Oracle® Banking Credit Facilities Process Management

Collateral Review User Guide

Release 14.8.2.0.0
G53724-01
April 2026

Oracle Banking Credit Facilities Process Management Collateral Review User Guide, Release 14.8.2.0.0

G53724-01

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Preface

1.1 Purpose

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

1.2 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.

1.3 Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at https://www.oracle.com/corporate/accessibility/.

Access to Oracle Support

Oracle customer access to and use of Oracle support services will be pursuant to the terms and conditions specified in their Oracle order for the applicable services.

1.4 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.

1.5 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.

1.6 Conventions

The following text conventions are used in this document:

Table 1-1 Conventions

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which 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.

1.7 Related Resources

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

- End user license agreement.
- Oracle Banking Enterprise Limits and Collateral Management User Manuals.

1.8 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.

1.9 Acronyms and Abbreviations

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

Table 1-2 Acronyms and Abbreviations

Abbreviation	Description
System	Core Maintenance Module
NLP	Natural Language Processing
REST	Representational State Transfer

1.10 Basic Actions

Table 1-3 Basic Actions

Action	Description
Approve	Used to approve the initiated report. This button is displayed, once the user click **Authorize**.
Audit	Used to view the maker details, checker details, and report status.
Authorize	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.
Close	Used to close a record. This action is available only when a record is created.
Confirm	Used to confirm the performed action.

Table 1-3 (Cont.) Basic Actions

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

1.11 Icons

The following icons are used in the screens.

Table 1-4 Icons - Common

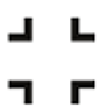
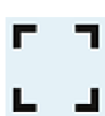
Symbol/Icon	Function
	Minimize
	Maximize
	Close

Table 1-4 (Cont.) Icons - Common

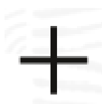
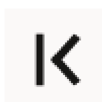
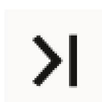
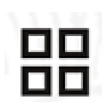
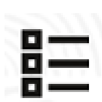
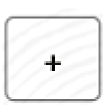
Symbol/Icon	Function
	Perform Search
	Open a list
	Add a new record
	Navigate to the first record
	Navigate to the last record
	Grid view
	List view
	Refresh
	Click this icon to add a new row.

Table 1-4 (Cont.) Icons - Common

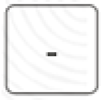
Symbol/Icon	Function
	Click this icon to delete an existing row.
	Click to view the created record.
	Click to modify the fields.
	Click to unlock, delete, authorize or view the created record.

Table 1-5 Symbols and Icons - Audit Details

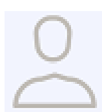
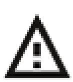
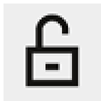
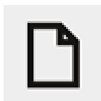
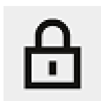
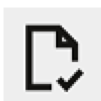
Symbol/Icon	Function
	A user
	Date and time
	Unauthorized or Closed status
	Authorized or Open status

Table 1-6 Symbols and Icons - Widget

Symbol/Icon	Function
	Open status
	Unauthorized status
	Closed status
	Authorized status

2
Introduction

2.1 About Collateral Review Process

A brief introduction to the Collateral Review process.

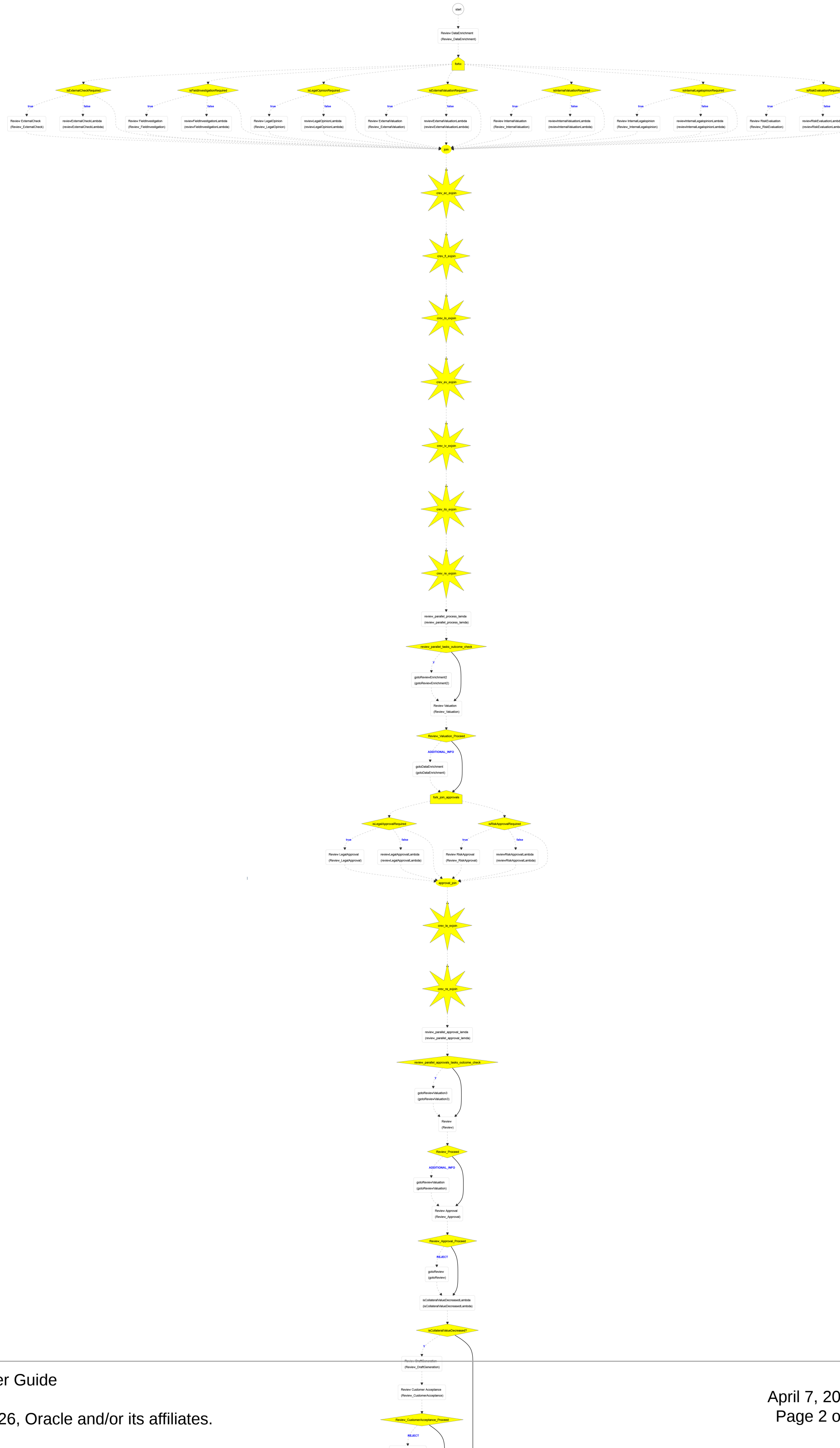
As part of Credit Portfolio management, the banks undertake periodic / Event Triggered Review of collateral of its customers. This ensures that the bank can control and mitigate the inherent credit risk involved in collateral management.

The Collateral Review process can be triggered manually by the Credit Officer as well as automatically by the back office system (OBELCM). The various activities performed in the Collateral Review process are:

- Capturing application details
- Uploading related Mandatory and Non Mandatory documents
- Verifying documents and capture collateral details
- Capturing Internal/External Legal Opinion
- Performing Risk Evaluation
- Performing Internal/External Valuation of Collateral
- Performing Field Investigation
- Generating Collateral Agreement
- Receiving customer acceptance of Collateral Agreement
- Collateral Safekeeping

The flow chart illustrating various stages in the Collateral Review process is provided below for reference.

Figure 2-1 Process Flow Diagram



3
Data Enrichment

3.1 Data Enrichment

Detailed information about the Data Enrichment stage in the Collateral Review process.

In this stage, the Credit Officer can capture collateral details such as basic information, information specific to collateral type, and insurance details, upload collateral documents, and manage Covenants for the collateral.

The data segments available in the Data Enrichment stage are:

- Review Initiation
- Collateral Type (Property)
- Linked Customers
- Comments

3.2 Review Initiation

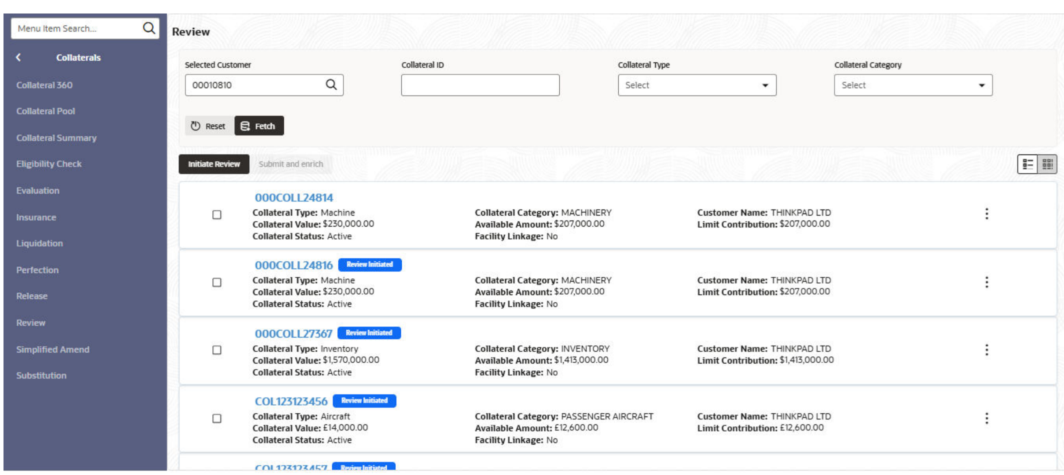
This topic describes information on the Review Initiation data segment in Data Enrichment stage.

This data segment allows to add the review details and basic information about the collateral as a part of review initiation.

1. From **Collaterals**, click **Review**.

   The **Review Initiation** screen is displayed.

Figure 3-1 Review Initiation



2. **Fetch** the required collateral.

You can specify collateral details in any or all of the below fields to fetch the collateral record.

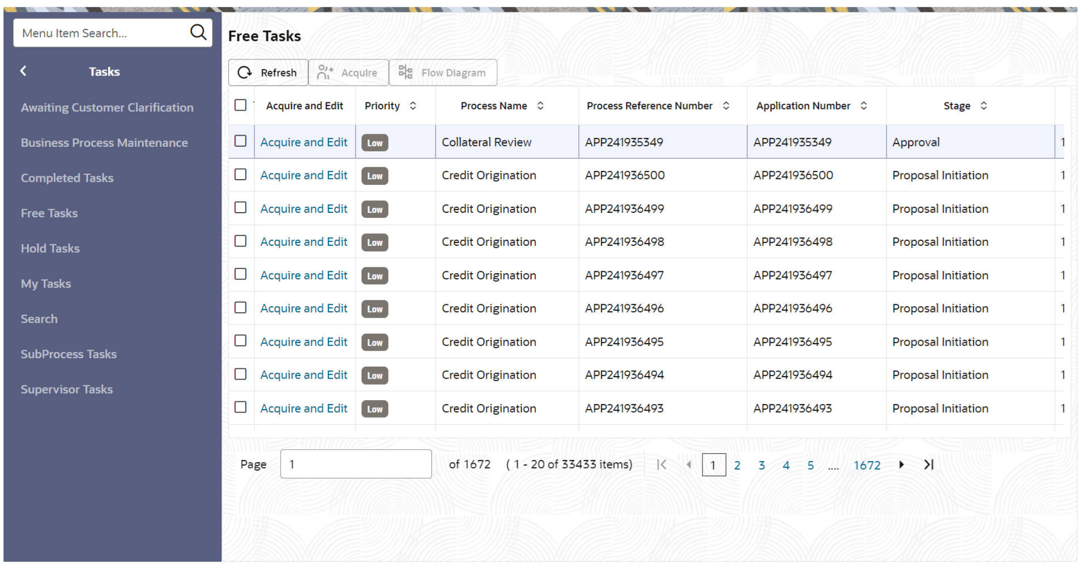
- Selected Customer
- Collateral ID
- Collateral Type
- Collateral Category

3. Select the required collateral from search result and click **Initiate Review**.

   The Collateral Release Review task is generated and listed in the Free Tasks queue.

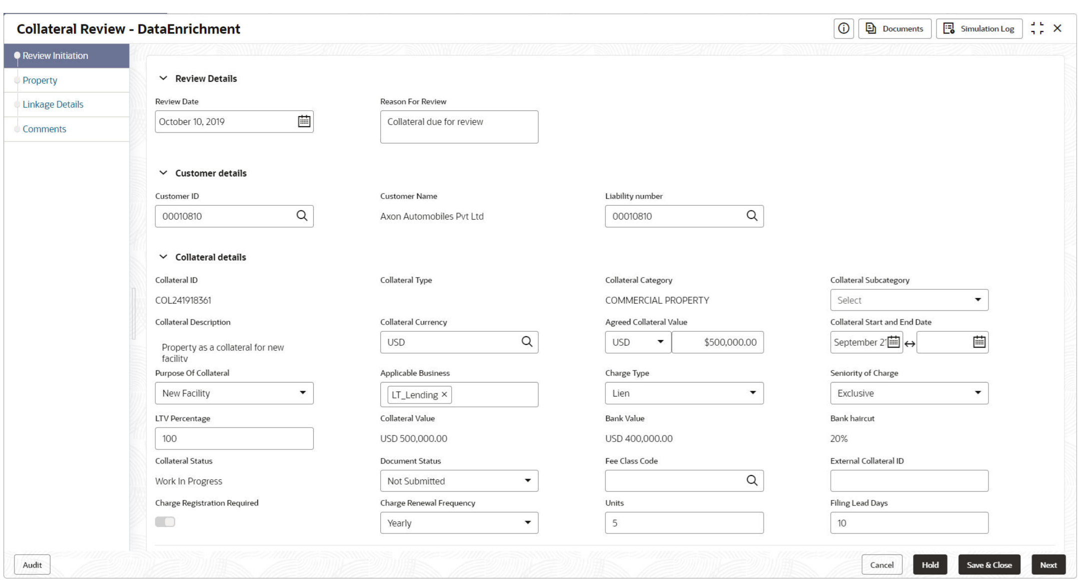
4. From **Tasks**, click **Free Tasks**.

Figure 3-2 Free Task



5. Upon clicking Initiate Review in the Review Initiation screen, the Enrichment - Review Initiation screen is displayed.

Figure 3-3 Enrichment - Review Initiation



6. Provide all the details in the **Enrichment - Review Initiation** screen.

   For field level information, refer the following tables.

Table 3-1 Enrichment - Review Initiation - Field Description

Field	Description
Review Date	Specify the date on which the Collateral Review process is initiated.
Reason for Review	Specify the reason for initiating Collateral Review process.

Table 3-2 Enrichment - Review Initiation - Customer Details - Field Description

Field	Description
Customer ID	The system displays the **Customer ID** linked to the selected collateral.
Customer Name	The system displays the **Customer Name** linked to the selected collateral.

Table 3-3 Enrichment - Review Initiation - Collateral Details - Field Description

Field	Description
Collateral Type	Type of the selected collateral is displayed.
Agreed Collateral Value	Collateral value agreed at the time of perfection is displayed.
Purpose of Collateral	**Purpose of Collateral** mentioned at the time of collateral perfection is displayed.
Collateral Description	Description maintained for the collateral in the Perfection process is displayed.
Seniority of Charge	**Seniority of Charge** specified at the time of perfection is displayed.
Collateral Start and End Date	**Collateral Start and End Date** specified at the time of perfection is displayed.
Ownership Type	**Ownership Type** specified at the time of perfection is displayed.
Is Sharable Across Customers?	This flag if enabled indicates that the collateral is sharable across customers.
Applicable Business	This indicates **Applicable Business** for the collateral.
Bank Value	Bank value of the collateral is displayed.
Market Value	Market Value of the collateral is displayed.
Bank Haircut	This indicates **Bank Haircut** for the collateral category.
Category Haircut	This indicates market haircut for the collateral category.
Exposure Type	**Exposure Type** specified at the time of perfection is displayed.

> **Note**
>
> You can modify collateral details in the **Enrichment - Review Initiation** screen, if the fields are configured as editable in Business Process maintenance.

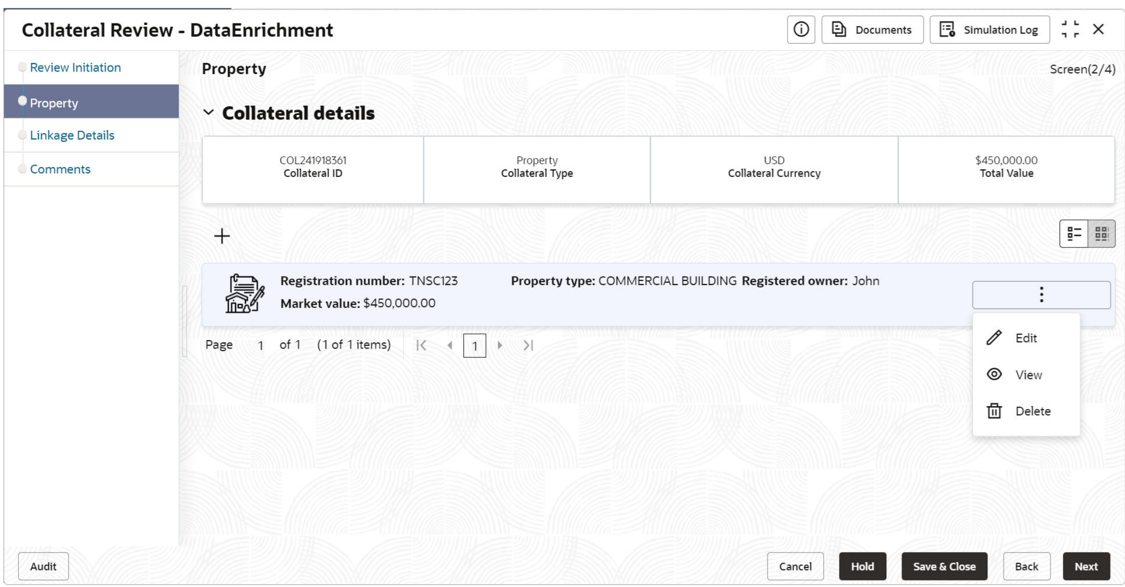
7. After capturing all the details, click **Next**.

3.3 Property

Information on the Property data segment in Data Enrichment stage.

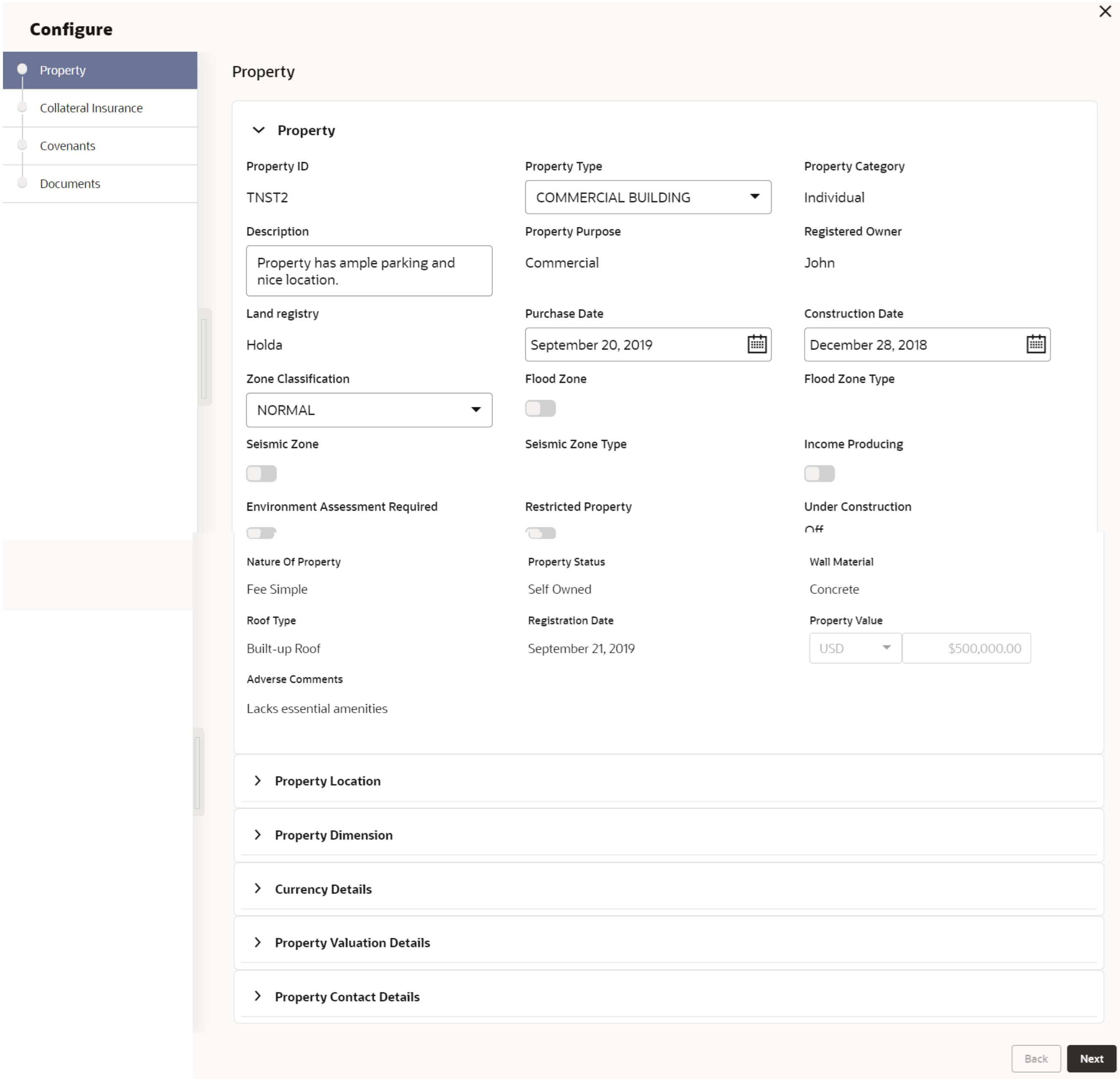
This data segment allows to modify collateral details added in the perfection process, and manage insurance details, covenants, and documents for the collateral.
Upon clicking **Next** in the **Enrichment - Review Initiation** screen, the Collateral Type data segment is displayed based on the collateral selected for review.

Figure 3-4 Enrichment - Property



To modify the collateral details, click the action icon in the collateral record and select **Edit**. The **Enrichment - Configure - Property** screen is displayed.

Figure 3-5 Enrichment - Configure - Property



- [Adding Property Details](#)
  Procedure to add/modify property details.
- [Managing Collateral Insurance Details](#)
  Procedure to add, edit, view and delete collateral insurance details.
- [Managing Covenants](#)
  Procedure to Add, Edit, and Delete covenants for the collateral.
- [Managing Collateral Documents](#)
  Procedure to Edit, Download, Delete, and Remove documents.

3.3.1 Adding Property Details

Procedure to add/modify property details.

1. Provide/modify the property details about property in the **Enrichment - Configure - Property** screen.

   For field level information, refer the following tables.

Table 3-4 Configure - Property - Field Description

Field	Description
Property ID	Specify the **Property ID**.
Property Type	Select the **Property Type** from the drop down list. The options available include but are not limited to: • Residential Building • Residential Plot
Property Category	Select the **Property Category** from the drop down list. The options available include but are not limited to: • Individual • Corporate
Description	Provide a brief description about the property.
Property Purpose	Select the purpose of the property from the drop down list. The options available include but are not limited to: • Personal • Commercial
Registered Owner	Specify the name of **Registered Owner** of the property.
Land Registry	Specify the property **Land Registry** details.
Purchase Date	Specify the date on which the property was purchased.
Zone Classification	Select the **Zone Classification** from the drop down list. The options available include but are not limited to: • EARTH QUAKE ZONE • FLOOD ZONE • NORMAL
Flood Zone	Enable this flag, if the property is in flood zone.
Flood Zone Type	Select the **Flood Zone Type** from the drop down list, if the **Flood Zone** flag is enabled. The options available include but are not limited to: • Zone1 • Zone2 • Zone3a • Zone3b
Seismic Zone	Enable this flag, if the property is in seismic zone.

Table 3-4 (Cont.) Configure - Property - Field Description

Field	Description
Seismic Zone Type	Select the **Seismic Zone Type** from the drop down list, if the **Seismic Zone** flag is enabled. The options available include but are not limited to: • Low Damage Risk • Moderate Damage Risk • High Damage Risk • Highest Damage Risk
Income Producing	Enable this flag, if the property is producing income through rent or lease.
Environment Assessment Required	Enable this flag, if environment assessment is required for the property.
Restricted Property	Enable this flag, if the property is restricted by government authorities.
Under Construction	Enable this flag, if the property is under construction.
Nature of Property	Select the **Nature of Property** from the drop down list. The options available include but are not limited to: • Fee Simple • Leasehold
Property Status	Select the **Property Status** from the drop down list. The options available include but are not limited to: • Rented • Leased • Self Owned
Wall Material	Select the property **Wall Material** from the drop down list. The options available include but are not limited to: • Asbestos • Bamboo • Brick Veneer • Clay • Concrete • Double Brick • Mud Brick • Polystyrene • Steel • Stone • Timber • Others

Table 3-4 (Cont.) Configure - Property - Field Description

Field	Description
Roof Type	Select the property **Roof Type** from the drop down list. The options available include but are not limited to: • Ashpalt Shingles • Bamboo • Metal • Bricks • Built-Up Roof • Clay • Concrete Tiles • Mud • Rubber Slate • Slate • Solar Tiles • Solid Wood • Stone Coated Steel • Thatched • Copper • Others
Registration Date	Specify the date on which the property is registered.
Property Value	Select a currency and specify the value of property.
Adverse Comments	Catpture **Adverse Comments** about the property, if any.

Figure 3-6 Configure - Property Location

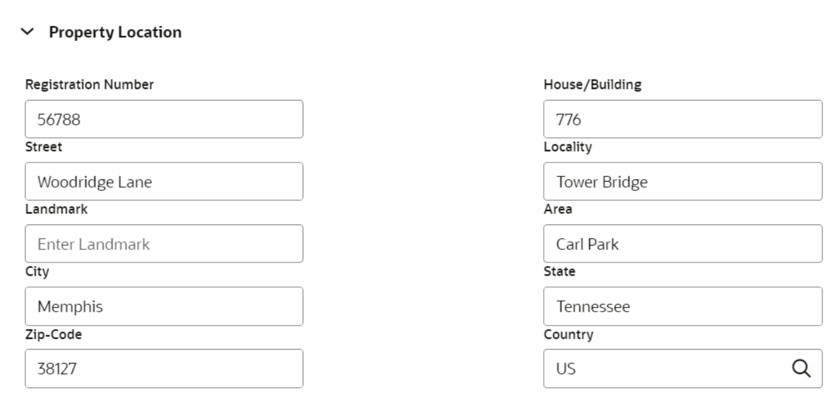


Table 3-5 Configure - Property Location - Field Description

Field	Description
Registration Number	Specify the property **Registration Number**.
House/Building	Specify the **House/Building** name.

Table 3-5 (Cont.) Configure - Property Location - Field Description

Field	Description
Street	Specify the **Street** in which the property is located.
Locality	Specify the **Locality** of the property.
Landmark	Specify the **Landmark** for the property.
Area	Specify the **Area** in which the property is located.
City	Specify the **City** in which the property is located.
State	Specify the **State** in which the property is located.
Zip-Code	Specify the **Zip-Code** of the property area.
Country	Specify the **Country** in which the property is located.

Figure 3-7 Configure - Property - Currency Details

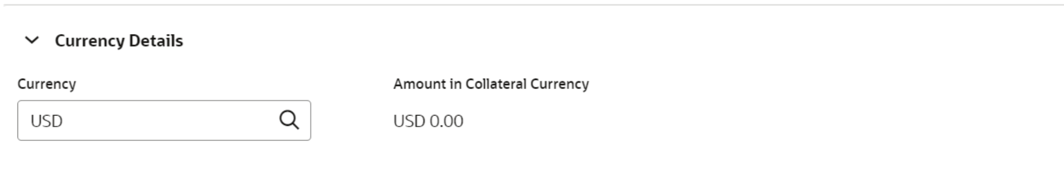


Table 3-6 Configure - Property - Currency Details - Field Description

Field	Description
Currency	The system displays the collateral **Currency** in this field.
Amount in Collateral Currency	**Property Value** is displayed in collateral currency in case the property value is not specified in collateral currency.

Figure 3-8 Configure - Property - Property Dimension

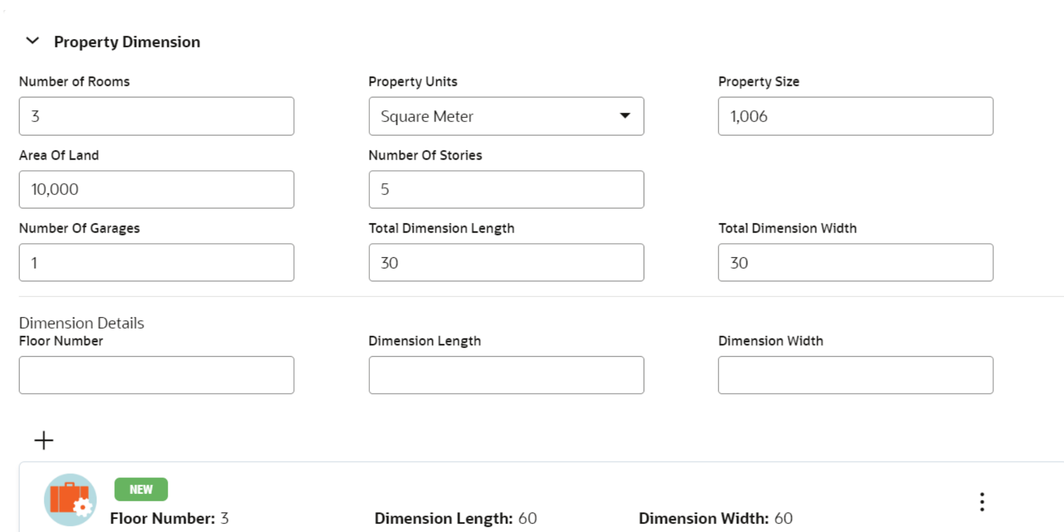
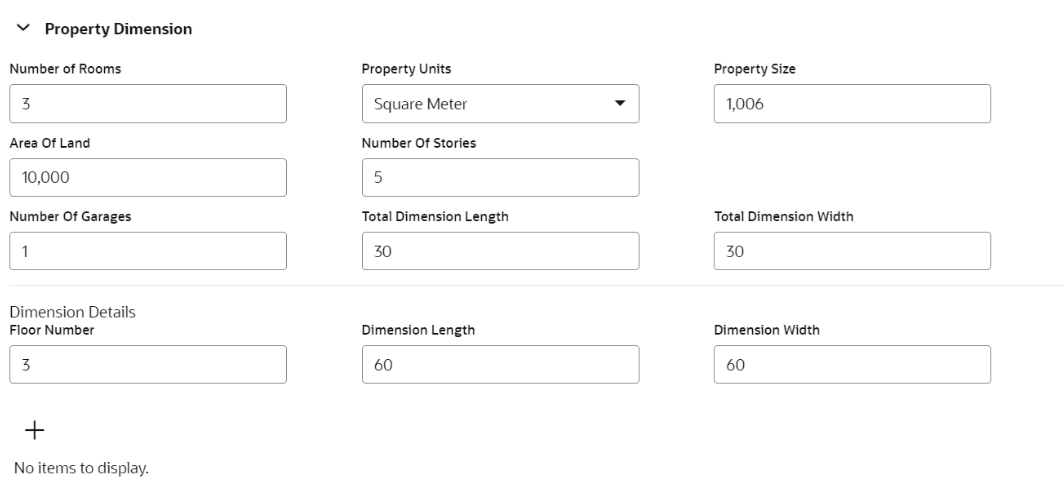


Table 3-7 Configure - Property Dimension - Field Description

Field	Description
Number of Rooms	Specify the **Number of Rooms** available in the property.
Property Units	Select the unit in which property is measured. The options available include but are not limited to • Square Meter • Square Yard • Hectare • Acre
Property Size	Specify the **Property Size** in selected unit.
Area of Land	Specify the total **Area of Land** in which the property is constructed.
Number of Stories	Specify the **Number of Stories** available in the property.
Number of Garages	Specify the **Number of Garages** available in the property.
Total Dimension Length	Specify the total length of the property.
Total Dimension Width	Specify the total width of the property.
Floor Number	Specify the **Floor Number** of the property, in case the property is in shared building.
Dimension Length	Specify the length of the carpet area of property.
Dimension Width	Specify the width of the carpet area of property.

After adding the property dimension details, click + the add icon. The dimension details are added and displayed as shown below.

Figure 3-9 Configure - Property Dimension - Added



You can **Edit**, **View**, or **Delete** the property dimension details by clicking the action icon in the record and selecting the required option.

Figure 3-10 Configure - Property Valuation Details

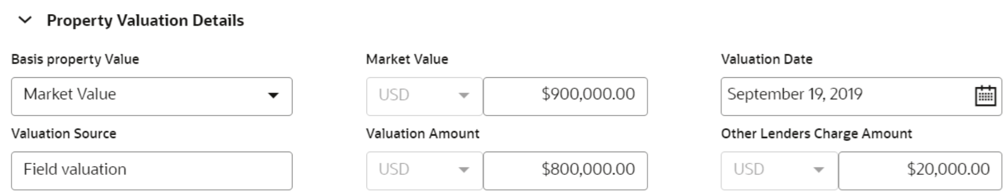


Table 3-8 Configure - Property Valuation Details - Field Description

Field	Description
Valuation Date	Specify the date on which the property is valuated.
Valuation Source	Specify the property valuation source. For example, Public Institutions and Real Estate Agents
Valuation Amount	Specify the property **Valuation Amount**.
Other Lenders Charge Amount	Specify the **Other Lenders Charge Amount** in case the property is backing up the facility borrowed from other lenders.

Figure 3-11 Configure - Property Contact Details

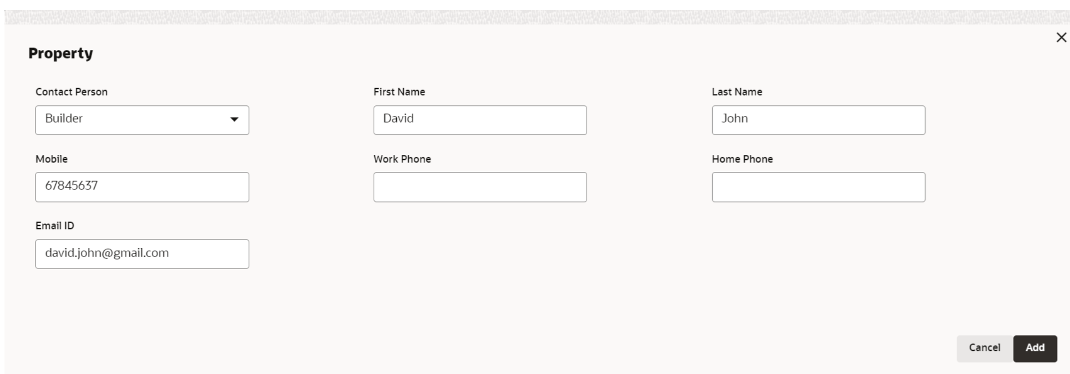


Table 3-9 Configure - Property Contact Details - Field Description

Field	Description
Contact Person	Select the Contact Person from the drop down list. The options available include but are not limited to: • Tenant • Builder • Real Estate Vendor • Owner • Others

Table 3-9 (Cont.) Configure - Property Contact Details - Field Description

Field	Description
First Name	Specify the **First Name** of the contact person in the property.
Last Name	Specify the **Last Name** of the contact person in the property.
Mobile	Specify the mobile number of the contact person in the property.
Work Phone	Specify the work phone number of the contact person in the property.
Home Phone	Specify the home phone number of the contact person in the property.
Email ID	Specify the **Email ID** of the contact person in the property.

Figure 3-12 Configure - Property - Residential Status

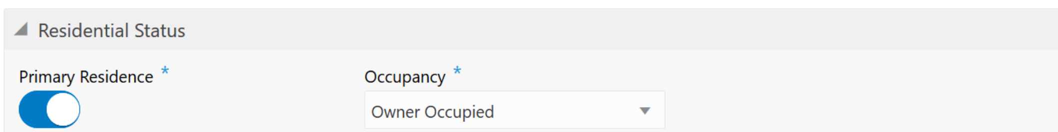


Table 3-10 Configure - Property - Residential Status - Field Description

Field	Description
Primary Residence	Enable this flag if the property is the customer's primary residence.
Occupancy	Select the **Occupancy** from the drop down list.

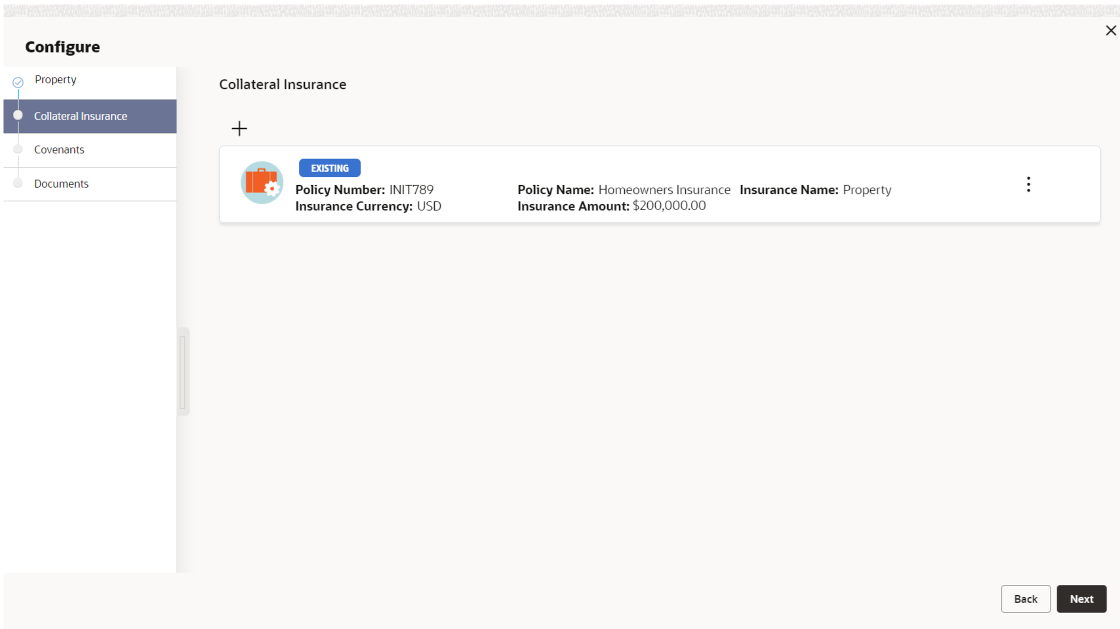
2. After adding/modifying the property details, click **Next**.

   The **Enrichment - Configure - Collateral Insurance** screen is displayed.

3.3.2 Managing Collateral Insurance Details

Procedure to add, edit, view and delete collateral insurance details.

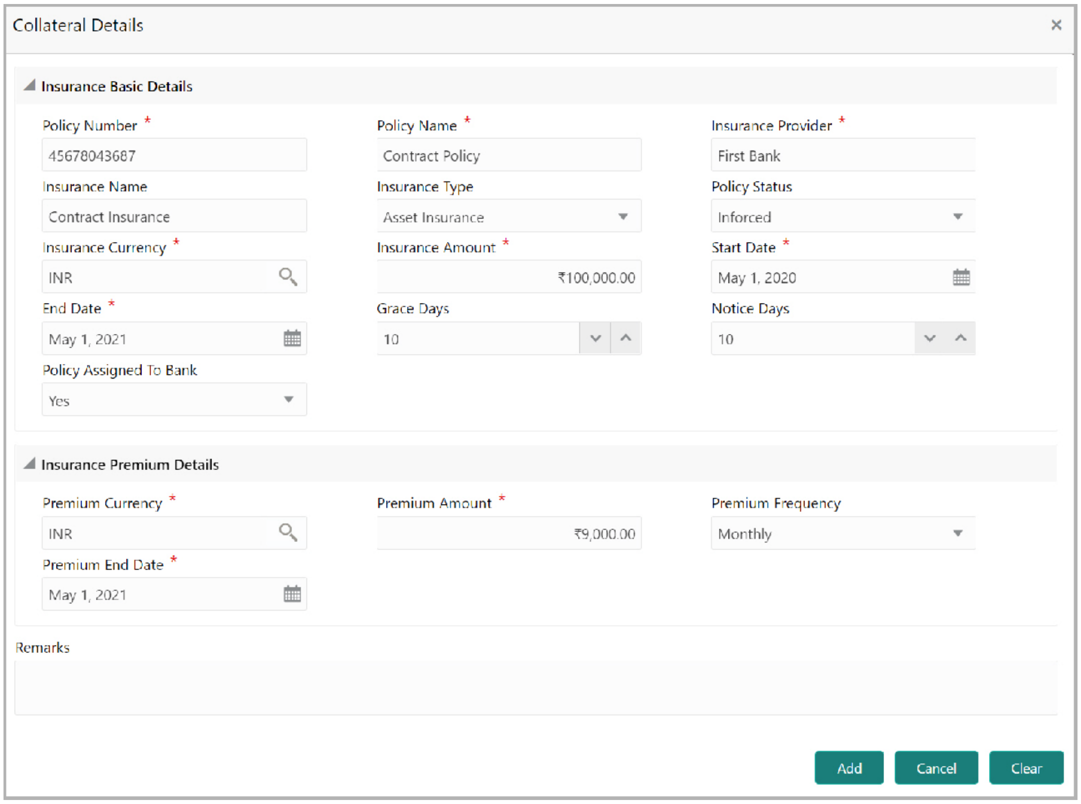
Figure 3-13 Enrichment - Configure - Collateral Insurance



1. To add insurance details, click + the add icon.

   The following window is displayed.

Figure 3-14 Collateral Details



2. Specify all the details in the **Insurance Details** screen.

   For field level information, refer the following tables.

Table 3-11 Insurance Basic Details - Field Description

Fields/ Icons	Description
Policy Number	Specify the insurance **Policy Number**.
Policy Name	Specify the insurance **Policy Name**.
Insurance Provider	Specify the name of **Insurance Provider**.
Insurance Name	Specify the name of insurance.
Insurance Type	Select the **Insurance Type** from the drop down list. The options available include but are not limited to: • Asset Insurance • Life Insurance • Corporate Insurance • Borrower Insurance .
Policy Status	Select the **Policy Status** from the drop down list. The options available include but are not limited to: • Inforced • Lapsed • Paidup
Insurance Amount	Specify the **Insurance Amount** in selected insurance currency.
Start Date	Click the calendar icon and select the insurance **Start Date**.
End Date	Click the calendar icon and select the insurance **End Date.**

Table 3-11 (Cont.) Insurance Basic Details - Field Description

Fields/ Icons	Description
Grace Days	Specify the **Grace Days** for making insurance premium payment.
Notice Days	Specify the **Notice Days** for insurance premium payment.
Policy Assigned To Bank	Specify if the policy is assigned to your bank by selecting required option from the **Policy Assigned To Bank** drop down list.

Table 3-12 Collateral Details - Insurance Premium Details - Field Description

Fields/ Icons	Description
Premium Currency	Click the search icon in the **Premium Currency** field and select the currency in which insurance premium is paid.
Premium Amount	Specify the **Premium Amount** in selected premium currency.
Premium Frequency	Select the **Premium Frequency** from the drop down list.
Premium End Date.	Click the calendar icon and select the **Premium End Date.**
Remarks	Type **Remarks** about the insurance, if any.

3. Click **Add**. The insurance details are added and displayed in the **Enrichment - Configure - Collateral Insurance** screen.

   You can **Edit**, **View**, or **Delete** the insurance record by clicking on the action icon and selecting the required option.

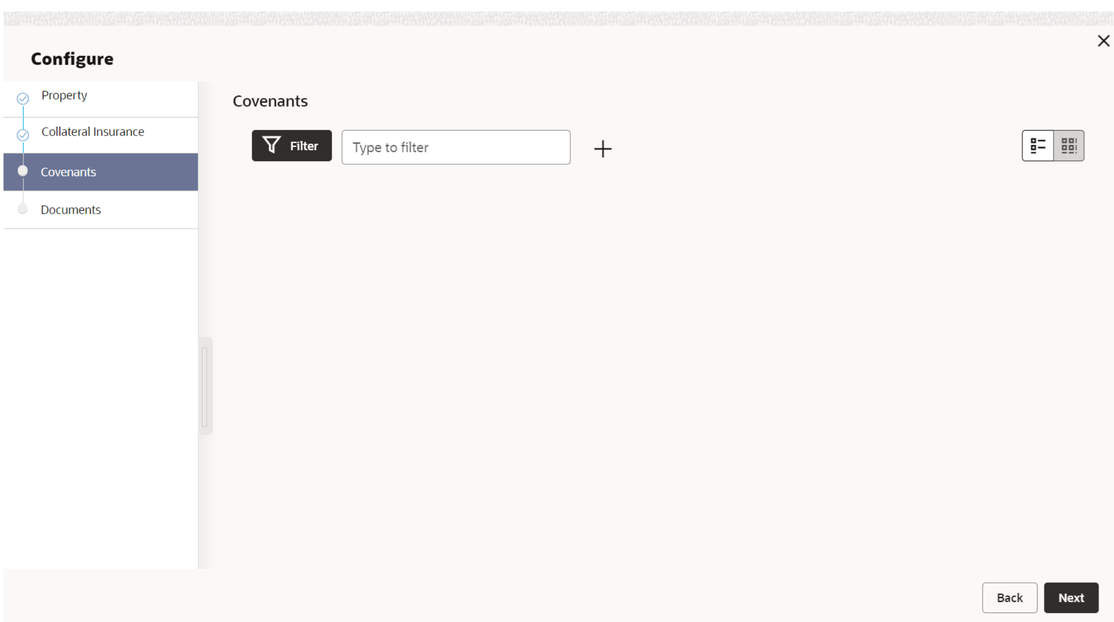
4. After performing necessary actions, click **Next** in the **Enrichment - Configure - Collateral Insurance** screen.

   The **Enrichment - Configure - Covenants** screen is displayed.

3.3.3 Managing Covenants

Procedure to Add, Edit, and Delete covenants for the collateral.

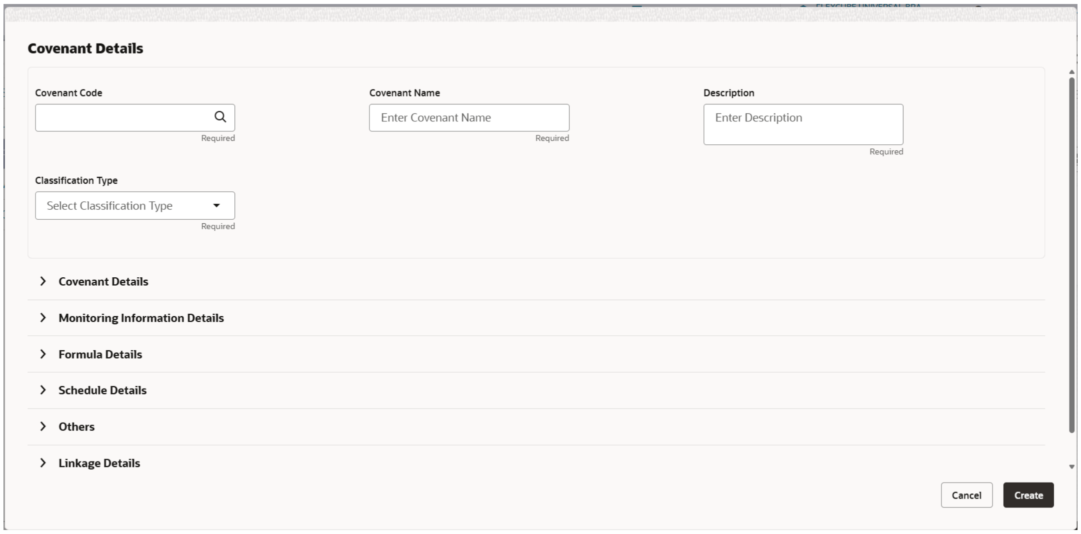
Figure 3-15 Enrichment - Configure - Covenants



1. To add new covenant, click the add icon.

   The **Covenant Details** screen is displayed.

Figure 3-16 Covenant Details



For process Covenant Details, user can set up extra placeholder fields in the Maintenance screen. For more information on managing these placeholders, refer to the Maintenance User Manual.

The system supports configuration of up to 20 fields each for the following data types:

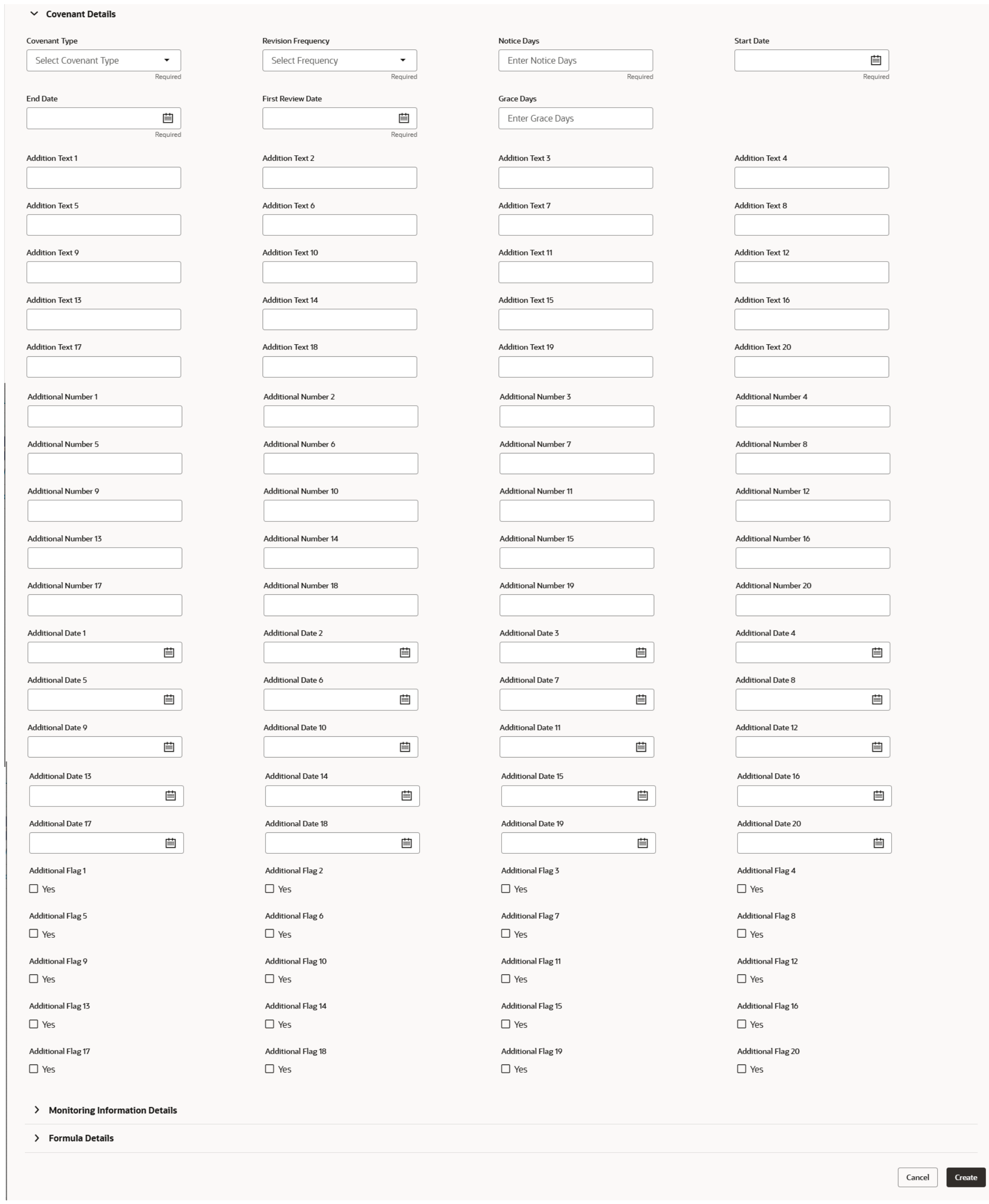
- Text
- Numeric
- Boolean
- Date

Each field type allows a minimum of 0 and a maximum of 20 fields per Covenant details, based on the requirements. These fields displays in the Covenant Details screen only if they are configured. If no additional fields are defined, the screen will display only the standard covenant details fields.

For example, we maintained 20 additional fields each for text, numeric, boolean, and date.

The **Covenant Details** screen displays.

Figure 3-17 Covenant Details



2. To link existing covenant, click the search icon and select the **Covenant Code**.

   The covenant codes maintained in the **Covenant Maintenance** screen are displayed in LOV.

   Upon selecting the **Covenant Code**, **Covenant name**, **Covenant description** and **Classification type** are defaulted.

3. To create new covenant, click the **Click to add new covenant** link and specify all the details.

   For field level information, refer the following tables.

Table 3-13 Covenant Details - Field Description

Field	Description
Covenant code	Specify a unique code for the covenant to be created.
Covenant name	Specify a name for the covenant to be created.
Covenant description	Provide a brief description about the covenant.
Classification type	Specify the covenant **Classification Type** as Internal and External.

Figure 3-18 Covenant Details

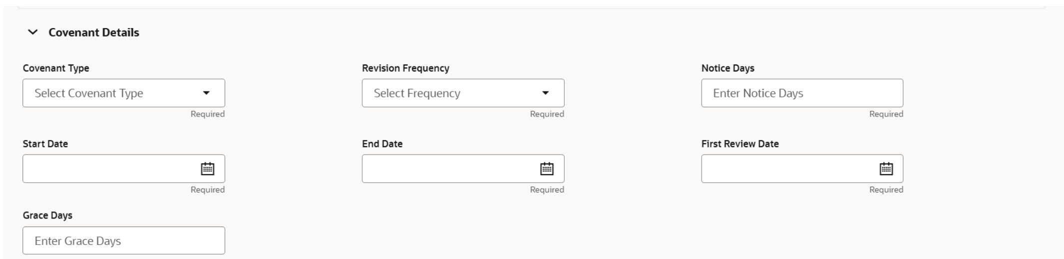


Table 3-14 Covenant Details - Covenant Details - Field Description

Field	Description
Covenant type	Select the **Covenant Type**. The following options are available in the drop down list: • Financial • Non-Financial In case of linking existing covenant, you cannot modify the **Covenant Type**.
Covenant Sub Type	Select the **Covenant Sub Type** from the drop down list. In case of linking existing covenant, you cannot modify the **Covenant Sub Type**.
Notice Days	Specify the number of days before which the covenant tracking task has to be created.
Revision Frequency	Select the frequency for reviewing the covenant, such as Quarterly, Monthly, Semi Annual, and Annual.
Revision Days	Specify the number of days in which the covenant must be reviewed.
Start Date	Specify the date on which the covenant becomes effective.
End Date	Specify the date on which the covenant expires.
Maximum Defer Days	Specify the number of days for which the covenant can be deferred.
Grace Days	Specify the grace days.
First Review Date	Spelect the first review date.

Figure 3-19 Monitoring Information

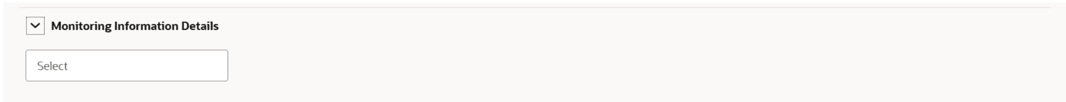


Table 3-15 Covenant Details - Monitoring Information Details - Field Description

Field	Description
Monitoring Information Details	Select the monitoring information. Monitoring information maintained in the Monitoring Information Maintenance module are displayed in the LOV.

Figure 3-20 Formula Details

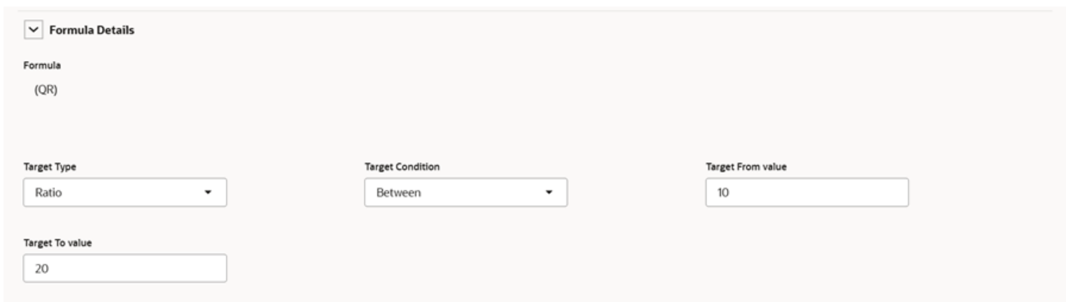


Table 3-16 Covenant Details - Formula Details - Field Description

Field	Description
Variable	Select a **Variable** from the drop down list. The options available are • Debt • Asset • Debt Ratio • Asset Ratio
Operators	Select the required operator from the available **Operators**.
Custom Value	Provide a **Custom Value** for building formula, if required. You can also select another Variable.
Build Formula	Click **Build Formula**. The formula is built and displayed below the formula box. The system also displays whether the formula is valid expression or invalid expression below the formula box. You must change the formula in case it is invalid expression.
Target Type	Select the **Target Type** from the drop down list. The options available are: • Value • Percentage • Ratio

Table 3-16 (Cont.) Covenant Details - Formula Details - Field Description

Field	Description
Covenant Check Condition	Select the Covenant Check Condition from the drop down list. The options available are: Greater than, Greater than or equal to, Between, Less than or equal to, Equal to, and Less than.
Target Value	Specify the Target Value.
Target Value 1, Target Value 2	If **Between** is selected as the **Covenant Check Condition**, **Target Value 1** and **Target Value 2** fields appear. You need to specify the range of target values.

> **Note**
>
> You can use any number of variables and operators to build the formula based on your requirement.

The system periodically derives the built formula with the values obtained from customer / customer prospect's financial documents and validate it against the set target values based on covenant check condition.

Figure 3-21 Others

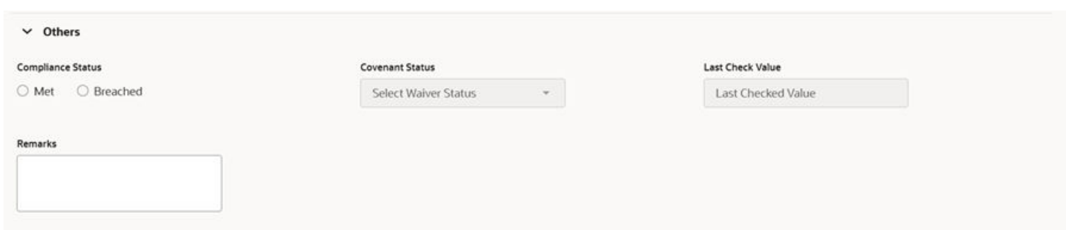


Table 3-17 Covenant Details - Others - Field Description

Field	Description
Compliance Status	Select the current covenant **Compliance Status** of the party / collateral. The options available are: • Met • Breach
Waiver Status	Select the **Waiver Status** from the drop down list. The options available are: • Waive • Waive all
Last Check Value	Specify the target value observed during the last covenant check.
Deferred Due Date	Specify the **Deferred Due Date**. The covenant review can be postponed till the mentioned date.
Remarks	Capture overall **Remarks** for the covenant.

4. Click **Create**.

   Covenant details are added and displayed in the **Enrichment - Configure - Covenants** screen.

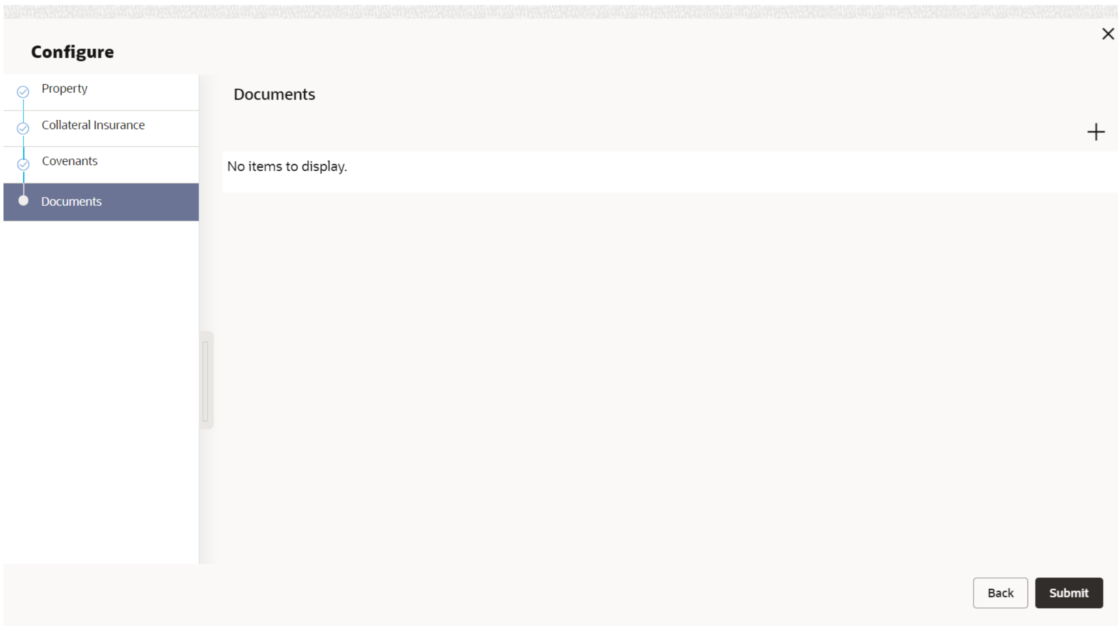
5. To edit the added covenant, select the covenant record and click the **Edit** icon.
6. To delete the added covenant, select the covenant record and click the **Delete** icon.
7. After performing necessary actions in the **Enrichment - Configure - Covenants** screen, click **Next**.

   The **Enrichment - Configure - Documents** screen is displayed.

3.3.4 Managing Collateral Documents

Procedure to Edit, Download, Delete, and Remove documents.

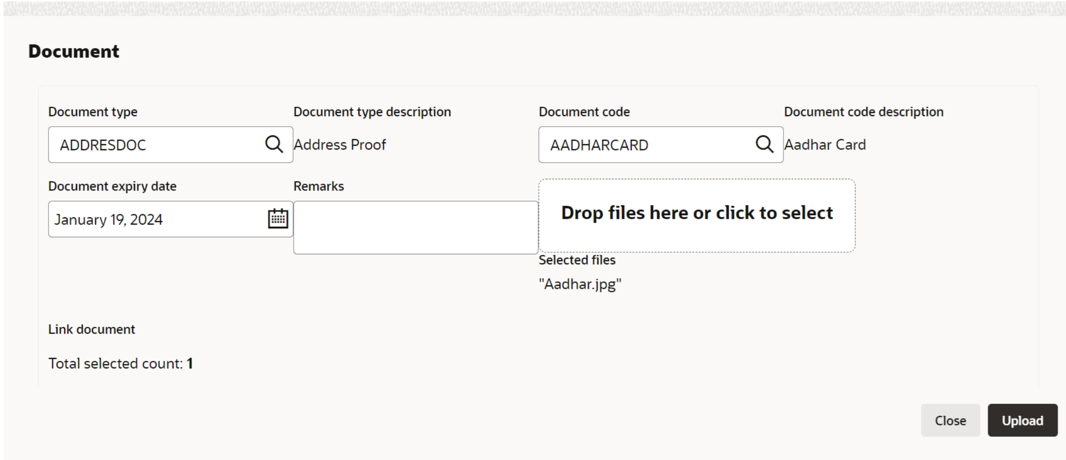
Figure 3-22 Enrichment - Configure - Documents



1. To upload new documents, click **Add New Documents**.

   The **Document Upload** screen is displayed.

Figure 3-23 Document Upload



2. Provide all the details for adding document.

   For field level information, refer the below table.

Table 3-18 Document Upload - Field Description

Field	Description
Document Type	Search and select the type of document to be uploaded.
Document Type Description	Description maintained for the selected **Document Type** is displayed.
Document Code	Search and select the **Document Code** from the list of document codes maintained in the system.
Document Code Description	Description maintained for the selected **Document Code** is displayed.
Document Expiry Date	Specify the date till which the document to be uploaded is valid.
Remarks	Capture **Remarks** for the document, if any.
Drop files here or click to select	In this section, drag and drop the documents or click and select the documents. Selected files are displayed at the bottom.

3. Click **Upload**.

   The document is uploaded and displayed in **Enrichment - Configure - Documents** screen.
4. To modify the document details, click the action icon in document record and select **Edit**.
5. To download the uploaded document, click the action icon in document record and select **Download**.
6. To delete the document record, click the action icon in record and select **Delete**.
7. To remove the uploaded document, click the action icon in document record and select **Remove Document**.
8. After performing necessary actions in the **Enrichment - Configure - Documents** screen, click **Submit**.

3.4 Substitution Linkages

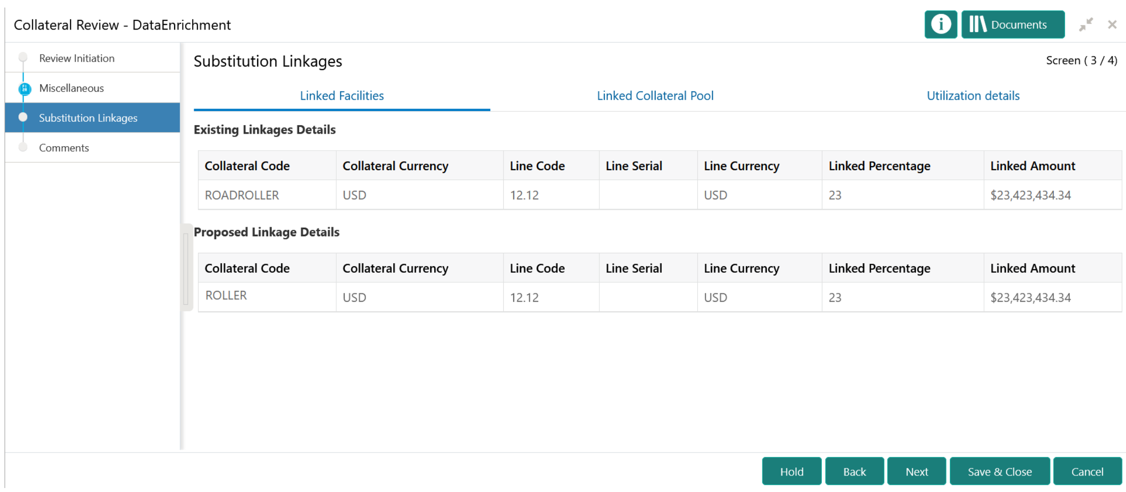
Information on the Substitution Linkages data segment in the Data Enrichment stage.

This data segment displays the following details for the selected collateral.

- **Linked Facilities** - Existing and proposed facilities - collateral linkage
- **Linked Collateral Pool** - Existing and proposed collateral - collateral pool linkage
- **Utilization Details** - Existing utilization from the linked collateral amount

Upon clicking **Next** in the **Enrichment - Property** screen, the Substitution Linkages data segment is displayed.

Figure 3-24 Enrichment - Substitution Linkages



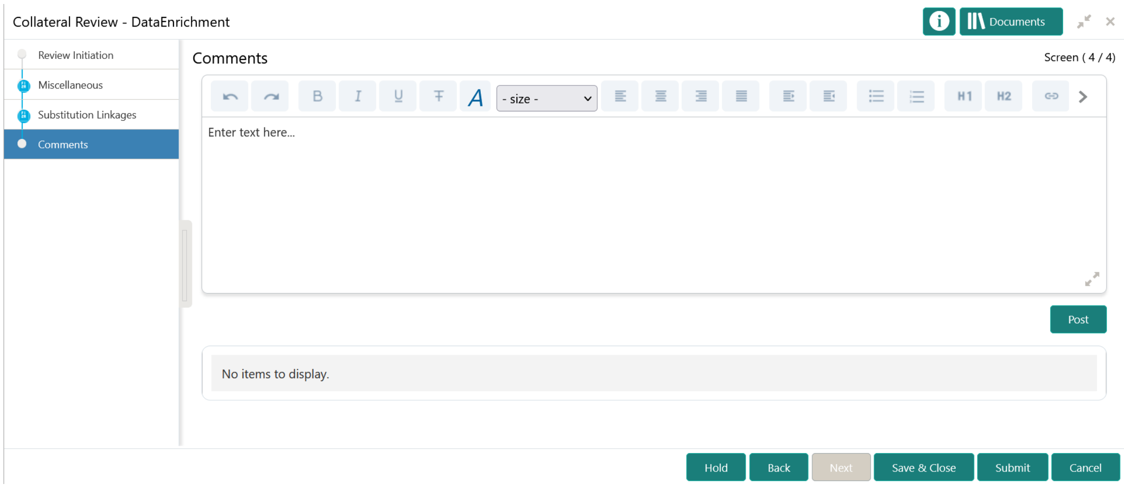
1. View the **Linked Facilities**, **Linked Collateral Pool**, and **Utilization details** by navigating to the corresponding tabs.
2. Click **Next**.

3.5 Comments

Information on the Comments data segment in the Data Enrichment stage.

The Comments data segment allows you to post your overall comments for the Data Enrichment stage. Posting comments helps the user of next stage to better understand the application.

Figure 3-25 Enrichment - Comments

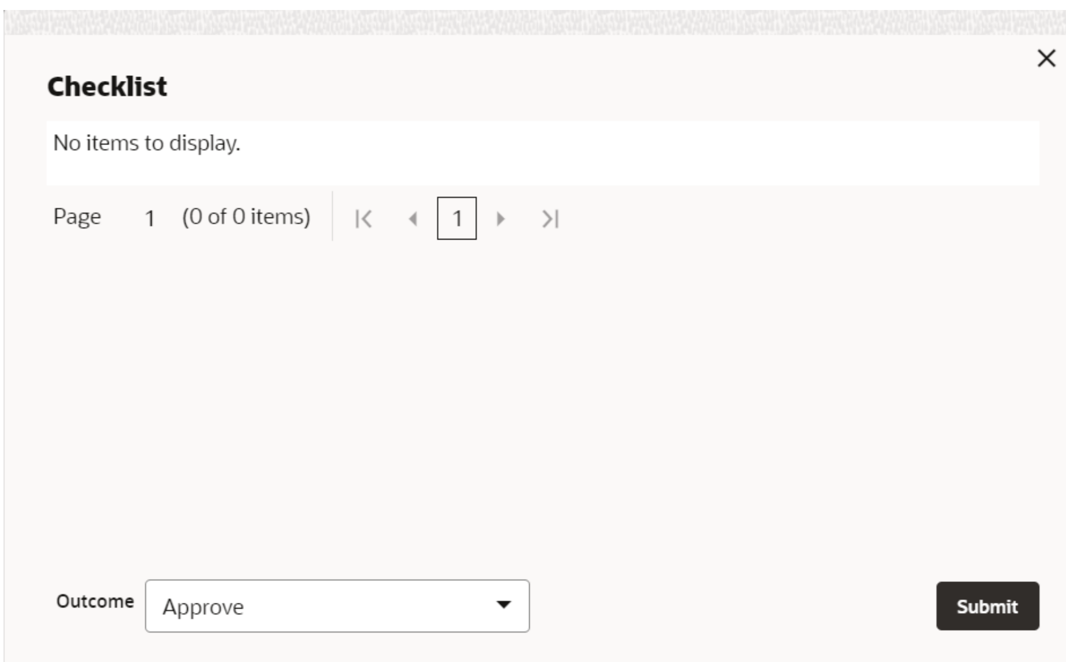


1. Type your comments for the Data Enrichment stage in the **Comments** text box.
2. Click **Post**.

   Comments are posted below the **Comments** text box.
3. To submit the Data Enrichment task to next stage, click **Submit**.

   The **Checklist** window is displayed.

Figure 3-26 Enrichment - Checklist



> **Note**
>
> Checklist can be configured for each stage of a process in Business Process Maintenance screen. Refer **Credit Facilities Process Maintenance User Guide** for more information.

4. Manually verify all the checklist and enable the corresponding check box.
5. Select the **Outcome** as **PROCEED** and click **Submit**.

   The application is moved to the next stage.

4
External Check

4.1 External Check

Detailed information about the External Check stage in Collateral Review process.

In this stage, the Credit Officer verifies if the collateral submitted by the customer has an existing charge in the external system and captures the external check details.

External systems are maintained by the external agencies like CERSAI of India and Land Registry of UK to store the data of mortgage registrations. The lenders inquire these external systems online to check if there is an existing charge on a property.

The following data segments are available in the External Check stage:

- Summary
- External Check
- Comments

4.2 Summary

Information on the Summary data segment in External Check stage.

In the Summary data segment, the following collateral details captured in the previous stages are displayed.

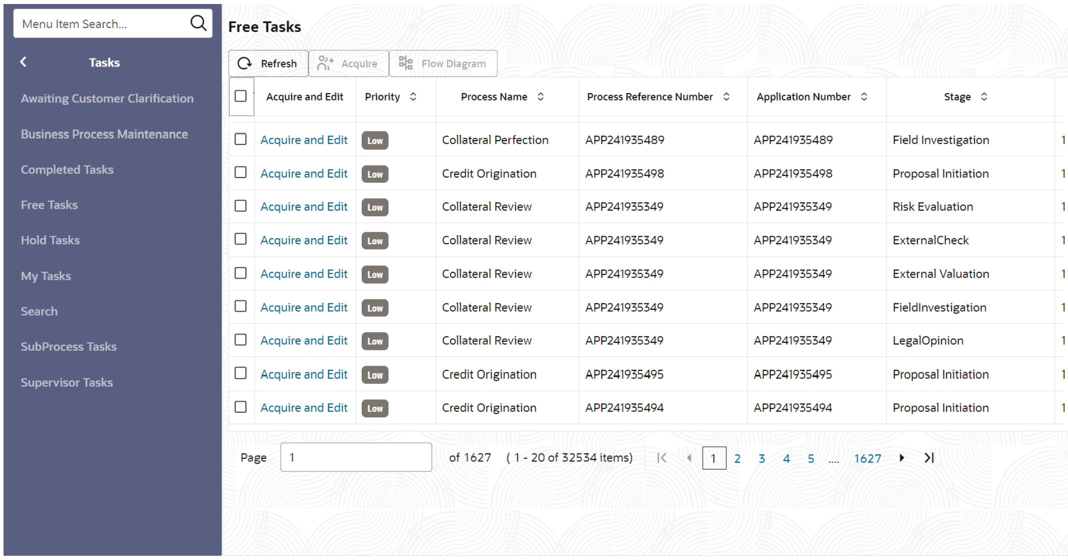
- Basic Information
- Collateral Type (Property) Details
- Linked Facilities Details
- Ownership
- Seniority of Details
- Covenants
- Insurance
- Configured Stage Status

> **Note**
>
> The Configured Stage Status is updated based on the status of parallel tasks generated in the system.

1. To launch the **External Check - Summary** screen, navigate to Tasks > Free Tasks from the left menu.

   The **Free Tasks** screen is displayed.

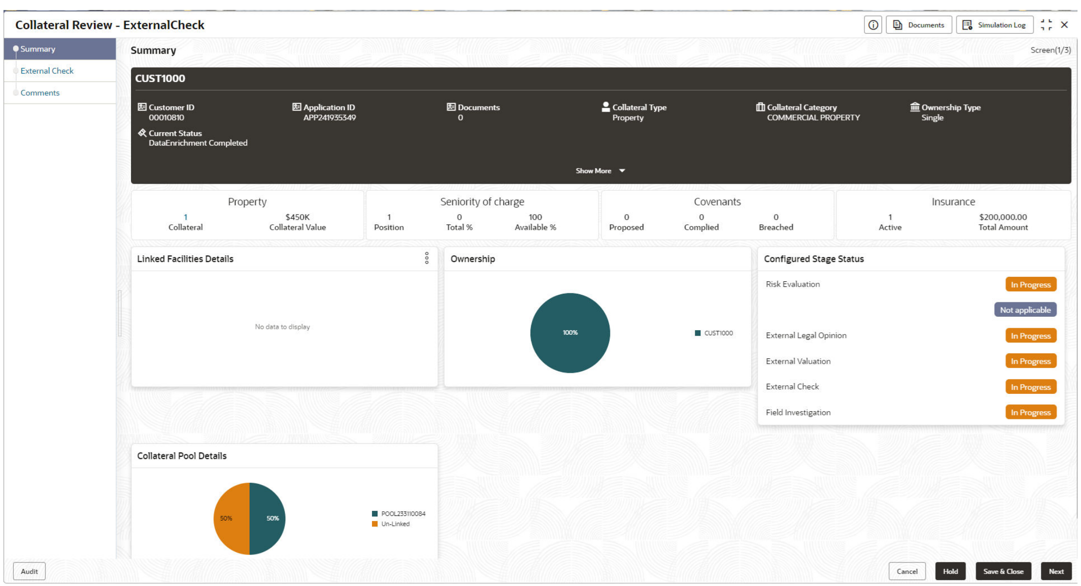
Figure 4-1 Free Tasks



2. Click **Acquire & Edit** in the required External Check task.

   The **External Check - Summary** screen is displayed.

Figure 4-2 External Check - Summary



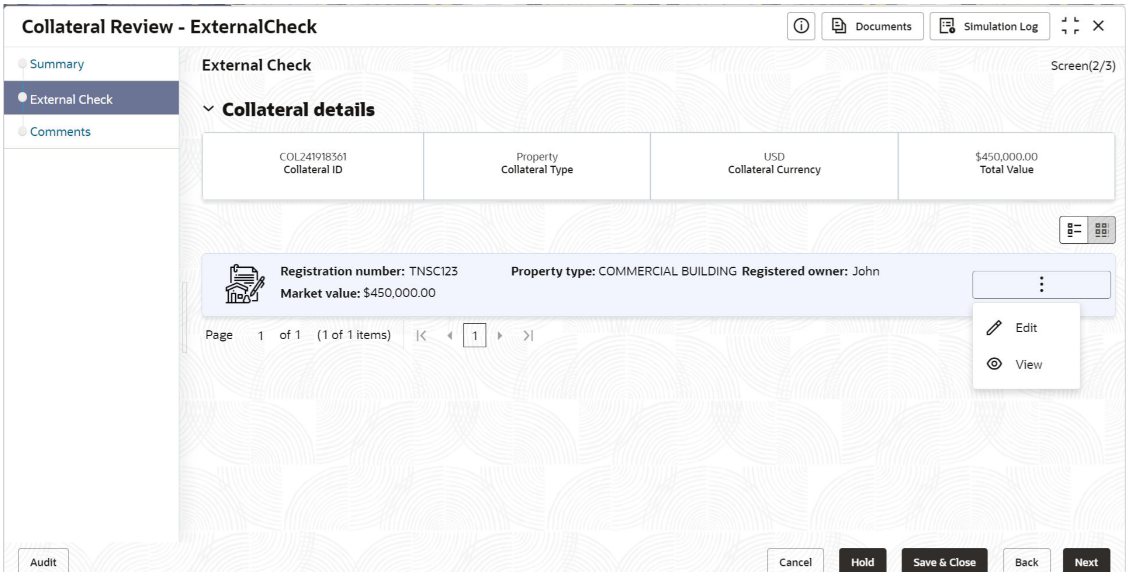
3. View the Collateral Summary and click **Next**.

4.3 External Check

Procedure to add external check details.

Upon clicking **Next** in the **External Check - Collateral Summary** screen, the External Check data segment is displayed.

Figure 4-3 External Check

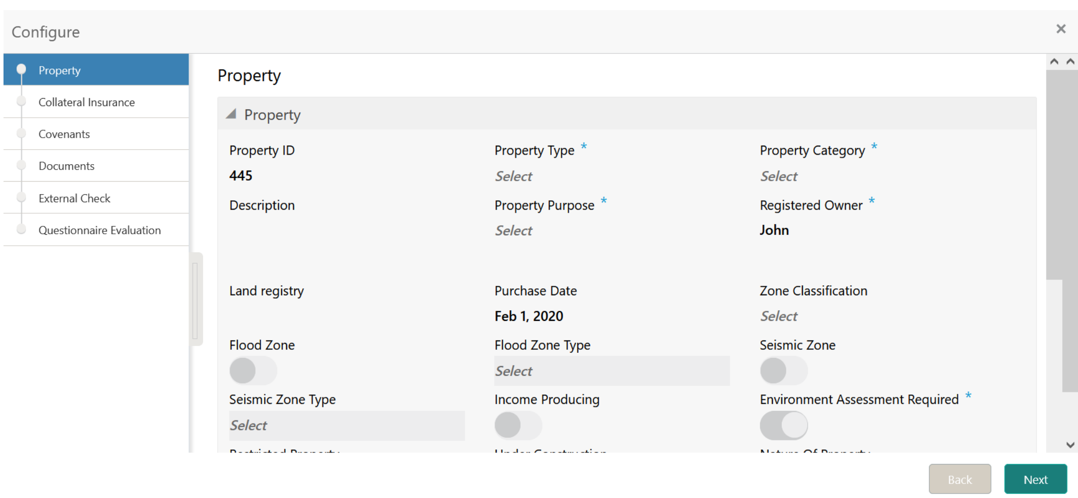


To capture the external check details for the collateral:

1. Click the action icon in the collateral record and select **Edit**.

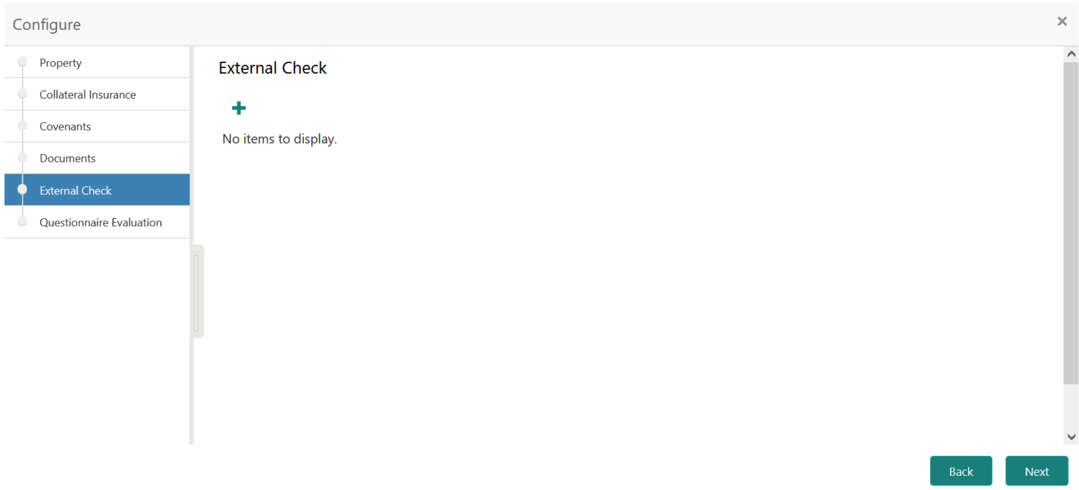
   The **External Check - Configure - Collateral Type** screen is displayed.

   Figure 4-4 External Check - Configure - Collateral Type

2. Click **Next** and navigate to the **External Check** menu.

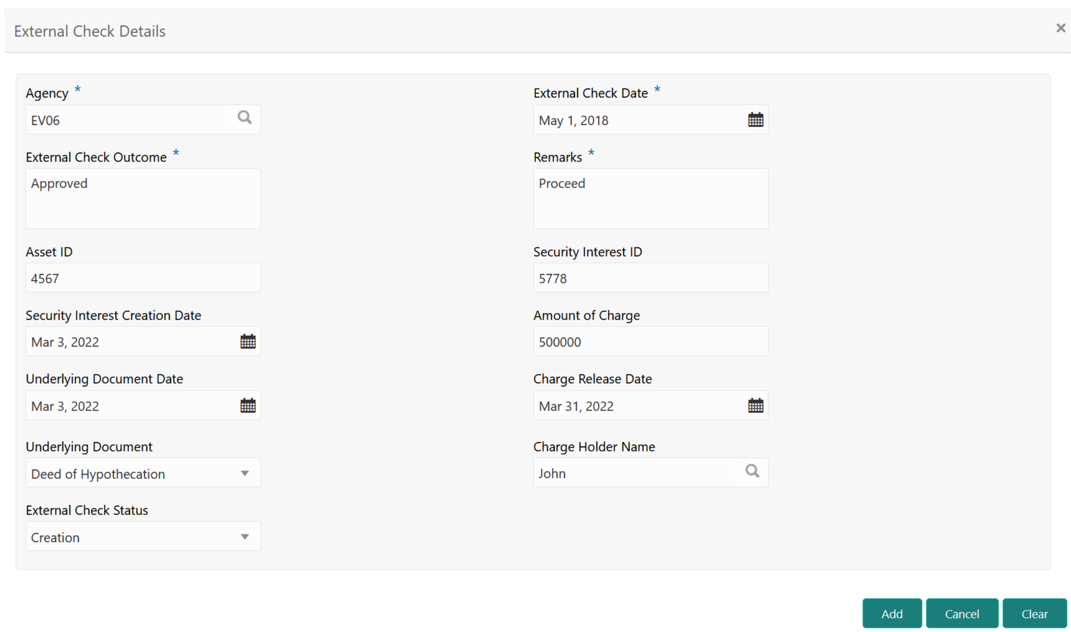
Figure 4-5   External Check - Configure - External Check



3. Click the add icon in the **External Check - Configure - External Check** screen.

   The **External Check Details** window is displayed.

Figure 4-6   External Check Details



4. Capture the external check details in the above screen.

   For field level explanation, refer the below table.

Table 4-1   External Check Details - Field Description

Field	Description
Agency	Select the **Agency** from which the collateral registration details are obtained.

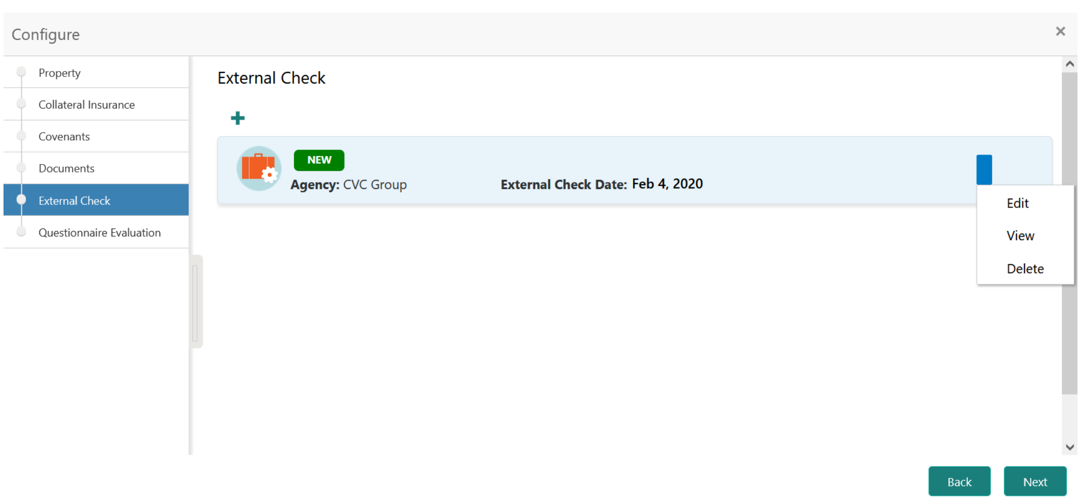
Table 4-1 (Cont.) External Check Details - Field Description

Field	Description
External Check Date	Specify the date on which the External Check is carried out.
External Check Outcome	Specify the **External Check Outcome**.
Remarks	Capture the **Remarks** for the collateral.
Asset ID	Specify the **Asset ID**. For example, Registration ID.
Security Interest ID	Specify the reference number of security interest registration at CERSAI.
Security Interest Creation Date	Specify the date on which security interest is created.
Amount of Charge	Specify the **Amount of Charge** created on the collateral.
Underlying Document Date	Specify the execution date of underlying document.
Charge Release Date	If the bank has released the charge on collateral by executing release deed or release letter, specify the date of execution of such document.
Underlying Document	Select the name of document executed to create charge on the collateral. The following options are available in the drop down list. • Deed of Hypothecation • Mortgage Deed
Charge Holder Name	Specify the name of bank which has created charge on the collateral.
External Check Status	Select the **External Check Status** of the collateral. The following options are available in the drop down list. • Satisfied • Creation • Modification

5. Click **Add** in the **External Check Details** window.

   The external check details are added and displayed as shown below.

Figure 4-7 External Check - Configure - External Check Details

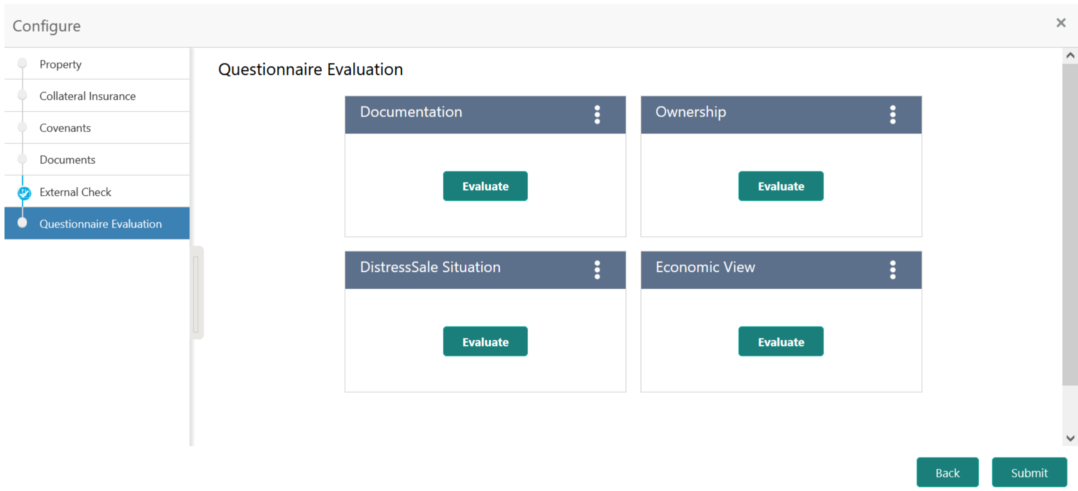


You can **Edit**, **View**, or **Delete** the added external check details by clicking the action icon and selecting the required option.

6. After capturing the external check details, click **Next**.

   The **External Check - Configure - Questionnaire Evaluation** screen is displayed.

Figure 4-8 External Check - Configure - Questionnaire Evaluation

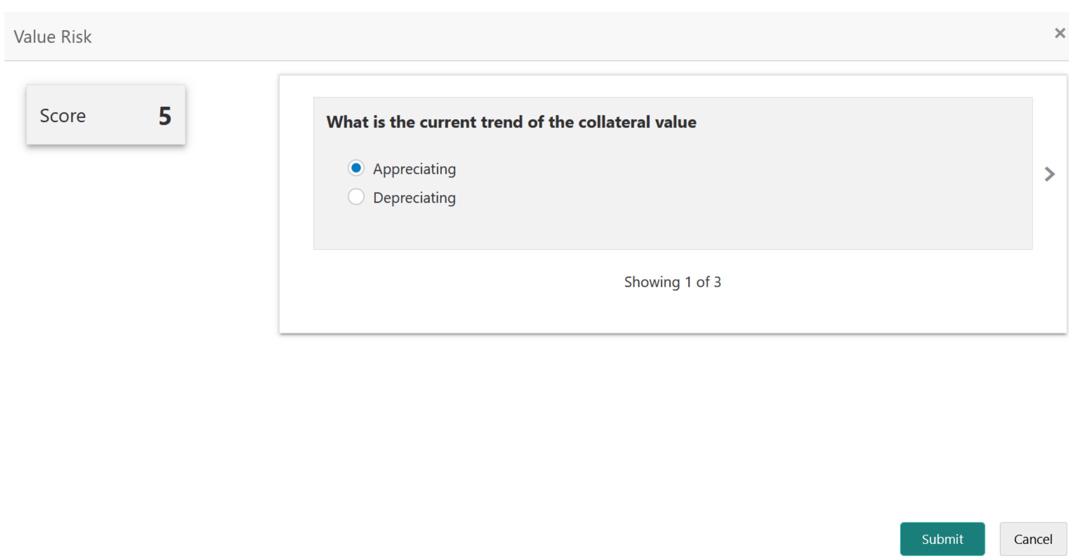


> **Note**
>
> In the above screen, the questionnaire linked to the External Check stage in Business Process configuration are displayed. You can manage the questionnaire process linkage in Maintenance module.

7. Click **Evaluate** in any of the tile.

   The **Questionnaire** window is displayed.

Figure 4-9 Questionnaire



8. Select answer for all the questions and click **Submit**.

   In case of multiple questions, the right arrow appears in the **Questionnaire** screen. Click the right arrow to view next question.

   Once the evaluation is completed, the system displays the overall score for evaluation in **External Check - Configure - Questionnaire Evaluation** screen based on the score generated for each answer provided in the **Questionnaire** screen.

   You can click the Action icon in the tile and select **Edit** or **Comment** to modify the answers or capture comment for the evaluation, respectively.

9. After performing all the evaluation, click **Submit**.

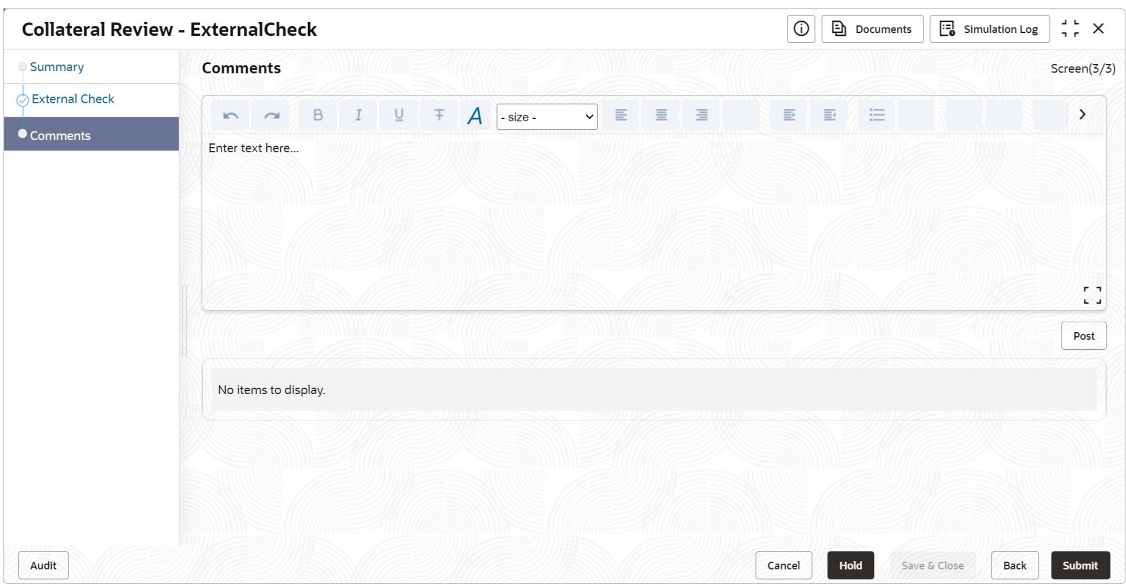
4.4 Comments

Information on the Comments data segment in the External Check stage.

The Comments data segment allows you to post overall comments for the External Check stage. Posting comments helps the user of next stage to better understand the application.

Upon clicking **Next** in the **External Check** screen, the Comments data segment is displayed.

Figure 4-10 External Check - Comments

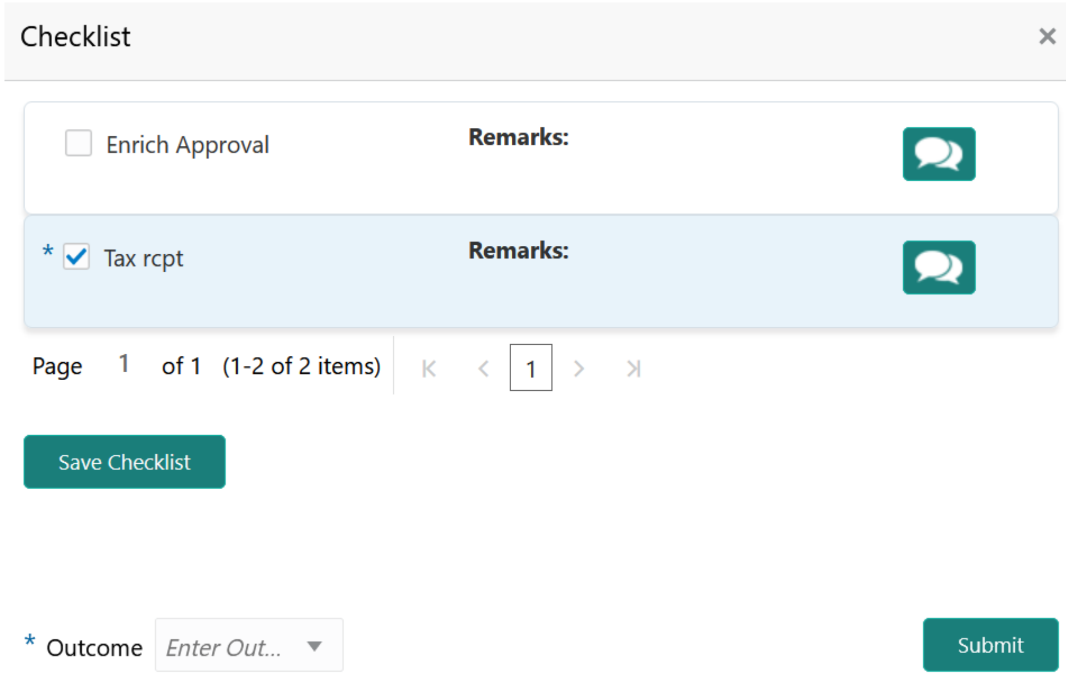


1. Type your comments for the External Check stage in the **Comments** text box.
2. Click **Post**.

   Comments are posted and displayed below the **Comments** text box.
3. Click **Submit**.

   The Checklist window is displayed.

Figure 4-11 Checklist



4. Manually verify all the checklist and enable the corresponding check box.
5. Select the required **Outcome** and click **Submit**.

   The options available in the drop down list are:

   - PROCEED
   - ADDITIONAL_INFO

   If **PROCEED** is selected as the **Outcome**, the application is moved to the next stage after successful completion of all the parallel stages.

   If **ADDITIONAL_INFO** is selected as the **Outcome**, the application is moved back to the previous stage.

5
External Valuation

5.1 External Valuation

Detailed information about the External Valuation stage in the Collateral Review process.

In addition to internal valuations performed by the bank users, the collaterals are valuated by the third-party external agencies with expertise in the field to determine the final collateral value.

In this stage, the Credit Officer or the user authorized to edit the External Valuation task must capture the valuation details from the external agencies.

The following data segments are available in the External Valuation stage.

- Summary
- External Valuation
- Comments

5.2 Summary

Information about the Summary data segment in the External Valuation stage.

In the Summary data segment, the following collateral details captured in the previous stages are displayed.

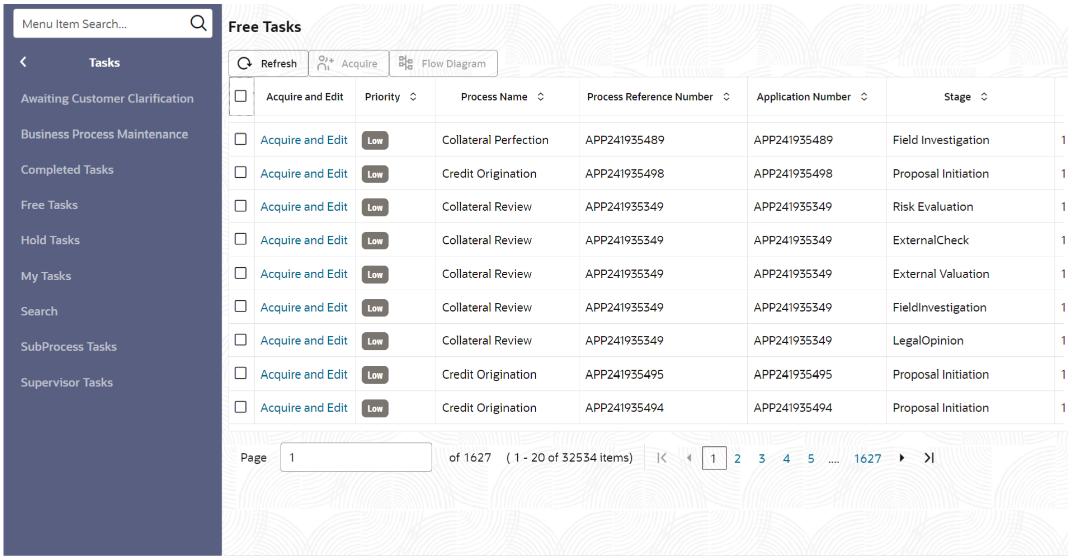
- Basic Information
- Collateral Type (Property) Details
- Linked Facilities Details
- Ownership
- Seniority of Details
- Covenants
- Insurance
- Configured Stage Status

> **Note**
>
> The Configured Stage Status is updated based on the status of parallel tasks generated in the system.

1. To launch the **External Valuation - Summary** screen, navigate to Tasks > Free Tasks from the left menu.

   The **Free Tasks** screen is displayed.

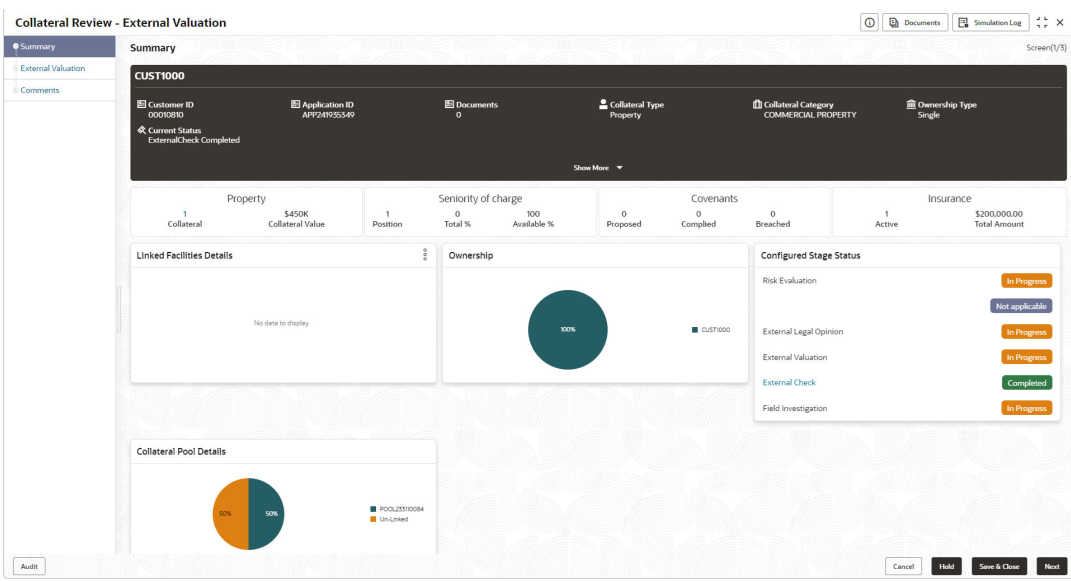
Figure 5-1 Free Tasks



2. Click **Acquire & Edit** in the required External Valuation task.

   The **External Valuation - Summary** screen is displayed.

Figure 5-2 External Valuation - Summary



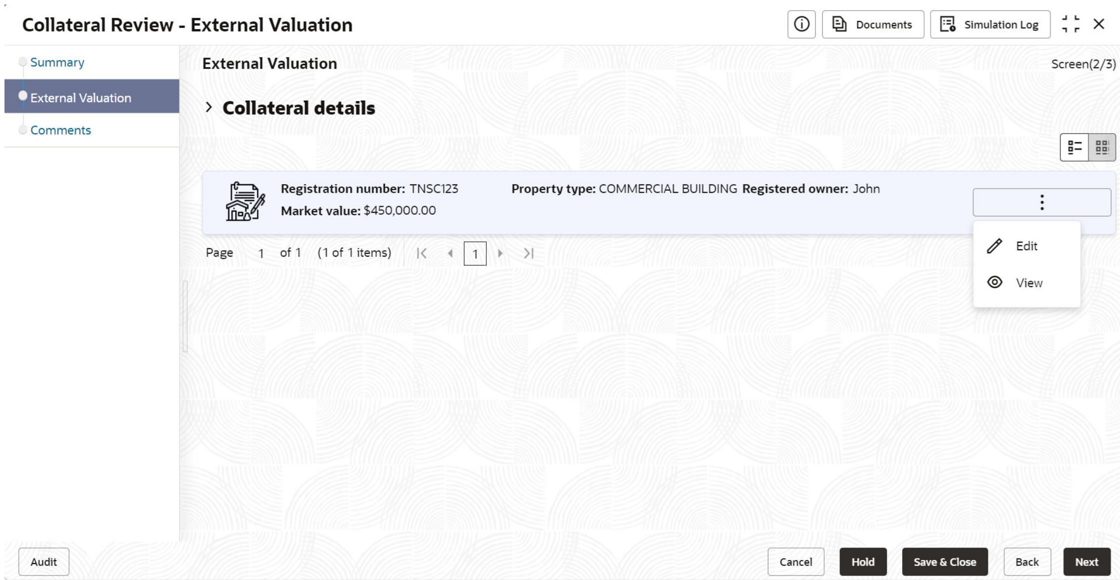
3. View the collateral summary and click **Next**.

5.3 External Valuation

Procedure to add external valuation details for the collateral.

Upon clicking **Next** in the **External Valuation - Summary** screen, the External Valuation data segment is displayed.

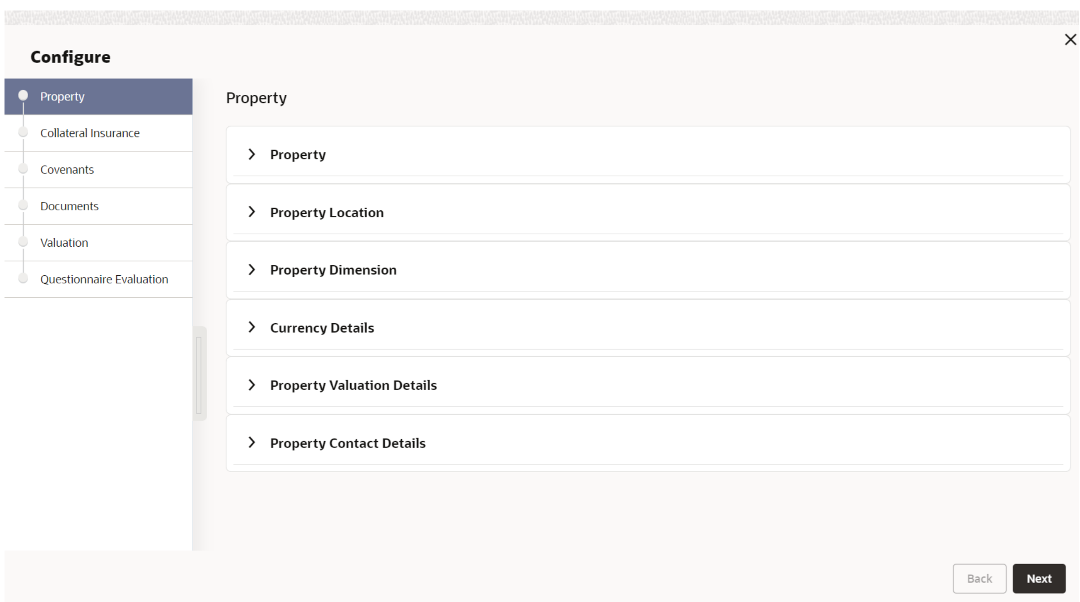
Figure 5-3 External Valuation - External Valuation



1. Click the action icon in the required collateral record and select **Edit**.

   The **External Valuation - Configure - Collateral Type** screen is displayed based on the selected collateral.

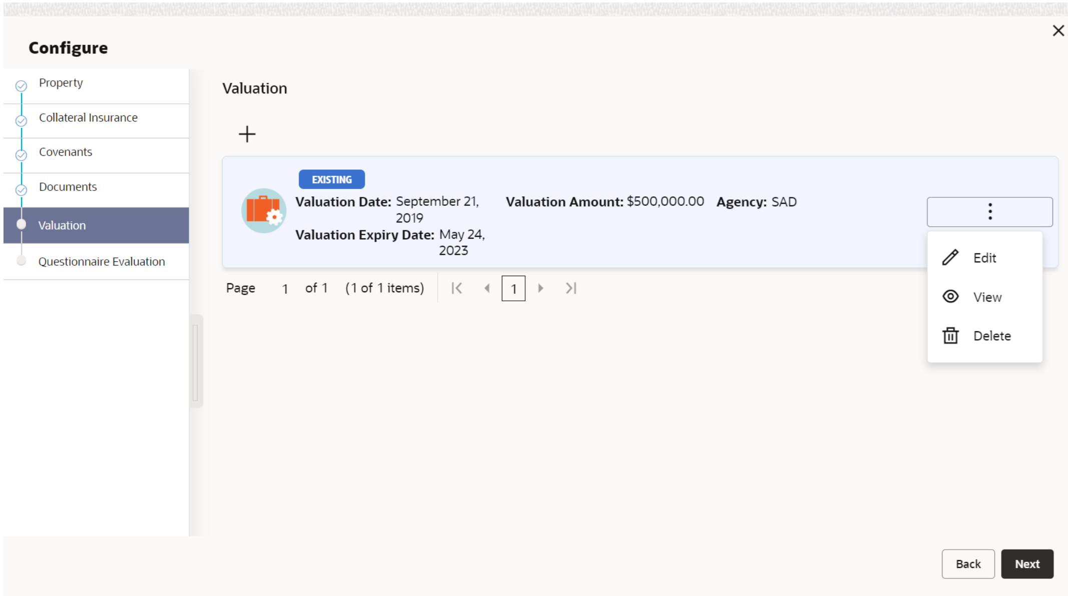
Figure 5-4 External Valuation - Configure - Collateral Type



For information on the **Property**, **Collateral Insurance**, **Covenants** and **Documents** menus, refer the **Data Enrichment** chapter.

2. Click **Next** and navigate to **Valuation** menu.

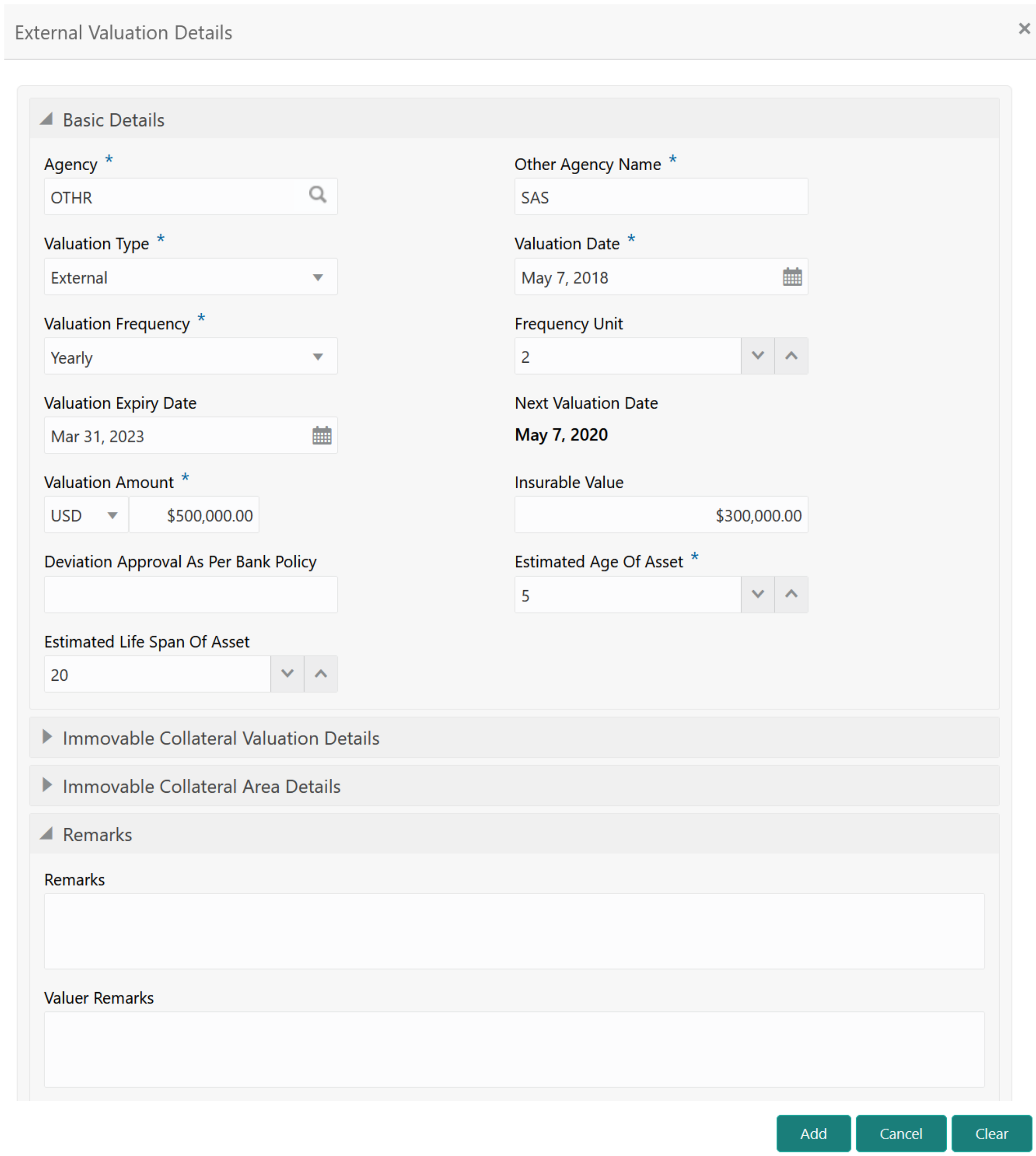
Figure 5-5 External Valuation - Configure - Valuation



3. Click + the add icon in the **External Valuation - Configure - Valuation** screen.

   The **External Valuation Details** window is displayed.

Figure 5-6 External Valuation Details



4. Specify all the details in the **External Valuation Details** window.

   For field level explanation, refer the below table.

Table 5-1 Basic Details - Field Description

Field	Description
Agency	Select the **Agency** which performed external valuation.
Valuation Type	Select the **Valuation Type** as External.
Valuation Date	Specify the date on which the external valuation is carried out.
Valuation Frequency	Select the **Valuation Frequency** from the drop down list.

Table 5-1 (Cont.) Basic Details - Field Description

Field	Description
Frequency Unit	Specify the number of times the valuation must be done in the selected **Valuation Frequency**.
Valuation Expiry Date	Specify the date till which the valuation is valid.
Next Valuation Date	**Next Valuation Date** is displayed based on the specified **Valuation Date**, **Valuation Frequency** and **Frequency Unit**.
Valuation Amount	Select a currency and specify the collateral **Valuation Amount**.
Insurable Value	Specify the **Insurable Value** of the asset.
Deviation Approval As Per Bank Policy	Provide the approval details in case there is any deviation in the construction from the approved plan and the bank has approved the deviation.
Estimated Age of Asset	Specify the **Estimated Age of Asset**.
Estimated Life Span of Asset	Specify the **Estimated Life Span of Asset.**
Remarks	Specify the bank user **Remarks**.
Valuer Remarks	Capture the **Valuer Remarks** for the collateral.

Figure 5-7 Immovable Collateral Valuation Details

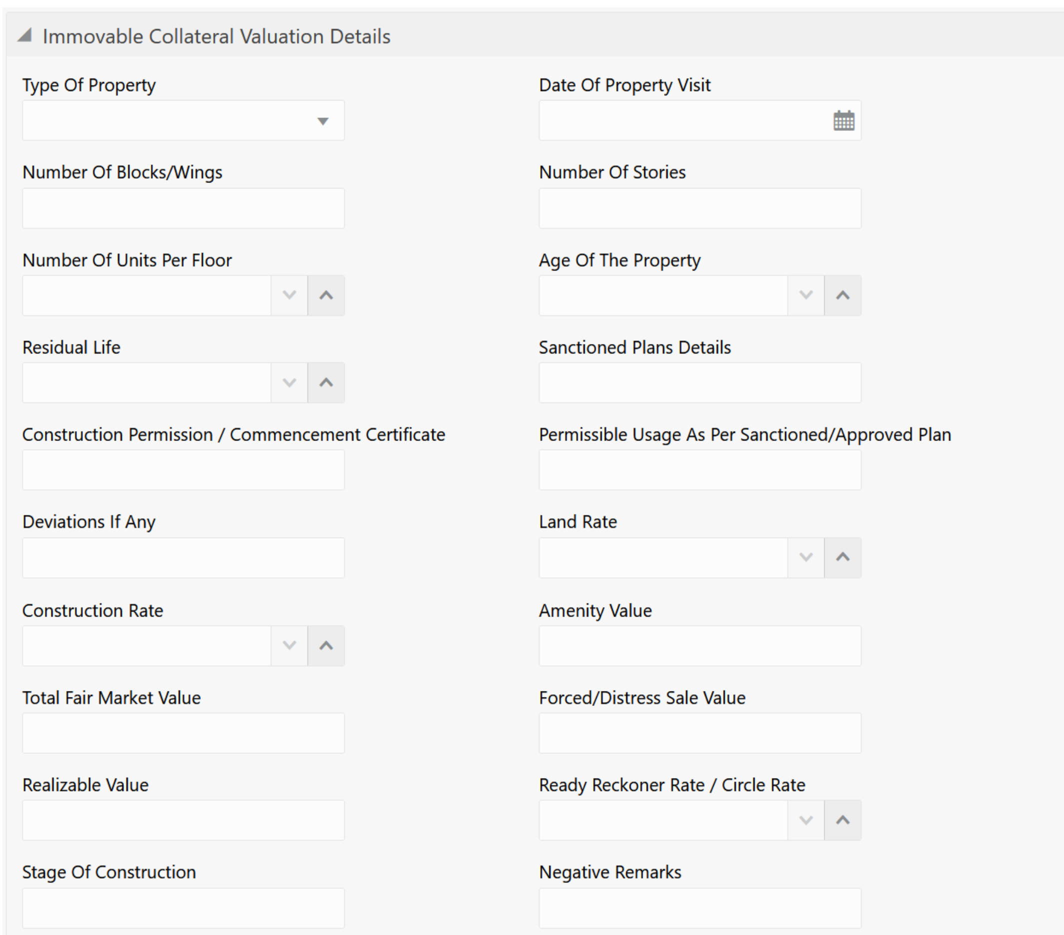


Table 5-2 Immovable Collateral Valuation Details - Field Description

Field	Description
Type of Property	Select the **Type of Property** from the drop down list. The options available are: • Urban • Rural • Semi-Urban
Date of Property Visit	Specify the date on which the valuation agency has visited the property.
Number of Blocks/Wings	Specify the number of blocks or wings in the property.
Number of Stories	Specify the **Number of Stories** available in the building.
Number of Units Per Floor	Specify the number of flats available per floor.
Age of the Property	Specify the present date of the property in years.
Residual Life	Specify the remaining life of the building in years.
Sanctioned Plan Details	Provide details about the plan sanctioned for building construction.
Construction Permission / Commencement Certificate	Provide details of construction permission from the local authority.
Permissible Usage As Per Sanctioned/ Approved Plan	Specify the purpose of building as per the permission obtained from the local authority.
Deviations If Any	If there is any deviation in the construction from the approved plan, specify the deviation details.
Land Rate	Specify the **Land Rate** in the locality.
Construction Rate	Specify the cost of construction per unit.
Amenity Value	Specify the value of other amenities provided to the customers.
Total Fair Market Value	Specify the fair market value of the building or apartment or unit.
Forced/Distress Sale Value	Specify the possible sale value in case of default by customer.
Realizable Value	Specify the value of realization in case of sale.
Ready Reckoner Rate/Circle Rate	Specify the indexed rate or prevailing rate in the locality.
Stage of Construction	Specify the current **Stage of Construction**.
Negative Remarks	Capture **Negative Remarks** from the External Valuator, if any

Figure 5-8 Immovable Collateral Area Details

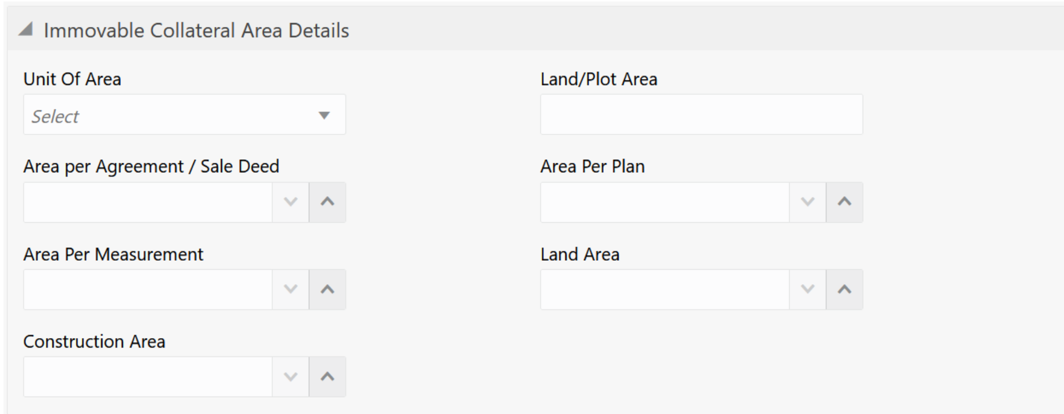


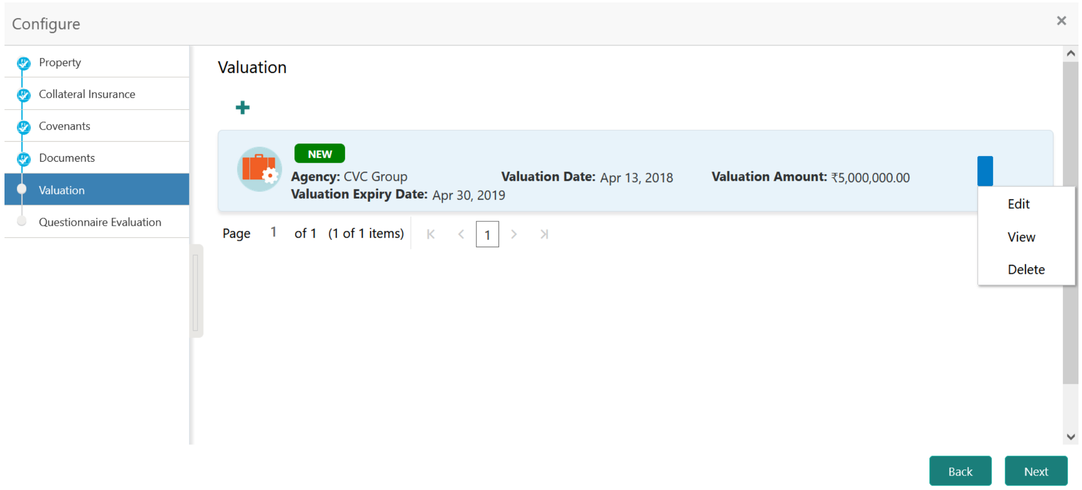
Table 5-3 Immovable Collateral Area Details - Field Description

Field	Description
Unit of Area	Select the **Unit of Area** from the drop down list. The options available are: • Acre • Hectare • Square Meter • Square Yard
Land/Plot Area	Specify the **Land/Plot Area** in the selected unit.
Area per Agreement / Sale Deed	Specify the area as mentioned in the sale deed or agreement.
Area Per Plan	Specify the area covered per flat as per the building plan.
Area Per Measurement	Specify the proprty area as per measurement.
Land Area	Specify the **Land Area** in the selected unit.
Construction Area	Specify the total **Construction Area** on the land.

5. Click **Add**.

   The external valuation details are added and displayed as shown below.

Figure 5-9 External Valuation - Configure - Valuation Added



You can **Edit**, **View**, or **Delete** the added external valuation details by clicking the action icon in the corresponding record and selecting the required option.

6. Click **Next** in the **External Valuation - Configure - Valuation** screen.

   The **External Valuation - Configure - Questionnaire Evaluation** screen is displayed. For information on questionnaire based evaluation, refer **External Check** chapter.

   > **Note**
   >
   > If the minumum number of valuation record is not added, the system prompts an error message based on the configured rule. You can capture the appropriate remarks and proceed to the next stage by obtaining exception approval or add the valuation records at a later date.

7. After performing necessary actions in the External Valuation data segment, click **Next**.

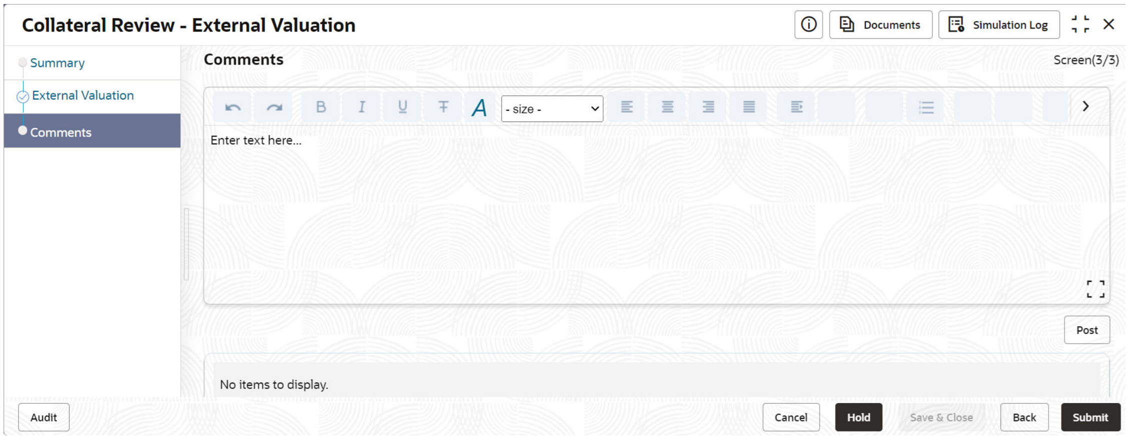
5.4 Comments

Information about the Comments data segment in the External Valuation stage.

The Comments data segment allows you to post overall comments for the External Valuation stage. Posting comments helps the user of next stage to better understand the application.

Upon clicking **Next** in the **External Valuation - External Valuation** screen, the Comments data segment is displayed.

Figure 5-10 External Valuation - Comments

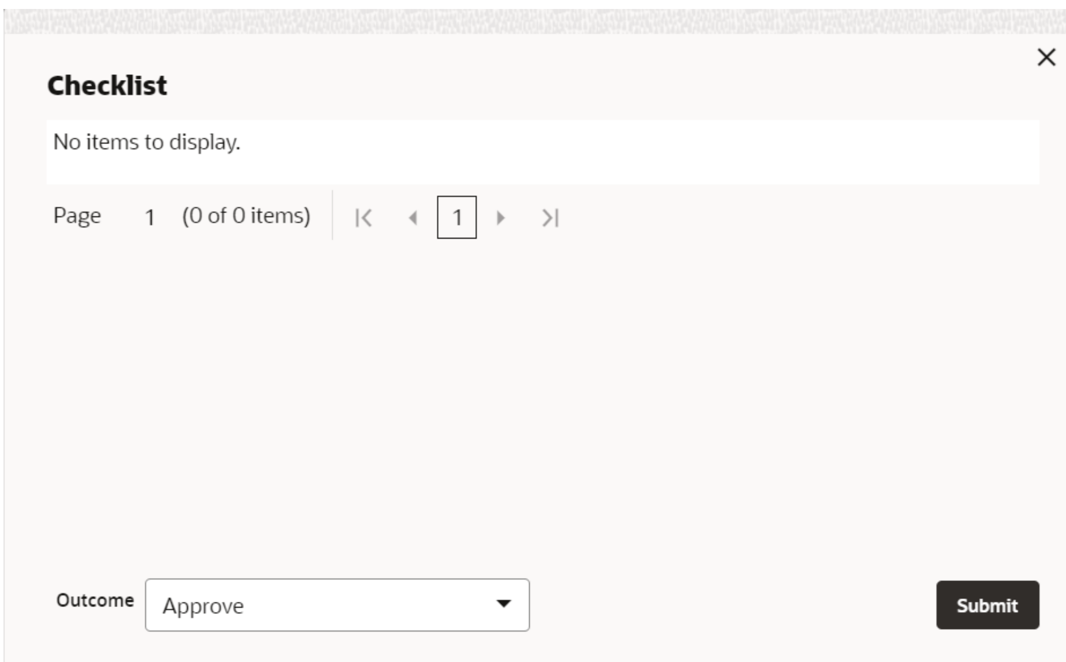


1. Type your comments for the External Valuation stage in the **Comments** text box.
2. Click **Post**.

   Comments are posted and displayed below the **Comments** text box.
3. Click **Submit**.

   The Checklist window is displayed.

Figure 5-11 Checklist



4. Manually verify all the checklist and enable the corresponding check box.
5. Select the required **Outcome** and click **Submit**.

   The options available in the drop down list are:
   - PROCEED

- ADDITIONAL INFO

If **PROCEED** is selected as the **Outcome**, the application is moved to the next stage after successful completion of all the parallel stages.

If **ADDITIONAL INFO** is selected as the **Outcome**, the application is moved to the previous stage.

6 Field Investigation

6.1 Field Investigation

Detailed information about the Field Investigation stage in Collateral Review process.

The Field Investigation task is generated, if the Field Investigation stage is configured for the selected collateral type in the Business Process configuration. Some of the collateral types for which field investigation is applicable are Vehicle, Machinery, and Property.

In general, field investigation is carried out by the specialized external field investigation agencies to prevent chances of fraud & misrepresentation of facts by customer. In this stage, the user authorized for this stage must capture the field investigation details provided by the external agencies.

The following data segments are available in the Field Investigation stage:

- Summary
- Field Investigation
- Comments

6.2 Summary

Information on the Summary data segment in Field Investigation stage.

In the Summary data segment, the following collateral details captured in the previous stages are displayed.

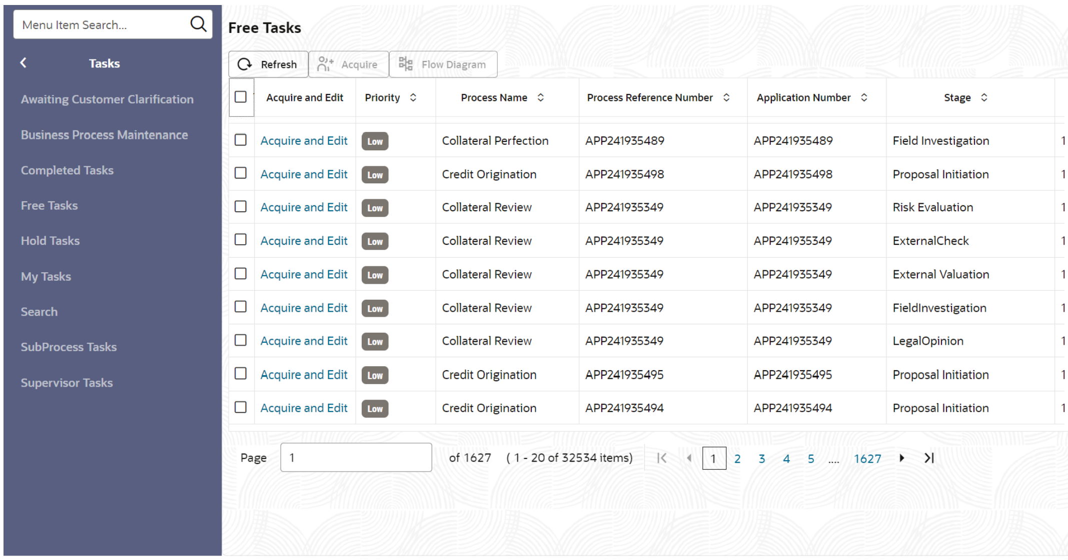
- Basic Information
- Collateral Type (Property) Details
- Linked Facilities Details
- Ownership
- Seniority of Details
- Covenants
- Insurance
- Configured Stage Status

> **Note**
>
> The Configured Stage Status is updated based on the status of parallel tasks generated in the system.

1. To launch the **Field Investigation - Summary** screen, navigate to Tasks > Free Tasks from the left menu.

   The **Free Tasks** screen is displayed.

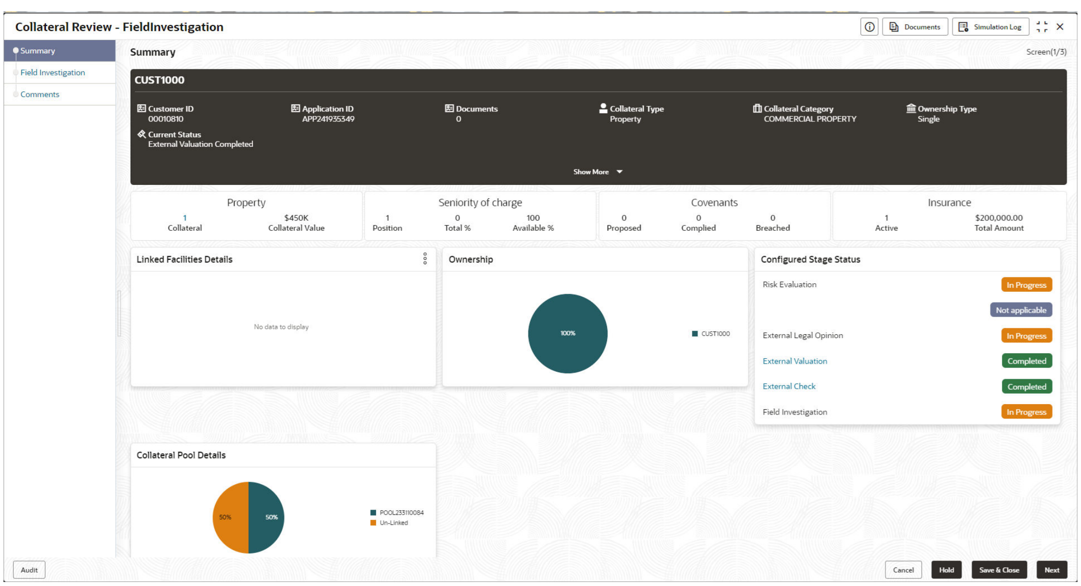
Figure 6-1 Free Tasks



2. Click **Acquire & Edit** in the required Field Investigation task.

   The **Field Investigation - Summary** screen is displayed.

Figure 6-2 Field Investigation - Summary



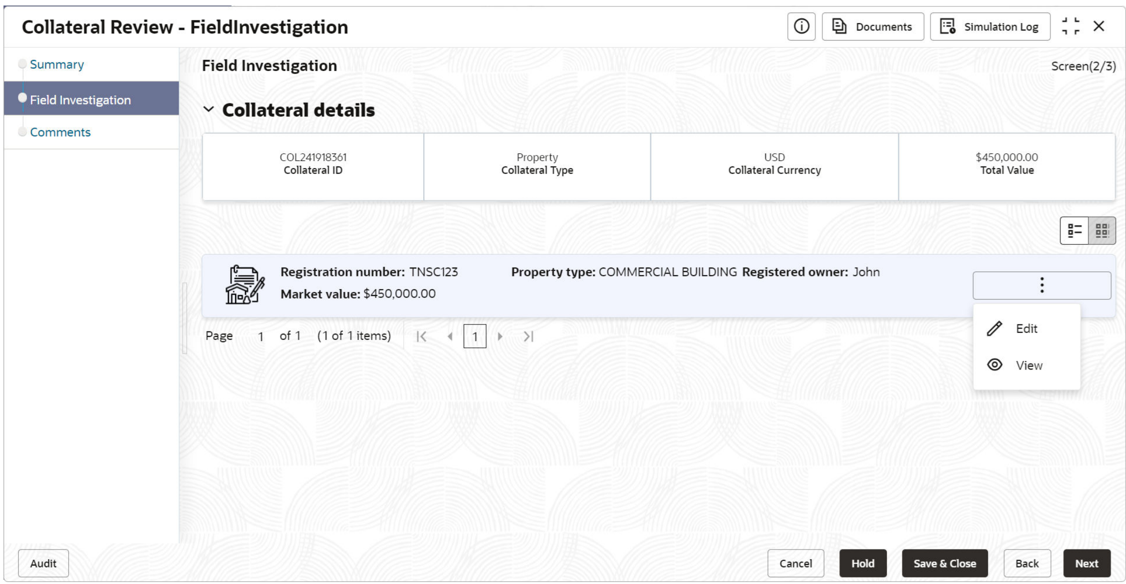
3. View the Collateral Summary and click **Next**.

6.3 Field Investigation

Procedure to add field investigation details.

Upon clicking **Next** in the **Field Investigation - Summary** screen, the Field Investigation data segment is displayed.

Figure 6-3 Field Investigation

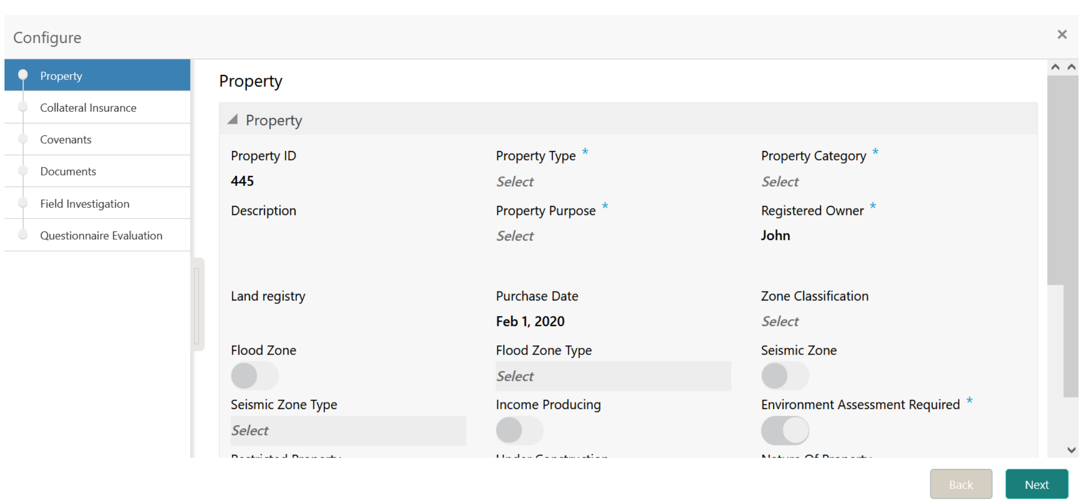


To capture the field investigation details for the collateral:

1. Click the action icon in the collateral record and select **Edit**.

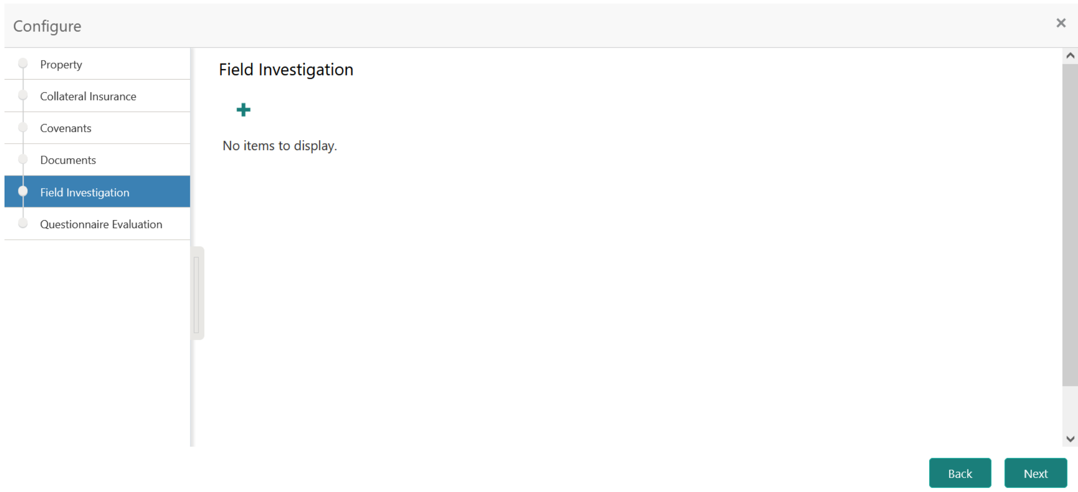
   The **Field Investigation - Configure - Collateral Type** screen is displayed.

Figure 6-4 Field Investigation - Configure - Collateral Type



2. Click **Next** and navigate to the Field Investigation menu.

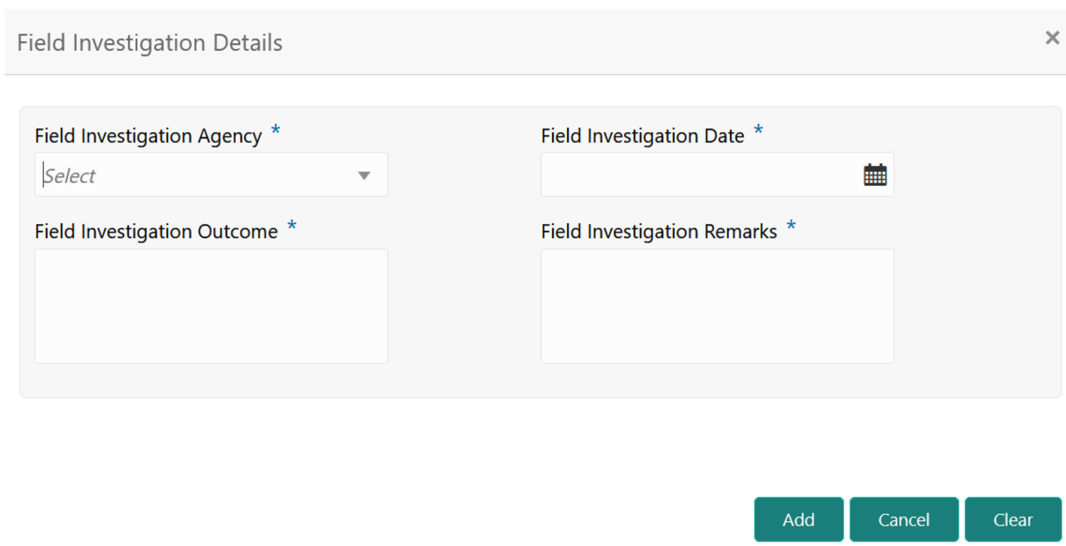
Figure 6-5 Field Investigation - Configure - Field Investigation



3. Click the add icon in the **Field Investigation - Configure - Field Investigation** screen.

   The **Field Investigation Details** window is displayed.

Figure 6-6 Field Investigation Details



4. Capture the field investigation details in the above screen.

   For field level explanation, refer the below table.

Table 6-1 Field investigation Details - Field Description

Field	Description
Field Investigation Agency	Select the agency which carried out the field investigation for the collateral.

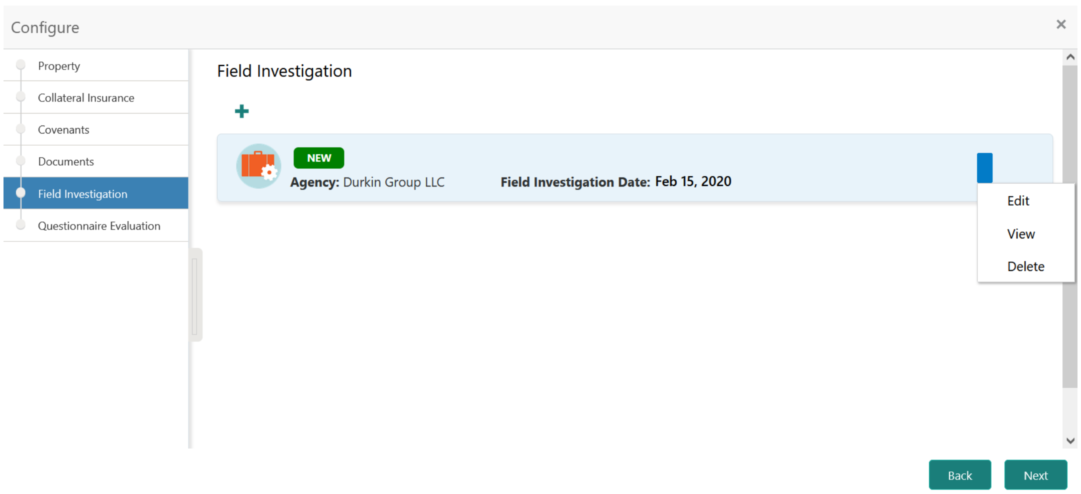
Table 6-1 (Cont.) Field investigation Details - Field Description

Field	Description
Field Investigation Date	Specify the date on which the field investigation is carried out.
Field Investigation Outcome	Specify the **Field Investigation Outcome**.
Field Investigation Remarks	Capture the **Field Investigation Remarks** for the collateral.

5. Click **Add** in the **Field Investigation Details** window.

   The field investigation details are added and displayed as shown below.

   Figure 6-7 Field Investigation - Configure - Investigation Details Added

   You can **Edit**, **View**, or **Delete** the added field investigation detail by clicking the action icon and selecting the required option.

6. After capturing field investigation details, click **Next**.

   The **Field Investigation - Configure - Questionnaire Evaluation** screen is displayed.

   > **Note**
   >
   > For information on questionnaire based evaluation, refer the **External Check** chapter.

7. After performing necessary actions in the **Field Investigation** screen, click **Next**.

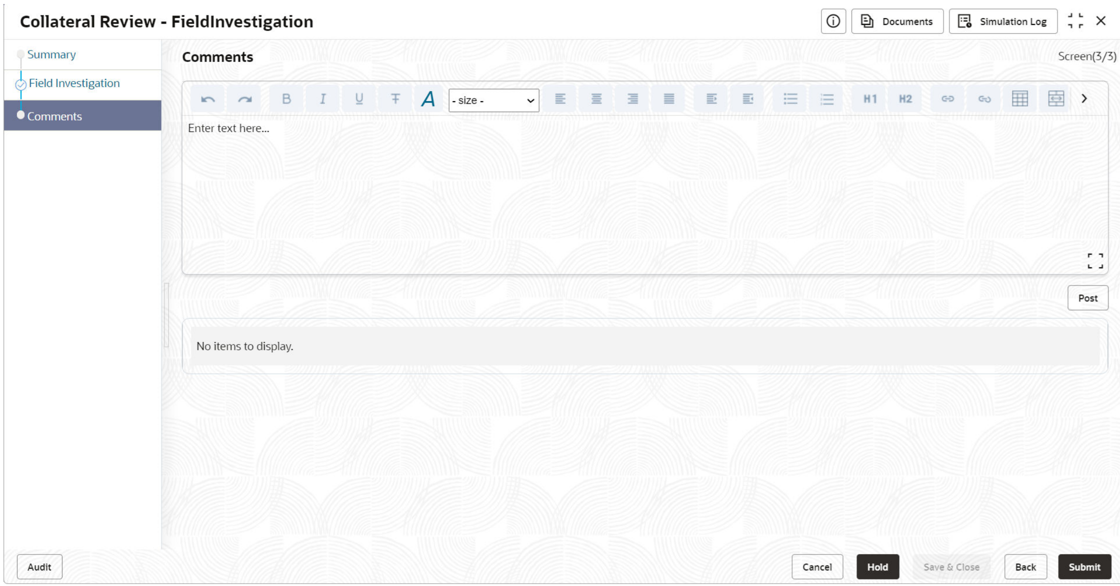
6.4 Comments

Information on the Comments data segment in the Field Investigation stage.

The Comments data segment allows you to post overall comments for the Field Investigation stage. Posting comments helps the user of next stage to better understand the application.

Upon clicking **Next** in the **Field Investigation** screen, the Comments data segment is displayed.

Figure 6-8 Field Investigation - Comments

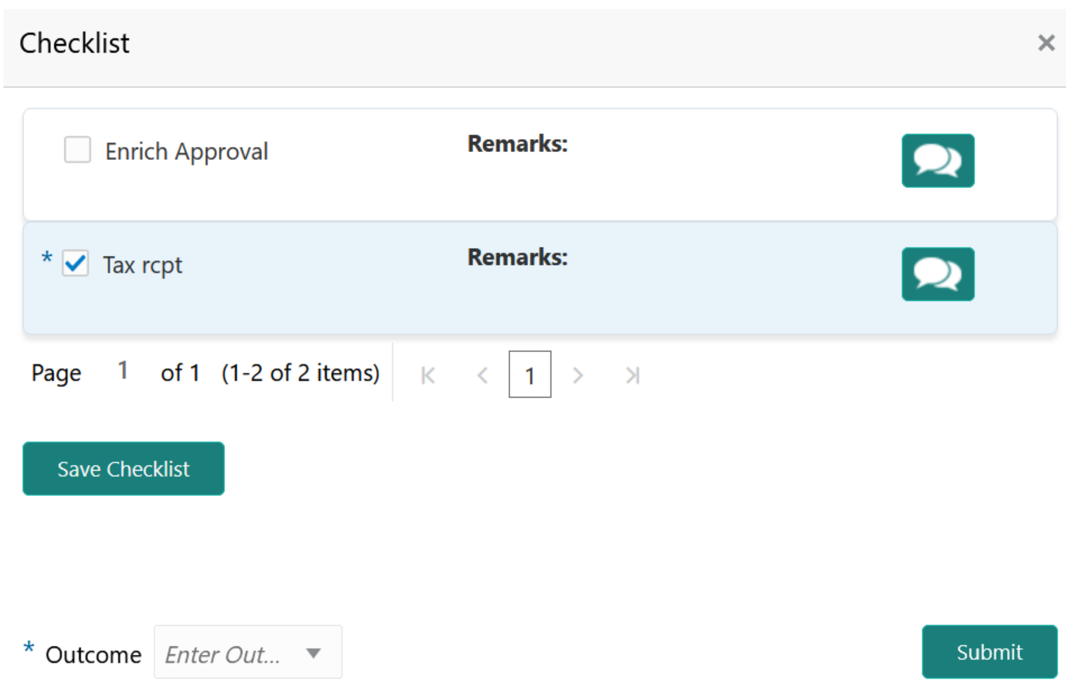


1. Type your comments for the Field Investigation stage in the **Comments** text box.
2. Click **Post**.

   Comments are posted and displayed below the **Comments** text box.
3. Click **Submit**.

   The Checklist window is displayed.

Figure 6-9 Checklist



4. Manually verify all the checklist and enable the corresponding check box.
5. Select the required **Outcome** and click **Submit**.

   The options available in the drop down list are:

   - PROCEED
   - ADDITIONAL_INFO

   If **PROCEED** is selected as the **Outcome**, the application is moved to the next stage after successful completion of all the parallel stages.

   If **ADDITIONAL_INFO** is selected as the **Outcome**, the application is moved back to the previous stage.

7

Legal Opinion

7.1 Legal Opinion

Detailed information about the Legal Opinion stage in the Collateral Review Process.

In general, banks capture internal as well as external legal opinions for the collateral in order to precisely ascertain the level of security the collateral provides the bank. In this stage, the Credit Officer or the user authorized to edit the Legal Opinion task in bank must capture legal opinion for the collateral from the external agencies.

The following data segments are available for the legal user in this stage to review the collateral and provide Legal Opinion.

- Summary
- External Legal Opinion
- Comments

7.2 Summary

Information about the Summary data segment in the Legal Opinion stage.

In the Summary data segment, the following collateral details captured in the previous stages are displayed.

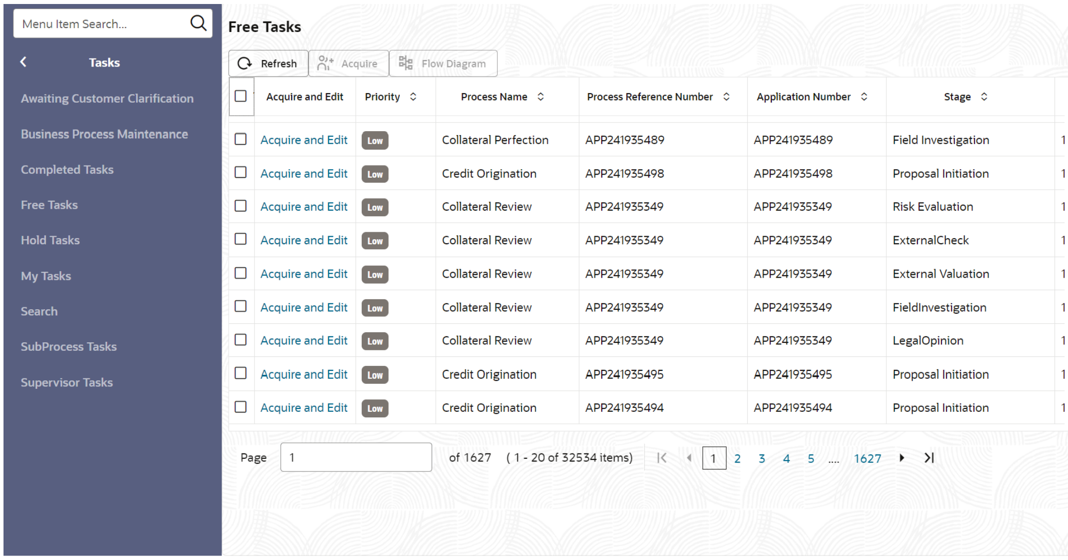
- Basic Information
- Collateral Type (Property) Details
- Linked Facilities Details
- Ownership
- Seniority of Details
- Covenants
- Insurance
- Configured Stage Status

> **Note**
>
> The Configured Stage Status is updated based on the status of parallel tasks generated in the system.

1. To launch the **Legal Opinion - Summary** screen, navigate to Tasks > Free Tasks from the left menu.

   The **Free Tasks** screen is displayed.

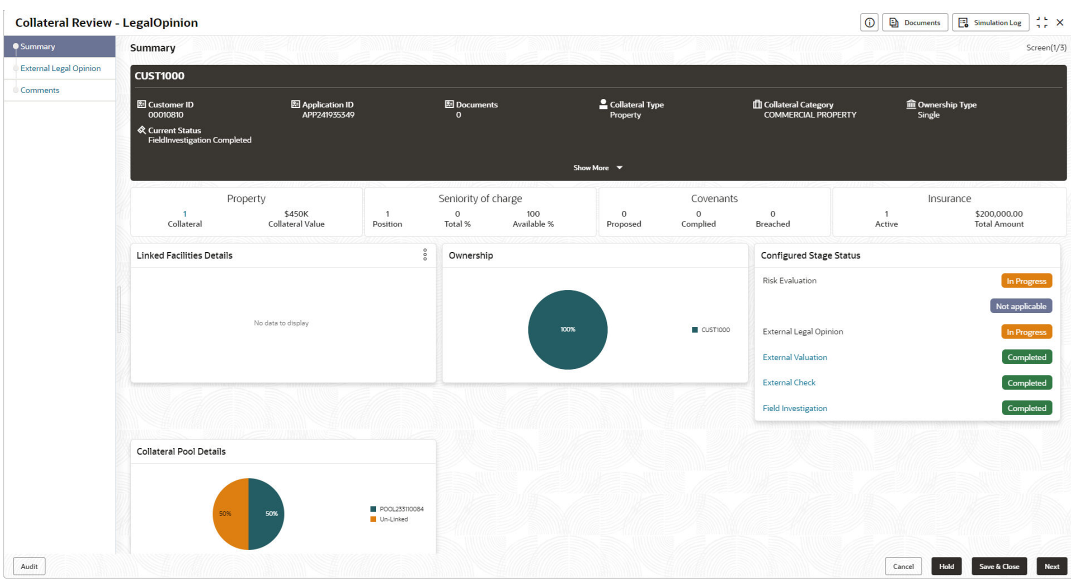
Figure 7-1 Free Tasks



2. Click **Acquire & Edit** in the required Legal Opinion task.

   The **Legal Opinion - Summary** screen is displayed.

Figure 7-2 Legal Opinion - Summary



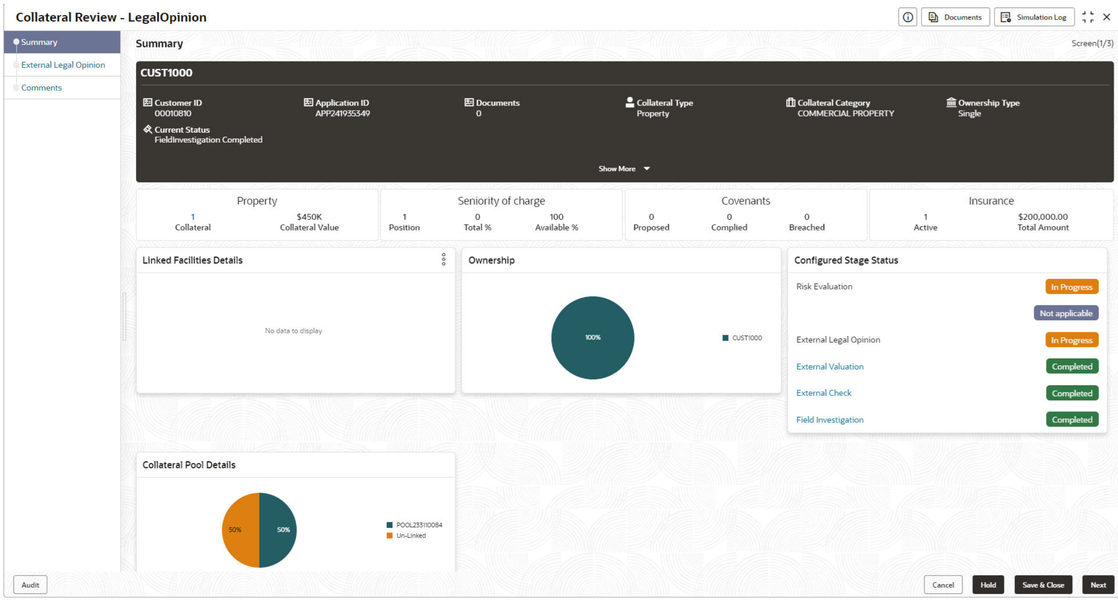
3. View the Collateral Summary and click **Next**.

7.3 Legal Opinion

Procedure to capture external legal opinion for the collateral.

Upon clicking **Next** in the **Legal Opinion - Summary** screen, the External Legal Opinion / Legal Opinion data segment is displayed.

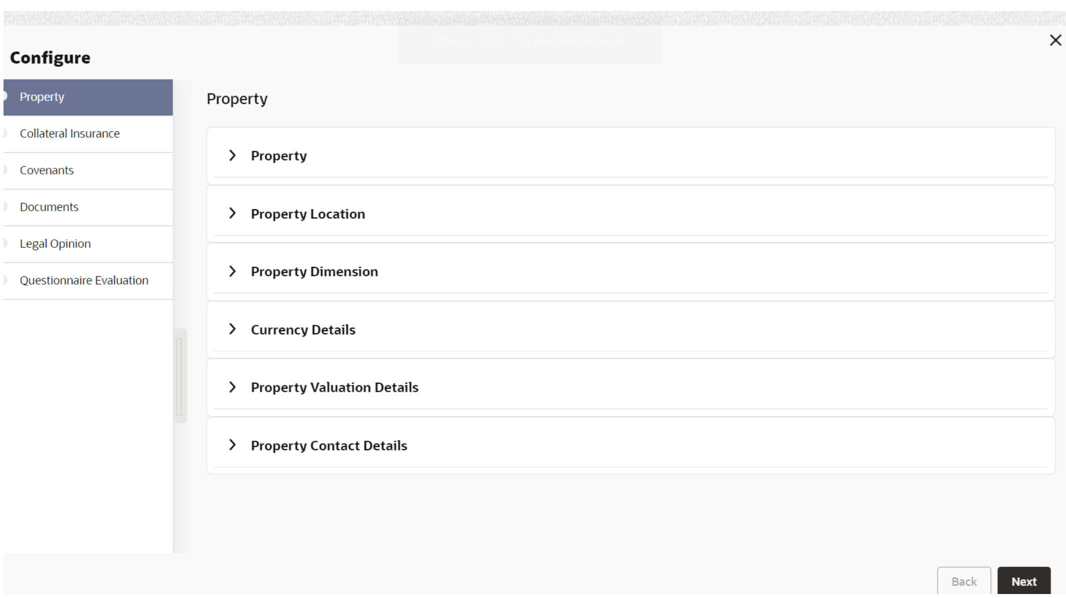
Figure 7-3 Legal Opinion - Legal Opinion



1. Click the action icon in the required collateral record and select **Edit**.

   The **Legal Opinion - Configure - Collateral Type** screen is displayed based on the selected collateral.

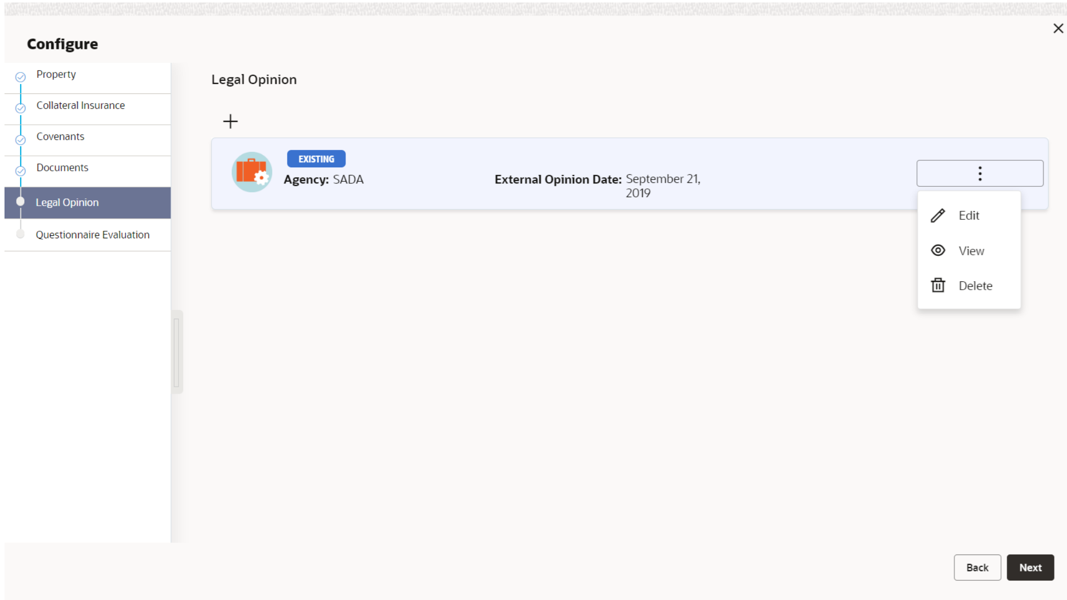
   ### Figure 7-4 Legal Opinion - Configure - Property

   For information on the **Property**, **Covenants**, and **Documents** menus, refer the **Data Enrichment** chapter.

2. Click **Next** and navigate to **Legal Opinion** menu.

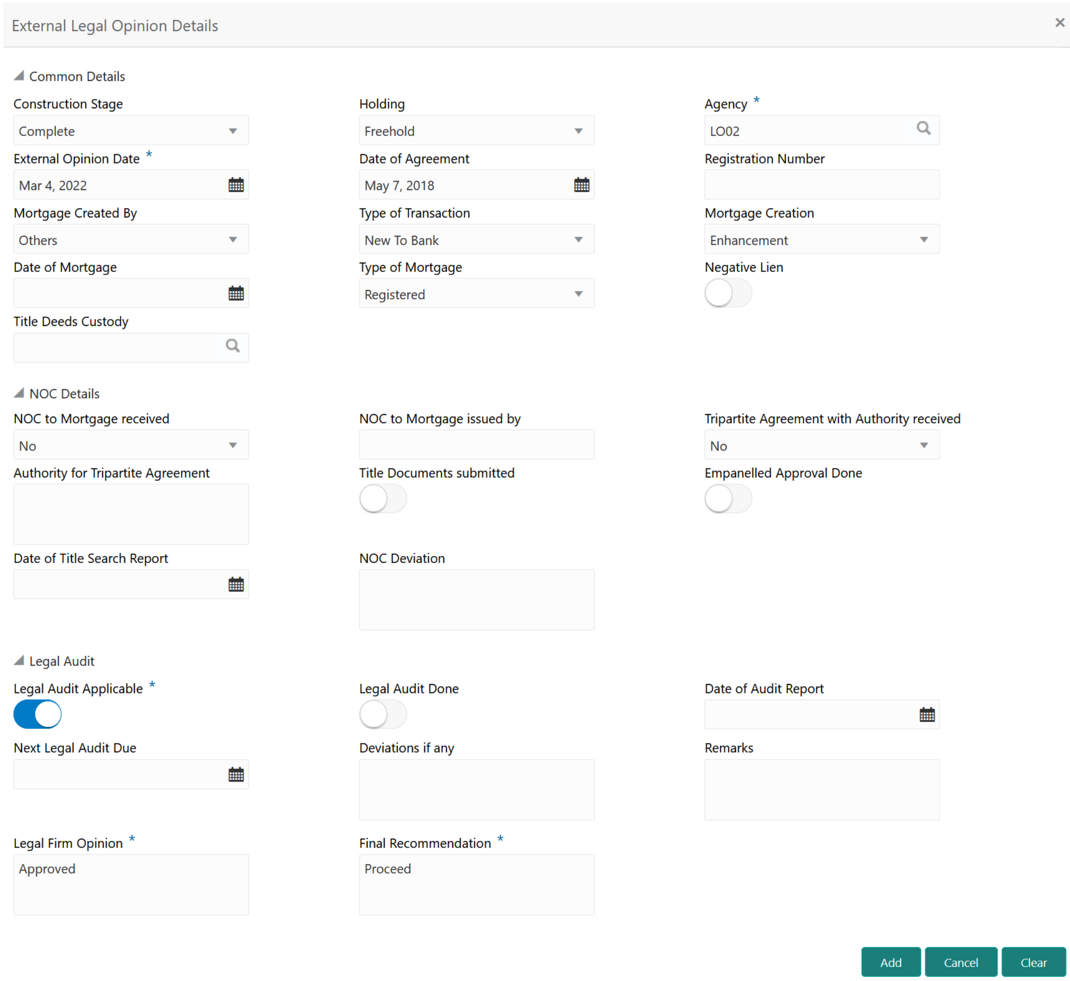
Figure 7-5 Legal opinion - Configure - Legal Opinion



3. Click + the add icon in the **Legal opinion - Configure - Legal Opinion** screen.

   The **External Legal Opinion Details** window is displayed.

Figure 7-6 External Legal Opinion Details



4. Specify the external legal opinion details.

   For field level explanation, refer the below table.

Table 7-1 Common Details - Field Description

Field	Description
Construction Stage	Select the stage of construction from the drop down list. The options available are: • Complete • Under Construction
Holding	Specify if the property is Freehold or Leasehold.
Agency	Select the Agency from which the legal opinion is obtained.
External Opinion Date	Specify the date on which the external legal opinion is captured.
Date of Agreement	Specify the date of lease agreement.
Registration Number	Specify the property **Registration Number**.

Table 7-1 (Cont.) Common Details - Field Description

Field	Description
Mortgage Created By	Select the bank or security trustee who created the mortgage. The options available in the drop down list are: • Own Bank • Others
Type of Transaction	Specify whether the customer is **New To Bank** or **Existing** customer.
Mortgage Creation	Select the **Mortgage Creation** as **Fresh** or **Enhancement** of existing mortgage value.
Date of Mortgage	Specify the mortgage creation date.
Type of Mortgage	Specify the type of mortgage as **Equitable** or **Registered**.
Negative Lien	Specify whether negative lien is executed covering the collateral by selecting **Yes** or **No** from the drop down list.
Title Deeds Custody	Specify the name of bank which is holding the title deeds.

Table 7-2 NOC Details - Field Description

Field	Description
NOC to Mortgage received	Specify if NOC for creating mortgage is received. The following options are available in the drop down list. • Yes • No • Not Applicable
NOC to Mortgage issued by	Specify the details of other participating lenders that issued the NOC to mortgage.
Tripartite Agreement with Authority received	Specify if the tripertite Agreement is received from the authority. The following options are available in the drop down list. • Yes • No • Not Applicable
Authority for Tripartite Agreement	Specify the authority which executed the tripartite agreement.
Title Documents Submitted	Enable this flag, if the customer has submitted all the property related title documents to the Bank or security trustee.
Empanelled Approval Done	Specify if empanelled approval is in place for deviation, if any section of the title documents is not submitted by the customer.
Date of Title Search Report	Specify the date on which the bank obtained search report from the company secretory of the client.
NOC Deviation	Provide details of deviation in obtaining NOC from other participating banks, if any.

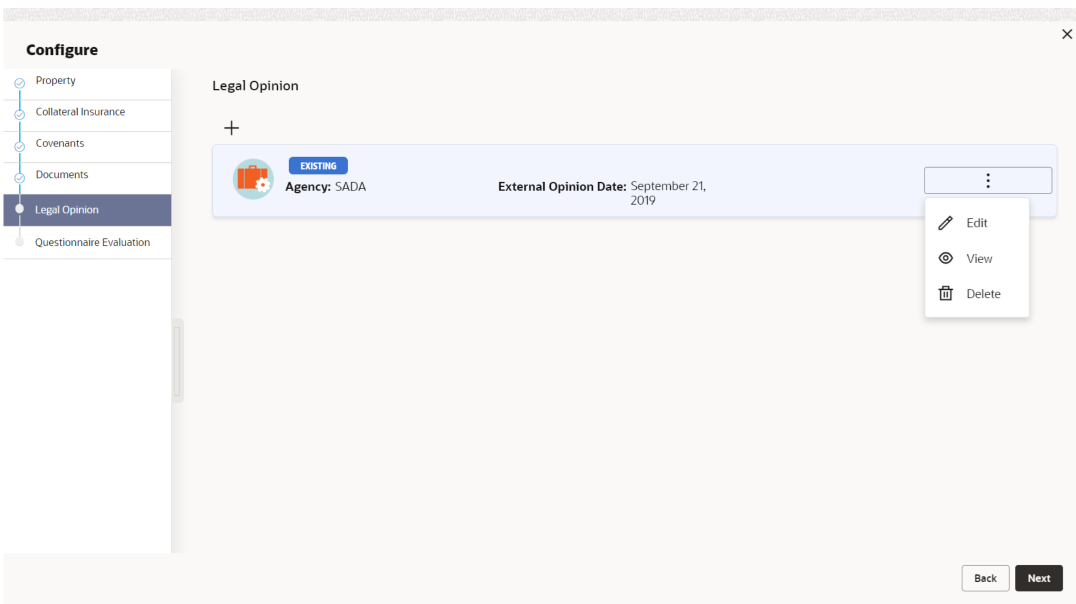
Table 7-3 Legal Audit - Field Description

Field	Description
Legal Audit Applicable	Enable this flag if legal audit is required for the collateral asset.
Legal Audit Done	Enable this flag if legal audit is done.
Date of Audit Report	Specify the date on which legal audit report is obtained.
Next Legal Audit Due	Specify the next due date for legal audit.
Deviations if any	Provide details of deviation in the legal audit as per Bank policy, if any.
Remarks	Capture legal **Remarks**, if any.
Legal Firm Opinion	Specify the **Legal Firm Opinion**.
Final Recommendation	Capture the **Final Recommendation** for the collateral from the external legal firm.

5. Click **Add**.

   The external legal opinion is added and displayed as shown below.

Figure 7-7 Legal Opinion - Configure - Legal Opinion Added



   You can **Edit**, **View**, or **Delete** the added external legal opinion by clicking the action icon in the corresponding record and selecting the required option.

6. After adding the external legal opinion, click **Next**.

   The **Legal Opinion - Configure - Questionnaire Evaluation** screen is displayed.

> **Note**
>
> For information on questionnaire based evaluation, refer the **External Check** chapter.

7. After performing necessary actions in the External Legal Opinion/Legal Opinion data segment, click **Next**.

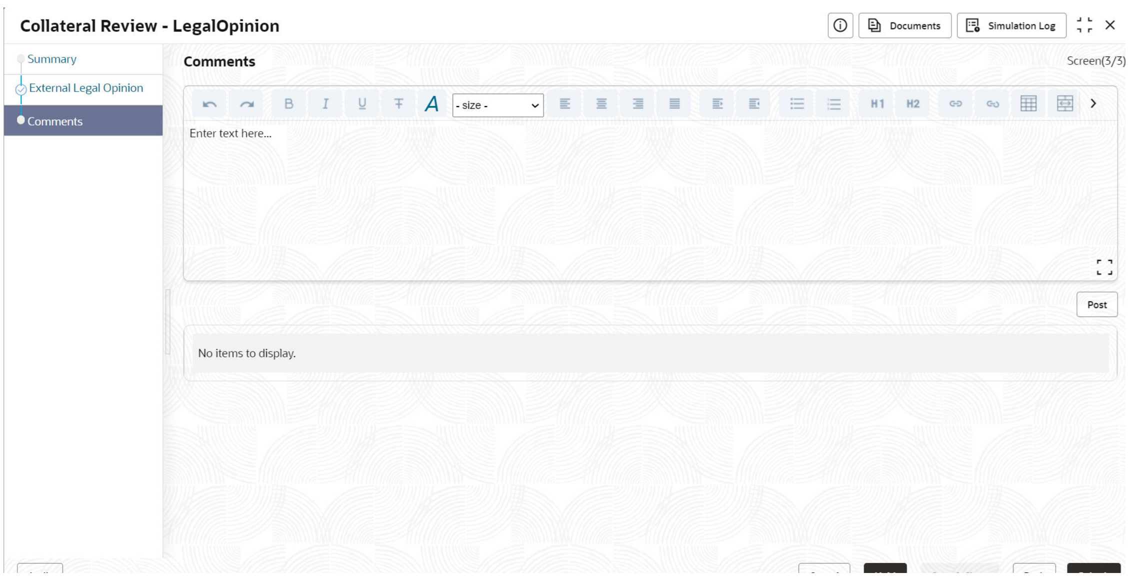
7.4 Comments

Information about the Comments data segment in the Legal Opinion stage.

The Comments data segment allows you to post overall comments for the Legal Opinion stage. Posting comments helps the user of next stage to better understand the application.

Upon clicking **Next** in the **Legal Opinion - External Legal Opinion** screen, the Comments data segment is displayed.

Figure 7-8 Legal Opinion - Comments

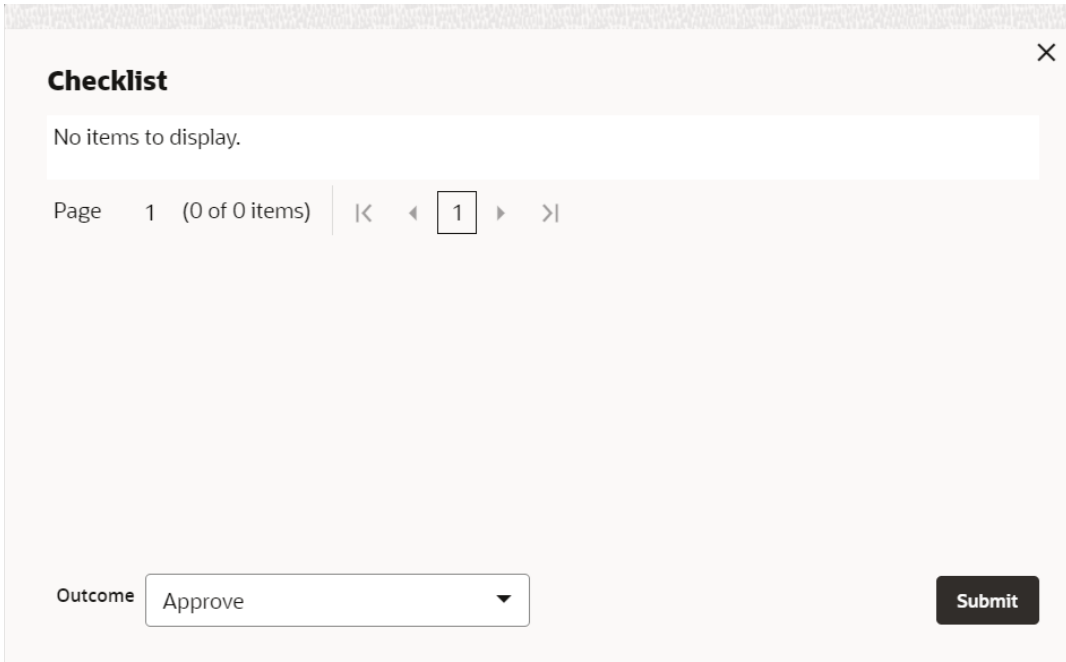


1. Type your comments for the Legal Opinion stage in the **Comments** text box.
2. Click **Post**.

   Comments are posted and displayed below the **Comments** text box.
3. Click **Submit**.

   The Checklist window is displayed.

Figure 7-9 Checklist



4. Manually verify all the checklist and enable the corresponding check box.
5. Select the required **Outcome** and click **Submit**.

   The options available in the drop down list are:

   - PROCEED
   - ADDITIONAL INFO

   If **PROCEED** is selected as the **Outcome**, the application is moved to the next stage on clicking **Submit**.

   If **ADDITIONAL INFO** is selected as the **Outcome**, the application is moved to the previous stage after completion of all the parallel stages.

8

Risk Evaluation

8.1 Risk Evaluation

Detailed information about the Risk Evaluation stage in the Collateral Review process.

Risk Evaluation is performed by the bank for certain collateral types to check if the collateral can secure bank's exposure and identify the risk level. In this stage, the Risk Officer or the user authorized to edit the Risk Evaluation task must review the collateral and its documents, and capture the risk evaluation details.

The following data segments are available in the Risk Evaluation stage.

- Summary
- Risk Evaluation
- Comments

8.2 Summary

Information about the Summary data segment in the Risk Evaluation stage.

In the Summary data segment, the following collateral details captured in the previous stages are displayed.

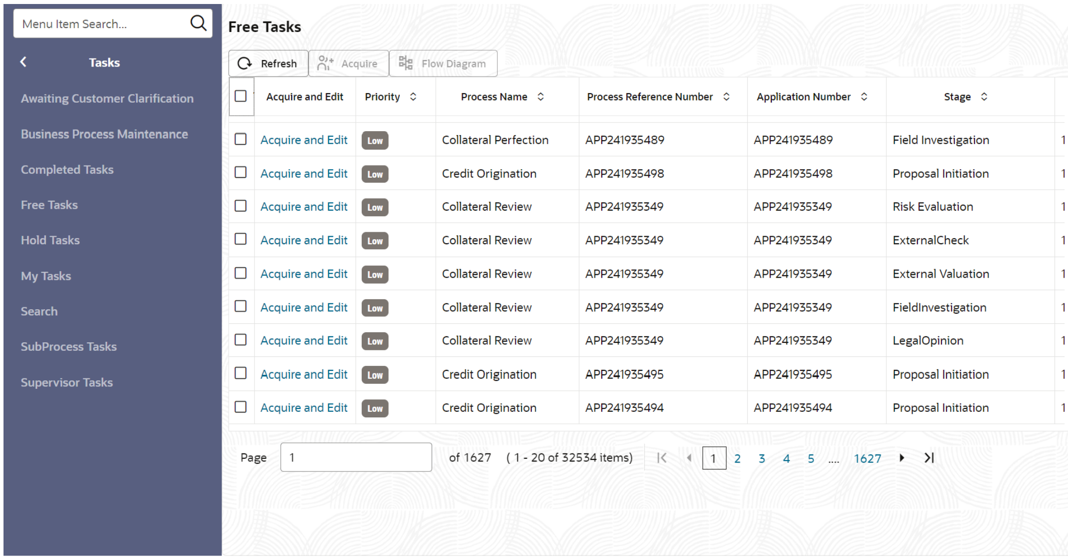
- Basic Information
- Collateral Type (Property) Details
- Linked Facilities Details
- Ownership
- Seniority of Details
- Covenants
- Insurance
- Configured Stage Status

> **Note**
>
> The Configured Stage Status is updated based on the status of parallel tasks generated in the system.

1. To launch the **Risk Evaluation - Summary** screen, navigate to Tasks > Free Tasks from the left menu.

   The **Free Tasks** screen is displayed.

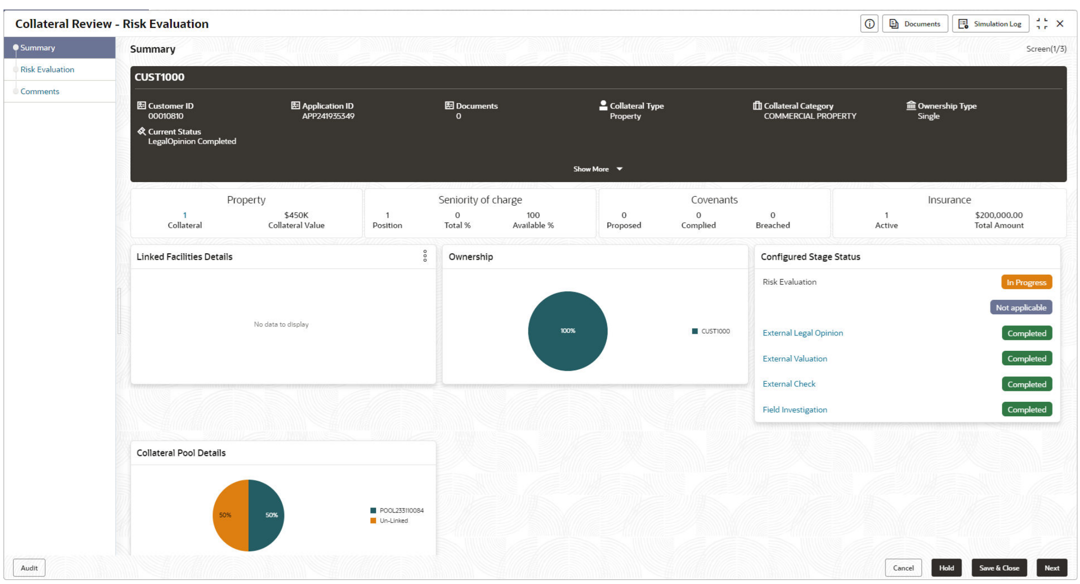
Figure 8-1 Free Tasks



2. Click **Acquire & Edit** in the required Risk Evaluation task.

   The **Risk Evaluation - Summary** screen is displayed.

Figure 8-2 Risk Evaluation - Summary



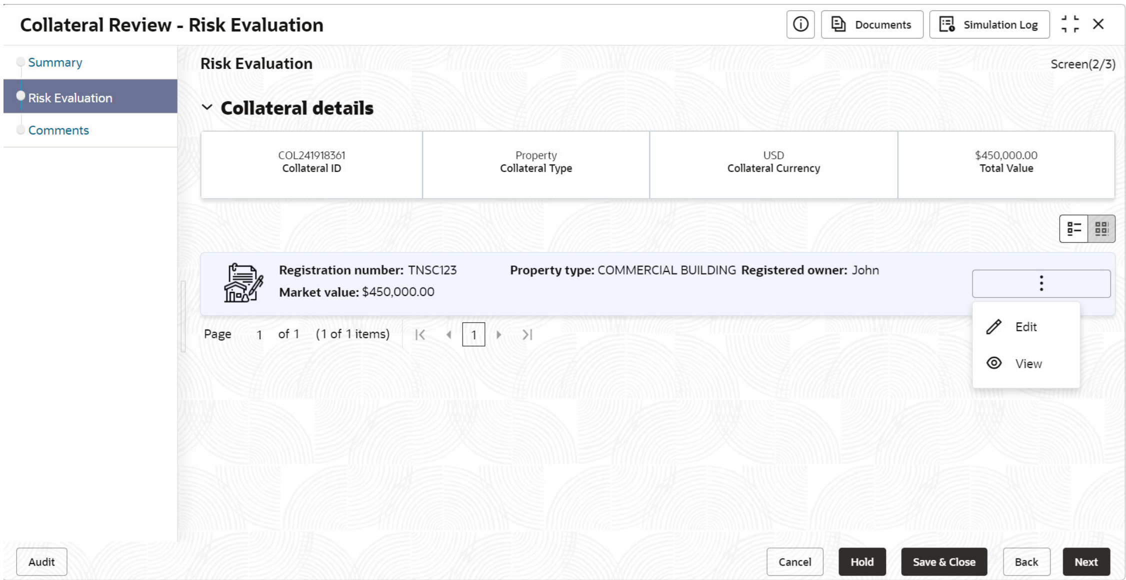
3. View the collateral summary and click **Next**.

8.3 Risk Evaluation

Procedure to add risk evaluation details for the collateral.

Upon clicking **Next** in the **Risk Evaluation - Summary** screen, the Risk Evaluation data segment is displayed.

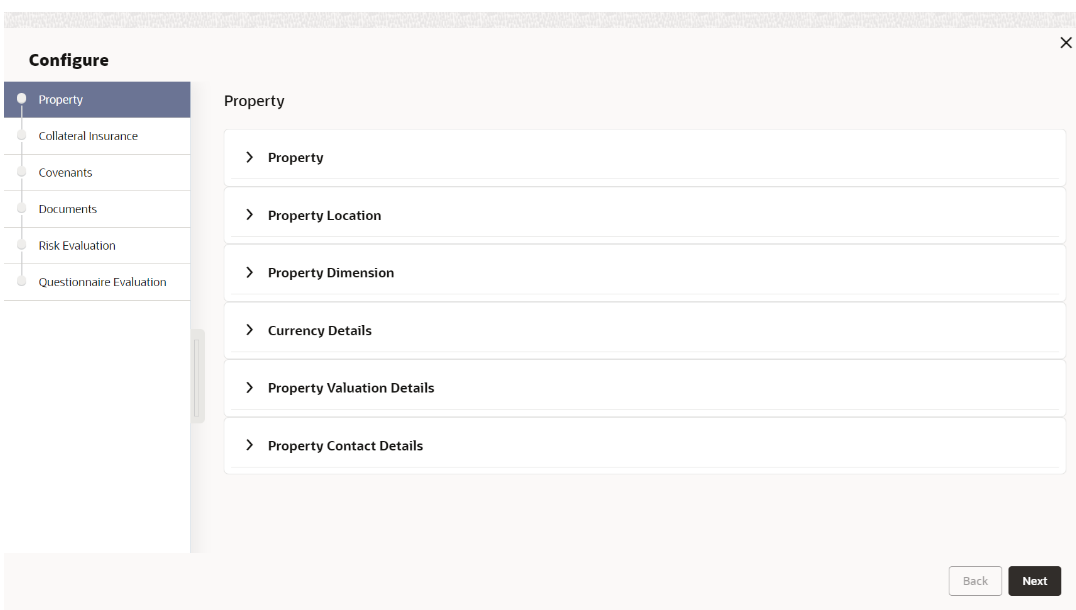
Figure 8-3 Risk Evaluation - Risk Evaluation



1. Click the action icon in the required collateral record and select **Edit**.

   The **Risk Evaluation - Configure - Collateral Type** screen is displayed based on the selected collateral.

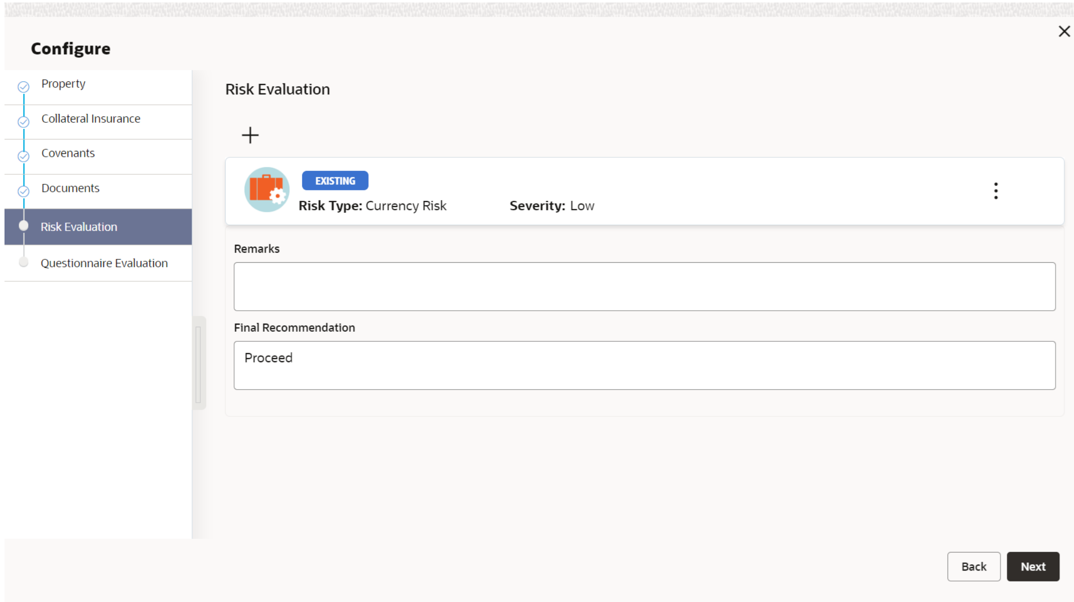
   Figure 8-4 Risk Evaluation - Configure - Property

   For information on the **Property**, **Covenants**, and **Documents** menus, refer the **Data Enrichment** chapter.

2. Click **Next** and navigate to **Risk Evaluation** menu.

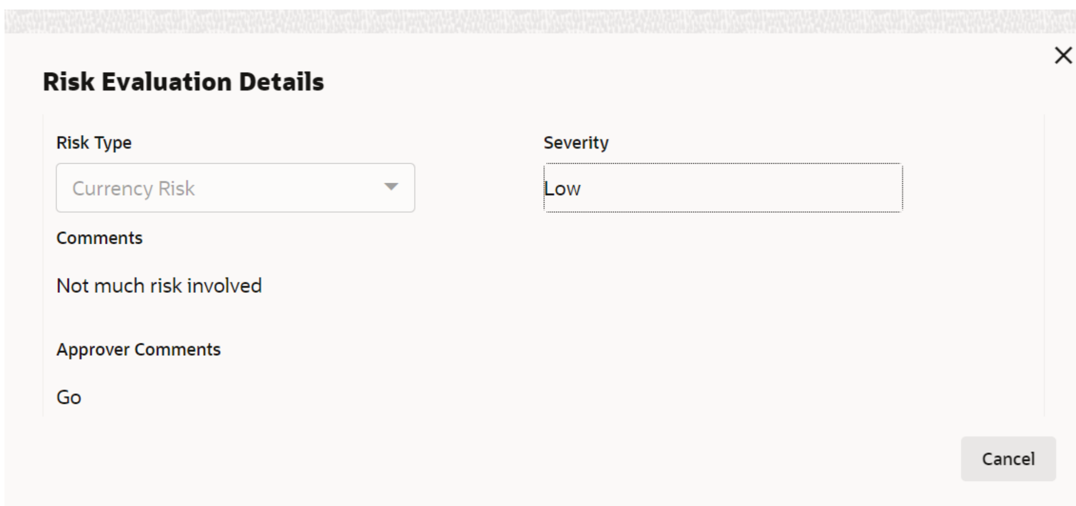
Figure 8-5 Risk Evaluation - Configure - Risk Evaluation



3. Click + the add icon in the **Risk Evaluation - Configure - Risk Evaluation** screen.

   The **Risk Evaluation Details** window is displayed.

Figure 8-6 Risk Evaluation Details



4. Provide all the details in the **Risk Evaluation Details** window.

   For field level information, refer the below table.

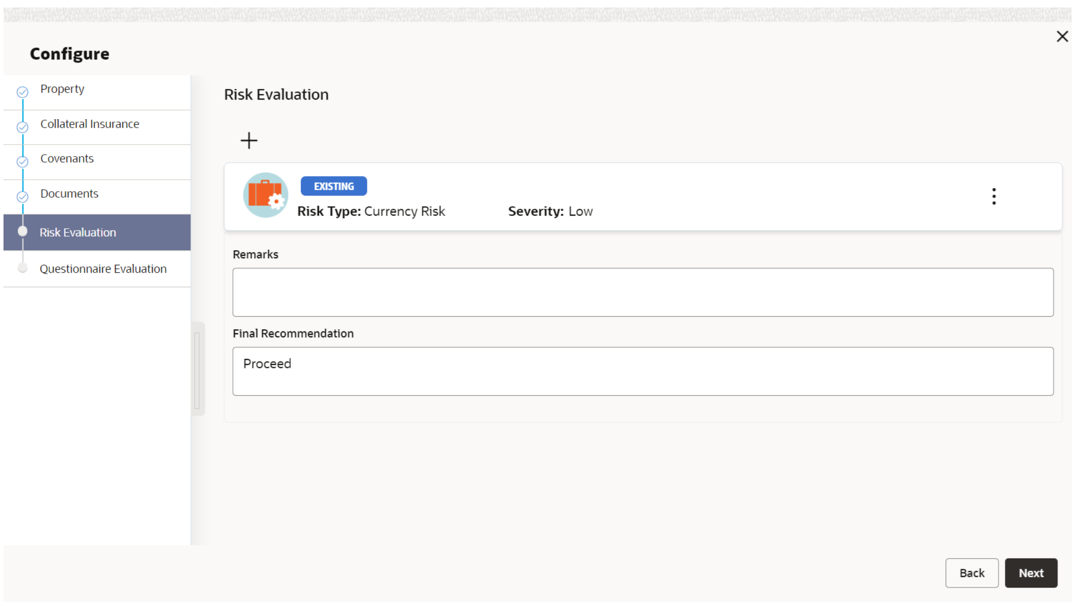
Table 8-1 Risk Evaluation Details - Field Description

Field	Description
Risk Type	Select the **Risk Type** from the drop down list. The options available include but are not limited to: • Currency Risk • Natural Hazardous Risk • Liquidity Risk • Operational Risk • Geo Political Risk • Issue Credit Risk
Severity	Specify the **Severity** of risk.
Comments	Capture the Risk Evaluator **Comments**.
Approver Comments	Capture the Risk **Approver Comments**.

5. Click **Add**.

   The risk evaluation details are added and displayed as shown below.

Figure 8-7 Risk Evaluation - Configure - Risk Evaluation Added



   You can **Edit**, **View**, or **Delete** the added risk evaluation details by clicking the action icon in the corresponding record and selecting the required option.

6. Capture **Remarks** for the risk evaluation.
7. Provide a **Final Recommendation** for the collateral and click **Next**.

   The **Risk Evaluation - Configure - Questionnaire Evaluation** screen is displayed. For information on questionnaire based evaluation, refer the **External Check** chapter.
8. After performing necessary actions in the **Risk Evaluation - Risk Evaluation** screen, click **Next**.

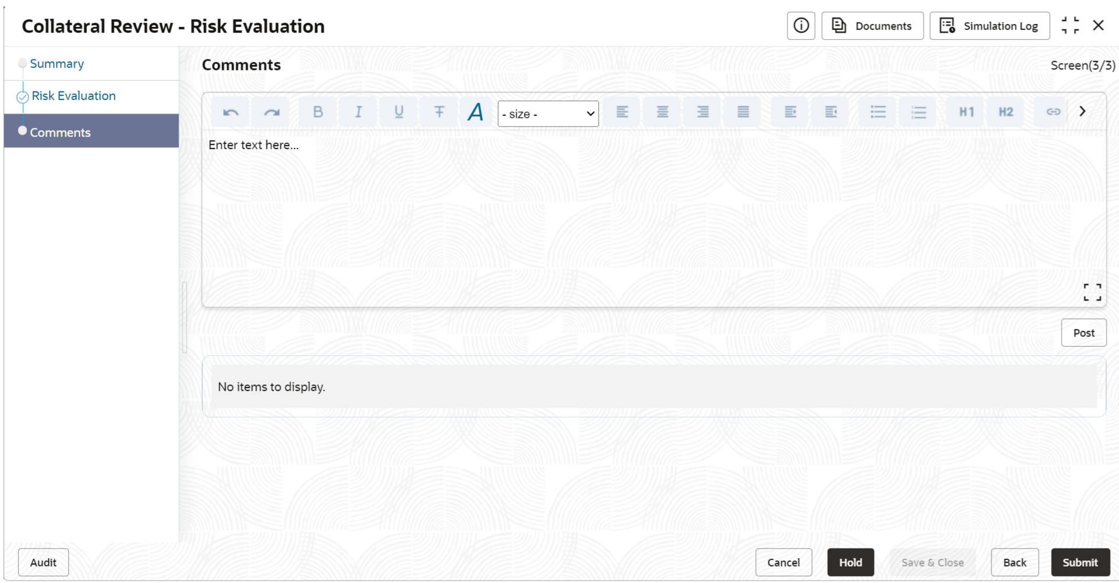
8.4 Comments

Information about the Comments data segment in the Risk Evaluation stage.

The Comments data segment allows you to post overall comments for the Risk Evaluation stage. Posting comments helps the user of next stage to better understand the application.

Upon clicking **Next** in the **Risk Evaluation - Risk Evaluation** screen, the Comments data segment is displayed.

Figure 8-8 Risk Evaluation - Comments

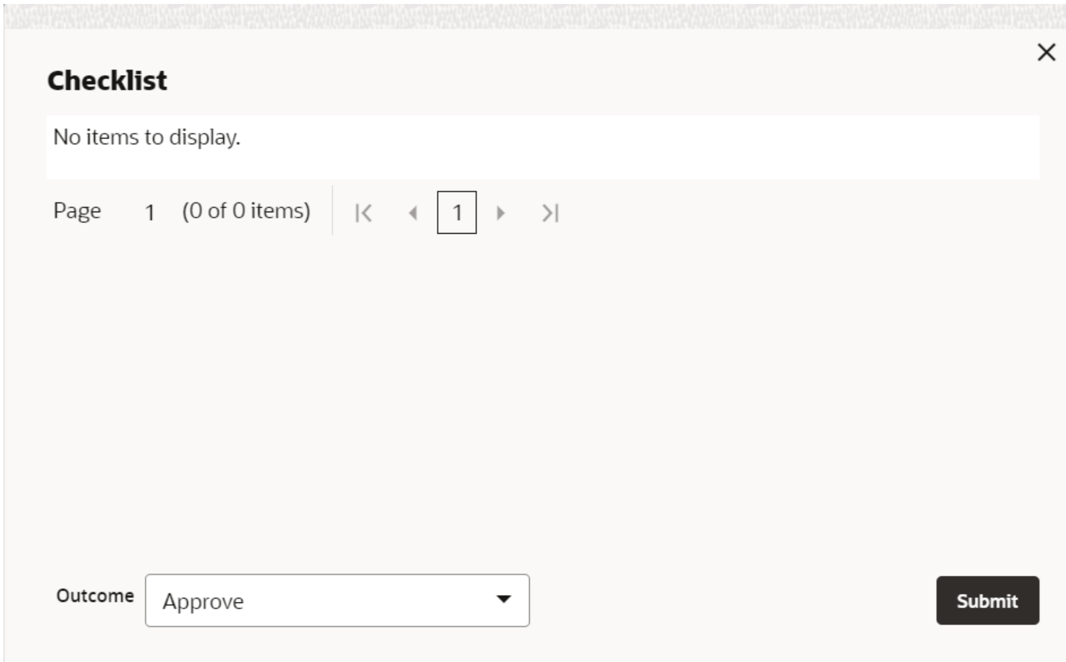


1. Type your comments for the Risk Evaluation stage in the **Comments** text box.
2. Click **Post**.

   Comments are posted and displayed below the **Comments** text box.
3. Click **Submit**.

   The Checklist window is displayed.

Figure 8-9 Checklist



4. Manually verify all the checklist and enable the corresponding check box.
5. Select the required **Outcome** and click **Submit**.

   The options available in the drop down list are:

   - PROCEED
   - ADDITIONAL INFO

   If **PROCEED** is selected as the **Outcome**, the application is moved to the next stage on clicking **Submit**.

   If **ADDITIONAL INFO** is selected as the **Outcome**, the application is moved to the previous stage after completion of all the parallel stages.

9 Collateral Approval

9.1 Collateral Approval

Detailed information about the Collateral Approval stage in Collateral Review process.

In this stage, the Credit Approver in bank reviews the collateral details along with the Legal Opinion, Risk Evaluation and Valuation details from the corresponding department and recommendation from the Collateral Review stage, and then approves/rejects the Collateral.

The following data segments are available in the Collateral Approval stage:

- Summary
- Collateral Review
- Linkage Details
- Comments

9.2 Summary

Information on the Summary data segment in Collateral Approval stage.

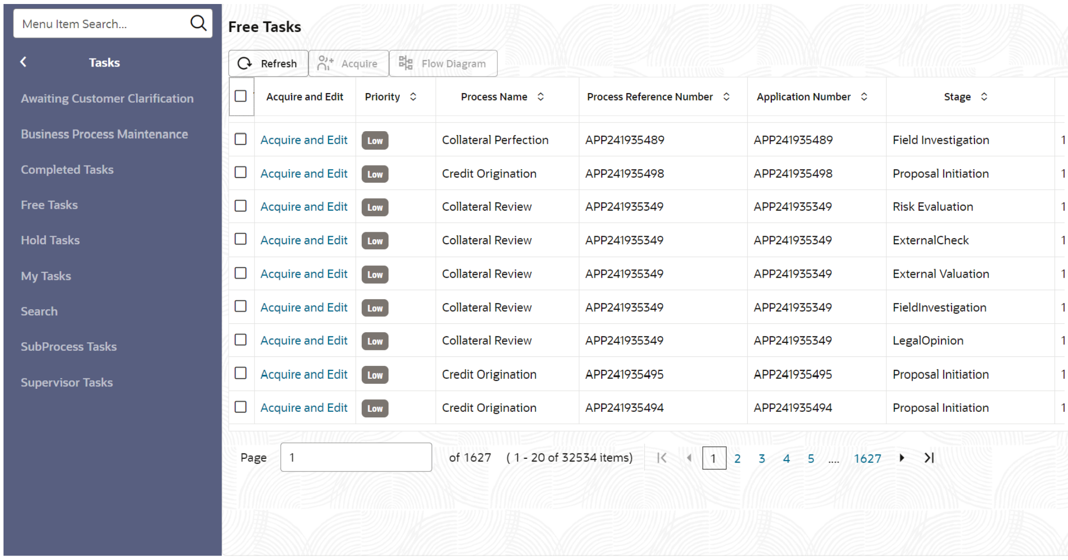
In the Summary data segment, the following collateral details captured in the previous stages are displayed.

- Basic Information
- Collateral Type (Property) Details
- Linked Facilities Details
- Ownership
- Seniority of Details
- Covenants
- Insurance
- Configured Stage Status

1. To launch the **Collateral Approval - Summary** screen, navigate to Tasks > Free Tasks from the left menu.

   The **Free Tasks** screen is displayed.

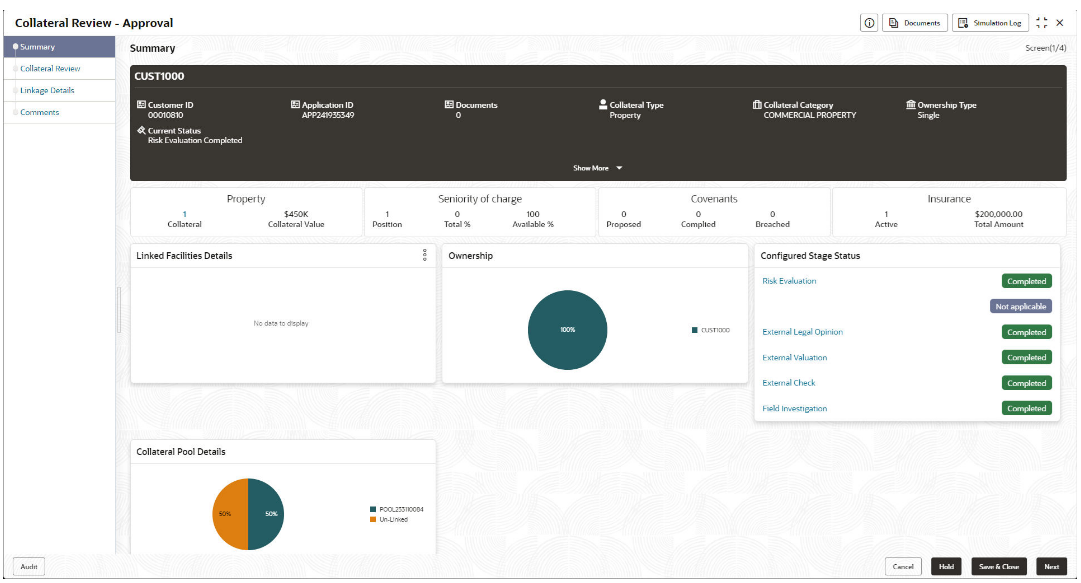
Figure 9-1 Free Tasks



2. Click **Acquire & Edit** in the required Collateral Approval task.

   The **Collateral Approval - Collateral Summary** screen is displayed.

Figure 9-2 Approval - Summary



3. View the Collateral Summary and click **Next**.

9.3 Collateral Review

Information about the Collateral Review data segment in the Approval stage.

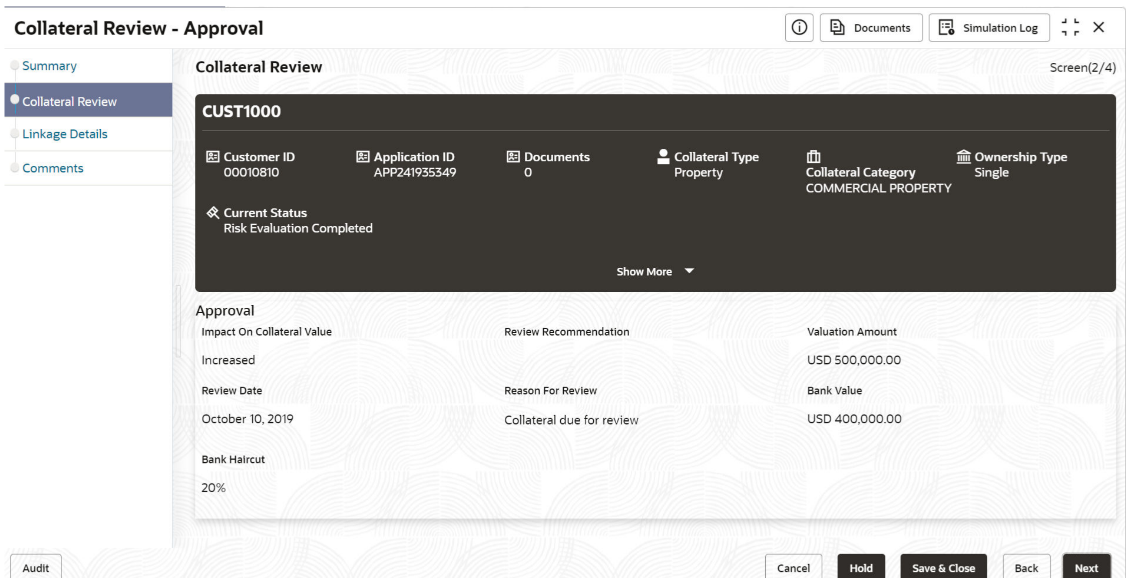
In this data segment, the following details are displayed along with the collateral details captured in the previous stages.

- Impact on Collateral Value - The system displays whether the collateral value is increased or decreased

- Review Recommendation - The system displays the recommendation based on the revised collateral value
- Valuation Amount - The system displays the latest collateral valuation amount

The Credit Approver must go through the collateral details and recommendation to make final decision of approving or rejecting the collateral.
Upon clicking **Next** in the **Approval - Summary** screen, the Collateral Review data segment is displayed.

Figure 9-3 Approval - Collateral Review



After viewing the collateral details and recommendation, click **Next**.

9.4 Linkage Details

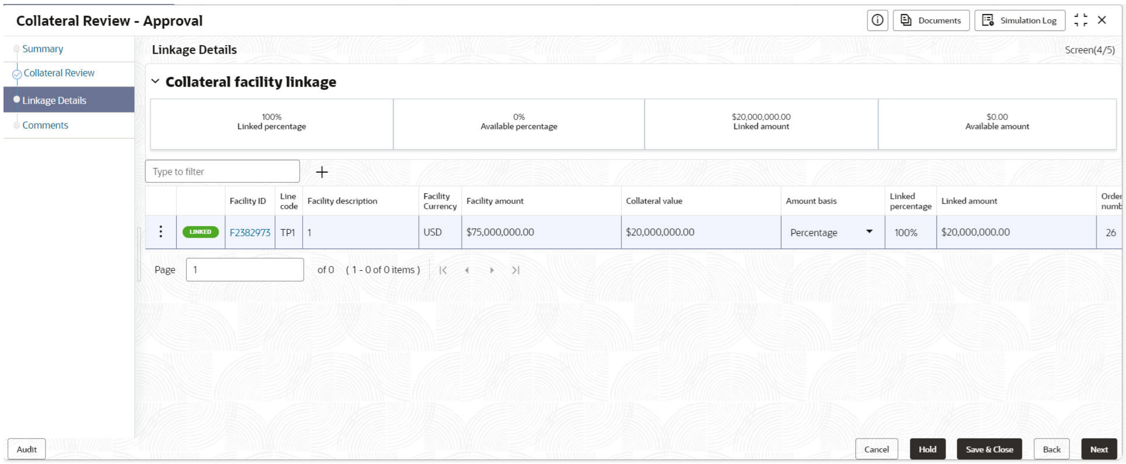
Information on the Linkage Details data segment in the Approval stage.

This data segment displays the following details for the selected collateral.

- **Linked Facilities** - Existing and proposed facilities - collateral linkage
- **Linked Collateral Pool** - Existing and proposed collateral - collateral pool linkage
- **Utilization Details** - Existing utilization from the linked collateral amount

Upon clicking **Next** in the **Approval - Collateral Review** screen, the Linkage Details data segment is displayed.

Figure 9-4 Approval - Linkage Details



1. View the **Linked Facilities**, **Linked Collateral Pool**, and **Utilization details** by navigating to the corresponding tabs.
2. Click **Next**.

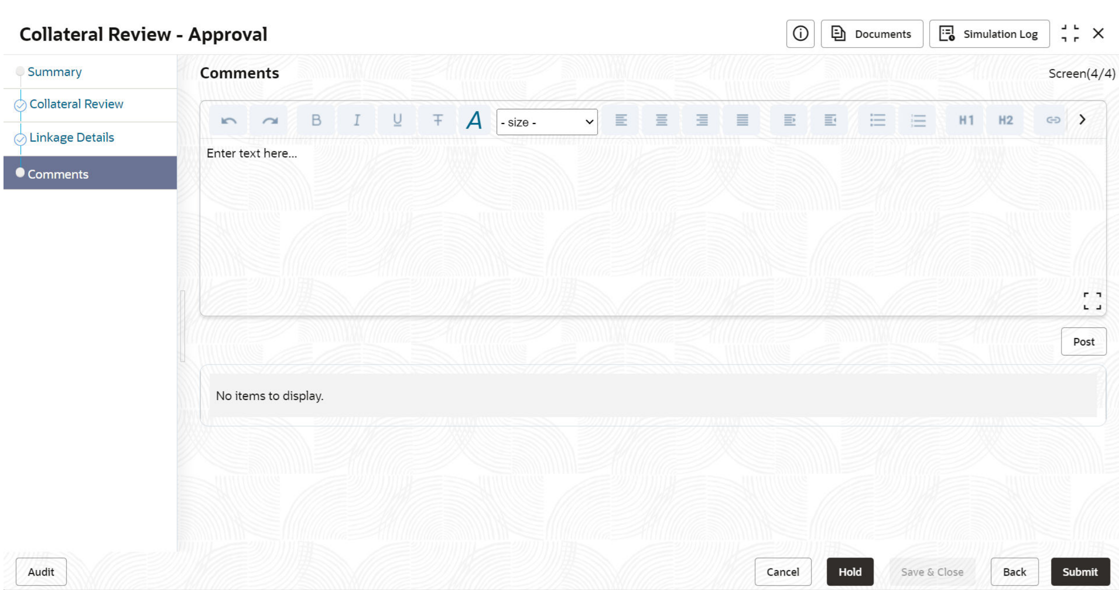
9.5 Comments

Information on the Comments data segment in the Collateral Approval stage.

The Comments data segment allows you to post overall comments for the Collateral Approval stage. Posting comments helps the user of next stage to better understand the application.

Upon clicking **Next** in the **Collateral Approval - Linkage Details** screen, the Comments data segment is displayed.

Figure 9-5 Approval - Comments

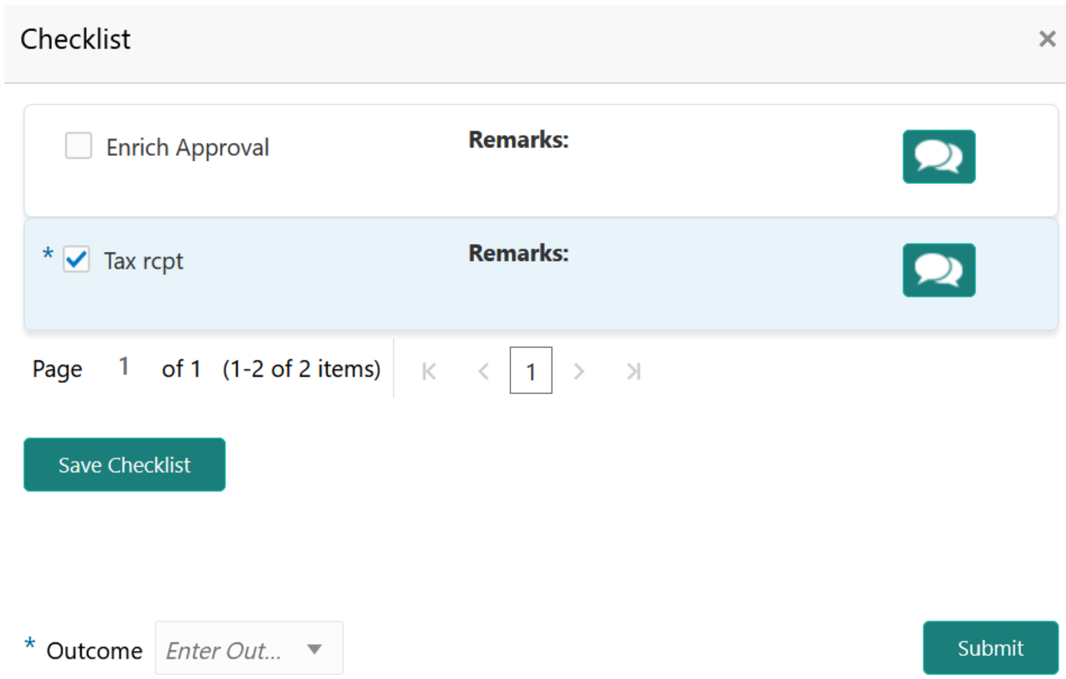


1. Type your comments for the Approval stage in the **Comments** text box.
2. Click **Post**.

   Comments are posted and displayed below the **Comments** text box.
3. Click **Submit**.

   The Checklist window is displayed.

Figure 9-6 Checklist



4. Manually verify all the checklist and enable the corresponding check box.
5. Select the required **Outcome** and click **Submit**.

   The options available in the drop down list are:
   - Approve
   - Reject

   If **Approve** is selected as the **Outcome**, the application is moved to the next stage on clicking **Submit**.

   If **Reject** is selected as the **Outcome**, the application is rejected on clicking **Submit**.

10
Customer Notification

10.1 Customer Notification

Detailed information about the Customer Notification stage in Collateral Review process.

In this stage, the Credit Officer reviews the collateral and its documents, generates the revised In-Principal Collateral Agreement, and sends the generated agreement to the customer.

The following stages are available in the Customer Notification stage.

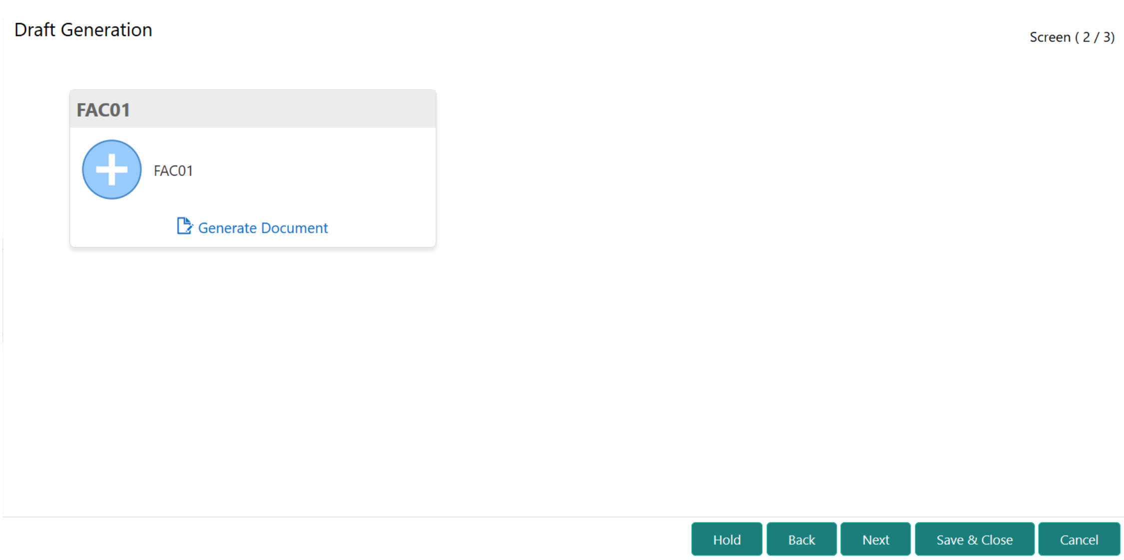
- Draft Generation
- Comments

10.2 Draft Generation

Procedure to generate review draft for customer acceptance.

The Draft Generation data segment in Customer Notification stage allows you to configure customer's mail address and generate review draft for customer acceptance.
To launch the **Customer Notification - Draft Generation** screen, navigate to Tasks > Free Tasks from the left menu and click **Acquire & Edit** in the required Draft Generation task.

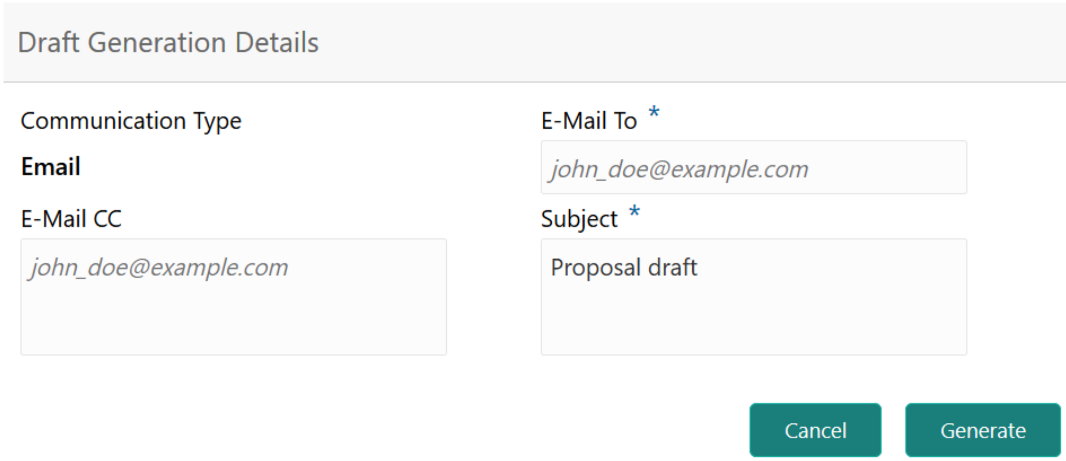
Figure 10-1 Draft Generation



1. Click **Generate Document**.

   The **Draft Generation Details** window is displayed.

Figure 10-2 Draft Generation Details



2. Specify all the details in the **Draft Generation Details** window.

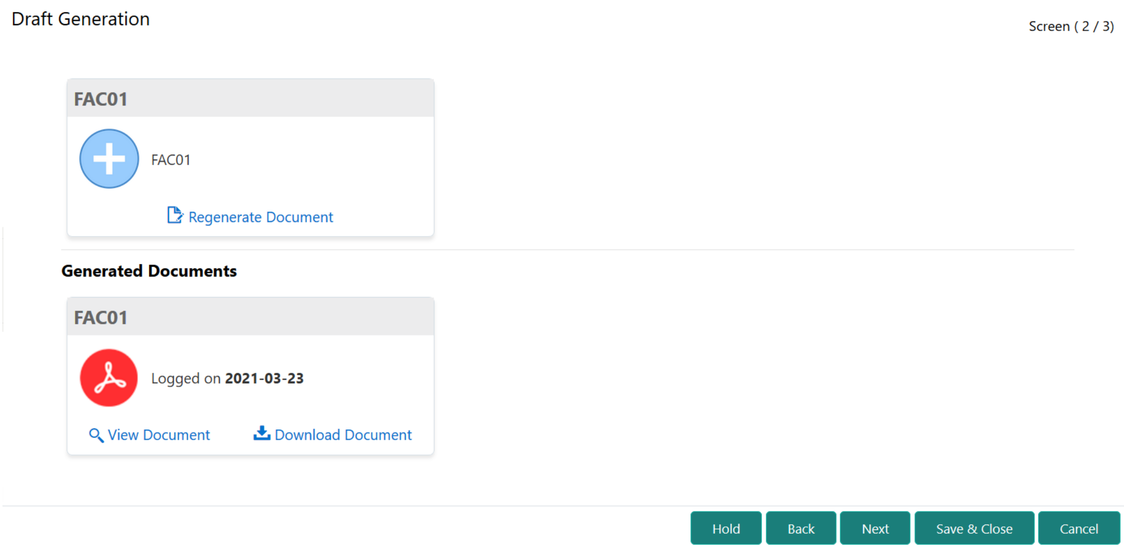
   For field level information, refer the below table.

Table 10-1 Draft Generation Details - Field Description

Field	Description
Communication Type	By default, the **Communication Type** is displayed as Email. You cannot change the **Communication Type** in this screen.
E-Mail To	Specify the E-mail address to which the draft document has to be sent.
E-Mail CC	Specify the E-mail address which has to be in CC of draft communication mail.
Subject	Specify the mail **Subject**.
Generate	Click this to send the draft document to the mail ID mentioned in **E-Mail To** field.
Cancel	Click this to exit the **Draft Generation Details** window without saving the provided information.

Once the draft document is successfully sent to the mentioned mail ID, the **Generated Documents** is displayed in the **Draft Generation** screen as shown below.

Figure 10-3 Draft Generation_Completed



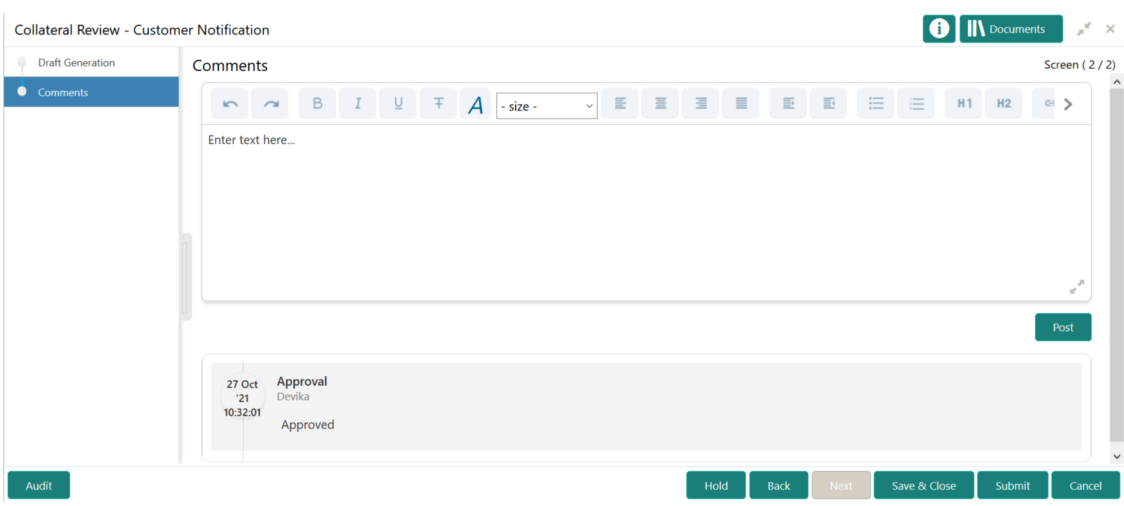
3. To view the generated draft document, click **View Document**.
4. To download the generated draft document, click **Download Document**.
5. After performing necessary actions in the **Draft Generation** screen, click **Next**.

10.3 Comments

Information about the Comments data segment in Customer Notification stage.

This data segment allows to add overall comments for the Customer Notification stage. Adding comments helps the user of next stage to better understand the application.

Figure 10-4 Customer Notification - Comments



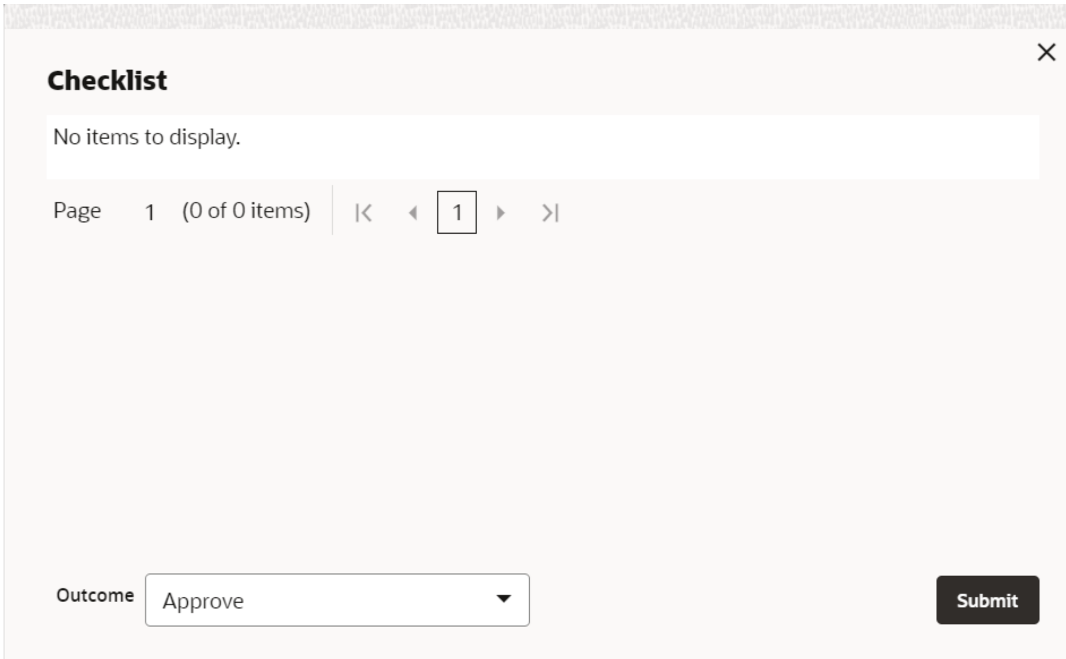
1. Type comments for the Customer Notification stage in the text box.
2. Click **Post**.

   Comments are posted below the text box.

3. To go back to the previous screen and make changes, click **Back**.
4. If changes are not required, click **Submit**.

   The **Checklists** window is displayed.

Figure 10-5 Customer Notification - Checklist



5. Manually verify all the checklist and enable corresponding checkbox.
6. Select the required **Outcome** and click **Submit**.

   The options available in the drop down list are:

   - PROCEED
   - ADDITIONAL_INFO

   If the **Outcome** is selected as **PROCEED**, the Customer Notification task is completed on clicking **Submit**.

   If the **Outcome** is selected as **ADDITIONAL_INFO**, the task is moved back to the Collateral Review stage on clicking **Submit**.

11 Customer Agreement

11.1 Customer Agreement

Detailed information about the Customer Agreement stage in Collateral Review process.

In this stage, you can capture the customer acceptance status once the customer has reviewed the revised In-principal Collateral Agreement and perform any of the following task based on customer acceptance.

- Send the application to Collateral Review stage
- Accept the collateral agreement on behalf of customer

The following data segments are available in the Customer Agreement stage.

- Customer Acceptance
- Comments

11.2 Customer Acceptance

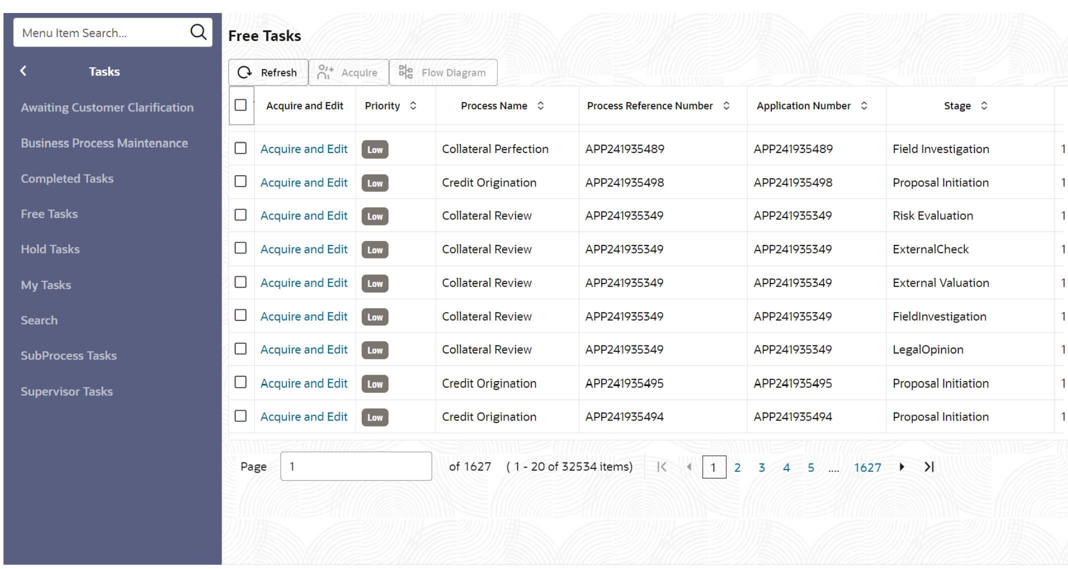
Information about the Customer Acceptance data segment in Customer Agreement stage.

In this data segment, you can download and view the collateral valuation documents sent for customer acceptance in previous stage.

1. To launch the **Customer Agreement - Customer Acceptance** screen, navigate to Tasks > Free Tasks from the left menu.

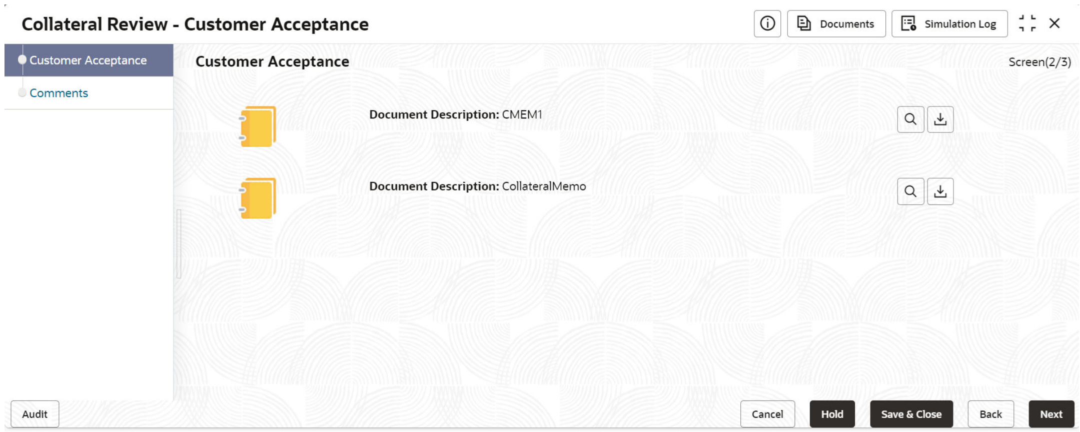
   The **Free Tasks** screen is displayed.

   Figure 11-1 Free Tasks

2. **Acquire & Edit** the required Customer Acceptance task.

Figure 11-2 Customer Agreement - Customer Acceptance



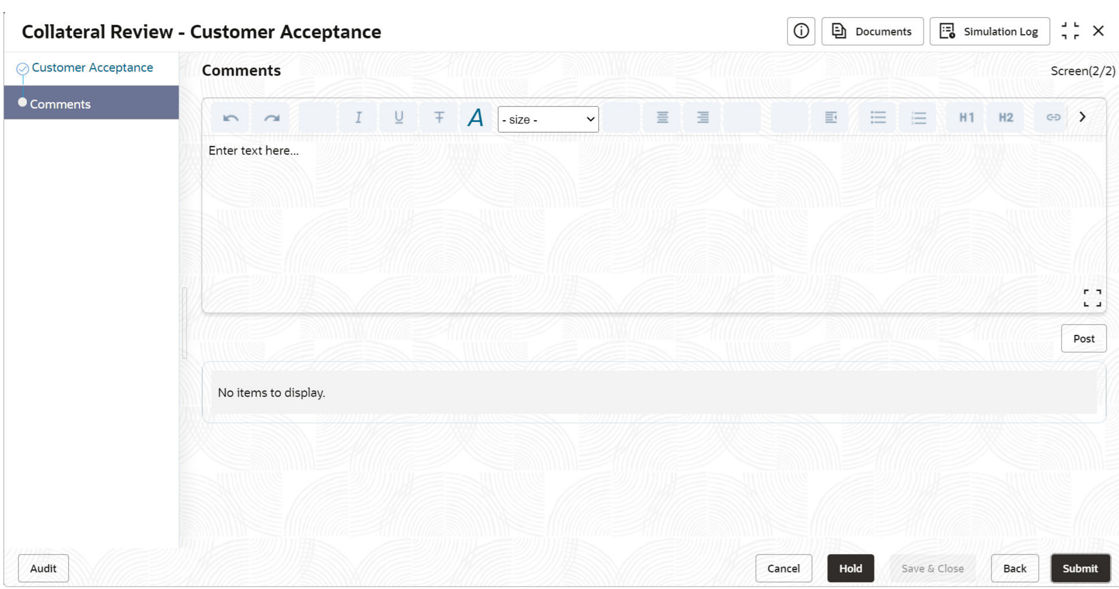
3. To download the collateral valuation document, click the download icon.
4. To go to the next data segment, click **Next**.

11.3 Comments

Information about the Comments data segment in Customer Agreement stage.

This data segment allows you to add overall comments for the Customer Agreement stage. Upon clicking **Next** in the **Customer Agreement - Customer Acceptance** screen, the Comments data segment is displayed.

Figure 11-3 Customer Agreement - Comments



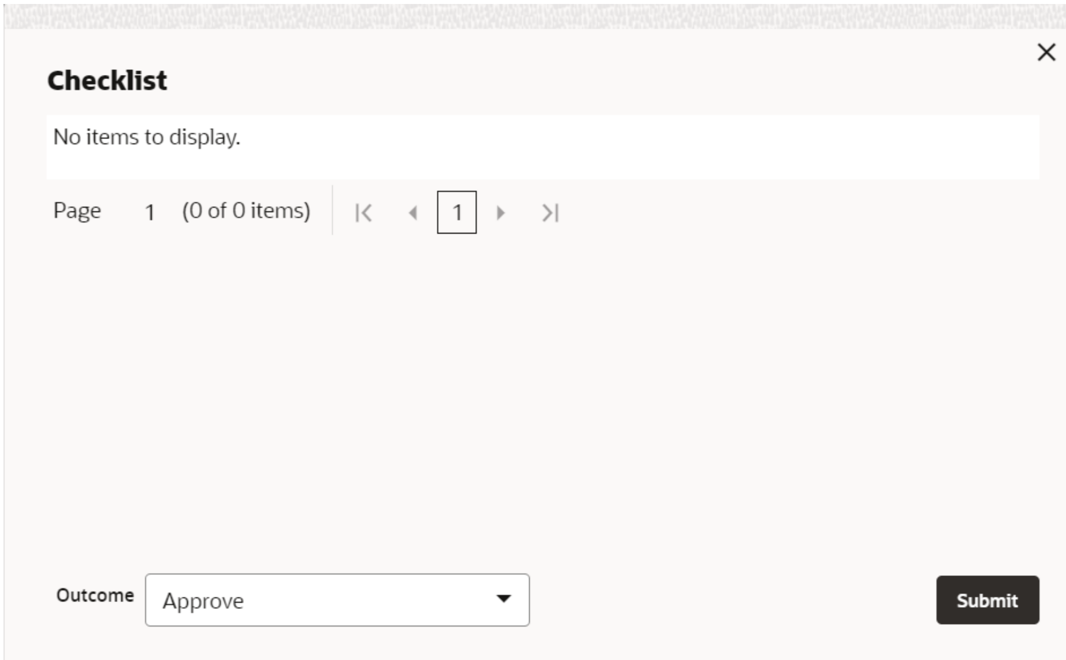
1. Type comments for the Customer Agreement stage in the text box.

2. Click **Post**.

   Comments are posted below the text box.
3. To go back to the previous screen and make changes, click **Back**.
4. If changes are not required, click **Submit**.

   The **Checklists** window is displayed.

Figure 11-4 Customer Agreement - Checklist



5. Manually verify all the checklist and enable corresponding checkbox.
6. Select the required **Outcome** and click **Submit**.

   The options available in the drop down list are:
   - ACCEPT
   - ADDITIONAL_INFO
   - REJECT

   If the **Outcome** is selected as **ACCEPT**, the Collateral Review process is completed on clicking **Submit**.

   If the **Outcome** is selected as **ADDITIONAL_INFO**, the task is moved back to the Customer Notification stage on clicking **Submit**.

   If the **Outcome** is selected as **REJECT**, the Collateral Review application is rejected.

12
Safekeeping

12.1 Safekeeping

Detailed information about the Safekeeping stage in Collateral Review process.

In this stage, the Document Handling Officer must select the list of document to be sent for External Safekeeping and Internal Safekeeping, and capture the collateral safekeeping details.

The following data segments are available in the Safekeeping stage:

- Collateral Summary
- Collateral Safekeeping
- Comments

12.2 Collateral Summary

Information on the Collateral Summary data segment in Safekeeping stage.

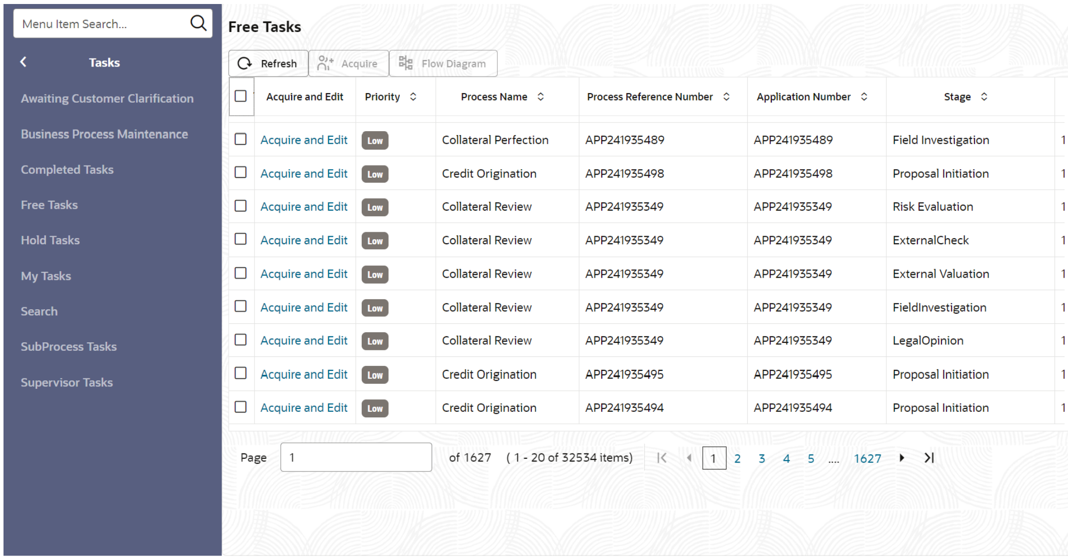
In the Collateral Summary data segment, the following collateral details captured in the previous stages are displayed.

- Basic Information
- Collateral Type (Property) Details
- Linked Facilities Details
- Ownership
- Seniority of Details
- Covenants
- Insurance
- Configured Stage Status

1. To launch the **Safekeeping - Collateral Summary** screen, navigate to Tasks > Free Tasks from the left menu.

   The **Free Tasks** screen is displayed.

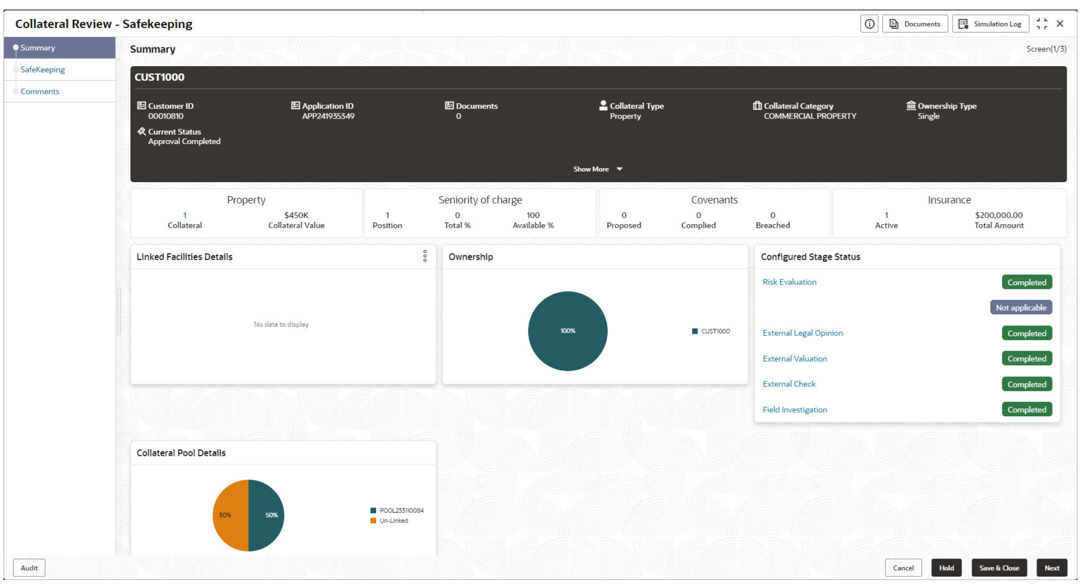
Figure 12-1 Free Tasks



2. Click **Acquire & Edit** in the required Safekeeping task.

   The **Safekeeping - Collateral Summary** screen is displayed.

Figure 12-2 Safekeeping - Collateral Summary



3. View the Collateral Summary and click **Next**.

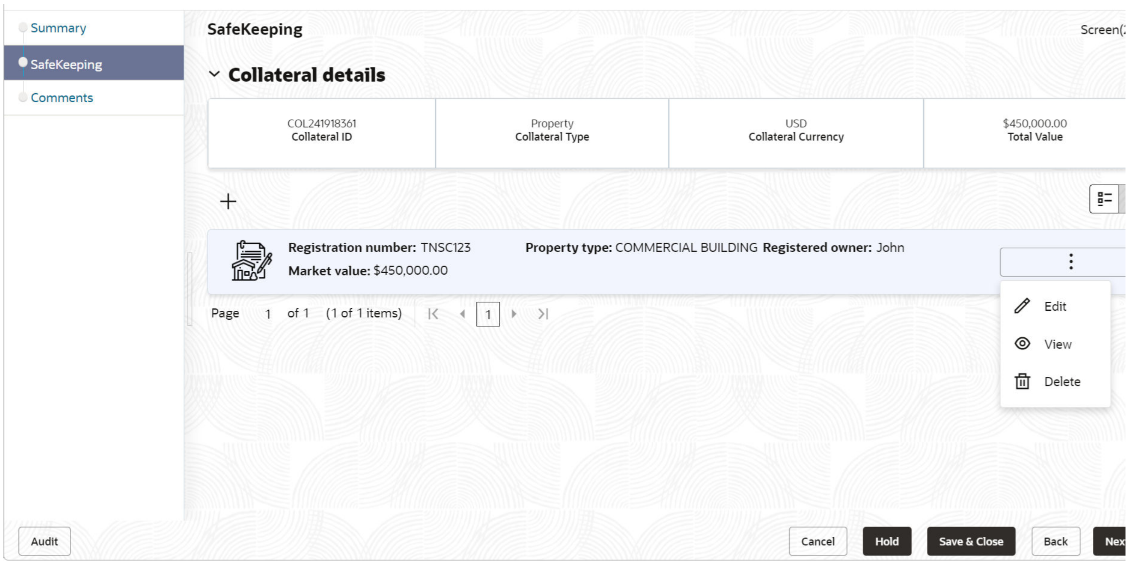
12.3 Collateral Safekeeping

Procedure to add collateral safekeeping details.

Collateral Safekeeping details captured in the Collateral Perfection process are displayed in this data segment, you can add new safekeeping details or modify the existing record, if required.

Upon clicking **Next** in the **Safekeeping - Collateral Summary** screen, the Collateral Safekeeping data segment is displayed.

Figure 12-3 Safekeeping - Collateral Safekeeping

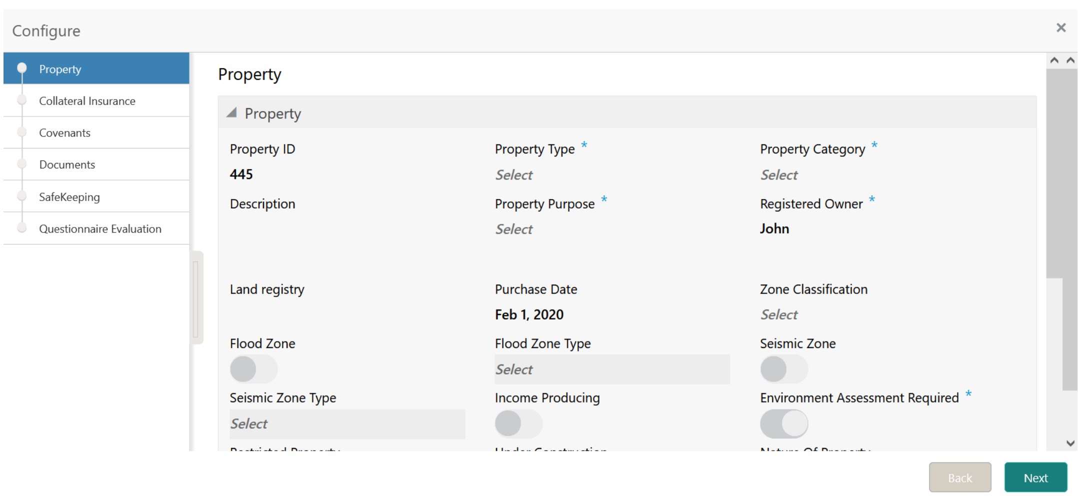


To capture safekeeping details for the collateral:

1. Click the action icon in the collateral record and select **Edit**.

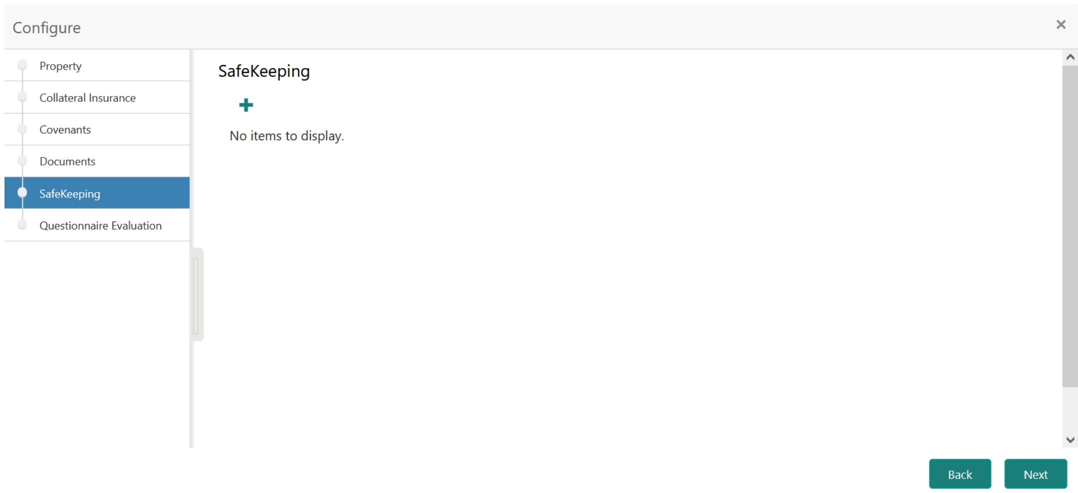
   The **Safekeeping - Configure - Collateral Type** screen is displayed.

Figure 12-4 Safekeeping - Configure - Collateral Type



2. Click **Next** and navigate to the **Safekeeping** menu.

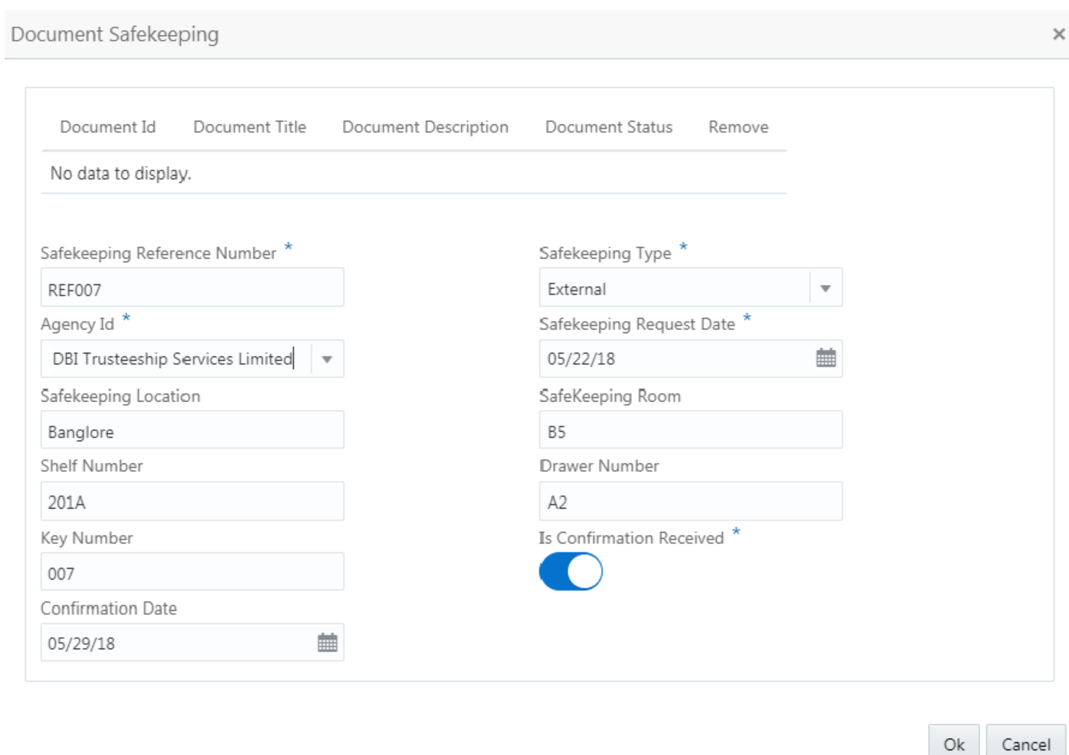
Figure 12-5 Safekeeping - Configure - Safekeeping



3. Click the add icon in the **Safekeeping - Configure - Safekeeping** screen.

   The **Document Safekeeping** window is displayed.

Figure 12-6 Document Safekeeping



4. Select the documents for safekeeping in the above screen.
5. Capture the document safekeeping details.

   For field level explanation, refer the below table.

Table 12-1 Document Safekeeping - Field Description

Field	Description
Safekeeping Reference Number	Specify the **Safekeeping Reference Number**.
Safekeeping Type	Select the **Safekeeping Type** from the drop down list. The options available are: • Internal • External
Agency Id	Specify the **Agency Id**, if **External** is selected as the **Safekeeping Type**.
Safekeeping Request Date	Specify the **Safekeeping Request Date**.
Safekeeping Location	Specify the **Safekeeping Location**.
Safekeeping Room	Specify the **Safekeeping Room** detail.
Shelf Number	Specify the **Shelf Number** for collateral safekeeping.
Drawer Number	Specify the **Drawer Number** for collateral safekeeping.
Key Number	Specify the **Key Number** for collateral safekeeping.
Is Confirmation Received	Enable this flag, if confirmation is received for collateral safekeeping.
Confirmation Date	Specify the safekeeping **Confirmation Date**.

6. Click **Ok** in the **Document Safekeeping** window.

   The document safekeeping details are added and displayed in the **Safekeeping - Configure Safekeeping** screen.
   You can **Edit**, **View**, or **Delete** the added safekeeping detail by clicking the action icon and selecting the required option.

7. After capturing safekeeping details, click **Next** and then click **Submit**.

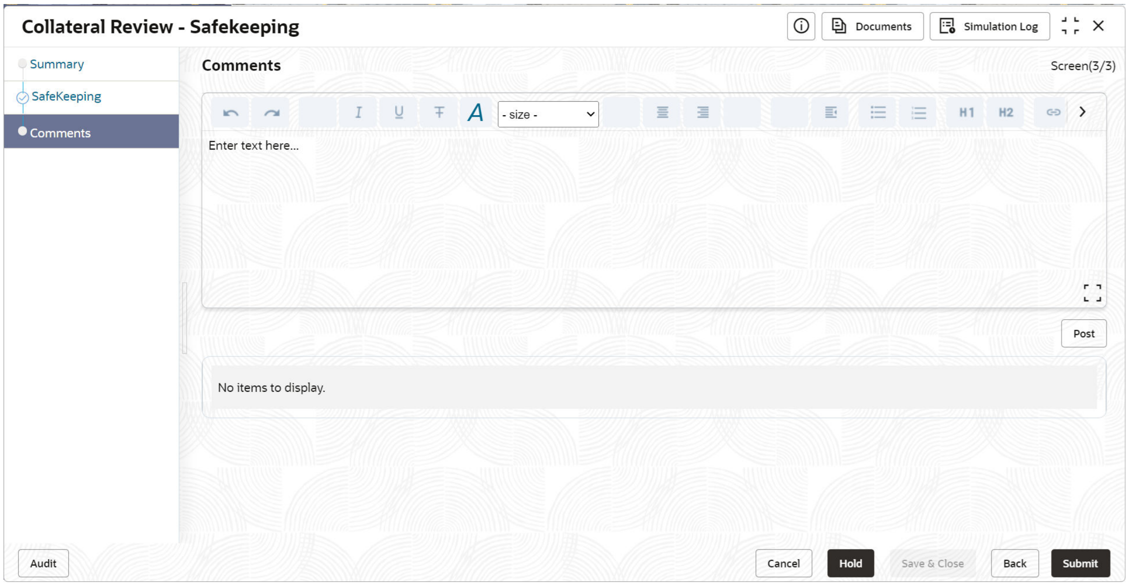
12.4 Comments

Information on the Comments data segment in the Safekeeping stage.

The Comments data segment allows you to post overall comments for the Safekeeping stage.

Upon clicking **Next** in the **Safekeeping - Collateral Safekeeping** screen, the Comments data segment is displayed.

Figure 12-7 Safekeeping - Comments

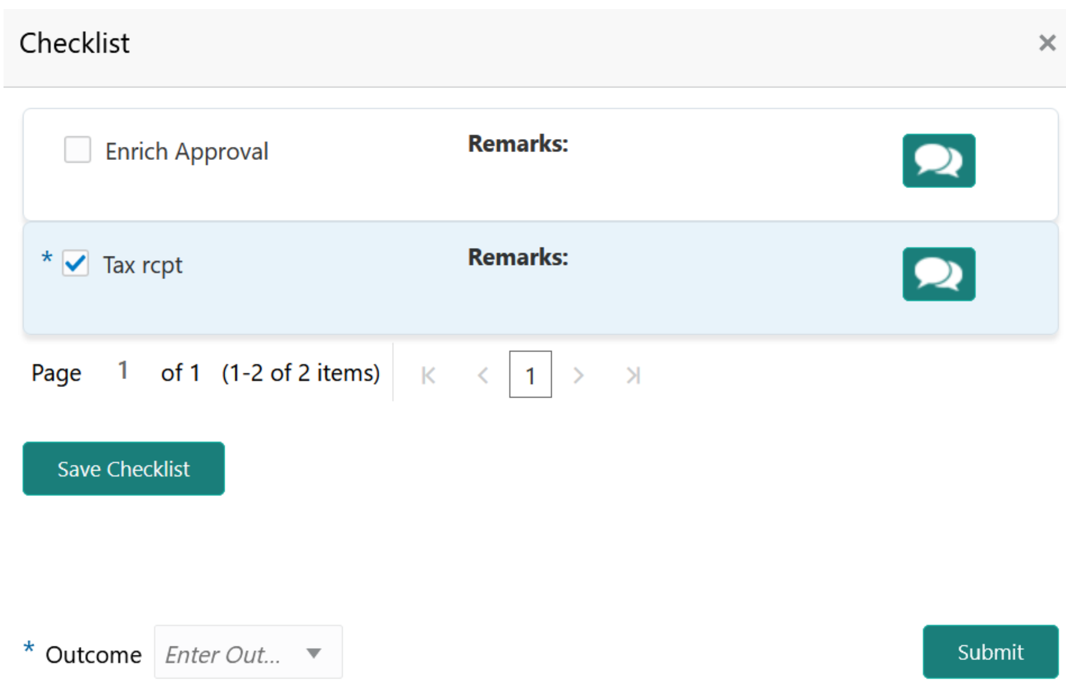


1. Type your comments for the Safekeeping stage in the **Comments** text box.
2. Click **Post**.

   Comments are posted and displayed below the **Comments** text box.
3. Click **Submit**.

   The Checklist window is displayed.

Figure 12-8 Checklist



4. Manually verify all the checklist and enable the corresponding check box.
5. Select the **Outcome** as **Proceed**.
6. Click **Submit**.

   The Collateral Review details are handed off to the Back office System (OBELCM) and the process is completed. In case of any failure in handoff, the system generates Handoff - Manual Retry task and lists in the Free Task queue. You must fix the handoff errors and retry the handoff.

13
Handoff - Manual Retry

13.1 Handoff - Manual Retry

Detailed information about the Manual Retry stage in Collateral Review process.

Collateral review details are automatically handed off to the back office system on submitting the last stage task. In case of any failure, the system generates the Manul Retry task and lists in the Free Tasks queue. The user must edit the task and fix all the handoff errors before submitting the task.

13.2 Collateral Summary

Information on the Collateral Summary data segment in Manual Retry stage.

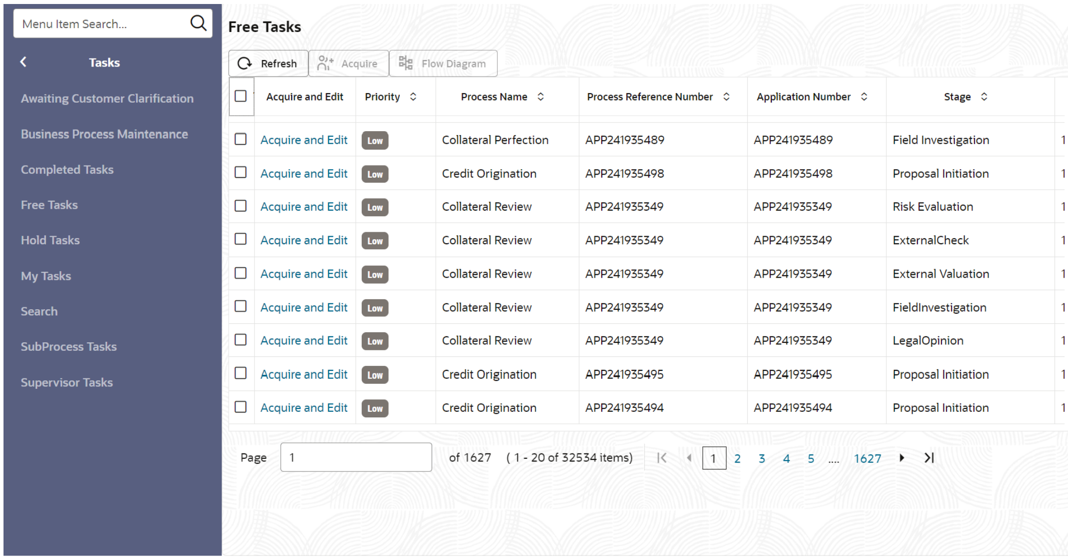
In the Collateral Summary data segment, the following collateral details captured in the previous stages / perfection process are displayed.

- Basic Information
- Collateral Type (Property) Details
- Linked Facilities Details
- Ownership
- Seniority of Details
- Covenants
- Insurance
- Configured Stage Status

1. To launch the **Manual Retry - Collateral summary** screen, navigate to Tasks > Free Tasks from the left menu.

   The **Free Tasks** screen is displayed.

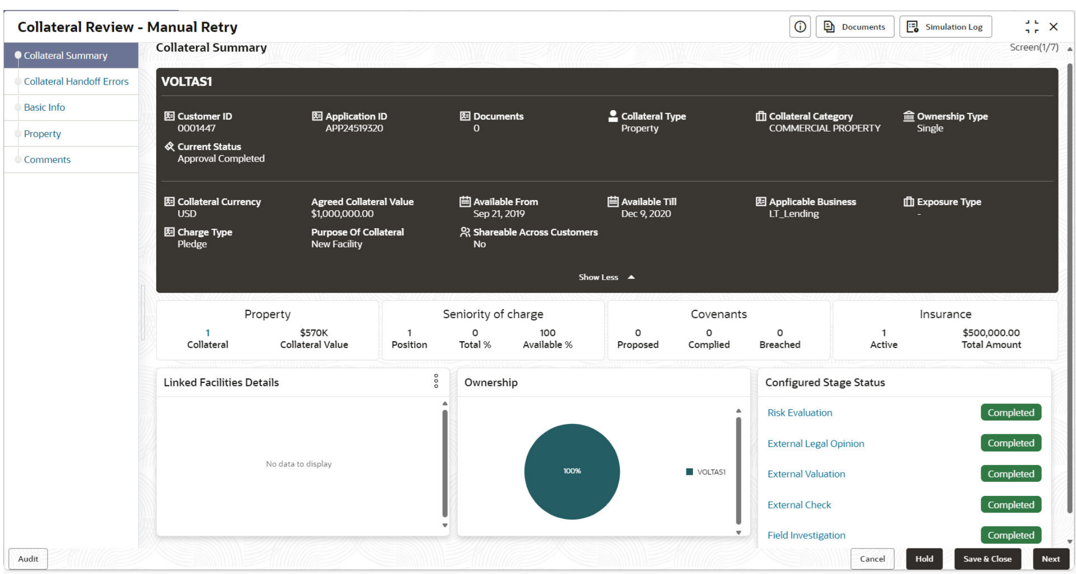
Figure 13-1 Free Tasks



2. Click **Acquire & Edit** in the required Manual Retry task.

   The **Manual Retry - Collateral Summary** screen is displayed.

Figure 13-2 Manual Retry - Collateral Summary



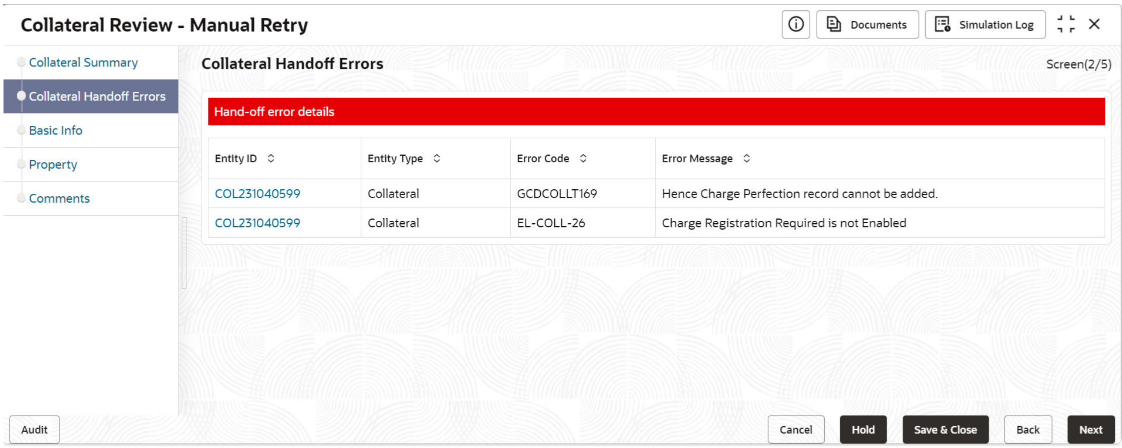
3. View the Collateral Summary and click **Next**.

13.3 Collateral Handoff Errors

Information on the Collateral Handoff Errors data segment in the Manual Retry stage.

This data segment displays the handoff error details such as Entity ID, Entity Type, Error Code, and Error Message for taking necessary action.
Upon clicking **Next** in the **Manual Retry - Collateral Summary** screen, the Collateral Handoff Errors data segment is displayed.

Figure 13-3 Manual Retry - Collateral Handoff Errors



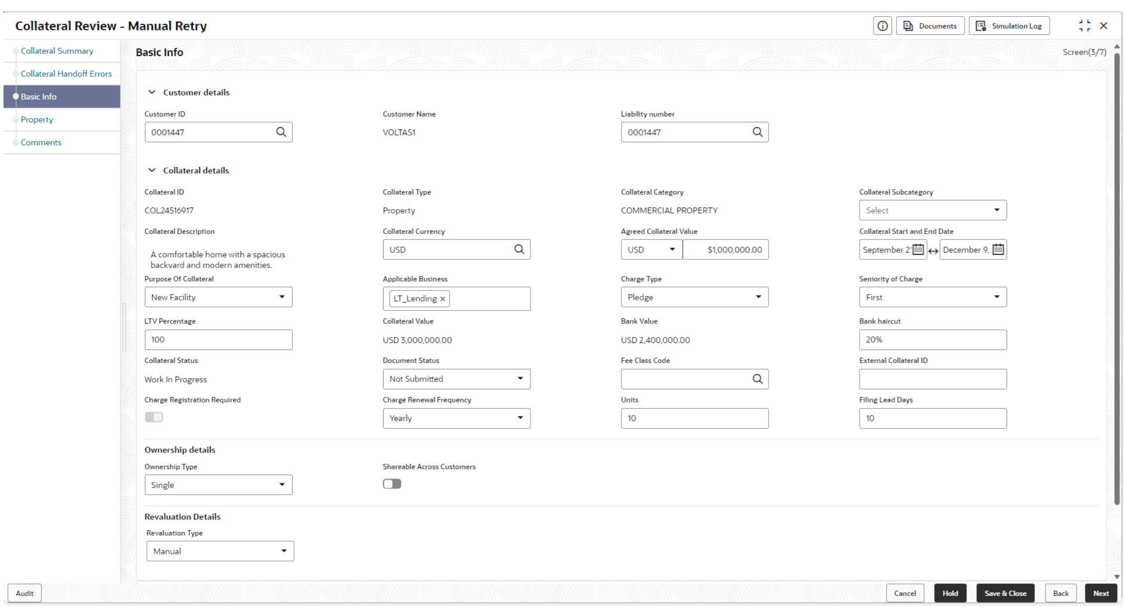
1. View the **Hand-off Error Details**.
2. Click **Next**.

13.4 Basic Info

Information on the Basic Info data segment in Manual Retry stage.

This data segment displays review and basic collateral details captured as part of review initiation. In case there is handoff error in this screen, you must fix it before proceeding to the next data segment.
Upon clicking **Next** in the **Manual Retry - Collateral Handoff Errors** screen, the Basic Info data segment is displayed.

Figure 13-4 Manual Retry - Basic Info



1. Modify the necessary details.

> **Note**
>
> For information on fields in the Basic Info data segment, refer **Review Initiation** topic in the **Data Enrichment** chapter.

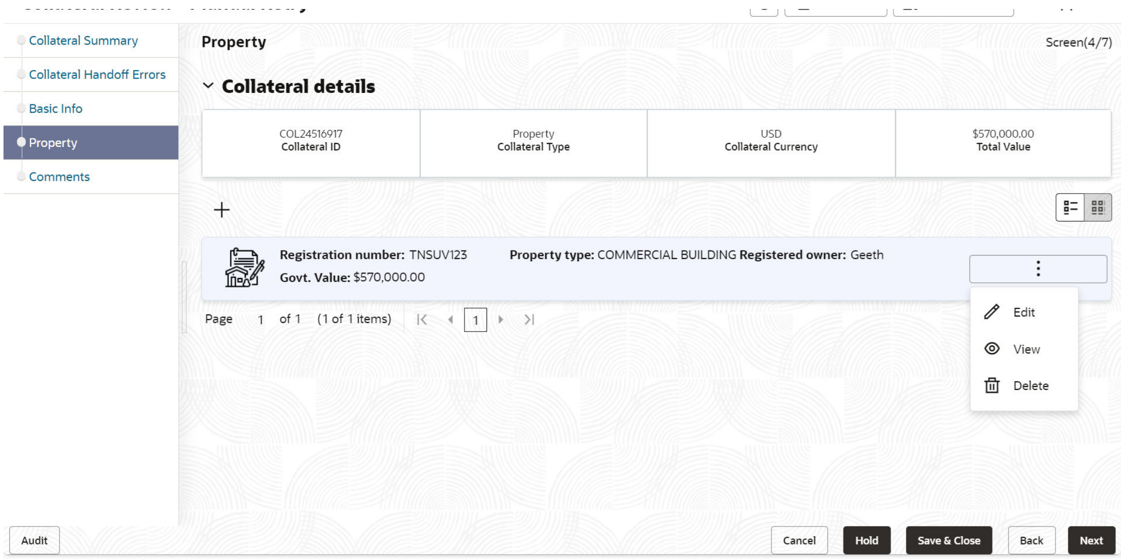
2. After performing necessary actions in the **Manual Retry - Basic Info** screen, click **Next**.

13.5 Property

Information on the Property data segment in Manual Retry stage.

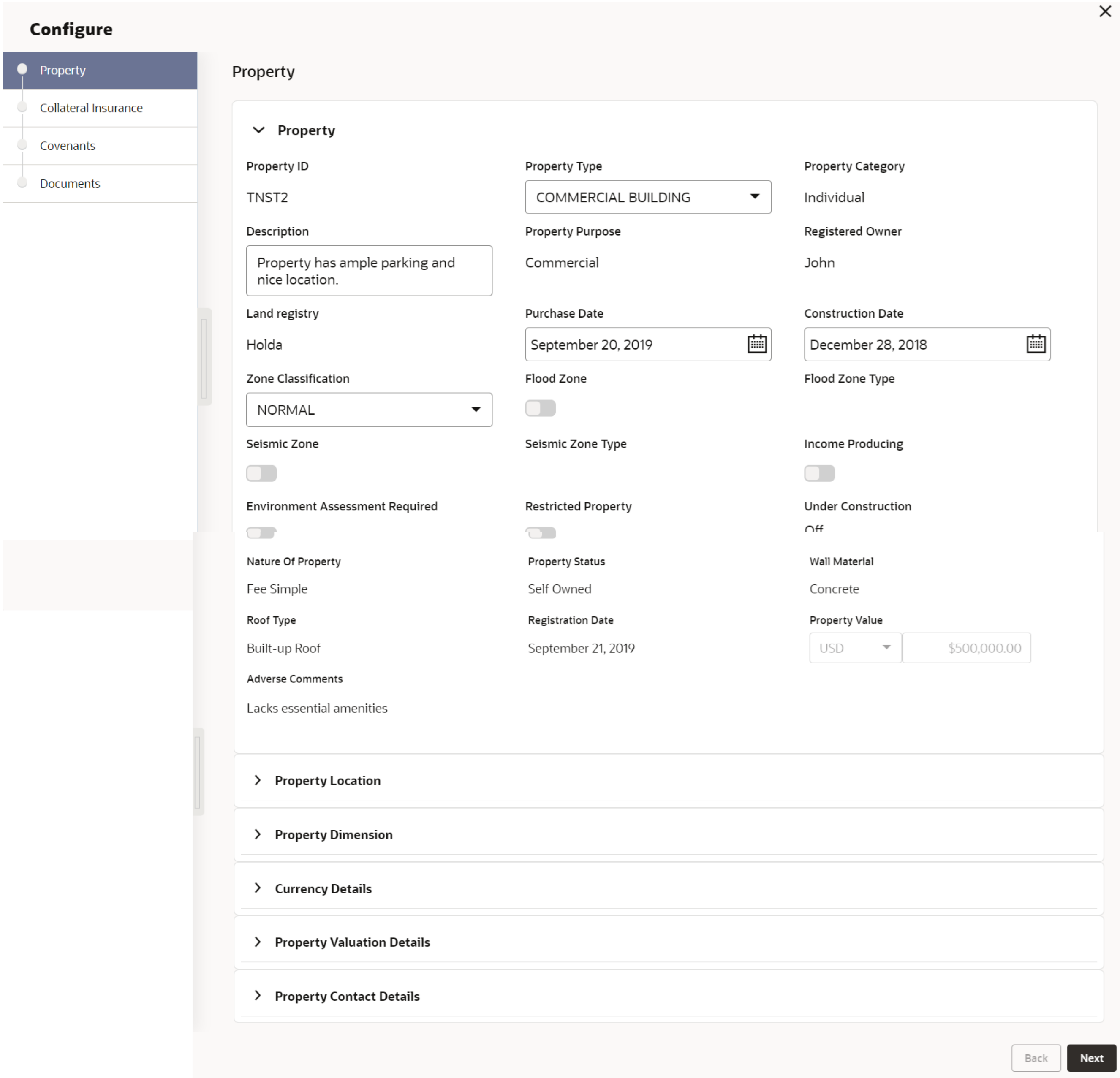
This data segment allows to modify collateral details added in the previous stages/process. In case there is handoff error in this screen, you must fix it before proceeding to the next data segment.
Upon clicking **Next** in the **Manual Retry - Basic Info** screen, the Collateral Type data segment is displayed based on the collateral selected for review.

Figure 13-5 Manual Retry - Property



To modify the collateral details, click the action icon in the collateral record and select **Edit**.
The **Enrichment - Configure - Property** screen is displayed.

Figure 13-6 Enrichment - Configure - Property



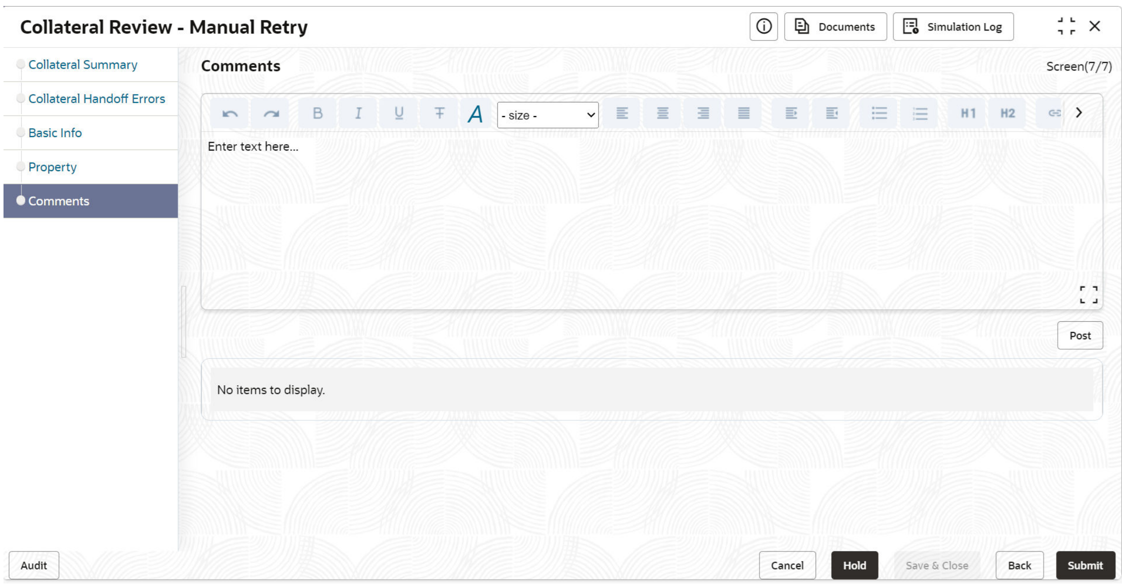
> **Note**
>
> For detailed information on **Property**, **Collateral Insurance**, **Covenants**, and **Documents** menus, refer **Property** topic in **Data Enrichment** chapter.

13.6 Comments

Information on the Comments data segment in the Manual Retry stage.

The Comments data segment allows you to post your overall comments for the Manual Retry stage.
Upon clicking **Next** in the **Manual Retry - Property** screen, the Comments data segment is displayed.

Figure 13-7 Manual Retry - Comments

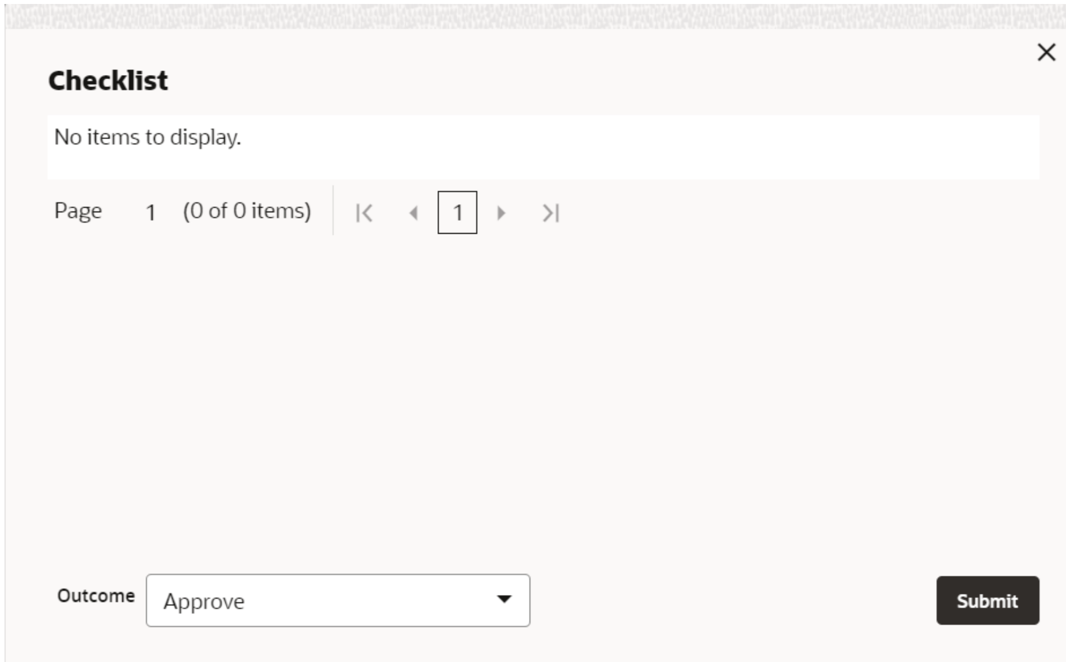


1. Type your comments for the Manual Retry stage in the **Comments** text box.
2. Click **Post**.

   Comments are posted below the **Comments** text box.
3. To manually handoff the review details, click **Submit**.

   The **Checklist** window is displayed.

Figure 13-8 Enrichment - Checklist



> **Note**
>
> Checklist can be configured for each stage of a process in Business Process Maintenance screen. Refer **Credit Facilities Process Maintenance User Guide** for more information.

4. Manually verify all the checklist and enable the corresponding check box.
5. Select the **Outcome** as **PROCEED** and click **Submit**.

   Review details are handed off to the back office system.

> **Note**
>
> Manual Retry task is generated until successful hand off of review details. You must carefully view the error details and fix the handoff errors for successful hand off.