

# Oracle Banking Credit Facilities Process Management Credit Exception User Guide



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The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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# 1

## Preface

### 1.1 Before Begin

Before begin, user can refer to the **Getting Started User Guide**. It helps user to know the basic prerequisites to get started with Oracle Banking Credit Facilities Process Management.

### 1.2 Pre-requisites

Specify the **User ID** and **Password**, and login to **Home** screen.

### 1.3 Purpose

This guide is designed to help the user to quickly get acquainted with the Customer Standard Instructions maintenance process.

### 1.4 Acronyms and Abbreviations

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

**Table 1-1 Acronyms and Abbreviations**

Abbreviation	Description
RWA	Risk Weighted Asset

### 1.5 Audience

This guide is intended for the central administrator of the Bank who controls the system and application parameters and ensures smooth functionality and flexibility of the banking application.

### 1.6 Basic Actions

**Table 1-2 Basic Actions**

Action	Description
<b>Approve</b>	Used to approve the initiated report. This button is displayed, once the user click <b>Authorize</b> .
<b>Audit</b>	Used to view the maker details, checker details, and report status.
<b>Authorize</b>	Used to authorize the report created. A maker of the screen is not allowed to authorize the report. Only a checker can authorize a report, created by a maker.

Table 1-2 (Cont.) Basic Actions

Action	Description
<b>Close</b>	Used to close a record. This action is available only when a record is created.
<b>Confirm</b>	Used to confirm the performed action.
<b>Cancel</b>	Used to cancel the performed action.
<b>Compare</b>	Used 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 <b>Authorize</b> .
<b>Collapse All</b>	Used to hide the details in the sections. This button is displayed, once the user click <b>Compare</b> .
<b>Expand All</b>	Used to expand and view all the details in the sections. This button is displayed, once the user click <b>Compare</b> .
<b>New</b>	Used to add a new record. When the user click <b>New</b> , the system displays a new record enabling to specify the required data.
<b>Ok</b>	Used to confirm the details in the screen.
<b>Save</b>	Used to save the details entered or selected in the screen.
<b>View</b>	Used to view the report details in a particular modification stage. This button is displayed in the widget, once the user click <b>Authorize</b> .
<b>View Difference only</b>	Used 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 <b>Compare</b> .
<b>Unlock</b>	Used to update the details of an existing record. System displays an existing record in editable mode.

## 1.7 Conventions

The following text conventions are used in this document:

Table 1-3 Conventions

Convention	Meaning
<b>boldface</b>	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 you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

## 1.8 Critical Patches

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

## 1.9 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.

## 1.10 Documentation Accessibility

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

## 1.11 Related Resources

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

- *Oracle Banking Credit Facilities Process Management Getting Started User Guide.*
- *Oracle Banking Credit Facilities Process Management Maintenance User Guide.*

## 1.12 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.

## 1.13 Icons

The following icons are used in the screens.

**Table 1-4 Icons - Common**




Symbol/Icon	Function
	Minimize
	Maximize
	Close

Table 1-4 (Cont.) Icons - Common












Symbol/Icon	Function
	Perform Search
	Open a list
	Add a new record
	Navigate to the first record
	Navigate to the last record
	Grid view
	List view
	Refresh
	Click this icon to add a new row.
	Click this icon to delete an existing row.
	Click to view the created record.

Table 1-4 (Cont.) Icons - Common



Symbol/Icon	Function
	Click to modify the fields.
	Click to unlock, delete, authorize or view the created record.

Table 1-5 Symbols and Icons - Audit Details





Symbol/Icon	Function
	A user
	Date and time
	Unauthorized or Closed status
	Authorized or Open status

Table 1-6 Symbols and Icons - Widget





Symbol/Icon	Function
	Open status
	Unauthorized status

Table 1-6 (Cont.) Symbols and Icons - Widget

Symbol/Icon	Function
	Closed status
	Authorized status

## 1.14 Post-requisites

After finishing all the requirements, please log out from the Home screen.

# 2

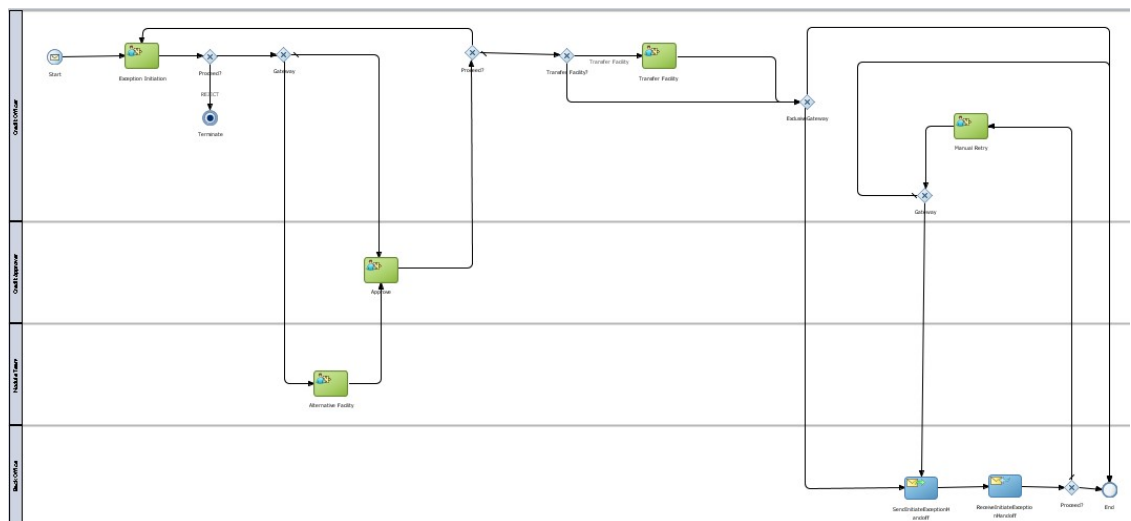
## Credit Exception

This topic provides information about Credit Exception Process.

This manual provides an overview on the Oracle Banking Credit Facilities Process Management Exception Process flow and the various steps involved in creating and processing Credit Exception transactions. Credit Exception process is to handle business exceptions that occurs at the time of utilization and various options that the credit officer can make use. The various activities performed for credit exception are:

- Capture Exception Details
- Upload of related Mandatory and Non Mandatory documents
- Verify Documents and Capture Details
- Credit approval
- Facility Amendment (Amount/Expiry Date)
- Earmarking
- Transfer of Limits
- Receive the customer acceptance for transfer of limit

**Figure 2-1 Process Flow Diagram**



The Credit Exception process has the following stages:

- [Exception Initiation](#)  
This provides provides information about Exception Initiation.
- [Exception Approval](#)  
This topic describes about Exception Approval.

- [Alternate Facility](#)  
This provides provides information about Alternate Facility.
- [Transfer Limit](#)  
This provides provides information about Transfer Limit.
- [Manual Retry](#)  
This provides provides information about Manual Retry.
- [Document Upload and Checklist](#)  
This topic provides details about Document Upload and Checklist.
- [Reference and Feedback](#)  
(Required) <Enter a short description here.>

## 2.1 Exception Initiation

This provides provides information about Exception Initiation.

When a limit utilization/earmark request is failing due to insufficient limit, the system should initiate a request to Exception process to handle the exception. These requests will log into Exception process under the stage, Exception Initiation. The tasks will be available in the Free Tasks list. In this stage, Credit officer looks into the credit details of the customer for whom Limit utilization failed. Based on the credit history, credit officer may decide to perform one of the following actions:

- Increase the limit amount of the facility utilized for the differential delta amount.
- Suggest transfer of limit from another existing line of the customer the line used for the transaction.
- Suggest additional cash collateral to be collected.
- Modify the limit amount or limit expiry date for the facility.
- Reject the request.

Login to Oracle Banking Credit Facilities Process Management. Exception initiation happens from the calling module when limit utilization exception is trigger. Credit officer can open the task from my task after assigning it to self and proceed to capture the exception initiation details.

**Figure 2-2 Collateral Exception**

Collateral Exception

Exception Initiation

Exception Details

Application Number: APP201805250062

Application Branch: 004

Customer Id: 063001

Customer Type: Corporate

Exception Request From: LN

Exception Status:  Over utilization  Increase in Limit  Transfer of Limits  Obtain Cash Collateral  Reject

Credit Line Code: TDAPFEM

Application Priority:  Low  Medium  High

Application Date:

Customer Name: RELIANCE

Branch Name: CHENNAI

Utilization Amount: £1,000.00

Documents & Checklist

Submit Documents Back Next Save & Close Cancel

- [Exception Initiation - Details](#)  
This topic provides details about Exception Initiation.

## 2.1.1 Exception Initiation - Details

This topic provides details about Exception Initiation.

The Credit officer captures additional details on the exception submitted by the calling module.

**Table 2-1 Exception Initiation - Details**

Field Name	Description	Attribute Type	Object Type	Size	Mandatory/Optional	Field Validation
Application Priority	Select the Application Priority	Input	Toggle Button	3	Mandatory	-
Exception Status	Select the applicable exception status from the options available	Input	Radio Option	22	Mandatory	Select the option from the following list: <ul style="list-style-type: none"> <li>• Over Utilization</li> <li>• Increase In Limit</li> <li>• Transfer of Limits</li> <li>• Obtain Cash collateral</li> <li>• Reject</li> </ul>

**Table 2-2 Exception Status - Over Utilization**

Field Name	Description	Attribute Type	Object Type	Size	Mandatory/Optional	Field Validation
Credit Line Code	Input the credit line code	Input	Text Box	-	Mandatory	-
Credit Line Serial	Input the credit line serial	Input	Text Box	-	Mandatory	-
Block Effective date	Input the effective date for the earmarking to be done	Input	Date	-	Mandatory	-
Block Expiry Date	Input the expiry date for the earmarking to be done	Input	Date	-	Mandatory	-

**Table 2-2 (Cont.) Exception Status - Over Utilization**

Field Name	Description	Attribute Type	Object Type	Size	Mandatory/Optional	Field Validation
Remarks to Core Banking System	Remarks to be passed on the CBS at the time of block creation	Input	Text Area	255	Optional	-

**Table 2-3 Exception Status: Increase in Limit**

Field Name	Description	Attribute Type	Object Type	Size	Mandatory/Optional	Field Validation
Limit Amount Changed to	Input the revised limit amount to be updated in the CBS	Input	Amount	22, 3	Mandatory	-
Line Expiry Date Changed To	Input the revised limit expiry date	Input	Date	-	Optional	-

**Table 2-4 Exception Status - Transfer of Limits**

Field Name	Description	Attribute Type	Object Type	Size	Mandatory/Optional	Field Validation
Transfer From Facility	Input from credit line	Input	Drop Down	-	Mandatory	-
Transfer To Facility	Input to credit line	Input	Drop Down	-	Mandatory	-
Transfer effective from	Input the date effective from when the transfer will be applicable	Input	Date	-	Mandatory	-
Transfer effective To	Input the date effective up to when the transfer will be applicable	Input	Date	-	Mandatory	-
Transfer Amount	Input the amount to be transferred	Input	Amount	22, 3	Mandatory	-
Comments	Specify the generic comments for the exception	Input	Free Text	-	Optional	-
Documents	Upload the Exception related documents	Input	Document	-	Optional	-

Table 2-5 Comments

Field Name	Description	Attribute Type	Object Type	Size	Mandatory/Optional	Field Validation
Comments	Specify the comments for the stage. This will be visible in all the stages	Input	Free Text	600	Mandatory	-

Click **Save** and click **Next** to navigate to the next data segment, after successfully capturing the data. The system will validate all mandatory data segments and data fields.

## 2.2 Exception Approval

This topic describes about Exception Approval.

Credit approver will approve the exception transaction before it is effected in the CBS. Credit officer will have a view of the exception details logged and credit officer's suggestion to handle the exception by verifying the exception status selected by the credit officer. Credit Approver can choose to approve the exception or send it back to the credit officer to re-work on the exception request. Credit approver to provide the remarks and select the desired action.

Figure 2-3 Collateral Exception Approval

The screenshot displays the 'Collateral Exception Approval' interface. At the top, there is a progress bar with 'Exception Approval' and 'Comments' segments. A 'Documents & Checklist' icon is visible in the top right corner. The main content area is titled 'Exception Approval' and contains a section for 'Exception Details'. This section lists various application parameters:

- Application Number: APP201805250062
- Application Branch: 004
- Customer Id: 063001 (with a 'Facilities' button)
- Customer Type: Corporate
- Exception Request From: LN
- Exception Status:  Over utilization,  Increase in Limit,  Transfer of Limits,  Obtain Cash Collateral,  Reject
- Credit Line Code: TR&NFIN
- Application Priority:  Low,  Medium,  High
- Application Date: (empty)
- Customer Name: RELIANCE
- Branch Name: CHENNAI
- Utilization Amount: £1,000.00
- Credit Line Serial: 1

At the bottom of the interface, there are several action buttons: 'Approve', 'Send Back', 'Documents', 'Back', 'Next', 'Save & Close', and 'Cancel'.

- [Exception Approval Details](#)  
This topic provides details about Exception Approval.

### 2.2.1 Exception Approval Details

This topic provides details about Exception Approval.

The Credit officer captures additional details on the exception submitted by the calling module.

Table 2-6 Exception Approval - Details

Field Name	Description	Attribute Type	Object Type	Size	Mandatory/Optional	Field Validation
Application Priority	Select the Application Priority	Display	Toggle Button	3	Mandatory	-
Exception Status	Select the applicable exception status from the options available	Display	Radio Option	22	Mandatory	Select the option from the following list: <ul style="list-style-type: none"> <li>• Over Utilization</li> <li>• Increase In Limit</li> <li>• Transfer of Limits</li> <li>• Obtain Cash collateral</li> <li>• Reject</li> </ul>

Table 2-7 Exception Status - Transfer of Limits

Field Name	Description	Attribute Type	Object Type	Size	Mandatory/Optional	Field Validation
Transfer From Facility	Input the credit line	Display	Drop Down	-	Mandatory	-
Credit Line Serial	Input the credit line	Display	Drop Down	-	Mandatory	-
Transfer effective from	Input the date effective from when the transfer will be applicable	Display	Date	-	Mandatory	-
Transfer effective To	Input the date effective from when the transfer will be applicable	Display	Date	-	Mandatory	-
Transfer Amount	Input the amount to be transferred	Display	Amount	22, 3	Mandatory	-
Comments	Specify the generic comments for the exception	Input	Free Text	-	Optional	-
Documents	Upload the Exception related documents	Input	Document	-	Optional	-

Table 2-8 Comments

Field Name	Description	Attribute Type	Object Type	Size	Mandatory/Optional	Field Validation
Comments	Specify the comments for the stage. This will be visible in all the stages	Input	Free Text	600	Mandatory	-

Click **Save** and click **Next** to navigate to the next data segment, after successfully capturing the data. The system will validate all mandatory data segments and data fields.

## 2.3 Alternate Facility

This provides provides information about Alternate Facility.

Credit officer will suggest the facility from where required amount can be transferred to the line that is utilized. This will be made available for the Module team to review, discuss with customer and provide acceptance. The task will flow into the approval queue for the Credit officer to approve the request once it is accepted by the module team. Module team officer to provide the remarks and select the desired action.

Figure 2-4 Exception Initiation

The screenshot displays the 'Collateral Exception' form with the 'Exception Initiation' tab active. The form contains the following details:

- Exception Initiation:**
  - 063001
  - Customer Type: Corporate
  - Exception Request From: LN
  - Exception Status:  Transfer of Limits
  - Transfer From Facility: TRADELN1
  - Transfer Effective From: 05/25/18
  - Transfer Amount: £50.00
- Facilities:**
  - RELIANCE
  - Branch Name: CHENNAI
  - Utilization Amount: £1,000.00
- Transfer Details:**
  - Transfer To Facility: FAC1
  - Transfer Effective To: 05/31/18
- Uploads:**
  - Uploaded files: Drop files here or click to select

Navigation buttons at the bottom include: Submit, Documents, Back, Next, Save & Close, and Cancel.

- [Alternate Facility Details](#)  
This topic provides detailed information about Alternate facility details..

### 2.3.1 Alternate Facility Details

This topic provides detailed information about Alternate facility details..

The Module Team officer can view the details on the exception submitted.

Table 2-9 Exception Initiation - Details

Field Name	Description	Attribute Type	Object Type	Size	Mandatory/Optional	Field Validation
Application Priority	Select the Application Priority	Display	Toggle Button	3	Mandatory	-
Exception Status	Select the applicable exception status from the options available	Display	Radio Option	22	Mandatory	Select the option from the following list: <ul style="list-style-type: none"> <li>• Over Utilization</li> <li>• Increase In Limit</li> <li>• Transfer of Limits</li> <li>• Obtain Cash collateral</li> <li>• Reject</li> </ul>

Table 2-10 Exception Status - Transfer of Limits

Field Name	Description	Attribute Type	Object Type	Size	Mandatory/Optional	Field Validation
Transfer From Facility	Input from credit line	Display	Drop Down	-	Mandatory	-
Transfer To Facility	Input to credit line	Display	Drop Down	-	Mandatory	-
Transfer effective from	Input the date effective from when the transfer will be applicable	Display	Date	-	Mandatory	-
Transfer effective To	Input the date effective up to when the transfer will be applicable	Display	Date	-	Mandatory	-
Transfer Amount	Input the amount to be transferred	Display	Amount	22, 3	Mandatory	-
Comments	Specify the generic comments for the exception	Input	Free Text	-	Optional	-
Documents	Upload the Exception related documents	Input	Document	-	Optional	-

**Table 2-11 Comments**

Field Name	Description	Attribute Type	Object Type	Size	Mandatory/Optional	Field Validation
Comments	Specify the comments for the stage. This will be visible in all the stages	Input	Free Text	600	Mandatory	-

Click **Save** and click **Next** to navigate to the next data segment, after successfully capturing the data. The system will validate all mandatory data segments and data fields.

## 2.4 Transfer Limit

This provides provides information about Transfer Limit.

In this stage, credit officer will manually perform the transfer event in the CBS. Module team officer to provide the remarks and select the desired action.

**Figure 2-5 Exception Initiation**

- [Transfer Limit Details](#)  
This topic provides details about Transfer Limit.

### 2.4.1 Transfer Limit Details

This topic provides details about Transfer Limit.

The Credit officer can view the details on the exception submitted.

Table 2-12 Exception Initiation - Details

Field Name	Description	Attribute Type	Object Type	Size	Mandatory/Optional	Field Validation
Application Priority	Select the Application Priority	Input	Toggle Button	3	Mandatory	-
Exception Status	Select the applicable exception status from the options available	Input	Radio Option	22	Mandatory	Select the option from the following list: <ul style="list-style-type: none"> <li>• Over Utilization</li> <li>• Increase In Limit</li> <li>• Transfer of Limits</li> <li>• Obtain Cash collateral</li> <li>• Reject</li> </ul>
Transfer From Facility	Input From credit line	Display	Dropdown		Mandatory	-
Transfer To Facility	Input To credit line	Display	Dropdown		Mandatory	-
Transfer effective from	Input the date effective from when the transfer will be applicable	Display	Date		Mandatory	-
Transfer effective To	Input the date effective up to when the transfer will be applicable	Display	Date		Mandatory	-
Transfer Amount	Input the amount to be transferred	Display	Amount	22, 3	Mandatory	-
Comments	Specify the generic comments for the exception	Input	Free Text		Optional	-
Documents	Upload the Exception related documents	Input	Document		Optional	-

**Table 2-13 Comments**

Field Name	Description	Attribute Type	Object Type	Size	Mandatory/Optional	Field Validation
Comments	Specify the comments for the stage. This will be visible in all the stages	Input	Free Text	600	Mandatory	-

Click **Save** and click **Next** to navigate to the next data segment, after successfully capturing the data. The system will validate all mandatory data segments and data fields.

## 2.5 Manual Retry

This provides provides information about Manual Retry.

When interface with CBS fails, the task will be routed to Manual Retry stage. In this stage, credit officer has to perform the action manually in the CBS. Module team officer to provide the remarks and select the desired action.

Module team officer to provide the remarks and select the desired action.

**Figure 2-6 Exception Initiation**

- [Manual Retry Details](#)  
This topic provides details about Manual Retry.

### 2.5.1 Manual Retry Details

This topic provides details about Manual Retry.

The Credit officer can view the details on the exception submitted.

**Table 2-14 Manual Retry - Details**

Field Name	Description	Attribute Type	Object Type	Size	Mandatory/Optional	Field Validation
Application Priority	Select the Application Priority	Input	Toggle Button	3	Mandatory	-
Exception Status	Select the applicable exception status from the options available	Input	Radio Option	22	Mandatory	Select the option from the following list: <ul style="list-style-type: none"> <li>• Over Utilization</li> <li>• Increase In Limit</li> <li>• Transfer of Limits</li> <li>• Obtain Cash collateral</li> <li>• Reject</li> </ul>

**Table 2-15 Exception Status - Transfer of Limits**

Field Name	Description	Attribute Type	Object Type	Size	Mandatory/Optional	Field Validation
Transfer From Facility	Input from credit line	Input	Drop Down	-	Mandatory	-
Transfer To Facility	Input to credit line	Input	Drop Down	-	Mandatory	-
Transfer effective from	Input the date effective from when the transfer will be applicable	Input	Date	-	Mandatory	-
Transfer effective To	Input the date effective up to when the transfer will be applicable	Input	Date	-	Mandatory	-
Transfer Amount	Input the amount to be transferred	Input	Amount	22, 3	Mandatory	-
Comments	Specify the generic comments for the exception	Input	Free Text	-	Optional	-
Documents	Upload the Exception related documents	Input	Document	-	Optional	-

**Table 2-16 Comments**

Field Name	Description	Attribute Type	Object Type	Size	Mandatory/Optional	Field Validation
Comments	Specify the comments for the stage. This will be visible in all the stages	Input	Free Text	600	Mandatory	-

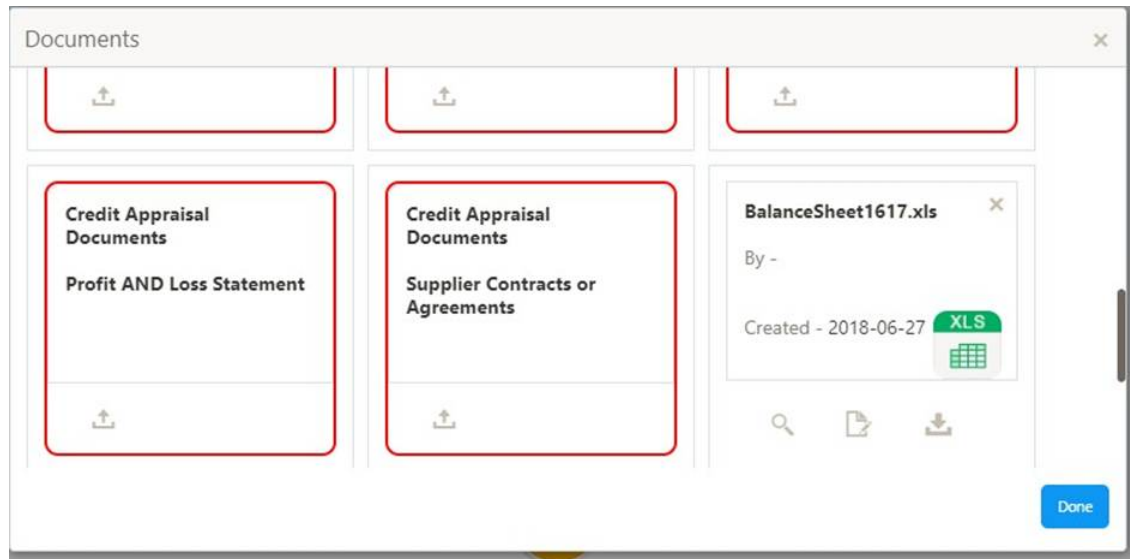
Click **Save** and click **Next** to navigate to the next data segment, after successfully capturing the data. The system will validate all mandatory data segments and data fields.

## 2.6 Document Upload and Checklist

This topic provides details about Document Upload and Checklist.

Documents to be uploaded and the checklist of verified for each stage of the process can be maintained. Click on the Documents button to view /upload the documents that has to be uploaded for the stage or to view/ upload the documents which are uploaded for the task.

**Figure 2-7 Document**



**Table 2-17 Action Fileds**

Field	Description
<b>Upload</b>	On click of Upload, the Document upload screen will be opened and the user can specify the document title, description, remarks, expiry date and select the document to be uploaded. This button will be visible only for the documents which are not yet uploaded.

**Table 2-17 (Cont.) Action Fileds**

Field	Description
<b>View</b>	On click of View button the document will be either downloaded or opened based on the browser capability. This button will be visible only for the documents which are already uploaded.
<b>Edit</b>	On Click of Edit the Document upload screen will be opened and the user can specify the document title, description, remarks, expiry date and select the document to be re-uploaded. This button will be visible only for the documents which are already uploaded.
<b>Download</b>	On Click of Download the document will be downloaded. This button will be visible only for the documents which are already uploaded.
<b>Delete</b>	This button will be visible only for the documents which are already uploaded. Click on the X button to delete the uploaded document.

User can click on the upload button to upload the documents

**Figure 2-8 Document**

Document
✕

Document Type \*  
Collateral Documents

Document Title \*

Remarks

Document Code \*  
Application Form

Document Description

Document Expiry Date  
mm/dd/yy

Drop files here or click to select

Current selected files: []

**Table 2-18 Exception Initiation - Details**

Field Name	Description	Attribute Type	Object Type	Size	Mandatory/Optional	Field Validation
Document Type	System displays the document type	Display	Free Text	-	NA	-
Document Code	System displays the document Code	Display	Free Text	-	NA	-
Document Title	Specify the Document Title	Input	Free Text	30	Mandatory	-
Document Description	Specify the short description of the document	Input	Free Text	150	-	-
Remarks	Specify the remarks if any	Input	Free Text	150	-	-
Document Expiry	Specify the Document Expiry Date	Input	Date	-	-	-
Document	Drag and Drop or click to select the	Input	Document	-	-	-
Upload	file to be uploaded	-	Upload	-	-	-

**Checklist:**

On click of the submit button the checklist for the stage of the process will be displayed. User can confirm each of the check list by clicking on the checkbox and can capture the remarks by clicking on the remarks button.

Figure 2-9 Checklist

Checklist

Proposal Enrichment

Company Registration document Uploaded Remarks

Incorporation document Uploaded Remarks

Collateral document Uploaded Remarks

\* Outcome Proceed Submit

Table 2-19 Exception Initiation - Details

Field Name	Description	Attribute Type	Object Type	Size	Mandatory/Optional	Field Validation
Checklist Description	System displays the checklists maintained for the stage	Display	Free Text	-	Mandatory	Verify the entire checklist before clicking the submit button.
Remarks	Specify the remarks	Input	Button / Text	-	NA	-

## 2.7 Reference and Feedback

(Required) <Enter a short description here.>

### References

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

- Oracle Banking Procedure User Guide
- Oracle Banking SMS User Guide
- Oracle Banking Common Core

- Oracle Banking Credit Facilities Process Management Installation Guides

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# Glossary

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