

Oracle® Banking Collections

Transactions User Guide



Release 14.9.0.0.0

G61247-01

August 2026

ORACLE®

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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.

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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.

Before You Begin

Kindly refer to our getting started user guide for common elements, including Symbols and Icons, Conventions Definitions, and so forth.

Audience

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

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

Table 1 (Cont.) Acronyms and Abbreviations

Abbreviation	Description
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. 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. 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. 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. This button is displayed once the user click Authorize.
Audit	Click Audit to view the maker details, checker details of the particular record. 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. This button is displayed in the widget once the user click Authorize.
View	Click View to view the details in a particular modification stage. 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. This button is displayed once the user click Compare.
Expand All	Click Expand All to expand and view all the details in the sections. 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. This button is displayed once the user click Compare.
OK	Click OK to confirm the details in the screen.

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.
<i>italic</i>	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.

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.

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Related Resources

For more information, see these related Oracle resources:

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

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.

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
	Grid view

Table 3 (Cont.) Icons - Common

Icons	Function
	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 information about 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 information about 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.
<Leave pop-up>	Displays pop-up to capture leave information.
From Date	Start date of the leave.
To Date	End date of the leave.
Comment	Additional information for the leave entry.

3

Search for Cases

This topic describes systematic instructions 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 3-1 Field Description: Case Search

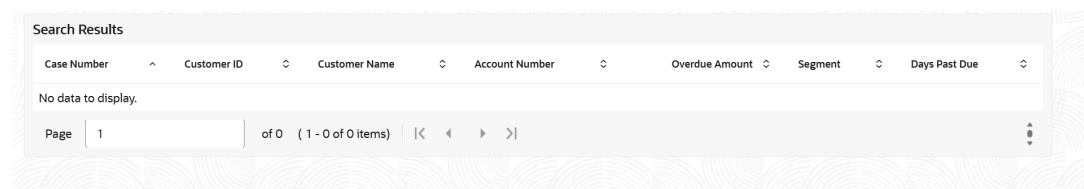
Field Name	Description
<Search By Account Number or Customer Number or Case Number>	Indicates the account number, customer number, or case number. Note: User must enter any one of the search criteria.
Advance Search	This section helps user to search for cases or accounts using advance search criteria. Note: User must specify at least one of the search criteria.
Product Processor	Indicates the product processor.

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

Field Name	Description
Segment	Indicates the segment associated with the case. 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. 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. 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. 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. The options are: • Days Past Due • Overdue Amount 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. 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** 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](#)
This topic describes the information about 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](#)
This topic describes the information about Promise to Pay.
- [Activity](#)
This topic describes the information about Activity.
- [Communication Details](#)
This topic describes the information about Communication Details.
- [Notes](#)
This topic describes the information about Notes.
- [Payments](#)
This topic describes the information about Payments.
- [Documents](#)
This topic describes the information about Documents.
- [Enable Specialised Process](#)
This topic describes the information about Enable Specialised Process.
- [Settlement](#)
- [History](#)

4.1 Case

This topic describes the information about 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. It displays the count of PTPs in following statuses: • Active: Count of PTP that are active. • Broken: Count of PTP that were broken by the customer. • Kept: Count of PTP that were fulfilled by the customer.

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

Figure 4-1 Case Summary

Case Summary

Communication Details

Call	
Inbound	0
Others	0
Outbound	0
Letter	0
Email	0
Message	0

Account

Home Loan - 1000000000001 Regular

Collection Status: -

Overdue Amount: USD 5,205.00

Days Past Due: -1287

Collateral: Personal Vehicle

Promise: 0 Active, 0 Broken, 0 Kept

Last Payment of USD 158.87 on May 23, 2021

Quick Links

- Notes
- Payments
- Documents
- Enable Specialized Process
- History

Promise To Pay

Task: select Required

Promise Type: select Required

Amount: USD 5,205.00

Date: April 15, 2018

Tasks Not Started :4Escalated :0In Progress :2

Task Name	Status	Segment	Follow-up Date	Start Date	Assigned To
Normal Call	Expired	Third Party Host Call...		April 3, 2018	Collection Agent Jett
Relationship Manage...	Expired	Third Party Host Call...		April 3, 2018	Collection Agent Jett
First Notice	Open	Third Party Host Call...	Apr 10, 2018, 11:52 AM	April 10, 2018	Collection Agent Jett

Page 1 of 3 (1-3 of 8 items) | < 1 2 3 >

Settlement

Settlement has not been initiated on this account

Customer

Arthur Fagg Individual

Customer ID: 9000000000000161 - Sole Owner

Phone: (001) 5551234

Identification: 200000001

Email: gunwant.baviskar@oracle.com

Address: 12 East End, Lane No : 70, Near...

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.

Table 4-2 (Cont.) Field Information: Case Summary

Field Name	Description
Relationship	Displays the relationship type of the customer with the account. For example, Joint & First.
Gender	Displays the gender of the customer.
Type	Displays the type of customer. 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. 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. 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. The following icons are displayed next to a phone number:  : Hover over to view call preference details.  : Indicates that the customer has given consent to receive alert messages on the particular phone number.  : 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. 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.

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

Field Name	Description
Social Networking	Displays the social networking profile IDs of the customer. 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. 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. 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. 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: : Indicates that you can call the customer. : Indicates that you cannot call the customer. 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. 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: : Indicates that you can call the customer. : Indicates that you cannot call the customer. 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. 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: : Indicates that you can call the customer. : Indicates that you cannot call the customer. 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. 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: : Indicates that you can call the customer. : Indicates that you cannot call the customer. 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
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. Displays the following icons that help you to decide whether user can call the customer for a follow up call at the current time:  : Indicates that user can call the customer.  : Indicates that user cannot call the customer. 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. 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. 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. 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. 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. 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. Specialized link is displayed if any of the specialized status is applied on the account.

Table 4-4 (Cont.) Field Description: Account

Field Name	Description
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: Active: Count of PTP that are active. Broken: Count of PTP that were broken by the customer. 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.

Account Summary

Back
Case ID : CASE001515, Cameron White

Account Details

Home Loan - 100000000...
Overdue USD 90,000.00

Basic Details
Arrears And Fees
Repayment Schedule
Other Details
Collateral

Summary

Delinquency Start Date	Feb 15, 2021	Reason For Delinquency	PARTIAL PAYMENT
Product Code	Secured Loans	Behavior Score	90
Title	UNSECURED LOAN	Days Past Due	-1035
Overdue Amount	USD 90,000.00	Total Outstanding	USD 50,000.00
Source System	Third Party Host	PTP Record	0 Active, 0 Broken, 0 Kept
Branch	Not available	Collection Status	- View History
Address	-	Past Delinquency	0 Times

Additional Details

Loan Amount	-	Frequency	MONTHLY
Interest Rate	10.4%	Last Due Date	Jan 2, 2018
Interest Type	FIXED	Loan Maturity Date	Feb 15, 2024
Next Installment	USD 500.00		

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.

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

Field Name	Description
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. It displays the count of following PTPs: • Active: Count of PTP that are active. • Broken: Count of PTP that were broken by the customer. • 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. Note: If user click View History , Collection Status section is displayed.
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. Note: This field is displayed only for a loan account.
Last Due Date	Displays the due date of last installment. 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. 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. 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. Note: This field is displayed only for a loan account.
Credit Card No	Displays the credit card number. Note: This field is displayed only for Credit Card account.
Card Limit	Displays the limit of credit card. 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. Note: This field is displayed only for Credit Card account.

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

Field Name	Description
Account Limit	Displays the limit of account. Note: This field is displayed only for overdraft account and LOC account.
Limit Expiry Date	Displays the expiry date of the limit. 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. 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.
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.

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

Field Name	Description
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.
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

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

Field Name	Description
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.
<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. The list displays the names of the customers associated with the account selected in the Account widget. 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. 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.
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. 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. 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: : Indicates that user can call the customer. : Indicates that user cannot call the customer. 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. 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: : Indicates that user can call the customer. : Indicates that user cannot call the customer. 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. It displays the following icons that help you to decide whether user can call the customer for a follow up call at the current time: : Indicates that user can call the customer. : Indicates that user cannot call the customer. Note: These icons are displayed only if the customer's time zone details are available.

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

Field Name	Description
Do Not Disturb	Displays the Do Not Disturb (DND) start date and end date. 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: • : Indicates that user can call the customer. • : Indicates that user cannot call the customer. 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. 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. 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.

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

Field Name	Description
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. The following icons are displayed next to a phone number:  : Hover over to view call preference details. : Indicates that the customer has given consent to receive alert messages on the particular phone number. : 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. 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. 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. 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. Note: This field does not display any details if the customer's time zone is not available.

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

Field Name	Description
Permission To Call	Displays whether the customer has given permission to the bank for follow up calls. 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:  : Indicates that user can call the customer.  : Indicates that user cannot call the customer. 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. 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:  : Indicates that user can call the customer.  : Indicates that user cannot call the customer. 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. 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:  : Indicates that user can call the customer.  : Indicates that user cannot call the customer. 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. 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:  : Indicates that you can call the customer.  : Indicates that you cannot call the customer. 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
Employment Details	This tab displays employment details of the customer. 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. 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. 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. 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 .
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. 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.

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

Field Name	Description
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. 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.
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. It displays the count of following tasks based on various statuses: • Not Started: Displays the count of tasks with current status as Not Started. • Escalated: Displays the count of tasks with current status as Escalated. • 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. Click the task name link to update details of the task. 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.
Follow-up Date	Displays the next follow-up date and time of the task. 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. 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. Note: The list displays all the existing active collection statuses applied on the account till date.
Task Status	Displays the status of the task.

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

Field Name	Description
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.

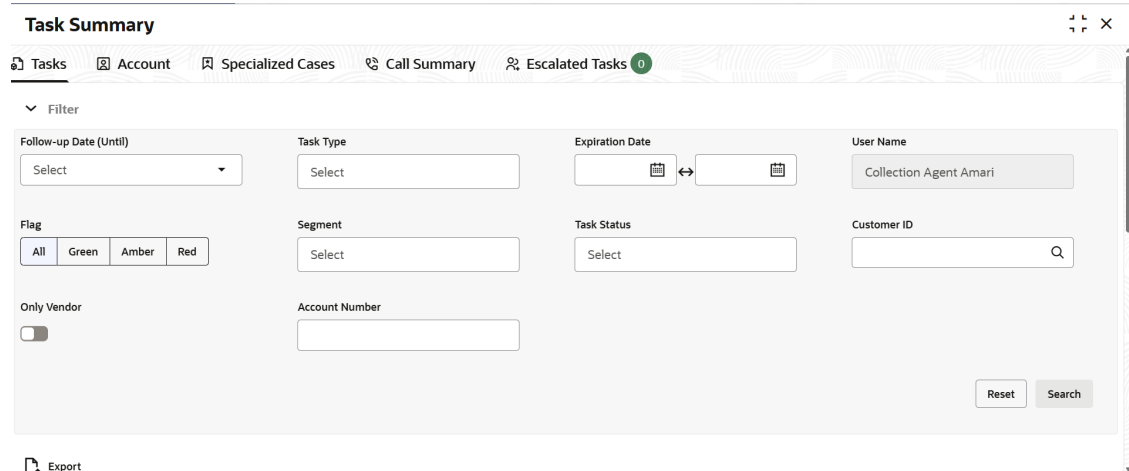


Table 4-10 Field Description: Task Summary

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. The options are: • Active • Closed
<Product Sub Type - Account Number>	Indicates the product sub type and account number. 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. 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. 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.

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

Field Name	Description
Task Name	Displays the task name. Click the task name link to update details of the task. 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. 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. Note: This date is not displayed for the tasks that are in Not Started status.
Escalation Date	Displays the escalation date of the task. 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. 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. Hover over the link to view dependency.
Assigned To	Displays the user name of the collector to whom the task is assigned.
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. The list displays all actions that are mapped with the strategy in segment.
Result	Indicates all the results for the selected action. The list displays all the results configured for the selected action.

Table 4-11 (Cont.) Field Description: <Customer Call Details>

Field Name	Description
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. Note: The list displays all the existing collection statuses applied on the account till date.
Task Status	Indicates the next status of the task. 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. Note: The date should be later than or equal to the business date. 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. 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. 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. 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. 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. 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. 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. 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

Add Adhoc Task

Task Name: Charge Off task

Segment: Default Segment

Strategy: No Contact Customer

Assigned To: Collection Agent Blake

Action: Select (Required)

Result: Select (Required)

New Collection Status:

Apply new status to all accounts: ☐

Existing Collection Status: None

Task Status: Open

Follow-up Date: (Required)

Apply date to all initiated tasks: ☐

Notes:

Save Cancel

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 topic describes the information about 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.

① 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. 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. Note: The list displays only those promise types, which are: • not associated with any segments. • associated with the same segments to which the selected task is also associated. 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.

Table 4-15 (Cont.) Field Description: Promise to Pay

Field Name	Description
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. 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

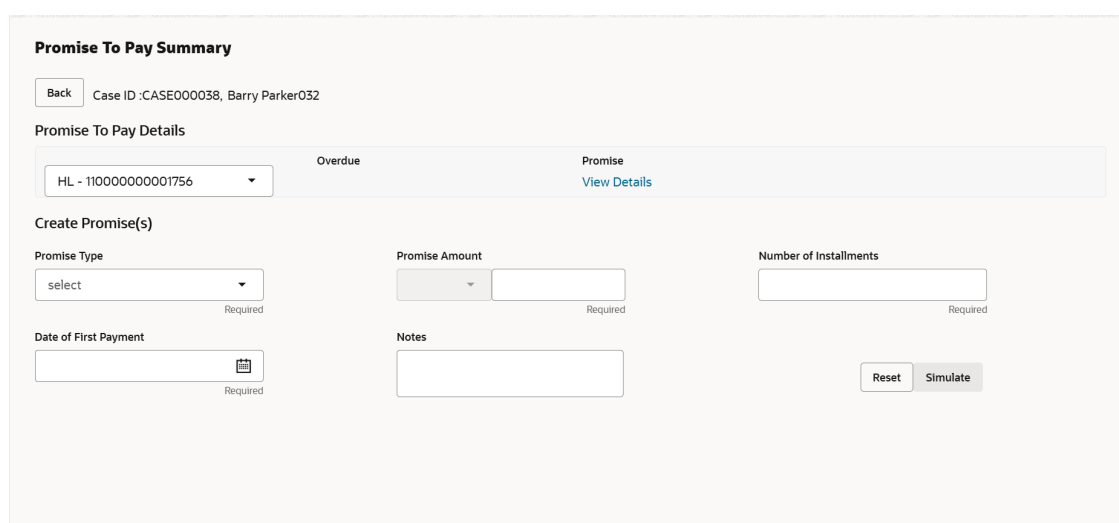


Table 4-16 Field Description: Promise to Pay Summary

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. 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. 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.

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

Field Name	Description
Promise Type	Indicates the promise type. Note: The list displays only those promise types, which are: - not associated with any segments. - associated with the same segments to which the selected task is also associated. 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. The options are: Adhoc Quarterly Weekly Fortnightly Monthly
Scheduled Repayments	Indicates the method of calculation of promised amount for the scheduled installments. The options are: 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. 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. 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. If user click View Schedule, View Repayment Schedule section is displayed.
Promise Amount	Indicates the amount that the customer has promised to pay. 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. 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. Note: User cannot select a date prior to the business date. By default, business date is displayed.
Notes	Indicates notes related to the PTP. 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.

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

Field Name	Description
Status	Displays the status of the promise. The possible statuses are: • KEPT: Indicates that promise was fulfilled by the customer. • BROKEN: Indicates that promise was broken by the customer. • CANCELLED: Indicates that promise was canceled.
View Repayment Schedule	This section is displayed if user click View Schedule in Scheduled Repayments field. 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, it 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.
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. Note: The promise date for the first PTP is the date specified in the Date of First Payment field. 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. 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. 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. 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. The possible values: • Credit • Debit
Amount	Displays the amount appropriated against the selected promise.

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

Field Name	Description
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:

- [Create a Quick PTP](#)
This topic describes systematic instructions about Creating a Quick PTP.
- [Create an Advanced PTP](#)
This topic describes systematic instructions about Create an Advanced PTP.
- [Cancel a PTP](#)
This topic describes systematic instructions about Cancel a PTP.

4.5.1 Create a Quick PTP

This topic describes systematic instructions about 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 Create an Advanced PTP

This topic describes systematic instructions about Create 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.
 - a. In **Promise Date** field, modify the date of installment.
 - b. In **Promise Amount** field, modify the amount of installment.
 - c. 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 Cancel a PTP

This topic describes systematic instructions about Cancel 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 topic describes the information about Activity.

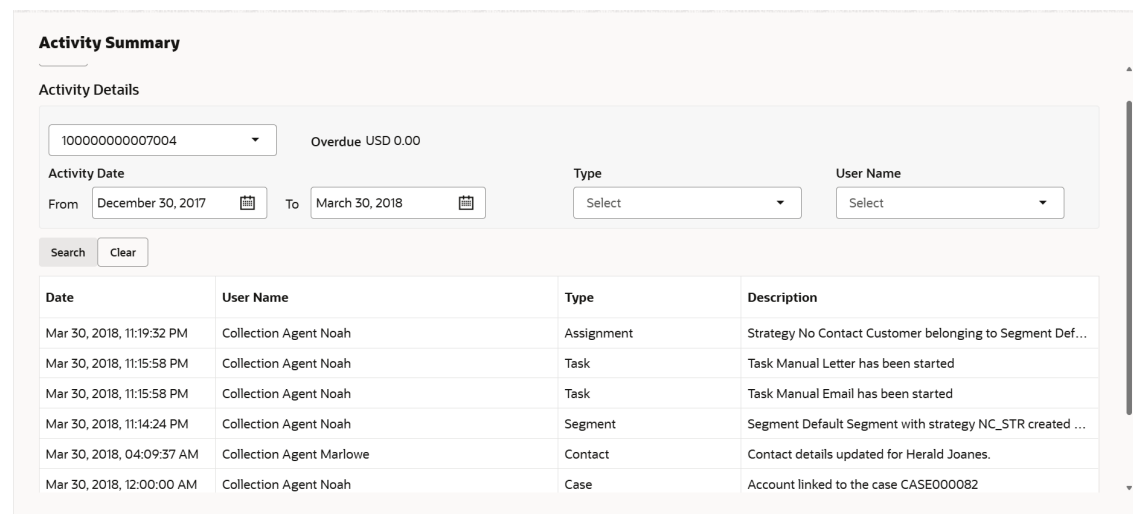
This widget displays details of the activities performed on the accounts linked to the case. It displays list of activities performed by the collector or system. For example, if user make an outbound call to the customer, then details of the same are displayed.

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: - Date on which the activity was performed. - Name of the collector who performed the activity. - Description of the activity performed.

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

Figure 4-4 Activity Summary



Activity Summary

Activity Details

100000000007004 Overdue USD 0.00

Activity Date

From: December 30, 2017 To: March 30, 2018

Type: Select User Name: Select

Search Clear

Date	User Name	Type	Description
Mar 30, 2018, 11:19:32 PM	Collection Agent Noah	Assignment	Strategy No Contact Customer belonging to Segment Def...
Mar 30, 2018, 11:15:58 PM	Collection Agent Noah	Task	Task Manual Letter has been started
Mar 30, 2018, 11:15:58 PM	Collection Agent Noah	Task	Task Manual Email has been started
Mar 30, 2018, 11:14:24 PM	Collection Agent Noah	Segment	Segment Default Segment with strategy NC_STR created ...
Mar 30, 2018, 04:09:37 AM	Collection Agent Marlowe	Contact	Contact details updated for Herald Joanes.
Mar 30, 2018, 12:00:00 AM	Collection Agent Noah	Case	Account linked to the case CASE000082

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.

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

Field Name	Description
Activity Date	Indicates the period during which the activities were performed. • 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. • To: Indicates the end date of the period. By default, the business date is selected.
Type	Indicates the activity type. The options are: • Assignment • Case • Collection Status • Call Action • Contact • Data Capture • Email • Follow-up • Fees & Charges • Letter • Payment • Promise To Pay • Segment • Settlement • SMS • Specialised Status • Task • Upload Document • Whatsapp • Alternate Contact
User Name	Indicates user name of the collector who performed the activity. 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:

- [Search an Activity](#)
This topic describes the systematic instructions to Search an Activity.

4.6.1 Search an Activity

This topic describes the systematic instructions to Search 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

Activity Summary

Activity Details

10000000007004

Overdue USD 0.00

Activity Date

From December 30, 2017

To March 30, 2018

Type Select

User Name Select

Search

Clear

Date	User Name	Type	Description
Mar 30, 2018, 11:19:32 PM	Collection Agent Noah	Assignment	Strategy No Contact Customer belonging to Segment Def...
Mar 30, 2018, 11:15:58 PM	Collection Agent Noah	Task	Task Manual Letter has been started
Mar 30, 2018, 11:15:58 PM	Collection Agent Noah	Task	Task Manual Email has been started
Mar 30, 2018, 11:14:24 PM	Collection Agent Noah	Segment	Segment Default Segment with strategy NC_STR created ...
Mar 30, 2018, 04:09:37 AM	Collection Agent Marlowe	Contact	Contact details updated for Herald Joanes.
Mar 30, 2018, 12:00:00 AM	Collection Agent Noah	Case	Account linked to the case CASE000082

- 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 topic describes the information about 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>	Displays the case ID and name of the customer.
<ProductSub Type - Account Number>	Indicates the product sub type and account number.
Overdue	Displays the 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.
<Date Range >	Indicates the period during which the communications were performed. • From: Indicates the start date of the period. • To: Indicates the 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.

- [Search a Communication](#)
This topic describes the systematic instructions to search a communication.

4.7.1 Search a Communication

This topic describes the systematic instructions to search 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, select the 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

This topic describes the information about 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.
<Product Sub Type - 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.
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. The options are: • Public: Select this option if user want the note to be visible to all collectors. • 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. The possible values are: • Public • Private
Type	Displays the type of note.
Description	Displays the description of the note.

This section consists of the following topic:

- [Create a Note](#)

4.8.1 Create 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

This topic describes the information about 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. 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. From: Indicates the start date of the period during which the payment was made. 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.

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

Field Name	Description
Transaction Type	Displays the transaction type. The possible values are: • Credit • Debit
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: • Cash • Direct Debit
Select Account	Indicates the debit account. This field will be displayed only if Direct Debit mode is selected.
Remarks	Displays the description of the transaction.

This section consists of the following topic:

- [Search a Payment](#)
This topic provides the systematic instructions to Search a Payment.
- [Add Payment](#)
This topic provides the systematic instructions to Add Payment.

4.9.1 Search a Payment

This topic provides the systematic instructions to Search 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

Payment Summary

[Back](#) Case ID : CASE000249, Kyle Winston

Payment Details

10000000007002 Overdue USD 0.00

[View Payment](#) [Add Payment](#)

Transaction Date

From To

[Search](#) [Clear](#)

Payments

No items to display.

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

4.9.2 Add Payment

This topic provides the systematic instructions to 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

This topic describes the information about 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. 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](#)
This topic provides the systematic instructions to Upload a document.

4.10.1 Upload a document

This topic provides the systematic instructions to 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

Upload Document

Back Case ID : CASE000249, Kyle Winston

Account Number: 10000000007002

Document Category: Delinquency

Document Name: Delinquency

Remarks:

Upload Document (Max. File Size: 10MB)

Drag and Drop
Select a file or drop one here.

Save Cancel

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

This topic describes the information about 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- • Bankruptcy • Deceased • Forbearance • Hardship • Legal • Re-marketing • Repossession • Settlement
Enable	Option to enable or disable the status.

4.12 Settlement

This widget allows user to view the settlement offers created for user account. 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 Offer 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

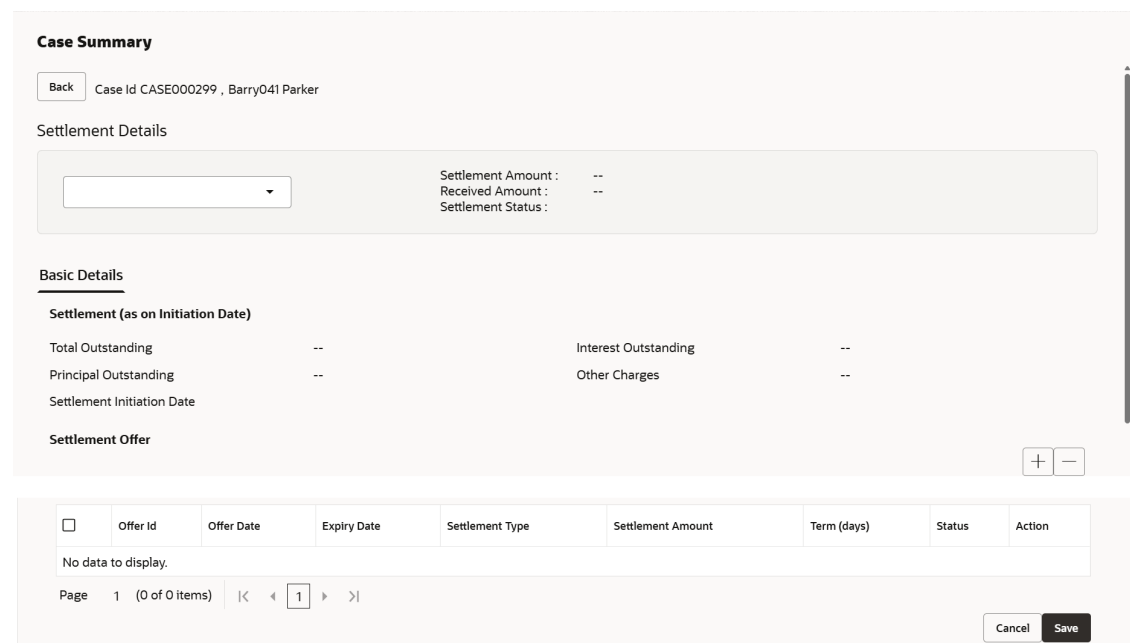


Table 4-27 Field Description: Settlement Details

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.

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

Field Name	Description
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.
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:

- [Create a Settlement Offer](#)
This topic provides the systematic instructions to Create 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 Create a Settlement Offer

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

User 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 
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 
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

Case Summary History

Back Case ID : 9000000000000016, Arthur Fagg

Account Number
Account Number: Home Loan - 100000000000

Case
Case: CASE003003 (31 Mar 2018 - 0)

Cases

January February March

Third Party Host Call Action

Task History

Customer Call	3
Email	1
Letter	5

Promise History

Total Promises	0
Total Broken	0
Total Kept	0
Amount Collected	USD 0.00

Call Action History

Total Contacts	0
Right Party Contacts	0
Inbound	0
Others	0
Outbound	0

Communication History

Email	0
SMS	0
Letter	0

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 user are 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. • Today • Tomorrow • Next 3 Days • Next 7 Days
Task Type	Indicates the task type. 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. 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. 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. The options are: • All • Green • Amber • Red
Segment	Indicates the segment to which the account belongs for which the task is created. Note: user can select multiple segments.
Task Status	Indicates the applicable task statuses. 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. Click the task name link to update details of the task. For task type as Call, see Note: If  is displayed before a task name, it indicates that it is an ad hoc task. If  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. 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. The options are: • : Click to flag the task. • : 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. 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	Description
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. 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. 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. 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	Description
Promise Type	Indicates the promise type. Note: The list displays only those promise types, which are: - not associated with any segments. - 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. 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: - Public - 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

Task	Status	Account Number	Customer	Follow-up Date	Expiration	User Assigned	Actions
Normal Call	Open	110000000001756	Barry Parke...	Mar 30, 2018, 11:15 PM	Apr 9, 2018	Collection Ag...	[Icons]
Saturday Call	Open	110000000001834	Yashwant J...	Mar 30, 2018, 11:15 PM	Apr 16, 2018	Collection Ag...	[Icons]
Normal Call	Successful Contact	100000000001097	Darryl Brown	Mar 30, 2018, 11:15 PM	Apr 9, 2018	Collection Ag...	[Icons]
Office Call	Open	110000000001880	James Smith	Mar 30, 2018, 11:15 PM	Apr 13, 2018	Collection Ag...	[Icons]
Office Call	Open	110000000001973	Shikha Pan...	Mar 30, 2018, 11:15 PM	Apr 13, 2018	Collection Ag...	[Icons]
Saturday Call	Open	110000000001934	Sarfaraz Khan	Mar 30, 2018, 11:15 PM	Apr 16, 2018	Collection Ag...	[Icons]

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

Task	Status	Account Number	Customer	Follow-up Date	Expiration	User Assigned	Actions
Normal Call	Open	110000000001756	Barry Parke...	Mar 30, 2018, 11:15 PM	Apr 9, 2018	Collection Ag...	[Icons]
Saturday Call	Open	110000000001834	Yashwant J...	Mar 30, 2018, 11:15 PM	Apr 16, 2018	Collection Ag...	[Icons]
Normal Call	Successful Contact	100000000001097	Darryl Brown	Mar 30, 2018, 11:15 PM	Apr 9, 2018	Collection Ag...	[Icons]
Office Call	Open	110000000001880	James Smith	Mar 30, 2018, 11:15 PM	Apr 13, 2018	Collection Ag...	[Icons]
Office Call	Open	110000000001973	Shikha Pan...	Mar 30, 2018, 11:15 PM	Apr 13, 2018	Collection Ag...	[Icons]
Saturday Call	Open	110000000001934	Sarfaraz Khan	Mar 30, 2018, 11:15 PM	Apr 16, 2018	Collection Ag...	[Icons]

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. 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. Min: Indicates the minimum number of days past due on the account. 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. Min: Indicates the minimum amount overdue on the account. Max: Indicates the maximum amount overdue on the account.
Customer ID	Indicates the customer ID associated with the account. 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. 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. 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. 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. Note: If user are a collector, it displays the number of tasks assigned to user. 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. Note: If user are a collector, it displays the number of tasks assigned to user. 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. Note: If user are a normal collector, it displays the number of tasks assigned to user. 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. 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

Task Summary											
Tasks Account Specialized Cases Call Summary Escalated Tasks 0											
Filter											
Export											
☐	Account Number	Customer	Segment	Due Amount	Product Type	Days Pas...	Task Not Started	Task Escalated	Task Work I...	User Assigned	Actions
☐	110000000001934	Sarfaraz ...	Late Collections TPH	USD 2,536.00	HL	345	2	0	2	Collection Agent ...	ⓘ
☐	100000000000240	Darren M...	Third Party Liquid...	USD 4,908.00	HL	328	2	0	2	Collection Agent ...	ⓘ
☐	1100000000001734	Trevor Go...	Third Party Host C...	USD 5,022.00	HL	295	5	0	3	Collection Agent ...	ⓘ
☐	1100000000001673	Reginald ...	Late Collections TPH	USD 2,272.00	HL	235	2	0	2	Collection Agent ...	ⓘ
☐	1100000000001880	James S...	Third Party Host C...	USD 5,127.00	HL	231	5	0	3	Collection Agent ...	ⓘ
☐	1100000000001807	Barry041 ...	Repossession TPH	USD 3,255.00	HL	217	0	0	0	Collection Agent ...	ⓘ

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

Task Summary											
Tasks Account Specialized Cases Call Summary Escalated Tasks 0											
Filter											
Export											
☐	Account Number	Customer	Segment	Due Amount	Product Type	Days Pas...	Task Not Started	Task Escalated	Task Work I...	User Assigned	Actions
☐	110000000001934	Sarfaraz ...	Late Collections TPH	USD 2,536.00	HL	345	2	0	2	Collection Agent ...	ⓘ
☐	100000000000240	Darren M...	Third Party Liquid...	USD 4,908.00	HL	328	2	0	2	Collection Agent ...	ⓘ
☐	1100000000001734	Trevor Go...	Third Party Host C...	USD 5,022.00	HL	295	5	0	3	Collection Agent ...	ⓘ
☐	1100000000001673	Reginald ...	Late Collections TPH	USD 2,272.00	HL	235	2	0	2	Collection Agent ...	ⓘ
☐	1100000000001880	James S...	Third Party Host C...	USD 5,127.00	HL	231	5	0	3	Collection Agent ...	ⓘ
☐	1100000000001807	Barry041 ...	Repossession TPH	USD 3,255.00	HL	217	0	0	0	Collection Agent ...	ⓘ

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. Note: You can select multiple segments.
Strategy	Indicates the strategy to which the account belongs. 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. 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. 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. 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. 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. 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. 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. For task type as Call, see Table 5-2 . 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. 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. The options are:  : Click to flag the task.  : 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. 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. The options are: • Customer Details • Account Details • Promise • 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. It displays the count of following PTPs: • Active: Count of PTP that are active. • Broken: Count of PTP that were broken by the customer. • 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. 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. 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. Note: This field is displayed only for a loan account.
Next Installment	Displays the amount of next installment along installment due date. Note: This field is displayed only for a loan account.
Maturity Date	Displays the loan closure date as per the repayment schedule. Note: This field is displayed only for a loan account
Account Limit	Displays the limit of account. Note: This field is displayed only for overdraft account and LOC account.
Limit Expiry Date	Displays the expiry date of the limit. 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. Note: This field is displayed only for Credit Card account.
Card Limit	Displays the limit of credit card. 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. 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. Note: The date should be later than or equal to the business date.
Status	Indicates the next status of the task. 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.

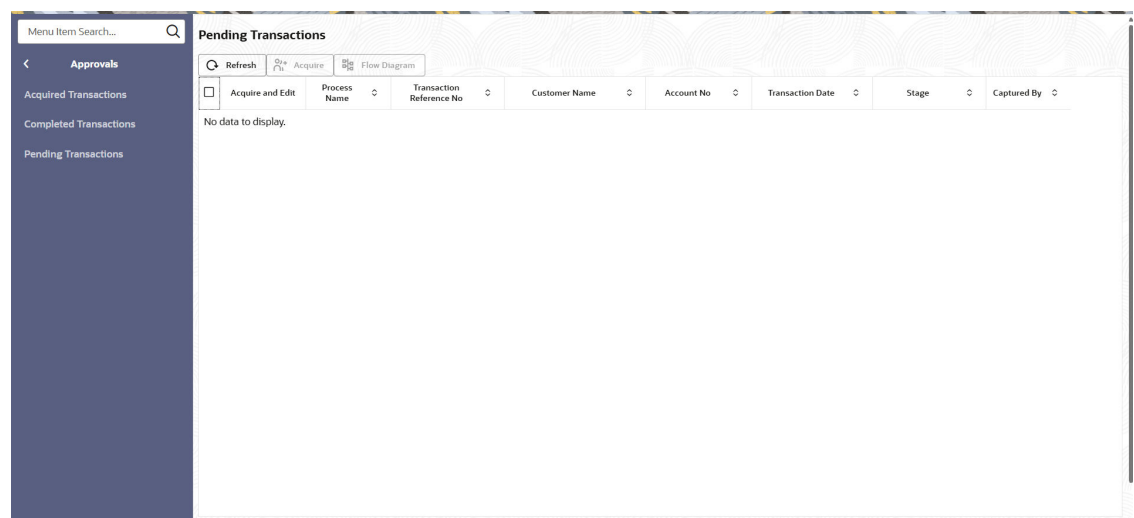
The Approvals Menu contains three sub-menus:

- [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:

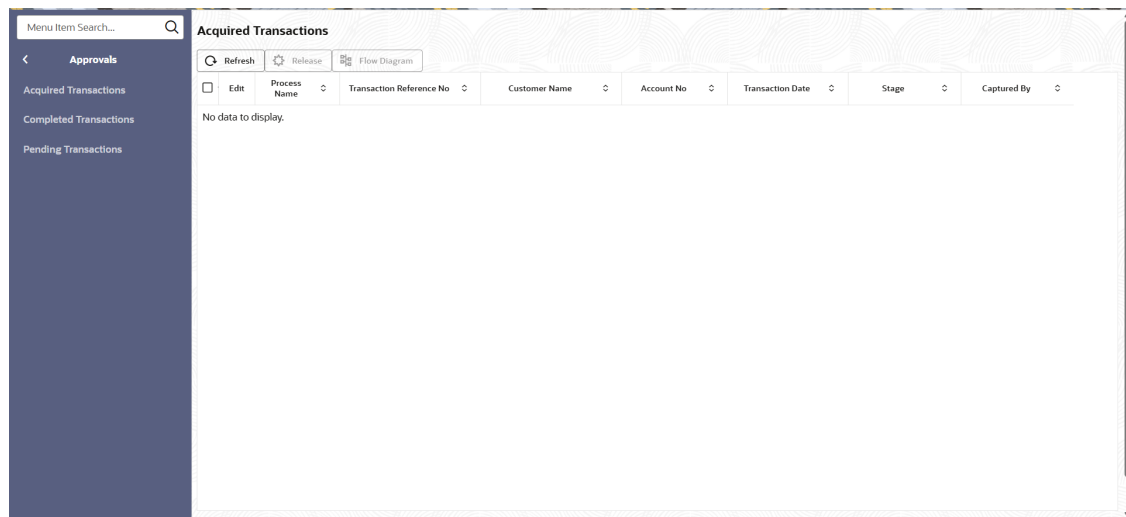
1. Navigate to the **Pending Transactions** page under **Approvals** menu.

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

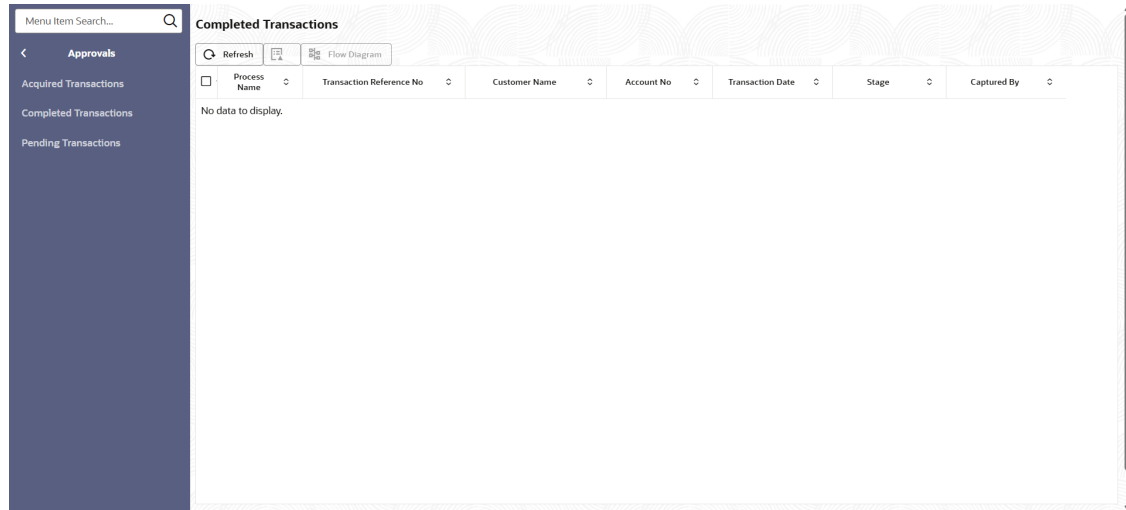
User can approve the PTP in Pending Authorization status by specifying Notes.

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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