Terms and Conditions Compliance Tracking User Guide

Oracle Banking Credit Facilities Process Management Cloud Service

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ORACLE
Financial Services

Oracle Banking Credit Facilities Process Management Cloud Service User Guide
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Chapter 1 - Introduction

Preface

About this guide

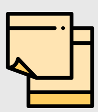
This guide provides the user with all the information necessary to initiate Terms and Conditions Compliance process in OBCFPM.

Intended Audience

This document is intended for the banking personnel responsible for updating and approving the Terms and Conditions compliance status of the customer.

Conventions Used

The following table lists the conventions that are used in this document:

Convention	Description
Italic	Italic denotes a screen name
Bold	Bold indicates • Field name • Drop down options • Other UX labels
	This icon indicates a note
	This icon indicates a tip
	This icon indicates a warning

Common Icons in OBCFPM

The following table describes the icons that are commonly used in OBCFPM:

Icons	Icon Name
	Add icon
	Calendar icon
	Configuration / settings icon
	Delete icon
	Edit icon

Chapter 3 - Overview

Overview

The Terms and Conditions Compliance process is a simple two stage work-flow for tracking the compliance status of various Terms and Conditions set for the customer during review process. This Terms and Conditions Compliance process must be initiated by the Banks at regular intervals throughout the life-cycle of the facilities to ensure the repayment of facility on stipulated time.

The two stages available in the Terms and Conditions Compliance process are:

- Initiation
- Approval

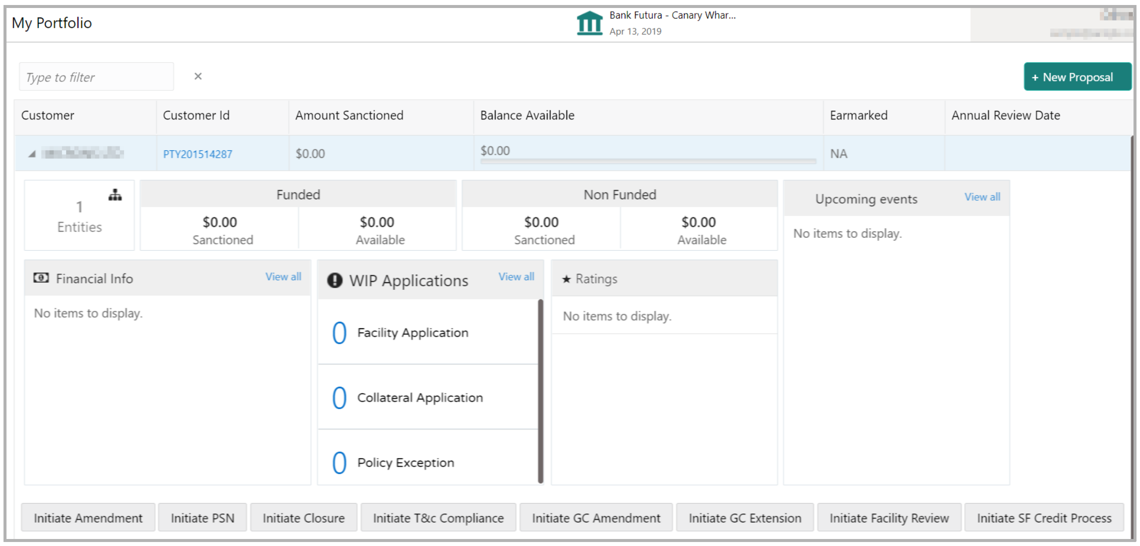
Chapter 3 - Initiation

Terms and Conditions Compliance Initiation

In this stage, the user can update the status of customer’s compliance with various Terms and Conditions and send the same for approval.

Initiation Steps

1. Login to OBCFPM.
2. Navigate to **Credit Facilities > My Portfolio.** The *My Portfolio* page appears:

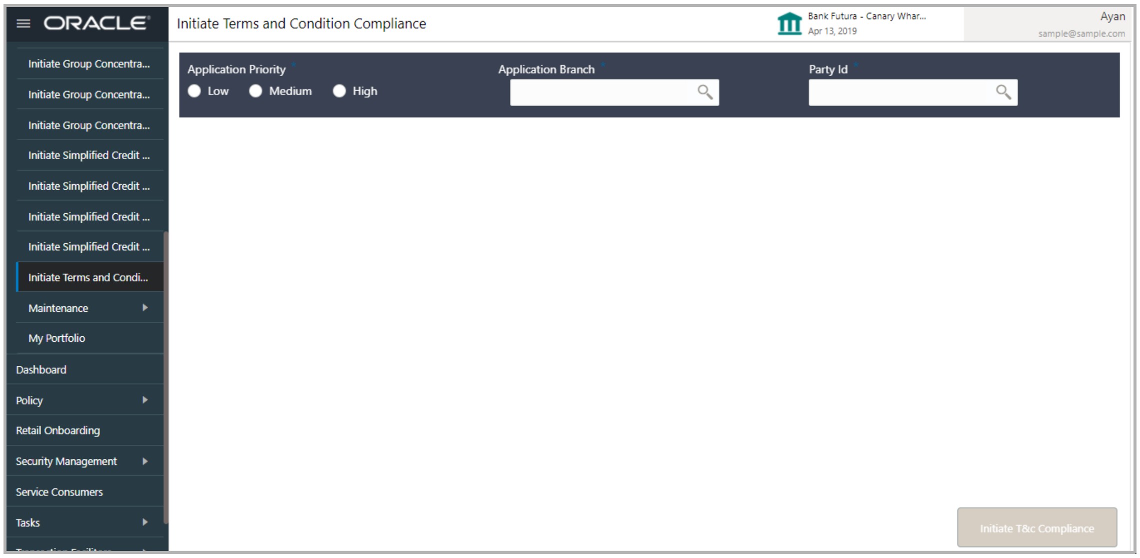


3. Click and expand the required customer.
4. Click **Initiate T&C Compliance**. The *Initiation* page appears.

Or

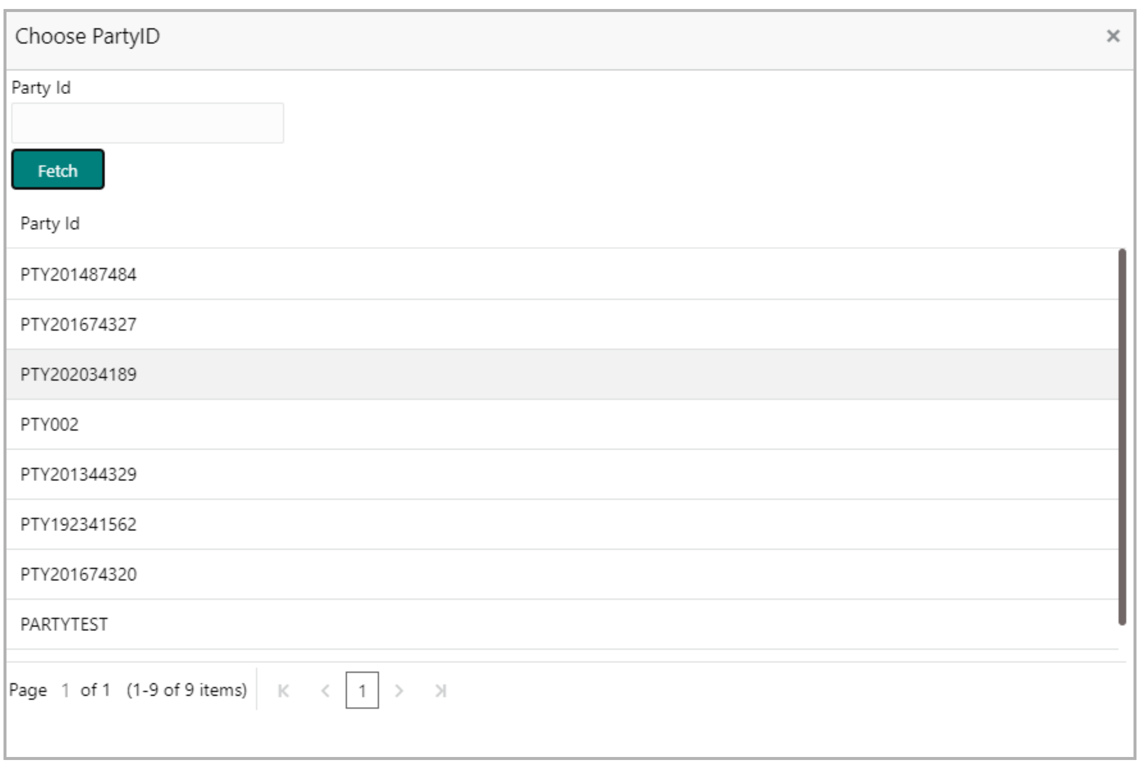
5. Navigate to **Credit Facilities > Initiate Terms and Conditions Compliance**. The *Initiation* page appears.

Chapter 3 - Initiation

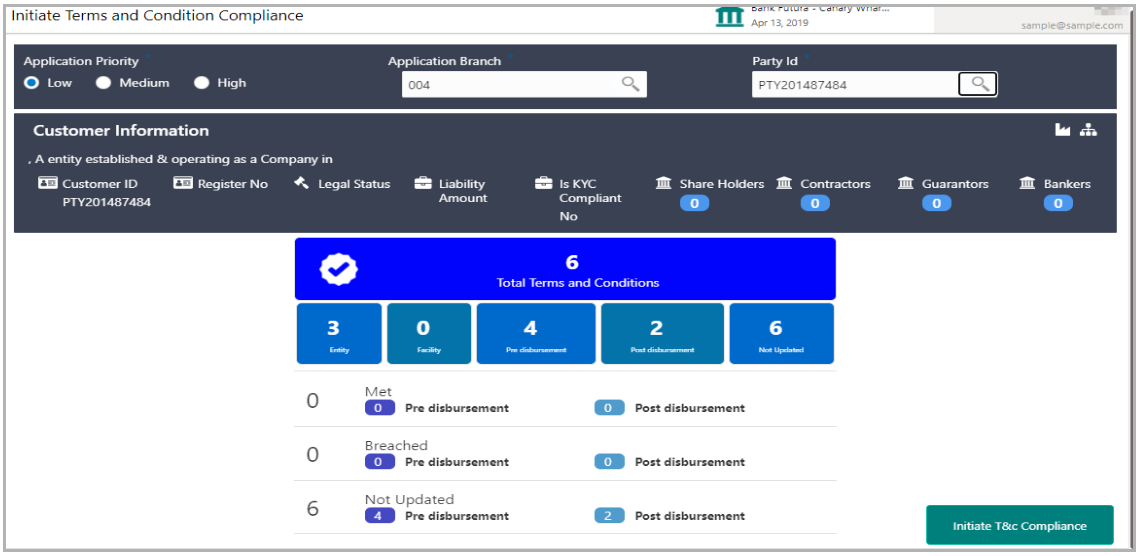


6. Select the **Application Priority** based on requirement. The options available are **Low**, **Medium**, and **High**.
7. Search and select the **Application Branch** and **Party Id**.

Upon clicking the search icon in **Party Id** field, the *Party Search* window appears as shown below.



8. Click **Fetch.** The Party IDs are populated.
9. Click on the Party Id. The system updates the **Party Id** field with the selected Id and displays the Terms and Conditions widget as shown below.



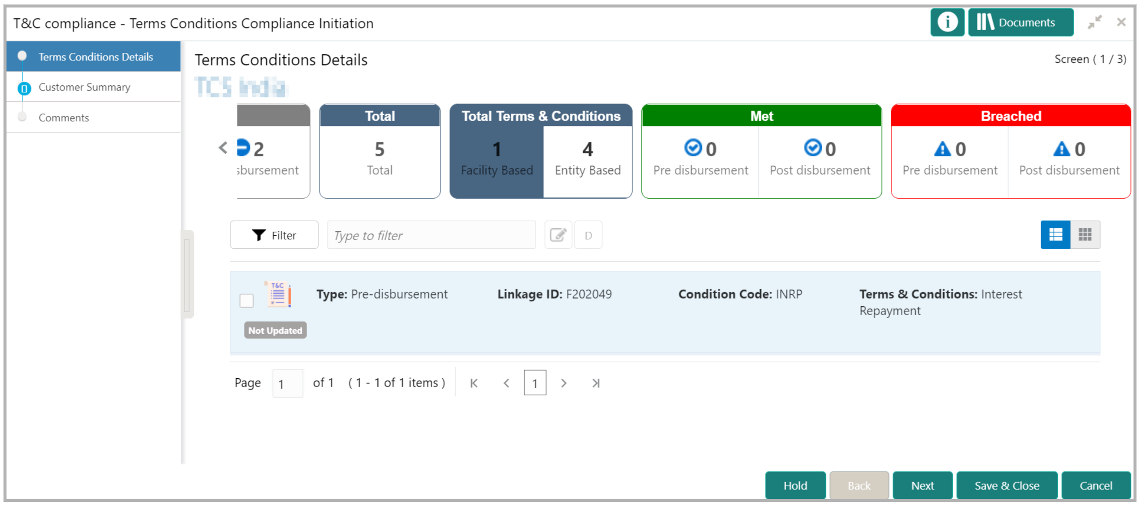
In the above screen, the following information are displayed:

- Customer Information
- T&C Widget with the following details
  - Total numbers of terms and conditions available for the customer
  - Number of terms and conditions directly linked to the customer
  - Number of terms and conditions linked to the facilities availed by the customer
  - Number of terms and conditions which must be satisfied before disbursement
  - Number of terms and conditions which must be satisfied after disbursement
  - Number of terms and conditions for which status is not yet updated
  - Met - Number of pre and post disbursement terms and conditions that are already met
  - Breached - Number of pre and post disbursement terms and conditions that are already breached
  - Not updated - Number of pre and post disbursement terms and conditions for which status is not updated yet

10. To initiate the Terms and Conditions Compliance process, click **Initiate T&C Compliance**. The *Terms and Conditions Details* page appears.

Terms and Conditions Details

This data segments lists all the Terms and Conditions directly or indirectly associated with the selected customer. The user can select the required Terms and Conditions and modify the status of the same.

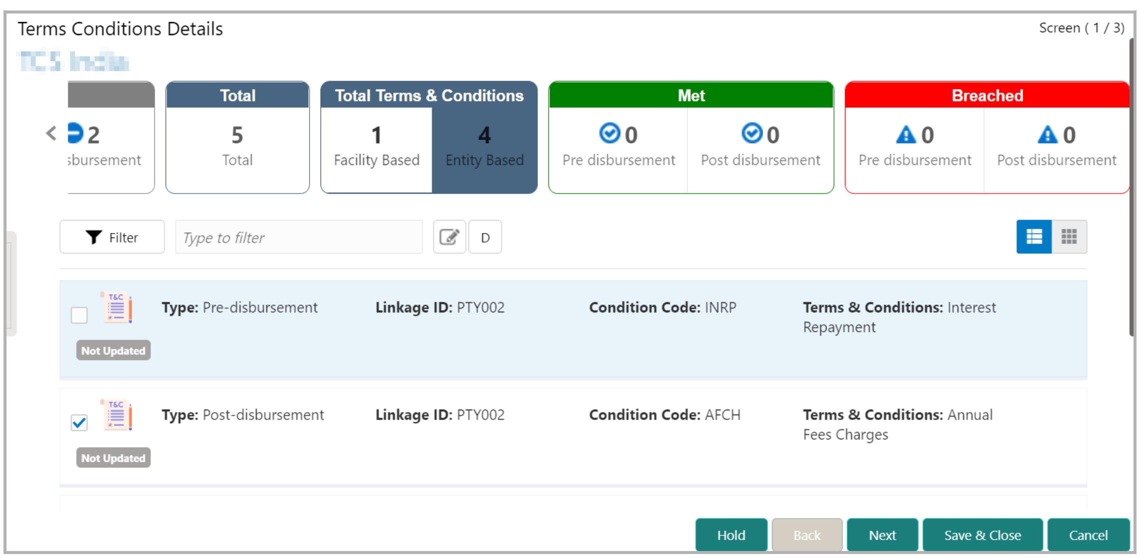


In the above screen, the following widgets are displayed:

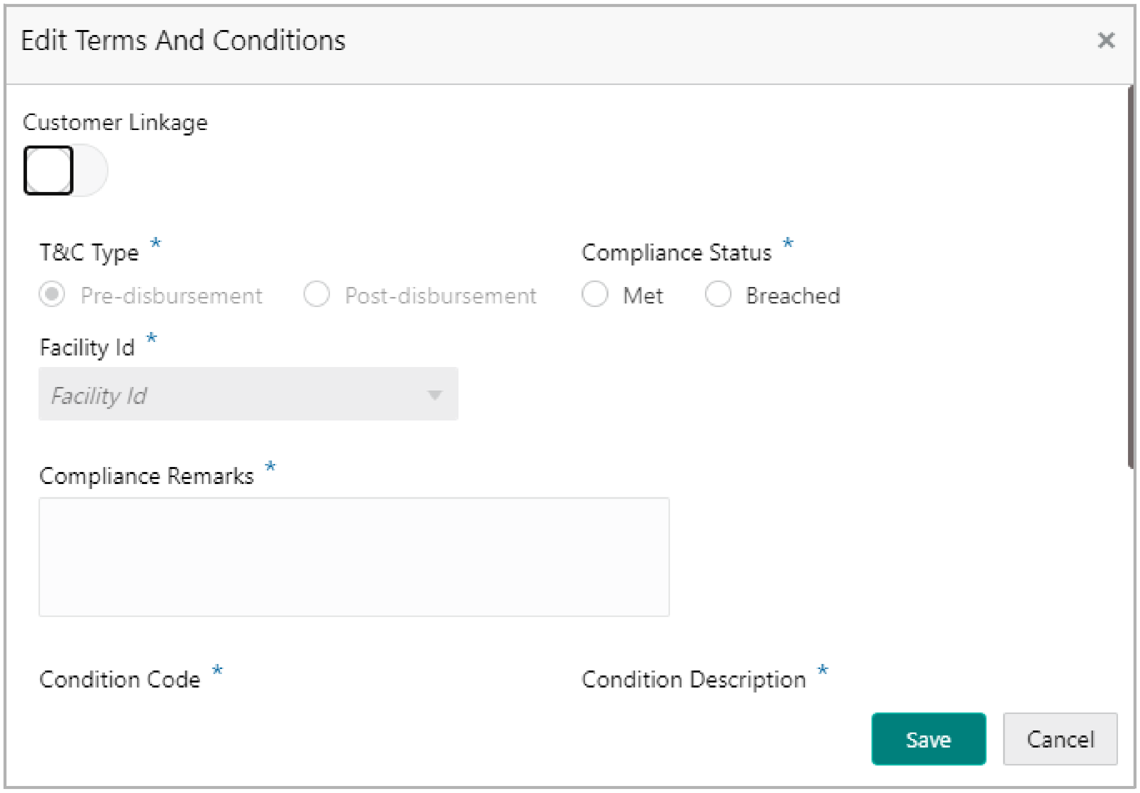
- Not Updated
- Total
- Met
- Breached

11. Click on the count on any of the required widget. The system displays Terms and Conditions of the selected category.

12. To filter the required Terms and Conditions, click the **Filter** icon and specify the search parameters or directly type the Terms and Conditions detail in the **Type to filter** text box.



13. To update the Terms and Conditions status, select the required Terms and Conditions from the list and click the edit icon. The *Edit Terms And Conditions* window appears.



14. Enable the **Customer Linkage** flag to directly link the terms and conditions to the customer.

The **T&C Type** is automatically populated by the system and it cannot be modified**.**

15. Select the **Compliance Status** for the Terms and Conditions. The options available are **Met** and **Breached**.
16. Select the Facility Id from the drop down list. If the Customer Linkage flag is enabled, the user cannot select the Facility Id and link it with the Terms and Conditions.
17. Type the **Compliance Remarks.** The user can capture more details about the compliance status in this field.

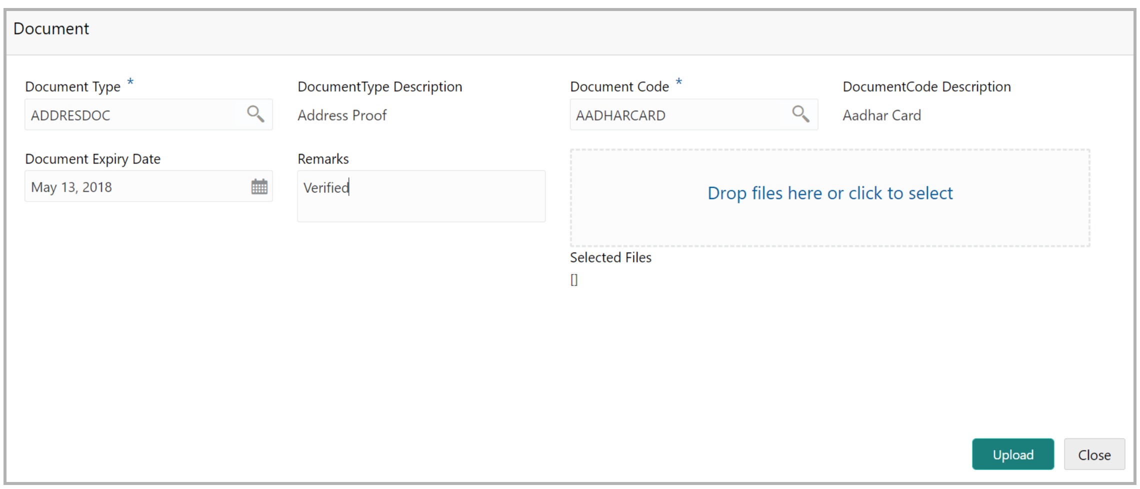
The **Condition Code** is the predefined code of terms and conditions maintained by the bank. The user cannot change this code.

18. Type the name of Terms and Conditions in the **Condition Description** field.
19. Provide the full details of terms and conditions in the Terms and Conditions field.
20. To save the compliance status, click **Save**.
21. To exit the Edit Terms And Conditions window without saving the information, click **Cancel.**

Upon clicking **Save**, the compliance status of the terms and conditions is updated and displayed in the *Terms and Condition Details* page.

22. To link documents associated with the terms and conditions compliance, select the terms and conditions from the list and click the Documents (D) icon.

23. Click **Add New Documents**.



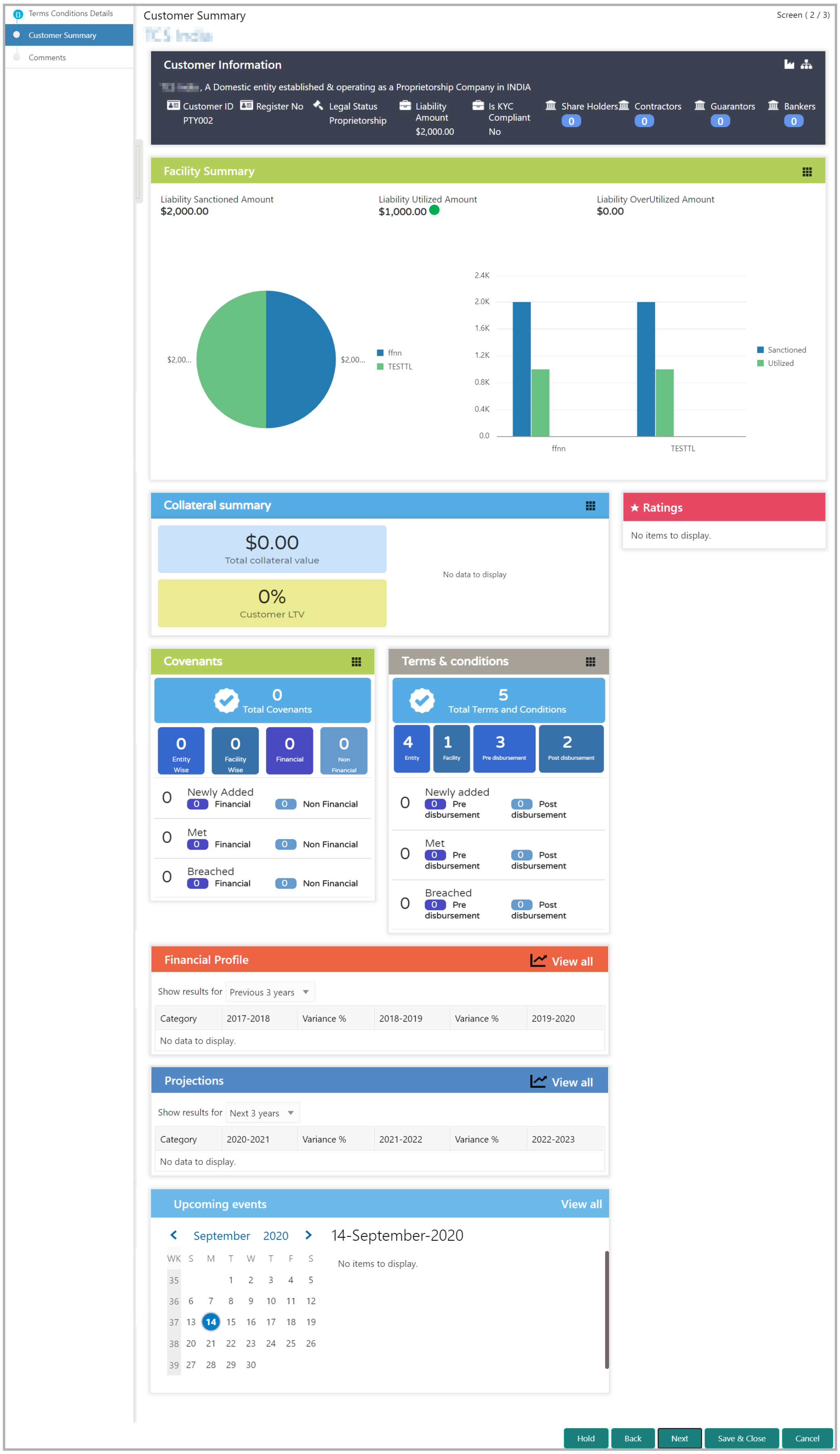
Refer Document Upload chapter for information on uploading documents.

24. To change the layout of *Terms and Conditions Details* page to table view, click the Table View icon.

25. After updating the status of all the terms and conditions, click **Next**. The *Customer Summary* page appears.

Customer Summary

This data segment is the graphical representation of the customer information. The Terms & Conditions tile in this page is updated based on the actions performed in the Terms and Conditions Details data segment.

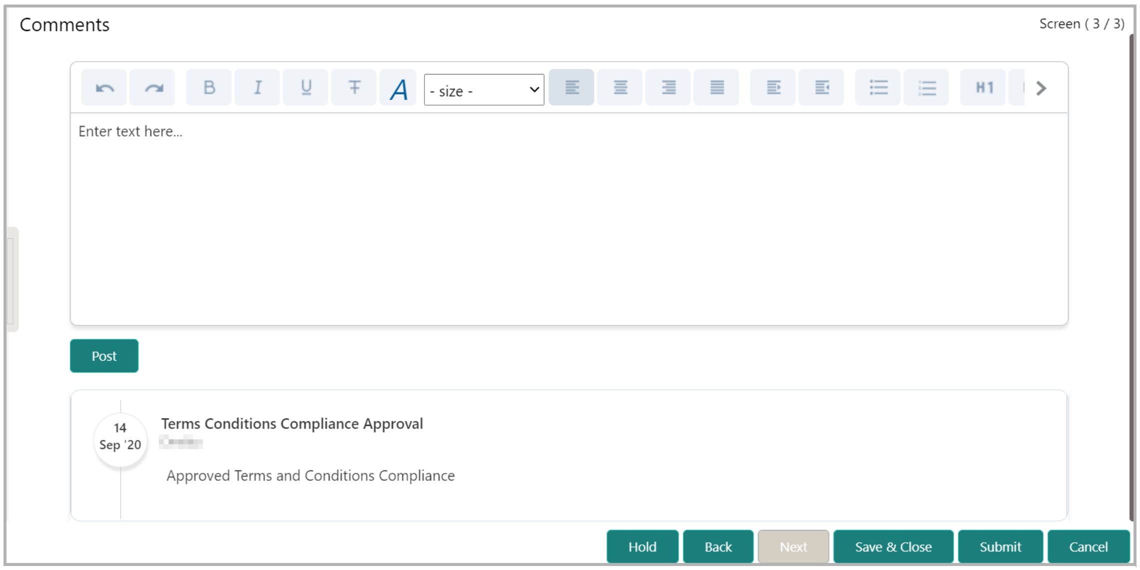

Terms Conditions Details
Customer Summary
Comments
Customer Summary
Screen (2 / 3)
Customer Information
A Domestic entity established & operating as a Proprietorship Company in INDIA
Customer ID PTY002
Register No
Legal Status Proprietorship
Liability Amount $2,000.00
Is KYC Compliant No
Share Holders 0
Contractors 0
Guarantors 0
Bankers 0
Facility Summary
Liability Sanctioned Amount $2,000.00
Liability Utilized Amount $1,000.00
Liability OverUtilized Amount $0.00
ffnn
TESTTL
Sanctioned
Utilized
Collateral summary
$0.00
Total collateral value
0%
Customer LTV
No data to display
Ratings
No items to display.
Covenants
0 Total Covenants
Newly Added
Met
Breached
Financial
Non Financial
Terms & conditions
5 Total Terms and Conditions
4 Entity
1 Facility
3 Pre disbursement
2 Post disbursement
Newly added
Met
Breached
Pre disbursement
Post disbursement
Financial Profile
View all
Show results for Previous 3 years
Category 2017-2018 Variance % 2018-2019 Variance % 2019-2020
No data to display.
Projections
View all
Show results for Next 3 years
Category 2020-2021 Variance % 2021-2022 Variance % 2022-2023
No data to display.
Upcoming events
View all
September 2020
14-September-2020
No items to display.
Hold
Back
Next
Save & Close
Cancel

For information on the actions that can be performed in this *Customer Summary* page, refer Credit 360 User Manual.

26. View the customer summary and click **Next**. The *Comments* page appears.

Comments

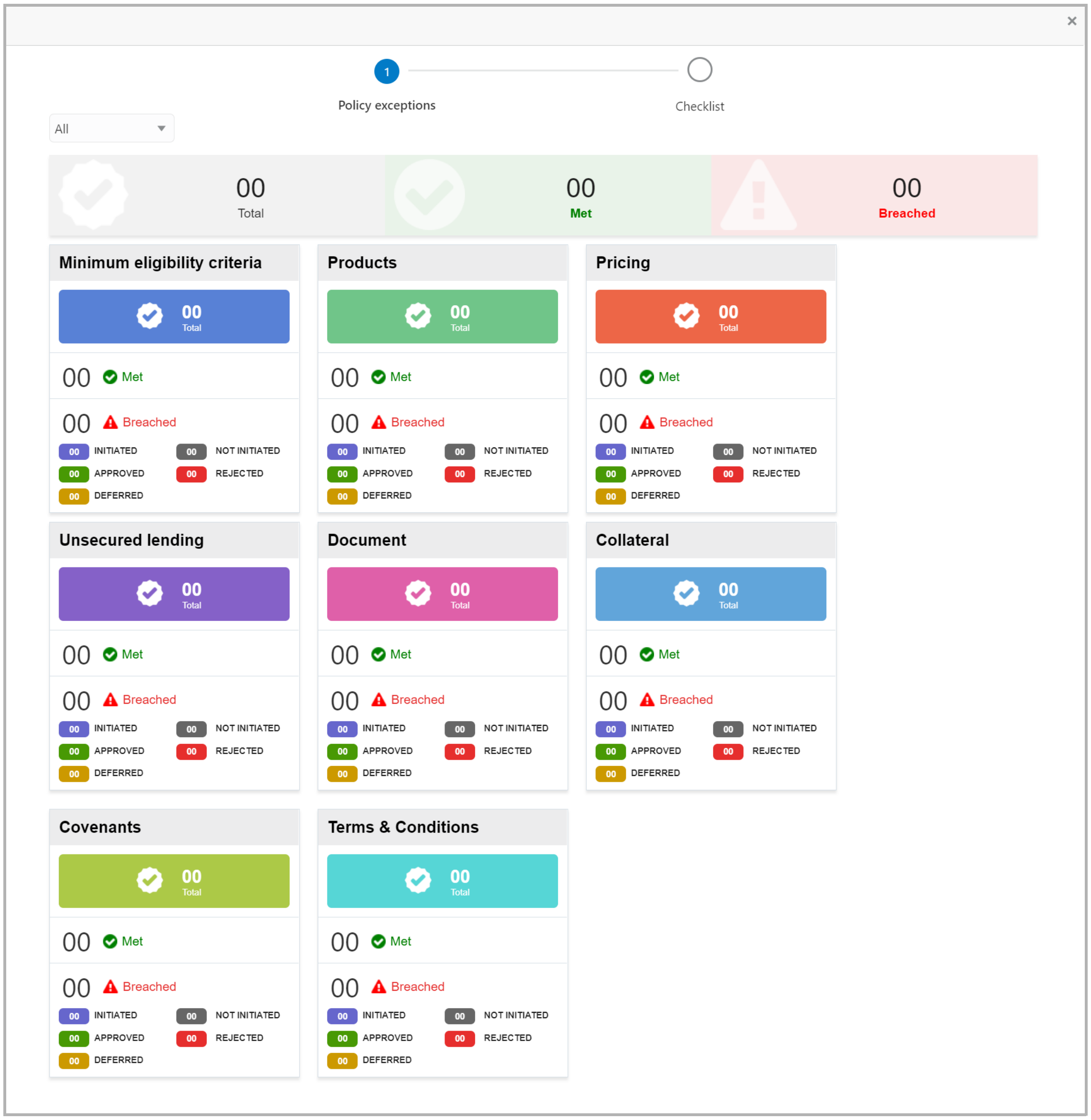
This data segment allows to capture overall comments for the Terms and Conditions Compliance initiation stage. Posting comments allows the senior officers to identify the actions performed in this stage.



27. **Post** comments about the customer's overall terms and conditions compliance. Comments are displayed below the Comments text box.
28. To hold the Compliance Initiation task, click **Hold**.
29. To go back to the previous page, click **Back**.
30. To save and exit the window, click **Save & Close**.
31. To submit the Compliance Initiation task, click **Submit**.
32. To cancel the operation, click **Cancel**.

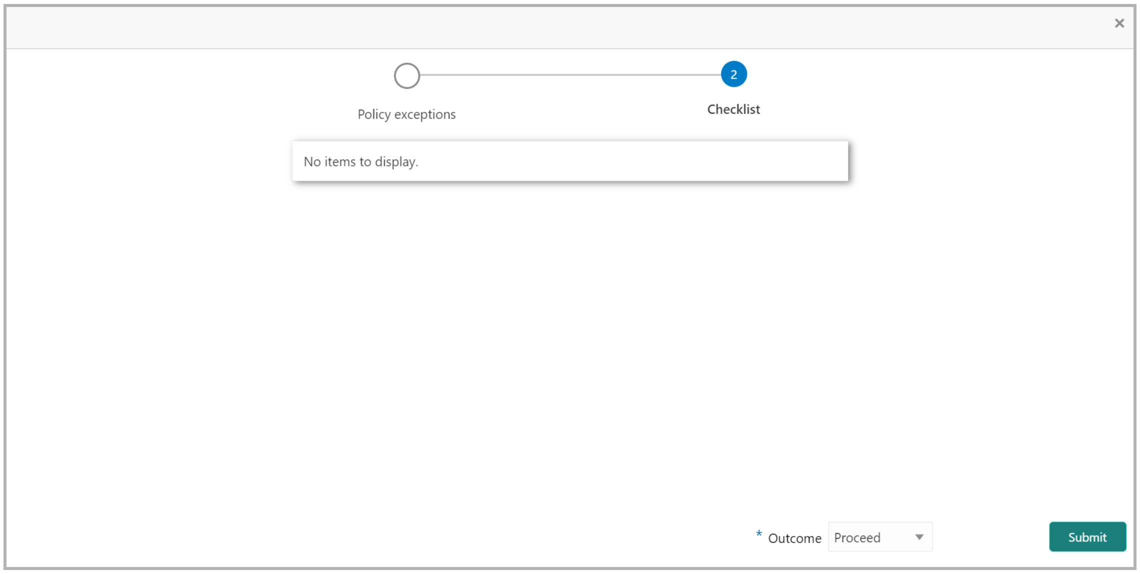
Upon clicking **Submit**, the *Policy Exception* window appears.

Chapter 3 - Initiation



By default, policy exceptions are displayed for both the party and child parties. To view the policy exceptions for particular party / child party, select the required party / child party from the drop down list at top left corner.

33. View the policy exceptions and make necessary actions, if required.
34. Click the **Checklist** data segment.



35. Select the **Outcome** as ‘Proceed’ and click **Submit**. The Terms and Conditions Compliance initiation task will be submitted for approval.

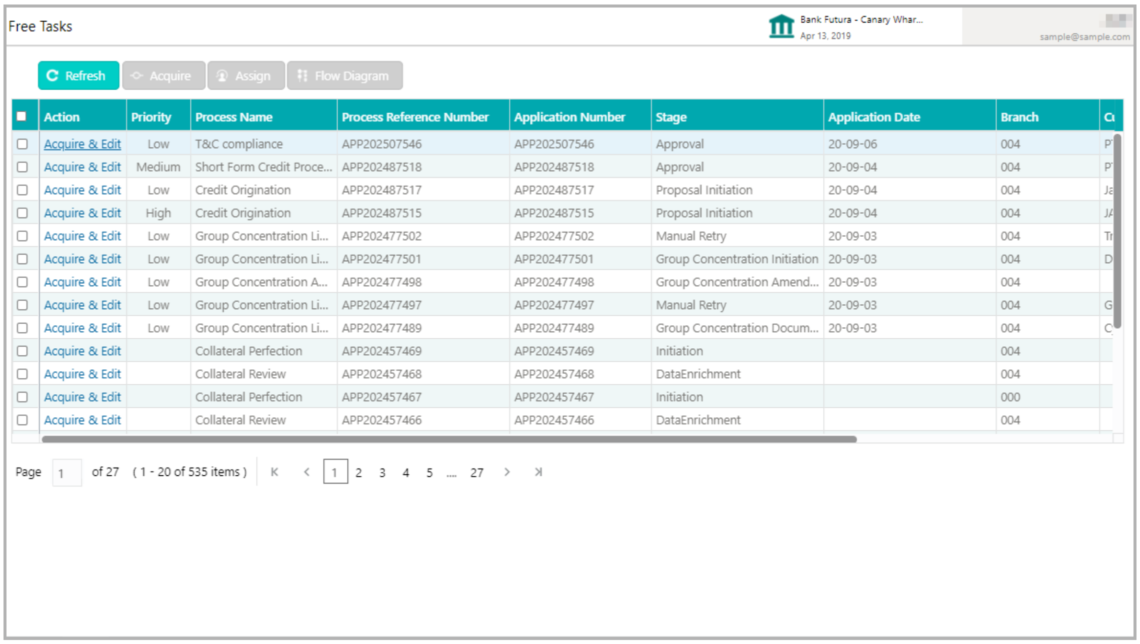
Chapter 3 - Approval

Terms and Conditions Compliance Approval

In this stage, the Approver can view the Terms and Conditions Compliance status modified in the Initiation stage and approve / reject the same.

Approval Steps

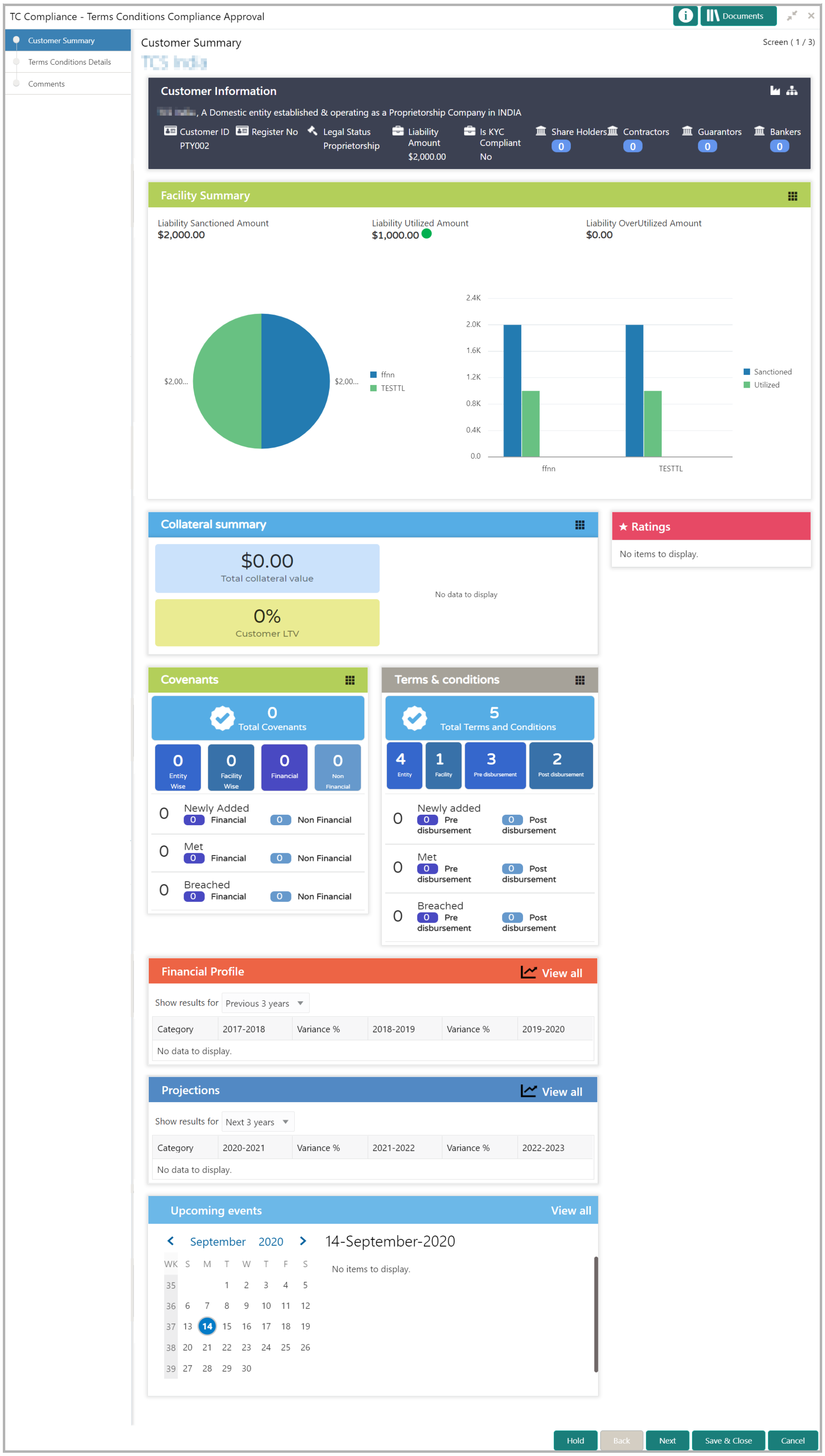
1. In OBCFPM, navigate to **Tasks > Free Tasks** from the left navigation menu**.** The *Free Tasks* page appears.



2. **Acquire & Edit** the required 'Approval' task. The *Customer Summary* page appears.

Customer Summary

This data segment is the graphical representation of the customer information. The Terms & Conditions tile in this page is updated based on the actions performed in the Initiation stage.



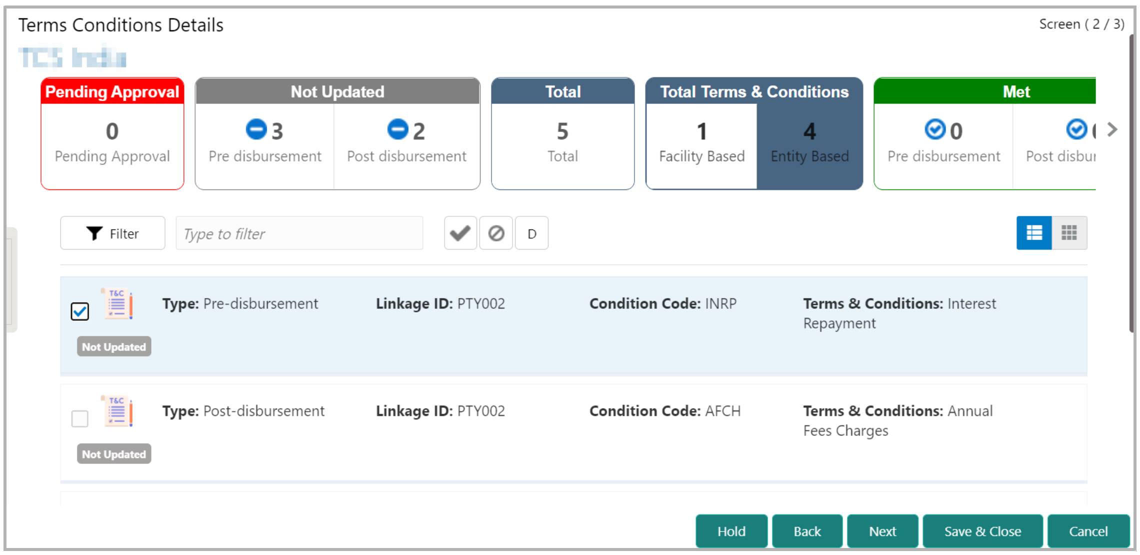
TC Compliance - Terms Conditions Compliance Approval
Documents
Customer Summary
Terms Conditions Details
Comments
Customer Summary
Screen (1 / 3)
Customer Information
, A Domestic entity established & operating as a Proprietorship Company in INDIA
Customer ID PTY002
Register No
Legal Status Proprietorship
Liability Amount $2,000.00
Is KYC Compliant No
Share Holders 0
Contractors 0
Guarantors 0
Bankers 0
Facility Summary
Liability Sanctioned Amount $2,000.00
Liability Utilized Amount $1,000.00
Liability OverUtilized Amount $0.00
ffnn
TESTTL
Sanctioned
Utilized
Collateral summary
$0.00 Total collateral value
0% Customer LTV
No data to display
Ratings
No items to display.
Covenants
0 Total Covenants
0 Entity Wise
0 Facility Wise
0 Financial
0 Non Financial
0 Newly Added 0 Financial 0 Non Financial
0 Met 0 Financial 0 Non Financial
0 Breached 0 Financial 0 Non Financial
Terms & conditions
5 Total Terms and Conditions
4 Entity
1 Facility
3 Pre disbursement
2 Post disbursement
0 Newly added 0 Pre disbursement 0 Post disbursement
0 Met 0 Pre disbursement 0 Post disbursement
0 Breached 0 Pre disbursement 0 Post disbursement
Financial Profile
View all
Show results for Previous 3 years
Category 2017-2018 Variance % 2018-2019 Variance % 2019-2020
No data to display.
Projections
View all
Show results for Next 3 years
Category 2020-2021 Variance % 2021-2022 Variance % 2022-2023
No data to display.
Upcoming events
View all
September 2020
14-September-2020
No items to display.
Hold
Back
Next
Save & Close
Cancel

For information on the actions that can be performed in this *Customer Summary* page, refer Credit 360 User Manual.

3. View the **Customer Summary** and click **Next**. The *Terms and Conditions Details* page appears.

Terms and Conditions Details

This data segments lists all the Terms and Conditions directly or indirectly associated with the selected customer. The user can select the required Terms and Conditions for which approval is pending and take necessary action.



In the above screen, the following widgets are displayed:

- Pending Approval
- Not Updated
- Total
- Met
- Breached

4. Click on the count on any of the required widget. The system displays Terms and Conditions of the selected category.

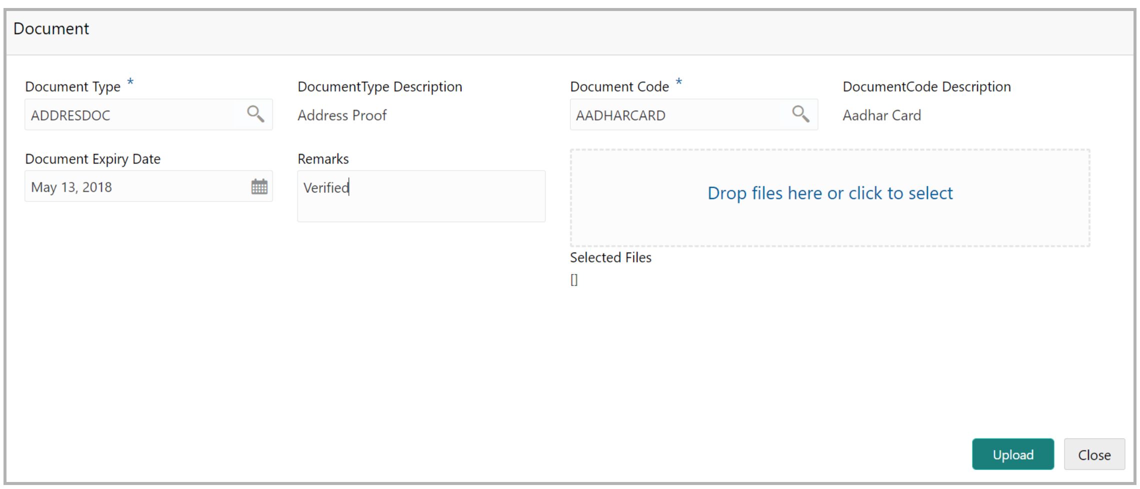
5. To filter the required Terms and Conditions, click the **Filter** icon and specify the search parameters or directly type the Terms and Conditions detail in the **Type to filter** text box.

6. To approve the Terms and Conditions compliance status, select the Terms and Conditions from the list and click the Approve icon (tick mark).

7. To reject the Terms and Conditions status, select the Terms and Conditions from the list and click the Reject icon next to the Approve icon.

8. To link documents associated with the terms and conditions compliance, select the terms and conditions from the list and click the Documents (D) icon.

9. Click **Add New Documents**.



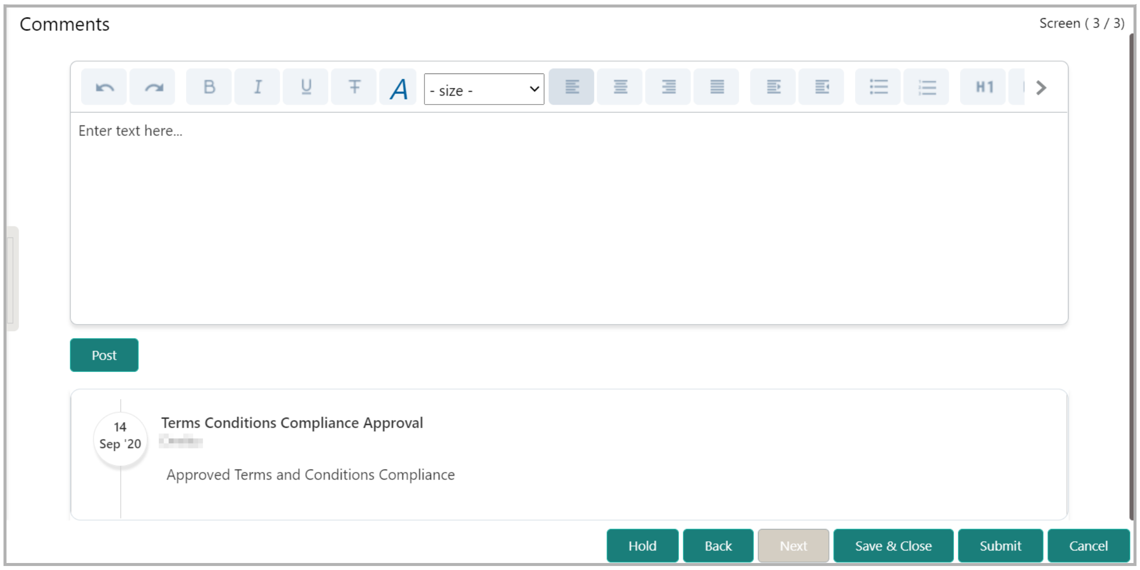
Refer **Document Upload** chapter for information on uploading documents.

10. To change the layout of *Terms and Conditions Details* page to table view, click the Table View icon.

11. After approving or rejecting all the terms and conditions compliance status, click **Next**. The *Comments* page appears.

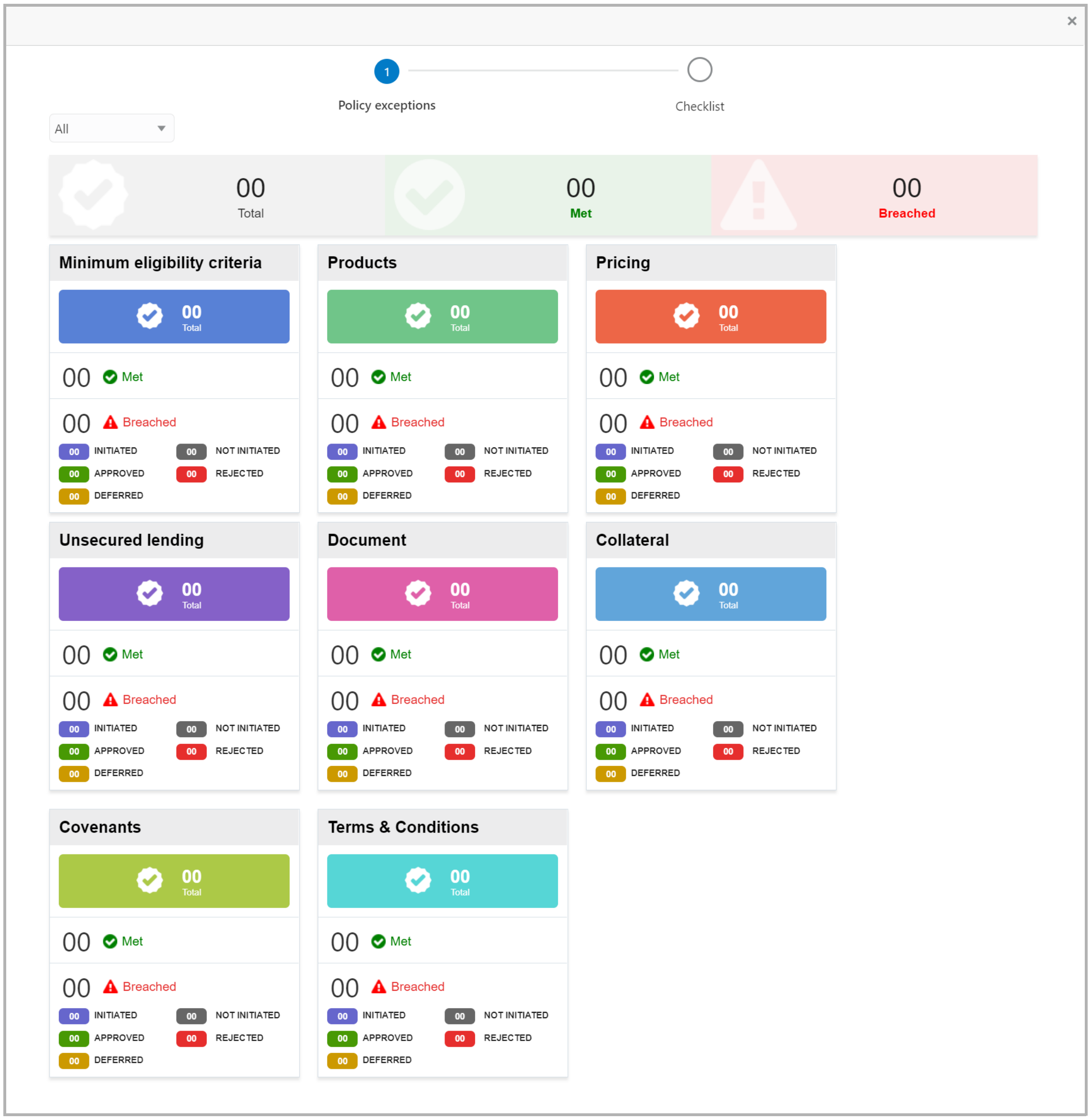
Comments

This data segment allows to capture overall comments for the Terms and Conditions Compliance approval stage. The user can specify the reason for rejection, if the compliance status is not approved.



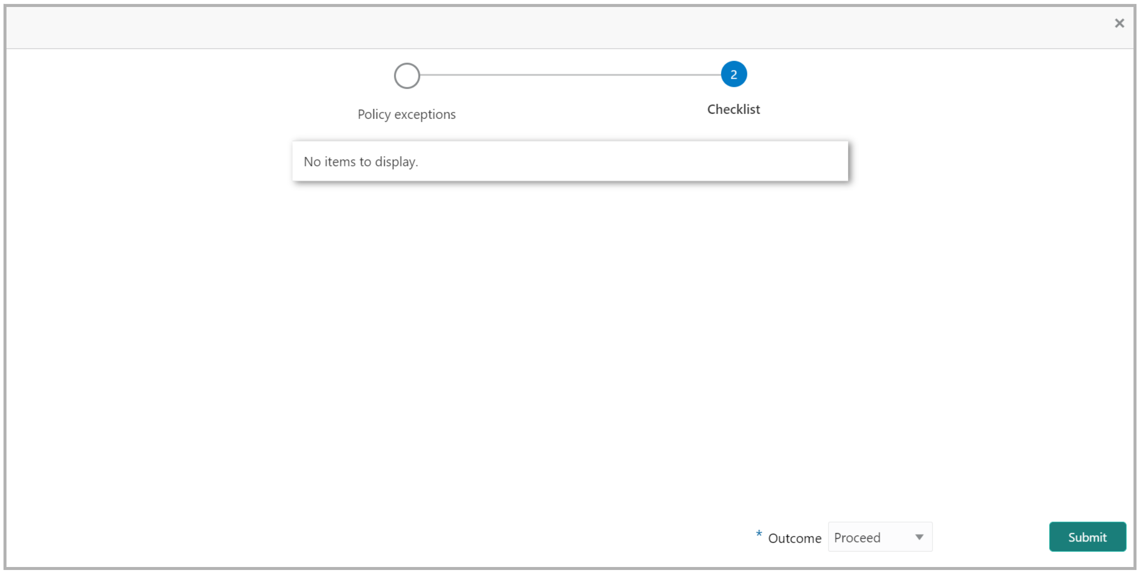
12. Type the necessary comments for the Approval stage in the text box.
13. Click **Post.** Comments are added below the text box.
14. To hold the Approval task, click **Hold**.
15. To go back to the previous page, click **Back**.
16. To save and exit the window, click **Save & Close**.
17. To submit the Approval task, click **Submit**.
18. To cancel the operation, click **Cancel**.

Upon clicking **Submit**, the *Policy Exception* window appears.



By default, policy exceptions are displayed for both the party and child parties. To view the policy exceptions for particular party / child party, select the required party / child party from the drop down list at top left corner.

19. View the policy exceptions and make necessary actions, if required.
20. Click the **Checklist** data segment.



21. Select the required **Outcome.** The options available are **Approve** and **Reject**.
22. Click **Submit**.

If the **Outcome** is selected as ‘Approve’, the process is completed on clicking **Submit**.

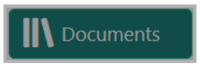
If the **Outcome** is selected as ‘Reject’, the task is sent back to the Initiation stage on clicking **Submit**. The user must modify the compliance status and submit it to the Approval stage again.

Chapter 3 - Document Upload

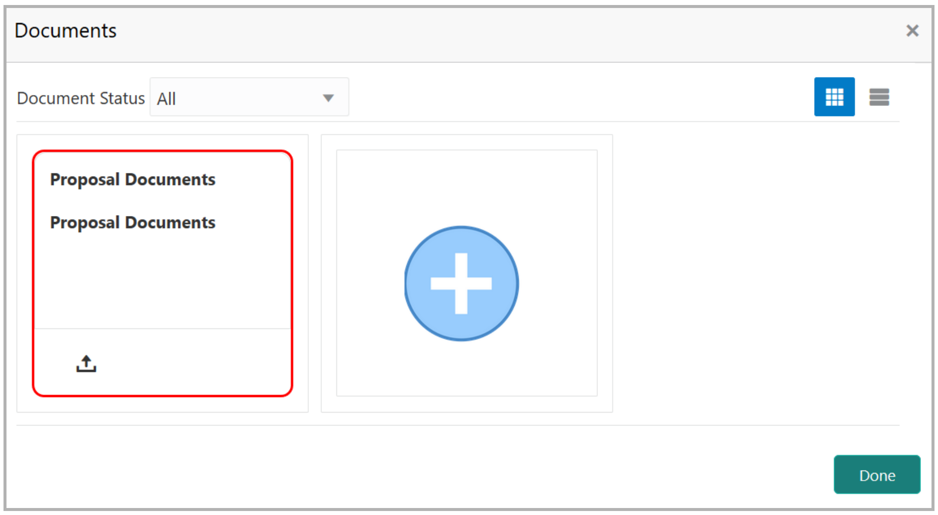
Document Upload and Checklist

In OBCFPM, supporting documents such as insurance certificate, valuation report, and machine fitness certificate can be uploaded in any stage of Terms and Conditions Compliance Tracking process. Supporting documents act as a proof for customer's compliance with respect to the terms and conditions set by bank. Added documents can be removed whenever the document expires.

Steps to upload documents

1. Click 

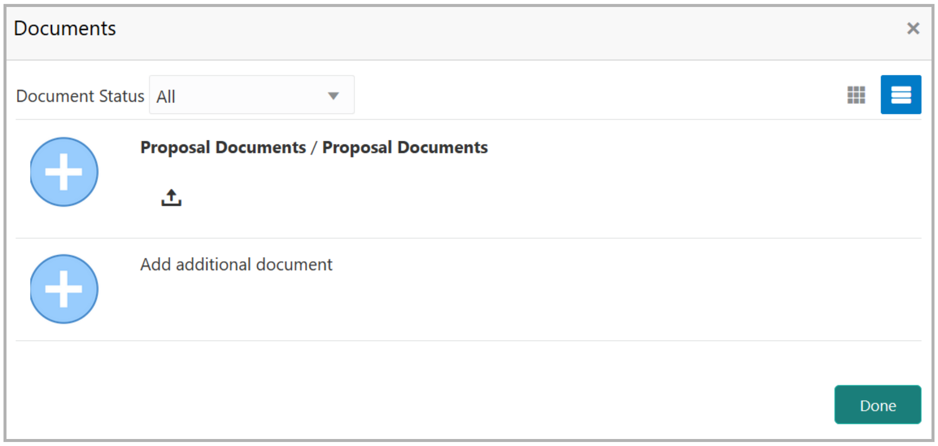
at the top right corner of any page. The *Documents* window appears.



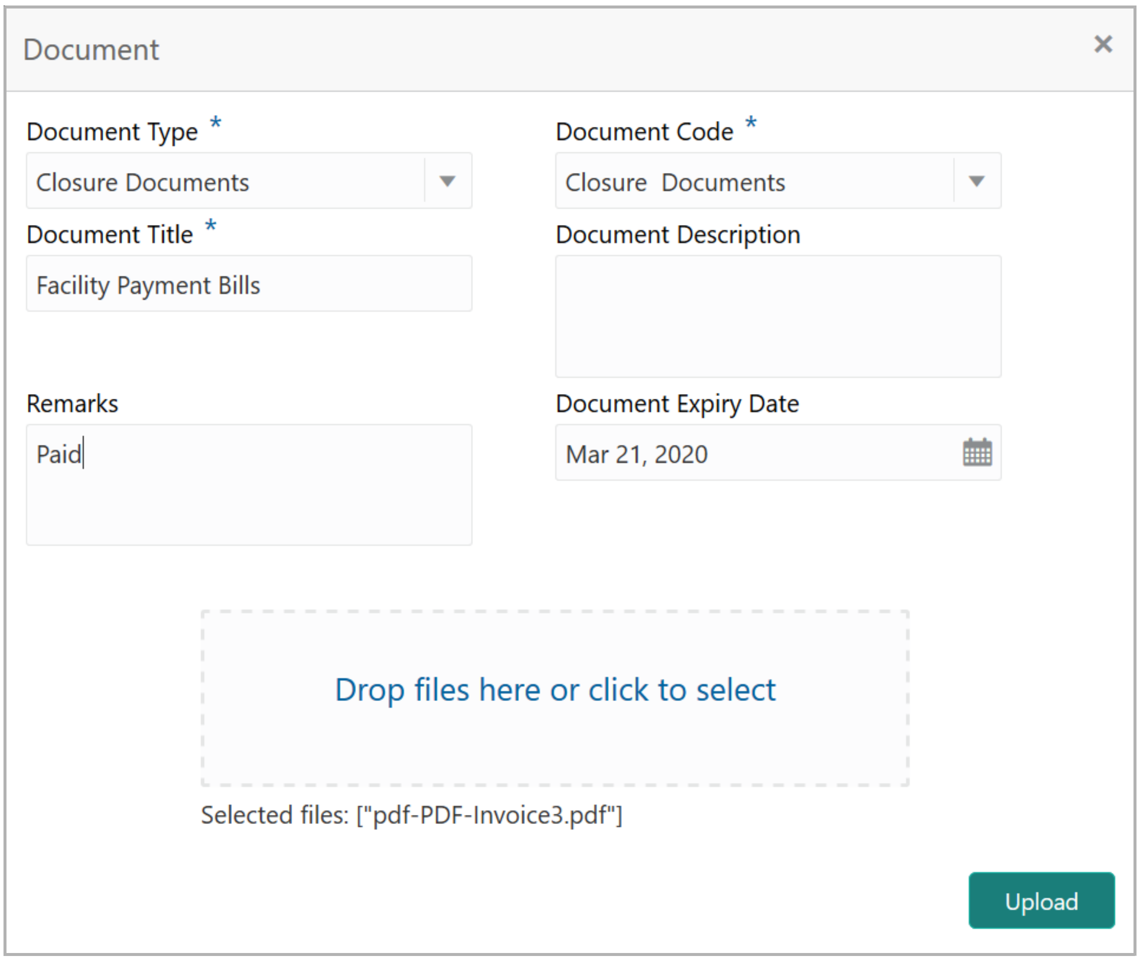
If the document list is configured in Business Process Maintenance, the same appears in the above window. You can also click the add icon to upload other documents.

In case the mandatory document is not uploaded, the system prompts an alert. You need to upload the necessary documents and proceed further.

2. To change the table view to the list view, click the list icon at the top right corner. The *Documents* window appears as shown below.



3. Click the add icon. The *Document Details* window appears.

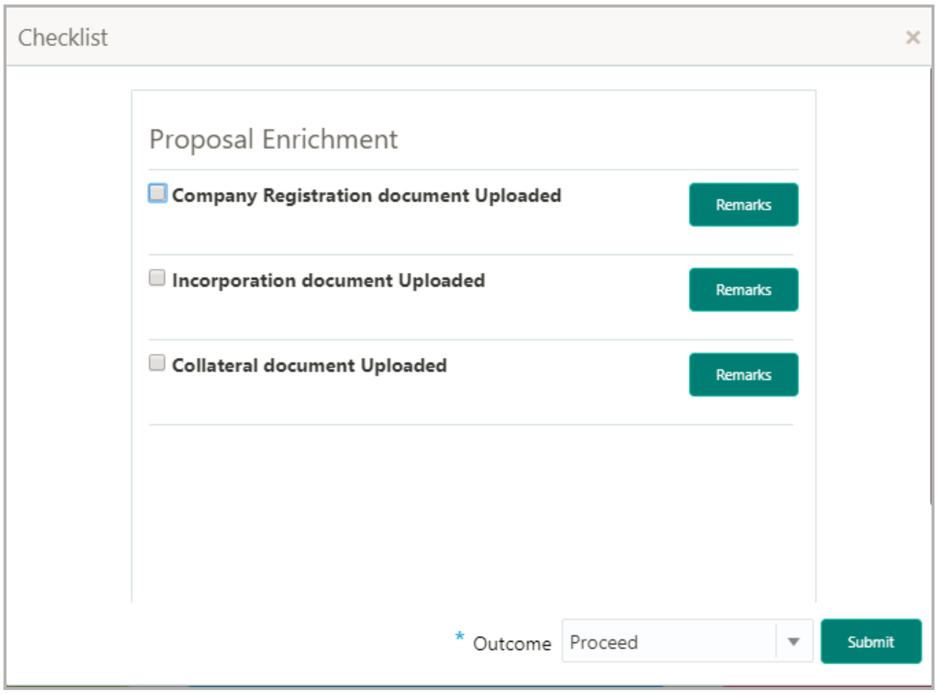


4. Select the **Document Type** and **Document Code** from the drop down list. The options available are: Amendment Documents, Proposal Documents and Closure Documents.
5. Type the **Document Title.**
6. Type a brief description about the document in the **Document Description** field.

7. Type the **Remarks**, if any.
8. Click the calendar icon and select the **Document Expiry Date**.
9. In **Drop files here or click to select** area, drag and drop the documents or click and select the documents. Selected files are displayed at the bottom.

To upload multiple supporting documents at the same time, drag and drop or click and select all the documents.

10. Click **Upload**. The *Checklist* window appears.



11. Manually verify all the checklist and enable the corresponding check box.
12. Select the **Outcome** as **Proceed**.
13. Click **Submit**. Document is uploaded and listed in Document window.
14. To edit or delete the document, click the edit or delete icons.

Reference and Feedback

References

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

- Oracle Banking Procedure User Guide
- Oracle Banking SMS User Guide
- Oracle Banking Common Core
- Oracle Banking Credit Facilities Process Management Installation Guides

Documentation Accessibility

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

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