Oracle® Banking Collections and Recovery

Getting Started User Guide

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Contents

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Preface

This guide helps you to get started with Oracle Banking Collections and Recovery application. It describes the basic design of the application and the common operations that you can perform while using the application. The guide must be used as a supplement and read in conjunction with *Oracle Banking Common Core User Guide, Oracle Banking Security Management System User Guide*, and other application user guides.

Audience

This guide is intended for the Customer Service Representatives (CSR) and staff responsible for setting up the new products in the bank.

Documentation Accessibility

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

Related Resources

For more information, see these related user guides:

- *Oracle Banking Common Core User Guide*
- *Oracle Banking Security Management System User Guide*

Conventions

The following text conventions are used in this document:

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

Access Application

You can access the application using the link provided by the administrator. Please contact the administrator for URL and login credentials.

> **✎ Note:**
>
> For more information on Users and Roles, see *Oracle Banking Security Management System User Guide.*

1.1 Signing In to the Application

You can sign in to the application using you user name and password.

To sign in to the application:

1. Open the application in a web browser.

   The application login page appears.

   Figure 1-1   Sign In

2. In the **User Name** field, enter your user ID.

3. In the **Password** field, enter your password.

4. Click **Sign In.**

After you sign in, the landing page and menus appear, which may vary for each user depending on the access rights provided by the administrator.

1.2 Signing Out of the Application

You need to sign out of the application once you finish your work. Before you sign out, ensure that you have saved details on any pages you were working on.

To sign out of the application:

1. In the top right corner, click the <User Name> menu.

Figure 1-2   Sign Out
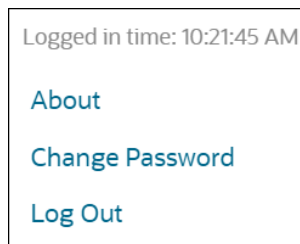
2. Click **Log Out.**

1.3 Changing Your Password

You can change your password periodically.

To change your password:

1. In the top right corner, click the <User Name> menu.

2. In the <User Name> menu, click **Change Password.**

3. In the **Change Password** section, enter your current password in the **Current Password** field.

4. In the **New Password** field, enter your new password.

5. In the **Confirm Password** field, enter your new password again to confirm.

6. Click **Confirm.**

2

User Interface of the Application

The application has a convenient and customizable user interface. Upon successful login, the application interface appears depending on the user privileges assigned to your user role.

The following topics describe the various user interface elements of the application and their usage:

- Global Area
- Central Workspace
- Page Interface
- User Interface Elements

2.1 Global Area

This area contains the elements commonly used to navigate the application and configure user-specific settings.

The following figure depicts the global area of the application:

Figure 2-1   Global Area
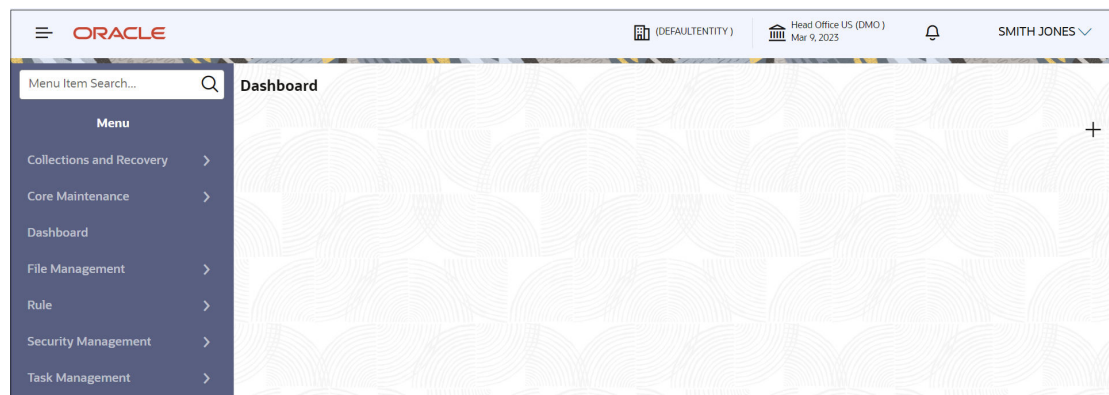
Menu
Based on your role, the menu displays the pages grouped as per their respective modules.
Click ☰ to open the menu and click the desired menu item to navigate to a page. By default, the menu is open when you login. If you want to quickly search for a menu item, enter the name of the menu in the Menu Item Search box and click 🔍.

Branch Entity
The branch entity refers to the entity for which the logged-in user performs transactions or maintains details. By default, branch entity associated with the logged-in user is displayed. If you want to switch entity, you can search and select another branch entity.

To switch to other branch entity:

1. Click 🏢.

2. In the **Switch Entity** section, enter entity ID in the **Entity ID** field.

3. In the **Entity Name** field, enter the entity name.

4. Click **Fetch.**

5. Click to select the required entity.

Branch Details
Displays the branch of the logged-in user and the branch posting date. If you want to change the branch, you can search and select another branch.

To switch to other branch:

1. Click 🏛.

2. In the **Select Branch** section, enter branch code in the **Branch Code** field.

3. In the **Branch Name** field, enter the branch name.

4. Click **Fetch.**

5. Click to select the required branch.

Alerts

If you click 🔔, you can view details of the alerts.

User Name Menu
The user name of the logged in user is displayed at the top right corner of the page. If you expand the <User Name> menu, it displays the following:

- **Logged in time:** The time when the user logged into the application.

- **About:** Click to view the copyright details of the application.

- **Change Password:** Click to change your password used for signing in the application. For more information, see Changing Your Password.

- **Log Out:** Click to sign out of the application. For more information, see Signing Out of the Application.

2.2 Central Workspace

The central workspace constitutes the area where you perform transactions and other tasks in the application page.

The following figure highlights the common elements that constitute the central workspace.
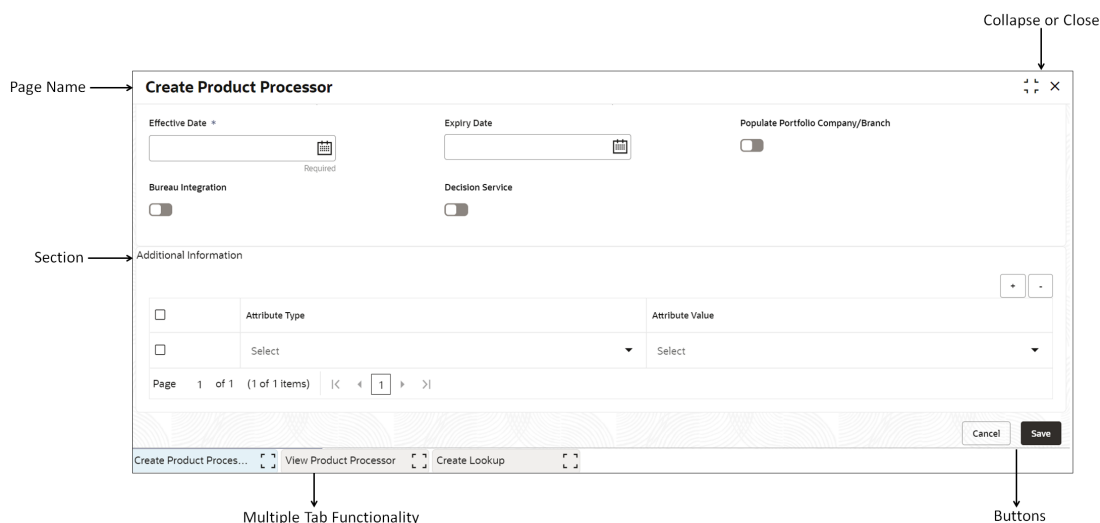
Page Name
This is the name of the application page that you have opened or accessed.

Section
Certain pages contain a number of sections which are used to logically group the details or fields on that page.

Collapse or Close page
The application provides options on each page to either collapse a page or close a page. The collapse option helps you keep a page open for easy reference while you work on the other pages.

Multiple-Tabs Functionality
The application offers a unique multiple-tabs functionality that enables you to access multiple pages simultaneously. The tabs display the name of the pages for easy identification.

> **Note:**
>
> For more information on user interface for different page types, see Page Interface. For information on the various user interface elements, such as icons and buttons that are used across the application, see User Interface Elements.

2.3 Page Interface

The application displays various components on a page depending on the type of page.

The application primarily consists of following types of pages:

- Maintenance Page
- Transaction Page

2.3.1 Maintenance Page

The maintenance pages facilitate you to create and manage the records for different type of data that are used across the application for performing various transactions. For example, you can configure lookups, product processors, and country codes.

A maintenance page consist of following two types of pages:

- Create Page
- View Page

2.3.1.1 Create Page

The create pages facilitate you to create a record. You can create a record by specifying only the mandatory details initially and later modify a record to add any additional details, if required.

The following figure depicts the user interface of a typical create page.

Figure 2-2   Create page

2.3.1.2 View Page

The view pages facilitate you to view the list of records that are created using the create page. You can search for records with specific search criteria and also perform various actions on a record.

By default, the page displays the records in tile view. You click ▤ and ⊞ to view the records in list view or tile view, respectively.

The following figure depicts the user interface of a typical view page displaying records in tile view.

Figure 2-3   View Page Displaying Records in Tile View
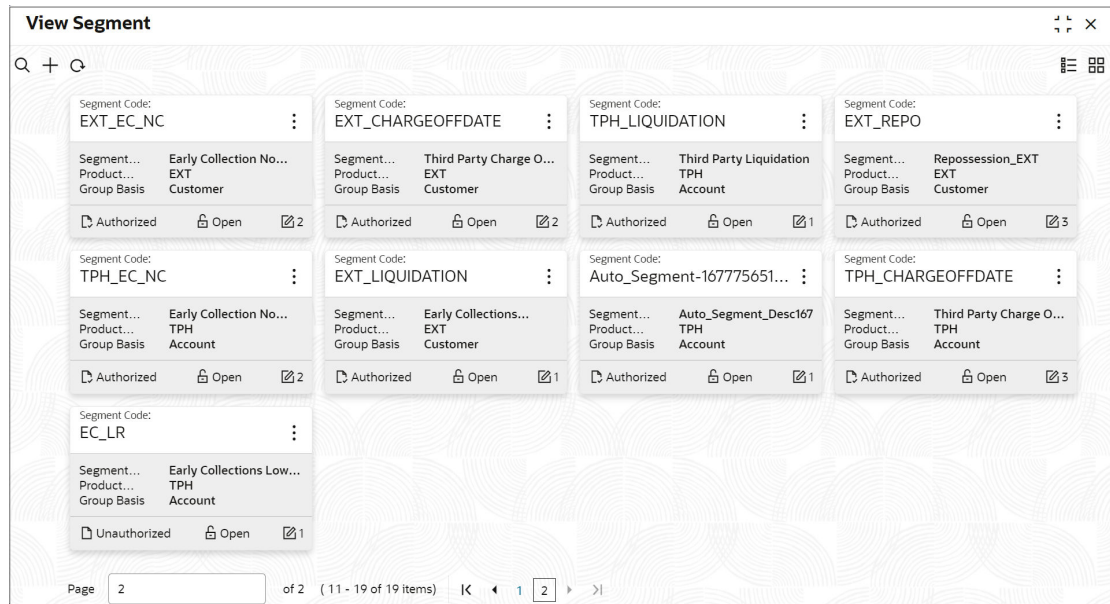
The following figure depicts the user interface of a typical view page displaying records in list view.

Figure 2-4   View Page Displaying Records in List View

If you click **⋮** for a record, the options available for performing action on a record are displayed. However, the options available for a record are dependent on privileges assigned to your user role.

A record displays the following possible options for a record:

• **Unlock:** Option to modify a record.

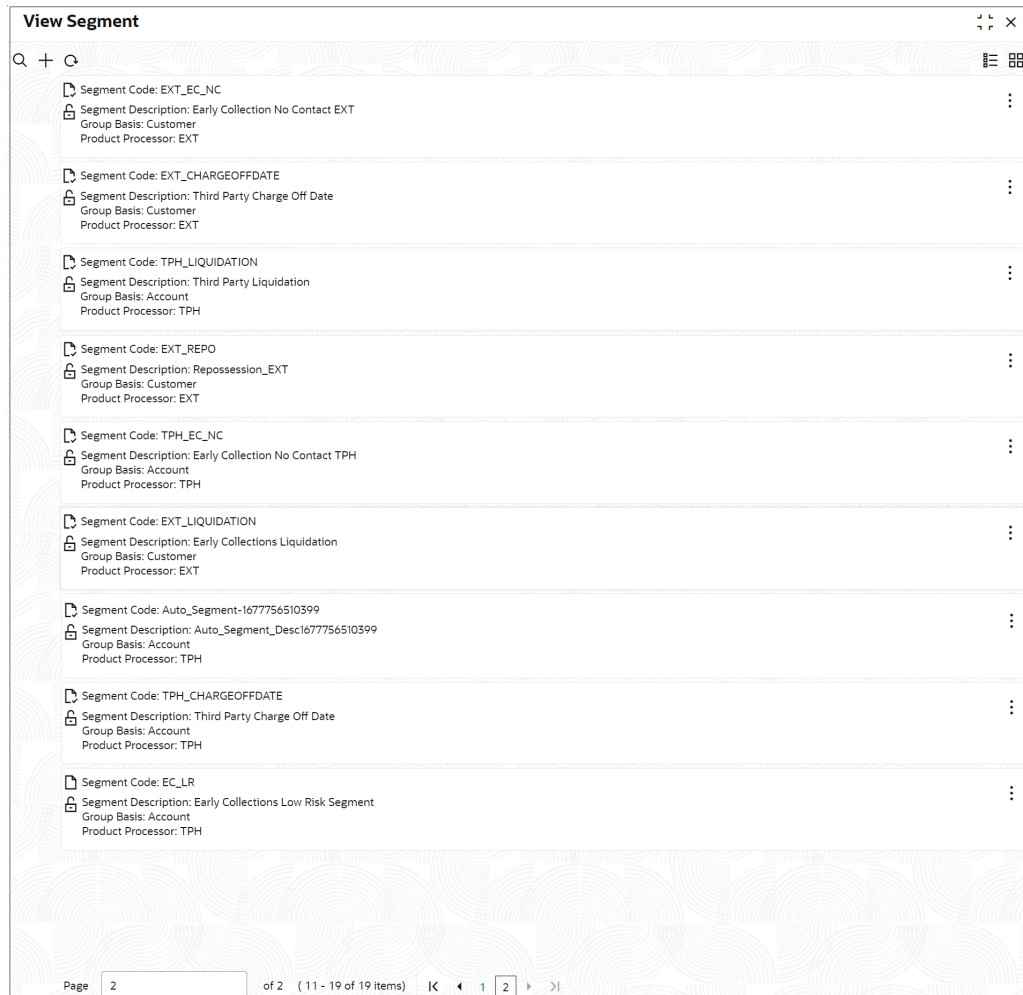• **Delete:** Option to delete an unauthorized record.

• **Close:** Option to close an authorized record.

• **Reopen:** Option to reopen a record.

• **Authorize:** Option to authorize a record.

• **Copy:** Option to copy a record.

• **View:** Option to view details of a record in read-only mode.

For more information on how to perform actions on a record using these options, see Standard Procedures.

2.3.2 Transaction Page

The transaction pages facilitate you to perform various transactions related to the tasks that you need to work on.

2.4 User Interface Elements

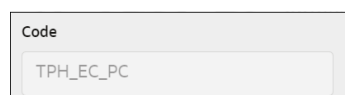The user interface elements used in the application are as described below.

List

A list displays values configured in the application from which you can select the desired value. For example, to select a supervisory group code, click $\mathbb{Q}$ in the Supervisory Group field.

Supervisory Group

Display Field

A display field displays information in read-only mode and you cannot edit the same.

Code
TPH_EC_PC

Entry Fields

An entry field is an element in which you can type or enter information. This information can be textual, numeric, or alphanumeric in nature.

Segment

> **Note:**
>
> Fields marked as **Required** are mandatory.
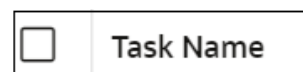
Option Button

An option button provides choices that are mutually exclusive. You can select only one choice from the given options.

⦿ Use Existing Rule   ◯ Create New Rule

Check Box

A check box indicates whether a condition is enabled or disabled. It also indicates selection of items. If multiple check boxes are presented, you can select one or more of them.

☐ Task Name

List Box

A list box displays a fixed list of available options. If there are more options than what can be displayed at a given time, a scroll bar appears in the list box. You can select only one option from the given list.

Multiple-Selection Box Field

A Multiple-Selection List field allows you to select multiple options for a field from a list of values.

Pagination

The pagination feature helps you to search for required record from the search results.

Table

A table displays list of records in row and column format.

Date Field

The date field helps you to set the date. You can either enter the date manually or select it using the calendar.

To select a date from the calendar:

1. Click 📅 to select a date.
   The calendar appears with the current month and year in context with calendar date highlighted by default.

   > **✎ Note:**
   >
   > If you want to view all the months for a year and select the required month, click the <month name> in context. If you want to view list of years and select the required year, click the <year> in context. You can click ‹ and › to navigate back and forth, respectively.

2. Select the relevant date.
   The selected date gets populated in the date field.

Audit

All the maintenance pages provide an option to view the audit details of a record. The following details are displayed if you click **Audit** in maintenance pages.

Table 2-1   Field Description: Audit

Field Name	Description
Modification No	Displays the modification number of the record.
Authorization Status	Displays the authorization status of the record.
Record Status	Displays the status of the record.
Maker	Displays the user name of the maker who modified the record.
Maker Remarks	Displays the remarks given by the maker on modification of the record.
Checker	Displays the user name of the checker who modified the record.
Checker Remarks	Displays the remarks given by the checker on authorization of the record.

Buttons and Icons
The following table lists the buttons that are used in the application.

Table 2-2   Buttons

Click	To
Save	Save the details.
Cancel	Cancel an operation.
Search	View the search results on a page based on specified search criteria.
Reset	Reset a page.
Clear	Clear the search parameters entered.
Audit	View audit details of the record.

The following table lists the icons that are used in the application.

Table 2-3   Icons

Click	To
☰	View sub menus.
❯	Expand a section.
⌐⌐	Collapse a page
⌐⌐	Maximize a page.
✕	Close a page.
⌐⌐	View expanded section of a widget.
＋	Create a record.
📅	View calendar and select date.
+	Add a row in a table.
-	Delete a row.
⋮	View actions available for a record.
🔍	Search records.

Table 2-3   (Cont.) Icons

Click	To
	Toggle to turn on the switch.
	Toggle to turn off the switch.
	View records in list view.
	View records in tile view.
	Expand a row in a table to view additional details.

3

Common Concepts

The application provides the following features using which you can efficiently manage and control the day to day work in your bank.

3.1 User Role Based Access

The application supports role based access which facilitates you to provide access right to pages and the tasks based on user role. This means you can allow or restrict the users to view and perform tasks on the pages based on the user role assigned.

> **✎ Note:**
>
> For more information, see *Oracle Banking Security Management System User Guide.*

3.2 Maker Checker

The Maker Checker functionality facilitates in two level authorization for any actions related to the records that are created in the application.

This means the records created by a maker are applicable once they are authorized by the checker. Similarly, if a record is modified, closed, or reopened, it needs to be authorized by the checker.

4

Standard Procedures

In the application, there are maintenance pages which help you to configure and maintain various records. You can create records and perform various actions on the same, such as copy, reopen, and authorize a record. The procedure to perform these actions is similar across all maintenance pages.

> ✎ **Note:**
>
> The actions that you can perform on a record are available based on the user privilege rights provided by the administrator for your user role.

The following topics describe how to perform various actions on a record:

- Modifying a Record
- Deleting a Record
- Closing a Record
- Reopening a Record
- Authorizing a Record
- Copying a Record
- Viewing Details of a Record

4.1 Modifying a Record

You can modify details of a record, if required. However, only the maker can modify a record before the first authorization. Once the first authorization is done, the record can be modified by any other user.

To modify details of a record:

1. Navigate to the view page and click ⋮ for the record that you want to modify.
2. Click **Unlock.**
3. Modify the required details.
4. Click **Save.**

Once you modify a record, it must be authorized to be effective in the system.

4.2 Deleting a Record

A newly created record that is not yet authorized can be deleted from the system. This means, you can delete a record with **Once Authorized** status as **N.** However, only the maker of the record can delete it.

To delete a record:

1. Navigate to the view page and click **⋮** for the record that you want to delete.
2. Click **Delete.**

   A message appears prompting you to either proceed with the operation or view details of the record before proceeding to delete the record.
3. If you want to view details of the record before deleting, click **View.**
4. Click **Proceed** to delete the record.
5. In the **Remarks** field, enter remarks for deleting the record.
6. Click **Confirm.**

   A message appears that the record is deleted successfully.

4.3 Closing a Record

Once a record is authorized upon creation, you cannot delete it from the system. However, you can close an authorized record if you want to deactivate it.

To close a record:

1. Navigate to the view page and click **⋮** for the record that you want to close.
2. Click **Close.**

   A message appears prompting you to either proceed with the operation or view the details of the record before proceeding to close the record.
3. Click **Confirm** to close the record.
4. In the **Remarks** field, enter remarks for closing the record.
5. Click **Confirm.**

Once you close the record, it needs to be authorized to be effective in the system.

4.4 Reopening a Record

You can reopen a closed record to activate it again. A record is effective in the system only if it is in **Open** status.

To reopen a record:

1. Navigate to the view page and click **⋮** for the record that you want to reopen.
2. Click **Reopen.**

   A confirmation pop up appears.
3. In the **Remarks** field, enter remarks for reopening the record.

4. Click **Confirm.**

   A message appears that the record is reopened successfully.

   Once you reopen a record, it needs to be authorized to be effective in the system.

4.5 Authorizing a Record

Once a record is created, you need to authorize it. Similarly, if a record is modified, closed, reopened, or a new record is created by copying an existing record, you need to authorize it.

To authorize a record:

1. Navigate to the view page and click **⋮** for the record that you want to authorize.

2. Click **Authorize.**

3. Select the **Mod Number** check box of the record that you want to authorize and then click **Confirm.**

   Note:

   • If there more than one modification records that need to be authorized, you can select any record for authorization. However, if you select the last modification record for authorization, all the previous modification records are selected by default for authorization. The details of the last modified record is effective in the system.

   • Before authorization, if you want to:

      – View the comparison of the record with the latest authorized record, select the **Mod Number** of the required record and click **Compare.**

      – View detailed information of record, select the **Mod Number** of the required record and click **View.**

4. In the **Remarks** field, enter remarks for authorizing the record.

5. Click **Confirm.**

Once you authorize a record, the action performed by the maker is applicable in the system.

4.6 Copying a Record

You can make a copy of an existing record to create a new record with similar details. Once the details of an existing record are copied, you can enter the mandatory details and modify the copied details as per your requirement.

To copy an existing record to create a new record:

1. Navigate to the view page and click **⋮** for the record that you want to copy.

2. Click **Copy.**

   The create page appears with details copied from the existing record.

3. Enter the required details.

4. Click **Save.**

Once the record is created, it needs to be authorized to be effective in the system.

4.7 Viewing Details of a Record

You can view the details of a record in read-only mode.

To view details of a record:

1. Navigate to the view page and click **⋮** for the record that you want to view.

2. Click **View.**

   The view page displays details of the record in read-only mode.

3. Click **Audit** if you want to view the audit trail details of the record.

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