Policy Exception Approval Process User Manual

Oracle Banking Credit Facilities Process Management

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Oracle Banking Credit Facilities Process Management User Guide
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Table of Contents

Chapter 1 - Preface

Preface

About this guide

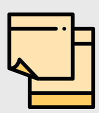
This guide provides the user with all the information necessary to perform Policy Exception Approval Process for the corporate customer in OBCFPM.

Intended Audience

This document is intended for the banking personnel responsible for performing Policy Exception Approval Process for the corporate 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:

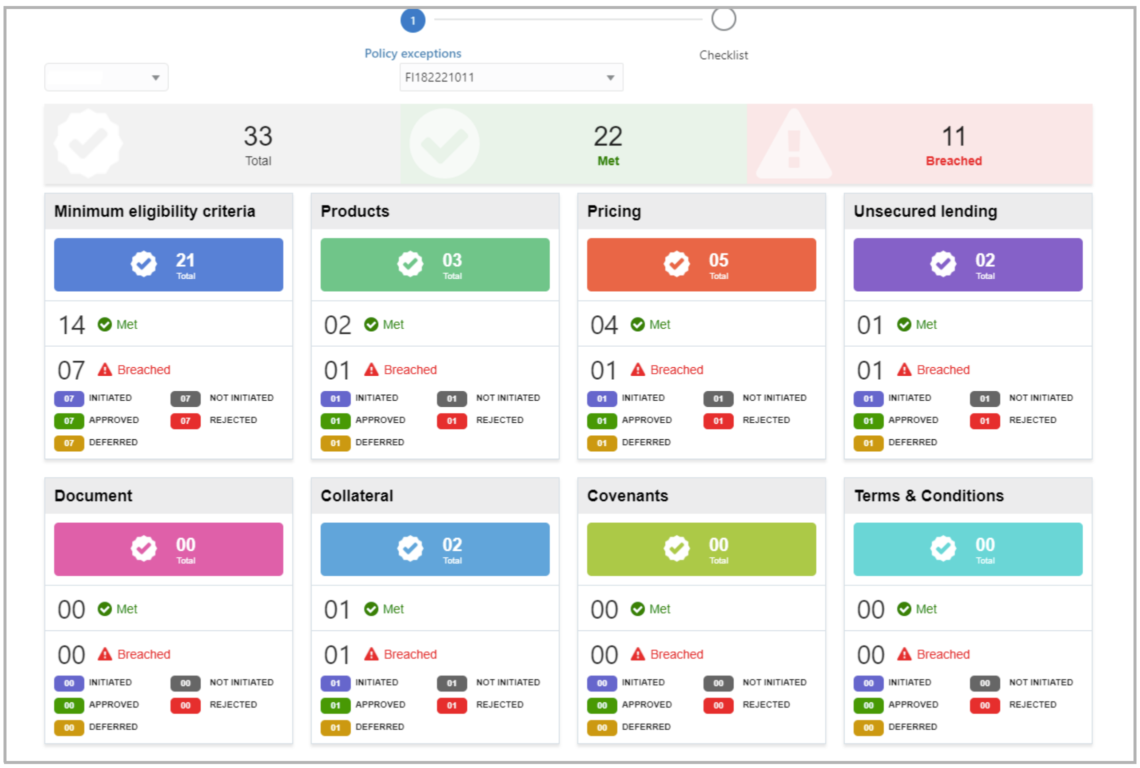
Icons	Icon Name
	Add icon
	Calendar icon
	Configuration / settings icon
	Delete icon
	Edit icon

Policy Exception Summary

Credit proposals initiated in OBCFPM are validated with respect to the policies defined by the bank in each stage of credit process. The defined policies cover both financial and non-financial dimensions of an organization seeking credit facilities. During the policy validation, the organization might meet or breach the bank's policies on various dimensions such as minimum eligibility criteria, products, and pricing.

The Policy Exception Summary is displayed in each stage of credit proposal process to provide a holistic view of the met and breached policies to the banking personnel. Thus, the banker can take necessary decision in initiating policy exception approval process or rejecting the proposal.

Upon Submitting the Credit Application, the Policy Exception Summary page appears:



1. Select the name and ID of company from the drop down list. If the application is submitted for a group of company, then "all" is displayed in the drop down field by default.

After selecting the company name and ID, the Policy Exception Summary for the selected company appears.

In the Policy Exception Summary:

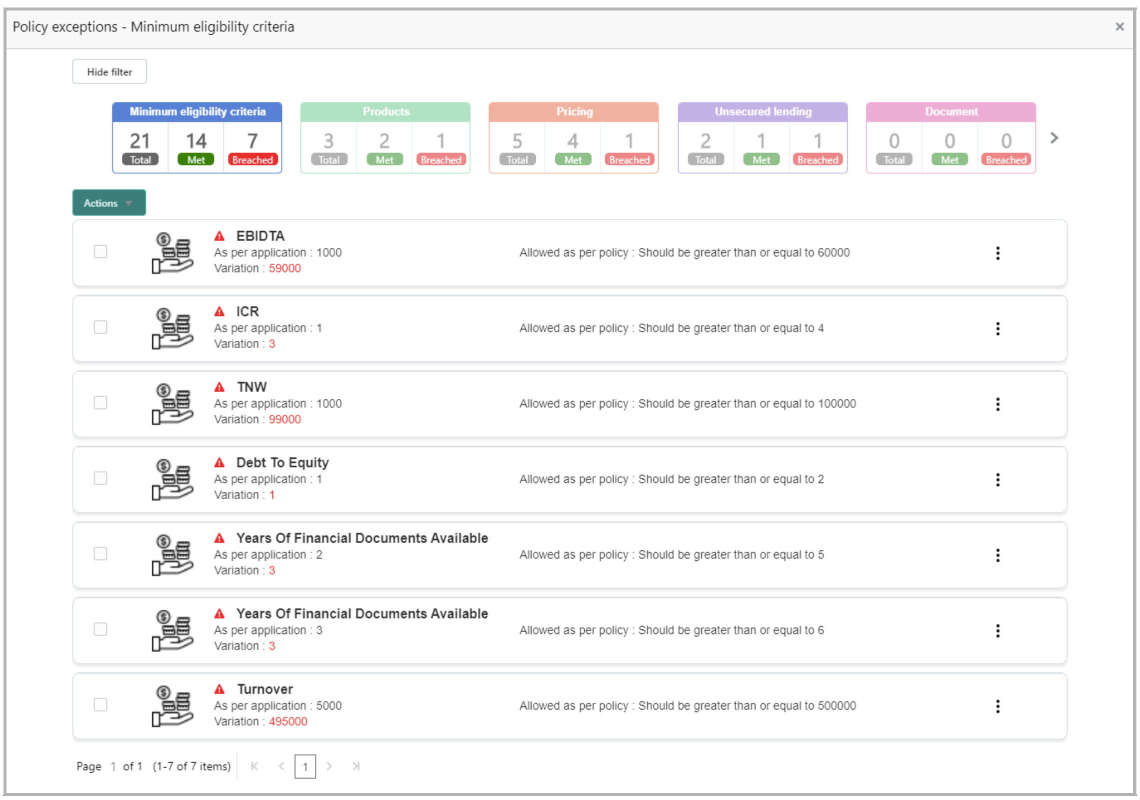
Total count shows the number of validated policies.

Met count shows the number of met policies.

Breached count shows the number of breached policies.

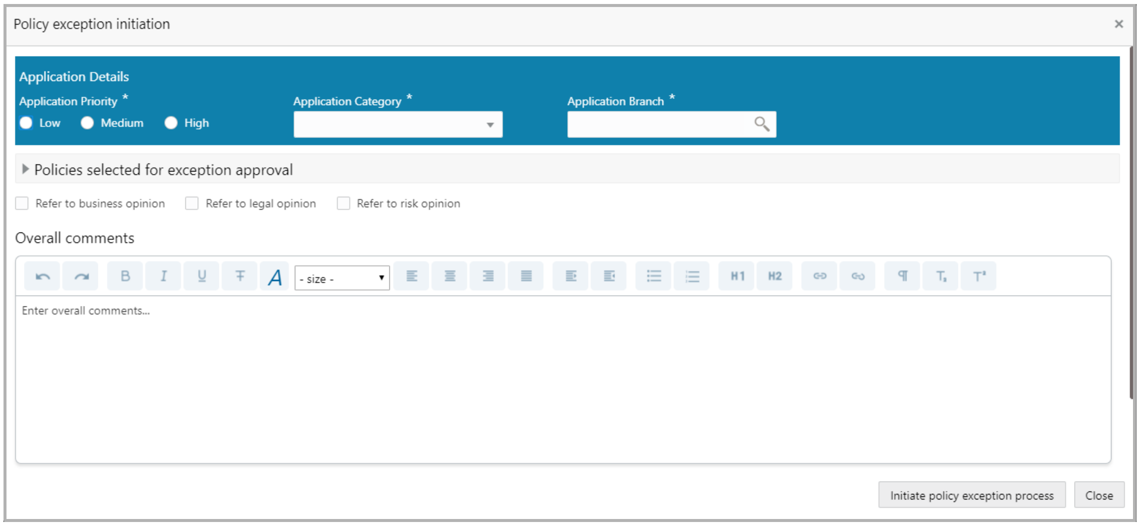
2. To know the status of policy exception approval process, refer the following count in each dimension:
    - INITIATED
    - APPROVED
    - DEFERRED
    - NOT INITIATED
    - REJECTED

3. To view the list of exceptions in each dimension, click the corresponding dimension. *Policy exceptions - <dimension name>* window appears:



4. Click the **Actions** drop down button and select the required option. The options available are: **Deferred to Next stage** and **Initiate the approval task**.

Upon clicking the **Initiate the approval task** button, *Policy exception initiation* window appears:



In the **Application Details** section:

5. Select the **Application Priority**. The options available are: Low, Medium, and High.
6. Select the **Application Category** from the drop down list.
7. Search and select the **Application Branch.**
8. If business opinion about the policy breach is required, select the **Refer to business opinion** check-box.
9. If legal opinion about the policy breach is required, select the **Refer to legal opinion** check-box.
10. If risk opinion about the policy breach is required, select the **Refer to risk opinion** check-box.
11. Type **Overall comments** for the Policy exception initiation.
12. Click **Initiate policy exception process.**
13. To exit the Policy exception initiation window, click **Close**.

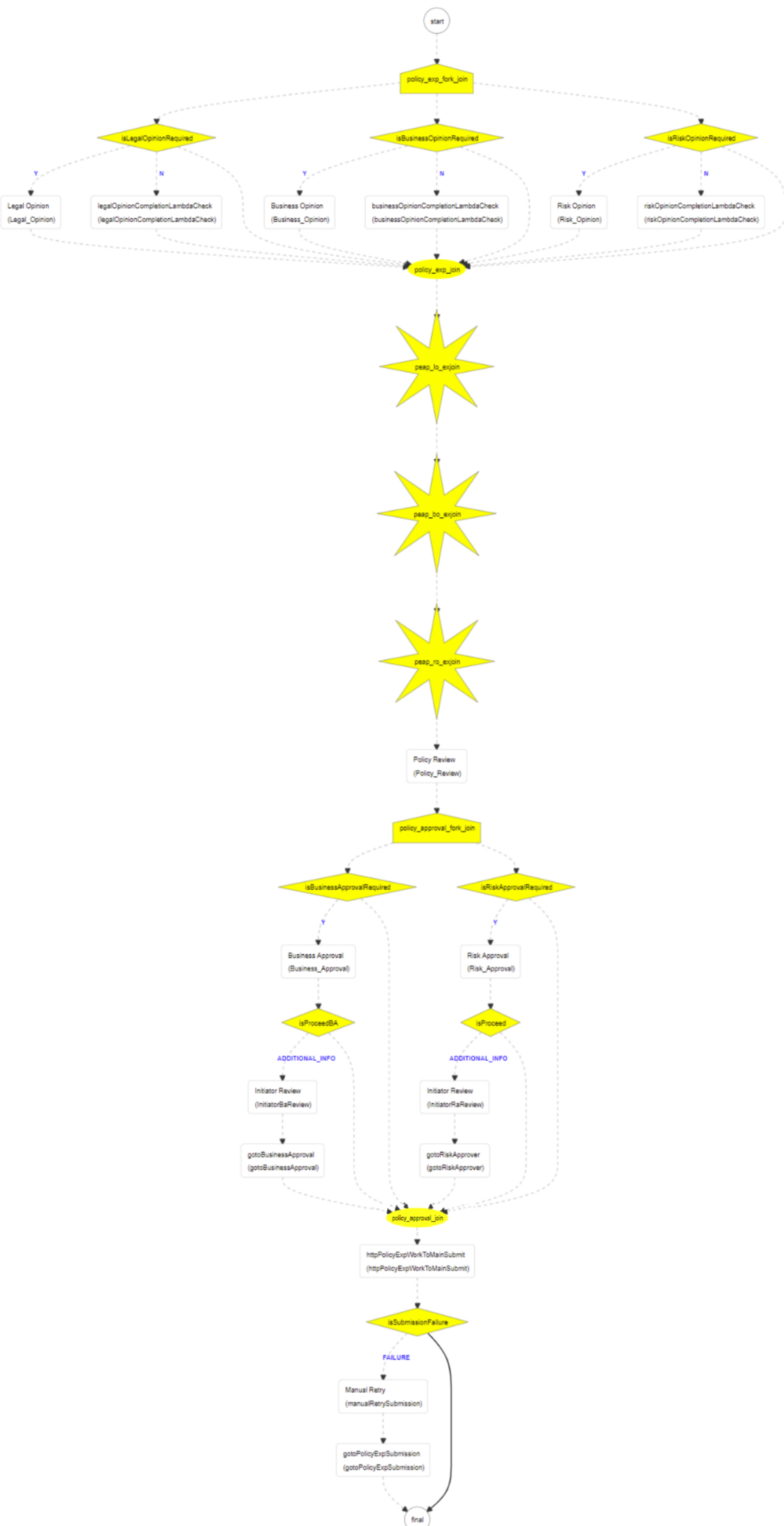
Upon clicking the **Initiate policy exception process** button, Policy Exception Approval process is initiated.

Refer **Approval Process** chapter for information on approving the policy exceptions for corporate customer.

Policy Exception Approval Process

In the Policy Exception Approval Process, the exceptions are sent to different teams in the bank for capturing opinion and approval based on the options selected during exception approval process initiation.

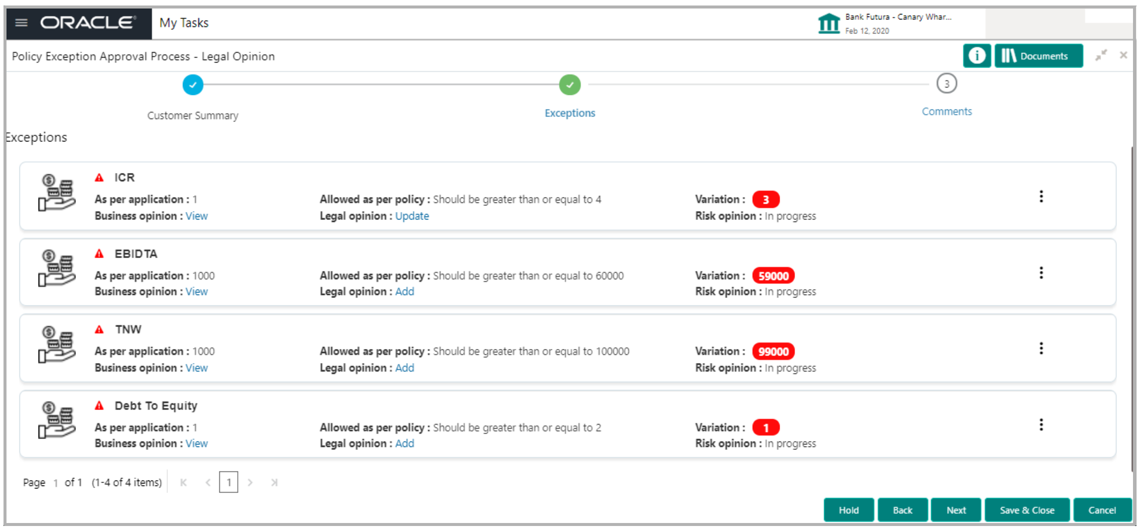
The following flow chart illustrates the various stages in Policy Exception Approval Process:


start
policy_exp_fork_join
isLegalOpinionRequired
isBusinessOpinionRequired
isRiskOpinionRequired
Y
N
Y
N
Y
N
Legal Opinion
(Legal_Opinion)
legalOpinionCompletionLambdaCheck
(legalOpinionCompletionLambdaCheck)
Business Opinion
(Business_Opinion)
businessOpinionCompletionLambdaCheck
(businessOpinionCompletionLambdaCheck)
Risk Opinion
(Risk_Opinion)
riskOpinionCompletionLambdaCheck
(riskOpinionCompletionLambdaCheck)
policy_exp_join
peap_lo_exjoin
peap_bo_exjoin
peap_ro_exjoin
Policy Review
(Policy_Review)
policy_approval_fork_join
isBusinessApprovalRequired
isRiskApprovalRequired
Y
Y
Business Approval
(Business_Approval)
Risk Approval
(Risk_Approval)
isProceedBA
isProceed
ADDITIONAL_INFO
ADDITIONAL_INFO
Initiator Review
(InitiatorBaReview)
Initiator Review
(InitiatorRaReview)
gotoBusinessApproval
(gotoBusinessApproval)
gotoRiskApprover
(gotoRiskApprover)
policy_approval_join
httpPolicyExpWorkToMainSubmit
(httpPolicyExpWorkToMainSubmit)
isSubmissionFailure
FAILURE
Manual Retry
(manualRetrySubmission)
gotoPolicyExpSubmission
(gotoPolicyExpSubmission)
final

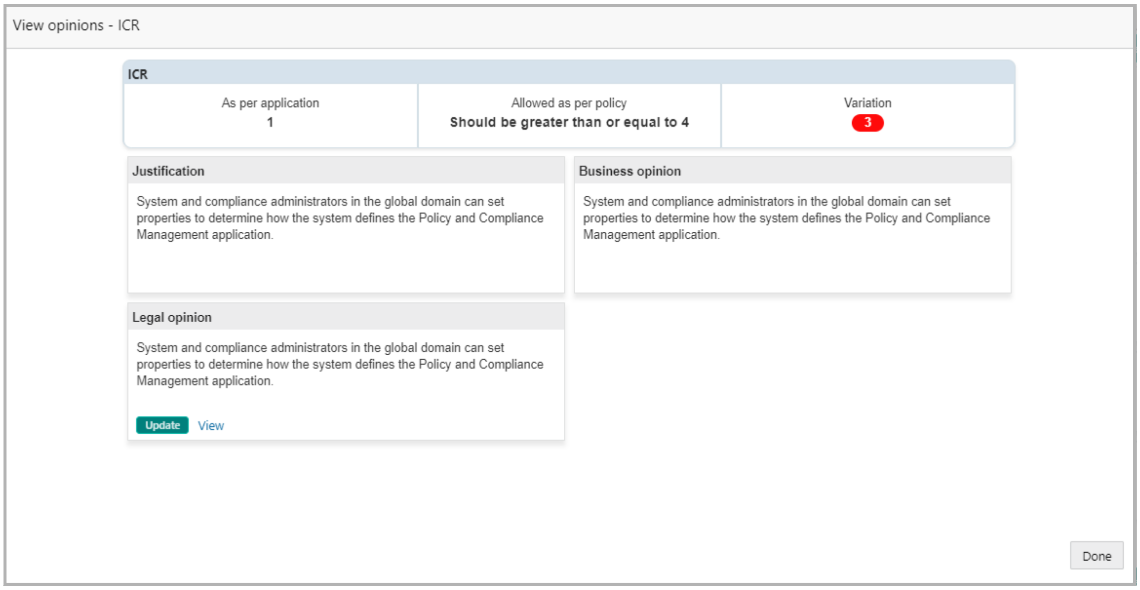
Legal Opinion

Legal Opinion task is created in OBCFPM, if **Refer to Legal Opinion** check-box is selected while initiating the Policy Exception Approval Process. The Legal Officer in the bank can acquire this task to view the policy exception summary and capture legal opinion about the exceptions.

1. To acquire the Legal Opinion task, navigate to **Tasks** > **Free Tasks**. *Free Tasks* page appears.
2. Select the required task and click **Acquire & Edit**. *Legal Opinion - Customer Summary* page appears.
3. View the customer summary and click **Next**. *Exceptions* page appears:



4. To view the required exception from the list, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **View**. *View <exception name>* window appears:



5. After viewing the exception details, click **Done** to exit the window.
6. To capture the legal opinion for the required exception, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **Edit**.
7. Capture the legal opinion and click **Save**. *Exceptions* page appears.
8. To hold the task, click **Hold**.
9. To go back to the previous page, click **Back**.
10. To go to the next page, click **Next.**
11. To save the provided information and exit the page, click **Save & Close.**
12. To exit the page without saving the information, click **Cancel**.

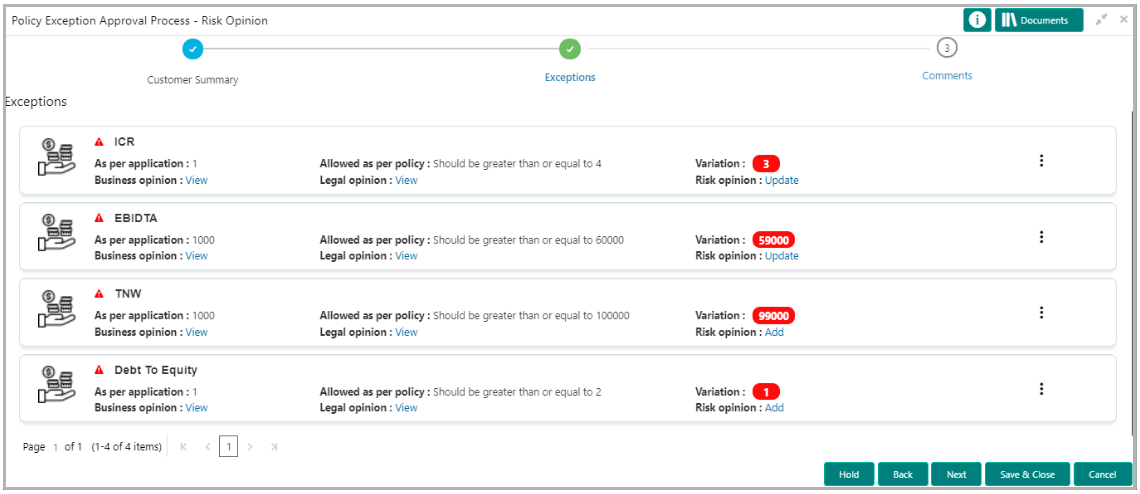
Upon clicking the **Next** button, comments page appears.

13. Post comments for the overall task and click **Submit**. *Checklist* window appears.
14. Select the Outcome as **Proceed**. The task is completed.

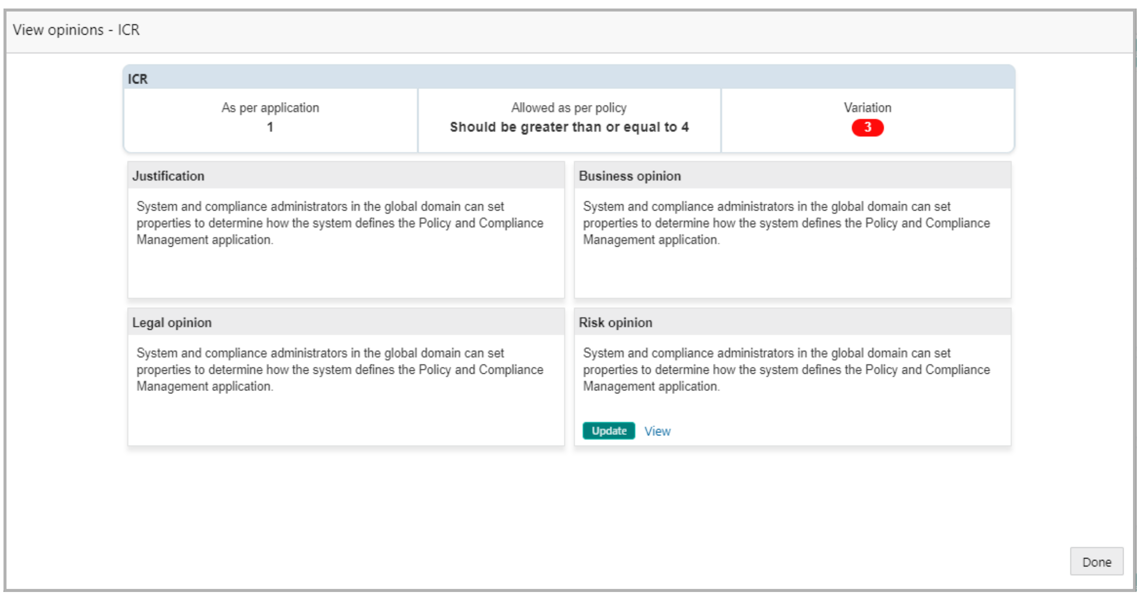
Risk Opinion

Risk Opinion task is created in OBCFPM, if **Refer to Risk Opinion** check-box is selected while initiating the Policy Exception Approval Process. The Risk Officer in the bank can acquire this task to view the policy exception summary and capture risk opinion about the exceptions.

15. To acquire the Risk Opinion task, navigate to **Tasks** > **Free Tasks**. *Free Tasks* page appears.
16. Select the required task and click **Acquire & Edit**. *Risk Opinion - Customer Summary* page appears.
17. View the customer summary and click **Next**. *Exceptions* page appears:



18. To view the required exception from the list, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **View**. *View <exception name>* window appears:



19. After viewing the exception details, click **Done** to exit the window.
20. To capture the risk opinion for the required exception, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **Edit**.
21. Capture the risk opinion and click **Save**. *Exceptions* page appears.
22. To hold the task, click **Hold**.

23. To go back to the previous page, click **Back**.
24. To go to the next page, click **Next.**
25. To save the provided information and exit the page, click **Save & Close.**
26. To exit the page without saving the information, click **Cancel**.

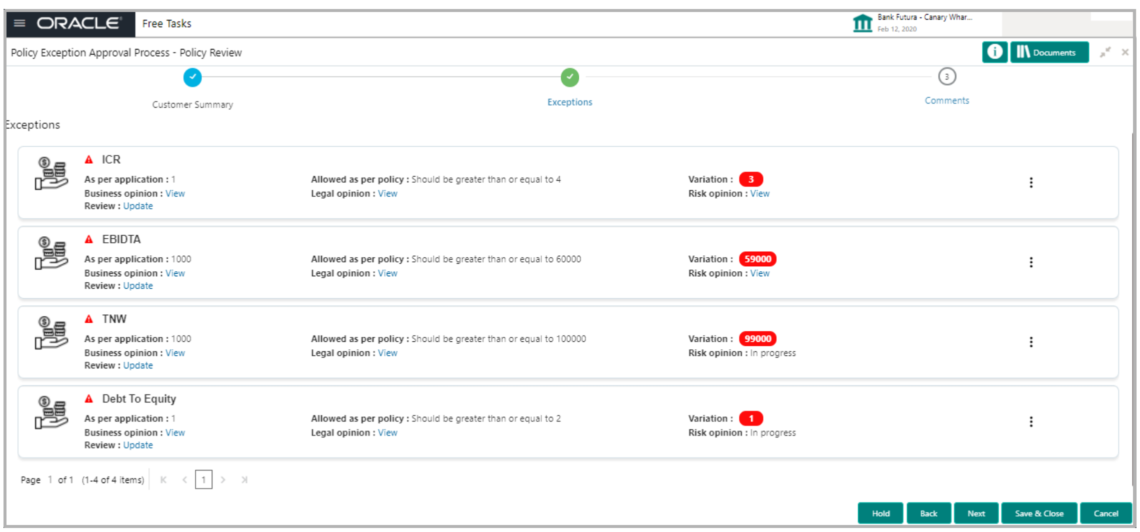
Upon clicking the **Next** button, comments page appears.

27. Post comments for the overall task and click **Submit**. *Checklist* window appears.
28. Select the Outcome as **Proceed**. The task is completed.

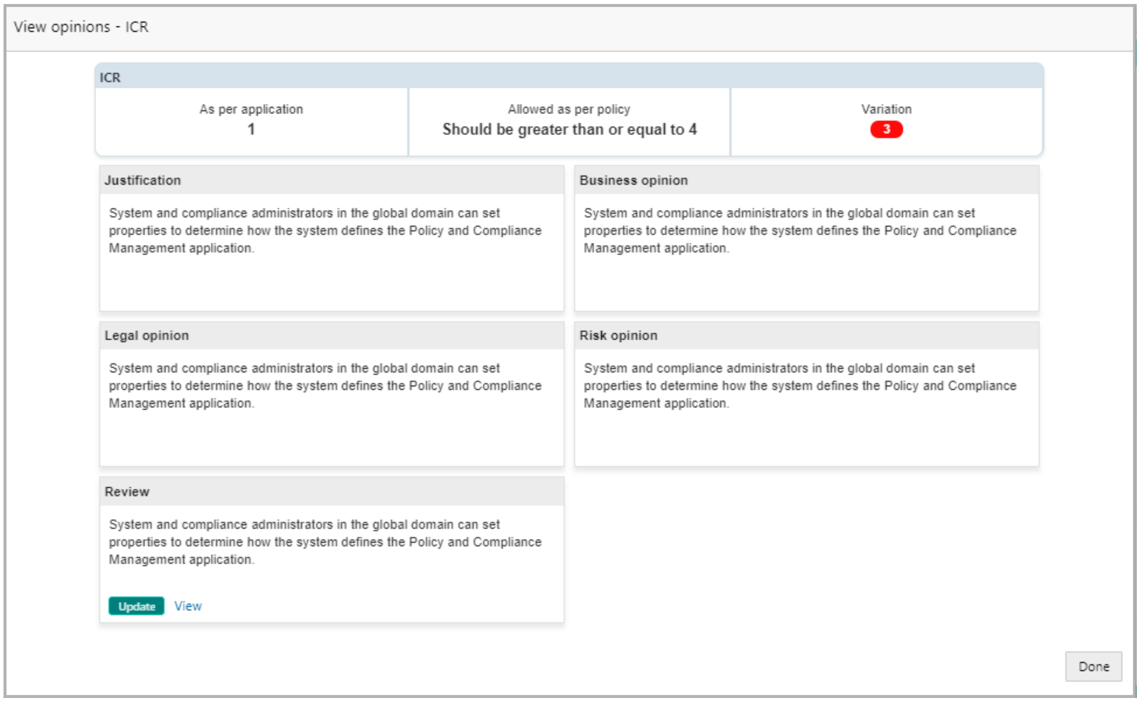
Review

The Reviewer in the bank can acquire this task to view the opinions posted by legal, Business and Risk Officers and move the exceptions for required approval.

29. To acquire the Review task, navigate to **Tasks** > **Free Tasks**. *Free Tasks* page appears.
30. Select the required task and click **Acquire & Edit**. *Policy Review - Customer Summary* page appears.
31. View the customer summary and click **Next**. *Exceptions* page appears:

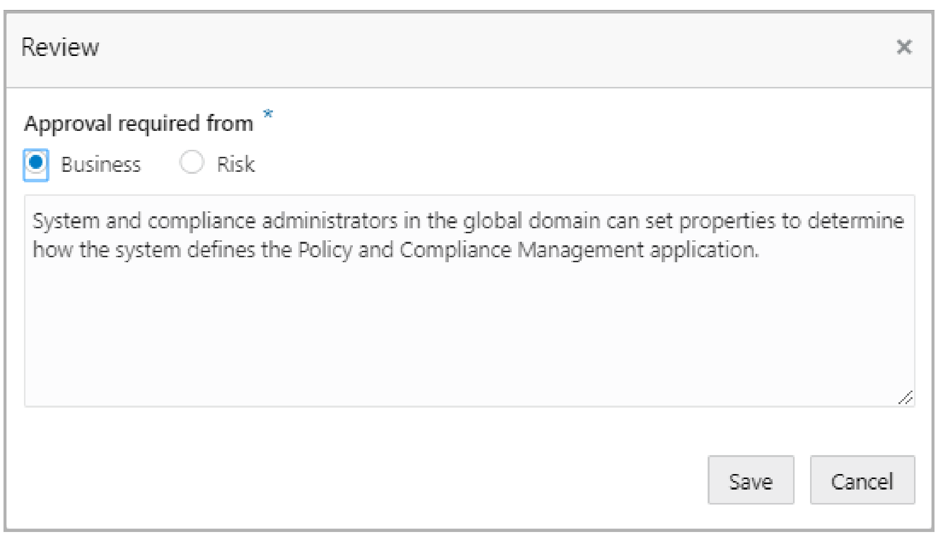


32. To view the opinions posted for the required exception, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **View**. *View Opinion - <exception name>* window appears:



33. After viewing the opinions, click **Done** to exit the window.

34. To capture the review comments and move the exception to required approval stages, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **Edit**. *Review* window appears:



35. Select the **Approval required from** option.

36. Post Review comments in the text box.

37. Click **Save**. *Exception* page appears.
38. To hold the task, click **Hold**.
39. To go back to the previous page, click **Back**.
40. To go to the next page, click **Next.**
41. To save the provided information and exit the page, click **Save & Close.**
42. To exit the page without saving the information, click **Cancel**.

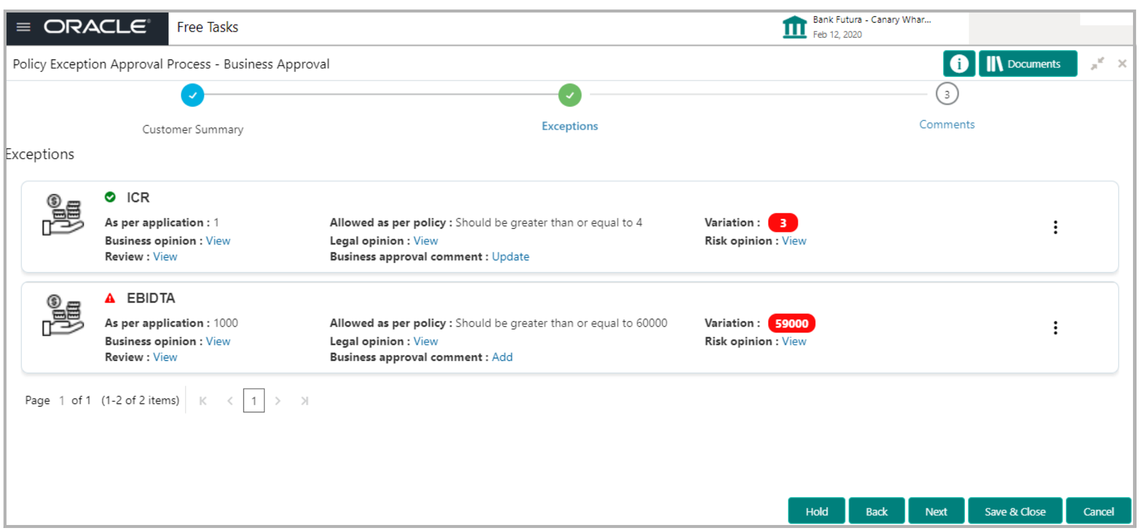
Upon clicking the **Next** button, comments page appears.

43. Post comments for the overall task and click **Submit**. *Checklist* window appears.
44. Select the Outcome as **Proceed**. The exception is moved to the selected approval stage.

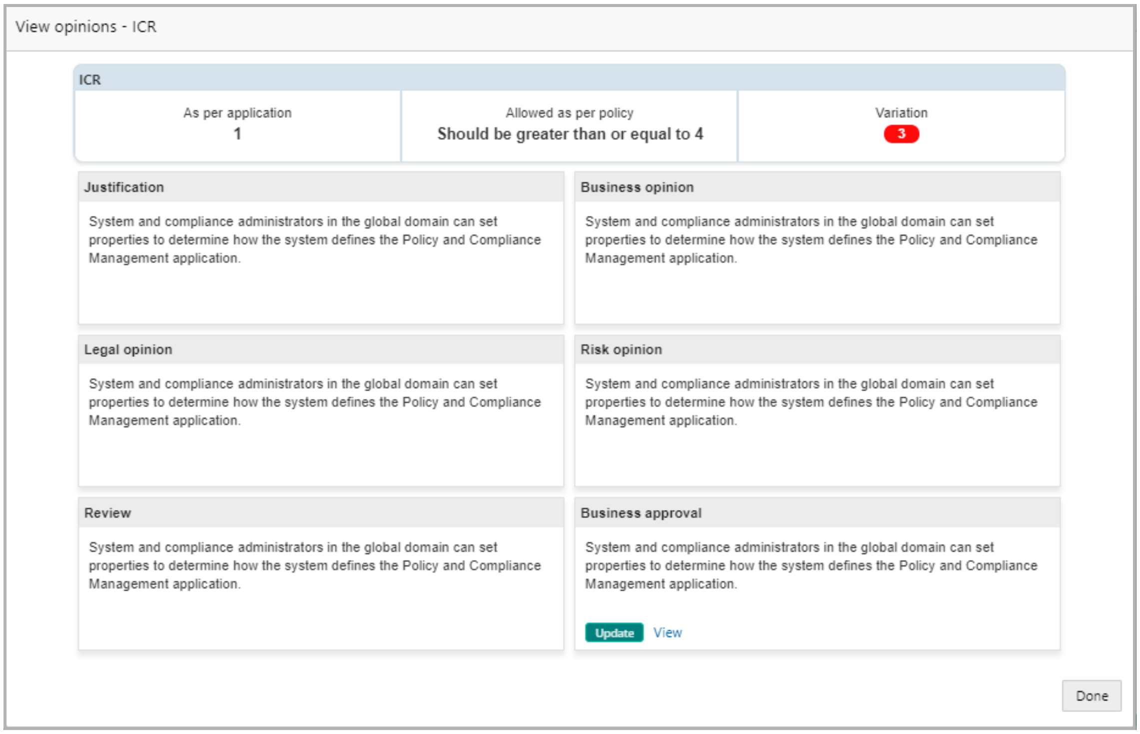
Business Approval

This task is listed in the *Free Task* page, if Business option is selected in **Approval required from** field. The Business head in the bank can acquire this task to approve or reject the exceptions based on comments posted.

45. To acquire the Business Approval task, navigate to **Tasks** > **Free Tasks**. *Free Tasks* page appears.
46. Select the required task and click **Acquire & Edit**. *Business Approval - Customer Summary* page appears.
47. View the customer summary and click **Next**. *Exceptions* page appears:

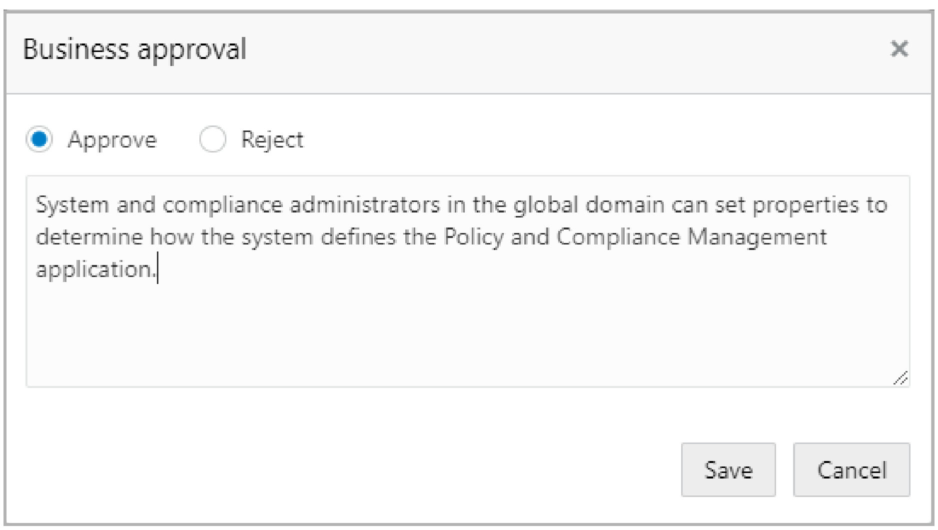


48. To view the opinions and review comment posted for the required exception, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **View**. *View Opinion - <exception name>* window appears:



49. After viewing the opinions, click **Done** to exit the window.

50. To approve or reject the exception, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **Edit**. *Business approval* window appears:



51. **Approve** or **Reject** the exception based on the justifications provided.

52. Post comments for the action in the text box.

53. Click **Save**. *Exception* page appears.
54. To hold the task, click **Hold**.
55. To go back to the previous page, click **Back**.
56. To go to the next page, click **Next.**
57. To save the provided information and exit the page, click **Save & Close.**
58. To exit the page without saving the information, click **Cancel**.

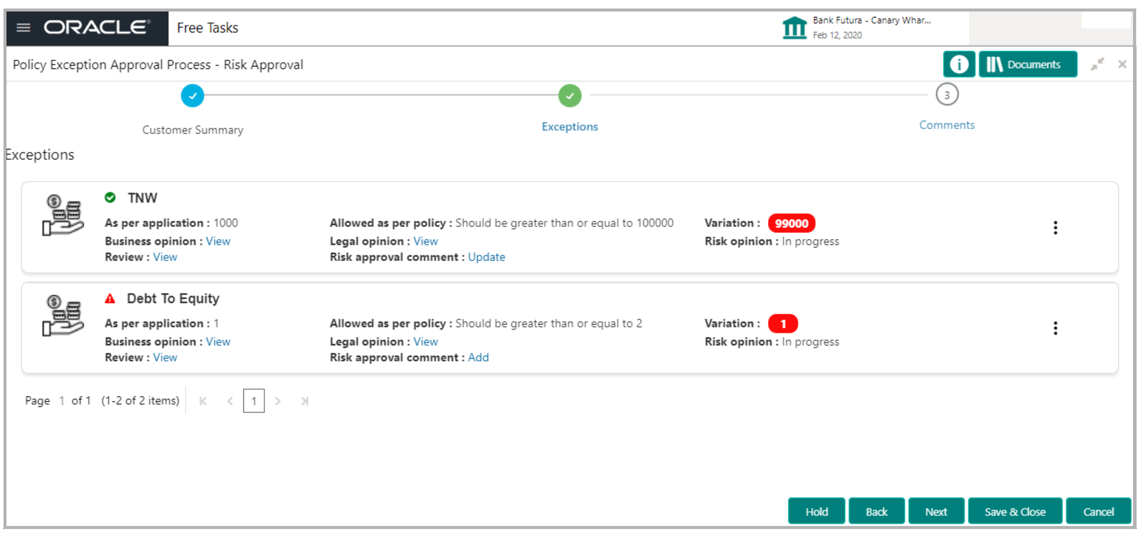
Upon clicking the **Next** button, comments page appears.

59. Post comments for the overall task and click **Submit**. *Checklist* window appears.
60. Select the Outcome as **Proceed**. The exception is approved.

Risk Approval

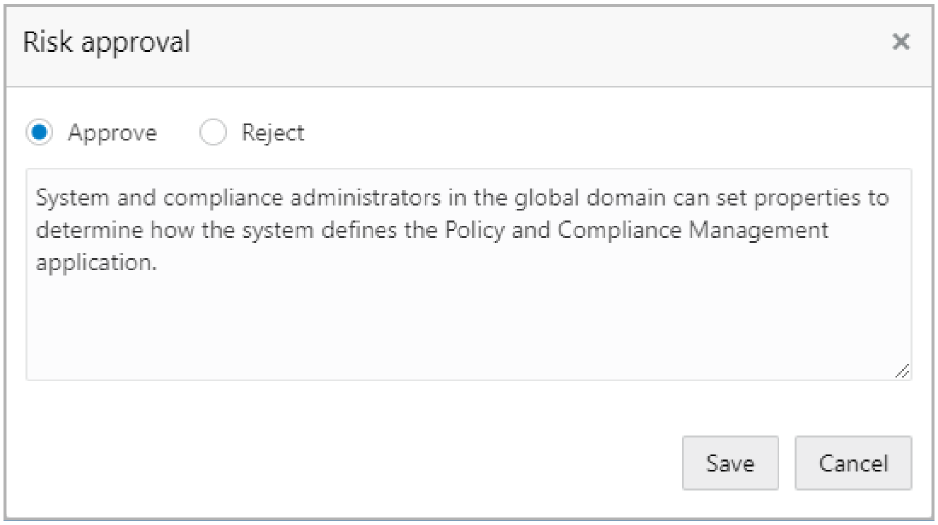
This task is listed in the *Free Task* page, if Risk option is selected in **Approval required from** field. The Business head in the bank can acquire this task to approve or reject the credit application based on comments posted.

61. To acquire the Business Approval task, navigate to **Tasks** > **Free Tasks**. *Free Tasks* page appears.
62. Select the required task and click **Acquire & Edit**. *Business Approval - Customer Summary* page appears.
63. View the customer summary and click **Next**. *Exceptions* page appears:



64. To view the opinions and review comment posted for the required exception, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **View**. *View Opinion - <exception name>* window appears.
65. After viewing the opinions, click **Done** to exit the window.

66. To approve or reject the exception, click the Actions icon (Hamburger icon) in the corresponding exception row and then click **Edit**. *Risk approval* window appears:



67. **Approve** or **Reject** the exception based on the justifications provided.
68. Post comments for the action in the text box.
69. Click **Save**. *Exception* page appears:
70. To hold the task, click **Hold**.
71. To go back to the previous page, click **Back**.
72. To go to the next page, click **Next.**
73. To save the provided information and exit the page, click **Save & Close.**
74. To exit the page without saving the information, click **Cancel**.

Upon clicking the **Next** button, comments page appears.

75. Post comments for the overall task and click **Submit**. *Checklist* window appears.
76. Select the Outcome as **Proceed**. The exception is approved.

Chapter 2 - Reference and Feedback

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 Retail Mid Office Installation Guides

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