Interest Rate</b>	Displays the rate of interest for the approved loan amount.
<b>Repayment Method</b>	Displays the repayment method.
<b>Repayment Frequency</b>	Displays the frequency of repayment.
<b>Repayment Schedule View</b>	Select it to indicate if user needs to view the repayment schedule.
<b>Application Life Cycle Details</b>	Displays the application life cycle details.
<b>Application Date</b>	Displays the application date.
<b>Assessment Approval Method</b>	Displays the assessment approval method.
<b>Offer Approved Date</b>	Displays the offer approved date.

Field	Description
<b>Offer Accepted Date</b>	Displays the offer accepted date.
<b>Approval Details</b>	Displays the approval details.
<b>Approver ID</b>	Displays the approver ID.
<b>Stage</b>	Displays the stage.
<b>Date</b>	Displays the date.
<b>Offer Issue Date</b>	Displays offer issue date.
<b>User Recommendation</b>	Specify the User recommendation. Available options are: <ul style="list-style-type: none"> <li>Recommended for Approval</li> <li>Recommended for Reject</li> </ul>
<b>User Action</b>	Displays the user action based on user recommendation.
<b>Request Clarification</b>	Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.  For more information on <b>Request Clarification</b> , refer to the section <b>Request Clarification</b> .
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.

Field	Description
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p>
<b>Save &amp; Close</b>	<p>Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.</p>
<b>Cancel</b>	<p>Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.</p>

### 4.13.3 Summary

The system will display the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

1. Click **Next** in **Loan Summary Details** screen to proceed with the next data segment, after successfully capturing the data.

→ The **Summary** screen is displayed.

**Figure 141: Summary**

Account Approval - 000APP000008200

Summary

Assessment Details: Click to view more details ✓

Offer Accept/Reject: Customer Response: Accept, Offer Issue Date: Mar 27, 2021, Offer Expiry Date: Mar 28, 2021 ✓

Collateral Perfection Details: Registration Authority: , Reference Number: , Registration Date: , Confirmation Date: ✗

Loan Summary Details: Loan Amount: , Loan Tenure: , Rate of Interest: , User Recommendation: ✗

Customer Information: Name: , Applicant Type: Primary, No. Of Applicants: 1 ✓

Loan Details: Product Name: Supervisor Personal Loan, Loan Amount: GBP 14990, Loan Tenure: 2 Years 0 Months 0 Days ✓

Mandate Details: Applicant Name: , Collateral Share: 0%, Repayment Share: 100.0% ✓

Financial Details: Total Income: GBP 799000, Total Expense: GBP 28000, Net Income: GBP 689000 ✓

Guarantor Details: Guarantor Name: , Relationship With Customer: ✓

Credit Rating Details: Applicant Name: , External Rating Agency: , External Rating: 750 ✓

Valuation Details: Valuation Type: External, Valuation Amount: GBP 12000, Agency Name: , Valuation Date: Mar 27, 2021 ✓

Legal Opinion: Click to view more details ✓

Offer Issue: Offer Issue Date: Mar 27, 2021, Approved Amount: GBP 14990, Rate of Interest: 2.9%, Installment Amount: GBP 1935.53 ✓

Offer Accept/Reject: Customer Response: Accept, Offer Issue Date: Mar 27, 2021, Offer Expiry Date: Mar 28, 2021 ✓

Collateral Perfection Details: Registration Authority: , Reference Number: , Registration Date: , Confirmation Date: ✗

Buttons: Request Clarification, Back, Next, Save & Close, Submit, Cancel



Each of these summary tiles are clickable and the user will have the option to view all the details captured under the given data segment. For more information on summary tiles, refer to [Table 48: Summary Account Approval – Field Description](#).

**Table 48: Summary Account Approval – Field Description**

<b>Data Segment</b>	<b>Description</b>
<b>Customer Information</b>	Displays the customer information.
<b>Loan Details</b>	Displays the loan details.
<b>Mandate Details</b>	Displays the mandate details.
<b>Collateral Details</b>	Displays the collateral details.
<b>Guarantor Details</b>	Displays the guarantor details.
<b>Financial Details</b>	Displays the financial details.
<b>Credit Rating Details</b>	Displays the credit rating details.
<b>Valuation Details</b>	Displays the valuation details.
<b>Legal Opinion</b>	Displays the legal opinion details.
<b>Assessment Details</b>	Displays the assessment details.
<b>Manual Decision</b>	Displays the manual decision details.
<b>Offer Issue</b>	Displays the offer issue details.
<b>Offer Accept / Reject Details</b>	Displays the offer accept / reject details.
<b>Collateral Perfection Details</b>	Displays the collateral perfection details.
<b>Loan Summary Details</b>	Displays the loan summary details.

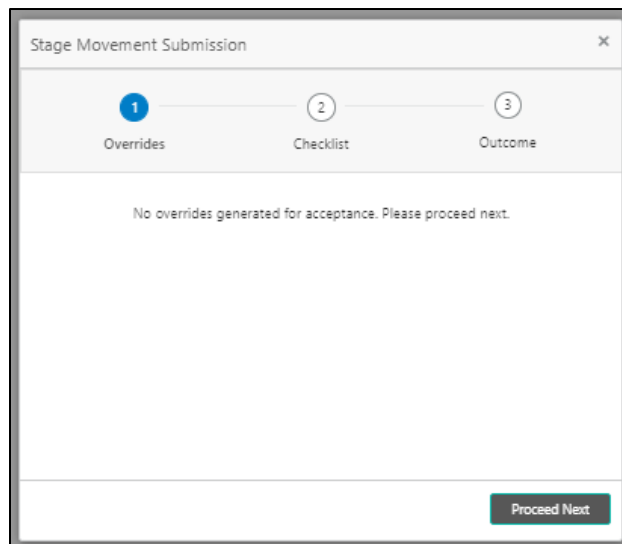
Data Segment	Description
<b>Request Clarification</b>	<p>Click <b>Request Clarification</b> to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer.</p> <p>For more information on <b>Request Clarification</b>, refer to the section <b>Request Clarification</b>.</p>
<b>Back</b>	Click <b>Back</b> to navigate to the previous data segment within a stage.
<b>Next</b>	<p>Click <b>Next</b> to navigate to the next data segment, after successfully capturing the data.</p> <p>The system will validate for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action.</p> <p>User will not be able to proceed to the next data segment, without capturing the mandatory data.</p> <p><b>NOTE:</b> Next is deactivated in the Summary screen as the capture of data across all the data segments in this stage are completed.</p>
<b>Save &amp; Close</b>	Click <b>Save &amp; Close</b> to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.
<b>Submit</b>	Click <b>Submit</b> to submit the application. The system triggers the business validation to ensure the application is entitled for submission to the next stage.

Data Segment	Description
<b>Cancel</b>	Click <b>Cancel</b> to terminate the application and the status of the application. Such applications cannot be revived later by the user.

- Click **Submit** to reach the **OUTCOME**, where the Overrides, Checklist and the Documents for this stage can be validated or verified.

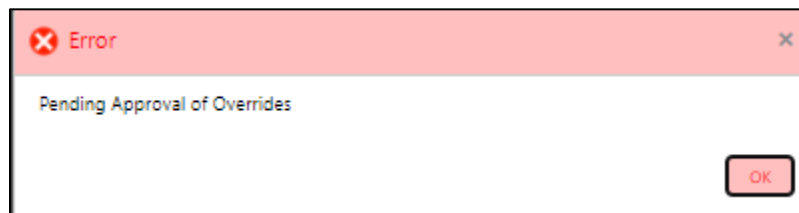
→ The **Overrides** screen is displayed.

**Figure 142: Overrides**



The system displays the following error message if overrides are not accepted.

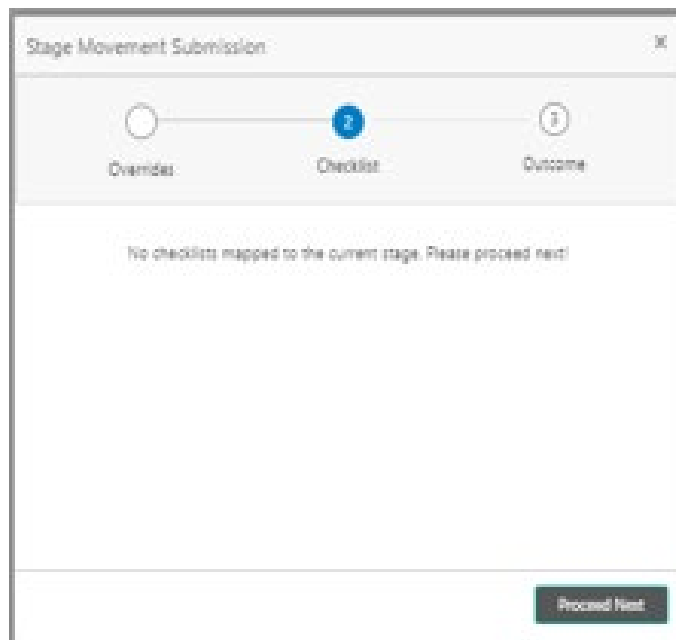
**Figure 143: Error Message**



3. Click **Accept Overrides & Proceed**.

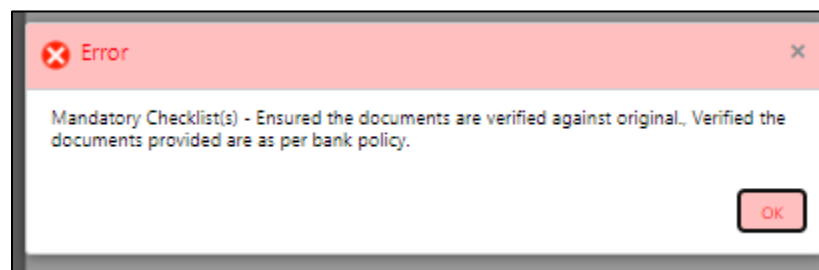
→ The **Checklist** screen is displayed.

**Figure 144: Checklist**



The system displays the following error message if checklist is not verified.

**Figure 145: Error Message**



4. Click **Save & Proceed**.

→ The **Outcome** screen is displayed.

**Figure 146: Outcome**

The screenshot shows a window titled "Stage Movement Submission". At the top, there is a progress bar with three stages: "Overrides" (represented by a circle with a dot), "Checklist" (represented by a circle with the number 2), and "Outcome" (represented by a blue circle with the number 3). Below the progress bar, there is a section titled "Select an Outcome" with a drop-down menu. The menu is open, showing two options: "Proceed" and "Return To Post Offer Amendment". At the bottom right of the window, there is a "Submit" button.

5. Select **Proceed** outcome from the drop-down list. Available options are:
  - Proceed
  - Return to Post Offer Amendment
6. Select **Proceed** outcome from the drop-down list. It will logically complete the **Account Approval** stage for the Loan Application.

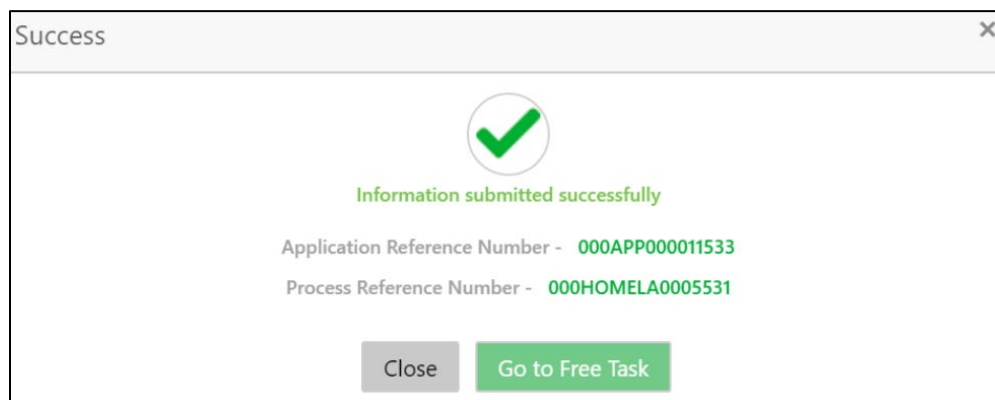
The stage movement is driven by the business configuration for a given combination of **Process Code**, **Life Cycle** and **Business Product Code**.

7. Enter the remarks in **Remarks**.

8. Click **Submit**.

→ The **Confirmation** screen is displayed.

**Figure 147: Confirmation**



**NOTE:** Collateral will be linked to Loan Account while sending to the Host.

9. Click **Go to Free Task**.

→ The **Free Tasks** screen is displayed.

**Figure 148: Free Tasks**

Free Tasks									
<div> <span>Refresh</span> <span>Acquire</span> <span>Delegate</span> <span>Reassign</span> <span>Flow Diagram</span> </div>									
#	Action	Priority	Process Name	Process Reference Number	Application Number	Stage	Application Date	Branch	Customer Number
1	Acquire & E		Loans Retail Process Ma...	000HOMELA10000026	000APP000003950	Account Creation	19-03-22	000	

The following notification will be sent to the user, if application is initiated from assisted channel, and to the Oracle Banking Digital Experience customer, if application is initiated from self-service.

Loan Account Number 000RPPL20086A0SO has been opened for New Personal Loan with Application Number 000APP000000215 dated Mar 26, 2020

Reject Application will terminate the application and no further action will be allowed on this reference number.

After the Host creates the Loan Account successfully, the response is sent back to Oracle FLEXCUBE Onboarding with the Loan Account Number.

The details of all the applications which have logically completed all their stage movements, (Rejected / Account Created) will be made available in Completed tasks for query purpose only.

## 4.14 Reference and Feedback

### 4.14.1 References

For more information on any related features, you can refer to the following documents:

- Getting Started User Guide
- Oracle Banking Security Management System User Guide
- Oracle Banking Common Core User Guide
- Process Maintenance Worklist User Guide
- Process Management Installation Guides

### 4.14.2 Documentation Accessibility

For information on Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <https://www.oracle.com/corporate/accessibility/>

### 4.14.3 Feedback and Support

Oracle welcomes customer's comments and suggestions on the quality and usefulness of the document. Your feedback is important to us. If you have a query that is not covered in this user guide or if you still need assistance, please contact documentation team.

## 5 Error Codes and Messages

This topic contains the error codes and messages.

**Table 49: Error Codes and Messages**

Error Code	Messages
RPM_CMN_APL_001	Please provide valid value for Application Number
RPM_CMN_APL_002	Please provide valid value for Process Reference number
RPM_CMN_APL_003	Address list can not be null or empty
RPM_CMN_APL_004	Applicant details model list can not be null or empty
RPM_CMN_APL_005	Please provide valid value for Country
RPM_CMN_APL_006	Please provide a valid value for AddressLine1
RPM_CMN_APL_007	Please provide a valid value for PinCode
RPM_CMN_APL_008	Please provide a valid value for Email
RPM_CMN_APL_009	Please provide a valid value for MobileIsd
RPM_CMN_APL_010	Please provide a valid value for MobileNo
RPM_CMN_APL_011	Please provide a valid value for FirstName
RPM_CMN_APL_012	Please provide a valid value for LastName
RPM_CMN_APL_013	Please provide a valid value for DateOfBirth
RPM_CMN_APL_014	Please provide a valid value for Gender
RPM_CMN_APL_015	Please provide a valid value for Country of residence



Error Code	Messages
RPM_CMN_APL_016	Please provide a valid value for Citizenship
RPM_CMN_APL_017	Empty Request Cannot be Send to Party
RPM_CMN_APL_018	Exception Occured while parsing Json Response
RPM_CMN_APL_019	Exception Occured while Producing even for Kafka
RPM_CMN_APL_020	Please select one communication address for \$1
RPM_CMN_APL_021	Please provide valid value for Address Type of \$1
RPM_CMN_APL_022	Please provide valid value for Building Name of \$1
RPM_CMN_APL_023	Please provide valid value for State of \$1
RPM_CMN_APL_024	Please provide valid value for City of \$1
RPM_CMN_APL_025	Please provide valid value for Street Name of \$1
RPM_CMN_APL_026	Exception occured while fetching applicant count
RPM_TC_011	Error occured while getting uploaded Doc
RPM-AT-001	Failed in Updating Transaction Log
RPM-AT-002	Record not found
RPM-AT-005	Mandatory Datasegment(s) - \$1
RPM-AT-015	Pending Approval of Overrides
RPM-CA-001	Error occurred while parsing from Model to Entity

Error Code	Messages
RPM-CM-FLDT-034	Total Income should not be negative
RPM-CM-FLDT-035	Total Expense should not be negative
RPM-CMN-000	Illegal State Exception
RPM-CMN-001	Exception Occurred while Executing Query
RPM-CMN-002	Number format exception
RPM-CMN-003	Server Error Occurred during API call
RPM-CMN-004	Illegal State Exception
RPM-CMN-005	JTA Transaction unexpectedly rolled back
RPM-CMN-006	Exception Occurred while creating Bean
RPM-CMN-007	Internal server error occurred
RPM-CMN-APL-027	Please provide valid value for Holding Pattern
RPM-CMN-APL-028	Please provide valid value for Ownership
RPM-CMN-APL-029	Please provide valid value for Salutation of \$1
RPM-CMN-APL-030	Please provide valid value for First Name
RPM-CMN-APL-031	Please provide valid value for Last Name
RPM-CMN-APL-032	Please provide valid value for Gender of \$1
RPM-CMN-APL-033	Please provide valid value for Date Of Birth of \$1

Error Code	Messages
RPM-CMN-APL-034	Please provide valid value for Resident Status of \$1
RPM-CMN-APL-035	Please provide valid value for Citizenship By of \$1
RPM-CMN-APL-036	Please provide valid value for Unique Id Type of \$1
RPM-CMN-APL-037	Please provide valid value for Unique Id Number of \$1
RPM-CMN-APL-038	Customer age should be more than \$1 for \$2 Product.
RPM-CMN-APL-039	Customer age should be less than \$1 for \$2 Product.
RPM-CMN-APL-040	Same Customer cannot be added multiple times as Applicant.
RPM-CMN-APL-041	Please provide valid value for Party Id for \$1
RPM-CMN-APL-042	Please provide valid value for Short Name for \$1
RPM-CMN-APL-043	Please provide valid value for Birth Country for \$1
RPM-CMN-APL-044	\$1
RPM-CMN-APL-045	\$1
RPM-CMN-APL-046	Click on 'Cancel' and correct the error or wait for the in-progress party amendment request to be complete to reinitiate the party amendment again. Alternately click on 'Proceed' to submit this stage without the amendment.
RPM-CMN-APL-047	Please provide valid value for Birth Country of \$1
RPM-CMN-APL-048	Please provide valid value for Nationality of \$1

Error Code	Messages
RPM-CMN-APL-049	Please provide valid value for Preferred Language of \$1
RPM-CMN-APL-050	Please provide valid value for Preferred Currency of \$1
RPM-CMN-APL-051	Please provide valid value for Customer SubType for \$1
RPM-CMN-APL-052	Please provide valid value for Customer Segment for \$1 .
RPM-CMN-APL-053	Please provide valid value for Marital Status of \$1 .
RPM-COM-001	JSONException occurred
RPM-CR-001	Error occurred while adding the product to cart
RPM-CR-002	Error occurred while deleting the product from cart
RPM-CR-003	Error occurred while getting the cart details
RPM-LO-ACDT-001	Start Date cannot be before the First Repayment Date
RPM-LO-ACDT-002	Please provide a valid value for Start Date
RPM-LO-ACDT-003	Please provide a valid value for Statement Type
RPM-LO-ACDT-004	Please provide a valid value for Statement Cycle
RPM-LO-ACDT-005	Please provide a valid value for Account Services Model
RPM-LO-ACDT-006	Please select a valid dropdown value for Statement Type
RPM-LO-ACDT-007	Please select a valid dropdown value for Statement Cycle
RPM-LO-ACDT-008	Please select a valid dropdown value for Holiday Check

Error Code	Messages
RPM-LO-ACDT-009	Please select a valid value for Holiday Preferences
RPM-LO-ADDT-001	Please enter a valid value for Scholarship/Bursaries Eligible Amount
RPM-LO-ADDT-002	Scholarship/Bursaries Eligible Amount should be greater than zero
RPM-LO-ADDT-003	Cost Of Course Amount should not be negative
RPM-LO-ADDT-004	Source Amount should not be negative
RPM-LO-ADDT-005	Total Cost Of Course is not equal to Individual Cost Of Courses
RPM-LO-ADDT-006	Total Source is not equal to Individual Sources
RPM-LO-ADDT-007	Please provide a valid value for Total Cost Of Course
RPM-LO-ADDT-009	Total Cost Of Course should be greater than zero
RPM-LO-ADDT-010	Please provide a valid value for Loan Requested For
RPM-LO-ADDT-011	Please provide a valid value for Admission Status
RPM-LO-ADDT-012	Please provide a valid value for Mode Of Study
RPM-LO-ADDT-013	Please provide a valid value for Proposed Course Of Study
RPM-LO-ADDT-014	Please provide a valid value for Institution
RPM-LO-ADDT-015	Please provide a valid value for University/School

Error Code	Messages
RPM-LO-ADDT-016	Please provide a valid value for Institution Ranking
RPM-LO-ADDT-017	Please provide a valid value for Specialization
RPM-LO-ADDT-018	Please provide a valid value for Course Commencement Date
RPM-LO-ADDT-019	Please provide a valid value for Employment Potential
RPM-LO-ADDT-020	Please provide a valid value for Scholarship/Bursaries Eligible
RPM-LO-ADDT-021	Please provide a valid value for Cost Of Course
RPM-LO-ADDT-022	Please provide a valid value for Source
RPM-LO-ADDT-023	Please enter a valid value for Scholarship Or Bursaries Amount Currency Code
RPM-LO-ADDT-024	Scholarship Or Bursaries Amount Currency should be same as Loan Currency
RPM-LO-ADDT-025	Please provide a valid value for Cost Of Course present in list
RPM-LO-ADDT-026	Please provide a valid value for Source present in list
RPM-LO-ADDT-027	Please select a valid dropdown value for Loan Requested For
RPM-LO-ADDT-028	Please select a valid dropdown value for Admission Status
RPM-LO-ADDT-029	Please select a valid dropdown value for Mode Of Study

Error Code	Messages
RPM-LO-ADDT-030	Projected Earnings Currency should be same as Loan Currency
RPM-LO-ADDT-031	Cost Of Course Currency should be same as Loan Currency
RPM-LO-ADDT-032	Source Currency should be same as Loan Currency
RPM-LO-ADDT-033	Scholarship Details not provided
RPM-LO-ADRS-001	Please provide a valid value for Building
RPM-LO-ADRS-002	Please provide a valid value for Street
RPM-LO-ADRS-004	Please provide a valid value for City
RPM-LO-ADRS-005	Please provide a valid value for State
RPM-LO-ADRS-006	Please provide a valid value for Zip Code
RPM-LO-APDS-001	Please provide a valid value for User Recommendation
RPM-LO-APDS-002	Please select a valid dropdown value for User Recommendation
RPM-LO-APDS-003	Please provide a valid value for Assessment Calculation Mode
RPM-LO-APDT-001	For Applicant Type Single, the Number of Applicants should be equal to 1
RPM-LO-APDT-002	For Applicant Type Joint, the Number of Applicants should be more than 1

Error Code	Messages
RPM-LO-APDT-003	Applicant cannot be a minor. Age should be more than 18years
RPM-LO-APDT-004	At least one Applicant should be a Primary Applicant
RPM-LO-APDT-005	Only one Applicant can be a primary Applicant
RPM-LO-ASDT-001	Dimension should be greater than zero
RPM-LO-ASDT-002	Market Value should be greater than zero
RPM-LO-ASDT-003	Market Value equal to Loan Amount or Less than Loan Amount
RPM-LO-ASDT-004	Please provide a valid value for Mortgaged Branch
RPM-LO-ASDT-005	Please select a valid dropdown value for Mortgaged Branch
RPM-LO-ASDT-006	Please provide a valid value for Market Value Currency Code
RPM-LO-ASDT-007	Please select a valid dropdown value for Market Value Currency Code
RPM-LO-ASDT-008	Please provide a valid value for Home Type
RPM-LO-ASDT-009	Please select a valid dropdown value for Home Type
RPM-LO-ASDT-010	Please provide a valid value for Dimension Measure Type
RPM-LO-ASDT-011	Please select a valid dropdown value for Dimension Measure Type



Error Code	Messages
RPM-LO-ASDT-012	Please provide a valid value for Asset Status
RPM-LO-ASDT-013	Please select a valid dropdown value for Asset Status
RPM-LO-ASDT-014	Please provide a valid value for Dimensions
RPM-LO-ASDT-015	Please provide a valid value for Market Value
RPM-LO-ASST-001	Either Calculated or Overwritten value must be selected to Continue
RPM-LO-ASST-002	Please provide a valid value for Reason For Change
RPM-LO-ASST-003	Please provide a valid value for Revised Approved Amount
RPM-LO-ASST-004	Please provide a valid value for Revised Approved Amount Currency Code
RPM-LO-ASST-005	Please provide a valid value for Revised Loan Tenure
RPM-LO-ASST-006	Revised Loan Tenure should be greater than zero
RPM-LO-ASST-007	Please provide a valid value for Revised Interest Rate
RPM-LO-ASST-008	Please provide a valid value for Revised Effective Rate On Loan
RPM-LO-ASST-009	Revised Approved Amount should not be greater than Requested Loan Amount
RPM-LO-ASST-010	Please provide a valid value for User Recommendation

Error Code	Messages
RPM-LO-ASST-011	Please select a valid dropdown value for User Recommendation
RPM-LO-ASST-012	Please provide a valid value for Approved Loan Amount Currency Code
RPM-LO-ASST-013	Approved Loan Amount Currency should be same as Requested Loan Amount Currency
RPM-LO-ASST-014	Revised Approved Amount Currency should be same as Requested Loan Amount Currency
RPM-LO-ASST-015	Min Amount is not configured in Product for Currency \$1
RPM-LO-ASST-016	Revised Approved Loan Amount should not be less than \$2 for Currency \$1
RPM-LO-ASST-017	Max Tenure is not configured in Product for Currency \$1
RPM-LO-ASST-018	Min Tenure is not configured in Product for Currency \$1
RPM-LO-ASST-019	Revised Loan Tenure should be in between \$2 \$3 and \$4 \$5 for Currency \$1
RPM-LO-ASST-020	Effective Rate cannot be negative
RPM-LO-ASST-021	Margin exceeds the tolerance limit allowed (+/- \$1)
RPM-LO-ASST-022	Effective Rate should be in between \$1% and \$2% as per Min and Max values in Product
RPM-LO-ASST-023	Revised Effective Rate should be same as Revised Interest Rate as Tolerance Margin configured is 0

Error Code	Messages
RPM-LO-ASST-024	Approved Loan Amount should not be less than \$2 for Currency \$1
RPM-LO-ASST-025	Margin exceeds the tolerance limit allowed (+ \$1)
RPM-LO-BPER-001	Multiple Disbursement is not configured in Product
RPM-LO-BPER-002	Moratorium is not configured in Product
RPM-LO-BPER-003	Offer Amendment is not configured in Product
RPM-LO-BPER-004	Offer Expiry is not configured in Product
RPM-LO-BPER-005	Margin to be Considered is not configured in Business Product
RPM-LO-BPER-006	Account Currency is not Configured from Product
RPM-LO-BPER-007	Type of Repayment is not Configured from Product
RPM-LO-BPER-008	Account Branch is not Configured from Product
RPM-LO-BPLC-001	Host Product Code is not configured as part of Business Product
RPM-LO-BPLC-002	Host Product Description is not configured as part of Business Product
RPM-LO-BPLC-003	Interest and Charge components are not configured as part of Business Product
RPM-LO-BPLC-004	Component Type is not configured for components as part of Business Product

Error Code	Messages
RPM-LO-BPLC-005	Display Name is not configured for \$1 as part of Business Product
RPM-LO-BPLC-006	Ude Type is not configured for \$1 as part of Business Product
RPM-LO-BPLC-007	Atleast one Charge component as to be configured as part of Business Product
RPM-LO-BPLC-008	Atleast one Interest component as to be configured as part of Business Product
RPM-LO-BPLC-009	Main Interest Component is not configured as part of Business Product
RPM-LO-BPLC-010	Ude list for Main Interest Component is not configured as part of Business Product
RPM-LO-BPLC-011	Margin to be Considered as to be configured as part of Business Product
RPM-LO-BPLC-012	Currency Configuration as to be configured as part of Business Product
RPM-LO-BPLC-013	Max Amount is not configured for Currency \$1 as part of Business Product
RPM-LO-BPLC-014	Max Term is not configured for Currency \$1 as part of Business Product
RPM-LO-BPLC-015	Max Term Tenor Basis is not configured for Currency \$1 as part of Business Product

Error Code	Messages
RPM-LO-BPLC-016	Min Amount is not configured for Currency \$1 as part of Business Product
RPM-LO-BPLC-017	Min Term is not configured for Currency \$1 as part of Business Product
RPM-LO-BPLC-018	Min Term Tenor Basis is not configured for Currency \$1 as part of Business Product
RPM-LO-BPLC-019	Branch Allowed as to be configured as part of Business Product
RPM-LO-BPLC-020	Atleast one branch should be configured if Branch Allowed is selected in Business Product
RPM-LO-CHDT-001	If Waive All is selected, all charges should be waived off
RPM-LO-CHDT-002	For Payment Method "Cash", Transaction Reference Number should be mandatory
RPM-LO-CHDT-003	For Payment Method "Online Transfer", Bank Code and Account Number should be mandatory
RPM-LO-CHDT-004	For Payment Method "Others", Bank Code and Account Number should be mandatory
RPM-LO-CHDT-005	Payment Method is Mandatory, if charges are not waived off
RPM-LO-CHDT-006	Charges waived
RPM-LO-CLDT-001	Collateral Value should be greater than zero

Error Code	Messages
RPM-LO-CLDT-002	Dimension should be greater than zero
RPM-LO-CLDT-003	Total Collateral Value is not equal to sum of Individual Collaterals
RPM-LO-CLDT-004	Utilized Previously should not be negative
RPM-LO-CLDT-005	Cover Available is not equal to Total Collateral Value minus Utilized Previously
RPM-LO-CLDT-006	Please provide a valid value for Utilized Previously
RPM-LO-CLDT-007	Please provide a valid value for Utilized Previously Currency Code
RPM-LO-CLDT-008	Please provide a valid value for Collateral Type
RPM-LO-CLDT-009	Please provide a valid value for Collateral Value
RPM-LO-CLDT-010	Please provide a valid value for Collateral Value Currency Code
RPM-LO-CLDT-012	Please provide a valid value for Make
RPM-LO-CLDT-013	Please provide a valid value for Model
RPM-LO-CLDT-014	Please provide a valid value for Investment Type
RPM-LO-CLDT-015	Please provide a valid value for Bank Name
RPM-LO-CLDT-016	Please provide a valid value for Branch Name
RPM-LO-CLDT-017	Please provide a valid value for Maturity Date

Error Code	Messages
RPM-LO-CLDT-018	Please provide a valid value for Attributes
RPM-LO-CLDT-019	Please provide a valid value for Dimension
RPM-LO-CLDT-020	Please provide a valid value for Dimension Measure Type
RPM-LO-CLDT-021	Please provide a valid value for Address
RPM-LO-CLDT-022	Please provide a valid value for Secondary Charge Allowed
RPM-LO-CLDT-023	Please provide a valid value for Third Party Collateral
RPM-LO-CLDT-024	Please provide a valid value for Name
RPM-LO-CLDT-025	Please select a valid dropdown value for Utilized Previously Currency Code
RPM-LO-CLDT-026	Please provide a valid value for Cover Available Currency Code
RPM-LO-CLDT-027	Please select a valid dropdown value for Cover Available Currency Code
RPM-LO-CLDT-028	Please provide a valid value for Total Collateral Value Currency Code
RPM-LO-CLDT-029	Please select a valid dropdown value for Total Collateral Value Currency Code
RPM-LO-CLDT-030	Please select a valid dropdown value for Collateral Type
RPM-LO-CLDT-031	Please select a valid dropdown value for Collateral Value Currency Code

Error Code	Messages
RPM-LO-CLDT-032	Please select a valid dropdown value for Branch
RPM-LO-CLDT-033	Please select a valid dropdown value for Attributes
RPM-LO-CLDT-034	Please select a valid dropdown value for Dimension Measure Type
RPM-LO-CLDT-035	Secondary Charge Allowed
RPM-LO-CLDT-036	Third party only available collateral
RPM-LO-CMDT-001	Date Of Birth cannot be future date
RPM-LO-CMDT-002	Enter a valid email
RPM-LO-CMDT-003	Please provide a valid value for Address Line 1
RPM-LO-CMDT-004	Please provide a valid value for Country
RPM-LO-CMDT-005	Please provide a valid value for Pin Code
RPM-LO-CMDT-006	Please provide a valid value for Mobile Id
RPM-LO-CMDT-007	Please provide a valid value for Mobile No
RPM-LO-CMDT-008	Please provide a valid value for Income Type
RPM-LO-CMDT-009	Please provide a valid value for Employment Type
RPM-LO-CMDT-010	Please provide a valid value for Industry
RPM-LO-CMDT-011	Please provide a valid value for Address Type



Error Code	Messages
RPM-LO-CMDT-012	Please provide a valid value for Process Reference Number
RPM-LO-CMDT-013	Please provide a valid value for Application Number
RPM-LO-CMDT-014	Please provide a valid value for Stage Code
RPM-LO-CMDT-015	Please provide a valid value for Title
RPM-LO-CMDT-016	Please provide a valid value for First Name
RPM-LO-CMDT-017	Please provide a valid value for Last Name
RPM-LO-CMDT-018	Please provide a valid value for Marital Status
RPM-LO-CMDT-019	Please provide a valid value for Date Of Birth
RPM-LO-CMDT-020	Please provide a valid value for Gender
RPM-LO-CMDT-021	Please provide a valid value for Unique Id No
RPM-LO-CMDT-022	Please provide a valid value for Seq No
RPM-LO-CMDT-023	Please provide a valid value for Email
RPM-LO-CMDT-024	Please provide a valid value for CIF Number
RPM-LO-CMDT-025	Single Installment is supported only for Bullet repayment
RPM-LO-CMDT-026	No Business Product found this Process Reference Number
RPM-LO-CMDT-027	KYC status update Pending
RPM-LO-CMDT-028	KYC Not Compliant - cannot proceed with Application

Error Code	Messages
RPM-LO-CMDT-029	Please select a valid dropdown value for Country
RPM-LO-CMDT-030	Holiday Preference Not aligned to Host (back end) Product Default
RPM-LO-CMN-001	Process Reference Number cannot be null
RPM-LO-CMN-002	Error in parsing date
RPM-LO-CMN-003	Offer Issue Details not found for this Process Reference number
RPM-LO-CMN-004	Offer Accept/Reject Details not found for this Process Reference number
RPM-LO-CMN-005	Loan Details not found for this Process Reference number
RPM-LO-CMN-006	Applicant Details not found for this Application number
RPM-LO-CMN-007	Charge Details not found for this Process Reference number
RPM-LO-CMN-008	Repayment Details not found for this Process Reference number
RPM-LO-CMN-009	Assessment Details not found for this Process Reference number
RPM-LO-CMN-010	Asset Details not found for this Process Reference number
RPM-LO-CMN-011	Mortgage Valuation Details not found for this Process Reference number

Error Code	Messages
RPM-LO-CMN-012	Disbursement Details not found for this Process Reference number
RPM-LO-CMN-013	Vehicle Details not found for this Process Reference number
RPM-LO-CMN-014	Collateral Details not found for this Process Reference number
RPM-LO-CMN-015	Interest Details not found for this Process Reference number
RPM-LO-CMN-016	Please provide a valid value for Business Product Code
RPM-LO-CMN-017	Business Product Details is Empty
RPM-LO-CMN-018	UDE is not found for this component
RPM-LO-CMN-019	The flags are null from business product
RPM-LO-CMN-025	No Account Services are found for this process ref Number
RPM-LO-CMN-026	No Account Creation Details are found for this process ref Number
RPM-LO-CMN-027	Please provide a valid value for Branch code.
RPM-LO-CMN-028	The data from Common core is null.
RPM-LO-CMN-029	Final Hand-Off call to Customer Failed
RPM-LO-CMN-030	Customer is not yet created in Host

Error Code	Messages
RPM-LO-CMN-031	Initiation Number or Business Product Code is null
RPM-LO-CMN-032	The data from Process Driver is null
RPM-LO-CMN-033	Please provide a valid value for Currency Code
RPM-LO-CMN-034	Please provide a valid value for Country Code
RPM-LO-CMN-035	JSON parser exception
RPM-LO-CMN-036	Customer number cannot be null
RPM-LO-CMN-037	No Vehicle Valuation details found for this Process Reference Number
RPM-LO-CMN-039	No Account Details are found for this Process Reference Number
RPM-LO-CMN-040	Approval Details not found for this Process Reference number
RPM-LO-CMN-041	Loan Summary Details not found for this Process Reference number
RPM-LO-CMN-042	The selected disbursement account is Dormant
RPM-LO-CMN-043	The selected disbursement account is Frozen
RPM-LO-CMN-044	The selected disbursement account is Blocked
RPM-LO-CMN-045	No credits allowed on selected disbursement account
RPM-LO-CMN-046	The selected repayment account is Dormant

Error Code	Messages
RPM-LO-CMN-047	The selected repayment account is Frozen
RPM-LO-CMN-048	The selected repayment account is Blocked
RPM-LO-CMN-049	No debits allowed from selected repayment account
RPM-LO-CRDS-001	Please provide a valid value for External Rating Agency
RPM-LO-CRDS-002	Please provide a valid value for External Rating
RPM-LO-CUDS-001	For Customer Response Accept, Date Of Offer Accept Or Reject is Mandatory
RPM-LO-CUDS-002	For Customer Response Reject, Date Of Offer Accept Or Reject is Mandatory
RPM-LO-CUDS-003	For Customer Response Amend, Offer Amend Date is Mandatory
RPM-LO-CUDS-004	Date Of Offer Accept Or Reject cannot be future date
RPM-LO-CUDS-005	Offer Amend Date cannot be future date
RPM-LO-CUDS-006	Please enter a valid value for Reason
RPM-LO-CUDS-007	Date Of Offer Accept Or Reject cannot be after the Date Of Offer Expiry
RPM-LO-CUDS-008	Offer Amend Date cannot be after the Date Of Offer Expiry
RPM-LO-CUDS-009	Date Of Offer Accept Or Reject cannot be before the Loan Application Date

Error Code	Messages
RPM-LO-CUDS-010	Offer Amend Date cannot be before the Loan Application Date
RPM-LO-CUDS-011	Please provide a valid value for Customer Response
RPM-LO-CUDS-012	Please select a valid dropdown value for Customer Response
RPM-LO-CUDS-013	Offer Amend is not supported as per the configuration in Business Product
RPM-LO-DDDS-001	First Disbursement Date cannot be past date
RPM-LO-DDDS-002	Please provide a valid value for Total Disbursement
RPM-LO-DDDS-003	Total Disbursement should be greater than zero
RPM-LO-DDDS-004	Total Disbursement should be equal to the requested Loan Amount
RPM-LO-DDDS-005	For Frequency Based, Disbursement Frequency is mandatory
RPM-LO-DDDS-006	Please provide a valid value for Stage
RPM-LO-DDDS-007	Please provide a valid value for Date
RPM-LO-DDDS-008	Please provide a valid value for Amount Of Disbursement
RPM-LO-DDDS-009	Please provide a valid value for Total Disbursement
RPM-LO-DDDS-010	The First Disbursement Schedule Date should always be equal to First Disbursement Date

Error Code	Messages
RPM-LO-DDDS-011	Amount Of Disbursement should be greater than zero
RPM-LO-DDDS-012	Total Amount Of Disbursement is not equal to requested Loan Amount
RPM-LO-DDDS-013	Date cannot be past date
RPM-LO-DDDS-014	Disbursement Dates should always be in Chronological order
RPM-LO-DDDS-015	Please provide a valid value for Disbursement Mode
RPM-LO-DDDS-016	Please select a valid dropdown value for Disbursement Mode
RPM-LO-DDDS-017	Please provide a valid value for Number Of Disbursement
RPM-LO-DDDS-018	Please provide a valid value for Disbursement Frequency
RPM-LO-DDDS-019	Please provide a valid value for Total Disbursement Currency Code
RPM-LO-DDDS-020	Total Disbursement Currency should be same as Loan Currency
RPM-LO-DDDS-021	Please select a valid dropdown value for Disbursement Frequency
RPM-LO-DDDS-022	For Multiple Disbursement, the Number Of Disbursement should be equal or greater than 2
RPM-LO-DDDS-023	For Single Disbursement, the Number Of Disbursement should be equal to 1

Error Code	Messages
RPM-LO-DDDS-024	Please provide a valid value for Customer Account
RPM-LO-DDDS-026	Please provide a valid Customer Account
RPM-LO-DDDS-027	First Disbursement Date cannot be future date
RPM-LO-DDDS-028	Please provide a valid value for First Disbursement Date
RPM-LO-DDDS-029	For Multiple Disbursement, Disbursement Details is Mandatory
RPM-LO-DDDS-030	Please provide a valid value for Issue Branch Code
RPM-LO-DDDS-031	Please provide a valid dropdown value for Issue Branch Code
RPM-LO-DDDS-032	Please provide a valid value for Payee Name
RPM-LO-DDDS-033	Please provide a valid value for Address 1
RPM-LO-DDDS-034	Please provide a valid value for Issue Branch Name
RPM-LO-DDDS-035	Please provide a valid value for Payee Branch Code
RPM-LO-DDDS-036	Please provide a valid dropdown value for Payee Branch Code
RPM-LO-DDDS-037	Please provide a valid value for Payee Branch Name
RPM-LO-DDDS-038	Please provide a valid value for Beneficiary Name
RPM-LO-DDDS-039	Please provide a valid value for External Account Number



Error Code	Messages
RPM-LO-DDDS-040	Please provide a valid value for BIC Code
RPM-LO-DDDS-041	Please provide a valid value for Bank Name
RPM-LO-DDDS-042	Please provide a valid value for Branch Name
RPM-LO-DDDS-043	Please provide a valid value value for Branch Code
RPM-LO-DDDS-044	Please provide a valid value for Bank Code
RPM-LO-DDDS-045	The selected customer account is Dormant
RPM-LO-DDDS-046	The selected customer account is Frozen
RPM-LO-DDDS-047	The selected customer account is Blocked
RPM-LO-DDDS-048	No credits allowed on selected account
RPM-LO-EDDT-001	Total Income should not be negative
RPM-LO-EDDT-002	Total Expense should not be negative
RPM-LO-FLDT-001	Income Amount should not be negative
RPM-LO-FLDT-002	Expense Amount should not be negative
RPM-LO-FLDT-003	Total Income Amount is not equal to Individual Incomes
RPM-LO-FLDT-004	Total Expense Amount is not equal to Individual Expenses
RPM-LO-FLDT-005	Net Amount is not equal to Total Income Amount minus Total Expense Amount

Error Code	Messages
RPM-LO-FLDT-006	Income should be greater than zero
RPM-LO-FLDT-007	Expense should be greater than zero
RPM-LO-FLDT-008	Asset Amount should be greater than zero
RPM-LO-FLDT-009	Liability Amount should be greater than zero
RPM-LO-FLDT-010	Total Asset Amount is not equal to Individual Assets
RPM-LO-FLDT-011	Total Liability Amount is not equal to Individual Liabilities
RPM-LO-FLDT-012	Please provide a valid value for Parent Or Guardian Details
RPM-LO-FLDT-013	Please provide a valid value for Basic Details
RPM-LO-FLDT-014	Please provide a valid value for Income Details
RPM-LO-FLDT-016	Please provide a valid value for Expense Details
RPM-LO-FLDT-018	Please provide a valid value for Income Type
RPM-LO-FLDT-019	Please provide a valid value for Total Income Amount
RPM-LO-FLDT-020	Please provide a valid value for Expense Type
RPM-LO-FLDT-021	Please provide a valid value for Total Expense Amount
RPM-LO-FLDT-022	Please provide a valid value for Asset Type
RPM-LO-FLDT-023	Please provide a valid value for Net Amount
RPM-LO-FLDT-024	Please provide a valid value for Liability Type

Error Code	Messages
RPM-LO-FLDT-026	Please provide a valid value for Seq Income No
RPM-LO-FLDT-027	Please provide a valid value for Seq Expense No
RPM-LO-FLDT-028	Please provide a valid value for Seq Asset No
RPM-LO-FLDT-029	Please provide a valid value for Seq Liability No
RPM-LO-FLDT-030	Please provide a valid value for Seq Basic Details No
RPM-LO-FLDT-031	Please provide a valid value for Seq Parent Details No
RPM-LO-FLDT-036	Net Amount should be greater than zero
RPM-LO-GTDT-002	Guarantor cannot be a minor. Age should be more than 18years
RPM-LO-GTDT-004	Please provide a valid value for Relationship With Customer
RPM-LO-GTDT-006	Please provide a valid value for Existing Customer
RPM-LO-GTDT-007	Please provide a valid value for Cif Number
RPM-LO-GTDT-008	Please select a valid dropdown value for Title
RPM-LO-GTDT-009	Please select a valid dropdown value for Relationship With Customer
RPM-LO-INDT-001	Effective Rate On Loan should be equal to Interest Rate minus Customer Margin
RPM-LO-INDT-002	Effective Rate cannot be negative

Error Code	Messages
RPM-LO-INDT-003	Margin exceeds the tolerance limit allowed (+/- \$1) for \$2
RPM-LO-INDT-004	Min and Max values are not configured for \$1 in product
RPM-LO-INDT-005	Effective Rate should be in between \$1% and \$2% for \$3 as per Min and Max values in Product
RPM-LO-INDT-006	Effective Rate should be same as Interest Rate as Tolerance Margin configured is 0
RPM-LO-INDT-007	Margin exceeds the tolerance limit allowed (+ \$1) for \$2
RPM-LO-IODT-001	Please provide a valid value for Offer Issue Date
RPM-LO-IODT-002	Offer Issue Date cannot be future date
RPM-LO-IODT-003	Offer Issue Date cannot be past date
RPM-LO-LNDT-001	Loan Amount should be greater than zero
RPM-LO-LNDT-002	Please enter a valid value for Loan Tenure
RPM-LO-LNDT-003	Loan Tenure should be greater than zero
RPM-LO-LNDT-004	Please provide a valid value for Loan Currency Code
RPM-LO-LNDT-005	Please provide a valid value for Loan Amount
RPM-LO-LNDT-006	Please provide a valid value for Product Name
RPM-LO-LNDT-007	Please provide a valid value for Purpose Of Loan
RPM-LO-LNDT-008	Max Amount is not configured in Product for Currency \$1

Error Code	Messages
RPM-LO-LNDT-009	Min Amount is not configured in Product for Currency \$1
RPM-LO-LNDT-010	Loan Amount should be in between \$2 and \$3 for Currency \$1
RPM-LO-LNDT-011	Please select a valid dropdown value for Account Currency
RPM-LO-LNDT-012	Please provide a valid value for Account Branch
RPM-LO-LNDT-013	Please select a valid dropdown value for Account Branch
RPM-LO-LNDT-014	Please provide a valid value for Account Type
RPM-LO-LNDT-015	Please provide a valid value for Application Date
RPM-LO-LNDT-016	Application Date cannot be past date
RPM-LO-LNDT-017	Application Date cannot be future date
RPM-LO-LNDT-018	Please provide a valid value for Estimated Cost
RPM-LO-LNDT-019	Please provide a valid value for Customer Contribution
RPM-LO-LNDT-020	Estimated Cost should be greater than zero
RPM-LO-LNDT-021	Customer Contribution should be equal or greater than zero
RPM-LO-LNDT-022	Loan Amount should be equal to Estimated Cost minus Customer Contribution
RPM-LO-LNDT-023	Loan Tenure should be in between \$2 \$3 and \$4 \$5 for Currency \$1

Error Code	Messages
RPM-LO-LNDT-024	Max Tenure is not configured in Product for Currency \$1
RPM-LO-LNDT-025	Min Tenure is not configured in Product for Currency \$1
RPM-LO-LODT-001	Opinion Date cannot be future Date
RPM-LO-LODT-002	Opinion Date cannot be before the Application Date"
RPM-LO-LODT-003	Please provide a valid value for Opinion
RPM-LO-LODT-004	Please select a valid dropdown value for Opinion
RPM-LO-LSDS-001	Please provide a valid value for User Recommendation
RPM-LO-LSDS-002	Please select a valid dropdown value for User Recommendation
RPM-LO-MNDT-001	Collateral Share cannot be negative
RPM-LO-MNDT-002	Repayment Share cannot be negative
RPM-LO-MNDT-003	Repayment Share for an Applicant should not be more than 100%
RPM-LO-MNDT-004	Sum of Individual Repayment Shares should be equal to 100%
RPM-LO-MNDT-005	Please provide a valid value for No Of Mandates
RPM-LO-MNDT-006	Please provide a valid value for Repayment Share
RPM-LO-MNDT-007	Please provide a valid value for Applicant Id

Error Code	Messages
RPM-LO-MVDT-001	Actual Area Of Property should be greater than zero
RPM-LO-MVDT-002	Face Value Of Asset should be greater than zero
RPM-LO-MVDT-003	Market Value Of Asset should be greater than zero
RPM-LO-MVDT-004	Valuation Date cannot be future Date
RPM-LO-MVDT-005	Forced Sale Value should be greater than zero
RPM-LO-MVDT-006	Valuation Date cannot be before the Application Date
RPM-LO-MVDT-007	Forced Sale Value should be less than the Market Value Of Asset
RPM-LO-MVDT-008	Please provide a valid value for Bank Valuation
RPM-LO-MVDT-009	Please select a valid dropdown value for Bank Valuation
RPM-LO-MVDT-010	Please provide a valid value for Actual Area Of Property Measure Type
RPM-LO-MVDT-011	Please select a valid dropdown value for Actual Area Of Property Measure Type
RPM-LO-MVDT-012	Please provide a valid value for Market Value Of Asset Currency Code
RPM-LO-MVDT-013	Market Value Of Asset Currency should be same as Borrowers Market Value of Asset Currency
RPM-LO-MVDT-014	Please provide a valid value for Face Value Of Asset Currency Code

Error Code	Messages
RPM-LO-MVDT-015	Face Value Of Asset Currency should be same as Borrowers Market Value of Asset Currency
RPM-LO-MVDT-016	Please provide a valid value for Forced Sale Value Currency Code
RPM-LO-MVDT-017	Forced Sale Value Currency should be same as Borrowers Market Value of Asset Currency
RPM-LO-PODT-001	Please provide a valid value for Offer Amend Date
RPM-LO-PODT-002	Offer Amend Date cannot be future date
RPM-LO-PODT-003	Offer Amend Date cannot be past date
RPM-LO-PODT-004	Please provide a valid value for Approved Loan Amount
RPM-LO-PODT-005	Please provide a valid value for Approved Loan Amount Currency
RPM-LO-PODT-006	Approved Loan Amount Currency should be same as Requested Loan Amount Currency
RPM-LO-PODT-007	Please provide a valid value for Loan Tenure
RPM-LO-PODT-008	Loan Tenure should be greater than zero
RPM-LO-PODT-009	Approved Loan Amount should not be greater than Requested Loan Amount
RPM-LO-PODT-010	The maximum value allowed for Loan Tenure Months is 11
RPM-LO-PODT-011	Min Amount is not configured in Product for Currency \$1



Error Code	Messages
RPM-LO-PODT-012	Approved Loan Amount should not be less than \$2 for Currency \$1
RPM-LO-PODT-013	Max Tenure is not configured in Product for Currency \$1
RPM-LO-PODT-014	Min Tenure is not configured in Product for Currency \$1
RPM-LO-PODT-015	Loan Tenure should be in between \$2 \$3 and \$4 \$5 for Currency \$1
RPM-LO-PODT-016	Please provide a valid value for Rate Of Interest
RPM-LO-PODT-017	Please provide a valid value for Effective Rate
RPM-LO-PODT-018	Effective Rate cannot be negative
RPM-LO-PODT-019	Margin exceeds the tolerance limit allowed (+/- \$1)
RPM-LO-PODT-020	Effective Rate should be in between \$1% and \$2% as per Min and Max values in Product
RPM-LO-PODT-021	Effective Rate should be same as Rate of Interest as Tolerance Margin configured is 0
RPM-LO-PODT-022	Margin exceeds the tolerance limit allowed (+ \$1)
RPM-LO-RPDT-001	Please provide a valid value for Type Of Repayment
RPM-LO-RPDT-002	Please provide a valid value for Repayment Frequency
RPM-LO-RPDT-003	Please provide a valid value for First Repayment Date
RPM-LO-RPDT-004	Please provide a valid value for Maturity Date

Error Code	Messages
RPM-LO-RPDT-005	Please provide a valid value for Repayment Mode
RPM-LO-RPDT-006	Please provide a valid value for Moratorium Period
RPM-LO-RPDT-013	Moratorium Period should be not be less than zero
RPM-LO-RPDT-014	First Repayment Date cannot be past date
RPM-LO-RPDT-015	First Repayment Date cannot be before the First Disbursement Date
RPM-LO-RPDT-016	Please select a valid dropdown value for Type Of Repayment
RPM-LO-RPDT-017	Please select a valid dropdown value for Repayment Frequency
RPM-LO-RPDT-018	Please select a valid dropdown value for Repayment Mode
RPM-LO-RPDT-019	Please provide a valid value for Customer Account
RPM-LO-RPDT-021	Please provide a valid Customer Account
RPM-LO-RPDT-022	The selected customer account is Dormant
RPM-LO-RPDT-023	The selected customer account is Frozen
RPM-LO-RPDT-024	The selected customer account is Blocked
RPM-LO-RPDT-025	No debits allowed from selected account
RPM-LO-RPDT-026	Please provide a valid value for Payee's Name

Error Code	Messages
RPM-LO-RPSH-001	Please provide a valid value for Repayment Type
RPM-LO-RPSH-002	Please provide a valid value for First Repayment Date
RPM-LO-RPSH-003	Please provide a valid value for Repayment Frequency
RPM-LO-SUB-01	Applicant Details has been modified. Please update financial details accordingly
RPM-LO-SUB-02	Applicant Details has been modified. Please update mandate details accordingly
RPM-LO-VDDT-001	For Vehicle Class Used, Chasis Number is required
RPM-LO-VDDT-002	For Vehicle Class Used, Engine Number is required
RPM-LO-VDDT-003	For Vehicle Class Used, Registration Number is required
RPM-LO-VDDT-004	For Vehicle Class Used, Registered State is required
RPM-LO-VDDT-005	For Vehicle Class Used, Registered City is required
RPM-LO-VDDT-006	For Vehicle Class Used, Insurance Company is required
RPM-LO-VDDT-007	For Vehicle Class Used, Policy Number is required
RPM-LO-VDDT-008	For Vehicle Class Used, Policy Commencement Date is required
RPM-LO-VDDT-009	For Vehicle Class Used, Premium Amount is required
RPM-LO-VDDT-010	For Vehicle Class Used, Premium Frequency is required

Error Code	Messages
RPM-LO-VDDT-011	For Vehicle Class Used, Policy Renewal Date is required
RPM-LO-VDDT-012	For Vehicle Class Used, Distance Run - Value is required
RPM-LO-VDDT-013	For Vehicle Class Used, Expected Selling Price is required
RPM-LO-VDDT-014	For Vehicle Class Used, Premium Amount should be greater than zero
RPM-LO-VDDT-015	For Vehicle Class Used, Expected Selling Price should be greater than zero
RPM-LO-VDDT-016	For Vehicle Class Used, Distance Run should be greater than zero
RPM-LO-VDDT-017	Please provide a valid value for Hypothecated Branch
RPM-LO-VDDT-018	Please provide a valid value for Make
RPM-LO-VDDT-019	Please provide a valid value for Model
RPM-LO-VDDT-020	Please provide a valid value for Vehicle Class
RPM-LO-VDDT-021	Please select a valid dropdown value for Hypothecated Branch
RPM-LO-VDDT-022	Please select a valid dropdown value for Vehicle Class
RPM-LO-VDDT-023	For Vehicle Class Used, Premium Amount Currency Code is required
RPM-LO-VDDT-024	Premium Amount Currency should be same as Loan Currency

Error Code	Messages
RPM-LO-VDDT-025	Please select a valid dropdown value for Premium Frequency
RPM-LO-VDDT-026	Please select a valid dropdown value for Distance Run - Type
RPM-LO-VDDT-027	For Vehicle Class Used, Expected Selling Price Currency Code is required
RPM-LO-VDDT-028	Expected Selling Price Currency should be same as Loan Currency
RPM-LO-VDDT-029	For Vehicle Class Used, Distance Run - Type is required
RPM-LO-VDDT-030	Comprehensive insurance not provided
RPM-LO-VDDT-031	Please provide a valid value for Make (MM/YYYY)
RPM-LO-VHDT-001	For Vehicle Class Used, Price As Per Valuation should be greater than zero
RPM-LO-VHDT-002	For Vehicle Class Used, Bank Valuation is required
RPM-LO-VHDT-003	For Vehicle Class Used, Fuel Type is required
RPM-LO-VHDT-004	For Vehicle Class Used, Distance During Valuation - Value is required
RPM-LO-VHDT-006	For Vehicle Class Used, Number Of Accidents is required
RPM-LO-VHDT-007	For Vehicle Class Used, Number Of Owners is required
RPM-LO-VHDT-008	For Vehicle Class Used, Price As Per Valuation is required

Error Code	Messages
RPM-LO-VHDT-009	For Vehicle Class Used, Valuation Date is required
RPM-LO-VHDT-010	For Vehicle Class Used, Valuator is required
RPM-LO-VHDT-011	For Vehicle Class Used, Valuator Comments is required
RPM-LO-VHDT-012	For Vehicle Class Used, Valuation Date cannot be future Date
RPM-LO-VHDT-013	For Vehicle Class Used, Valuation Date cannot be before the Loan Application Date
RPM-LO-VHDT-014	For Vehicle Class Used, Distance During Valuation should be greater than zero
RPM-LO-VHDT-015	Please select a valid dropdown value for Bank Valuation
RPM-LO-VHDT-016	Please select a valid dropdown value for Fuel Type
RPM-LO-VHDT-017	For Vehicle Class Used, Distance During Valuation - Type is required
RPM-LO-VHDT-018	Please select a valid dropdown value for Distance During Valuation - Type
RPM-LO-VHDT-019	For Vehicle Class Used, Price As Per Valuation Currency Code is required
RPM-LO-VHDT-020	Price As Per Valuation Currency should be same as Loan Currency
RPM-PD-001	generateSequenceNumber : Entity cannot be null

Error Code	Messages
RPM-PD-002	Sequence Generator failed to generate the reference number
RPM-PD-003	businessProductCode cannot be null
RPM-PD-004	Error while fetching Business Process
RPM-PD-005	Error while Fetching the Business Products
RPM-PD-006	Error occured while creating ATM Entity Model
RPM-PD-007	Unable to acquire task
RPM-PD-008	Error occurred while initiating workflow
RPM-PD-009	ApplicationNumber cannot be null
RPM-PD-010	Unable to save application in Transaction Controller
RPM-PD-011	Failed to persist comments
RPM-PD-012	Unable to update task to complete
RPM-PD-013	Process Code cannot be null for the lifecycle
RPM-PD-014	Error occured while submitting details to domain
RPM-PD-015	Unable to update stages
RPM-PD-016	Application Number, Process Code and Stagecode are mandatory
RPM-PD-017	Unable to update task to complete

Error Code	Messages
RPM-PD-018	Error occurred while fetching Summary details
RPM-PD-019	Datasegment is Mandatory
RPM-PD-020	Error occurred while fetching Summary details
RPM-PD-021	Error while getting datasegments from TC
RPM-PD-022	Error occurred while acquiring the task
RPM-PD-023	ProcessRefNo cannot be null
RPM-PD-024	Failed in domain save
RPM-PD-025	Error occurred while releasing the task
RPM-PD-026	Application submit/save failed for External System
RPM-PD-027	Application fetch failed for External System
RPM-PD-028	No Business Process maintained for the given Business Product
RPM-PD-029	\$1 is not valid
RPM-PD-030	The product \$1 cannot be selected multiple times
RPM-PD-031	Multiple products of the product type \$1 cannot be selected
RPM-PD-032	Cannot cancel the application as one or more process has crossed irrevocable stages



Error Code	Messages
RPM-PD-033	Mandatory Datasgments \$1 are missing for the reference number \$2
RPM-PD-034	Datasegment Code(s) is missing for \$1 for the reference number \$2
RPM-PD-035	Loan offer accept/reject is not applicable for the given application
RPM-PD-036	Unable to proceed as the application is already being processed by the bank
RPM-PR-001	Error occured while getting the cart details
RPM-TO-001	Mandatory Checklist(s) - \$1
RPM-TO-020	Mandatory Document(s) - \$1

## 6 Annexure – Advices

This Annexure describes the advices that are available for the Retail Loans Origination. These advice templates are the representative format and banks can configure their own templates. The formats of the advices are given in the following sections:

- [6.1 Loan Initiation Reply](#)
- [6.2 Offer Issue](#)
- [6.3 IPA Advices](#)

### 6.1 Loan Initiation Reply

Futura Bank  
Branch

To,

Customer Name(s)

Address Line1

Address Line2

State

City

Pincode

Re : Loan Initiation Advice

Dear Sir/Madam

Thank you for applying for a Loan with Futura Bank. Your Loan Application No xxxxxx is being processed for <Product Names> and currently in progress. We shall further communicate with you.

Yours faithfully,

Futura Bank

Branch

## 6.2 Offer Issue

Futura Bank  
Branch

To,  
Customer Name  
Address Line1  
Address Line2  
State  
City  
Pincode  
Atten : Mr/Mrs. Customer Name(s)

Re : Pre Approval of Loan

Dear Sir/Madam

We are pleased to inform you that your request dated dd-mmm-yyyy for application number xxxxxx has been pre-approved with the following parameters detailed below.

Approved Amount : Currency+ Approved Amount

Approved Date :

Loan Tenor : Months

Offer Valid Period : Days

Interest Rate : %

Repayment Type :

Instalment Amount :

Collateral Type :

Collateral Amount :

Fee :

Fee Rate :

Fee Amount :

Please note that your loan will need to be given official approval before the funding takes place. This is not a commitment to lend and you are required to obtain a loan on basis of this letter.

Kindly accept this letter by signing this. If not returned on aforesaid date this letter will be null and void. Acceptance of this letter will be at Banks sole discretion.

In case of any clarification please do not hesitate to contact Customer RM.

Yours faithfully,  
Futura Bank

We customerName, hereby accept the above Terms and Condition.

Name

Signature

Date

Place

### 6.3 IPA Advices

Bank Name	Date
Address1	Branch
Address 2	
City	
Country	
Zip Code	

#### Congratulations

We are pleased to confirm that Futura Bank has assessed your financial position and determined you qualify for the following loan.

Proposed Borrower/s

Business Product:

Approved In Principle Amount:

Interest Rate on which IPA is offered:

Loan Tenure

Instalment Amount

IPA Expiry Date:

Although we have indicated that you qualify for the above loan, this letter is not an offer of finance. Before we formally offer you finance and provide a loan agreement the following conditions will need to be met to the satisfaction of the Bank.

- Mortgage of the property /house located at an address to be determined.
- If deemed necessary, Futura Bank may require security assessment and inspection of the above mentioned property offered as security.
- The secured loan amount (including fee/charges) should not exceed our assessed value.
- You provide the Bank with confirmation of your income details.
- There is no change in the financial position from the date of this letter until you receive the loan agreement.
- Confirmation of all details provided upon making this application.
- You comply with KYC
- Acceptance of this offer on or before the IPA expiry date stated in this letter.

For Futura Bank

## 7 List Of Glossary

1. Account Services Screen – [4.3.5 Account Services](#) (p.76)
2. Assessment Details Screen – [4.5.2 Assessment Details](#) (p.107)
3. Admission Details Screen – [4.2.2 Admission Details](#) (p. 12)
4. Approval Details Screen - [4.9.1 Approval Details](#) (p. 144)
5. Charge Details Screen – [4.3.4 Charge Details](#) (p.74)
6. Credit Rating Details Screen – [4.4.1 Credit Rating Details](#) (p.87)
7. Collaterals Details Screen - [4.2.6 Collateral Details](#) (p.34)
8. Collateral Perfection Details - [4.13.1 Collateral Perfection Details](#) (p.189)
9. Customer Information Screen - [4.2.3 Customer Information](#) (p.15)
10. Financial Details Screen - [4.2.5 Financial Details](#) (p.23)
11. Guarantor Details Screen – [4.2.7 Guarantor Details](#) (p.37)
12. Legal Opinion Details Screen – [4.4.3 Legal Opinion](#) (p.95)
13. Loan Details Screen – [4.2.1 Loan Details](#) (p.9)
14. Loan Disbursement Details Screen – [4.3.2 Loan Disbursement Details](#) (p.63)
15. Loan Interest Details Screen – [4.3.1 Loan Interest Details](#) (p.60)
16. Loan Repayment Details Screen – [4.3.3 Loan Repayment Details](#) (p.68)
17. Loan Summary Details Screen - [4.13.2 Loan Summary Details](#) (p.192)
18. Mandate Details Screen – [4.2.4 Mandate Details](#) (p.21)
19. Manual Assessment Screen - [4.6.1 Manual Assessment](#) (p.117)
20. Manual Decision Screen - [4.7.1 Manual Decision](#) (p.127)
21. Offer Accept / Reject Screen – [4.11.1 Offer Accept / Reject](#) (p.162)
22. Offer Issue Screen – [4.10.1 Offer Issue](#) (p.153)
23. Post Offer Amendment Screen - [4.12.1 Post Offer Amendment](#) (p. 172)
24. Qualitative Scorecard Details Screen – [4.5.1 Qualitative Scorecard Details](#) (p.104)
25. Summary Account Approval – [4.13.3 Summary](#) (p.195)
26. Summary Account Parameter Setup - [4.8.1 Summary](#) (p.138)
27. Summary Application Entry – [4.2.8 Summary](#) (p.41)

- 28. Summary Application Enrichment – [4.3.6 Summary](#) (p.81)
- 29. Summary Assessment Screen – [4.5.3 Summary](#) (p.110)
- 30. Summary Manual Assessment – [4.6.2 Summary](#) (p.121)
- 31. Summary Manual Decision - [4.7.2 Summary](#) (p.130)
- 32. Summary Offer Issue - [4.10.2 Summary](#) (p.156)
- 33. Summary Offer Accept/Reject - [4.11 Offer Accept / Reject Stage](#) (p.165)
- 34. Summary Post Offer Amendment – [4.12.4 Summary](#) (p.182)
- 35. Summary Supervisor Approval - [4.9.2 Summary](#) (p.147)
- 36. Summary Underwriting Screen – [4.4.4 Summary](#) (p.98)
- 37. Valuation Details – [4.4.2 Valuation Details](#) (p.92)