# Oracle® Banking Collections

## Transactions User Guide

Release 14.8.2.0.0

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Oracle Banking Collections Transactions User Guide, Release 14.8.2.0.0

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# Preface

This user guide helps user to perform various day to day transactions to manage a delinquent account for collections, using the transactions pages provided under **Collections** menu.



## Purpose

This guide is designed to help acquaint user with the Transaction User Guide application. This guide provides answers to specific features and procedures that the user need to be aware of the module to function successfully.

## Audience

This guide is intended for the users of Oracle® Banking Collections application.

## 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.

**Access to Oracle Support**

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

## Critical Patches

Oracle advises customers to get all their security vulnerability information from the Oracle Critical Patch Update Advisory, which is available at Critical Patches, Security Alerts and Bulletins. All critical patches should be applied in a timely manner to ensure effective security, as strongly recommended by Oracle Software Security Assurance.

## Diversity and Inclusion

Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and partners, we are working to remove insensitive terms from our products and documentation. We are also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

## Related Resources

For more information, see these related Oracle resources:

- *Oracle Banking Collections Getting Started User Guide*
- *Oracle Banking Collections Maintenance User Guide*

## Conventions

The following text conventions are used in this document:

| Convention | Meaning |
| --- | --- |
| **boldface** | Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary. |
| *italic* | Italic type indicates book titles, emphasis, or placeholder variables for which user supply particular values. |
| `monospace` | Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that user enter. |

## Screenshot Disclaimer

Personal information used in the interface or documents is dummy and does not exist in the real world. It is only for reference purposes.

## Acronyms and Abbreviations

The list of the acronyms and abbreviations that are used in this guide are as follows:

**Table 1 Acronyms and Abbreviations**

| Abbreviation | Description |
|---|---|
| DDA | Demand Deposit Accounts |
| ECA | External Credit Approval |
| EOD | End of Day |
| IBAN | International Bank Account Number |

# Basic Actions

The basic actions performed in the screens are as follows:

**Table 2 Basic Actions**

| Actions | Description |
|---|---|
| **New** | Click **New** to add a new record. The system displays a new record to specify the required data. The fields marked with asterisk are mandatory.<br>• This button is displayed only for the records that are already created. |
| **Save** | Click **Save** to save the details entered or selected in the screen. |
| **Unlock** | Click **Unlock** to update the details of an existing record. The system displays an existing record in editable mode.<br>• This button is displayed only for the records that are already created. |
| **Authorize** | Click **Authorize** to authorize the record created. A maker of the screen is not allowed to authorize the same. Only a checker can authorize a record.<br>• This button is displayed only for the already created records. For more information on the process, refer Authorization Process. |
| **Approve** | Click **Approve** to approve the initiated record.<br>• This button is displayed once the user click **Authorize**. |
| **Audit** | Click **Audit** to view the maker details, checker details of the particular record.<br>• This button is displayed only for the records that are already created. |
| **Close** | Click **Close** to close a record. This action is available only when a record is created. |
| **Confirm** | Click **Confirm** to confirm the action performed. |
| **Cancel** | Click **Cancel** to cancel the action performed. |
| **Compare** | Click **Compare** to view the comparison through the field values of old record and the current record.<br>• This button is displayed in the widget once the user click **Authorize**. |
| **View** | Click **View** to view the details in a particular modification stage.<br>• This button is displayed in the widget once the user click **Authorize.** |
| **View Difference only** | Click **View Difference only** to view a comparison through the field element values of old record and the current record, which has undergone changes.<br>• This button is displayed once the user click **Compare**. |
| **Expand All** | Click **Expand All** to expand and view all the details in the sections.<br>• This button is displayed once the user click **Compare**. |

**Table 2 (Cont.) Basic Actions**

| Actions | Description |
|---|---|
| **Collapse All** | Click **Collapse All** to hide the details in the sections.<br>• This button is displayed once the user click **Compare**. |
| **OK** | Click **OK** to confirm the details in the screen. |

# Icons

This guide has the following list of symbols and icons.

**Table 3 Icons - Common**

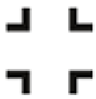
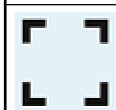
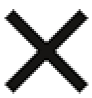
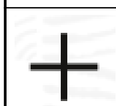
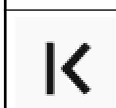
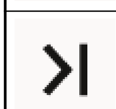
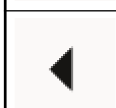
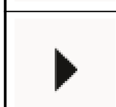
| Icons | Function |
|---|---|
|  | Minimize |
|  | Maximize |
|  | Close |
|  | Perform Search |
|  | Open a list |
|  | Add a new record |
|  | Navigate to the first record |
|  | Navigate to the last record |
|  | Navigate to the previous record |
|  | Navigate to the next record |

**Table 3 (Cont.) Icons - Common**

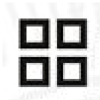
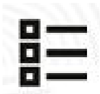
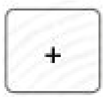
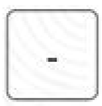
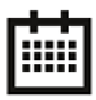
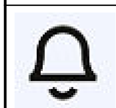
| Icons | Function |
| --- | --- |
|  | Grid view |
|  | List view |
|  | Refresh |
|   | Click this icon to add a new row. |
|   | Click this icon to delete a row, which is already added. |
|  | Calendar |
|  | Alerts |

**Table 4 Icons – Audit Details**

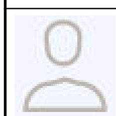
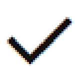
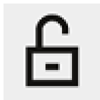
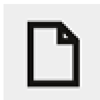
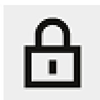
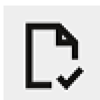
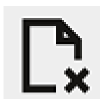
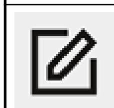
| Icons | Function |
| --- | --- |
|  | A user |
|  | Date and time |
|  | Unauthorized or Closed status |
|  | Authorized or Open status |
|  | Rejected status |

**Table 5 Icons - Widget**

| Icons | Function |
|---|---|
|  | Open status |
|  | Unauthorized status |
|  | Closed status |
|  | Authorized status |
|  | Rejected status |
|  | Modification Number |

1

# Introduction

This topic describes the information about Introduction.

Oracle® Banking Collections facilitates user to manage the delinquent accounts and cases created on the customers of these accounts. It helps user to perform various transactions for recovery of amount due from the customers.

User can perform the following key transactions:

- Dashboard based on logged in user role.
- Capture and track leaves.
- Search and keep track of cases that are in Open status.
- View detailed information of cases and accounts linked to the case.
- View customer related information and update contact preferences.
- Add alternate party and its related contact details.
- View details of all tasks related to cases and add ad hoc tasks.
- Create and track Promise to Pay for the promises made by customer to repay the due amount.
- View list of activities performed on the accounts linked to the case.
- Create public or private notes for the accounts or customer related to the case.
- View details of the payments received on an account.
- View Fees and Charges applied on the account and perform reversal.
- Send manual email and letters to the customer.
- Enable or remove specialized process on the account and capture additional information.
- Upload the documents relevant to account and customer.
- View list of tasks assigned to you and performs actions on the same.
- Self service capability for field agents to access application on mobile friendly devices & tables to view their worklist & perform actions.
- Define vendors in the system and allocate the account and related tasks to them.
- Generate and send settlement offers and track payments against the offer.
- Generate the outbound extract file to be shared with external dialer systems.
- Escalate the tasks and perform the review, if supervisor.
- Approval mechanism for promise capture.
- Perform multiple actions like interaction capture, promise to pay, view notes and view call action history from the single view on task summary screen.
- Trigger payments from case summary screen.
- View customer communication history

# 2
# Collector Dashboard

This topic describes information about Collector Dashboard.

**Collector Dashboard** facilitates the collectors to manage and track the work assigned. It facilitates collectors to view various details, such as details of key KPIs, current tasks, and upcoming promises. Once user login, collector dashboard is displayed by default. If user login with Supervisor role, the dashboard displays the performance and task related data for all the sub-ordinates

**Collector Dashboard** consists of the following widgets:

- Key Performance Indicators
  This topic describes the information about Key Performance Indicators.
- Current Tasks
  This topic describes the systematic instructions to Current Tasks.
- Upcoming Promises
  This topic describes the information about Upcoming Promises.
- Task Aging
  This topic describes the information about Task Aging.
- Tasks History
  This topic describes the information about Task History.
- Collection History
  This topic describes the information about Collection History.
- My Team
  This topic describes the information about team details.

## 2.1 Key Performance Indicators

This topic describes the information about Key Performance Indicators.

This widget displays information of the key performance indicators of the logged-in collector or the team ( if supervisor) for a specific time period.

**Table 2-1 Key Performance Indicators**

| Field Name | Description |
|---|---|
| **Total Contact** | Displays the count of all tasks that the logged-in user or the team (if supervisor) has worked on. |
| **No of Accounts Handled** | Displays the number of accounts contacted by the collector or the team (if supervisor). |
| **Right Party Contact Rate** | Displays the percentage of right party contacted by the collector or the team (if supervisor). |
| **Promise to Pay Rate** | Displays the count of individual calls resulting in a promise by a borrower. |
| **Promise Kept Rate** | Displays the percentage of promises kept by the borrower. |

**Table 2-1 (Cont.) Key Performance Indicators**

| Field Name | Description |
| --- | --- |
| **Collection Liquidation Rate** | Displays the percentage of total amount collected by the collector or the team (if supervisor) against total amount assigned for collections. |
| **First Call Resolution** | Displays the number of accounts resolved by the collector or the team (if supervisor) with a single call. |

# 2.2 Current Tasks

This topic describes the systematic instructions to Current Tasks.

This widget displays a pie-chart depicting the percentage and count of tasks assigned to user or the team (if supervisor) that are in open or in-progress status.

# 2.3 Upcoming Promises

This topic describes the information about Upcoming Promises.

This widget displays details of the upcoming promises.

**Table 2-2 Upcoming Promises**

| Field Name | Description |
| --- | --- |
| **Due Today** | Displays the count of active promises captured by the collector or the team (if supervisor), with promise date equal to current business date. It also displays the sum total of promised amount for all these promises. |
| **Tomorrow** | Displays the count of active promises captured by the collector or the team (if supervisor), with promise date equal to current business date plus one day. It also displays the sum total of promised amount for all these promises. |
| **Next 3 Days** | Display the count of active promises captured by the collector or the team (if supervisor), with promise date earlier than or equal to current business date plus three days. It also displays the sum total of promised amount for all these promises. |
| **Next 7 Days** | Display the count of active promises captured by the collector or the team (if supervisor), with promise date earlier than or equal to current business date plus seven days. It also displays the sum total of promised amount for all these promises. |
| **Promised Amount** | Displays the total promised amount that the collector or the team (if supervisor) is expected to collect. |
| **Total Promise To Pay** | Displays the count of PTP captured by the collector or the team (if supervisor). |

# 2.4 Task Aging

This topic describes the information about Task Aging.

This widget displays a bar chart depicting the aging of different tasks assigned to user or the team (if supervisor) that are in started status. User can view task aging for tasks related to all the segments or a particular segment.

The bar chart shows the count of tasks on the Y axis that are open since the specific time period mentioned on the X axis. Each bar in the chart represents the count of an individual task that is open since the specific time period as mentioned on the X axis.

## 2.5 Tasks History

This topic describes the information about Task History.

This widget displays all the task types performed by user or the team (if supervisor) during a specific period along with the count of tasks. User can select the required period for which user want to view the task history.

If user click  corresponding to a task type, it displays a pie chart depicting the percentage of each task carried out by collector for the task type. For task type as Call, it also depicts a pie chart depicting the results captured by the collector for the task type.

## 2.6 Collection History

This topic describes the information about Collection History.

This widget displays the collection history of the accounts assigned to the collector or the team (if supervisor). It displays a pie chart depicting the historical performance of the collector. The pie chart shows the unique account-case count by comparing the amount due for collections versus the actual collections made during the selected period.

The pie chart displays the following legends:

- Fully Collected: Depicts the percentage of accounts on which the total amount received against the promise is equal to the total promised amount.
- Partially Collected: Depicts the percentage of accounts on which the total amount received against the promise is less than the total promised amount.
- Not Collected: Depicts the percentage of accounts on which no amount is received against the promised amount.

## 2.7 My Team

This topic describes the information about team details.

It displays the list of subordinates reporting to the supervisor and enables the supervisor to record and view leave plans for subordinates. The leave information displayed for a subordinate follows these rules:

- Only current and future leaves are displayed. Leave records with **To Date** in the past are ignored.
- If the subordinate is currently on leave, the current leave date range is displayed.
- If the subordinate has leave planned in the future, the earliest future leave date range is displayed.
- The name of a subordinate who is **on leave today** is highlighted in **red**.

**Table 2-3 My Team**

| Field Name | Description |
| --- | --- |
| **<Name>** | Displays the subordinate’s name |
| **Tasks** | Displays the count of **Open/In Progress** tasks assigned to the subordinate. |
| **Accounts** | Displays the count of accounts assigned to the subordinate. |
| **Calendar (icon)** | Opens the Leaves pop-up for the selected subordinate to add or update leave details. |
| **<Calendar pop-up>** | |
| **From Date** | Start date of the leave. |
| **To Date** | End date of the leave. |
| **Comment** | Additional information for the leave entry. |

# 3 Case Search

This topic describes the information about Case Search.

The **Case Search** page facilitates user to search for all the cases that are in Open status. User can quickly search for a case using the account number, customer number, or case number. User can also search for cases based on advance search criteria, such as product processor, segment, or collection status.

Using this page, user can navigate to the Case Summary page to view detailed information of a case.

**Table 3-1 Field Description: Case Search**

| Field Name | Description |
| --- | --- |
| **<Search By Account Number or Customer Number or Case Number>** | Indicates the account number, customer number, or case number.<br>**Note:** User must enter any one of the search criteria. |
| **Advance Search** | This section helps user to search for cases or accounts using advance search criteria.<br>**Note:** User must specify at least one of the search criteria. |
| **Product Processor** | Indicates the product processor. |
| **Segment** | Indicates the segment associated with the case.<br>**Note:** User can select multiple segments. If you specify segment as a search criteria, search results display only those cases for which the selected segment is active on any of the accounts linked with the case. |
| **Overdue Amount** | Indicates the range in which the overdue amount of the account exists.<br>**Note:** User can specify both or either of the minimum and maximum overdue amount. However, maximum amount must be greater than the minimum amount specified. |
| **Days Past Due** | Indicates the range in which the number of days past due on the account exists.<br>**Note:** User can specify both or either of the minimum and maximum number of days past due. However, maximum number of days must be greater than the minimum number of days specified. |
| **Collection Status** | Indicates the collection status.<br>**Note:** User can select multiple collection statuses. If user specify collection status as a search criteria, search results display only those cases for which the selected collection status is active on any of the accounts linked with the case. |
| **Sort By** | Indicates the option based on which the search results should be sorted.<br>The options are:<br>• **Days Past Due**<br>• **Overdue Amount**<br>**Note:** By default, **Days Past Due** is selected. |
| **Search Results** | This section displays the search results based on specified search criteria. |

**Table 3-1 (Cont.) Field Description: Case Search**

| Field Name | Description |
|---|---|
| **Case Number** | Displays the case number.<br>Click the <Case Number> link to navigate to **Case Summary** page. |
| **Customer Number** | Displays the customer number. |
| **Customer Name** | Displays name of the customer. |
| **Account Number** | Displays the account number related to the case. |
| **Overdue Amount** | Displays the overdue amount on the account. |
| **Segment** | Displays the segment to which the account is associated. |
| **Days Past Due** | Displays the days past due on the account. |

- Search for Cases
  This topic describes systematic insrtuctions about Search for Cases.

# 3.1 Search for Cases

This topic describes systematic insrtuctions about Search for Cases.

User can search for all the cases that are in Open status using quick search or advance search criteria.

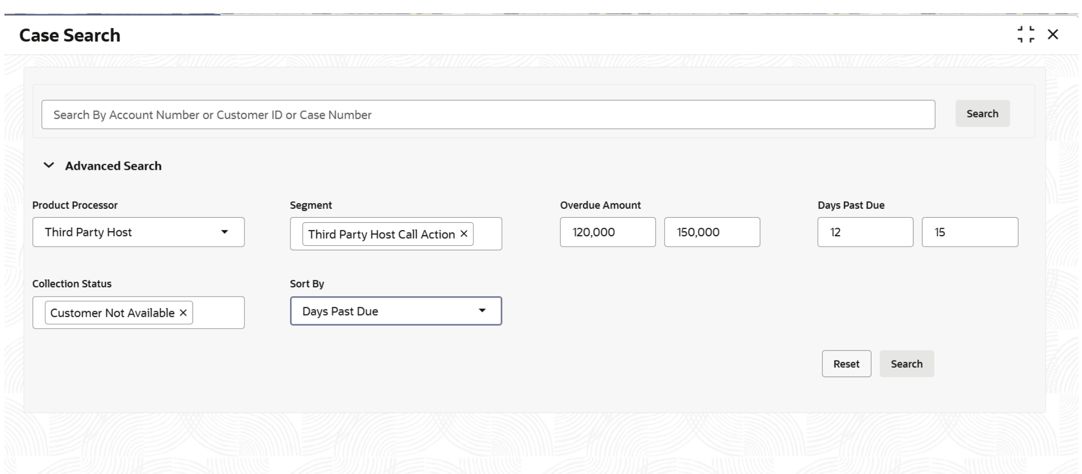
The Case Search page facilitates user to search for all the cases that are in Open status. User can quickly search for a case using the account number, customer number, or case number. User can also search for cases based on advance search criteria, such as product processor, segment, or collection status.

Using this page, user can navigate to the Case Summary page to view detailed information of a case.

**To search for a case**:

1. From the main menu, navigate to **Collections** and then click **Case Search.**

   The **Case Search** screen is displayed.




2. Specify the fields on the **Case Search** screen.

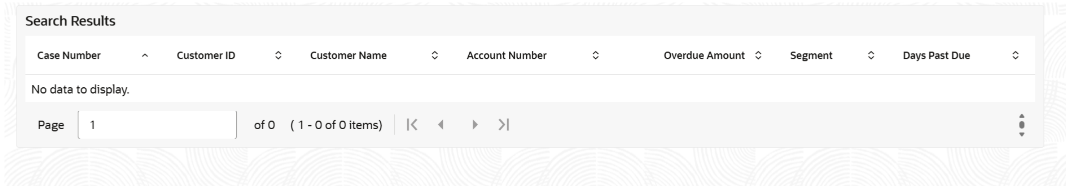
   For more information on fields, refer to the field description table.

**Table 3-2 Field Description: Case Search**

| Field Name | Description |
|---|---|
| **<Search By Account Number or Customer Number or Case Number>** | Indicates the account number, customer number, or case number.<br>**Note:** User must enter any one of the search criteria. |
| **Advance Search** | This section helps user to search for cases or accounts using advance search criteria.<br>**Note:** User must specify at least one of the search criteria. |
| **Product Processor** | Indicates the product processor. |
| **Segment** | Indicates the segment associated with the case.<br>**Note:** User can select multiple segments. If you specify segment as a search criteria, search results display only those cases for which the selected segment is active on any of the accounts linked with the case. |
| **Overdue Amount** | Indicates the range in which the overdue amount of the account exists.<br>**Note:** User can specify both or either of the minimum and maximum overdue amount. However, maximum amount must be greater than the minimum amount specified. |
| **Days Past Due** | Indicates the range in which the number of days past due on the account exists.<br>**Note:** User can specify both or either of the minimum and maximum number of days past due. However, maximum number of days must be greater than the minimum number of days specified. |
| **Collection Status** | Indicates the collection status.<br>**Note:** User can select multiple collection statuses. If user specify collection status as a search criteria, search results display only those cases for which the selected collection status is active on any of the accounts linked with the case. |
| **Sort By** | Indicates the option based on which the search results should be sorted.<br>The options are:<br>• **Days Past Due**<br>• **Overdue Amount**<br>**Note:** By default, **Days Past Due** is selected. |
| **Search Results** | This section displays the search results based on specified search criteria. |
| **Case Number** | Displays the case number.<br>Click the <Case Number> link to navigate to **Case Summary** page. |
| **Customer Number** | Displays the customer number. |
| **Customer Name** | Displays name of the customer. |
| **Account Number** | Displays the account number related to the case. |
| **Overdue Amount** | Displays the overdue amount on the account. |
| **Segment** | Displays the segment to which the account is associated. |
| **Days Past Due** | Displays the days past due on the account. |

3. Click **Search.**

   The search results appear. It displays list of all open cases based on the specified search parameters.




4. In the **Case Number** column, click the <Case Number> link corresponding to the required account number to navigate to **Case Summary** page.

   The Case Summary page appears with the account in context.

# 4 Case Summary

This topic describes the information about Case Summary.

This **Case Summary** page facilitates user to view and manage a case. It displays all the information related to a case and helps user to perform various tasks.

When details of delinquent accounts are received in **Oracle Banking Collections** application, cases are automatically created by the system. Cases are created on the primary customer of the account.

> **Note**
>
> User can navigate to **Case Summary** page using the Case Search page or Task Summary page.

The **Case Summary** page consists of the following widgets and in this list, there are **Quick Links** widget on Notes, Payments, Documents, History, and Enable Specialized Process to facilitate respective actions.

- Case
- Account
  This topic describes the information about Account.
- Customer
  This topic describes the information about Customer.
- Tasks
  This topic describes the information about Tasks.
- Promise to Pay
- Activity
- Communication Details
- Notes
- Payments
- Documents
- Enable Specialised Process
- Settlement
- History

## 4.1 Case

This widget displays the case specific details, such as case ID, date on which the case was created, overdue amount of all the accounts associated with the case, and status of the case.

User can view the list of accounts associated with the case and the customers associated with each account.

**Table 4-1 Field Description: Case**

| Field Name | Description |
| --- | --- |
| **Case** | This widget displays details of the case. It displays details of the accounts associated with the case, and customers associated with the accounts. |
| **<Case ID>** | Displays the case ID. |
| **<Primary Customer Name>** | Displays the name of the primary customer associated with the case. |
| **Overdue Amount** | Displays the total overdue amount of all the accounts associated with the case. |
| **Score** | Displays the collection score of the customer. |
| **Creation Date** | Displays the date on which the case was created. |
| **Cases Till Date** | Displays the count of all the cases that were created against the customer and closed till date. |
| **Promise** | Displays the count of all the Promise to Pay (PTP) created on the accounts associated with the case.<br>It displays the count of PTPs in following statuses:<br>• **Active:** Count of PTP that are active.<br>• **Broken:** Count of PTP that were broken by the customer.<br>• **Kept:** Count of PTP that were fulfilled by the customer. |

If user click , the **Case Summary** section is displayed.

**Figure 4-1 Case Summary**

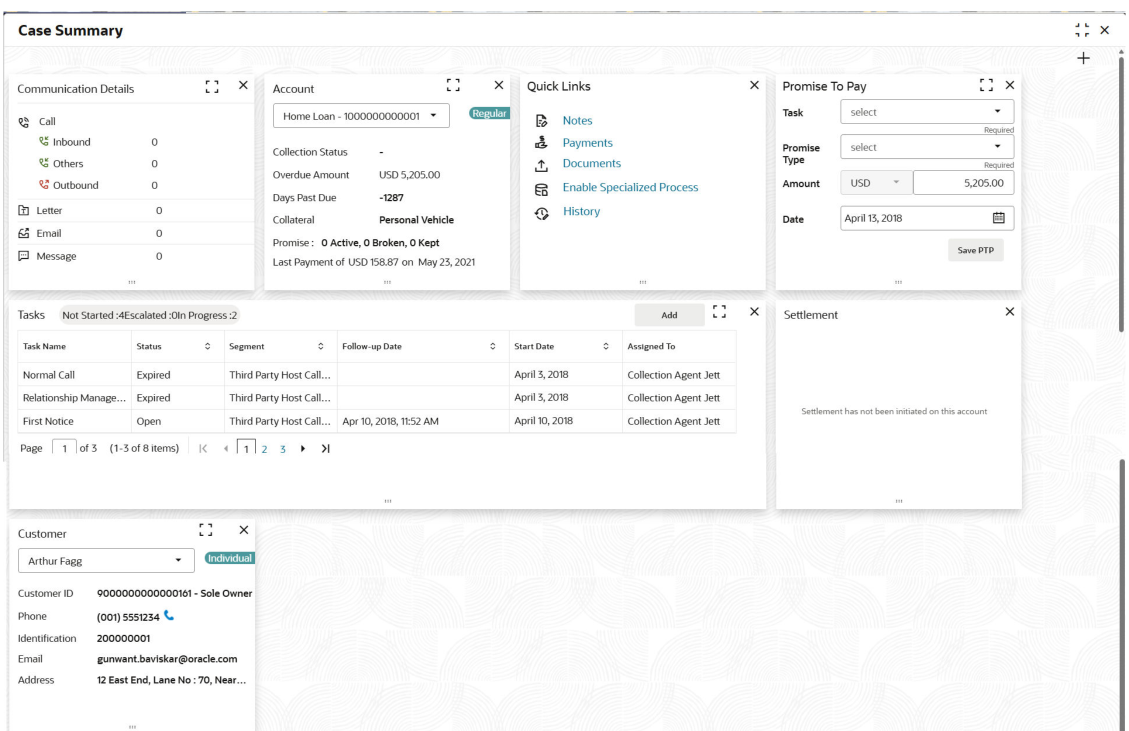


**Table 4-2 Field Information: Case Summary**

| Field Name | Description |
|---|---|
| **Case Id, <Customer Name>** | Displays the case ID and name of the primary customer. |
| **Case Details** | This section displays the basic details of the case. |
| **Case Description** | Displays the description of the case. |
| **Status** | Displays the status of the case. |
| **Creation Date** | Displays the date on which the case was created. |
| **Collection Score** | Displays the collection score of the customer. |
| **Account** | This section displays the list of accounts associated with the case. |
| **<Account Number>** | Displays the account number associated with the case. |
| **Non-Delinquent** | Indicates that account is non-delinquent. |
| **<Product Sub Type>** | Displays the product sub type of the account. |
| **Case Linkage Date** | Displays the date on which account was linked to the case. |
| **Segment** | Displays all the current segments linked to the account. |
| **Total Outstanding** | Displays the total amount outstanding on the account. |
| **Overdue Amount** | Displays the overdue amount on the account. |
| **Days Past Due** | Displays the days past due on the account. |
| **Source System** | Displays the product processor from where the account is received. |
| **Customers** | This section appears if you click **Linked Customer** corresponding to an account. It displays the list of customers associated with the account. |
| **<Customer ID>** | Displays the customer ID. |
| **<Customer Name>** | Displays the name of the customer. |
| **Relationship** | Displays the relationship type of the customer with the account.<br>For example, Joint & First. |
| **Gender** | Displays the gender of the customer. |
| **Type** | Displays the type of customer.<br>For example, Individual. |
| **Phone** | Displays the preferred phone number of the customer. |
| **Email** | Displays the preferred email address of the customer. |
| **Address** | Displays the preferred address of the customer. |

The **Customer Details** section is displayed if user click **View More** corresponding to a customer in **Customers** section. It displays detailed information about the customer.

**Table 4-3 Field Description: Customer Details**

| Field Name | Description |
|---|---|
| **Case ID, <Customer Name>** | Displays the case ID and name of the customer. |
| **Customer Details** | This section displays details of the customer. |
| **<Product Sub Type - Account Number>** | Indicates the product sub type and account number.<br>The list displays all the account numbers associated with the case. |
| **<Account Status> < Overdue Amount>** | Displays the account status and overdue amount on the account. |

**Table 4-3 (Cont.) Field Description: Customer Details**

| Field Name | Description |
|---|---|
| **<Customer Name - Customer ID>** | Displays the customer name and customer ID associated with the selected account.<br>**Note:** The list displays the customer name and ID of the customers associated with the selected account. You can select the required customer name and ID to view the related details. |
| **<Relationship>** | Displays the customer's relationship with the account. |
| **Communication Details** | This tab displays communication details of the customer. |
| **Phone** | Displays the phone numbers of the customer. For example, Home Mobile, Work Mobile, and Landline Home. It also indicates if the customer has given consent to receive follow-up calls and alert messages on phone.<br>The following icons are displayed next to a phone number:<br>• : Hover over to view call preference details.<br>• : Indicates that the customer has given consent to receive alert messages on the particular phone number.<br>• : Indicates that it is the preferred phone number of the customer to receive follow-up calls. |
| **Email** | Displays the email address of the customer. For example, Home Email and Work Email. It also indicates if the customer has given E-Sign consent to receive alert emails on the electronic mailing address.<br>It displays corresponding to the preferred email address of the customer. |
| **Address** | Displays the address details of the customer and the month and year since when the customer is located at the mentioned address. |
| **Social Networking** | Displays the social networking profile IDs of the customer.<br>**Note:** This field is displayed only if this information is available for the customer. |
| **Messenger** | Displays the messenger ID of the customer for messaging application.<br>**Note:** This field is displayed only if this information is available for the customer. |
| **Call Advice** | This section appears if you hover over in the **Phone** field. It displays the call preference details of the customer that helps you to decide whether you can call the customer for a follow up call at the current time. |
| **Customer's Time** | Displays the current time in the customer's time zone for the contact number.<br>**Note:** This field does not display any details if the customer's time zone is not available. |
| **Permission To Call** | Displays whether the customer has given permission to the bank for follow up calls.<br>It displays the following icons that help you to decide whether you can call the customer for a follow up call at the current time:<br>• : Indicates that you can call the customer.<br>• : Indicates that you cannot call the customer.<br>**Note:** These icons are displayed only if the customer's time zone details are available. |

**Table 4-3 (Cont.) Field Description: Customer Details**

| Field Name | Description |
|---|---|
| **Preferred Time - Weekdays** | Displays the start time and end time of the period during which the customer can be contacted during weekdays.<br>It displays the following icons that help you to decide whether you can call the customer for a follow up call at the current time:<br>• : Indicates that you can call the customer.<br>• : Indicates that you cannot call the customer.<br>**Note:** These icons are displayed only if the customer's time zone details are available. |
| **Preferred Time - Weekends** | Displays the start time and end time of the period during which the customer can be contacted during weekends.<br>It displays the following icons that help you to decide whether you can call the customer for a follow up call at the current time:<br>• : Indicates that you can call the customer.<br>• : Indicates that you cannot call the customer.<br>**Note:** These icons are displayed only if the customer's time zone details are available. |
| **Do Not Disturb** | Displays the Do Not Disturb (DND) start date and end date.<br>It displays the following icons that help you to decide whether you can call the customer for a follow up call at the current time:<br>• : Indicates that you can call the customer.<br>• : Indicates that you cannot call the customer.<br>**Note:** These icons are displayed only if the customer's time zone details are available. |
| **Acceptable Time of Contact** | Displays the start time and end time of the period during which the customer can be contacted based on country regulations as maintained in the Regulatory Configuration Maintenance screen for the customer's country and state combination.<br>Displays the following icons that help you to decide whether user can call the customer for a follow up call at the current time:<br>• : Indicatesthat user can call the customer.<br>• : Indicates that user cannot call the customer.<br>**Note**: These icons are displayed only if the customer's time zone details are available. |
| **Employment Details** | This tab displays employment details of the customer.<br>**Note:** The companies that the customer has previously worked with are marked as **Previous** and the current company is marked as **Current.** By default, all the companies are displayed. If you want to view details of only the current employer, switch on the **Only Current Employer** toggle. |
| **<Company Name>** | Displays the name of the company. It also indicates whether the company is current or previous company of employment of the customer. |
| **<Designation>** | Displays the designation of the customer with the company.<br>**Note:** The information for this field is displayed only if it is available. |
| **Type** | Displays the employment type of the customer. For example, Salaried and Self Employed. |
| **Industry** | Displays industry in which the customer is employed.<br>**Note:** The information for this field is displayed only if it is available. |
| **Start Date** | Displays the start date of employment with the company. |

**Table 4-3 (Cont.) Field Description: Customer Details**

| Field Name | Description |
|---|---|
| **End Date** | Displays the end date of employment with the company.<br>**Note:** The value for this field is blank for current employer. |

# 4.2 Account

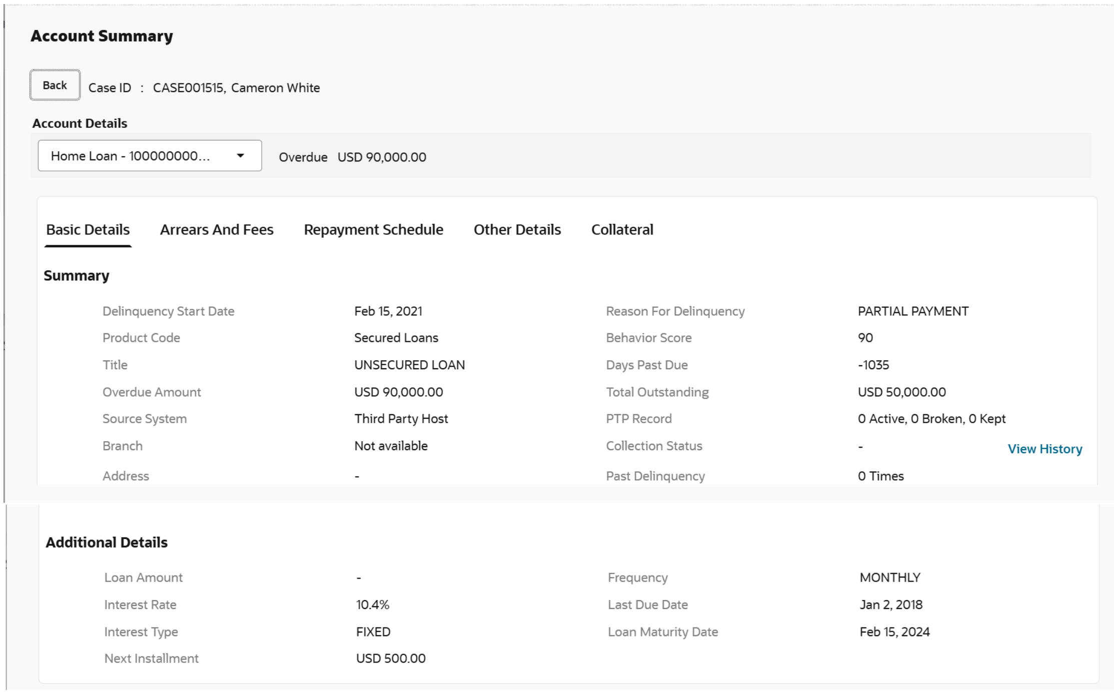
This topic describes the information about Account.

This widget displays details of the accounts associated with the customer. Based on the account in context, the widget displays various details, such as overdue amount on the account, days past due on the account, collaterals attached with the account, and the total amount outstanding on the account.

**Table 4-4 Field Description: Account**

| Field Name | Description |
|---|---|
| **Non-Delinquent** | Indicates that the account is non-delinquent. |
| **<Product Sub Type - Account Number>** | Indicates the product sub type and account number. The status of the account is also displayed corresponding to the selected account number.<br>The list displays all the account numbers linked to the case. The widget displays details for the account number selected in the list. |
| **Collection Status** | Displays the collection status of the account.<br>Specialized link is displayed if any of the specialized status is applied on the account. |
| **Overdue Amount** | Displays the overdue amount on the account. A Fee indicator is displayed if the fees are applied on the account. |
| **Days Past Due** | Displays the days past due on the account. |
| **Collateral** | Displays description of all the collaterals attached to the account. |
| **Promise** | Displays count of all the Promise to Pay (PTP) created on the account. It displays the count of following PTPs:<br>• **Active:** Count of PTP that are active.<br>• **Broken:** Count of PTP that were broken by the customer.<br>• **Kept:** Count of PTP that were fulfilled by the customer. |
| **Last Payment of <Amount> on <Date of Payment>** | Displays the amount and date of last payment received on the account. |

If user click , the **Account Summary** section is displayed.




### Table 4-5 Field Description: Account Summary

| Field Name | Description |
|---|---|
| **Case ID, <Customer Name>** | Displays the case ID and name of the customer. |
| **Account Details** | This section displays the details of the account. It displays details for the account number selected in the <Product Sub Type - Account Number> list. |
| **<Product Sub Type - Account Number>** | Indicates the product sub type and account number. The list displays all the accounts numbers linked to the case. |
| **Overdue** | Displays the overdue amount on the account. |
| **Basic Details** | This tab displays the basic details of the account. |
| **Delinquency Start Date** | Displays the delinquency start date of the account. |
| **Reason for Delinquency** | Displays the reason for delinquency of the account. |
| **Product Code** | Displays the product code of the account. |
| **Behavior Score** | Displays the behavior score of the account as calculated by the system. |
| **Title** | Displays the account title associated with the account number. |
| **Days Past Due** | Displays the number of days past due on the account. |
| **Overdue Amount** | Displays the overdue amount on the account. |
| **Total Outstanding** | Displays the total outstanding amount on the account. |
| **Source System** | Displays the product processor to which the account belongs. |
| **PTP Record** | Displays count of all the PTPs created on the account.<br>It displays the count of following PTPs:<br>• **Active:** Count of PTP that are active.<br>• **Broken:** Count of PTP that were broken by the customer.<br>• **Kept:** Count of PTP that were fulfilled by the customer. |
| **Branch** | Displays the name of the branch with which the account is associated. |
| **Collection Status** | Displays the collection status of the account.<br>**Note:** If user click **View History, Collection Status** section is displayed. |

**Table 4-5 (Cont.) Field Description: Account Summary**

| Field Name | Description |
|---|---|
| **Address** | Displays the address where the account is located. |
| **Past Delinquency** | Displays the number of times the account has been delinquent in the past. |
| **Non-Starter** | Displays whether account is a non-starter i.e defaulted in the first installment. |
| **Uncleared Payment Amount** | Displays the unclear payment amount of the account. |
| **Additional Details** | This section displays the additional details of the account. |
| **Loan Amount** | Displays the amount of loan availed on the account and the current rate of interest.<br>**Note:** This field is displayed only for a loan account. |
| **Last Due Date** | Displays the due date of last installment.<br>**Note:** This field is displayed only for a loan account. |
| **Frequency** | Displays the frequency of repayment of installment by the customer on the loan amount.<br>**Note:** This field is displayed only for a loan account. |
| **Interest Rate** | Displays the interest rate applied to the account. |
| **Loan Maturity Date** | Displays the loan closure date as per the repayment schedule.<br>**Note:** This field is displayed only for a loan account. |
| **Interest type** | Displays the type of interest rate applied to the account. |
| **Next Installment** | Displays the amount of next installment along installment due date.<br>**Note:** This field is displayed only for a loan account. |
| **Credit Card No** | Displays the credit card number.<br>**Note:** This field is displayed only for Credit Card account. |
| **Card Limit** | Displays the limit of credit card.<br>**Note:** This field is displayed only for Credit Card account. |
| **Last Due Date** | Displays the due date of the last unpaid bill missed by the customer.<br>**Note:** This field is displayed only for Credit Card account. |
| **Account Limit** | Displays the limit of account.<br>**Note:** This field is displayed only for overdraft account and LOC account. |
| **Limit Expiry Date** | Displays the expiry date of the limit.<br>**Note:** This field is displayed only for overdraft account and LOC account. For LOC account, user can also view the bill details. |
| **<Bill Details>** | This section appears if user click in the **Limit Expiry Date** field.<br>**Note:** This section is displayed only for LOC account. |
| **Bill Date** | Displays the date on which the bill was raised. |
| **Payment Due Date** | Displays payment due date of the bill. |
| **Minimum Amount Due** | Displays the minimum amount due on the bill. |
| **Total Amount Due** | Displays the total amount due on the bill. |
| **Collection Status** | This section is displayed if user click **View History** in **Collection Status** field. It displays details of the collection statuses set on the account. |
| **Status** | Displays the collection status of the account. |
| **Creation Date** | Displays the date on which the collection status was set on the account. |
| **Closed Date** | Displays the date on which the collection status was closed on the account. |

**Table 4-5 (Cont.) Field Description: Account Summary**

| Field Name | Description |
| --- | --- |
| **Arrears and Fees** | This tab displays the information of arrears and fees present on the account. |
| **<Arrear Details>** | This tab displays the arrears present on the account. |
| **Due Date** | Displays the due date of an arrear. |
| **Arrear Type** | Displays the type of arrear. |
| **Arrear Amount** | Displays the arrear amount. |
| **Amount Paid** | Displays the payment done against the arrear amount. |
| **Amount Due** | Displays the pending due amount of arrear. |
| **Collections Fees & Charges** | This section displays the Fees and Charges applied on the account. |
| **Fee Date** | Displays the date on which the fee is applied on the account. |
| **Reference Number** | Reference number of the transaction. |
| **Fee Type** | Displays the type of fee applied on the account. |
| **Fee Sub-Type** | Displays the sub-type of the fee applied on the account. |
| **Transaction type** | Displays the type of transaction, credit or debit. |
| **Original Reference Number** | Displays the original reference number of transaction which is reversed. |
| **Fee Amount** | Displays the fee amount applied on the account. |
| **<Reverse Fees>** | This section displays when user clicks on Reverse Fees Button. |
| **Fee Date** | Displays the date on which the fee is applied on the account. |
| **Reference Number** | Reference number of the transaction. |
| **Fee Type** | Displays the type of fee applied on the account. |
| **Fee Sub-Type** | Displays the sub-type of the fee applied on the account. |
| **Transaction type** | Displays the type of transaction, credit or debit. |
| **Fee Amount** | Displays the fee amount applied on the account. |
| **Repayment Schedule** | This tab displays the repayment schedule of the account. |
| **S. No.** | Displays the sequence number of the installment schedule. |
| **Installment Date** | Displays the date of the installment. |
| **Installment Amount** | Displays the amount of the installment. |
| **Principal** | Displays the principal component of the installment amount. |
| **Interest** | Displays the interest component of the installment amount. |
| **Fees** | Displays the fees component of the installment amount. |
| **Closing Principal** | Displays the closing principal balance of the installment amount. |
| **Other Details** | This tab displays the additional details of the account. |
| **Disbursement Date** | Displays the disbursement date of the account. |
| **Available For Disbursement** | Displays the amount available for disbursement for the account. |
| **Disbursed Amount** | Displays the disbursement amount of the account. |
| **Loan Purpose Type** | Displays the loan purpose type of the account. |
| **Loan Purpose Code** | Displays the loan purpose code of the account. |
| **Date of First Default** | Displays the first default date of the account. |
| **Relationship Manager** | Displays the relationship manager name of the account. |
| **Market Entity** | Displays the market entity of the account. |
| **Business Unit** | Displays the business unit of the account. |
| **Account Term** | Displays the total term of the account. |
| **Non Due Fees Amount** | Displays the total non-due fees of the account. |

**Table 4-5 (Cont.) Field Description: Account Summary**

| Field Name | Description |
|---|---|
| **Overdrawn Amount** | Displays the overdrawn amount of the account. |
| **Facility ID** | Displays the facility id of the account. |
| **Liability ID** | Displays the liability id of the account. |
| **User Defined Account Status** | Displays the user defined status of the account. |
| **Accrual Status** | Displays the accrual status of the account. |
| **Asset Classification Code** | Displays the asset classification code of the account. |
| **Date of Last Loan Restructure** | Displays the last restructure date of the account. |
| **Employee Account Flag** | Displays the employee account flag of the account. |
| **Minor Account Status** | Displays the minor account status of the account. |
| **Probability of Default** | Displays the probability of default of the account. |
| **Forced Reason** | Displays the forced reason code of the account. |
| **Forced Account Switch** | Displays the forced flag of the account. |
| **Application Score** | Displays the application score of the account. |
| **Loan to Value Ratio** | Displays the loan to value ratio of the account. |
| **Regulated Loan Flag** | Displays the regulated flag of the account. |
| **Interest Offset Amount** | Displays the interest offset amount of the account. |
| **Building In Construction Flag** | Displays the construction flag of the account. |
| **Auto Pay Instruction** | Displays the auto payment flag of the account. |
| **No of Times Re-aged** | Displays the number of times the account is re-aged. |
| **No of Time Extended** | Displays the number of times the account is extended. |
| **No of Times Deferred** | Displays the number of times the account is deferred. |
| **No of Times Renewed** | Displays the number of times the account is renewed. |
| **No of Times Re-written** | Displays the number of times the account is rewritten |
| **Account Reopen Date** | Displays the account reopening date |
| **Account Closed Date** | Displays the account closure date. |
| **Account Reopen Switch** | Displays the account reopen flag. |
| **Recovery Score** | Displays the recovery score of the account. |
| **Account Write Off Date** | Displays the write-off date of the account. |
| **Account Write Off Amount** | Displays the write-off amount of the account. |
| **Charge Off Date** | Displays the charge-off date of the account. |
| **Charge Off Amount** | Displays the charge-off amount of the account. |
| **Charge Off Primary Reason** | Displays the charge-off primary reason of the account. |
| **Charge Off Secondary Reason** | Displays the charge-off secondary reason of the account. |
| **Principal Bucket Amount** | Displays the principal bucket amount of the account. |
| **Interest Bucket Amount** | Displays the interest bucket amount of the account. |
| **Insurance Bucket Amount** | Displays the insurance bucket amount of the account. |
| **Charge Bucket Amount** | Displays the fees and charges bucket amount of the account. |
| **Collateral** | This tab displays the information of Collateral details linked to the account |
| **<Type>** | Displays type of the collateral. |

**Table 4-5 (Cont.) Field Description: Account Summary**

| Field Name | Description |
|---|---|
| **<Code-Description>** | Displays collateral code appended by the description provided. |
| **Status** | Displays the realization status the collateral. |
| **Address** | Displays the address of the collateral. |
| **Assessment Amount** | Displays the assessment amount appended by assessment date of the collateral. |

**Table 4-6 Field Description: Specialized Process**

| Field Name | Description |
|---|---|
| **Case ID, <Customer Name>** | Displays the case ID and name of the customer. |
| **Account Details** | This section displays the details of the account based on the account number selected in the below <Product Sub Type - Account Number> field. |
| **<Product Sub Type - Account Number>** | Indicates the product sub type and account number. The list displays all the accounts numbers linked to the case. |
| **<Segment>** | Displays the list of active specialized segments on the account. |
| **<Strategy>** | Displays the list of strategies of the segment selected. |
| **<Summary>** | This section displays all the data capture fields and their values linked to the selected strategy via the tasks. The task name is displayed as the header. The additional fields configured for the tasks are displayed in the section below with their respective values (if captured) by the collector. |

# 4.3 Customer

This topic describes the information about Customer.

This widget displays details of the customers associated with the account number selected in the **Accounts** widget. It displays various customer details, such as the customer ID, phone number, address, and email.

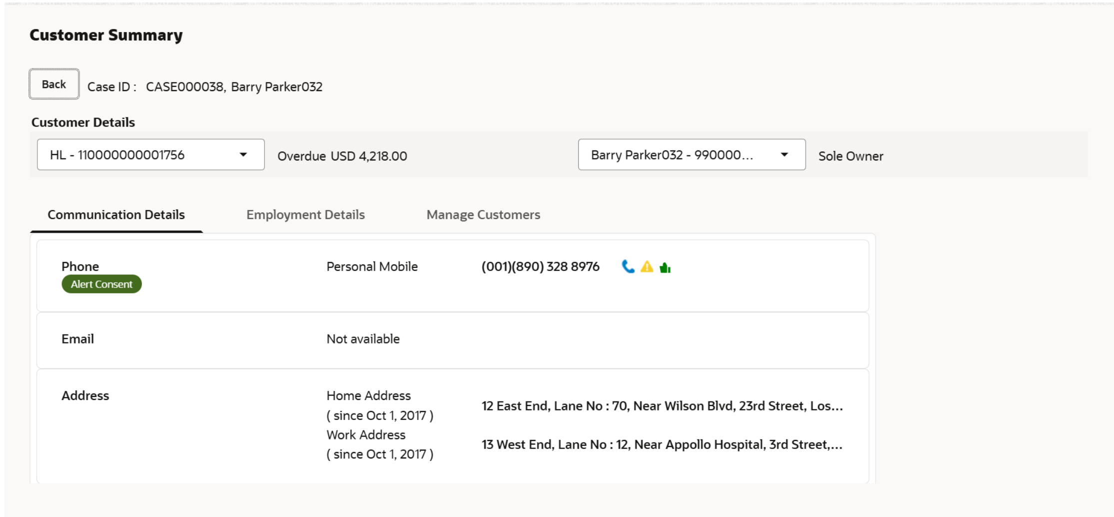
**Table 4-7 Field Description: Customer**

| Field Name | Description |
|---|---|
| **<Customer Name>** | Indicates the name of the customer.<br>The list displays the names of the customers associated with the account selected in the **Account** widget.<br>The customer type is displayed adjacent to the customer name. |
| **Customer ID** | Displays the customer ID and relationship type of the customer with the account. |
| **Phone** | Displays the preferred phone number of the customer.<br>If user hover over , the **Call Advice** section appears. |
| **SSN** | Displays the social security number of the customer. |
| **Email** | Displays the preferred email address of the customer. |
| **Address** | Displays the preferred address of the customer. |

**Table 4-7 (Cont.) Field Description: Customer**

| Field Name | Description |
|---|---|
| **Call Advice** | This section appears if user hover over in the **Phone** field. It displays the call preference details of the customer that helps user to decide whether user can call the customer for a follow up call at the current time. |
| **Customer's Time** | Displays the current time in the customer's time zone for the contact number.<br>**Note:** This field does not display any details if the customer's time zone is not available. |
| **Permission To Call** | Displays whether the customer has given permission to the bank for follow up calls.<br>It displays the following icons that help user to decide whether you can call the customer for a follow up call at the current time:<br>• : Indicates that user can call the customer.<br>• : Indicates that user cannot call the customer.<br>**Note:** These icons are displayed only if the customer's time zone details are available. |
| **Preferred Time - Weekdays** | Displays the start time and end time of the period during which the customer can be contacted during weekdays.<br>It displays the following icons that help user to decide whether user can call the customer for a follow up call at the current time:<br>• : Indicates that user can call the customer.<br>• : Indicates that user cannot call the customer.<br>**Note:** These icons are displayed only if the customer's time zone details are available. |
| **Preferred Time - Weekends** | Displays the start time and end time of the period during which the customer can be contacted during weekends.<br>It displays the following icons that help you to decide whether usr can call the customer for a follow up call at the current time:<br>• : Indicates that user can call the customer.<br>• : Indicates that user cannot call the customer.<br>**Note:** These icons are displayed only if the customer's time zone details are available. |
| **Do Not Disturb** | Displays the Do Not Disturb (DND) start date and end date.<br>It displays the following icons that help user to decide whether user can call the customer for a follow up call at the current time:<br>• : Indicates that user can call the customer.<br>• : Indicates that user cannot call the customer.<br>**Note:** These icons are displayed only if the customer's time zone details are available. |

If user click , the **Customer Summary** section is displayed.




### Table 4-8 Field Description: Customer Details

| Field Name | Description |
|---|---|
| **Case ID, <Customer Name>** | Displays the case ID and name of the customer. |
| **Customer Details** | This section displays details of the customer. |
| **<Product Sub Type - Account Number>** | Indicates the product sub type and account number.<br>The list displays all the account numbers associated with the case. |
| **<Account Status> < Overdue Amount>** | Displays the account status and overdue amount on the account. |
| **<Customer Name - Customer ID>** | Displays the customer name and customer ID associated with the selected account.<br>**Note:** The list displays the customer name and ID of the customers associated with the selected account. You can select the required customer name and ID to view the related details. |
| **<Relationship>** | Displays the customer's relationship with the account. |
| **Communication Details** | This tab displays communication details of the customer. |
| **Phone** | Displays the phone numbers of the customer. For example, Home Mobile, Work Mobile, and Landline Home. It also indicates if the customer has given consent to receive follow-up calls and alert messages on phone.<br>The following icons are displayed next to a phone number:<br>• : Hover over to view call preference details.<br>• : Indicates that the customer has given consent to receive alert messages on the particular phone number.<br>• : Indicates that it is the preferred phone number of the customer to receive follow-up calls. |
| **Email** | Displays the email address of the customer. For example, Home Email and Work Email. It also indicates if the customer has given E-Sign consent to receive alert emails on the electronic mailing address.<br>It displays corresponding to the preferred email address of the customer. |

**Table 4-8 (Cont.) Field Description: Customer Details**

| Field Name | Description |
| --- | --- |
| **Address** | Displays the address details of the customer and the month and year since when the customer is located at the mentioned address. |
| **Social Networking** | Displays the social networking profile IDs of the customer.<br>**Note:** This field is displayed only if this information is available for the customer. |
| **Messenger** | Displays the messenger ID of the customer for messaging application.<br>**Note:** This field is displayed only if this information is available for the customer. |
| **Call Advice** | This section appears if you hover over  in the **Phone** field. It displays the call preference details of the customer that helps you to decide whether you can call the customer for a follow up call at the current time. |
| **Customer's Time** | Displays the current time in the customer's time zone for the contact number.<br>**Note:** This field does not display any details if the customer's time zone is not available. |
| **Permission To Call** | Displays whether the customer has given permission to the bank for follow up calls.<br>It displays the following icons that help you to decide whether you can call the customer for a follow up call at the current time:<br>•  : Indicates that user can call the customer.<br>•  : Indicates that user cannot call the customer.<br>**Note:** These icons are displayed only if the customer's time zone details are available. |
| **Preferred Time - Weekdays** | Displays the start time and end time of the period during which the customer can be contacted during weekdays.<br>It displays the following icons that help you to decide whether you can call the customer for a follow up call at the current time:<br>•  : Indicates that user can call the customer.<br>•  : Indicates that user cannot call the customer.<br>**Note:** These icons are displayed only if the customer's time zone details are available. |

**Table 4-8 (Cont.) Field Description: Customer Details**

| Field Name | Description |
|---|---|
| **Preferred Time - Weekends** | Displays the start time and end time of the period during which the customer can be contacted during weekends.<br>It displays the following icons that help you to decide whether you can call the customer for a follow up call at the current time:<br>• : Indicates that user can call the customer.<br>• : Indicates that user cannot call the customer.<br>**Note:** These icons are displayed only if the customer's time zone details are available. |
| **Do Not Disturb** | Displays the Do Not Disturb (DND) start date and end date.<br>It displays the following icons that help you to decide whether you can call the customer for a follow up call at the current time:<br>• : Indicates that you can call the customer.<br>• : Indicates that you cannot call the customer.<br>**Note:** These icons are displayed only if the customer's time zone details are available. |
| **Employment Details** | This tab displays employment details of the customer.<br>**Note:** The companies that the customer has previously worked with are marked as **Previous** and the current company is marked as **Current.** By default, all the companies are displayed. If you want to view details of only the current employer, switch on the **Only Current Employer** toggle. |
| **<Company Name>** | Displays the name of the company. It also indicates whether the company is current or previous company of employment of the customer. |
| **<Designation>** | Displays the designation of the customer with the company.<br>**Note:** The information for this field is displayed only if it is available. |
| **Type** | Displays the employment type of the customer. For example, Salaried and Self Employed. |
| **Industry** | Displays industry in which the customer is employed.<br>**Note:** The information for this field is displayed only if it is available. |
| **Start Date** | Displays the start date of employment with the company. |
| **End Date** | Displays the end date of employment with the company.<br>**Note:** The value for this field is blank for current employer. |
| **Manage Customers** | This tab enables collector to manage the contact details of the customer and add additional alternate contacts. |
| **Customer Name** | Displays the name of the customer. |
| **Relationship** | Displays the relationship of the customer with the account . |
| **Duration Applicable** | Displays the applicability time period . |
| **Address** | Provides the ability to view and manage customer address details and preferences. Refer Manage Address section below . |
| **Phone** | Provides the ability to view and manage customer address details and preferences. Refer Manage Address section below . |
| **Email** | Provides the ability to view and manage customer email details and preferences. Refer Manage Email section below . |

**Table 4-8 (Cont.) Field Description: Customer Details**

| Field Name | Description |
| --- | --- |
| **Indicators** | Provides the ability to view and manage customer email details and preferences. Refer Manage Email section below . |
| **Apply to All Accounts** | Displays if party is applicable to all the accounts linked with the case. Applicable only for the new contact added. |
| **<Manage Address>** | Opens Manage Address popup. |
| **< Action >** | Click + and – icon to add or remove a new row. |
| **<Checkbox>** | To select an existing row.<br>**Note**: Only manually added rows can be selected. |
| **Address** | Indicates the complete address of the customer. |
| **Pincode** | Indicates the pincode of the customer. |
| **City** | Indicates the city of the customer. |
| **State** | Indicates the state of the customer. |
| **Country** | Indicates the country of the customer. |
| **Type** | Indicates the type of address of the customer. |
| **Preferred** | Indicates the address is a preferred address. |
| **<Manage Phone>** | Opens Manage Phone popup. |
| **<Action >** | Click + and – icon to add or remove a new row. |
| **<Checkbox>** | Click + and – icon to add or remove a new row. |
| **ISD Code** | Indicates the ISD code of the phone number. |
| **Phone No** | Indicates the phone number of the customer. |
| **Time Zone** | Indicates the time zone of the customer. |
| **Type** | Indicates the type of the phone number. |
| **Preferred** | Indicates the phone number is a preferred number to contact. |
| **Message Alerts** | Indicates if message alerts is enabled for the phone number. |
| **Permission to Call** | Indicates if call permission is provided by customer for the phone number. |
| **Permission to Record** | Indicates if permission to record call is provided by customer for the phone number. |
| **DND** | Indicates if do not disturb is enabled by customer for the phone number. |
| **DND Duration** | Indicates the do not disturb date range provided by customer for the phone number. |
| **Contact Time - Weekday** | Indicates the preferred contact time during weekdays provided by customer for the phone number. |
| **Contact Time - Weekend** | Indicates the preferred contact time during weekdays provided by customer for the phone number. |
| **<Manage Email>** | Opens Manage Email popup. |
| **< Action >** | Click + and – icon to add or remove a new row. |
| **<Checkbox>** | To select an existing row.<br>**Note**: Only manually added rows can be selected. |
| **Email** | Indicates the email address of the customer. |
| **Type** | Indicates the type of the email address. |
| **E-Sign Consent** | Indicates if the customer has given E-Sign consent to receive alert emails. |
| **Preferred** | Indicates the email address is a preferred email to contact. |
| **<Manage Indicators>** | Opens Manage Indicators popup. |

**Table 4-8 (Cont.) Field Description: Customer Details**

| Field Name | Description |
|---|---|
| **Indicator** | Displays the indicators to be enabled for customer. |
| **Value** | Displays if the indicator is enabled. |
| **<Add Contact>** | Opens Add New Contact Popup to add an alternate party. |
| **Customer Full Name** | Indicates the full name of the party. |
| **Relationship** | Indicates relationship of the party with the account. |
| **Duration Applicable** | Displays the applicability time period. |
| **Apply to All Accounts** | Displays if party is applicable to all the accounts linked with the case. |
| **Delete Contact** | Deletes the selected customer. Note that only manually added customer record can be deleted. |

# 4.4 Tasks

This topic describes the information about Tasks.

This widget displays details of all tasks related to the account in context across all applicable segments, and the associated strategies.

User can view various details of the tasks, such as task name, task status, and follow-up date of the task. Based on the task type, user can also add various details of the task. For example, for task type as Call, user can add details of actions, results, and collection statuses. User can also quickly add ad hoc tasks for an account in context.

Any actions that user perform on tasks is displayed in the activity log in Activity widget. For example, if user modify the follow-up date of a task, the activity widget displays the activity type for the same.

**Table 4-9 Field Description: Tasks**

| Field Name | Description |
|---|---|
| **Tasks** | This widget displays all tasks related to the account in context across all applicable segments, and associated strategies.<br>It displays the count of following tasks based on various statuses:<br>• **Not Started:** Displays the count of tasks with current status as Not Started.<br>• **Escalated:** Displays the count of tasks with current status as Escalated.<br>• **In Progress:** Displays the count of all tasks in any status other than Not Started, Void, Expired, and Escalated status, and the tasks that are not in final status. |
| **Task Name** | Displays the task name.<br>Click the task name link to update details of the task.<br>**Note:** The task name link is enabled only for **In Progress** and **Escalated** tasks. If user are a normal collector, the task name link is enabled only for the tasks that are assigned to user. If user are supervisor collector, the task name link is enabled for all the tasks that are assigned to user and the collectors under user. |
| **Status** | Displays the current status of the task. |
| **Segment** | Displays the segment to which the task belongs. |

**Table 4-9 (Cont.) Field Description: Tasks**

| Field Name | Description |
|---|---|
| **Follow-up Date** | Displays the next follow-up date and time of the task.<br>**Note:** This date is not displayed for the tasks that are in **Not Started** status and tasks that are in final status. |
| **Start Date** | Displays the date on which the task was initiated.<br>**Note:** This date is not displayed for the tasks that are in Not Started status. |
| **Escalation Date** | Displays the date on which the task was escalated. |
| **Assigned To** | Displays the user name of the collector to whom the task is assigned. |
| **Add Adhoc Task** | This section appears if user click **Add.** |
| **Task Name** | Indicates the name of the task that user want to add. |
| **Segment** | Indicates the segment to which the task belongs. |
| **Strategy** | Indicates the strategy to which user want to associate the task. |
| **Assigned To** | Indicates the collector to which user want to assign the task. |
| **Action** | Indicates the action associated with the task. |
| **Result** | Indicates the result of the action associated with the task. |
| **New Collection Status** | Displays the new collection status that is applied on the account based on the selected action and result combination. It also displays the existing collection status that is closed on the account, if applicable. |
| **Apply new status to all accounts** | Toggle to indicate whether the new collection status should be applied on all the accounts linked to the case. |
| **Existing Collection Status** | Indicates the existing collection status.<br>**Note:** The list displays all the existing active collection statuses applied on the account till date. |
| **Task Status** | Displays the status of the task. |
| **Follow-up Date** | Indicates the next follow-up date and time of the task. |
| **Apply date to all initiated tasks** | Indicates whether the follow-up date is applicable to all initiated tasks. |
| **Notes** | Indicates notes related to the task. |

If user click ⛶, the **Task Summary** section is displayed.

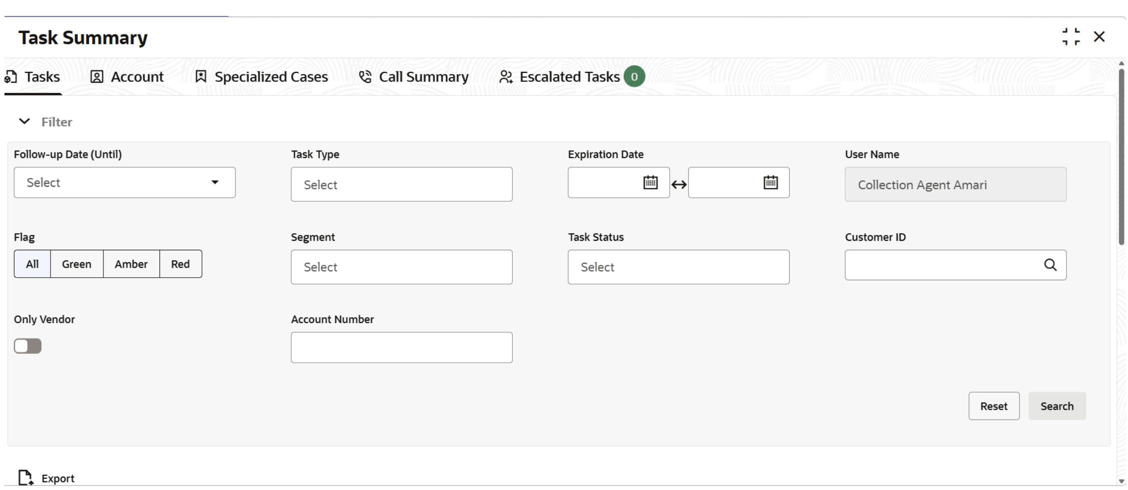


**Table 4-10 Field Description: Task Summary**

| Field Name | Description |
|---|---|
| **Case ID, <Customer Name>** | Displays the case ID and name of the customer. |
| **Task Details** | This section provides the search criteria to filter records based on specific parameters. |
| **Segment Type** | Indicates the segment type.<br>The options are:<br>• **Active**<br>• **Closed** |
| **<Product Sub Type - Account Number>** | Indicates the product sub type and account number.<br>The list displays all account numbers associated with the case. The task details appear related to the account number user select. |
| **Overdue** | Displays the overdue amount on the account. |
| **<Segment>** | Indicates the segment to which the account is associated.<br>The list displays active or closed segments based on the option selected in the **Segment Type** field. If account is associated with only one segment, the segment is selected and displayed by default. |
| **<Strategy>** | Indicates the strategy associated with the account and segment.<br>The list displays active or closed strategies based on the option selected in the **Segment Type** field. If account is associated with only one strategy, the strategy is selected and displayed by default. |
| **Tasks** | This section displays the search results based on the specified search parameters. |
| **Task Name** | Displays the task name.<br>Click the task name link to update details of the task.<br>**Note:** The task name link is enabled only for the tasks that are in **In Progress** and **Escalated** status. If user are a normal collector, the task name link and check box corresponding to a task is enabled only for the tasks that are assigned to user. If user are supervisor collector, the task name link and check box corresponding to a task is enabled for all the tasks that are assigned to usee and the collectors under user. |
| **Status** | Displays the current status of the task. |
| **Segment** | Displays the segment to which the task belongs. |
| **Strategy** | Displays the strategy to which the task is associated. |
| **Follow-up Date** | Displays the next follow-up date and time of the task.<br>**Note:** This date is not displayed for the tasks that are in Not Started and Final status. |
| **Start Date** | Displays the date on which task was initiated.<br>**Note:** This date is not displayed for the tasks that are in Not Started status. |
| **Escalation Date** | Displays the escalation date of the task.<br>**Note:** This date is not displayed for the tasks that are in Not Started and Final status. |
| **Expiration Date** | Displays the expiry date of the task.<br>**Note:** This date is not displayed for the tasks that are in Not Started and Final status. |
| **Dependency** | Displays the dependency of the task as maintained in **Strategy** page.<br>Hover over the link to view dependency. |
| **Assigned To** | Displays the user name of the collector to whom the task is assigned. |

**Table 4-10 (Cont.) Field Description: Task Summary**

| Field Name | Description |
| --- | --- |
| **History** | Displays the option to view history details. If user click , the <Task History> section appears. |
| **Date** | Displays the date on which the call action details were captured. |
| **Action** | Displays the action performed on the task. |
| **Result** | Displays the result of the action performed on the task. |
| **New Collection Status** | Displays the new collection status of the task. |
| **Existing Collection Status** | Displays the existing collection status of the account. |
| **Task Status** | Displays the task status. |
| **Follow Up Date** | Displays the follow-up date and time of the task. |

The <Customer Call Details> section appears if user click the task name link in the **Task Name** column for task type as Customer Call.

**Table 4-11 Field Description: <Customer Call Details>**

| Field Name | Description |
| --- | --- |
| **Action** | Indicates the action related to the task.<br>The list displays all actions that are mapped with the strategy in segment. |
| **Result** | Indicates all the results for the selected action.<br>The list displays all the results configured for the selected action. |
| **New Collection Status** | Displays the new collection status that is applied on the account based on the selected action and result combination. It also displays the existing collection status that is closed on the account, if applicable. |
| **Apply new status to all accounts** | Toggle to indicate whether the new collection status should be applied on all the accounts linked to the case. |
| **Existing Collection Status** | Indicates the existing collection status.<br>**Note:** The list displays all the existing collection statuses applied on the account till date. |
| **Task Status** | Indicates the next status of the task.<br>**Note:** The list displays all the statuses to which the task can move from the current status. If the current status of the task is **Escalated**, you can move the task to any status maintained in the workflow of task. |
| **Follow-up Date** | Indicates the next follow-up date and time of the task.<br>**Note:** The date should be later than or equal to the business date.<br>The tasks are displayed in the Task Summary page based on the follow-up date and time specified. |
| **Apply date to all initiated tasks** | Toggle to indicate whether the follow-up date and time should be applied to all the initiated tasks within the same strategy. |
| **Notes** | Indicates the notes related to the task.<br>**Note:** The notes added here are displayed as public notes with type as Task in Notes section. |

The <Manual Email Details> section appears if user click the task name link in the **Task Name** column for task type as Sent Email.

**Table 4-12 Field Description: Manual Email Details**

| Field Name | Description |
|---|---|
| - | Displays the check box to select the row. |
| **Customer Name** | Displays the name of the customer. |
| **Customer Relation** | Displays the account relationship with the customer. |
| **Email Type** | Indicates the type of the email. The list displays all email types available for the selected customer. |
| **Email** | Displays the email address of the customer. |
| **Email Template** | Indicates the template related to the task. The list displays all templates that are mapped with the strategy in segment. |
| **Task Status** | Indicates the next status of the task.<br>**Note**: The list displays all the statuses to which the task can move from the current status. If the current status of the task is Escalated, user can move the task to any status maintained in the workflow of task. |
| **Follow-up Date** | Indicates the next follow-up date and time of the task.<br>**Note**: The date should be later than or equal to the business date. |
| **Apply date to all initiated tasks** | Toggle to indicate whether the follow-up date and time should be applied to all the initiated tasks within the same strategy. |
| **Notes** | The notes added here are displayed as public notes with type as Task in Notes section. |

The <Manual Letter Details> appears if user click the task name link in **Task Name** column for task type as 'Sent Letter'.

**Table 4-13 Field Description: Manual Letter Details**

| Field Name | Description |
|---|---|
| - | Displays the check box to select the row. |
| **Customer Name** | Displays the name of the customer. |
| **Customer Relation** | Displays the account relationship with the customer. |
| **Address Type** | Indicates the type of the address. The list displays all address types available for the selected customer. |
| **Address** | Displays the address of the customer. |
| **Letter Template** | Indicates the template related to the task. The list displays all templates that are mapped with the strategy in segment. |
| **Task Status** | Indicates the next status of the task.<br>**Note**: The list displays all the statuses to which the task can move from the current status. If the current status of the task is Escalated, user can move the task to any status maintained in the workflow of task. |
| **Follow-up Date** | Indicates the next follow-up date and time of the task.<br>**Note**: The date should be later than or equal to the business date. |
| **Apply date to all initiated tasks** | Toggle to indicate whether the follow-up date and time should be applied to all the initiated tasks within the same strategy. |
| **Notes** | The notes added here are displayed as public notes with type as Task in Notes section. |

The <Additional Fields> appears if user click the task name link in **Task Name** column for task type as 'Data Capture'.

**Table 4-14 Field Description: Additional Fields**

| Field Name | Description |
| --- | --- |
| **<Additional Fields>** | All the additional fields configured for the task are displayed. |
| **Task Status** | Indicates the next status of the task.<br>**Note**:The list displays all the statuses to which the task can move from the current status. If the current status of the task is Escalated, user can move the task to any status maintained in the workflow of task. |
| **Follow-up Date** | Indicates the next follow-up date and time of the task.<br>**Note**: The follow-up date should be later than or equal to Business date. |
| **Apply date to all initiated tasks** | Toggle to indicate whether the follow-up date and time should be applied to all the initiated tasks within the same strategy. |
| **Notes** | The notes added here are displayed as public notes with type as Task in Notes section. |

This section consists of the following topics:

- Add a Ad hoc Tasks
  This topic describes the information about Add a Ad hoc Tasks.
- Update Details of Call Task
  This topic describes the information about Update Details of Call Task.
- Escalating a Task

# 4.4.1 Add a Ad hoc Tasks

This topic describes the information about Add a Ad hoc Tasks.

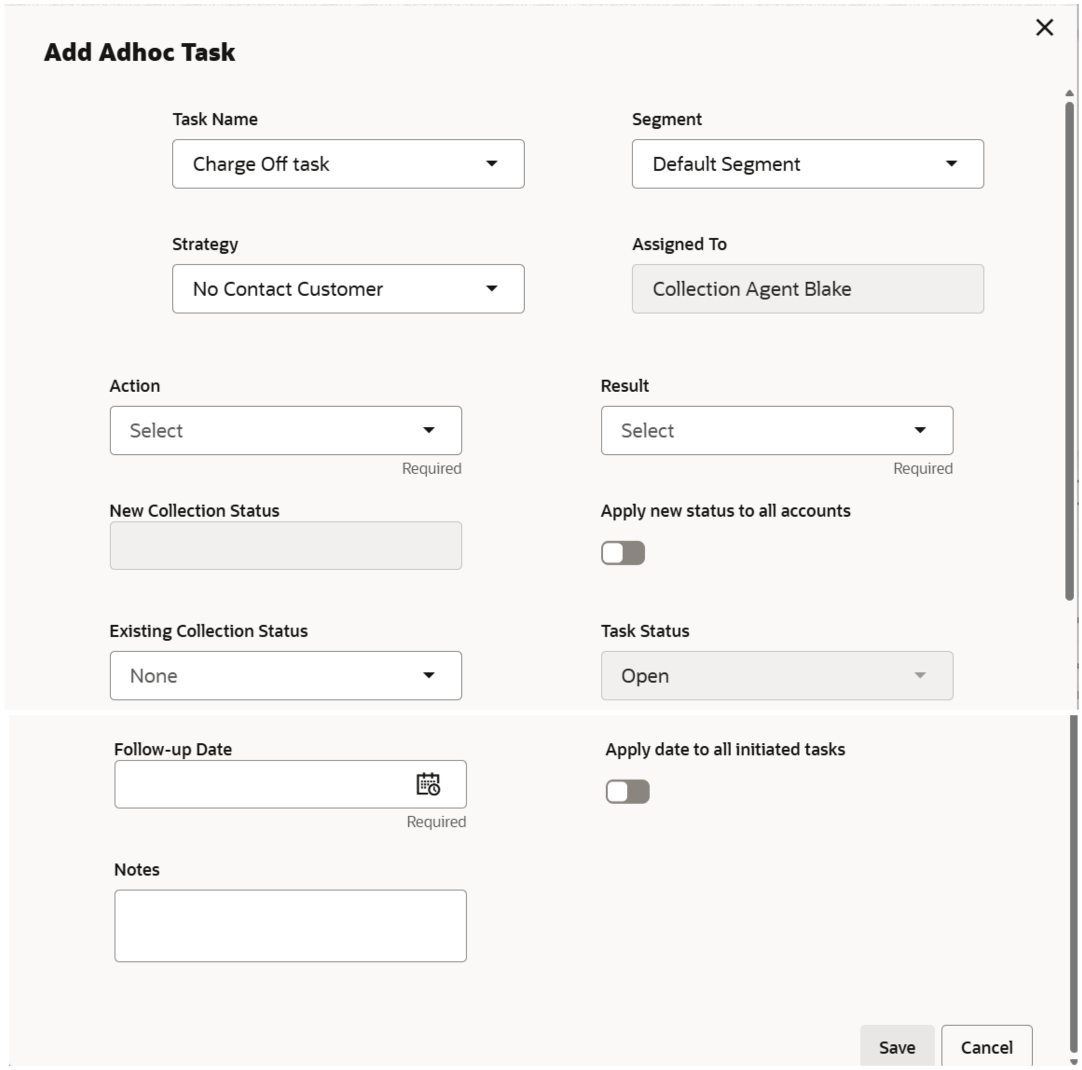
User can add ad hoc tasks for any accounts associated with the case. For example, user can add ad hoc task for first notification letter sent to the customer.

**To add an ad hoc task:**

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Task** widget, click **Add.**

   The **Add Adhoc Task** screen is displayed.

**Figure 4-2 Add Adhoc Task**




4. From the **Task Name** list, select the task that user want to add.
5. From the **Segment** list, select the segment of the task.
6. From the **Strategy** list, select the strategy to which the task is associated.
7. From the **Assigned To** list, select the collector to which user want to assign the task.
8. From the **Action** list, select the action associated with the task.
9. From the **Result** list, select the result of the action associated with the task.
10. In the **Apply new status to all accounts** field, toggle the switch as applicable to indicate whether the new status is applicable to all accounts.
11. From the **Existing Collection Status** list, select the existing collection status of the task.
12. In the **Follow-up Date** field, select the date of follow-up for the task.
13. In the **Apply date to all initiated tasks** field, toggle the switch as applicable to indicate whether the follow-up date is applicable to all initiated tasks.
14. Click **Save.**

## 4.4.2 Update Details of Call Task

This topic describes the information about Update Details of Call Task.

User can update the details of a task, if required.

**To update details of task:**

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Tasks** widget, click the task name link for the task that user want to update.
4. Update required details of the task.
5. Click **Save.**

## 4.4.3 Escalating a Task

If a task requires immediate attention, user can escalate it before the escalation date to user supervisor.

**To escalate a task:**

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Tasks** widget, click .
4. In the **Task Details** section, specify the search parameters to search for the task that user want to escalate.
5. In the **Tasks** section, select the check box corresponding to the task and click **Escalate.**

The status of the task is updated to **ESCALATED.**

# 4.5 Promise to Pay

This widget facilitates user to create Promise to Pay (PTP) for the promise made by the customer to pay the overdue amount on the account. User can view details of all existing active PTP for an account. Also, user can cancel any existing active PTP, if required.

If user are normal collector, user can create PTP for the tasks that are assigned to user. However, if user are supervisor, user can create PTP for the tasks that are assigned to user or the tasks that are assigned to the collectors under user.

User can create PTP in following two ways:

- **Quick PTP:** A quick PTP facilitates user to create a PTP with minimum details to save time. User can create this PTP if the customer agrees to pay the promised amount in a single payment on a particular date.
- **Advanced PTP:** An advanced PTP facilitates user to create a PTP in detail with a payment schedule. User can create this PTP if the customer agrees to pay the promised amount in single or multiple installments over a period of time as per a payment schedule. If user create a PTP with multiple installments, each installment with the promised date and promised amount is considered as an independent PTP and needs to be tracked separately.
  Based on the configurations defined for the frequency of payments, user can create a PTP with single or multiple installments. For example, with frequency type as Ad hoc, user can

create a PTP in which the promised amount is payable by the customer in a single installment. However, with frequency type as Weekly or Monthly, user can create a PTP in which the promised amount is payable by the customer in one or more installments.

Once a PTP is created, user cannot modify it. However, user can cancel an active PTP, if required. For example, user may want to cancel a PTP if it is created with incorrect details or the customer requested to cancel the PTP.

If user are normal collector, user can cancel a PTP created for the tasks that are assigned to user. However, if user are supervisor, user can cancel the PTP created for the tasks that are assigned to user or the collectors under user.

**Note**

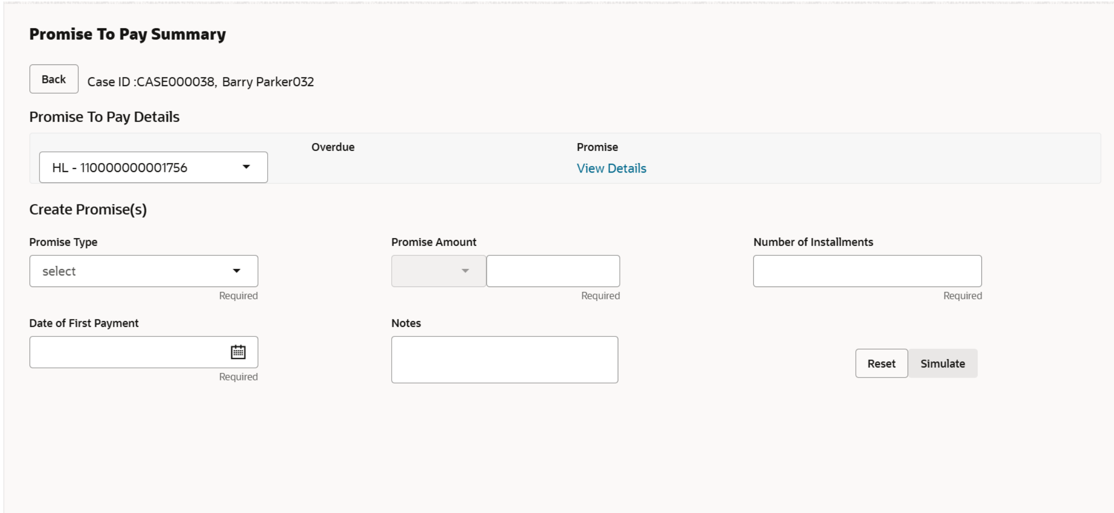
- User cannot create a PTP if an active promise already exists for a particular date. If user want to create a new PTP with the same promise date, user need to cancel the existing active PTP.
- User cannot cancel a PTP if payment appropriation is already done on that PTP.

**Table 4-15 Field Description: Promise to Pay**

| Field Name | Description |
|---|---|
| **Promise to Pay** | This widget helps user to create PTP. It also displays details of the existing promises created on the account. |
| **Task** | Indicates the task for which PTP is created.<br>**Note:** The list displays the tasks that are in **In Progress** and **Escalated** status. However, it displays only those tasks that are assigned to user. If user are a collector with supervisor role, it also displays the tasks that are assigned to the collectors under user. |
| **Promise Type** | Indicates the promise type.<br>**Note:** The list displays only those promise types, which are:<br>• not associated with any segments.<br>• associated with the same segments to which the selected task is also associated.<br>If only one promise type is applicable for the selected task based on the above rules, then that particular promise type is selected by default. |
| **Amount** | Indicates the amount that the customer has promised to pay.<br>By default, overdue amount is displayed. |
| **Date** | Indicates the date on which customer has promised to pay the amount.<br>**Note:** User cannot select a date prior to the business date. By default, business date is displayed. |

If user click , the **Promise to Pay Summary** section is displayed.

### Figure 4-3 Promise to Pay Summary




### Table 4-16 Field Description: Promise to Pay Summary

| Field Name | Description |
| --- | --- |
| **Case ID,<Customer Name>** | Displays the case ID and name of the customer. |
| **Promise To Pay Details** | This section displays the details of the promise to pay created on the account. |
| **<Product Sub Type - Account Number>** | Displays the product sub type and account number. |
| **Overdue** | Displays the overdue amount on the account. |
| **Promise** | Displays the count of promises that are broken and kept for the account in context.<br>If user click **View Details, View Promise Details** section is displayed. |
| **Create Promise(s)** | This section is displayed if user click **Add Promise** in **Promise Details** section. It is used to specify details of the promise user want to create. If a promise is not yet created on the account, this section is displayed by default. |
| **Task** | Indicates the task for which PTP is created.<br>**Note:** The list displays the tasks that are in **In Progress** and **Escalated** status. However, it displays only those tasks that are assigned to user. If user are a collector with supervisor role, it also displays the tasks that are assigned to the collectors under user. |
| **Promise Type** | Indicates the promise type.<br>**Note:** The list displays only those promise types, which are:<br>• not associated with any segments.<br>• associated with the same segments to which the selected task is also associated.<br>If only one promise type is applicable for the selected task based on the above rules, then that particular promise type is selected by default. |
| **Frequency** | Indicates the frequency of payment of the scheduled installments.<br>The options are:<br>• **Adhoc**<br>• **Quarterly**<br>• **Weekly**<br>• **Fortnightly**<br>• **Monthly** |

**Table 4-16 (Cont.) Field Description: Promise to Pay Summary**

| Field Name | Description |
|---|---|
| **Scheduled Repayments** | Indicates the method of calculation of promised amount for the scheduled installments.<br>The options are:<br>• **Do Not Include:** If user select this option, then while simulating schedule the future repayment schedules or bills are not considered in calculation of promise amount.<br>• **Include:** If user select this option, the promise amount is calculated by adding the promise amount and all the scheduled installments or bills amount falling within the promise date. The scheduled installment or bill amount should apply to the nearest PTP installment date that is greater than or equal to the scheduled installment or bill date.<br>• **Distribute Evenly:** If user select this option, the promise amount is calculated by adding the promise amount and all the scheduled installments or bills amount falling within the PTP period. The scheduled installments or bills should be equally distributed among all the PTP installments.<br>If user click **View Schedule, View Repayment Schedule** section is displayed. |
| **Promise Amount** | Indicates the amount that the customer has promised to pay.<br>**Note:** By default, overdue amount is displayed. |
| **Number of Instalments** | Indicates the number of installments in which the promised amount would be paid by the customer.<br>**Note:** If user select **Adhoc** option in **Frequency** field, this field displays **1** by default and user cannot modify it. |
| **Date Of First Payment** | Indicates the date of first payment.<br>**Note:** User cannot select a date prior to the business date. By default, business date is displayed. |
| **Notes** | Indicates notes related to the PTP.<br>**Note:** This note is displayed in Notes section with type as Promise to Pay. |
| **View Promise Details** | This section appears if user click **View Details** in **Promise** field. It displays list of all past promises that are in BROKEN, KEPT, or CANCELLED status. |
| **Promise Date** | Displays date on which customer had promised to make the payment. |
| **Promise Amount** | Displays the amount that the customer promised to pay. |
| **Received Amount** | Displays the amount received on the promise to pay. |
| **Created By** | Displays the name of the user who created the promise to pay. |
| **Created On** | Displays the date on which promise to pay was created. |
| **Status** | Displays the status of the promise.<br>The possible statuses are:<br>• **KEPT:** Indicates that promise was fulfilled by the customer.<br>• **BROKEN:** Indicates that promise was broken by the customer.<br>• **CANCELLED:** Indicates that promise was canceled. |
| **View Repayment Schedule** | This section is displayed if user click **View Schedule** in **Scheduled Repayments** field.<br>It displays the list of future scheduled payments on the account. For loan accounts, it displays the schedule payments with installment date greater than or equal to the business date. For other accounts, if displays future bills with due date greater than or equal to the business date. |
| **S. No.** | Displays the serial number. |
| **Date** | Displays the date of payment of the future installment or due date of bill. |

**Table 4-16 (Cont.) Field Description: Promise to Pay Summary**

| Field Name | Description |
|---|---|
| **Amount** | Displays the amount of installment or the due amount on bill. |
| **Simulate Schedule** | This section is displayed once user specify details and click **Simulate.** It displays details of the payment schedule generated by the system based on the details specified. User can modify the details of the payment schedule, if required. If user click **Add Schedule,** a row is added in the table to create a new promise. |
| **Promise Date** | Displays the promise date of the PTP.<br>**Note:** The promise date for the first PTP is the date specified in the **Date of First Payment** field.<br>While modifying an existing installment or selecting date for a new installment, ensure that date is equal to or greater than the business date. |
| **Promise Amount** | Displays the amount of installment for the promised amount.<br>**Note:** The promised amount for an installment is calculated based on the option selected in **Scheduled Repayments** field. |
| **Action** | Click to delete a row from the payment schedule. |
| **Promise Details** | This section displays the list of existing promises that are active. |
| **Promise Date** | Displays the promised date of payment. |
| **Promise Amount** | Displays the amount that the customer promised to pay. |
| **Received Amount** | Displays the amount received against the PTP.<br>If user click received amount, the transaction details of the amount is displayed. |
| **Task** | Displays the task for which promise was created. |
| **Created By** | Displays the name of the user who created the promise to pay. |
| **Created On** | Displays the date and time when the promise was created. |
| **Action** | Click **Cancel** to cancel a promise to pay.<br>The **Reason for Cancellation** section is displayed if user click **Cancel.** |
| **<Transaction Details>** | This section is displayed if user click the link in **Received Amount** field. It displays details of all payments appropriated against the selected promise. |
| **Transaction Date** | Displays the date on which payment was received. |
| **Transaction Type** | Displays the type of transaction.<br>The possible values:<br>• **Credit**<br>• **Debit** |
| **Amount** | Displays the amount appropriated against the selected promise. |
| **Reference No.** | Displays the transaction reference number. |
| **Reason for Cancellation** | This section is displayed if user click **Cancel** in **Action** field. |
| **Reason** | Indicates reason for cancellation of promise. For example, Incorrect Promise, Customer Request, and Account Cured. |
| **Notes** | Indicates notes related to cancellation of promise. |

This section consists of the following topics:

- Creating a Quick PTP
- Creating an Advanced PTP
- Canceling a PTP

## 4.5.1 Creating a Quick PTP

User can create a quick PTP by specifying details, such as task, promise type, and the promised amount.

**To create a quick PTP:**

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Promise To Pay** widget, select task from the **Task** list.
4. From the **Promise Type** list, select the promise type.
5. In the **Amount** field, enter the amount that the customer has promised to pay.
6. In the **Date** field, select the date on which customer has promised to pay the amount.
7. Click **Save PTP.**

## 4.5.2 Creating an Advanced PTP

User can create an advanced PTP by specifying details, such as task for which PTP is to be created, promise type, frequency of payment, promised amount, and number of installments in which the promised amount will be paid by customer.

**To create an advanced PTP:**

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Promise To Pay** widget, click ⛶.

   The **Create Promise(s)** section is displayed if no active promises exist on the account. If active promises exist on the account, **Promise Details** section is displayed.
4. In the **Create Promise(s)** section, select task from the **Task** list.

   If **Promise Details** section is displayed, click **Add Promise** to view **Create Promise(s)** section.
5. From the **Promise Type** list, select the promise type.
6. From the **Frequency** list, select the frequency of payment of the scheduled installments.
7. From the **Scheduled Repayments** list, select the method for calculation of promised amount for the scheduled installments.
8. In the **Number of Installments** field, enter the number of installments in which the promised amount would be paid by the customer.
9. Click **Simulate** to generate the payment schedule.

   The **Simulate Schedule** section is displayed with the payment schedule generated based on the specified details. The schedule is generated based on the frequency, scheduled repayments, date of first payment, number of installments, and promise amount.
10. In the **Simulate Schedule** section, modify the details of the payment schedule, if required.
    1. In **Promise Date** field, modify the date of installment.
    2. In **Promise Amount** field, modify the amount of installment.
    3. Click **Add Schedule** to add an installment to the schedule.

A new row is added to enter the installment details.

d. In the **Promise Date** field, select the promise date.

e. In the **Promise Amount** field, enter the installment amount.

11. Click **Save.**

## 4.5.3 Canceling a PTP

User can cancel a PTP, if required. While canceling a PTP, user must provide the reason for cancellation.

**To cancel a PTP:**

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Promise To Pay** widget, click ⛶.
4. In the **Promise Details** section, click **Cancel** corresponding to the promise that user want to cancel.
5. In the **Reason for Cancellation** section, select the reason for cancellation from the **Reason** list.
6. Click **Save.**

# 4.6 Activity

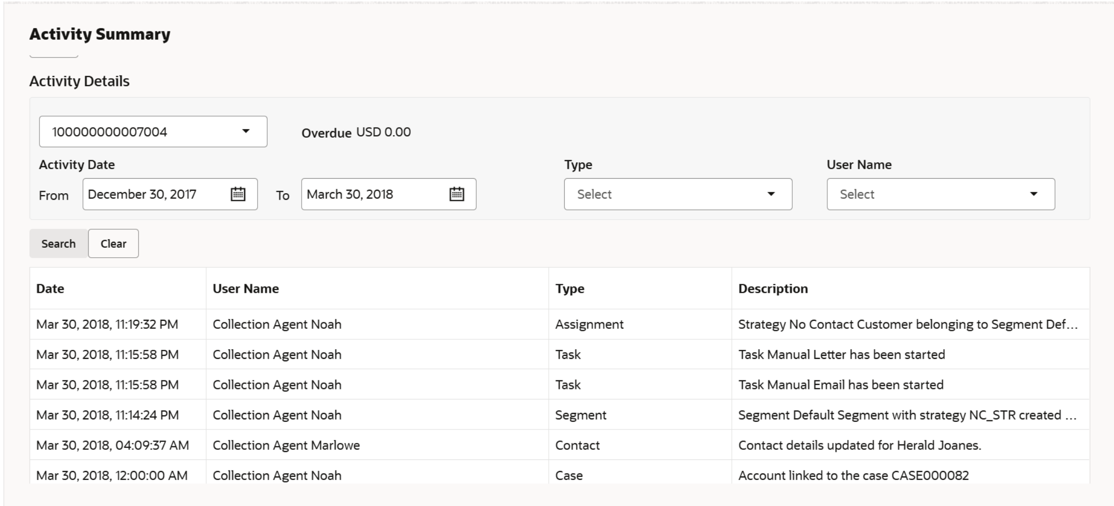
This widget displays details of the activities performed on the accounts linked to the case. It displays list of activities performed by the collector or system. For example, if user make an outbound call to the customer, then details of the same are displayed.

**Table 4-17 Field Description: Activity**

| Field Name | Description |
| --- | --- |
| **Activity** | This widget displays the details of activities performed on the account. By default, list of last five activities performed on the account are displayed. User can view more records in the **Activity Summary** section. |
| **<Date> <User Name> <Description>** | Displays the following details of an activity:<br>• Date on which the activity was performed.<br>• Name of the collector who performed the activity.<br>• Description of the activity performed. |

If user click ⛶, the **Activity Summary** Screen is displayed.

**Figure 4-4 Activity Summary**




By default, it displays list of all activities performed on the account in last 90 days.

**Table 4-18 Field Description: Activity Summary**

| Field Name | Description |
|---|---|
| **Case ID, <Customer Name>** | Displays the case ID and name of the customer. |
| **Activity** | This section provides the search criteria to filter records. |
| **<Product Sub Type - Account Number>** | Indicates the product sub type and account number. |
| **Overdue** | Displays the overdue amount on the account. |
| **Activity Date** | Indicates the period during which the activities were performed.<br>• **From:** Indicates the start date of the period. By default, a date is selected. The default date is calculated as 90 days before the business date.<br>• **To:** Indicates the end date of the period. By default, the business date is selected. |

**Table 4-18 (Cont.) Field Description: Activity Summary**

| Field Name | Description |
| --- | --- |
| **Type** | Indicates the activity type.<br>The options are:<br>• **Assignment**<br>• **Case**<br>• **Collection Status**<br>• **Call Action**<br>• **Contact**<br>• **Data Capture**<br>• **Email**<br>• **Follow-up**<br>• **Fees & Charges**<br>• **Letter**<br>• **Payment**<br>• **Promise To Pay**<br>• **Segment**<br>• **Settlement**<br>• **SMS**<br>• **Specialised Status**<br>• **Task**<br>• **Upload Document**<br>• **Whatsapp**<br>• **Alternate Contact** |
| **User Name** | Indicates user name of the collector who performed the activity.<br>The list displays user name of all the collectors who worked on the case. |
| **Date** | Displays date and time when the activity was performed. |
| **User Name** | Displays user name of the collector who performed the activity. |
| **Type** | Displays the type of activity performed. |
| **Description** | Displays the description of the activity performed. |

This section consists of the following topic:

- Searching an Activity

## 4.6.1 Searching an Activity

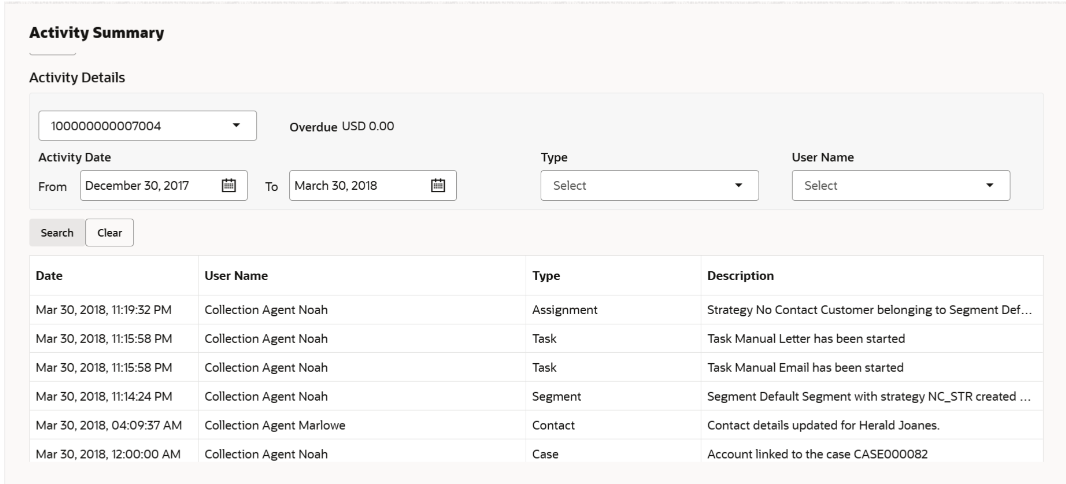
User can search for activities performed on the accounts associated with the case. User can search for specific activities based on activity type, collector who performed the activity, and the period during which the activity was performed.

**To search for an activity:**

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Activity** widget, click .

   The **Activity Summary** screen is displayed.

**Figure 4-5 Activity Summary**




4. In the **Activity** section, select the start date of the period during which the activity was performed in the **From** field.
5. In the **To** field, select the end date of the period during which the activity was performed.
6. Click **Search.**

# 4.7 Communication Details

This widget displays the count of various communications made with the customer on the active account and case.

**Table 4-19 Communication Details**

| Field Name | Description |
|---|---|
| **Call** | Displays the count of calls made with the customer. For example, inbound and outbound calls. |
| **Letter** | Displays the count of letters sent to the customer. |
| **Email** | Displays the count of emails sent to the customer. |
| **Message** | Displays the count of text messages sent to the customer. |

If user click , the **Communication Details**section is displayed.

By default, it displays list of all the communications made with the customer.

**Table 4-20 Communication Details - Field Description**

| Field Name | Description |
|---|---|
| **CaseID, <Customer Name>** | Displaysthe case ID and name of the customer. |
| **<ProductSub Type - Account Number>** | Indicates the product sub type and account number. |
| **Overdue** | Displaysthe overdue amount on the account. |
| **Communication Details** | This section provides the search criteria to filter records. |
| **Mode** | Displays mode of communication. |
| **Sent By** | Displays list of users who had sent the communication. |

**Table 4-20 (Cont.) Communication Details - Field Description**

| Field Name | Description |
|---|---|
| **<Date Range >** | Indicatesthe period during which the communications were performed.<br>• **From**: Indicates the start date of the period.<br>• **To**:Indicatesthe end date of the period. By default, the business date is selected. |
| **Date** | Displays date and time when the communication was performed. |
| **Mode** | Displays the mode of the communication. |
| **Template** | Displays the template of the communication. |
| **Recipient** | Displays the recipient's name of the communication. |
| **Relationship** | Displays the relationship of recipient with the account. |
| **Contact Details** | Displays the contact details to which the communication is sent. |
| **Sent By** | Indicates user name of the collector who had sent the communication. |

- Searching a Communication
  This topic describes the systematic instructions to searching a communication.

## 4.7.1 Searching a Communication

This topic describes the systematic instructions to searching a communication.

User can search for communication sent on the accounts associated with the case. User can search for specific activities based on mode, collector sent the communication, and the period during which the communication was sent.

**To Search for a Communication**:

1. Navigate to the **Case Summary** page.
2. In the **Communication Details** widget,click
3. In the **Search Communication History** section, select Mode and Sent By field values.
4. In the **From** field ,selectthe start date of the period during which the activity was performed.
5. In the **To** field,select the end date of the period during which the activity was performed.
6. Click **Search**.

# 4.8 Notes

The **Notes** section helps user to create notes for accounts associated with a case. User can create a note as Public or Private. Public notes are visible to all collectors whereas Private notes are visible only to the collector who created the note.

**Table 4-21 Field Description: Notes**

| Field Name | Description |
|---|---|
| **Case Id,<Customer Name>** | Displays the case ID and name of the customer. |
| **Notes** | This section facilitates user to create notes and view list of existing notes related to the account number. |

**Table 4-21 (Cont.) Field Description: Notes**

| Field Name | Description |
|---|---|
| **<Product Sub Type - Account Number>** | Indicates the product sub type and account number.<br>The list displays all account numbers associated with the case. By default, the account number selected in **Account** widget is displayed. |
| **Overdue** | Displays the overdue amount on the account. |
| **Add Note** | This section helps user to create note for the selected account number. |
| **Status** | Indicates the status of the note.<br>The options are:<br>• **Public:** Select this option if user want the note to be visible to all collectors.<br>• **Private:** Select this option if user want the note to be visible only to user. |
| **Notes** | Indicates description of the note. |
| **Apply to all accounts** | Toggle to indicate if note is to be copied to all accounts of the case. |
| **<Existing Notes>** | This section displays details of existing notes. |
| **Date** | Displays the date and time at which the note was created. |
| **Captured By** | Displays the user name of the collector who created the note. |
| **Status** | Displays the status of the note.<br>The possible values are:<br>• **Public**<br>• **Private** |
| **Type** | Displays the type of note. |
| **Description** | Displays the description of the note. |

This section consists of the following topic:

- Creating a Note

## 4.8.1 Creating a Note

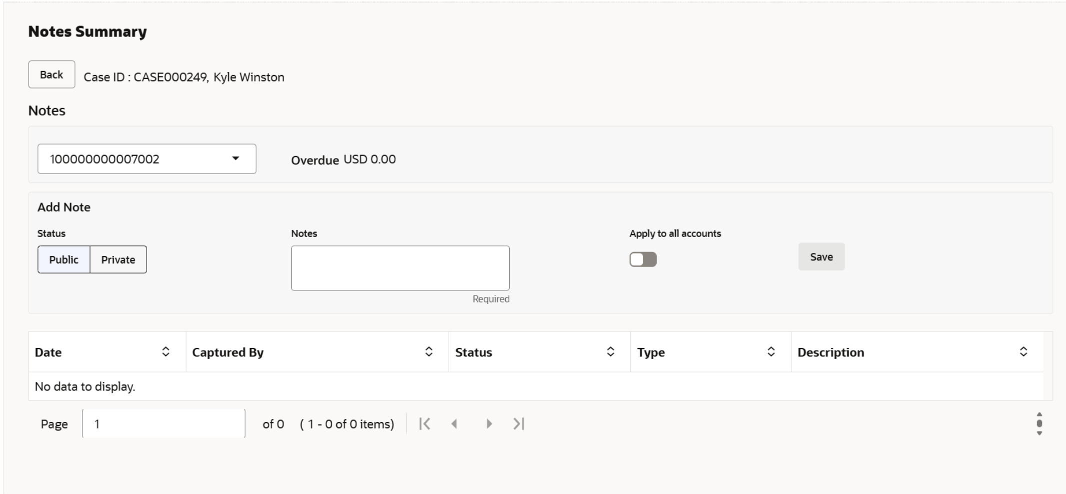
User can create a note for all accounts associated with the case.

**To create a note:**

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Quick Links** widget, click **Notes.**

   The **Notes Summary** screen is displayed.

**Figure 4-6 Notes Summary**




4. In **Add Note** section, click the required option in the **Status** field to indicate the status.
5. In the **Notes** field, enter the description of the note.
6. Click **Save.**

Once user save the note, details of note are displayed in the list of existing notes. The notes created from this section are displayed with type as **Adhoc** in the existing notes table.

# 4.9 Payments

The **Payment Details** section facilitates user to perform a new payment as well as view details of all the payment transactions of accounts related to a case. It displays payment details, such as amount, transaction type, and transaction date.

**Table 4-22 Field Description: View Payment**

| Field Name | Description |
|---|---|
| **Case Id,<Customer Name>** | Displays the case ID and name of the customer. |
| **<Product Sub Type - Account Number>** | Indicates the product sub type and account number.<br>The list displays all account numbers associated with the case. By default, the account number selected in **Account** widget is displayed. The payment details are displayed for the account selected. |
| **Overdue** | Displays the overdue amount on the account. |
| **Transaction Date (From - To)** | Indicates the period during which the transaction date of the payments user want to search exists.<br>• **From:** Indicates the start date of the period during which the payment was made.<br>• **To:** Indicates the end date of the period during which the payment was made. |
| **Payments** | This section displays the list of payments for the specified period. |
| **<Amount of Payment>** | Displays the amount of payment. |
| **Transaction Type** | Displays the transaction type.<br>The possible values are:<br>• **Credit**<br>• **Debit** |

**Table 4-22 (Cont.) Field Description: View Payment**

| Field Name | Description |
|---|---|
| **Transaction Date** | Displays the data and time of transaction. |
| **Reference Number** | Displays the transaction reference number. |
| **Value Date** | Displays the value date of transaction. |
| **Description** | Displays the description of the transaction. |

**Table 4-23 Field Description: Add Payment**

| Field Name | Description |
|---|---|
| **Payment Amount** | Indicates the amount that the customer is paying. |
| **Payment Mode** | Indicates the mode of payment. The possible values are:<br>• **Cash**<br>• **Direct Debit** |
| **Select Account** | Indicates the debit account. This field will be displayed only if Direct Debit mode is selected. |
| **Remarks** | Displaysthe description of the transaction. |

This section consists of the following topic:

- Searching a Payment
- Add Payment

## 4.9.1 Searching a Payment

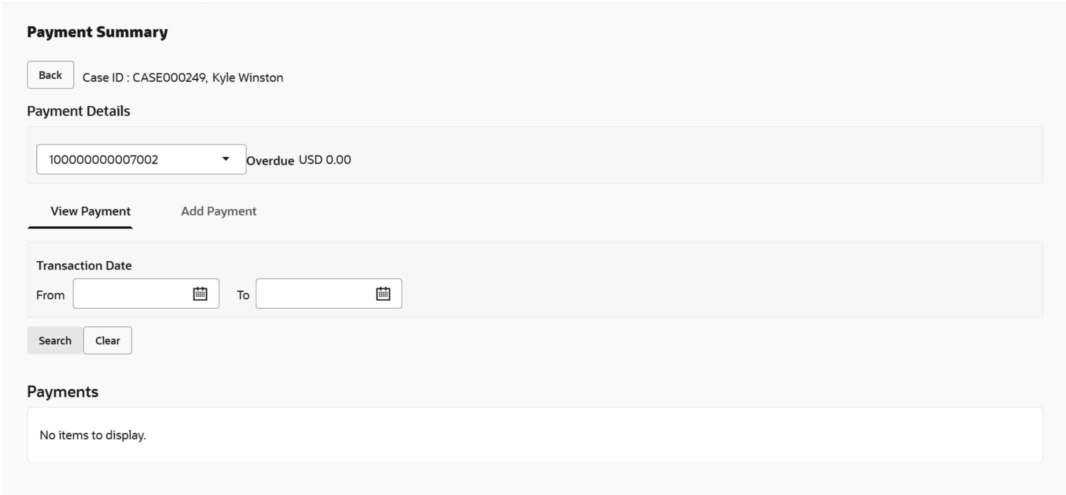
User can search for payment details of an account for a specific period.

**To search a payment:**

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Quick Links** widget, click **Payments.**

   The **Payment Summary** screen is displayed.

**Figure 4-7 Payment Summary**




4. In the **Transaction Date** field, select date in the **From** and **To** fields to specify the period for which you want to search payments.
5. Click **Search.**

## 4.9.2 Add Payment

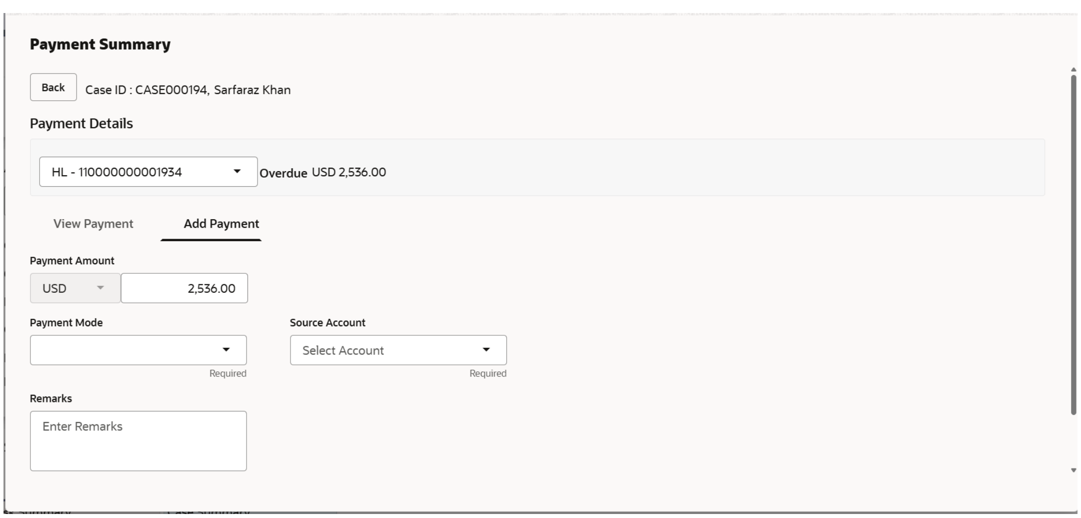
User can perform a payment by specifying details, such as payment amount, mode and remarks.

**To perform a payment:**

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Quick Links** widget, click **Payments.**
4. Click on **Add Payment** tab.

   The **Add Payment** screen is displayed.

**Figure 4-8 Add Payment**



5. In the **Payment Amount** field, enter the amount that the customer is paying.
6. In the **Payment Mode** field, select the payment mode.
7. In the **Remarks** field, enter the appropriate remarks.
8. Click **Save**.

# 4.10 Documents

The **Documents** section helps user to upload and manage the documents for accounts associated with a case.

**Table 4-24 Field Description: Documents**

| Field Name | Description |
|---|---|
| **Case Id,<Customer Name>** | Displays the case ID and name of the customer. |
| **Account Number** | Indicates the product sub type and account number.<br>The list displays all account numbers associated with the case. By default, the account number selected in **Account** widget is displayed. |
| **Document Category** | List displaying the category of the document. |
| **Document Name** | List displaying the name of the document. |
| **Remarks** | Input box allowing user to enter remarks. |
| **Upload Document** | Click to select the document to be uploaded or drag and drop the documents. |
| **<View Document History>** | This section displays details of existing uploaded documents. |
| **Date** | Displays the date on which the document was uploaded. |
| **Document Category** | Displays the category of the document. |
| **Document Name** | Displays the name of the document. |
| **Document Number** | Displays the number of the document. |
| **Download** | Displays the link to download the document. |
| **Remarks** | Displays the remarks captured during document upload. |

This section consists of the following topic:

- Upload a document

## 4.10.1 Upload a document

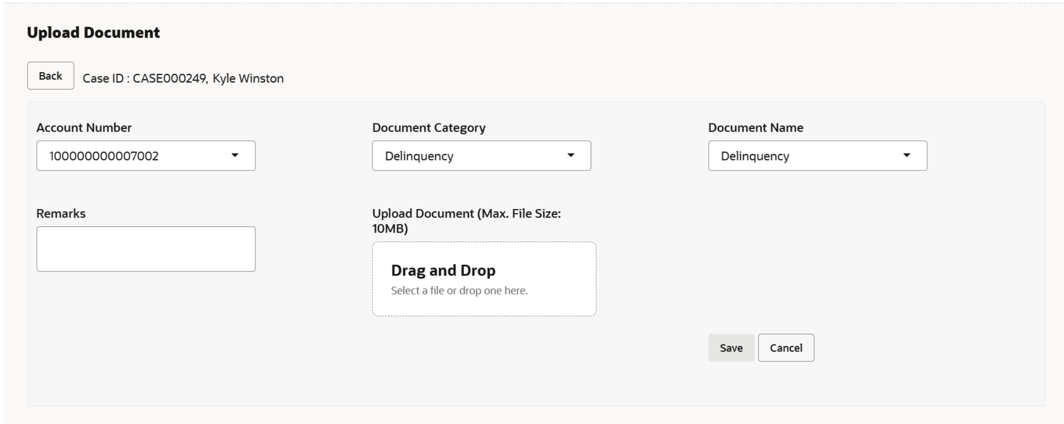
User can upload a document for all accounts associated with the case.

**To upload a document:**

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Quick Links** widget, click **Documents**.

   The **Upload Document** screen is displayed.

**Figure 4-9 Upload Document**




4. Select the valid Document Category and Document Name.
5. In Upload Document Section, Drag and Drop the relevant file to be uploaded. Alternatively user can browse and select the file from the local drive.
6. Click **Save**.

Once user save , the document is uploaded in the document management system and the details are displayed in the View Document History section.

# 4.11 Enable Specialised Process

The **Enable Specialised Process** section helps user to apply the specialised status on the account.

**Table 4-25 Field Description: Enable Specialised**

| Field Name | Description |
|---|---|
| **Specialised Status** | Displays the list of specialised status that can applied on the account. Current list of supported statuses are-<br>• **Bankruptcy**<br>• **Deceased**<br>• **Forbearance**<br>• **Hardship**<br>• **Legal**<br>• **Re-marketing**<br>• **Repossession**<br>• **Settlement** |
| **Enable** | Option to enable or disable the status. |

# 4.12 Settlement

This widget allows user to view the settlement offers created for useraccount. It also enables user to create and modify the status of these settlement offers according to business procedures. Accounts eligible for settlement offers are selected based on predefined criteria.

The offer, which includes the settlement amount and term, is generated automatically and communicated to the selected customers. Customers receiving these offers are expected to accept them and settle their loans with the bank. Additionally, collectors can engage with account owners to facilitate the settlement process using the offers provided by the bank. Once the agreed-upon settlement amount is paid, it is referred to as loan settlement, and any remaining outstanding loan balance is written off by the bank.

If user are collector, user can enable settlement flag from **Enable Specialized Process** pop-up. Once the flag is enabled, user can expand settlement widget and create new settlement offer if no other offer exists in active state. There are multiple stages of the settlement offer in the system as explained below.

1. **Initiated** - This will be the initial status of the settlement when a settlement offer is created.
2. **Cancelled** - The status will change to this if the user selects cancel offer from the screen.
3. **Offer Generated** - Once the settlement offer communication is sent to the customer, the status will automatically change to offer generated.
4. **Offer Accepted** - The status should change to this, when the user selects offer accepted from the screen.
5. **Offer Declined** - The status should change to this, when the user selects 0ffer declined from the screen.
6. **Partially Settled** - When the received amount is less than the offer amount, the offer status will automatically move to this status at the end of the offer term.
7. **Fully Settled -** When the received amount is equal the offer amount, the offer status will automatically move to this status at the end of the offer term.
8. **Not Settled** - When no amount is received, the offer status will automatically move to this status at the end of the offer term.

**Table 4-26 Field Description: Settlement widget**

| Field Name | Description |
|---|---|
| **Total Outstanding** | Displays the total outstanding amount of the account. |
| **Settlement Amount** | Displays the settlement amount negotiated with the customer. |
| **Outstanding Post Settlement** | Expected remaining outstanding amount after settlement. |
| **Payment Received** | Total of all the payments received after the account has moved into settlement. |
| **Settlement Status** | Current settlement status on the account. |
| **Offer** | Display the count of offer generated, accepted, declined and cancelled. |

If user click , the **Settlement Details section** is displayed.

**Figure 4-10 Settlement Details**

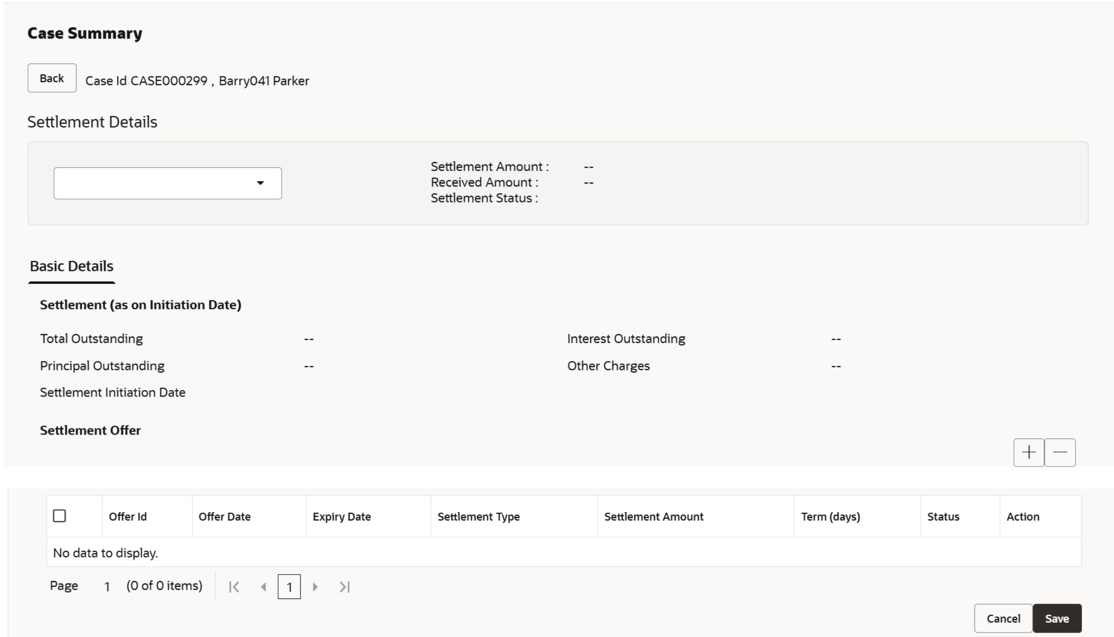



**Table 4-27 Field Description: Settlement Details**

| Field Name | Description |
| --- | --- |
| **Case ID, <Customer Name>** | Displays the case ID and name of the customer. |
| **Settlement Details** | This section displays the details of the settlement created on the account. |
| **<Product Sub Type - Account** | Displays the product sub type and account number. |
| **Settlement Amount** | Displays the settlement amount negotiated with the customer. |
| **Received Amount** | Displays the total amount received from the customer after the offer is created. |
| **Settlement Status** | Current settlement status on the account. |
| **Basic Details** | This section displays all the information about the settlement offer and allows user to create new offer or take action of the existing offers running on the account. |
| **Settlement (as on Initiation Date)** | This sub-section will display all the outstanding information as of the date the accounts were marked for settlement or when the settlement status was enabled on the account. |
| **Total Outstanding** | Displays the total outstanding amount of the account. |
| **Principal Outstanding** | Displays the principal bucket amount of the total outstanding amount. |
| **Interest Outstanding** | Displays the interest bucket amount of the total outstanding amount. |
| **Other Charges** | Displays the fees and other charges bucket amount of the total outstanding amount. |
| **Settlement Initiation Date** | Displays the date on which settlement was initiated. |
| **Settlement Offer** | This sub-section displays a table through which collector can create or update a settlement offer in the system. The user should be able to add a new row and create a settlement offer. |
| **Offer ID** | Displays the settlement offer Id. |
| **Offer Date** | Displays the date on which settlement offer is generated. |

**Table 4-27 (Cont.) Field Description: Settlement Details**

| Field Name | Description |
|---|---|
| **Expiry Date** | Displays the date on which offer will expire. In the create mode, collector is allowed to enter the date. |
| **Settlement Type** | Displays all settlement types in the drop down and collector can select appropriate settlement type. |
| **Settlement Amount** | Displays the settlement amount negotiated with the customer. In the create mode, collector is allowed to enter the amount. |
| **Term(days)** | Displays the time period (in days) within which the settlement amount needs to be paid. In the create mode, collector is allowed to enter the number of days. |
| **Status** | Displays the current settlement status. |
| **Action** | Displays the actions to be taken by collector based on the current settlement status. |

This topic contains the following sub-topics:

- Creating a Settlement Offer
  This topic provides the systematic instructions to Creating a Settlement Offer.
- Canceling a Settlement Offer
  This topic provides the systematic instructions to Canceling a Settlement Offer.
- Accepting a Settlement Offer
  This topic provides the systematic instructions to Accepting a Settlement Offer .
- Declining a Settlement Offer
  This topic provides the systematic instructions to Declining a Settlement Offer.

## 4.12.1 Creating a Settlement Offer

This topic provides the systematic instructions to Creating a Settlement Offer.

You can create a settlement offer by specifying details, such as expiry date, settlement type, settlement amount and term.

**To create a Settlement Offer:**

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Settlement** widget, click 

   The **Settlement Offer** section is displayed. If no active settlement offer exist on the account, then + Icon will be enabled.
4. Click + Icon. A new blank row will get added in the settlement offer table.
5. In the **Expiry Date** field, enter the expiry date of the offer .
6. From the **Settlement Type** list, select the type of settlement offer.
7. In the **Settlement Amount** field, enter the settlement amount offered to the customer.
8. In the **Term**(days) field, enter the time period(days) within which the settlement amount is required to be paid.
9. Click **Save**.

## 4.12.2 Canceling a Settlement Offer

This topic provides the systematic instructions to Canceling a Settlement Offer.

User can cancel a Settlement Offer only if it exists in initiated status.

To cancel a Settlement Offer, follow the below steps.

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Settlement** widget, click
4. In the **Settlement Offer** section, select **Cancel Offer** under the Action hamburger option.
5. Click **Save**.

## 4.12.3 Accepting a Settlement Offer

This topic provides the systematic instructions to Accepting a Settlement Offer .

You can accept a Settlement Offer only if it exists in initiated or offer generated status.

To accept a Settlement Offer, follow the below steps.

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Settlement** widget, click
4. In the **Settlement Offer** section, select **Offer Accepted** under the action hamburger option.
5. Click **Save**.

## 4.12.4 Declining a Settlement Offer

This topic provides the systematic instructions to Declining a Settlement Offer.

You can decline a Settlement Offer only if it exists in initiated or offer generated status.

To decline a Settlement Offer, follow the below steps.

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Settlement** widget, click
4. In the **Settlement Offer** section, select **Offer Declined** under the action hamburger option.
5. Click **Save**.

# 4.13 History

The **History** section helps user to view details of past delinquencies of an account. It displays details of all the past cases linked to the account that are in closed status. User can view history of segments and strategies of the past cases related to an account. User can view history details of tasks, promises, call actions, and correspondence related to an account.

**Table 4-28 History**

| Field Name | Description |
|---|---|
| **Customer ID, <Customer Name>** | Displays the customer ID and name of the customer. |
| **Account Number** | Indicates the product sub type and account number. The list displays all account numbers associated with the case. By default, the account number selected in **Account** widget is displayed. The history details are displayed for the selected account. |
| **Case** | Indicates the case number along with start and end date of the case. |
| **Cases** | This section displays the segments associated with the account in time-line view, indicating the start and end date. |
| **Task History** | This section displays the history of various task types created on the account for the selected case. It displays the count of various task types created on the account. For example, calls, letters, and emails. |
| **Promise History** | This section displays the history of promises created on the account for the case selected. |
| **Total Promises** | Displays the count of total promises created on the account. |
| **Total Broken** | Displays the count of promises broken by the customer. |
| **Total Kept** | Displays the count of promises fulfilled by the customer. |
| **Amount Collected** | Displays the total amount collected against the promises. |
| **Call Action History** | This section displays the history of actions and results captured on the account for the case selected. |
| **Total Contacts** | Displays the total count of action and results captured on the account. |
| **Right Party Contacts** | Displays the count of action results combination that are categorized as right party contacts. |
| **Inbound** | Displays the count of inbound calls. |
| **Others** | Displays the count of other contacts. |
| **Outbound** | Displays the count of outbound calls. |
| **Communication History** | This section displays the history of communications with the customer for the case selected. |
| **Letters Sent** | Displays the count of letters sent to the customer. |
| **Email Sent** | Displays the count of emails sent to the customer. |
| **SMS Sent** | Displays the count of SMS sent to the customer. |

This topic contains the following sub-topics:

- Viewing History of a Closed Case

## 4.13.1 Viewing History of a Closed Case

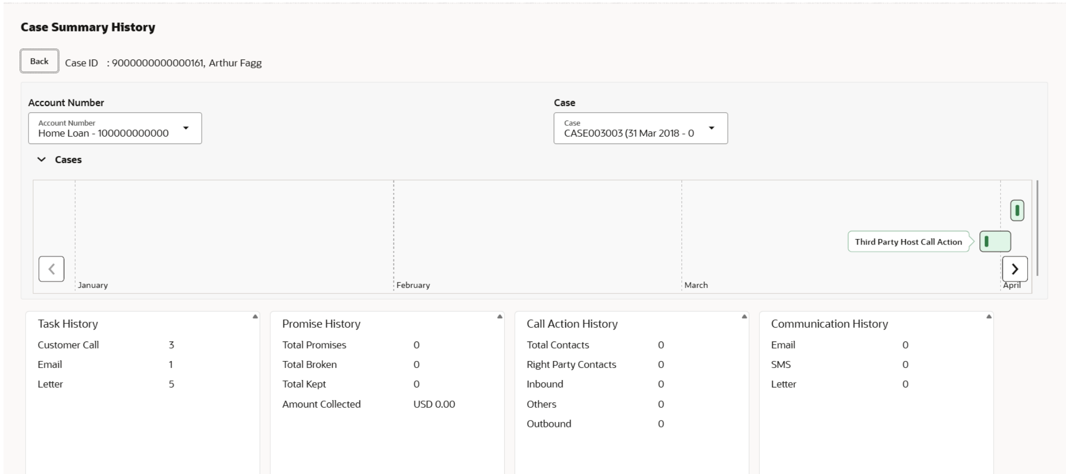
User can view history details of an account linked to a closed case.

**To view history of a closed case:**

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Quick Links** widget, click **History.**

   The **Case Summary History** screen is displayed.

**Figure 4-11 Case Summary History**




4. From the **Account Number** list, select the account number.
5. From the **Case** list, select the closed case for which user want to view history details.

# 5
# Task Summary

The **Task Summary** page facilitates user to view summary of the tasks that are assigned to user and helps user to perform various actions on the tasks.

It provides easy access to the tasks that user need to work on. The tasks are displayed based on user role as explained below:

- If user are a collector, it displays all the tasks assigned to user.
- If user are collector with supervisor role, it displays the tasks assigned to user and the tasks that are assigned to collectors under all user groups where userare the supervisor.

The **Task Summary** page consists of the following tabs:

- Tasks
- Account
- Specialized Cases
- Call Summary
- Escalated Tasks

## 5.1 Tasks

This tab displays summary of all the tasks assigned to user. user can search for the tasks with specific search criteria and work on tasks that need to be completed on priority. For example, user can search for tasks that are about to expire and work on the same.

user can also navigate to the **Case Summary** page to view details of the case associated with the task.

**Table 5-1 Field Description: Tasks**

| Field Name | Description |
|---|---|
| **Filter** | This section helps user to filter the task list based on specific search criteria. |
| **Follow-up Date (Until)** | Indicates when is the follow-up date of task.<br>• **Today**<br>• **Tomorrow**<br>• **Next 3 Days**<br>• **Next 7 Days** |
| **Task Type** | Indicates the task type.<br>**Note:** user can select multiple task types. |
| **Expiration Date** | Indicates the start and end date of the period in which the expiry date of the task exists. This is the date when task will expire. |

**Table 5-1 (Cont.) Field Description: Tasks**

| Field Name | Description |
|---|---|
| **User Name** | Indicates user name of the collector or logged-in supervisor to whom the task is assigned.<br>**Note:** For supervisor role, this list displays user name of the supervisor, and user name of all collectors under the supervisor. user can select multiple user names.<br>For collector role, this field is not enabled and displays user name of the logged-in collector by default. |
| **Flag** | Indicates flag of the tasks that user want to search.<br>The options are:<br>• **All**<br>• **Green**<br>• **Amber**<br>• **Red** |
| **Segment** | Indicates the segment to which the account belongs for which the task is created.<br>**Note:** user can select multiple segments. |
| **Task Status** | Indicates the applicable task statuses.<br>**Note:**user can select multiple task statuses. |
| **Customer ID** | Indicates the customer ID associated with the account. Once user select the customer ID, customer name is displayed. |
| **Account Number** | Indicates the account number for which the task is created. |
| **Only Vendor** | Indicates flag to search for only vendor assigned tasks. |
| **Leave** | Indicates flag to search for tasks whose follow-up date is on assigned agent's leave date. |
| **<Task List>** | This section displays the search results for tasks based on specified search parameters. |
| **Export** | Indicates the export capability to export the table records in csv or pdf format. |
| **Task** | Displays the task name.<br>Click the task name link to update details of the task. For task type as Call, see<br>**Note:** If A is displayed before a task name, it indicates that it is an ad hoc task.<br>If L is displayed after task name, it indicates that agent is on leave on the task's follow-up date. |
| **Status** | Displays status of the task. |
| **Account Number** | Displays the account number for which the task is created.<br>If user click ⓘ, **Account Details** section is displayed. |
| **Customer** | Displays name of the primary customer associated with the account number. |
| **Follow-up Date** | Displays the follow-up date and time of the task. |
| **User Assigned** | Displays the user name of the collector to whom the task is assigned. |
| **Actions** | Indicates the actions that can be performed.<br>The options are:<br>• : Click to flag the task.<br>• : Click to navigate to Case Summary page. If user navigate to **Case Summary** page from here, account number associated with the corresponding task is in context.<br>user can also unflag a task using the delete option. |

**Table 5-1 (Cont.) Field Description: Tasks**

| Field Name | Description |
|---|---|
| **Account Details** | This section is displayed if user click ⓘ corresponding to an account number in the **Account Number** column. |
| **Product Type** | Displays the product type. |
| **Overdue** | Displays the overdue amount on the account. |
| **DPD** | Displays the days past due on the account. |
| **Segment** | Displays the segment to which the account belongs. |

**Table 5-2 Field Description: <Call Details>**

| Field Name | Descriptipn |
|---|---|
| **Account Number** | Displays the account number. |
| **Collection Status** | Displays the collection status of the account. |
| **Days Past Due** | Displays the days past due of the account. |
| **Overdue Amount** | Displays the overdue amount on the account. |
| **Next Promise Date** | Displays the next promise date on the account. |
| **Customer Name** | Displays the name of the primary customer associated with the account number. |
| **Segment** | Displays all the segments to which the account belongs. |
| **Due Date** | Displays the due date of the account. |
| **Outstanding Amount** | Displays the outstanding amount on the account. |
| **Product Type** | Displays the product type of the account. |
| **Action Results** | This tab displays details to capture action result on the account. |
| **Action** | Indicates the action related to the task. The list displays all actions that are mapped with the strategy in segment. |
| **Result** | Indicates the result for the selected action. The list displays all the results configured for the selected action. |
| **New Collection Status** | Displays the new collection status that is applied on the account based on the selected action and result combination. It also displays the existing collection status that is closed on the account, if applicable. |
| **Apply new status to all accounts** | Toggle to indicate whether the new collection status should be applied on all the accounts linked to the case. |
| **Existing Collection Status** | Indicates the existing collection status.<br>**Note:** The list displays all the existing collection statuses applied on the account till date. If user select the action associated with any of the existing collection status, user need to select the existing collection status itself. Otherwise, select the **None** option. |
| **Task Status** | Indicates the next status of the task.<br>**Note:** The list displays all the statuses to which the task can move from the current status. If the current status of the task is Escalated, user can move the task to any status maintained in the work flow of task. |
| **Follow-up Date** | Indicates the next follow-up date and time of the task.<br>**Note:** The date should be later than or equal to the business date. |
| **Apply date to all initiated tasks** | Toggle to indicate whether the follow-up date and time should be applied to all the initiated tasks within the same strategy. |
| **Notes** | Indicates notes related to the task. |
| **Capture Promise** | This tab displays details to capture quick promise the account. |

**Table 5-2 (Cont.) Field Description: <Call Details>**

| Field Name | Descriptipn |
|---|---|
| **Promise Type** | Indicates the promise type.<br>**Note:**The list displays only those promise types, which are:<br>• not associated with any segments.<br>• associated with the same segments to which the selected task is also associated. |
| **Amount** | Indicates the amount that the customer has promised to pay. By default, overdue amount is displayed. |
| **Date** | Indicates the date on which customer has promised to pay the amount.<br>**Note:** User cannot select a date prior to the business date. By default, business date is displayed. |
| **View Notes** | This tab displays details of the notes captured on the account. |
| **Date** | Displays the date and time at which the note was created. |
| **Captured By** | Displays the user name of the collector who created the note. |
| **Status** | Displays the status of the note. The possible values are:<br>• Public<br>• Private |
| **Type** | Displays the type of note. |
| **Description** | Displays the description of the note. |
| **Result History** | This tab displays the history of action results captured for the selected task. |
| **Date** | Displays the date on which the call action details were captured. |
| **Action** | Displays the action performed on the task. |
| **Result** | Displays the result of the action performed on the task. |
| **New Collection Status** | Displays the new collection status of the task. |
| **Existing Collection Status** | Displays the existing collection status of the account. |
| **Task Status** | Displays the task status. |
| **Follow Up Date** | Displays the follow-up date and time of the task. |

This topic contains the following sub-topics:

- Searching for a Task
- Escalating a Task

## 5.1.1 Searching for a Task

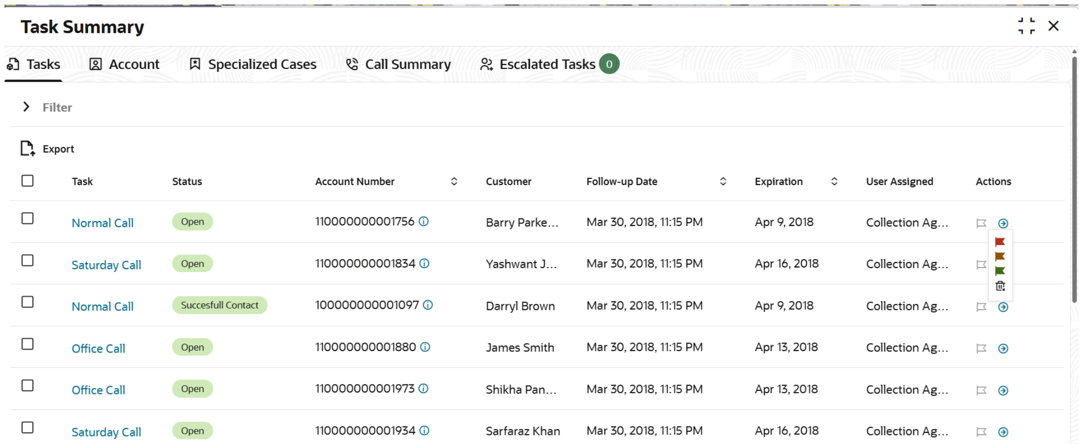
User can search for tasks with specific search criteria, such as follow-up date, task type, and expiry date.

**To search for a task:**

1. From the main menu, navigate to **Collections** and then click **Task Summary.**

   The **Task Summary** page is displayed. By default, **Task** tab is displayed.

**Figure 5-1 Task Summary**




2. In the **Tasks** tab, expand the **Filter** section and enter the search criteria.
3. Click **Search.**

## 5.1.2 Escalating a Task

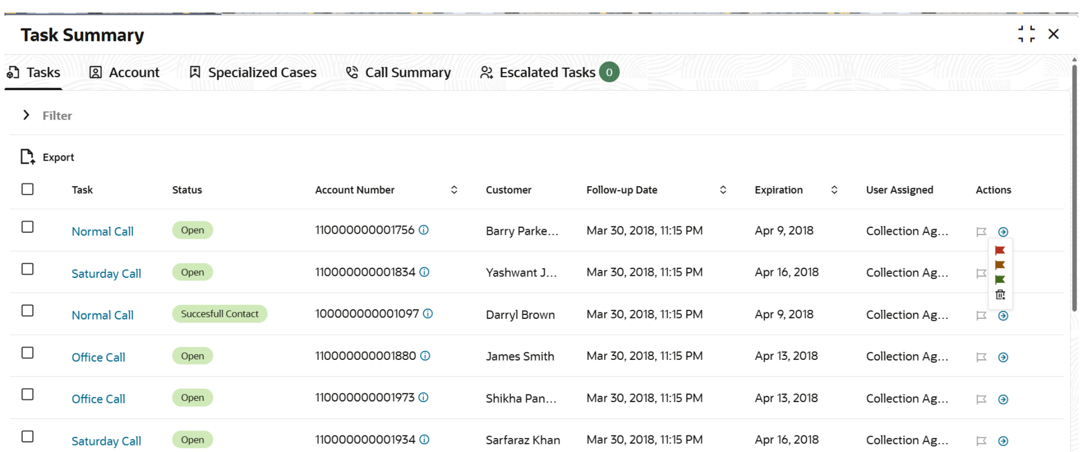
If a task requires immediate attention, user can escalate it before the escalation date to user supervisor.

**To escalate a task:**

1. From the main menu, navigate to **Collections** and then click **Task Summary.**

   The **Task Summary** page is displayed. By default, **Task** tab is displayed.

**Figure 5-2 Task Summary**




2. In the **Tasks** tab, expand the **Filter** section and enter the search criteria.
3. Click **Search.**
4. In the search results, select the check box corresponding to the task that user want to escalate and click **Escalate.**
5. Enter Reason for escalation and priority flag.
6. Click **Save.**

# 5.2 Account

This tab displays account-wise summary of the tasks that are assigned to user. It displays tasks related to the accounts that belong to segments where group basis is applicable and the group basis is Account.

If user are a supervisor, user can reassign account to another collector under user hierarchy. When user reassign an account to another collector, all the tasks related to the account are also assigned to the collector.

**Table 5-3 Field Description: Account**

| Field Name | Description |
| --- | --- |
| **Filter** | This section helps user to filter the accounts based on account specific search criteria. |
| **Segment** | Indicates the segment to which the account belongs.<br>**Note:** User can select multiple segments. |
| **Account Number** | Indicates the account number. |
| **Days Past Due** | Indicates the range within which the number of days past due for the account exists.<br>• **Min:** Indicates the minimum number of days past due on the account.<br>• **Max:** Indicates the maximum number of days past due on the account. |
| **Overdue Amount** | Indicates the range within which the overdue amount on the account exists.<br>• **Min:** Indicates the minimum amount overdue on the account.<br>• **Max:** Indicates the maximum amount overdue on the account. |
| **Customer ID** | Indicates the customer ID associated with the account.<br>Once user select the customer ID, customer name is displayed. |
| **User Name** | Indicates user name of the collector or logged-in supervisor to whom the account is assigned.<br>**Note:** For supervisor role, this list displays user name of the supervisor, and user name of all collectors under the supervisor. User can select multiple user names.<br>For collector role, this field is not enabled and displays user name of the logged-in collector by default. |
| **Only Vendor** | Indicates flag to search for only vendor assigned accounts. |
| **Leave** | Indicates flag to search for accounts whose task follow-up date is on assigned agent's leave date. |
| **<Account List>** | This section displays the search results for accounts based on specified search parameters. |
| **Export** | Indicates the export capability to export the table records in csv or pdf format. |
| **Account Number** | Displays the account number.<br>Note: If is displayed after account number, it indicates that account has a task whose assigned agent is on leave on the task's follow-up date. |
| **Customer** | Displays the name of the primary customer associated with the account number. |
| **Segment** | Displays all the segments to which the account belongs. |
| **Due Amount** | Displays the overdue amount on the account. |
| **Product Type** | Displays the product type of the account. |
| **Days Past Due** | Displays the number of days past due on the account. |

**Table 5-3 (Cont.) Field Description: Account**

| Field Name | Description |
|---|---|
| **Task Not Started** | Displays the number of tasks assigned to user, which are in **Not Started** status.<br>**Note:** If user are a collector, it displays the number of tasks assigned to user.<br>If user are supervisor, it displays the number of tasks assigned to user and the collectors under user in various user groups where user are the supervisor. |
| **Task Escalated** | Displays the number of tasks that are in **Escalated** status.<br>**Note:** If user are a collector, it displays the number of tasks assigned to user.<br>If user are supervisor, it displays the number of tasks assigned to user and the collectors under user in various user groups where user are the supervisor. |
| **Task Work In Progress** | Displays the number of tasks that are in progress. This includes the tasks in any status other than Not Started, Void, Expired, and Escalated status, and the tasks that are not in final status.<br>**Note:** If user are a normal collector, it displays the number of tasks assigned to user.<br>If user are supervisor collector, it displays the number of tasks assigned to user and the collectors under user in various user groups where user are the supervisor. |
| **User Assigned** | Displays the user name of the collector to whom the task is assigned. |
| **Actions** | Indicates the action that can be performed.<br>Click to navigate to Case Summary page. If user navigate to **Case Summary** page from here, the particular account number is in context. |

This section consists of the following topics:

- Searching for Account Specific Tasks
- Reassigning Account Specific Tasks

## 5.2.1 Searching for Account Specific Tasks

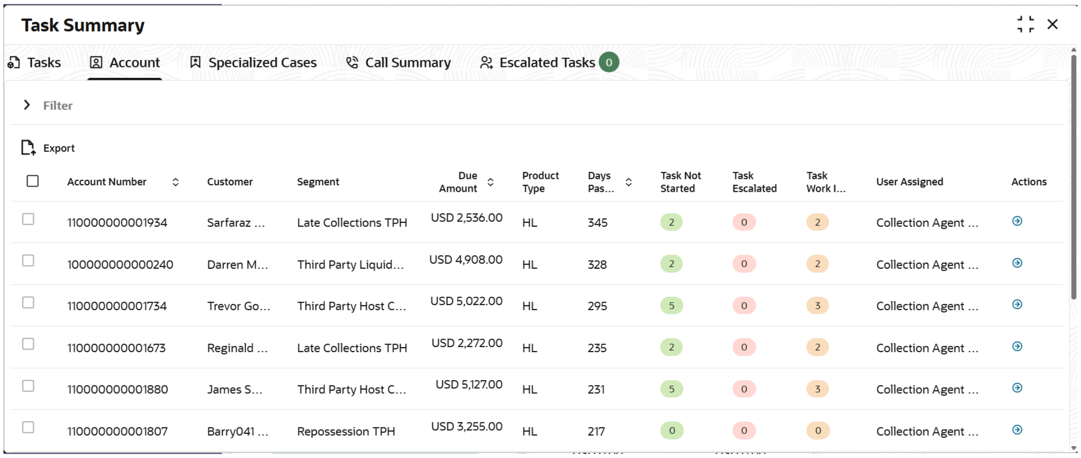
User can search for tasks with specific search criteria, such as account number, overdue amount, and days past due on the account.

**To search for account specific tasks:**

1. From the main menu, navigate to **Collections** and then click **Task Summary.**

   The **Task Summary** page is displayed. By default, **Task** tab is displayed.

**Figure 5-3 Task Summary**




2. Click the **Account** tab.
3. Expand the **Filter** section and enter the search criteria.
4. Click **Search.**

## 5.2.2 Reassigning Account Specific Tasks

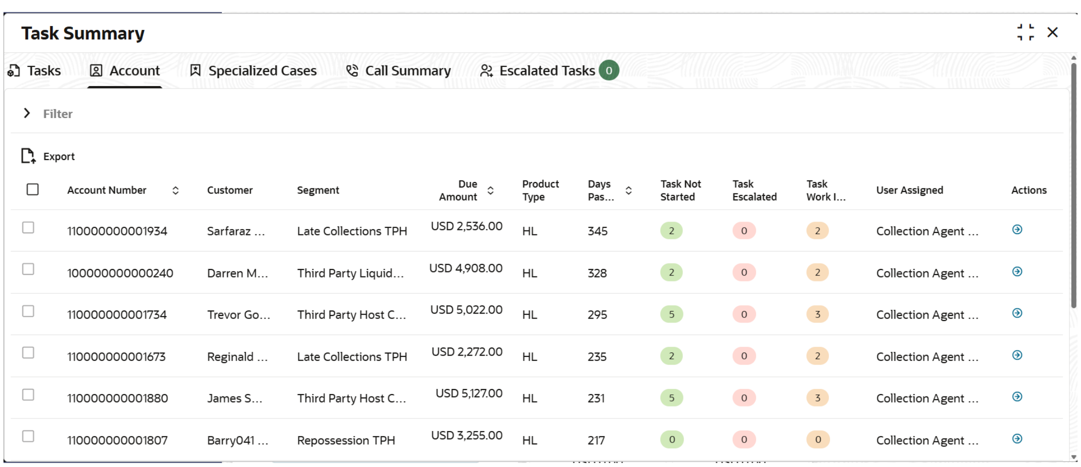
If user are a supervisor, user can reassign accounts to any other collector within user user group. When user assign an account to another collector, all tasks associated with that particular account are assigned to the collector.

**To reassign account specific task:**

1. From the main menu, navigate to **Collections** and then click **Task Summary.**

   The **Task Summary** page is displayed. By default, **Task** tab is displayed.

**Figure 5-4 Task Summary**




2. Click the **Account** tab.
3. Expand the **Filter** section and enter the search criteria.
4. Click **Search.**
5. In the search results, select the check box corresponding to the account number that user want to assign to another collector.

6. From the **Assign To User** field, select the user name of the collector to whom user want to assign the account and its associated tasks.
7. Click **Assign.**

# 5.3 Specialized Cases

This tab displays all the tasks which belong to specialized segments (having Ignore Group Basis as Yes) and are assigned to you.

If you are a supervisor, you can reassign account's strategy to another collector under your hierarchy. When you reassign an account's strategy to another collector, all the tasks related to the account's strategy are also assigned to the collector.

**Table 5-4 Specialized Cases**

| Field Name | Description |
|---|---|
| **Filter** | This section helps you to filter the accounts based on account specific search criteria. |
| **Segment** | Indicates the segment to which the account belongs.<br>**Note**: You can select multiple segments. |
| **Strategy** | Indicates the strategy to which the account belongs.<br>**Note**: You can select multiple strategies. |
| **Account Number** | Indicates the account number. |
| **Customer ID** | Indicates the customer ID associated with the account. Once you select the customer ID, customer name is displayed. |
| **User Name** | Indicates user name of the collector or logged-in supervisor to whom the account is assigned.<br>**Note**: For supervisor role, this list displays user name of the supervisor, and user name of all collectors under the supervisor. You can select multiple user names. For collector role, this field is not enabled and displays user name of the logged-in collector by default. |
| **Only Vendor** | Indicates flag to search for only vendor assigned accounts. |
| **<Account List>** | This section displays the search results for accounts based on specified search parameters. |
| **Export** | Indicates the export capability to export the table records in csv or pdf format. |
| **Account Number** | Displays the account number. |
| **Customer** | Displays the name of the primary customer associated with the account number. |
| **Product Type** | Displays the product type of the account. |
| **Segment** | Displays the segment to which the account belongs. |
| **Strategy** | Displays the strategy to which the account belongs. |
| **Task Not Started** | Displays the number of tasks assigned to you, which are in **Not Started** status.<br>Note: If you are a collector, it displays the number of tasks assigned to you. If you are supervisor, it displays the number of tasks assigned to you and the collectors under you in various user groups where you are the supervisor. |

**Table 5-4 (Cont.) Specialized Cases**

| Field Name | Description |
|---|---|
| **Task Escalated** | Displays the number of tasks that are in **Escalated** status.<br>**Note**: If you are a collector, it displays the number of tasks assigned to you. If you are supervisor, it displays the number of tasks assigned to you and the collectors under you in various user groups where you are the supervisor. |
| **Task Work In Progress** | Displays the number of tasks that are in progress. This includes the tasks in any status other than Not Started, Void, Expired, and Escalated status, and the tasks that are not in final status.<br>**Note**: If you are a normal collector, it displays the number of tasks assigned to you. If you are supervisor collector, it displays the number of tasks assigned to you and the collectors under you in various user groups where you are the supervisor. |
| **User Assigned** | Displays the user name of the collector to whom the task is assigned. |
| **Actions** | Indicates the action that can be performed. Click to navigate to Case Summary page. If you navigate to **Case Summary** page from here, the particular account number is in context. |

This section consists of the following topics:

- Searching for Specialized Cases Specific Tasks
- Reassigning Specialized Cases Specific Tasks

## 5.3.1 Searching for Specialized Cases Specific Tasks

You can search for tasks with specific search criteria, such as account number, Segment, and Strategy on the account.
**To search for specialized cases specific tasks:**

1. From the main menu, navigate to **Collections** and then click **Task Summary**.

   The **Task Summary** page is displayed. By default, **Task** tab is displayed.
2. Click the **Specialized Cases** tab.
3. Expand the **Filter** section and enter the search criteria.
4. Click **Search.**

## 5.3.2 Reassigning Specialized Cases Specific Tasks

If you are a supervisor, you can reassign account's strategy to any other collector within your user group. When you assign an account's strategy to another collector, all tasks associated with that particular account's strategy are assigned to the collector.
**To reassign account's strategy specific task:**

1. From the main menu, navigate to **Collections** and then click **Task Summary**.

   The **Task Summary** page is displayed. By default, **Task** tab is displayed.
2. Click the **Specialized Cases** tab.
3. Expand the **Filter** section and enter the search criteria.
4. Click **Search.**

5. In the search results, select the check box corresponding to the account number that you want to assign to another collector.
6. From the **Assign To User** field, select the user name of the collector to whom you want to assign the account's strategy and its associated tasks.
7. Click **Assign**.

# 5.4 Call Summary

This tab displays the action results captured by the logged in collector on previous and current working day.

**Table 5-5 Field Description: Call Summary**

| Field Name | Description |
| --- | --- |
| **Export** | Indicates the export capability to export the table records in csv or pdf format. |
| **Task** | Displays the task name. |
| **Task Status** | Displays the status of the task. |
| **Account Number** | Displays the account number. |
| **Call Date Time** | Displays the data and time of the call. |
| **Action** | Indicates the action captured related to the task. |
| **Result** | Indicates the result captured for the selected action. |
| **User Assigned** | Displays the user name of the collector to whom the task is assigned. |

# 5.5 Escalated Tasks

The **Escalated Tasks** page facilitates user to view escalated tasks that are assigned to user and helps user to perform various actions on the tasks.

This tab displays escalated tasks, showing a collector their own and a supervisor those of their subordinates or team members

**Table 5-6 Field Description: Escalated Tasks**

| Field Name | Description |
| --- | --- |
| **Filter** | This section helps user to filter the task list based on specific search criteria. |
| **Account Number** | Indicates the account number for which the task is created. |
| **Escalation Date** | Indicates the start and end date of the period in which the escalation date of the task exists. This is the date when task was escalated. |
| **User Name** | Indicates user name of the collector or logged-in supervisor to whom the task is assigned.<br>**Note:** For supervisor role, this list displays user name of the supervisor, and user name of all collectors under the supervisor. user can select multiple user names.<br>For collector role, this field is not enabled and displays user name of the logged-in collector by default. |
| **Escalation Type** | Indicates the type of escalation whether automatic or manual. |
| **Customer ID** | Indicates the customer ID associated with the account. Once user select the customer ID, customer name is displayed. |

**Table 5-6 (Cont.) Field Description: Escalated Tasks**

| Field Name | Description |
|---|---|
| **Escalation Priority** | Indicates flag to search for prioritized tasks. |
| **<Task List>** | This section displays the search results for tasks based on specified search parameters. |
| **Export** | Indicates the export capability to export the table records in csv or pdf format. |
| **Task Name** | Displays the task name. Click the task name link to update details of the task.<br>For task type as Call, see **Table 5-2**.<br>**Note:** If  is displayed before a task name, it indicates that it is an ad hoc task. |
| **Account Number** | Displays the account number for which the task is created.<br>If user click , Account Details section is displayed. |
| **Customer Name** | Displays name of the primary customer associated with the account number. |
| **Escalation Date** | Displays the escalation date of the task. |
| **Reason for Escalation (Notes)** | Displays the reason for escalation captured during escalating the task. |
| **User Assigned** | Displays the user name of the collector to whom the task is assigned. |
| **Actions** | Indicates the actions that can be performed.<br>The options are:<br>• : Click to flag the task.<br>• : Click to navigate to Case Summary page. If user navigate to Case Summary page from here, account number associated with the corresponding task is in context.<br>User can also unflag a task using the delete option. |

- [Searching for an Escalated Tasks]
- [Reviewing a Task]

## 5.5.1 Searching for an Escalated Tasks

**To search for an escalated task:**

1. From the main menu, navigate to **Collections** and then click **Task Summary.**

   The **Task Summary** page is displayed. By default, **Task** tab is displayed.
2. Click the **Escalated Tasks** tab.
3. Enter the search criteria and click **Search**.

## 5.5.2 Reviewing a Task

Once the task is escalated Supervisor can review the task.

**To review a task:**

1. From the main menu, navigate to **Collections** and then click **Task Summary.**

   The **Task Summary** page is displayed. By default, **Task** tab is displayed.

2. Click the **Escalated Tasks** tab.
3. In the **Escalated Tasks** tab, expand the **Filter** section and enter the search criteria.
4. Click **Search.**
5. In the search results, select the check box corresponding to the task that you want to review and click **Review**.
6. Enter Review Comments.
7. Click **Save**.

6

# Agent Task List

The **Agent Task List** page facilitates field collectors to view summary of the tasks that are assigned to them on the hand held devices like mobile, tablet and helps to perform various actions on the tasks.

It provides easy access to the tasks that user need to work on. This list view is displayed based on the user role of the logged in user as explained below:

- The Collector role should be defined as ‘FIELD_COLLECTOR_ROLE’ in security management system.
- The list displays all the tasks assigned to the logged in user.

**Table 6-1 Field Description: Agent Task List**

| Field Name | Description |
| --- | --- |
| <Account Number> | Displays the account number for which the task is created. |
| <Customer Name> | Displays name of the primary customer associated with the account number. |
| <Task Status> | Displays the status of the task. |
| <Overdue> | Displays the overdue amount |
| <Follow-up Date> | Displays the follow-up date of the task. |
| <Actions> | Indicates the actions that can be performed.<br>The options are:<br>• Customer Details<br>• Account Details<br>• Promise<br>• Result |
| **Account Details** | **This section is displayed if user click Account Details link.** |
| Total Outstanding | Displays the outstanding amount on the account. |
| Amount Overdue | Displays the overdue amount on the account. |
| Days Past Due | Displays the days past due on the account. |
| Loan Type | Displays the product subtype of the account. |
| Collection Status | Displays the collection status of the account. |
| PTP Record | Displays count of all the PTPs created on the account.<br>It displays the count of following PTPs:<br>• **Active**: Count of PTP that are active.<br>• **Broken**: Count of PTP that were broken by the customer.<br>• **Kept**: Count of PTP that were fulfilled by the customer. |
| Branch | Displays the name of the branch with which the account is associated. |
| Loan Amount | Displays the amount of loan availed on the account and the current rate of interest.<br>**Note**: This field is displayed only for a loan account. |
| Frequency | Displays the frequency of repayment of installment by the customer on the loan amount.<br>**Note**: This field is displayed only for a loan account. |

**Table 6-1 (Cont.) Field Description: Agent Task List**

| Field Name | Description |
|---|---|
| Last Due Date | Displays the due date of last installment.<br>**Note**: This field is displayed only for a loan account. |
| Next Installment | Displays the amount of next installment along installment due date.<br>**Note**: This field is displayed only for a loan account. |
| Maturity Date | Displays the loan closure date as per the repayment schedule.<br>**Note**: This field is displayed only for a loan account |
| Account Limit | Displays the limit of account.<br>**Note**: This field is displayed only for overdraft account and LOC account. |
| Limit Expiry Date | Displays the expiry date of the limit.<br>**Note**: This field is displayed only for overdraft account and LOC account. For LOC account, user can also view the bill details. |
| Credit Card No | Displays the credit card number.<br>**Note**: This field is displayed only for Credit Card account. |
| Card Limit | Displays the limit of credit card.<br>**Note**: This field is displayed only for Credit Card account. |
| Last Due Date | Displays the due date of the last unpaid bill missed by the customer.<br>**Note**: This field is displayed only for Credit Card account. |
| **Customer Details** | **This section is displayed if user click Customer Details link.** |
| Address | Displays the preferred address of the customer. |
| Primary Contact | Displays the preferred contact number of the customer. |
| Email | Displays the preferred email address of the customer. |
| **Capture Promise** | **This section is displayed if user click Promise link.** |
| Promise Amount | Indicates the amount that the customer has promised to pay. By default, overdue amount is displayed. |
| Promise Type | Indicates the promise type. |
| Promise Date | Indicates the date on which customer has promised to pay the amount. |
| **Action Result** | **This section is displayed if user click Result link.** |
| Action | Indicates the action related to the task. The list displays all actions that are mapped with the strategy in segment. |
| Result | Indicates the result for the selected action. The list displays all the results configured for the selected action. |
| Follow-up Date | Indicates the next follow-up date of the task.<br>**Note**: The date should be later than or equal to the business date. |
| Status | Indicates the next status of the task.<br>**Note**: The list displays all the statuses to which the task can move from the current status. If the current status of the task is escalated, user can move the task to any status maintained in the workflow of task. |
| Notes | Indicates notes related to the task. |

# 7 Approvals

This topic provides information about the approvals for the transactions.

Certain transactions, such as PTP Capture, carry significant financial, operational, and reputational risks. Allowing these actions to be executed by a single user increases the likelihood of errors, misuse, or fraudulent activity.

To strengthen internal controls and ensure accountability, implementing a dual authorization mechanism is essential. This mechanism requires high-risk or high-value transactions to be initiated by one user and approved by another authorized user before execution.

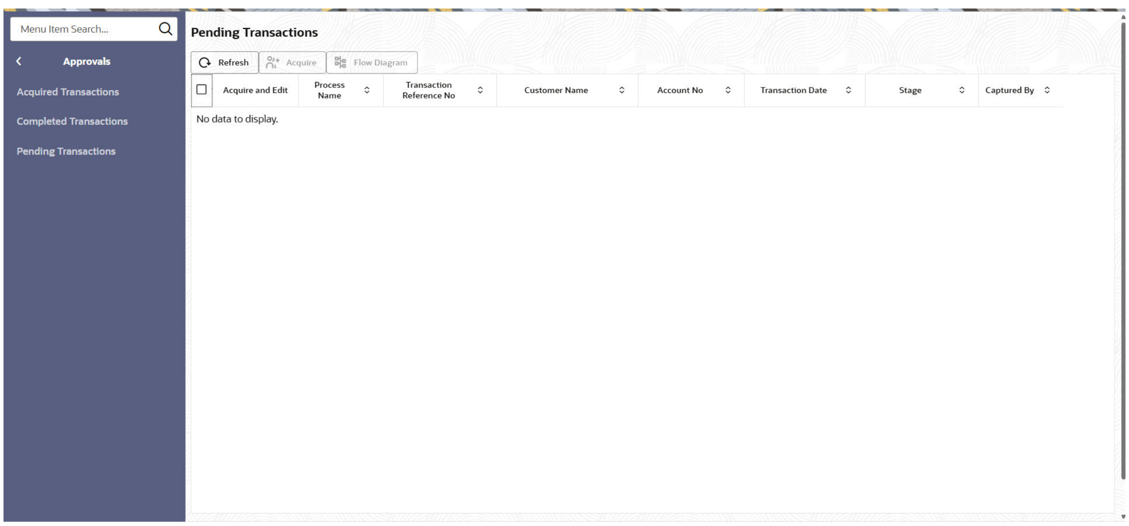
The Approvals Menu contains three sub-menus:

- Pending Transactions
  This screen displays the transactions which are pending for approval based on logged in user role.
- Acquired Transactions
  This screen displays the acquired transactions which are acquired by authorizer.
- Completed Transactions
  This screen displays the complete transactions which are either approved or rejected.

## 7.1 Pending Transactions

This screen displays the transactions which are pending for approval based on logged in user role.

**Figure 7-1 Pending Transactions**




For more information on fields, refer to the field description table.

**Table 7-1 Field Description: Pending Transactions**

| Field Name | Description |
|---|---|
| **Acquire and Edit** | Displays pop-up to acquire and edit the transaction. |
| **Process Name** | Displays the process name. |
| **Transaction Reference No** | Displays the transaction reference number. |
| **Customer Name** | Displays the name of the customer. |
| **Account No** | Displays the account number. |
| **Transaction Date** | Displays the date of the transaction. |
| **Stage** | Displays the stage of transaction. |
| **Captured By** | Displays the name of the user. |
| **<Authorize PTP Capture>** | This pop-up is displayed when user click **Acquire and Edit** link. |
| **Customer Number** | Displays the customer number. |
| **Account Number** | Displays the account number. |
| **Customer Name** | Displays the name of the customer. |
| **Product Sub-Type** | Displays the product subtype of the account. |
| **Captured By** | Displays the name of user who had performed the transaction. |
| **Transaction Date** | Displays the date of the transaction. |
| **Transaction Status** | Displays the status of the transaction. |
| **Overdue Amount** | Displays the overdue amount of the account. |
| **Promise Date** | Displays the promise date, |
| **Promise Amount** | Displays the promise amount. |
| **Promise Type** | Displays the type of promise. |

This topic consists of below topics

- Approving the transaction
- Rejecting the transaction

## 7.1.1 Approving the transaction

User can approve the PTP in Pending Authorization status by specifying Notes.

**To approve a PTP:**

1. Navigate to the **Pending Transactions** page under **Approvals** menu.
2. Click **Acquire and Edit** hyperlink.
3. Click **Approve** button.
4. In the **Notes text** box, enter applicable notes.
5. Click **Save**.

## 7.1.2 Rejecting the transaction

User can approve the PTP in Pending Authorization status by specifying Notes.

**To reject a PTP:**

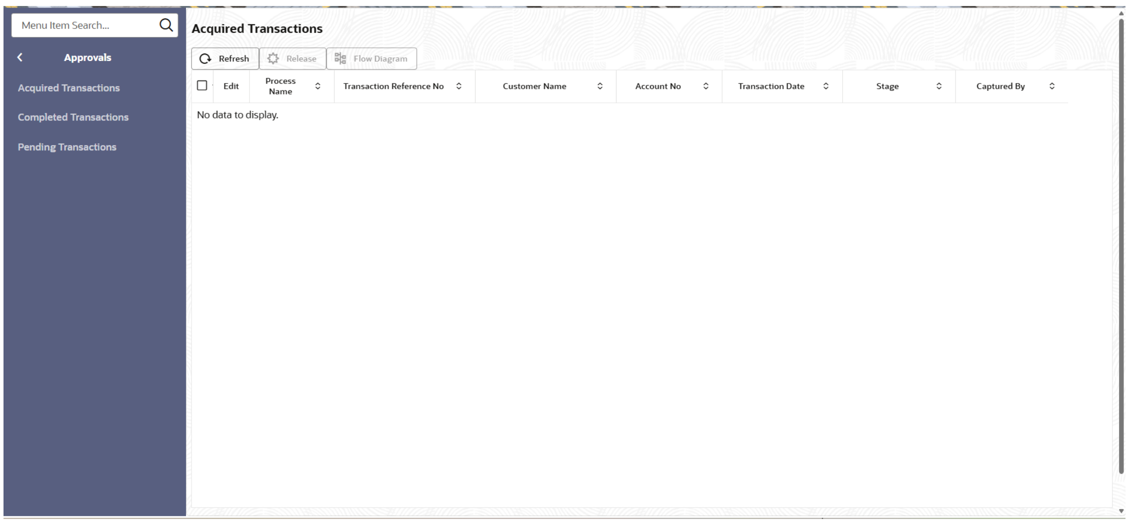
1. Navigate to the **Pending Transactions** page under **Approvals** menu.

2. Click **Acquire and Edit** hyperlink.
3. Click **Reject** button.
4. In the **Notes text** box, enter applicable notes.
5. Click **Save**.

# 7.2 Acquired Transactions

This screen displays the acquired transactions which are acquired by authorizer.

**Figure 7-2 Acquired Transactions**




For more information on fields, refer to the field description table.

**Table 7-2 Field Description: Acquired Transactions**

| Field Name | Description |
|---|---|
| **Edit** | Displays pop-up to edit the transaction. |
| **Process Name** | Displays the process name. |
| **Transaction Reference No** | Displays the transaction reference number. |
| **Customer Name** | Displays the name of the customer. |
| **Account No** | Displays the account number. |
| **Transaction Date** | Displays the date of the transaction. |
| **Stage** | Displays the stage of transaction. |
| **Captured By** | Displays the name of the user. |
| **<Authorize PTP Capture>** | This pop-up is displayed when user clicks Acquire and Edit link. |
| **Customer Number** | Displays the customer number. |
| **Account Number** | Displays the account number. |
| **Customer Name** | Displays the name of the customer. |
| **Product Sub-Type** | Displays the product subtype of the account. |
| **Captured By** | Displays the name of user who had performed the transaction. |

**Table 7-2 (Cont.) Field Description: Acquired Transactions**

| Field Name | Description |
|---|---|
| **Transaction Date** | Displays the date of the transaction. |
| **Transaction Status** | Displays the status of the transaction. |
| **Overdue Amount** | Displays the overdue amount of the account. |
| **Promise Date** | Displays the promise date, |
| **Promise Amount** | Displays the promise amount. |
| **Promise Type** | Displays the type of promise. |

- Approving the transaction
- Rejecting the transaction

### 7.2.1 Approving the transaction

User can approve the PTP in Pending Authorization status by specifying Notes.

**To approve a PTP:**

1. Navigate to the **Acquired Transactions** page under **Approvals** menu.
2. Click **Edit** hyperlink.
3. Click **Approve** button.
4. In the **Notes text** box, enter applicable notes.
5. Click **Save**.

### 7.2.2 Rejecting the transaction

User can approve the PTP in Pending Authorization status by specifying Notes.

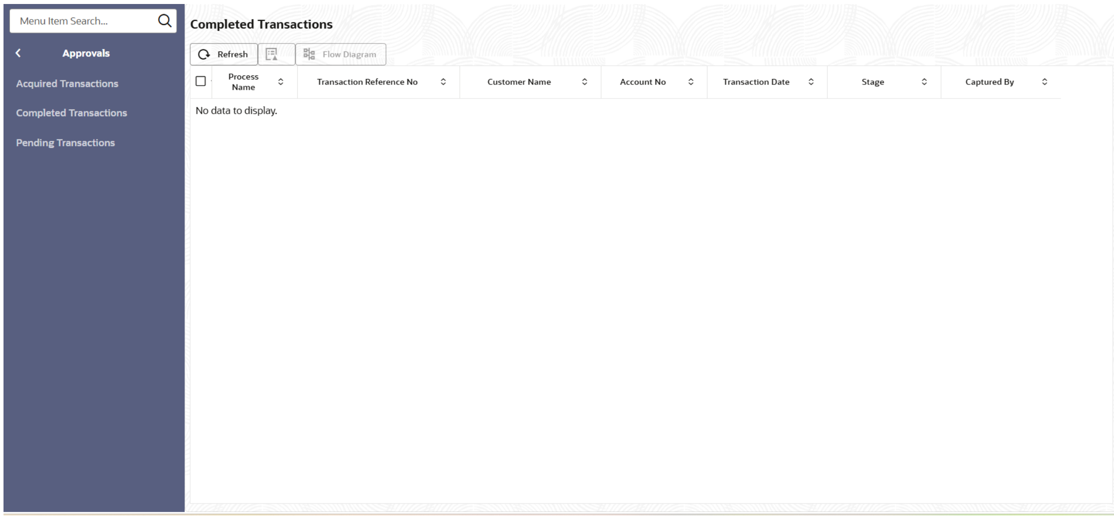
**To reject a PTP:**

1. Navigate to the **Acquired Transactions** page under **Approvals** menu.
2. Click **Edit** hyperlink.
3. Click **Reject** button.
4. In the **Notes text** box, enter applicable notes.
5. Click **Save**.

## 7.3 Completed Transactions

This screen displays the complete transactions which are either approved or rejected.

**Figure 7-3 Completed Transactions**




For more information on fields, refer to the field description table.

**Table 7-3 Field Description: Completed Transactions**

| Field Name | Description |
|---|---|
| **Process Name** | Displays the process name. |
| **Transaction Reference No** | Displays the transaction reference number. |
| **Customer Name** | Displays the name of the customer. |
| **Account No** | Displays the account number. |
| **Transaction Date** | Displays the date of the transaction. |
| **Stage** | Displays the stage of transaction. |
| **Captured By** | Displays the name of the user. |

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