# Oracle® Financial Services Lending and Leasing Cloud Service

## Lease Collection User Guide

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# 1
# Navigation

This document provides an overview of the basic template, navigation, common operations that can be performed, and keyboard short cuts available in Oracle Financial Services Lending and Leasing. Since this section details the general options available in the User Interface, some or all the parts of this section are applicable to you as per access provisions & licensing.

> **Note**
>
> The application can be best viewed in 1280 x 1024 screen resolution.

The document is organized into below topics:

- Audience
- Conventions Used
- Logging In
- Template and Navigation
- Common Operations
- Keyboard Compatibility
- Tool Tips
- Accessibility

## 1.1 Audience

This document is intended to all Prospective Users who would be working on the application.

## 1.2 Conventions Used

**Table 1-1 Conventions**

| Term | Refers to |
|---|---|
| The system/application | Oracle Financial Services Lending and Leasing |
| Mnemonic | The underlined character of the tab or button |

## 1.3 Logging In

The pre-requisites to log into the system are a valid user ID and a password, defined by the system administrator in Administration > User screen.

You can login to the system using a valid user ID and a password defined by the system administrator, in Administration > User screen. A User ID is disabled automatically by the system if it is inactive for a specified number of days.


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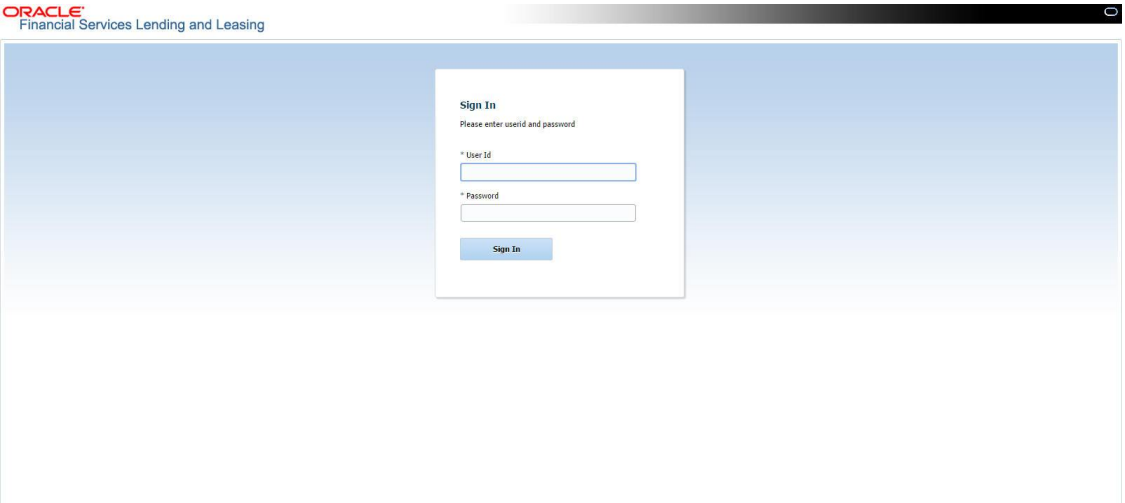
When you invoke the application, the **Sign In** screen is displayed.

**Figure 1-1 Login page**




- **User ID** – Specify a valid User ID.
- **Password** – Specify a valid password for the specified User ID.

The system accepts the User ID and password in upper case only. After specifying valid credentials, click **Sign In** to sign into the application.

# 1.4 Template and Navigation

This section provides a brief input on the template and navigation of the system.

Details are grouped into two categories to enable easy understanding. These include:

- Home Screen
- Screens

## 1.4.1 Home Screen

Once you login to the application with valid credentials, the system authenticates the details and displays the Home screen.

The Home screen consists of the following components:

- Header
- Left Pane
- Right Pane/Work Area


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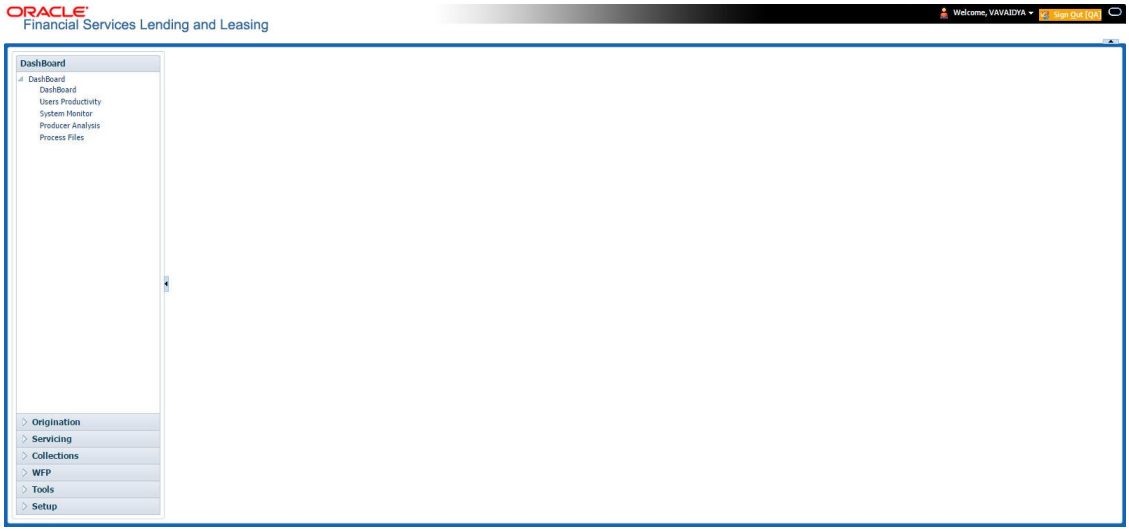
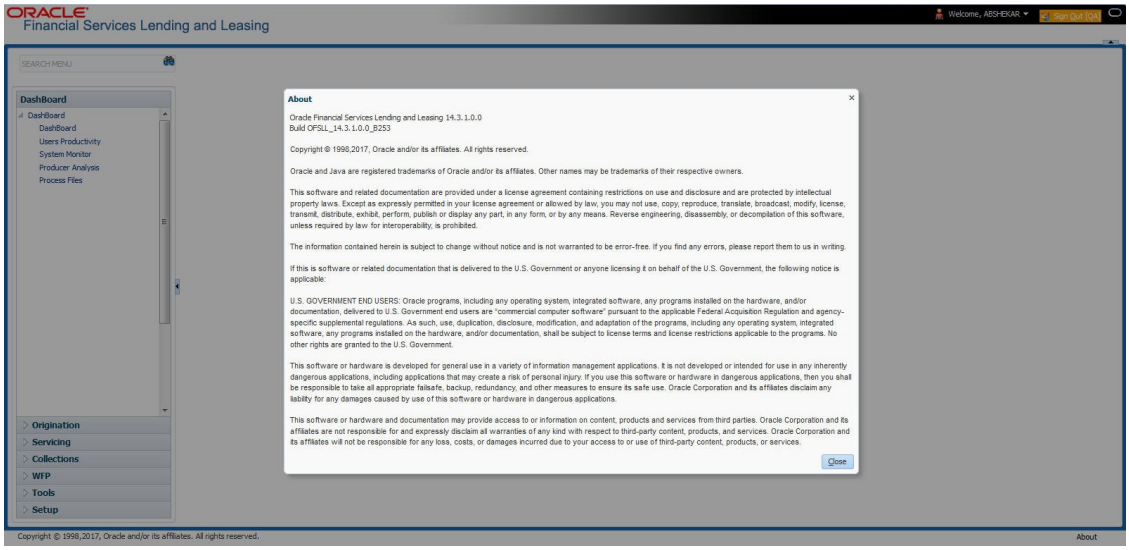
**Figure 1-2 Home screen**




You can view the application version details and copyright information by clicking **About** link at the right bottom corner of the screen.

**Figure 1-3 About**




## Header

In the Header, system displays the following:

- Sign Out [Environment] - Sign Out option along with the application environment details based on information maintained in ENVIRONMENT_TYPE_CD lookup code.
- **User ID** that you have currently logged/Signed in. Click the adjoining drop-down arrow, the system displays the following options:


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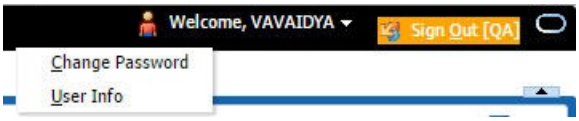
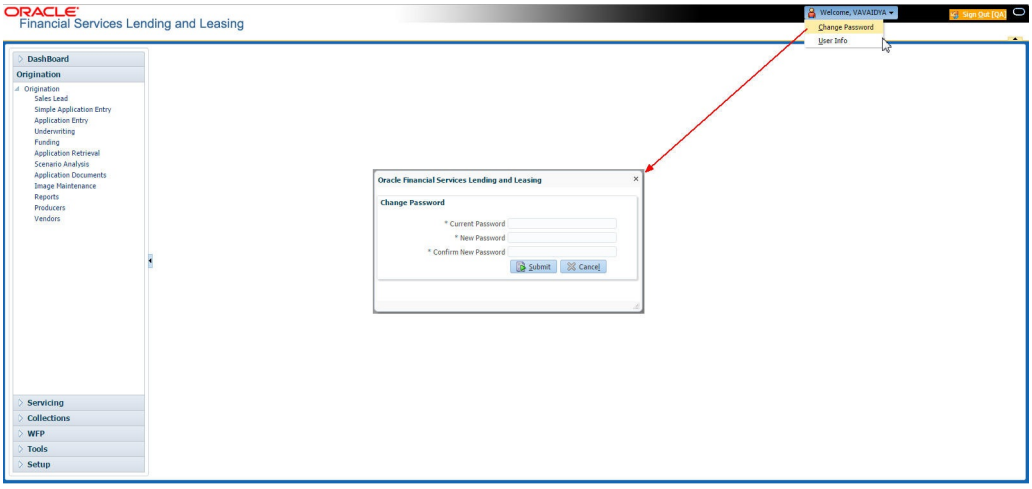
**Figure 1-4 User ID - Options**




– Change Password – Click to change the current password.

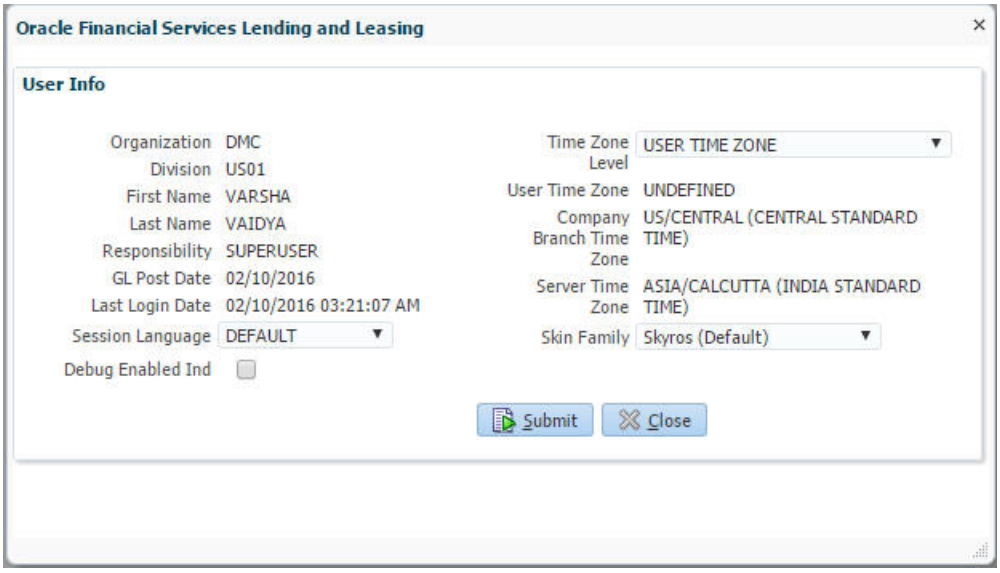
**Figure 1-5 Change Password**




Specify the current password in the **Current Password** field and a valid password, you wish to maintain as a new password, in the **New Password** field. Re-enter the password in **Confirm Password** field and click **Submit** to change the password.

– User Info – Click to view the current user info.

**Figure 1-6 User Info**





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In this screen, apart from viewing the user info, you can also set Session Language, enable error log, and specify the time zone preference.

**Session Language** – Select a language that you need to set for the session, from the drop-down list.

**Debug Enabled Ind** – Check this box to enable the debug indicator.

On selection, system records all the debugs into logs files depending on the following two types of system parameters:

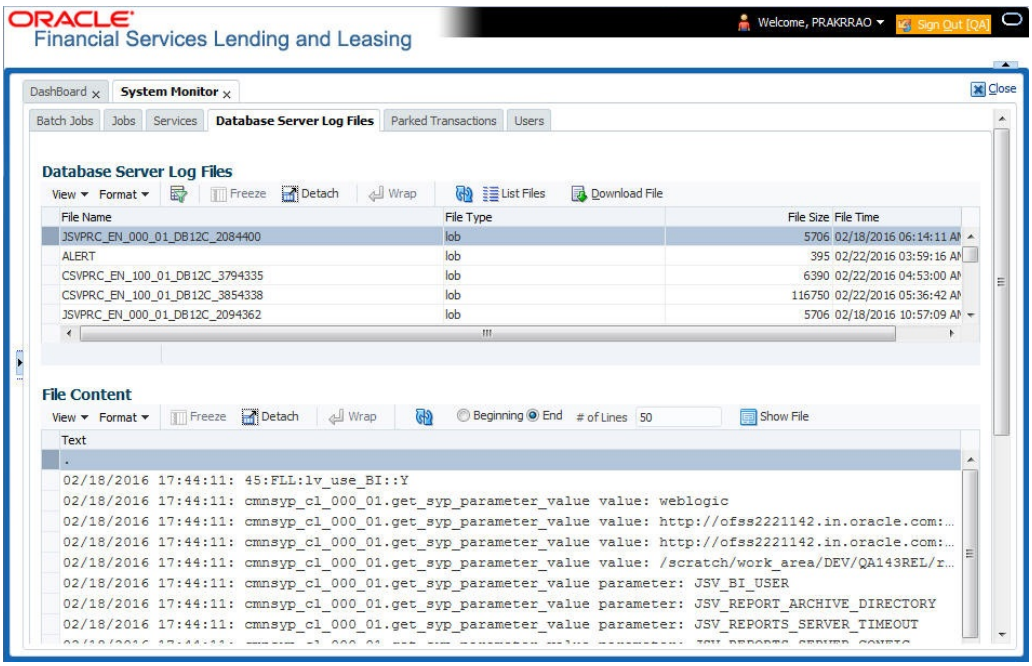
**Table 1-2 System Parameter**

| System Parameter | Condition to record debug data |
|---|---|
| CMN_DEBUG_METHOD | If parameter value is 1, then debug data is recorded into a file in Database Server.<br>If parameter value is 4, then debug data is recorded into the table LOG_FILES_HEADER. |
| CMN_DEBUG_LEVEL | If parameter value is greater than 0, only then the debug data is recorded. |

The debug data can be viewed from Dashboard > System Monitor > Database Server Log Files.

You can click on **List Files** button to view the list of logged files.

**Figure 1-7 Database Server Log files**




Click on **Show File** button to view the selected file contents in the **File Content** section. You can also click **Download File** button to extract a copy of debug details.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**Time Zone Level** - Select the time zone preference as User/Company Branch/ Application Server Time Zone from the adjoining options list.

*For more details on time zone selection, refer to Time Zone Preference section of this user manual.*

Click **Submit** to save the changes or **Close** to close the screen without changes.

- **Accessibility** – Click the link to view accessibility features of the system.
  *Refer accessibility document for further details.*
- **NextGenUI** - This is Next Generation User Interface option which is an enhanced interface provided in OFSLL using the Oracle JavaScript Extension Toolkit (Oracle JET) frame work. This is an additional interface supported from OFSLL to the existing system and both intended to coexist in the system till further updates.
  This option is enabled only if the corresponding system parameter is enabled in the base system as configured by your system administrator. For more information, refer to **Appendix - Oracle JET Interface** section in Servicing guide.
- **Sign Out** – Click the link to sign off from the application. You can also click on

icon to sign off from the application.

**Left Window**

In the left pane, system lists and provides drop-down links for various modules available in the product. Click to expand the Module Master Tabs and to collapse them.


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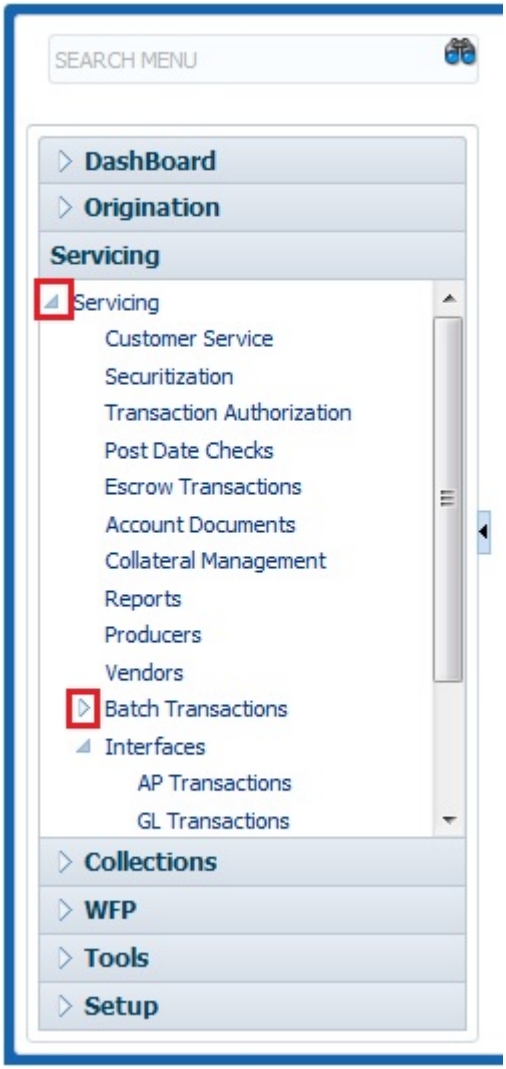
**Figure 1-8 Left Pane**




To open a screen, navigate to Module Master Tab to which the screen belongs, expand the tabs, and click the screen link you wish to open.

**Menu Search in Left Window**

In the left window you can make use of the search option to directly search and open the screen that you are familiar with, and avoid multiple steps of navigation from the LHS menu.

The Search box in the LHS facilitates for an intuitive search of required screens in Oracle Financial Services Lending and Leasing. For example, on typing the first letter of the screen, the search box displays a list of all available screens starting with the letter entered in alphabetical order. You can click on the required screen and press **Enter**. The screen is displayed in the main window/work area.


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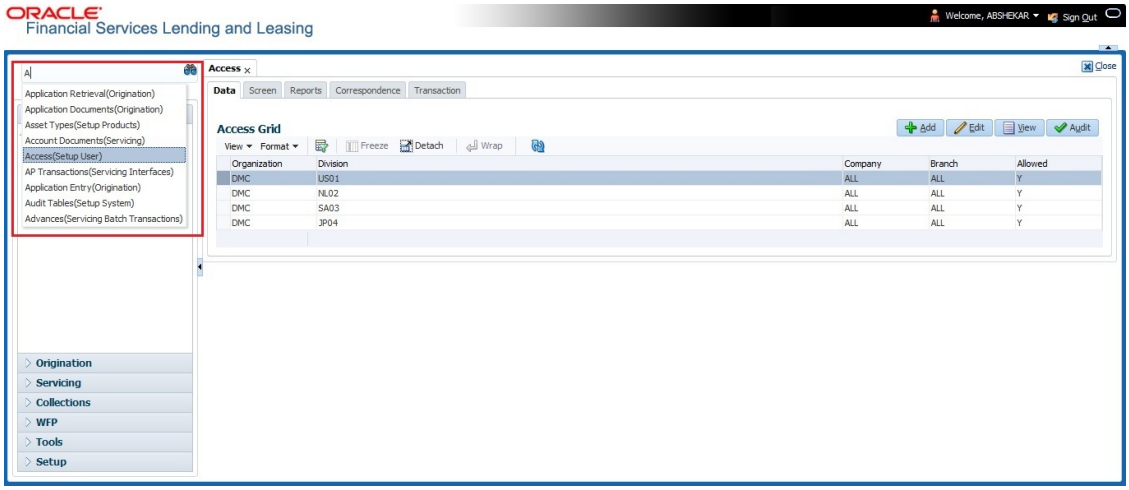
**Figure 1-9 Left Pane Search**

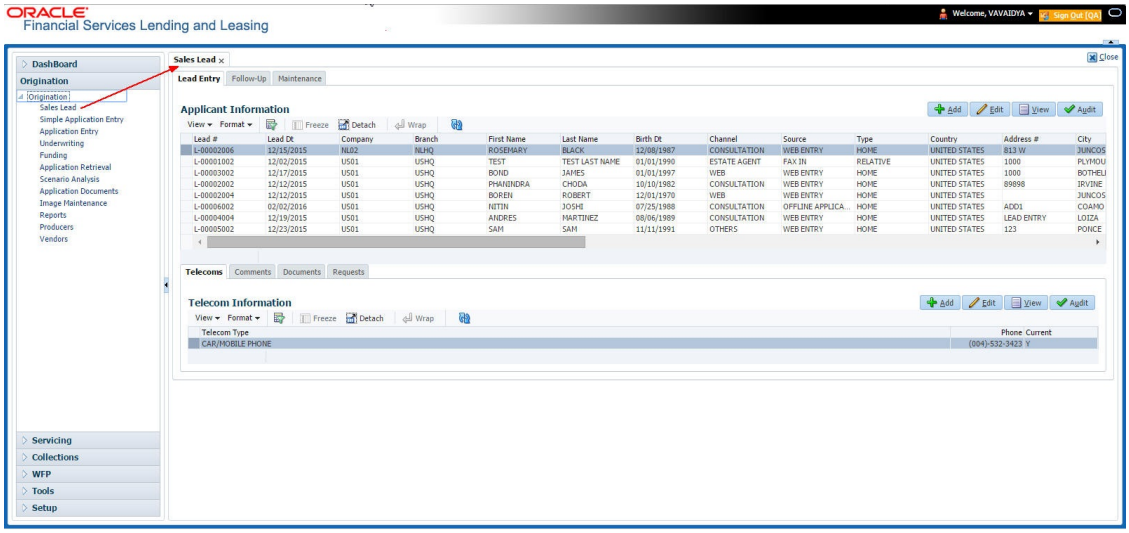



When there are multiple matches with same screen name, you can filter the results through the module from which the screen is accessed which is indicated in angular brackets. For example typing **VEN** displays the following options for selection - Vendors(Collections), Vendors(Origination), Vendors(Servicing), Vendors(Setup System). For subsequent search, you need to clear the data in the search field.

### Right Window

The Right Window can also be termed as work area. When you click the screen link on left pane, system displays the corresponding screen in the right pane.

**Figure 1-10 Right Pane**




You can open a maximum of 15 screens at a go. Once the maximum limit is reached, the system displays an error message.


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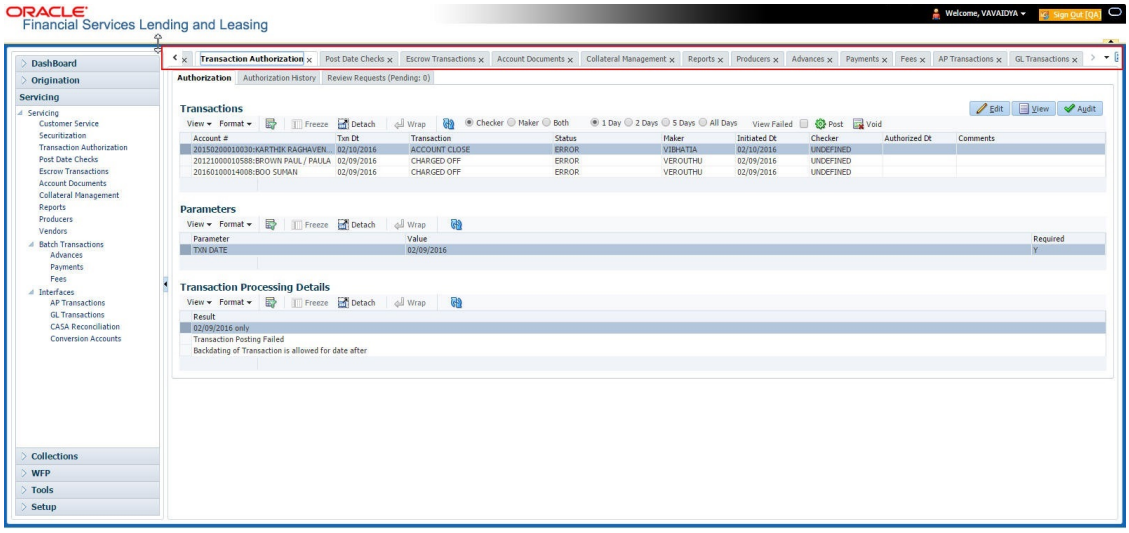
**Figure 1-11 15 Screens**




Each active screen is displayed as a tab at the top of right pane, across its width. To view a screen, click the screen tab. You can identify the active screen with its white background. Also, operation on any of the screen will not affect the data in other screens.

You can also open multiple Applications Accounts at the same time as separate tabs in the right window, provided your system administrator has enabled the option **'Mac_Multi_tab_Ind' = 'Y'** in MENU_ACCESS table.

Having this option enabled you can view and update a maximum of 15 ApplicationsAccounts in parallel tabs and Oracle Financial Services Lending and Leasing renders dynamic data across all the opened tabs.

However, this option is restricted only to the following screens in OriginationServicing Module Master Tab. In the Left Menu of Origination Module Master Tab, you can open multiple applications by clicking on the following links. Each successive click, opens a new Origination tab.

- Simple Application Entry
- Application Entry
- Underwriting
- Funding


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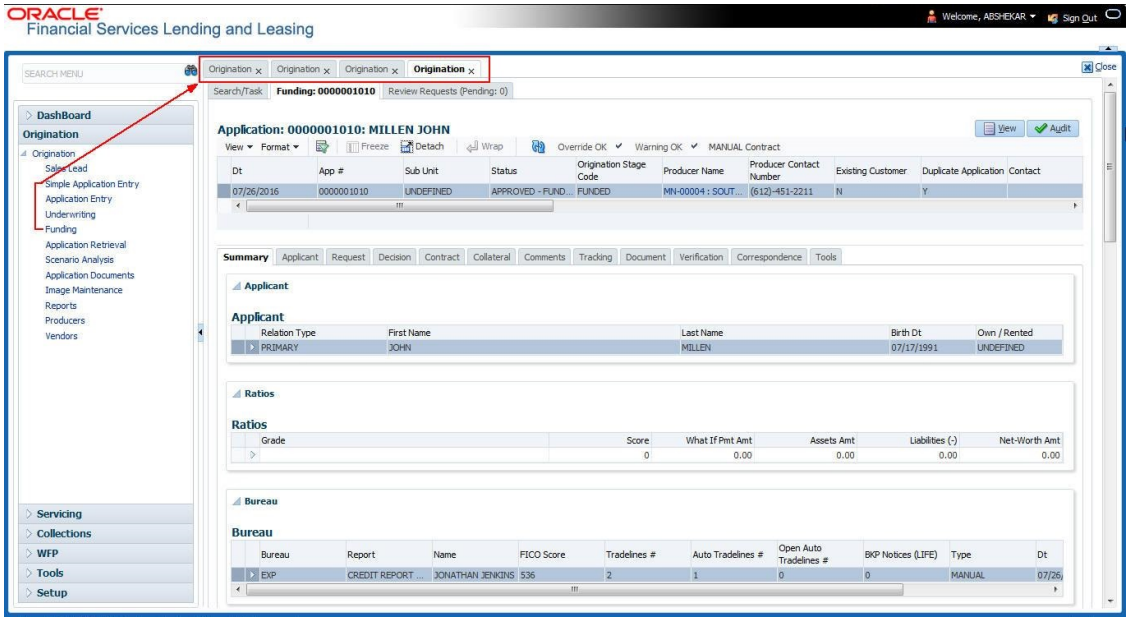
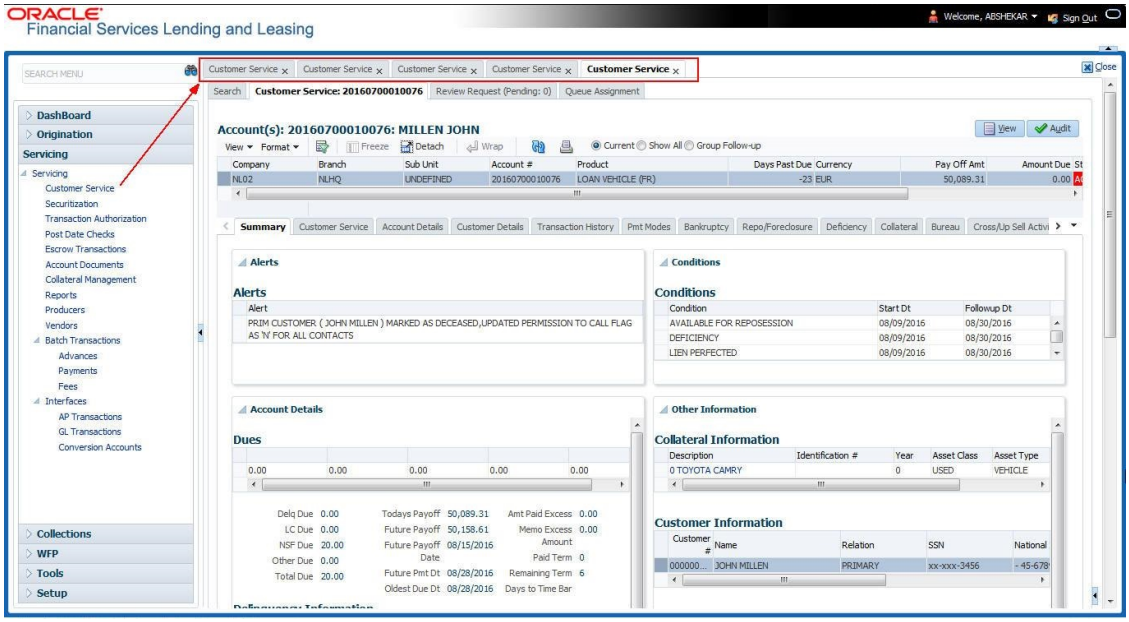
**Figure 1-12 Multi tab - Origination**




In the Left Menu of Servicing Module Master Tab, you can open multiple accounts by clicking on the Customer Service link. Each successive click, opens a new Customer Service tab.

**Figure 1-13 Multi tab - Servicing**




Few screens in OriginationServicing and CollectionsWFP are identical and are linked. Hence, when multi tab option is not enabled, you can open only one screen at a time from the group. A sample of the grouping structure is given below, based on stages of the screens:

**Origination:**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- Simple Application Entry
- Application Entry
- Underwriting
- Funding

**Collection:**

- Collection
- Bankruptcy
- Repossession
- Deficiency

**WFP**

- Producers
- Credit Lines
- Units

As per the above listing, you will be able to open only one screen in the corresponding list and need to close the same to open any other screen.

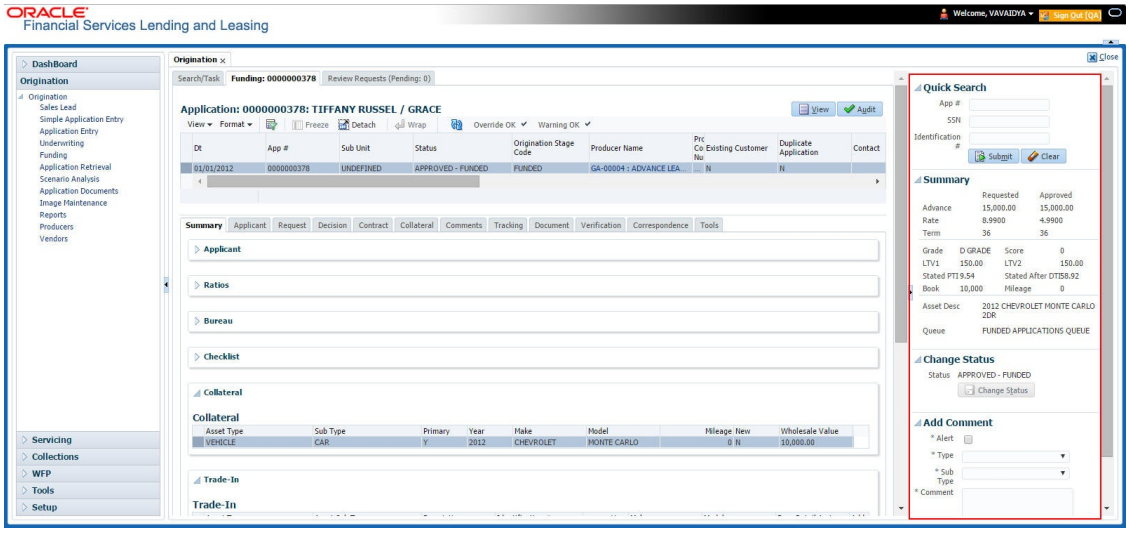
### Right Splitter/Action Window

The Right Splitter/Action Window has quick access to search and other options to avoid switching between tabs or navigating into sub tabs periodically. You can access the Right Splitter/Action Window while working on Application and Customer Service screens. You can click and to toggle the view of Right Splitter/Action Window.

### Origination Screens

In Origination > Application screens, you can use the Right Splitter/Action Window to do the following:

**Figure 1-14 Right Split Window Application**




- Use **Quick Search** to search for an application based on application number, last 4 digits of SSN (SSN of the primary applicant) or identification number. If multiple applications or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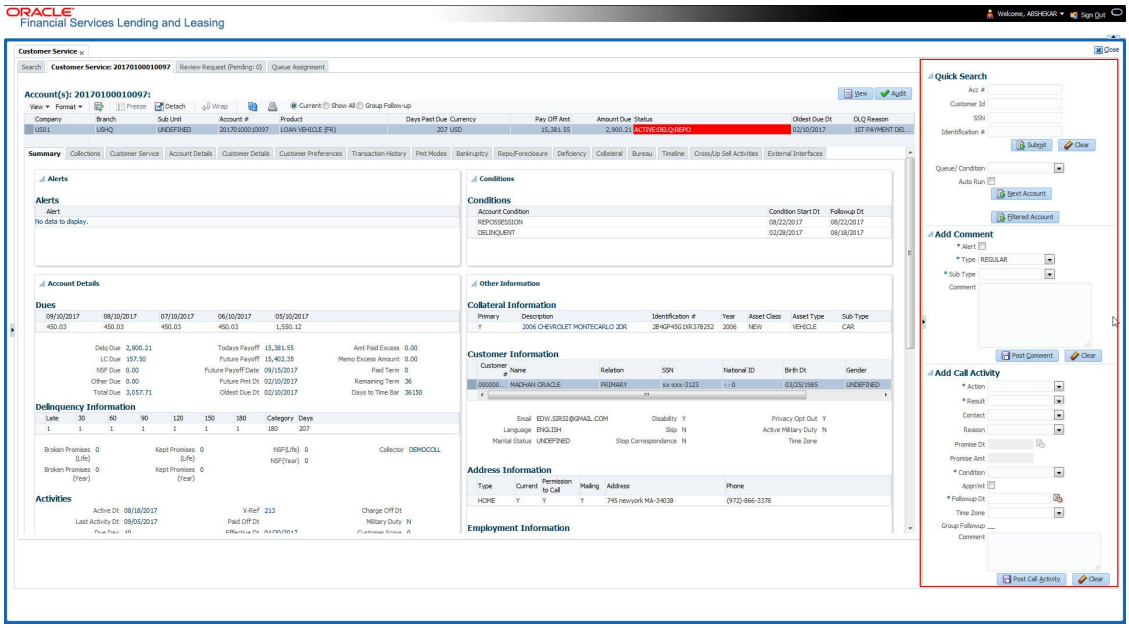
accounts are found during **Identification #** search, the system displays an error message as "**Multiple Matches found for the Identification #, Please use normal Search**".

- **Summary** section displays critical information that has to be referred repeatedly during origination like – DTI, PTI, Book Value, Grade, FICO Score, Approved Advance, Rate and Term.
- Use **Change Status** section to change the application status to next level. If the application edit status is restricted, then the **Change Status** will be read-only.
- Use **Add Comment** section to post an alert or comment during Underwriting and Funding stages.
  For detailed information on the above options, refer to respective sections in the document.

### Servicing and Collection Screens

In Servicing and Collection > Customer Service screens, you can use the Right Splitter/Action Window to do the following:

**Figure 1-15 Right Split Window Customer Service**




- Use **Quick Search** to search for an account based on account number, or customer Id, or last 4 digits of SSN (SSN of the primary applicant) or identification number. If multiple applications or accounts are found during **Identification #** search, the system displays an error message as "**Multiple Matches found for the Identification #, Please use normal Search**". You can also select the Queue Condition and Auto Run options during search. Clicking **Next Account** button opens the subsequent account listed in search and clicking **Filtered Account** opens the subsequent account fetched during a queue search and listed in Queue Assignment section.
- Use **Add Comment** section to post an alert or comment based on Type and Sub Type.
- Use Add Call Activity section to post all types of call activities including promise to pay, account conditions and so on, irrespective of the screen you are working on. This is similar to the option available in **Call Activities sub tab** under Customer Service tab.
  For detailed information on the above options, refer to respective sections in the document.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The height of Header and width of the Left and Right Panes do not change, with resizing of application screen.

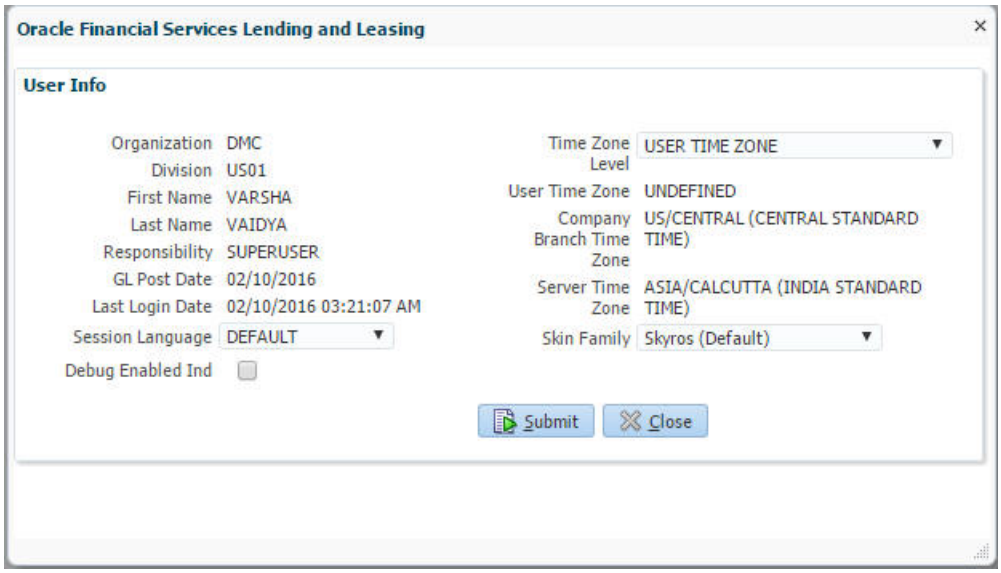
The system facilitates toggling Header and Left and Right Panes of the home screen to increase the visible area of the screens. Click to toggle upper pane and to toggle left pane. To un-toggle click and respectively.

This section consists of the following topic:

- Time Zone Preference

## 1.4.1.1 Time Zone Preference

**Figure 1-16 User Info**




You can select any of the following three time zones from the User Info screen:

- Application Server Time Zone
- Company Branch Time Zone
- User Time Zone

The time zones set up at each of these levels are displayed in the user info screen. However, data is always stored in the application server time zone and based on the user preference of time zone, the display time would be User or Company or Application Server time zone. Any time zone related changes done at UI does not impact the other time bound activities which are dependant on database time.

**Application Server Time Zone (Server Time Zone)**

The Application Server Time Zone by default is the Production Server Time Zone. Selecting this time zone will have all date and time fields defined as per the time stored in application server. There is no offset in time if both storage (database server) and display (application server) are in the same time zone.

**Company Branch Time Zone (Organization - Division Time Zone)**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This is the Company time zone and is setup at the organization - division definition level. The various divisions defined under an organization can be set up with different time zones depending on geographical locations. This time can be modified as per requirement.

To modify the Company Branch Time Zone:

- Navigate to Setup > Administration > User > Organization and select the company or division listed under **Division Definition**.
- In the Display Formats tab, select **Time Zone** and click **Edit**.
- In the Format field, select the required time zone from the adjoining options list and click **Save**.

If **Company Branch Time Zone** is selected as the time zone in User Info screen, then on save, all the time and date fields are automatically updated with the time zone of the company branch.

**User Time Zone**

User Time Zone or User Preference Time Zone can be set up at the User Level in the User Definition screen. Various Users under same divisions defined under an organization can be set up with different time zones depending on geographical locations.

To modify the User Time Zone:

- Navigate to Setup > Administration > User > Users.
- Select the required User record listed in **User Definition** section and click **Edit**.
- In the Time Zone field, select the required time zone from the adjoining options list and click **Save**.

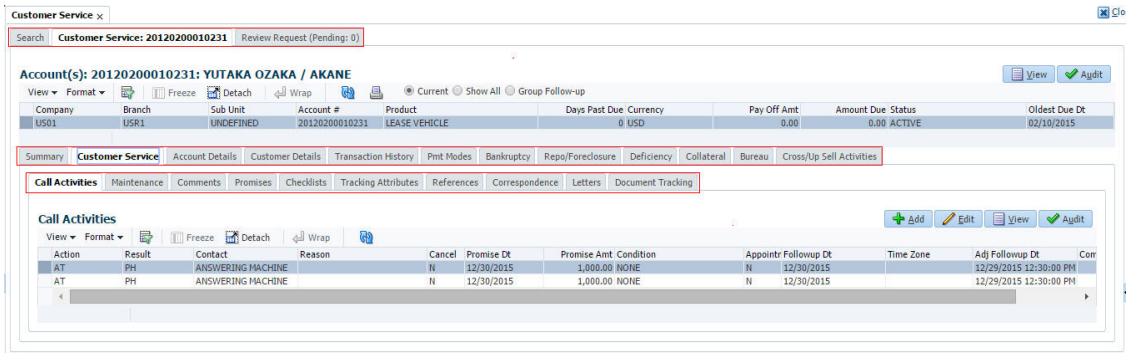
If **User Time Zone** is selected as the time zone in User Info screen, then on save, all the time and date fields are automatically updated with the current updated time.

## 1.4.2 Screens

Details in few main screens are grouped into different sections. These sections are displayed as tabs, horizontally within the screen. In turn, details in few of these tabs are again grouped horizontally. The details are displayed when you click the tab under which they are grouped. As similar to the main screen tabs, you can identify the active tab with its white background.

For example, Customer Service main screen has four main tabs. When you click on **Customer Service** tab, the corresponding tabs are displayed.

**Figure 1-17 Customer Service_Example**





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You can click » to view the hidden tabs, if any.

# 1.5 Common Operations

Some of the operations are common to most of the screens.

These are grouped into following categories, based on their features.

- Basic Operations
- Basic Actions
- Personalization Options
- De-supported Special characters
- Skip Zip Code Validation
- Export data to Excel

## 1.5.1 Basic Operations

All the screens contain buttons to perform all or few of the basic operations. The four basic operations available are:

- Add
- Edit
- View
- Audit

When you click any of the operation tabs, system displays the corresponding records inline, below the respective setup tables.

The table below gives a snapshot of them:

**Table 1-3 Basic Operation**

| Basic Operation | Description |
|---|---|
| Add | Click to add a new record. When you click **Add**, the system displays a new record enabling you to specify the required data. It is mandatory to specify details for the fields marked with '*' symbol. |
| Edit | Click to edit an existing record. Select the record you want to edit and click **Edit**. The system displays an existing record in editable mode. Edit the required details. |
| View | Click to view an existing record. Select the record you want to view and click **View**. The system displays the record details in display mode. |
| Audit | Click to view audit info. If an audit is set for a field, then the system tracks the changes for that field. Select the record for which you want to view the audit info and click **Audit**. The system displays the details tracked for that field. |


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**Table 1-3 (Cont.) Basic Operation**

| Basic Operation | Description |
|---|---|
| Close | Click to close a screen or a record. When you try to close an unsaved, modified record, then the system alerts you with an error message. You can click **Yes** to continue and **No** to save the record. |

## 1.5.2 Basic Actions

Most of the screens contain buttons to perform all or few of the basic actions.

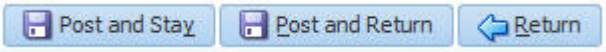
All or few of these actions are enabled when you select any of the Basic Operations.

The table below gives a snapshot of them:

**Table 1-4 Basic Actions**

| Basic Actions | Description |
|---|---|
| Save And Add | Click to save and add a new record. This button is displayed when you click **Add** button. |
| Save and Stay | Click to save and remain in the same page. This button is displayed when you click **Add/Edit** button. |
| Save And Return | Click to save and return to main screen. This button is displayed when you click **Add** or **Edit** buttons. |
| Return | Click to return to main screen without modifications. This button is displayed when you click **Add**, **Edit** or **View** buttons. |

The Payment maintenance screens consist of the following actions.




The table below gives a snapshot of them:

**Table 1-5 Basic Actions**

| Basic Actions | Description |
|---|---|
| Post and Stay | Click to post the transaction and remain in the same section. This button is displayed when you click **Modify Payment/Modify Payment Transaction** button. |
| Post and Return | Click to save and return to main section. This button is displayed when you click **Modify Payment/Modify Payment Transaction** buttons. |
| Return | Click to return to main section without modifications. This button is displayed when you click **Modify Payment/Modify Payment Transaction** buttons. |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The summary screens consist of the following navigations. The table below gives a snapshot of them:

**Table 1-6 Navigations**

| Basic Actions | Description |
|---|---|
| | Click to navigate to the first record. |
| | Click to navigate to the previous record. |
| | Click to navigate to the next record. |
| | Click to navigate the last record. |

Along with the basic actions, the following buttons are available for specific actions. The table below gives a snapshot of them:

**Table 1-7 Buttons for Specific actions**

| Basic Actions | Description |
|---|---|
| | Show File - Click to view the details of selected file. |
| | List Files - Click to generate and view the list of files maintained in the system. |
| | Download File - Click to download the details of selected data. |

## 1.5.3 Personalization Options

You can personalize the data displayed in setup tables. Once personalized, system saves the settings for that User ID until next personalization.

**Figure 1-18 Personalization Operations**

The table below gives a snapshot of them:


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**Table 1-8 Personalization Options**

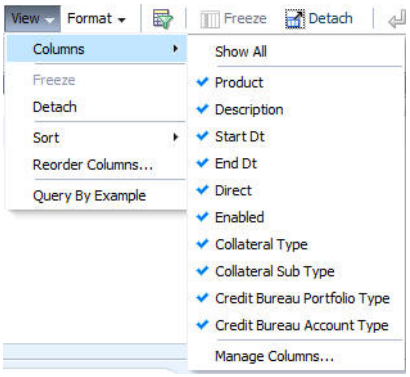
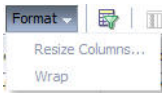
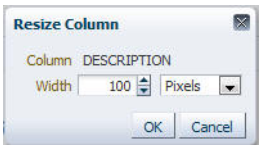
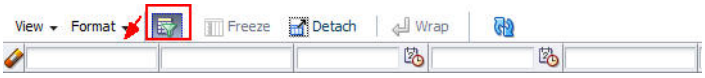
| Options | Description |
|---|---|
| View | Click to personalize your view. The drop-down list provides the following options of customization:<br>• Customize columns you wish to view<br>• Sort the order of displayed data<br>• Reorder columns<br>Additionally, the drop-down list provides selection of options adjoining **View**.<br>  |
| Format | Click to resize columns or wrap a data in the table cells.<br>  <br>Select the column you need to resize and select **Resize Columns** option from the **Format** drop-down list.<br>  <br>Specify the **Width** and unit for the selected column. Click **OK** to apply changes and **Cancel** to revert. |
| Query by Example | Click to query for the data by an example. When this option is selected, the system displays an empty row above column heads. You can specify all or any of the details of the record you wish to query.<br>  |
| Freeze | Select the column at which you need to freeze the table and click **Freeze**. Function is similar to the freeze option in MS excel. |
| Detach | Click to detach the setup table from the screen. An example of the detached table is provided below. |


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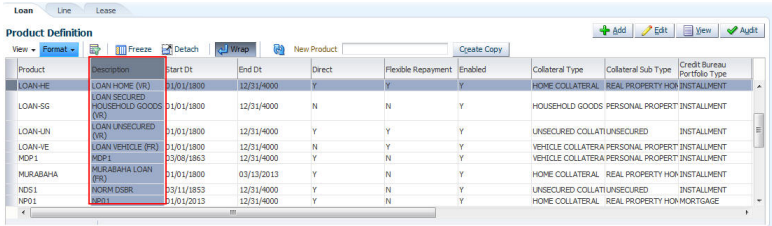
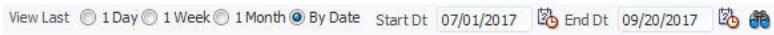
**Table 1-8 (Cont.) Personalization Options**

| Options | Description |
|---|---|
| Wrap | Select the column in which the data needs to be wrapped and click **Wrap**.<br>  <br> |
| | Click to refresh the data in the table. |
| View Last | For usability and performance, some of the data intensive screens have **View Last** option to sort the volume of data being displayed on screen based on elapsed days.<br>  <br><br>You can select the **View Last** option as 1 Day / 1 Week / 1 Month / By Date. When **By Date** is selected you can specify a date range (within 3 months) in **Start Dt** and **End Dt** fields using the adjoining calendar and clicking **Search**. |

### Print option in Customer Service screen

The Print button option in Customer Service/Collection screen facilitates you to print the contents on the screen as is without scroll bars. This button is available along with other options in the Action block. Clicking on this provides a browser print functionality and a new tab is opened where the print content is displayed.

### Detach


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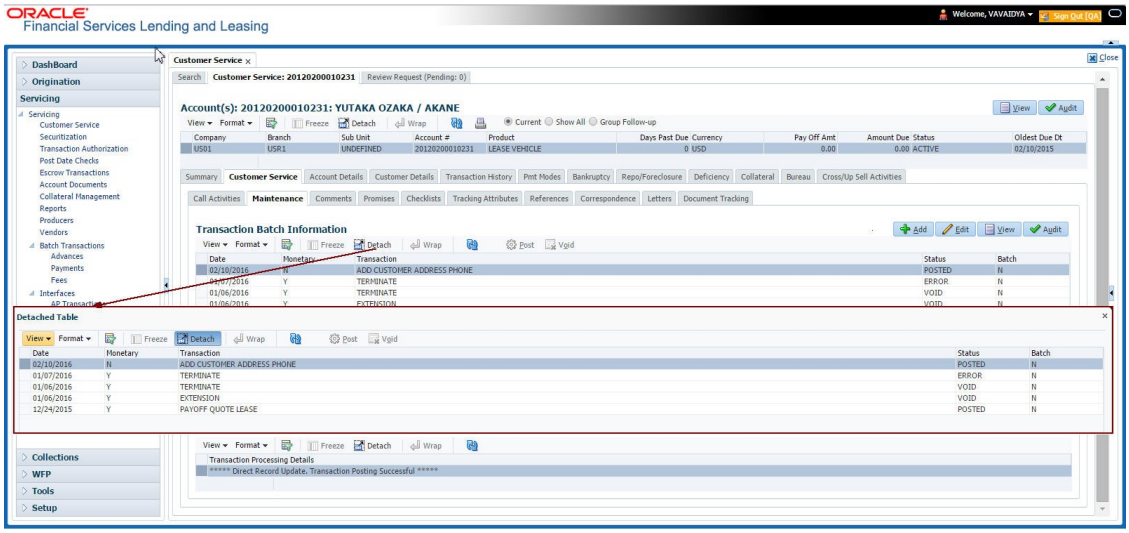
**Figure 1-19 Detached Table**



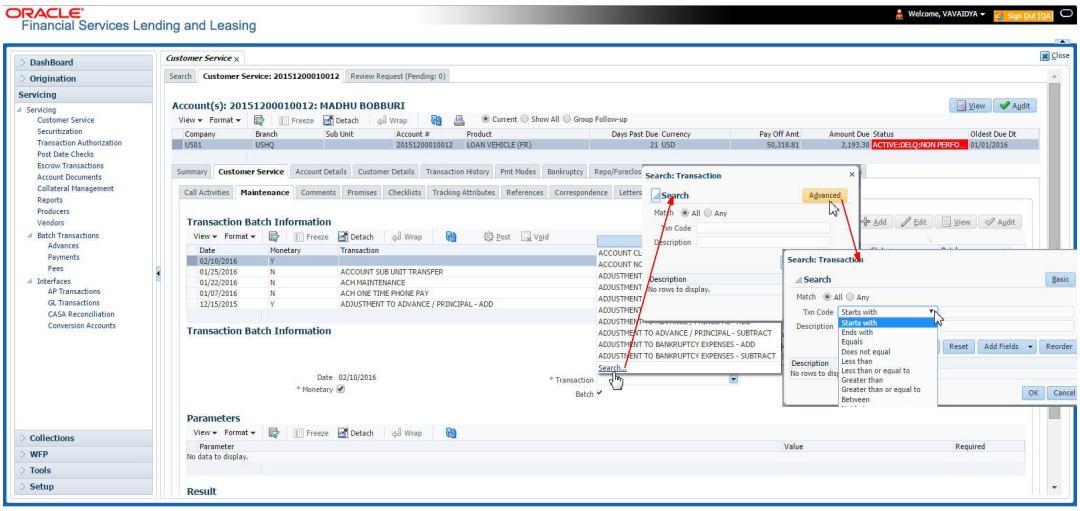

Click **Add**, **Edit** or **View** button to open a new screen in expanded mode with details.

### Drop-down List

The system provides an option to select the required data from LOV, for few fields. You can either select the record from list or enter first alphabet of the value you want. When you provide the alphabet, system limits the selection to the values starting with the specified alphabet. These lists are grouped into two types:

- Drop-down list – Provides the selection option. You can either select a record from the list or enter first alphabet of the required value.
- Combo drop-down list – The LOV contains huge data and provides both selection and search option. These drop-down arrows are smaller in size, when compared to normal drop-down arrows, thus enabling easy identification.

**Figure 1-20 Combo drop-down**




Click the arrow button available before **Search** to toggle the search options.


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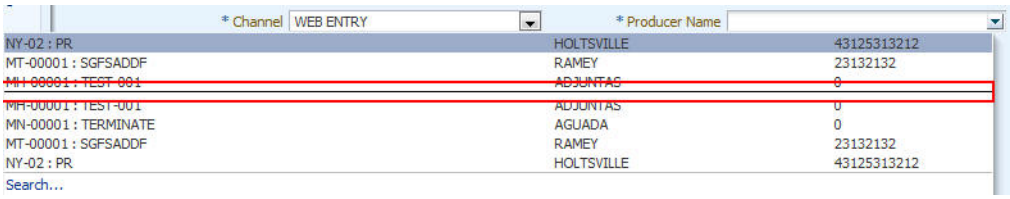
**Table 1-9 Search options**

| Buttons/Menu | Do this |
|---|---|
| Basic | Click **Basic** for normal search. |
| Advanced | Click **Advanced** for advanced search. In this mode, you can select the search option from drop-down list adjoining the search criteria. Selected record will be highlighted (Hover to select). |
| Match | Select **All** to display results exactly matching the specified characters. Select **Any** to display results matching any of the specified characters. |
| Search | Click to search for values based on the specified search criteria. The search results are displayed below with the details in respective columns. |
| Reset | Click to reset the search criteria. |
| Add Fields | Click to add additional fields to search criteria. |

The search criteria are provided below the **Match** field. These criteria vary based on the Field for which the search is executed.

Also, the system remembers your recent search options and demarcates them from the actual ones.

**Figure 1-21 Search Memory**




**Comments**

In all the user input screens wherever comments are accepted, the system allows an input of 4000 characters of information in the comment(s) field.

## 1.5.4 De-supported Special characters

OFSLL **does not** support the following special characters while accepting data through UI, web service and file upload process.

< > { } | \ ^ [ ] `

Hence, ensure that the same is not used while processing any input data in the system.

## 1.5.5 Skip Zip Code Validation

While accepting data for interdependent fields through User Interface, OFSLL validates and auto-populates the values for subsequent fields based on previous selection.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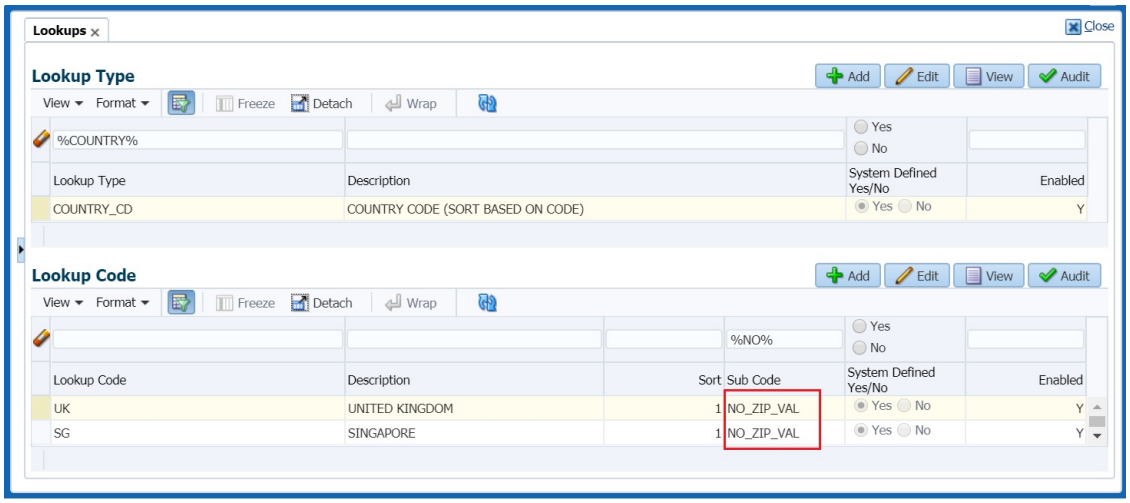
Accordingly, when a specific **Country** is selected from drop-down list which is populated based on COUNTRY_CD (COUNTRY CODE) lookup code, OFSLL validates and populates the list of corresponding zip codes maintained in Zip Code setup.

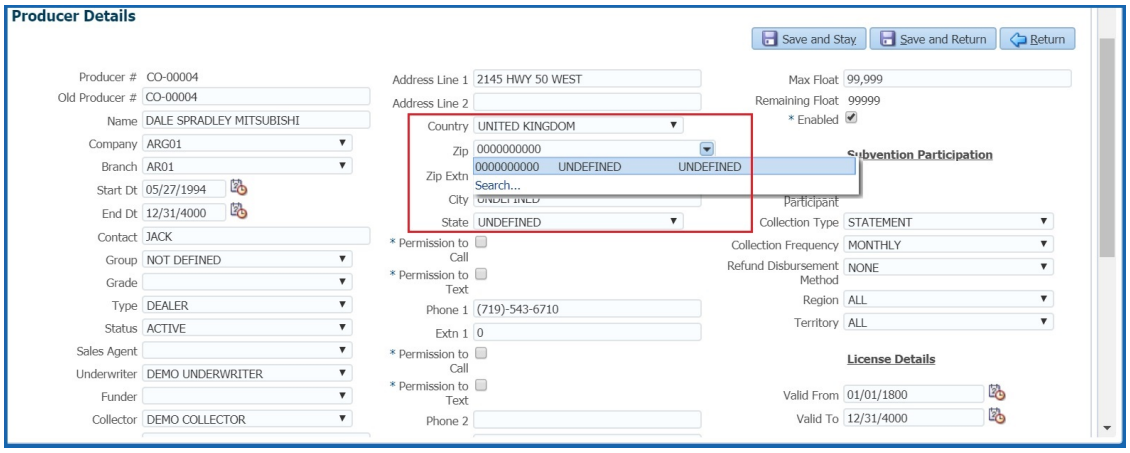
However, in case the zip code validation is to be skipped for a specific Country, then define the Sub Code as NO_ZIP_VAL against the COUNTRY_CD in lookups screen as indicated below:

**Figure 1-22 Skip Zip Code Validation**




On Selecting that particular Country from drop-down in any of the UI screen, only the default value '**0000000000**' is available for Zip field drop-down list. On selecting the same, the City and State fields are set as UNDEFINED.

**Figure 1-23 Skip Zip Code Validation**





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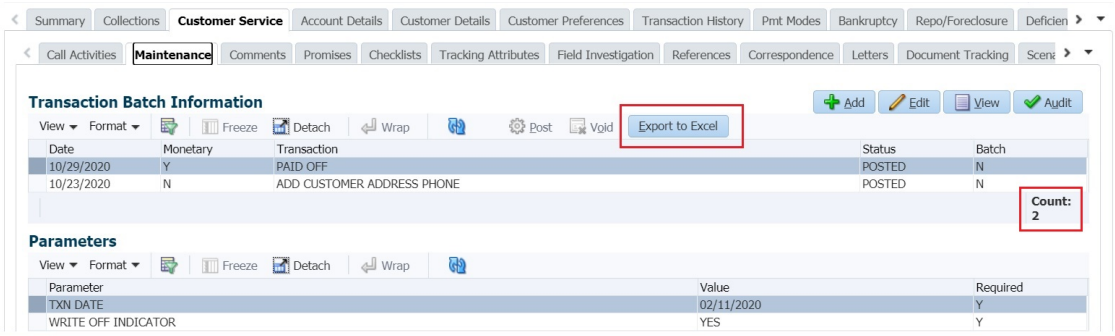
> **Note**
>
> Skipping zip code validation has significant impact in the system since the change impacts all the UI screens - Setup screens, Origination, Servicing and Collection module screens, Interface, Customer Credit Limit, Collateral Management, and so on. Hence it is recommended to be done with careful consideration and OFSLL is not responsible for any impact/ mismatch resulting out of this change.

## 1.5.6 Export data to Excel

While working on any of the screens in User Interface, OFSLL provides a flexibility to Export the data that is displayed on screen to an Excel file. This helps to download and view the data offline especially with data intensive screens.

Clicking **Export to Excel** option provides option to save the data to `.xls` file.

**Figure 1-24 Export to Excel**




However, **Export to Excel** option is currently available only to following screens and is also access controlled depending on configuration defined in setup.

- Queues/Search Results - Origination, Servicing, and Collections
- Account Information
- Balances
- Call Activities
- Maintenance
- Promises
- Due Date History
- Collateral
- Tracking Attributes
- Condition Details / Condition / Queue History

In additional, OFSLL displays the total count of records fetched from database. The count is displayed in the right bottom corner of records table. However, note that this is not the total count of all the records in the database but only the records which are fetched based on specific selection. For example, if there are 50,000 records in database and UI is fetching 1,000 records, then the count is displayed as 1,000.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# 1.6 Keyboard Compatibility

The system facilitates keyboard compatibility. You can perform most of your tasks using keyboard short cuts also termed as **Hot Keys**. These hot keys are single keyboards or a combination of keyboards. The available options are listed below:

1. **Shift + Alt** + mnemonic to activate buttons in the screen. For example, to open **Accessibility** screen, press '**Shift + Alt + y**'.
2. **Tab** for forward navigation in the application. **Shift + Tab** for backward navigation in the application. When the required link/tab/button/field is highlighted, press enter on the keyboard to edit.
3. **Space bar** to check or uncheck **Check Box**.
4. **Arrow Keys** to hover within the drop-down list.

- Keyboard Compatibility

## 1.6.1 Keyboard Compatibility

The application is made compatible with keyboard only-operations. However, there is a change in key combination based on the browser on which the application is running.

**Table 1-10 Keyboard Compatibility**

| Browser | Operating System | Key Combination | Action |
|---|---|---|---|
| Google Chrome | Linux | Alt + mnemonic | Click |
| Google Chrome | Mac OS X | Control + Option + mnemonic | Click |
| Google Chrome | Windows | Alt +mnemonic | Click |
| Mozilla Firefox | Linux | Alt + Shift + mnemonic | Click |
| Mozilla Firefox | Mac OS X | Control + mnemonic | Click |
| Mozilla Firefox | Windows | Alt + Shift + mnemonic | Click |
| Microsoft Internet Explorer 7 | Windows | Alt + mnemonic | Set focus |
| Microsoft Internet Explorer 8 | Windows | Alt + mnemonic | Click or set focus |
| Apple Safari | Windows | Alt + mnemonic | Click |
| Apple Safari | Mac OS X | Control + Option + mnemonic | Click |

Also, one can use the following keyboard shortcuts in order to increase or decrease the zoom level.

**Table 1-11 Keyboard shortcuts**

| Shortcut | Action |
|---|---|
| Ctrl++ | To increase zoom level. |
| Ctrl+- | To decrease zoom level. |
| Ctrl+0 | To set zoom level to default level. |


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# 1.7 Tool Tips

The system is facilitated with tool tip option.

When the cursor is moved on any of the user interface field in the screen, a popup is displayed. It consists of a tip with the action that has to be performed.

# 1.8 Accessibility

This section consists of the following:

- Understanding Accessibility
- Application Accessibility Preferences
- Documentation Accessibility Preferences

## 1.8.1 Understanding Accessibility

Accessibility is making the application usable for multiple user groups, which includes users with physical challenges. One of the most important reasons to make the application accessible is to provide them the opportunity to work. The four main categories of disabilities are visual, hearing, mobility and cognitive.

A person with disability might encounter one or more barriers that can be eliminated or minimized by making the electronic information user-friendly and approachable.

## 1.8.2 Application Accessibility Preferences

Oracle Financial Services Lending and Leasing is facilitated with the feature of Accessibility to make the application more usable for the people who are differently abled.

By default, the following accessibility options are provided and there is no need to define special accessibility preference in the application:

- The application user interface contents are readily accessible for all types of users without the need to select special accessibility modes.
- The components within the user interface are optimized for use with a screen reader by default.
- The contents are zoomable by default, eliminating the need for an application large fonts mode.
- The user interface components auto-detect if operating system (OS) is set to high contrast mode and automatically render content that is compatible with OS high contrast, eliminating the need for an application high contrast mode.

Note that, Oracle Financial Services Lending and Leasing application user interface is built on Oracle Application Development Framework (ADF) and the default accessibility feature supported by ADF are made available. For additional information, refer to ADF documentation on accessibility preferences.

## 1.8.3 Documentation Accessibility Preferences

Apart from assigning the logical sequence and organizing topics, the following techniques are used to enhance the accessibility of documentation.


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- Addition of text equivalent to all graphics
- Usage of standard fonts and avoiding shadow or reversed text
- Usage of strong foreground and background color contrast
- Color usages as per Oracle Accessibility guidelines have been ensured
- Usage of styles and formatting elements
- Documentation in simple language to ensure easy understanding
- Including accurate and effective navigational features, such as cross-reference, tables of content and bookmarks as appropriate.


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# 2
# Search Function

Oracle Financial Services Lending and Leasing allows you to search for an account, customer or application using specific search criteria.

Since this section details the general search options available in the User Interface, some or all the parts of this section are applicable to you as per access provisions & licensing. The following sections explain the Search options in detail.

- Search Criteria
- Searching for an Application
- Searching for an Account and Customer

## 2.1 Search Criteria

Search criteria has a list of parameters which enables to query the application / account from the database by providing one or more parameter values. There are 15 parameters whose values can be specified in combination with comparison operators which are described in the table below. The Reset button enables to clear the comparison values for a fresh search. Apart from this, Search can also be performed using wild card characters.

**Figure 2-1 Search Criteria**

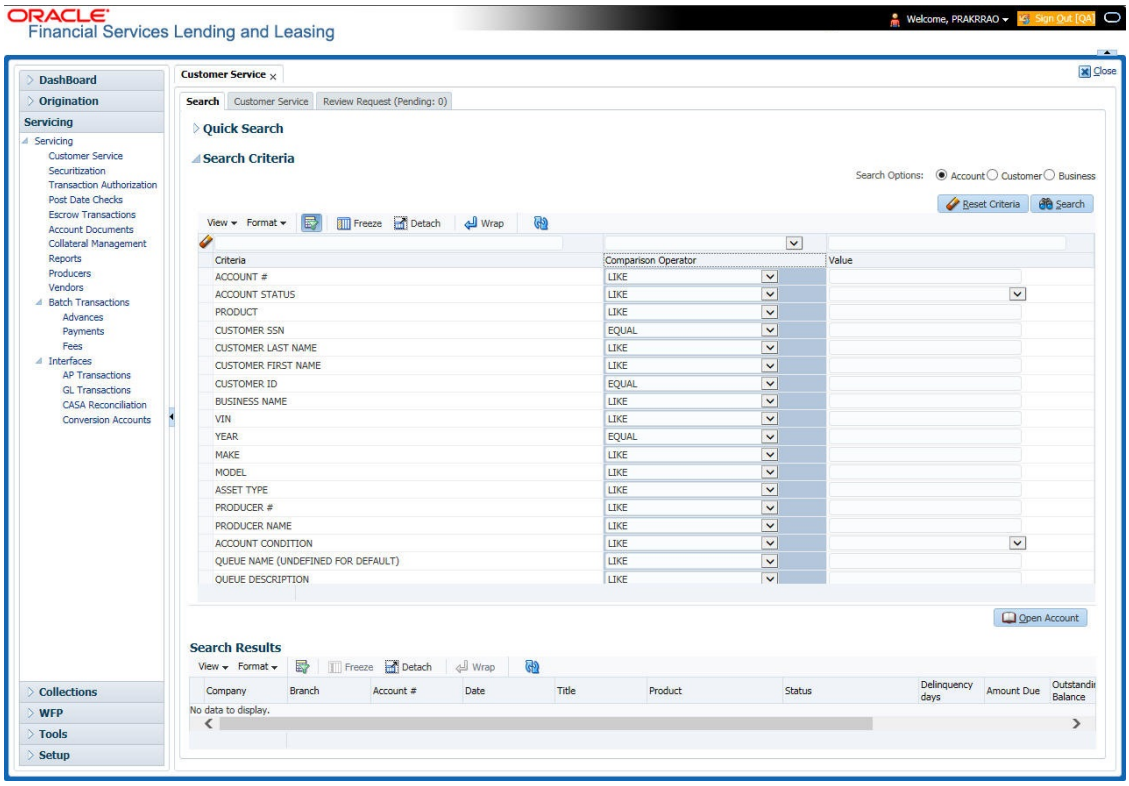



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**Table 2-1 Search Criteria**

| Description | Example Expression |
|---|---|
| **LESS THAN** | APPLICATION DATE < 01/22/2002<br>**Result**: The system searches for all applications created before Jan. 22, 2002. |
| **LESS THAN OR EQUAL TO** | APPLICATION DATE <= 01/22/2002<br>**Result**: The system searches for all applications created on or before Jan. 22, 2002. |
| **EQUAL** | APPLICANT SSN = 111-22-3333<br>**Result**: The system searches for all applications with applicant social security number 111-22-3333. |
| **NOT EQUAL** | APPLICANT SSN <> 111-22-3333<br>**Result**: The system searches for all applications except those with an applicant whose social security number is 111-22-3333. |
| **GREATER THAN** | APPLICATION DATE > 01/22/2002<br>**Result**: The system searches for all applications created after Jan. 22, 2002. |
| **GREATER THAN OR EQUAL** | APPLICATION DATE >= 01/22/2002<br>**Result:** The system searches for all applications created on or after Jan. 22, 2002 |
| **IN** | ACCOUNT NUMBER IN (‘20001000012512’, ‘20010100012645’, ‘20010300012817’)<br>IN is used with values that are within parenthesis.<br>**Result**: The system searches for the applications with the account numbers of ‘20001000012512’, ‘20010100012645’, and ‘20010300012817’.) |
| **NOT IN** | ACCOUNT NUMBER NOT IN (‘20001000012512’, ‘20010100012645’, ‘20010300012817’)<br>NOT IN is used with values that are within parenthesis.<br>**Result**: The system searches for all applications except those with the account numbers of ‘20001000012512’, ‘20010100012645’, and ‘20010300012817’.) |
| **IS** | VIN IS NULL<br>IS is only used with a value of “NULL”. It enables you to search for criteria that has no value; that is, fields where no information is present.<br>**Result**: The system searches for all applications without a vehicle identification number. |
| **IS NOT** | VIN IS NOT NULL<br>IS NOT is only used with a value of “NULL”. It enables you to search for criteria that has any value; that is, fields where information is present.<br>**Result**: The system searches for all accounts with a VIN, vehicle identification number. |


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**Table 2-1 (Cont.) Search Criteria**

| Description | Example Expression |
|---|---|
| **LIKE** | ASSET TYPE LIKE VEH%<br>LIKE enables you to search for close matches using wildcard characters.<br>**Result**: The system searches for all applications with asset type beginning with the characters “veh” such as “vehicle car” or “vehicle van.” |
| **NOT LIKE** | ASSET TYPE NOT LIKE VEH%NOT LIKE enables you to search for close matches using wildcard characters.<br>**Result**: The system searches for all applications with asset type other than those starting with the characters “veh.” |

### Using Wildcard Characters

- Wildcard characters can only be used with the operator LIKE and NOT LIKE.
- % (percent) represents any number of characters, including no characters.
  _ (underline) represents any single character.

### Using Criteria Value

Search criteria values of **1234%** will locate character strings of any length that begin with “**1234**” for example,

- **1234**ACB
- **1234**5678
- 1234
- **1234**8
- **1234**0980988234ABIL230498098

Search criteria values of **1234**_ will locate character strings of five characters that begin with “**1234**” for example,

**1234**5

**1234**A

**1234**0

Search criteria values of %**1234** will locate character strings of any length that end with “**1234**” for example,

- 1234
- 0**1234**
- 098908LKJKLJLKJ00098807**1234**

Search criteria values of _1234 will locate five character strings that end in “**1234**” for example,

- A**1234**
- 1**1234**


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Search criteria values of %**1234**% will locate character strings of any length that contain "**1234**" for example,

- 1234
- 0**1234**
- **1234**0
- AKJLKJ**1234**128424

Search criteria values of _**1234**_ will locate character strings of 6 characters that *contain* "**1234**" for example,

- A**1234**B
- 0**1234**1
- A**1234**1

**Using Search Criteria examples**

**Table 2-2 Search Criteria Examples 1**

| Criteria | Comparison Operator | Value |
|---|---|---|
| **APPLICATION DATE** | EQUAL | 05/01/2001 |

**Result**: The system searches for all applications with application date May 1, 2001.

**Table 2-3 Search Criteria Examples 2**

| Criteria | Comparison Operator | Value |
|---|---|---|
| **APPLICATION DATE** | EQUAL | 05/01/2001 |
| **APPLICATION NUMBER** | GREATER THAN OR EQUAL | 0000000278 |

**Result**: The system searches for all applications with application date May 1, 2001 and an application number greater than or equal to 0000000278.

**Table 2-4 Search Criteria Example 3**

| Criteria | Comparison Operator | Value |
|---|---|---|
| **FIRST NAME** | EQUAL | JAN |

**Result**: The system searches for all applications with applicant whose first name is "JAN"

- JAN ARBOR
- JAN FISHER

**Table 2-5 Search Criteria Example 4**

| Criteria | Comparison Operator | Value |
|---|---|---|
| **FIRST NAME** | LIKE | JAN% |

**Result**: The system searches for all applications with applicant's first name starting with "JAN"

- JAN ARBOR


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- JAN FISHER
- JANE MEYERS
- JANETTE NORDSTROM

### Application Status

While you are searching for an application in the **Origination** screens, the **Search Result/ Task** tab lists all the available applications and also the status of each application for edits. The following table indicates the application status:

**Figure 2-2 Application Status**

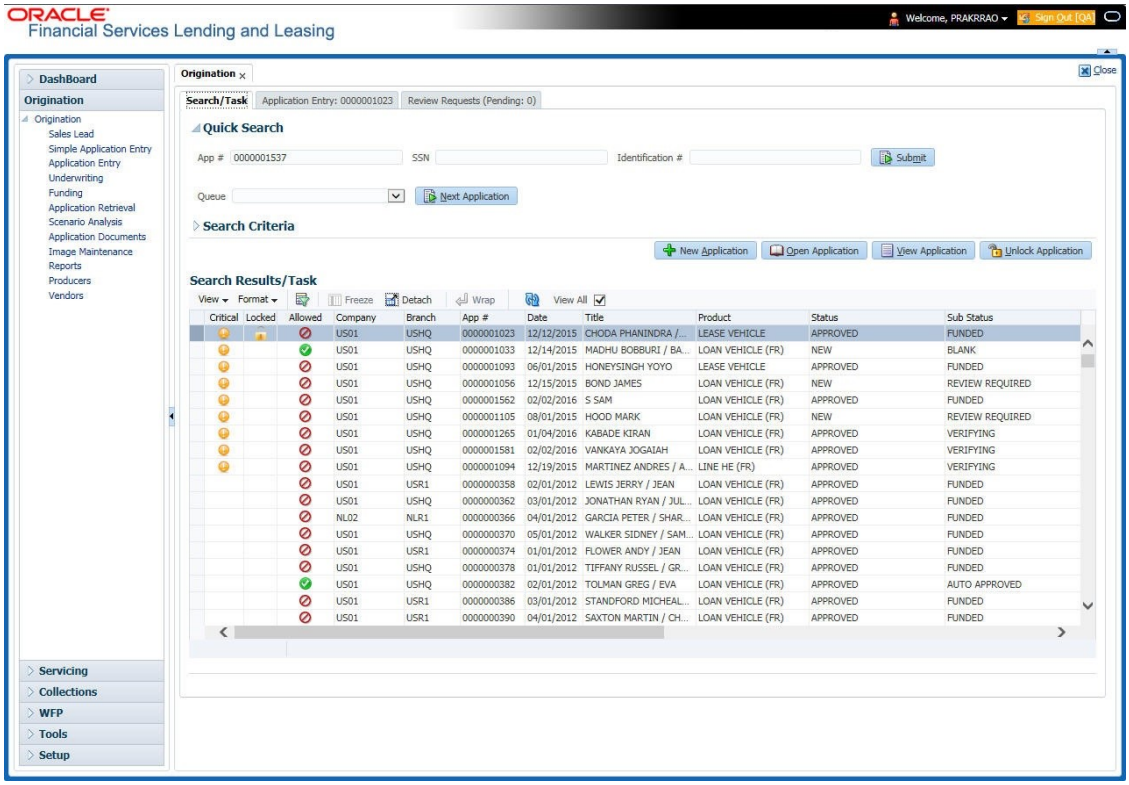


**Table 2-6 Application Status**

| Application Status | Example Expression |
|---|---|
| **CRITICAL** | Whenever any application is updated with dealer comments, a system generated alert will be posted in the application and a critical icon would be displayed in this column against that application. Once User has acted on the critical item, the alert flag should be manually be unchecked by the User to remove the **Critical** flag on the application. |
| **LOCKED** | An application already opened by another User will have a lock icon in this column against the application. User with appropriate privileges can unlock the application and proceed. |


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**Table 2-6 (Cont.) Application Status**

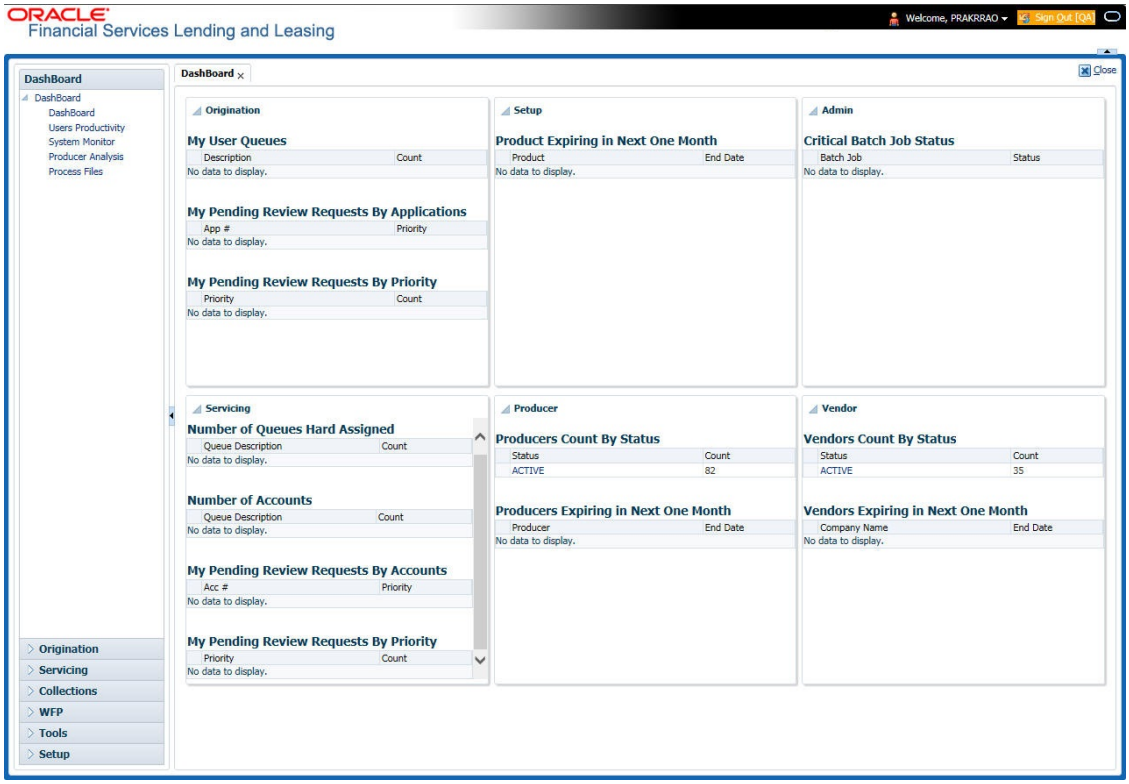
| Application Status | Example Expression |
|---|---|
| **ALLOWED** | This field displays whether you can open the application from the respective Origination Screen or not i.e. if the application is in decision stage, a red flag will be displayed in Application Entry stage indicating that the application can only be viewed and User has to open the application in Underwriting for actioning. User can also see a green flag in Underwriting against this application indicating that it can be actioned in Underwriting. |

# 2.2 Searching for an Application

Oracle Financial Services Lending and Leasing allows you to search and retrieve a particular application.

During application entry, queues can be created based on your user id and your user responsibility. You can view the assigned queues in the Origination screen of DashBoard.

**Figure 2-3 Searching for an Application**




In each stage of application, the queue name to which the selected application is assigned, appears in Queue name field in Result screen.

You can begin processing the applications in the order in which they are listed. Select the record and click **Submit**.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This section consists of the following topics:

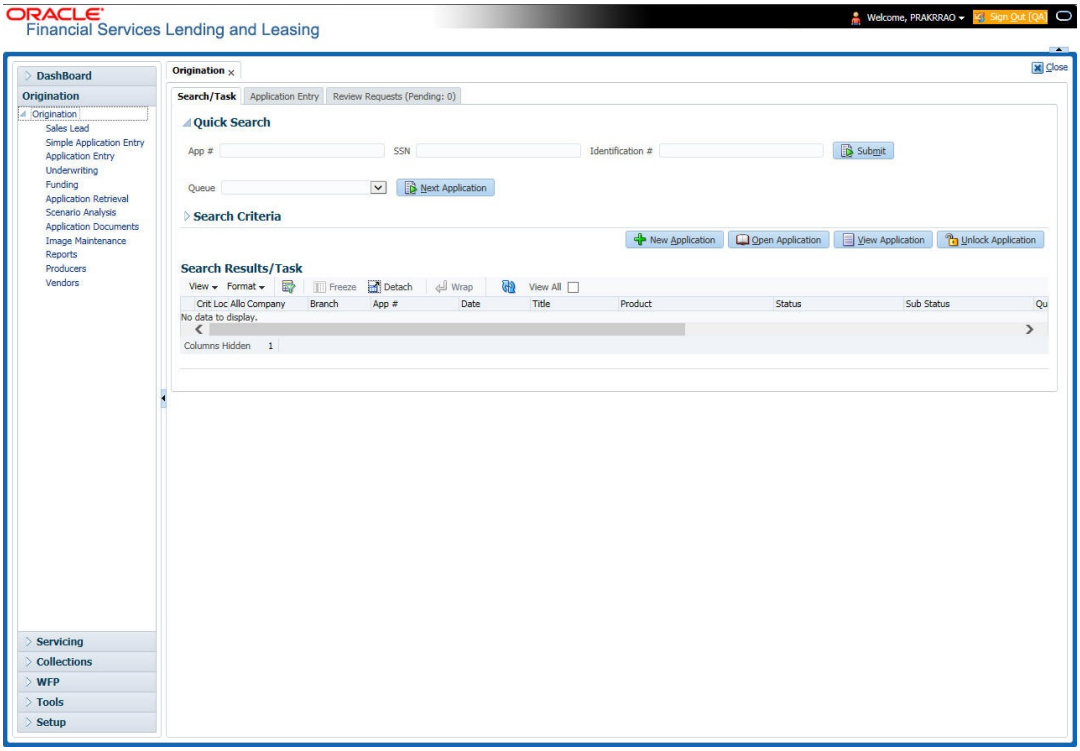
- Search/Task tab
- Quick Search section

## 2.2.1 Search/Task tab

**To view the Search/Task screen during LoanLine of creditLease origination**

1. On the Oracle Financial Services Lending and Leasing Application home screen, click the **Origination** master tab.
   Depending on the task to be performed and the link clicked, the respective screen opens in the Search Results/Task screen.

**Figure 2-4 Search/Task tab**




2. Click the **Search Criteria** tab.


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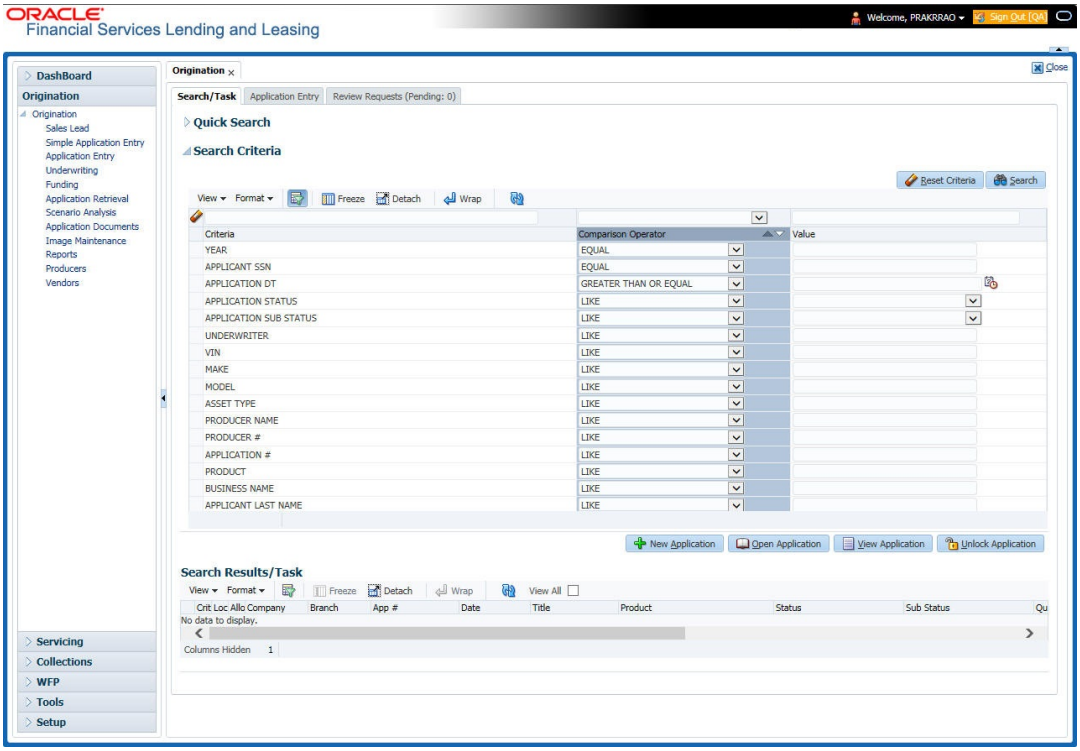
**Figure 2-5 Search Criteria**




The search tab enables you to locate an application using a broad range of search criteria.

- During LoanLine of creditLease origination, the results are sorted according to the priority of application and application identification number. However you can sort the records using any criteria.
- If you try to open an application which is already opened by another user, system displays an alert message indicating “**Application is locked by <User Name> Phone <phone number>**”.

The Search Results/Task screen.

3. On the **Results** screen, select the application you want to load and click **Open Application**.
   The system loads the application on the respective screen.


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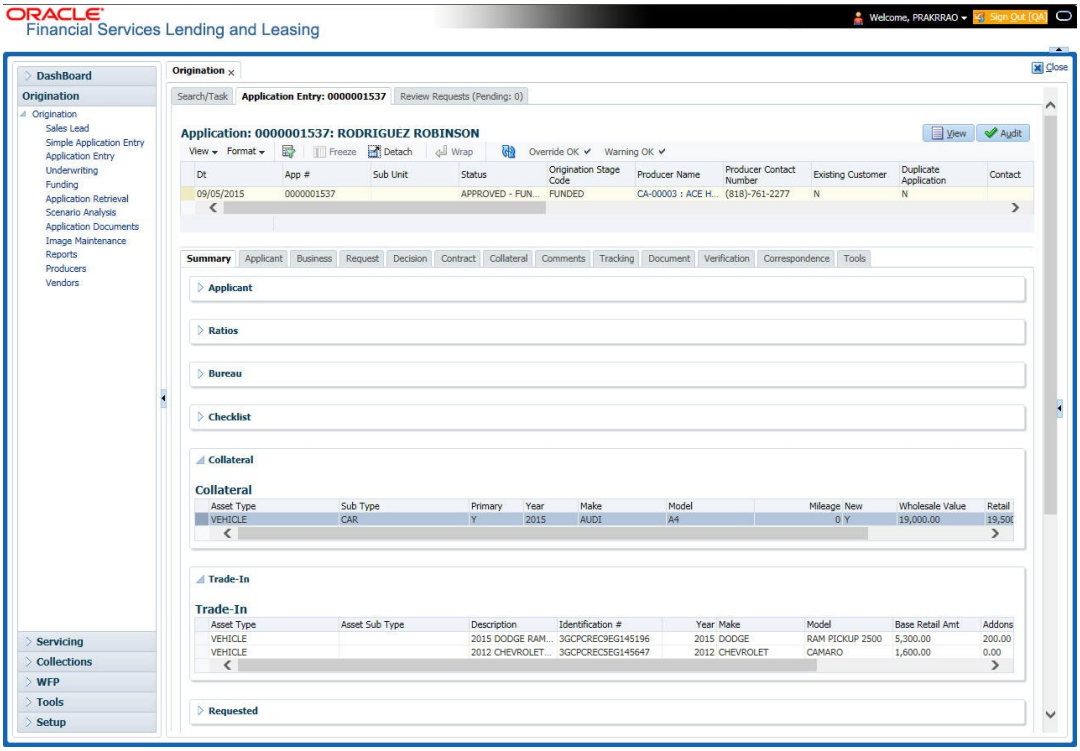
**Figure 2-6 Results Screen**




You are now ready to begin work on the application.

## 2.2.2 Quick Search section

Quick Search enables to search for an applicationaccount using any one of the following values - Application Number, SSN, Identification Number or QueueAccount Number, Customer ID, SSN, Identification Number or Queue.

**To load an applicationaccount using the Quick Search section:**

1. On the Oracle Financial Services Lending and Leasing Application home screen, click the **OriginationServicing** master tab.
2. In the Quick Search section's App #Acc # field, specify the applicationaccount number you want to load and click **Submit**.
   You can also load the applicationaccount by specifying the last 4 digits of the SSN Number. System retrieves only those applicationaccounts where the searched SSN is of the Primary Applicant. If multiple matches are found, system displays an error message as '**Multiple Matches found for the SSN, Please use normal Search**'.

> **Note**
>
> Search cannot be performed using wild card characters in the Quick Search section.


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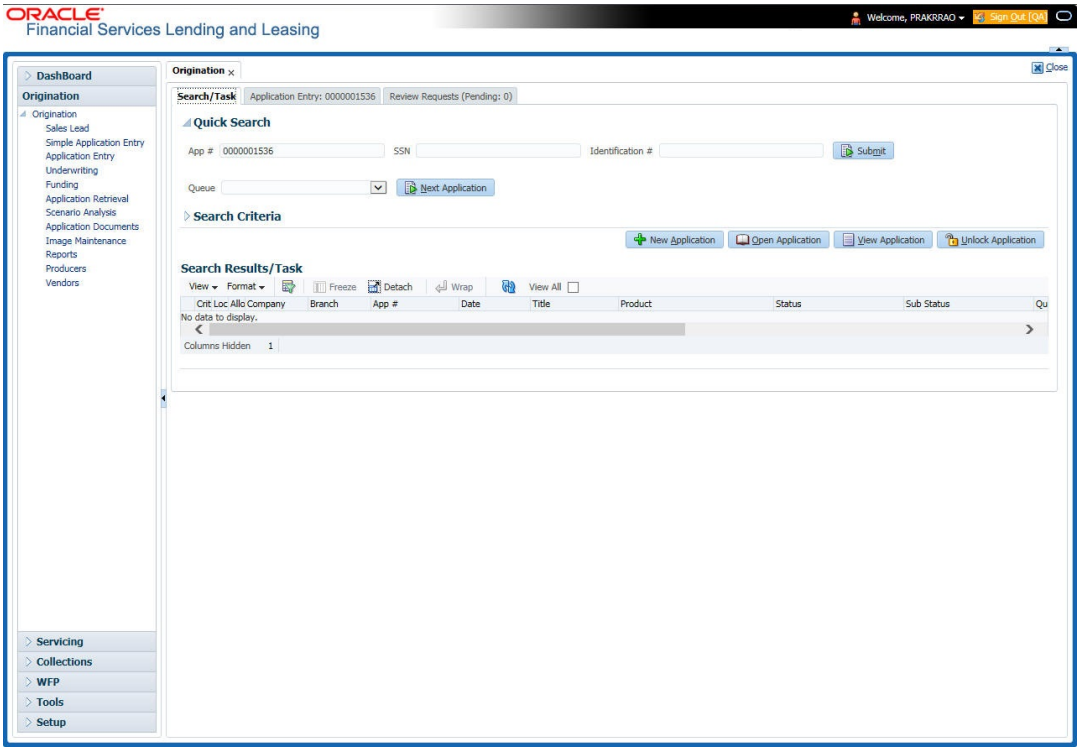
**Figure 2-7 Quick Search**




The system loads the selected application.

**To load an applicationaccount from a queue during application entry**

1. On the Oracle Financial Services Lending and Leasing Application home screen, click the **OriginationServicing** master tab.
2. In the Quick Search section's **Queue** field, select the queue you want to work with and click **Next ApplicationAccount**.

This section consists of the following topics:

- Other Features on the Results screen
- Copying an Application
- Unlocking an Application
- View Application

## 2.2.2.1 Other Features on the Results screen

The Results screen on the Applications screen has below listed common features (these features are not present on the Result screen on Customer Service screen):

**Table 2-7 Other Features on the Results screen**

| What is it? | What does it do? |
|---|---|
| **View All** | If you select **View All** check box, all applications in the system accessible with your user id appear in the Results screen under search section. |


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**Table 2-7 (Cont.) Other Features on the Results screen**

| What is it? | What does it do? |
|---|---|
| **Queue Name field** | This display only field indicates the queue in which the selected application is currently in. (This in normally related to one or more of the following, based on setup: producer, state, or status.) |
| **Secured box** | Indicates that the selected application is secured (that is, that the applicant is an employee of the organization) and may only be loaded by authorized users. |
| **Copy Application button** | Creates a copy of the selected application. This feature is usually used when an applicant has submitted a previous application or when an applicant submits a second application and you don't want to retype the information. |
| **New Application** | Opens a screen where a user can create a new application by providing required details. |
| **Open Application** | Displays the application details for the selected application. |
| **Unlock Application** | Unlocks the selected application locked by another user. |

## 2.2.2.2 Copying an Application

Once the application clears the pre-qualification edits successfully, it moves to the underwriting queue. In the Underwriting/Funding screen, you can copy the information of an existing application into a new application using Results screen. The new application will contain duplicated data of application information, the requested LoanLine of creditLease information, credit bureau data, and collateral information. The new application will have status/sub status as NEW - REVIEW REQUIRED

**To copy an application**

1. Open the **Underwriting/Funding** screen and use **Quick Search** screen to locate the application you want to copy.
2. Select the application you want to copy on the **Search Results/Task** screen.
3. Click **Copy Application**.


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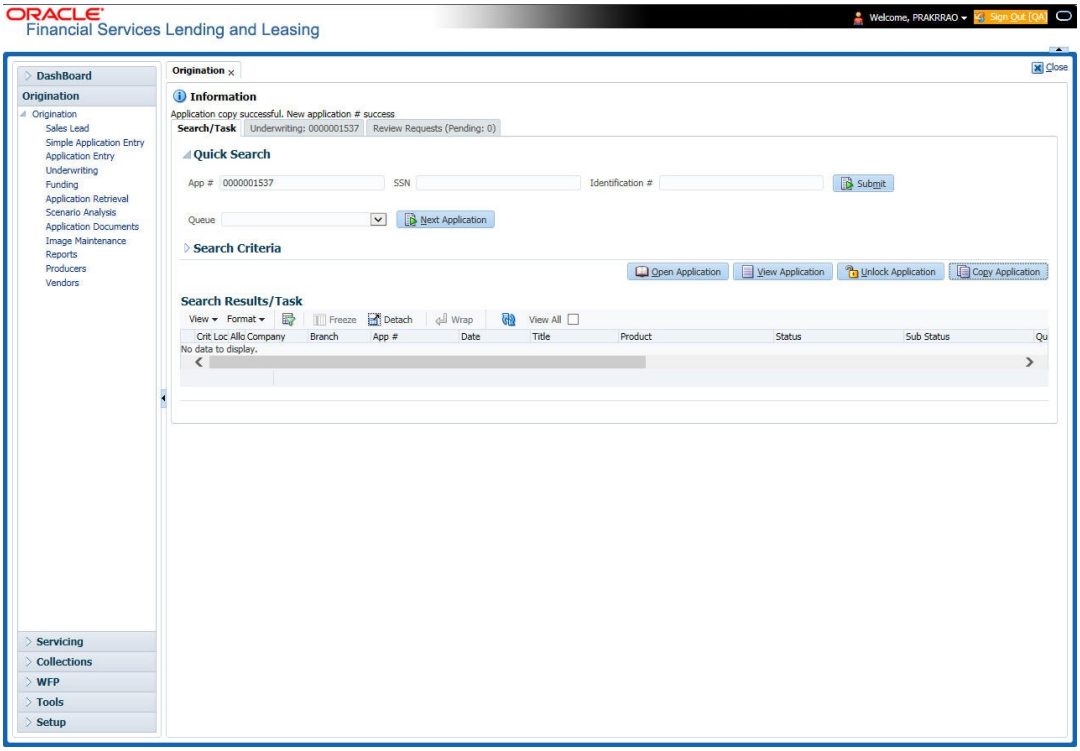
**Figure 2-8 Copying an Application**




An Information message is displayed as "**Application copy successful. New application # (new application number).**"

System creates a new application with details of the copied application with status NEW - REVIEW REQUIRED. The new application can be accessed from the underwriting screen irrespective of whether it is copied in Underwriting/Funding screen. The system also notes that this is a copied application with a system generated comment.


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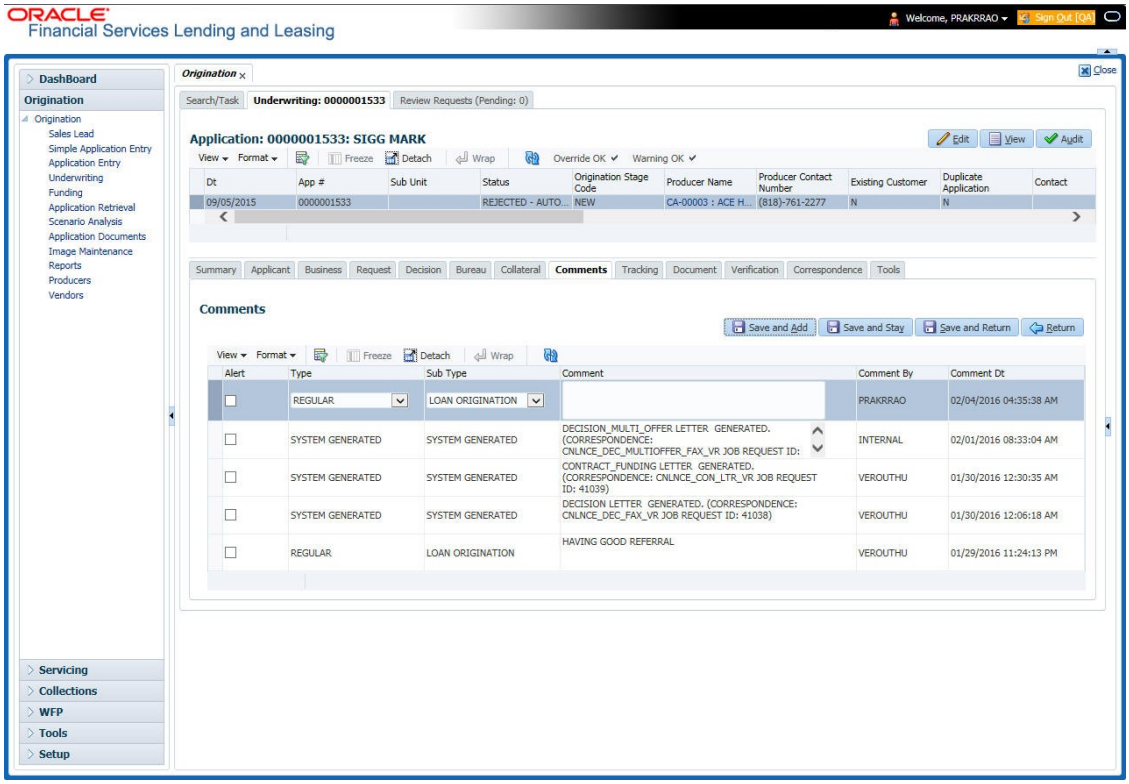
**Figure 2-9 Copying an Application - Comments**




## 2.2.2.3 Unlocking an Application

When an application is opened by a user, the same would be locked for other users. Using Results screen in the Applications screen user can unlock the application.

**To unlock an application**

1. Open **Applications Entry** screen and use **Quick Search** screen to locate the application you want to work with.
2. On Search **Results/Task** screen, select the application you want to load and click **Submit**. An Information message appears with the message: “**An application is locked by another user**.”


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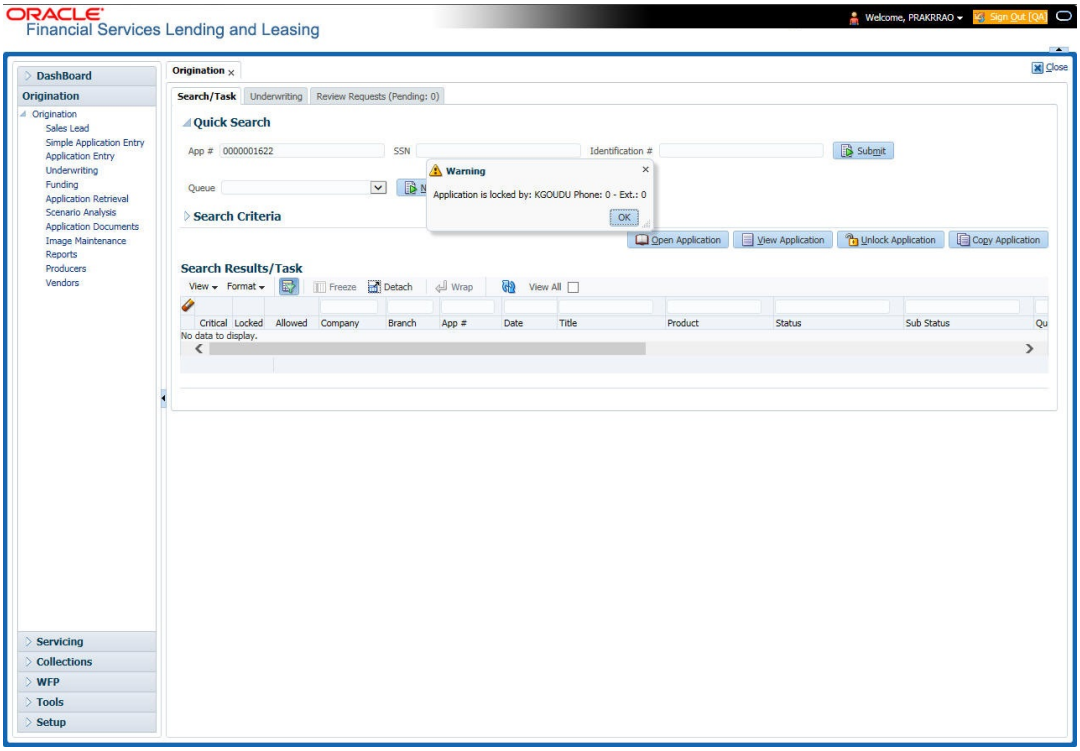
**Figure 2-10 Unlocking an Application**




3. Click **Unlock Application**.
4. Click **Open Application**. The system loads application on the Underwriting screen.

### 2.2.2.4 View Application

The **View Application** button is available in all origination screens (Application Entry, Underwriting and Funding). You can view a selected application in the search results by clicking on the **View Application** button even when the application is locked by another User.

The application will be opened in **View Mode** only and no edits are allowed. However in Tools sub tab, the **Initialize** and **Calculate** buttons will be enabled allowing you to use the calculator options.

## 2.3 Searching for an Account and Customer

You can search or retrieve a particular account or customer through Customer Service screen. The search tab available in the screen enables you to locate an account or customer using a broad range of search criteria.

**To view the Search screen during LoanLine of creditLease servicing**

1. On the Oracle Financial Services Lending and Leasing Application home screen, click the **Servicing** master tab.
2. If you want to perform a **customer service** task on the application, click **Customer Service** link.
   Depending on the link clicked, Customer Service screen appears, opening at Results screen.


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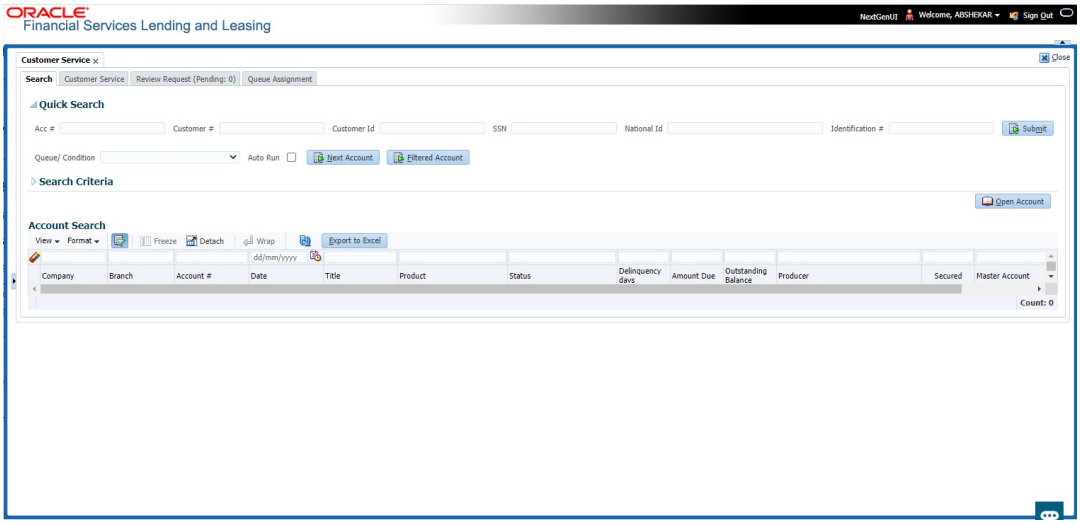
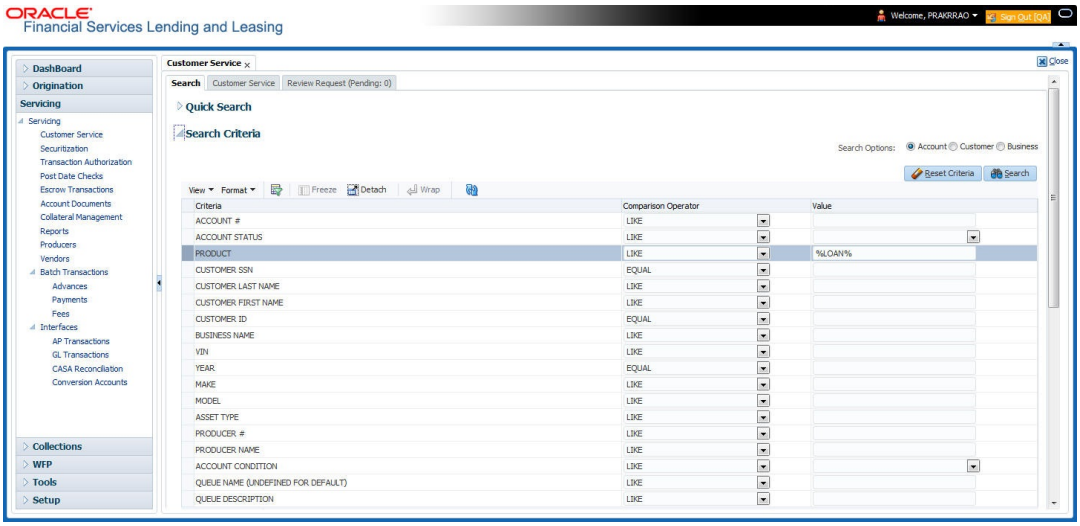
**Figure 2-11 Customer Service Screen**




> **Note**
>
> Oracle Financial Services Lending and Leasing does not display the financial details of secured accounts if the logged-in user is not authorized. Though the search display the results, the fields such as Status, Delinquency Days, Amount Due, and Outstanding Balance are masked with '**xxxxx**' and clicking on the same displays an error message indicating '**Cannot open secured account**'.

3. Click the **Search Criteria** tab.

**Figure 2-12 Search Criteria**




## Using the Search tab

1. Create a search criteria by specifying the required details in **Comparison Operator** and **Value** columns.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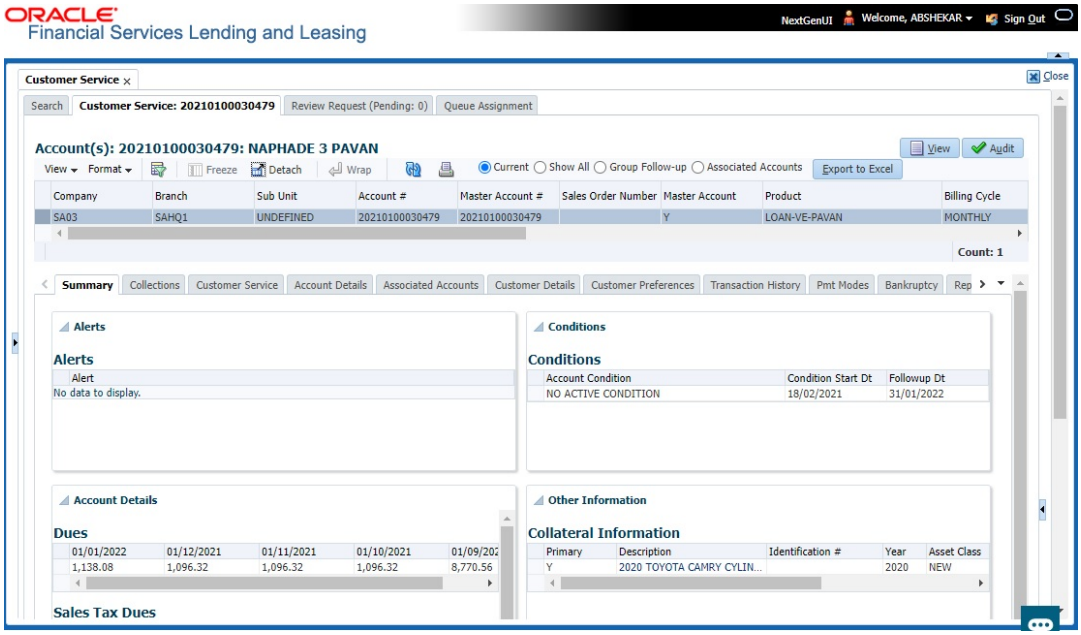
2. Click **Search**. System displays all accounts that meet the search criteria in the Results tab.

3. On the **Search Results/Task** screen, select the account you want to load and click **Open Account**.

The system loads account on Customer Service screen.

**Figure 2-13 Customer Service**




This section consists of the following topics:

- Quick Search section
- Search Using Customer Details
- Search Using Account Details
- Search Using Business Details

## 2.3.1 Quick Search section

The Quick Search section in Customer Service screen enables you to load accounts using any one of the fields Account Number, Customer #, Customer Id, SSN, National Id, Identification #, or Queue/Condition.

**To load an account using the Quick Search section**

1. On the Oracle Financial Services Lending and Leasing Application home screen, click the **Servicing** master tab.
2. If you want to perform **customer service** task on the application, click **Customer Service**.
3. In the Quick Search section's **Acc#/Customer #/Customer Id/SSN/National Id/ Identification #** fields, specify the corresponding details in the respective fields and click **Submit**.


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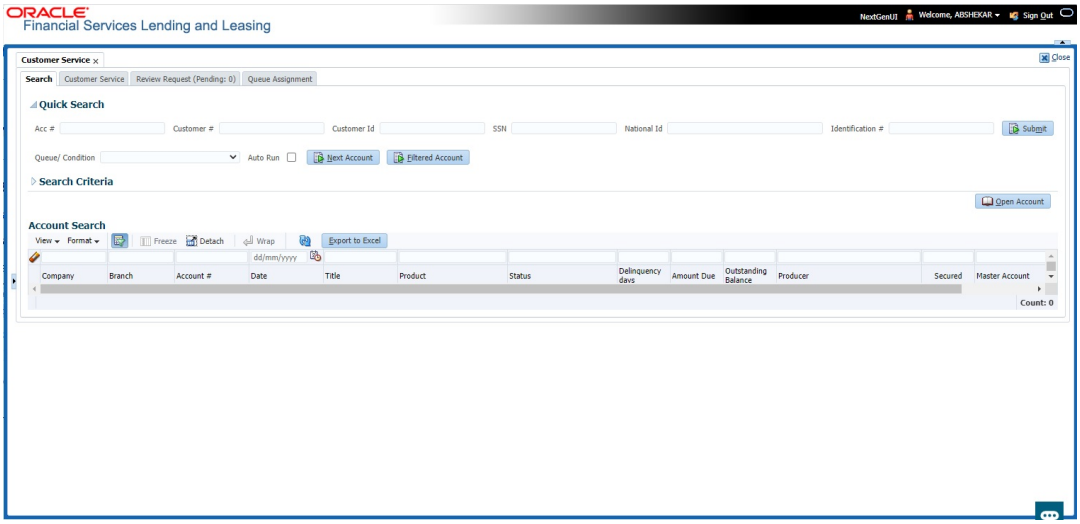
**Figure 2-14 Quick Search**




4. You can also search for accounts which are mapped to a particular Queue or Condition by selecting the same from **Queue/ Condition** drop-down list and clicking **Next Account** button. Clicking **Filtered Account** opens the subsequent account fetched during a queue search and listed in Queue Assignment section.

5. When the request to access an application comes from an external system, user needs to check **Auto Run** and click **Next** button. System displays the customer service screen for the respective Account.
   **To load an account from a queue**

   In the Quick Search section's **Queue** field, select the queue you want to work with and click **Next Account**.

## 2.3.2 Search Using Customer Details

There are different ways to search a customer account using the customer details.

**To search for and load the customer details with the Search screen**

On the Oracle Financial Services Lending and Leasing home screen, click **Servicing > Servicing > Customer Service > Search Criteria**.

Select **Customer** as a search option.


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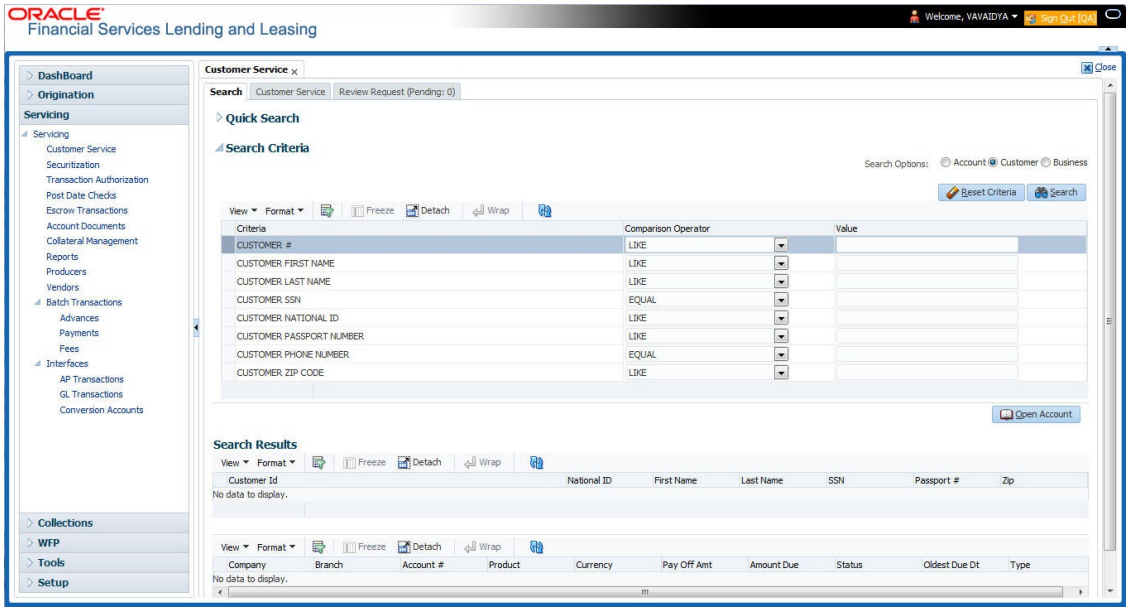
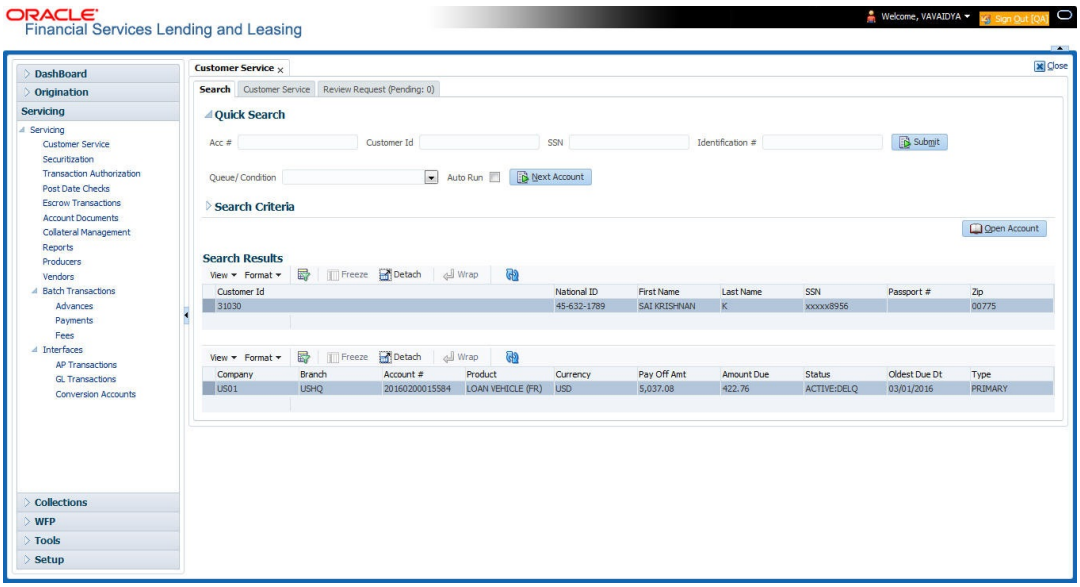
**Figure 2-15 Search Using Customer Details**




1. On **Search Criteria** screen, use **Comparison Operator** and **Value** columns to create a search criteria to find the account using customer details. You can click **Reset Criteria** at any time to clear the **Comparison Operator** and **Value** columns.
2. Click **Search**.
   The system locates and displays all the accounts that meet your search criteria on **Search Results** screen.

**Figure 2-16 Search Results**




3. On the Search Results screen, view the following information for each account:


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**Table 2-8 Search Results screen**

| In this field: | View this: |
|---|---|
| **Company** | The company of the account. |
| **Branch** | The branch of the account. |
| **Account #** | The account number. |
| **Product** | The LoanLine of creditLease product of the account. |
| **Currency** | The currency in which the account is operated. |
| **Pay Off Amt** | The total pay off amount on the account. |
| **Amount Due** | The total amount due on the account. |
| **Status** | The status of the account. |
| **Oldest Due Dt** | The oldest payment due date on the account. |
| **Type** | The type of account. |

Also the **Customer Details** section below displays the Customer Information along with Addresses, Telecoms, Employments, and Tracking Attributes. You can click **View** to display the details in each section.

4. On the Search **Results** screen, select the customer you want to retrieve. The system displays all the accounts pertaining to that customer Id. Select an account and click **Open Account**.
   The system displays the account details on **Customer Service** tab.

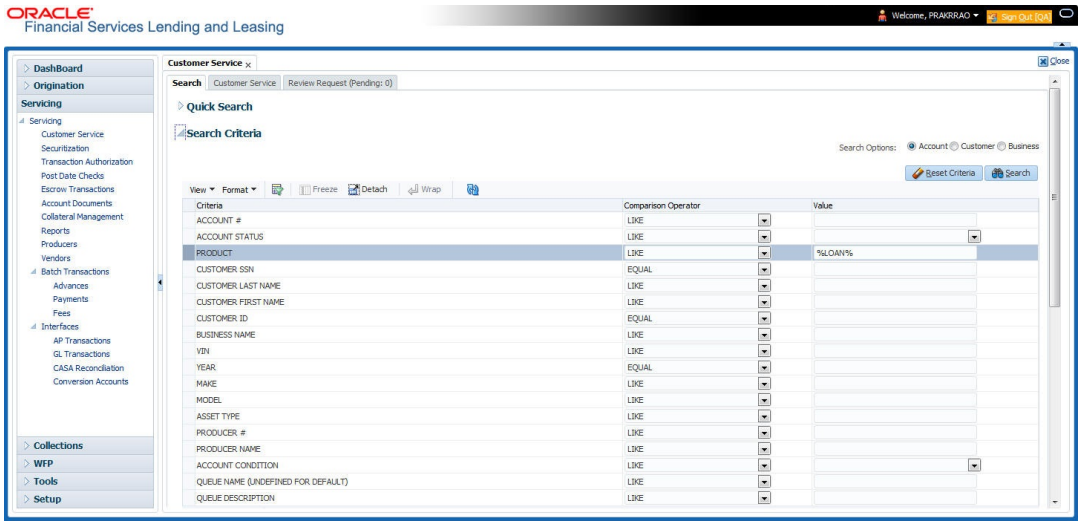
## 2.3.3 Search Using Account Details

**To search for and load an account using the Search screen**

On the Oracle Financial Services Lending and Leasing home screen, click **Servicing > Servicing > Customer Service > Search Criteria**.

1. Select **Account** as a search option.

**Figure 2-17 Quick Search**





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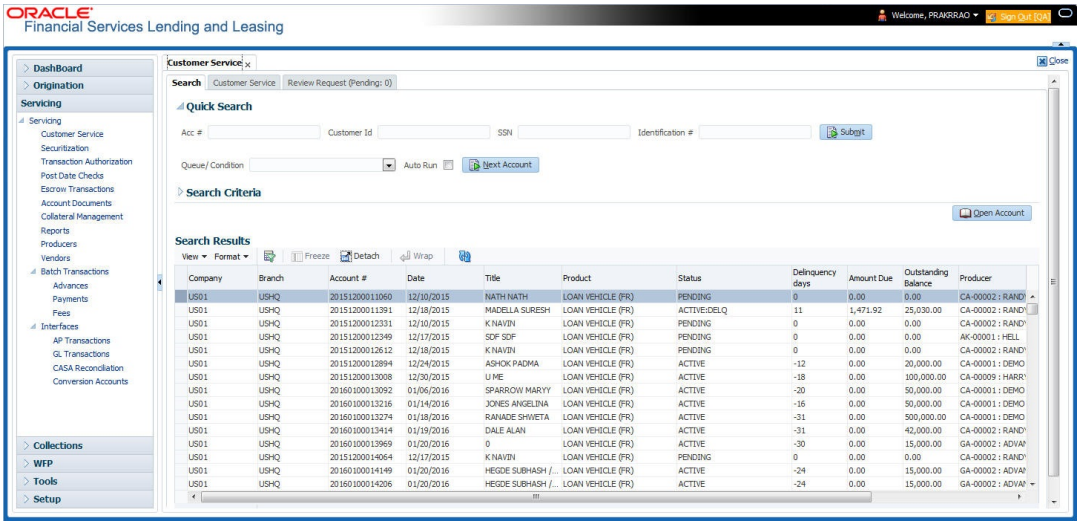
2. On the **Criteria** screen, use the **Comparison Operator** and **Value** columns to create a search criteria to find an account. You can click **Reset Criteria** at any time to clear the **Comparison Operator** and **Value** columns.
3. Click **Search**. The system locates and displays all the accounts that meet your search criteria on Results screen.

**Figure 2-18 Criteria screen**




4. On the Search Results screen, view the following information for each account:

**Table 2-9 Search Results screen**

| In this field: | View this: |
|---|---|
| **Company** | The company of the account. |
| **Branch** | The branch of the account. |
| **Account #** | The account number. |
| **Date** | The date, the account was created. |
| **Title** | The primary and other applicant(s) attached to the account. |
| **Product** | The LoanLine of creditLease product of the account. |
| **Status** | The status of the account. |
| **Delinquency days** | The number of days the account has been delinquent. |
| **Amount Due** | The total amount due for the account. |
| **Outstanding Balance** | The total outstanding balance for the account. |
| **Producer** | The producer of the account. |
| **Secured** | If selected, indicates the account is secured and may only be loaded by authorized users. |

5. On the **Results** screen, select the application you want to retrieve and click **Open Account**.
The system loads the account under the Customer Service tab.


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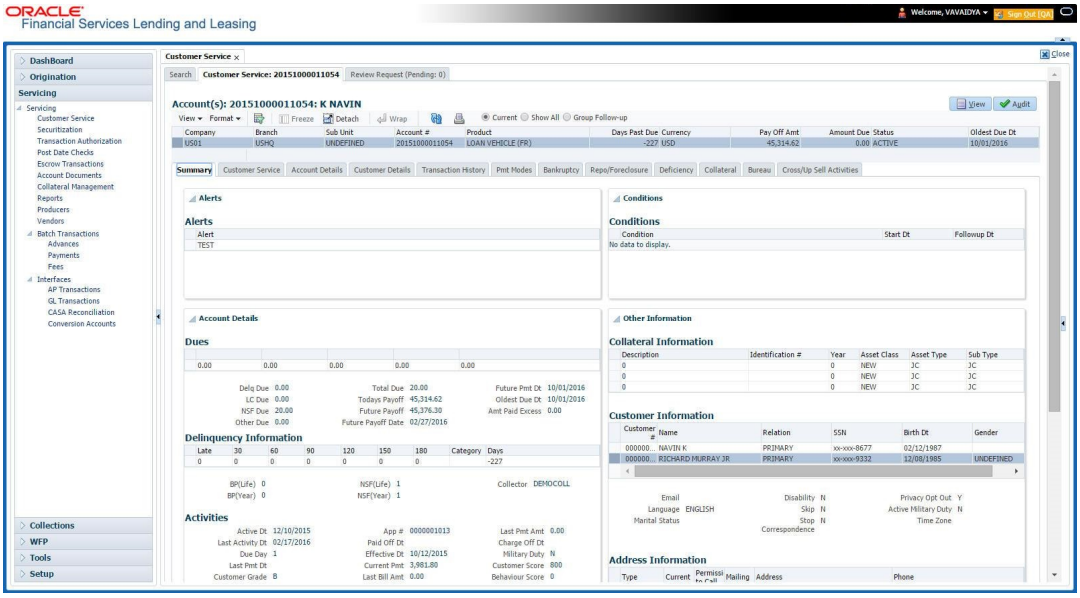
**Figure 2-19 Results screen**




You are now ready to begin work on the account.

You can view the accounts pending for your review by selecting **Receiver** in the Review Request tab.

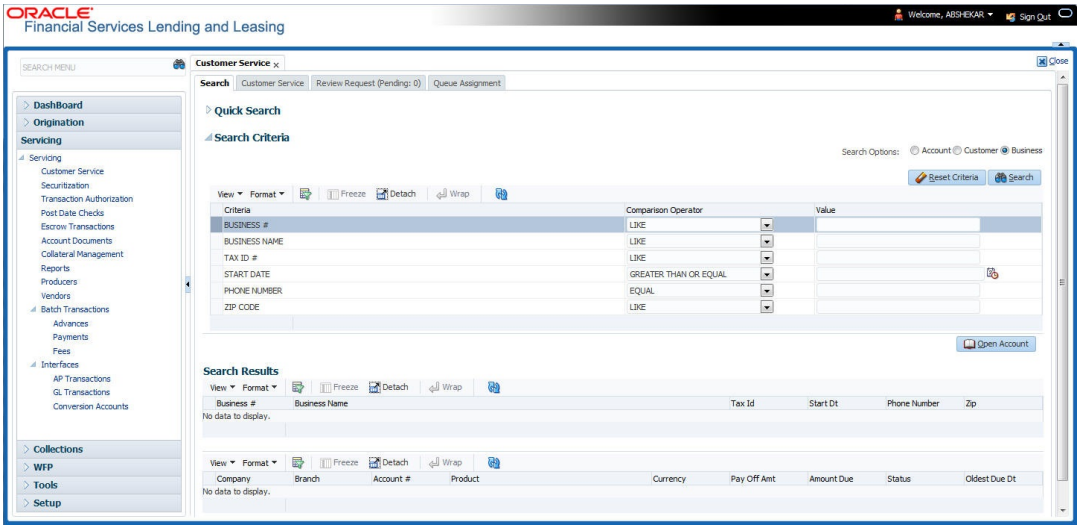
## 2.3.4 Search Using Business Details

**To search and load an account with specific business using the Search screen**

On the Oracle Financial Services Lending and Leasing home screen, click **Servicing > Servicing > Customer Service > Search Criteria**

1. Select **Business** as the search option.

**Figure 2-20 Search Using Business Details**





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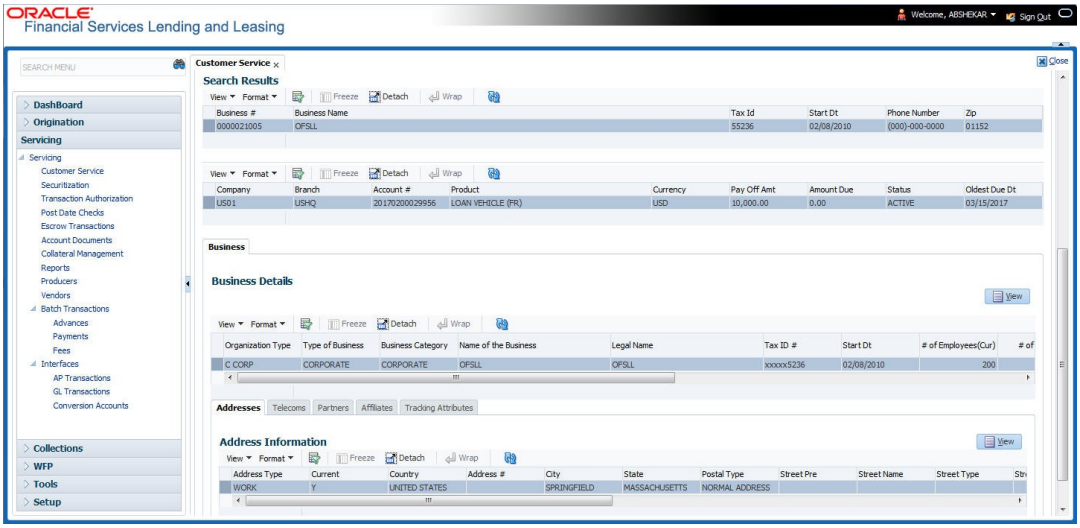
2. On the **Criteria** screen, use the **Comparison Operator** and **Value** columns to create a search criteria to find the business type. You can click **Reset Criteria** at any time to clear the **Comparison Operator** and **Value** columns.
3. Click **Search**. The system locates and displays all the records that meet your search criteria on **Search Results** section.

**Figure 2-21 Criteria Screen- Search**




You can view the following information for each business record:

**Table 2-10 Criteria Screen- Search**

| In this field: | View this: |
|---|---|
| **Business #** | The registered business number of the company. |
| **Business Name** | The name of the business. |
| **Tax ID** | The taxation identity number of the business. |
| **Start Dt** | The date when the business was initiated. |
| **Phone Number** | The contact number of the business. |
| **Zip** | The zip code where the business is established. |

4. On the **Results** screen, select the business type of your interest. The sub section displays the accounts associated with the selected business with the following details:

**Table 2-11 Results screen**

| In this field: | View this: |
|---|---|
| **Company** | The company of the account. |
| **Branch** | The branch of the account. |
| **Account #** | The account number. |
| **Product** | The LoanLine of creditLease product of the account. |
| **Currency** | The currency in which the account is operated. |


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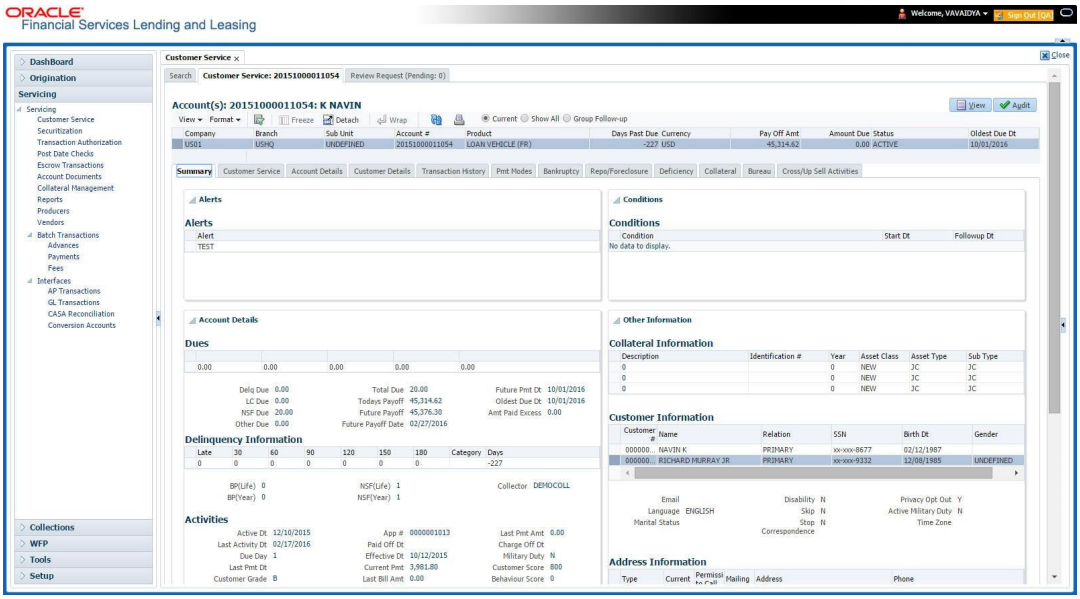
**Table 2-11 (Cont.) Results screen**

| In this field: | View this: |
|---|---|
| **Pay Off Amt** | The total pay off amount on the account. |
| **Amount Due** | The total amount due on the account. |
| **Status** | The status of the account. |
| **Oldest Due Dt** | The oldest payment due date on the account. |

Also, the **Business** section below displays the Business Details along with Addresses, Telecoms, Partners, Affiliates and Tracking Attributes. You can click **View** to display the details in each section.

5. Select the required account and click **Open Account**. The system loads the account associated with the business type in the Customer Service tab.

**Figure 2-22 Business Section**





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# 3
# Dashboards

The Dashboard consists of the following sections:


- Introduction
- Dashboards
- User Productivity
- System Monitor
- Producer Analysis
- Process Files


## 3.1 Introduction

This document is designed to help acquaint you with the features of Dashboard, on the landing screen of Oracle Financial Services Lending and Leasing. Information from multiple products is integrated and displayed as Dashboard on home screen of the application.

This manual explains the functionality of Dashboard facility and various Dashboards present in the system. Since this section details the general dashboard options available in the User Interface, some or all the parts of this section are applicable to you as per access provisions & licensing. Besides providing these details, the manual also provides a brief description of other features associated with Dashboard link. The Dashboard main Menu further provides links to the following screens:

- Dashboard
- Users Productivity
- System Monitor
- Producer Analysis

## 3.2 Dashboards

Dashboards are the tiny windows displayed on landing screen of the Application. Dashboard renders quick and crisp information of specific transactions or tasks mapped to the **User Role**, who logs on to the system.

The system facilitates integration of Information from different levels and displays it as Dashboard on home screen, also called the landing screen of the application.

**Navigating to Dashboards**

Click **Dashboard > Dashboard > Dashboard**.



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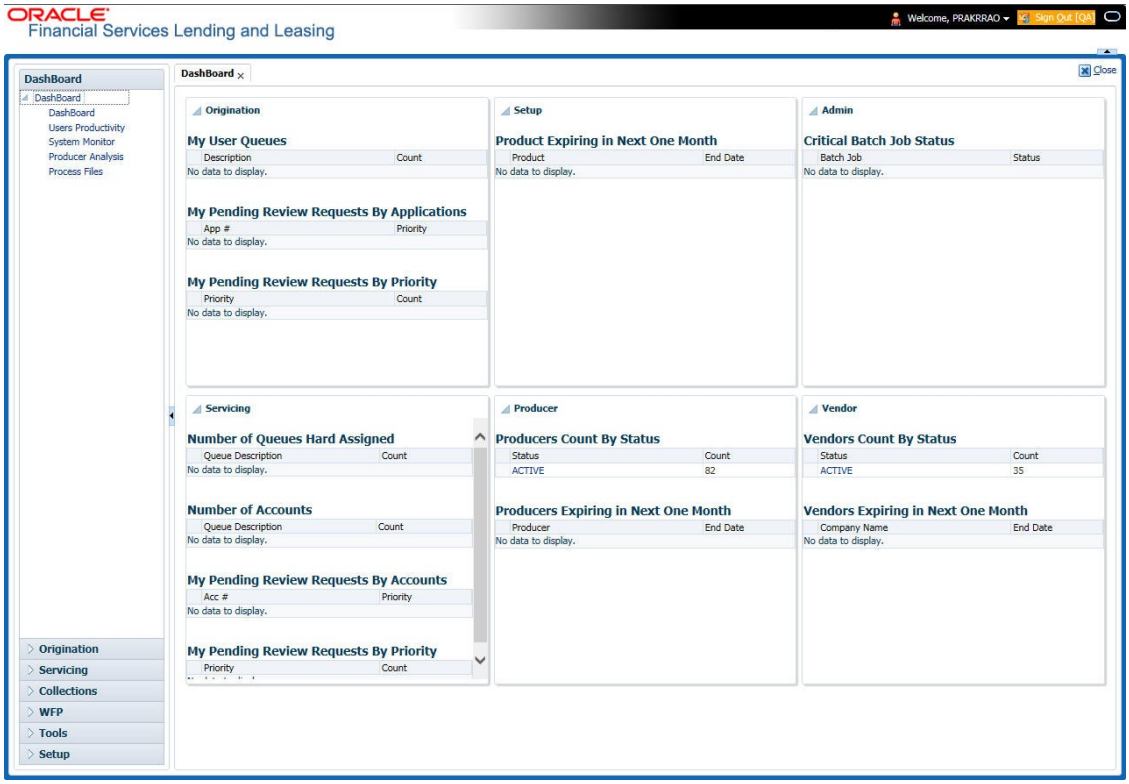
**Figure 3-1 Dashboard**




### Features

Following are the features of Dashboard:

- The system organizes Dashboards to provide comprehensive and consolidate snapshot in tiny windows, to access information easily. Thus, helping to; analyze, monitor and make better decisions which in turn help save time and cost.
- The screen is designed to display six Dashboards, distributed in two rows with three Dashboards per row, without scroll bars.
- The height and width of all Dashboards are fixed; however, you can expand or collapse the Dashboards. Click the arrow heads at the top left corner of the Dashboard windows to expand or collapse the dashboard windows.
- Each section in Dashboard is hyperlinked to home screen of the respective section. The main screen will present descriptive information of details shown in Dashboard only.
- Each window in the dashboard is provided with a Refresh button and clicking on the same would fetch the latest status of the dashboard being viewed.

# 3.3 User Productivity

Oracle Financial Services Lending and Leasing User Productivity screen is a supervisor feature that allows you to monitor the daily performances of users completing LoanLine of CreditLease origination and servicing tasks.

These tasks are categorized as underwriting funding tasks (loan origination) and customer service/collection tasks. The system updates these details on daily basis.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Using the User Productivity screen, you can review the following daily tallies:

- Number of accounts worked and call activities, by user
- Number of accounts worked and call activities, by queue
- Number of applications entered, by user
- Number of underwriting decisions (approved, rejected, conditioned, or withdrawn), by user
- Number of funding decisions (verified or funded), by user
- Number of applications entered, by queue

This chapter explains how to use the User Productivity screen to view this information.

**Navigating to User Productivity Screen**

1. On the Oracle Financial Services Lending and Leasing home screen, click **Dashboard > Dashboard > User Productivity**.
2. The system displays the User Productivity screen. You can view the tasks related to:
   - Underwriting/Funding
   - Customer Service/Collection

- Viewing Underwriting/Funding tasks
- Viewing the Customer Service/Collection tasks

## 3.3.1 Viewing Underwriting/Funding tasks

The daily tallies from the LeaseLineLoan are displayed here.

## 3.3.2 Viewing the Customer Service/Collection tasks

Daily tallies from the Customer Service module appear on screens opened from the following tabs on User Productivity screen:

- Collector Activity
- Service/Collection Queues

### 3.3.2.1 Collector Activity

The Collector Activity screen displays the number of accounts worked and call activities by collector for the day. It also displays details regarding calls and total number of calls per queue.

**To use the Collector Activity**

1. Click **Dashboard > Dashboard > User Productivity > Collector Activity**. The details on this screen are grouped into two:
   - Users
   - Activity Details
2. In the Users section, you can view the following information.


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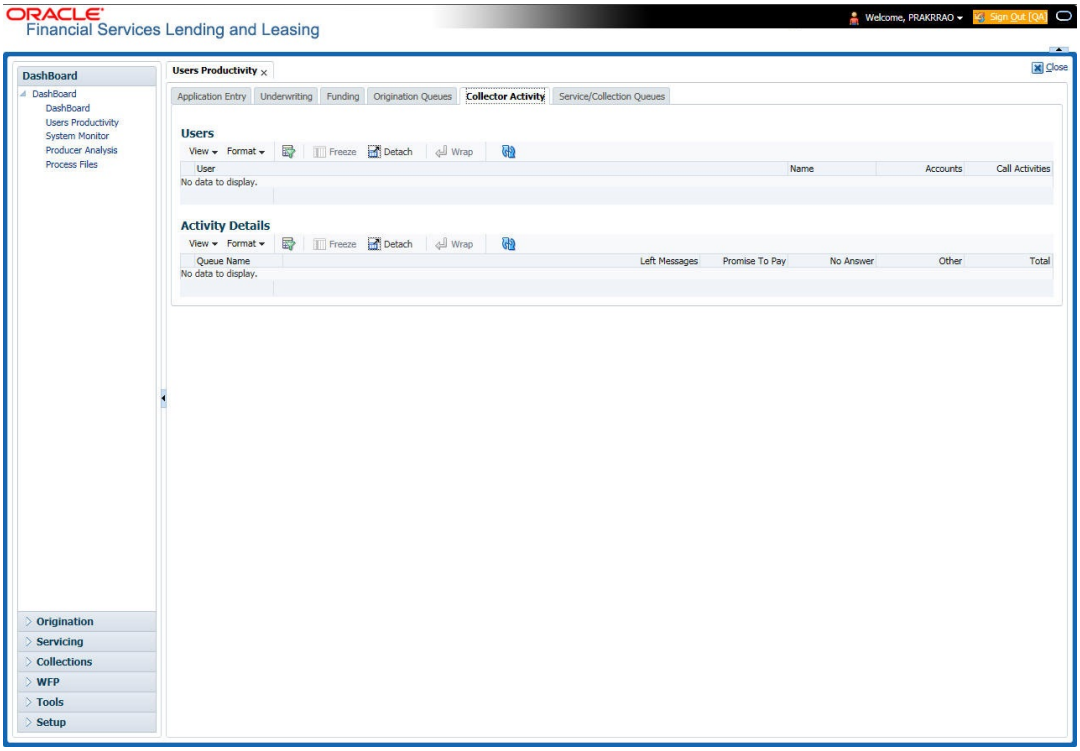
**Figure 3-2 Collector Activity**




A brief description of the fields is given below:

**Table 3-1 User section**

| Field | View this |
|---|---|
| User | Displays the user code. |
| Name | Displays the user name. |
| Accounts | Displays the number of accounts worked. |
| Call Activities | Displays the number of call activities. |

3. In the Activity Details section, you can view information for the selected user. A brief description of the fields is given below:

**Table 3-2 Activity Details section**

| Field | View this |
|---|---|
| Queue Name | Displays the queue name. |
| Left Messages | Displays the left message activity count. |
| Promise To Pay | Displays the promise to pay activity count. |
| No Answer | Displays the no answer activity count. |
| Other | Displays the other activity count. |
| Total | Displays the total activity count. |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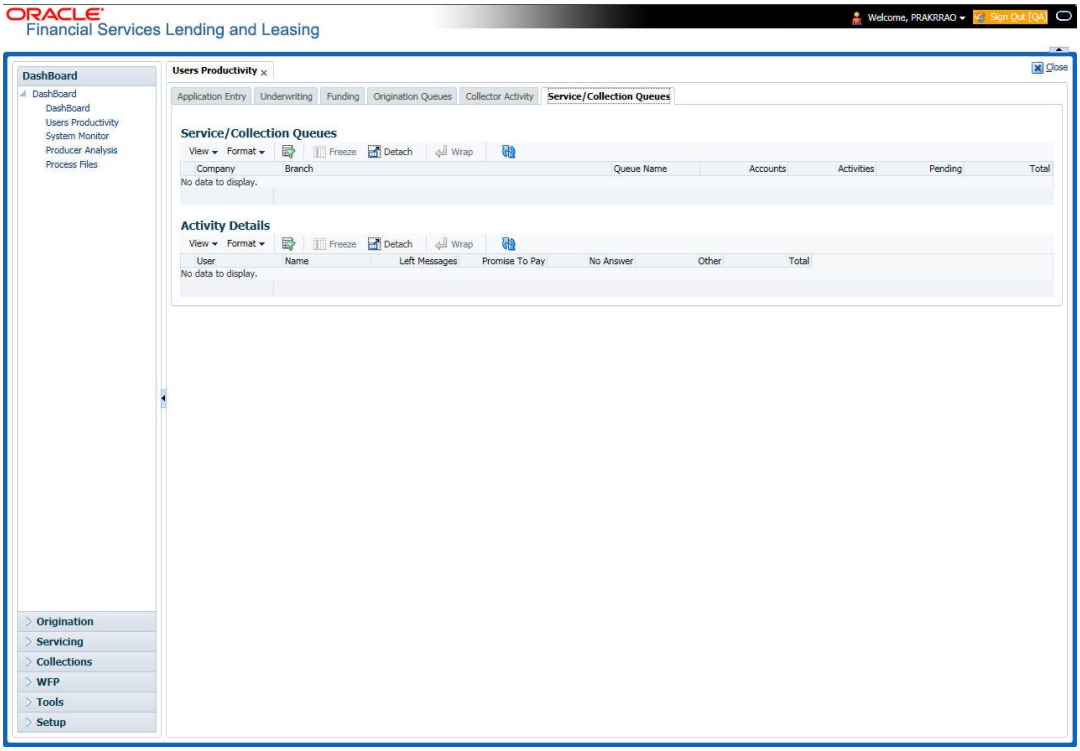
## 3.3.2.2 Service/Collection Queues

The Service/Collection Queues Status tab displays daily information regarding queues, such as the number of accounts worked, number of call activities, number of accounts pending, and totals number of accounts in the queue. It also displays information about the users who worked on these queues and details of the call activities.

**To use the Queues Status tab**

1. Click **Dashboard > Dashboard > User Productivity > Service/Collection Queues** tab. The details are grouped into two:
   - Service/Collection Queues
   - Activity details
2. In the **Service/Collection Queues** section, you can view the following information.

**Figure 3-3 Service/Collection Queues**




A brief description of the fields is given below:

**Table 3-3 Service/Collection Queues**

| Field: | View this: |
|---|---|
| Company | Displays the company name. |
| Branch | Displays the branch. |
| Queue Name | Displays the queue name. |
| Accounts | Displays the number of accounts worked. |


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**Table 3-3 (Cont.) Service/Collection Queues**

| Field: | View this: |
|---|---|
| Activities | Displays the number of call activities. |
| Pending | Displays the number of accounts pending. |
| Total | Displays the number of total accounts. |

3. In the **Activity Details** section, you can view information for the selected queue. A brief description of the fields is given below:

**Table 3-4 Activity Details**

| Field: | View this: |
|---|---|
| User | Displays the user code. |
| Name | Displays the user name. |
| Left Messages | Displays the left message activity count. |
| Promise To Pay | Displays the promise to pay activity count. |
| No Answer | Displays the no answer activity count. |
| Other | Displays the other activity count. |
| Total | Displays the total activity count. |

# 3.4 System Monitor

The System Monitor screen is the one stop place to check all the activities in and around the system. It maintains the progress of;

- Batch Jobs
- Jobs
- Services
- Database Server Log Files
- Parked Transactions
- Users

**Navigating to System Monitor**

On the Oracle Financial Services Lending and Leasing home screen, click **Dashboard > Dashboard > System Monitor**.

This section consists of the following topics:

- Monitoring Batch Jobs
- Monitoring Jobs
- Monitoring Services
- Database Server Log Files
- Parked Transactions
- Monitoring Users
- Monitoring JMS Queues
- Monitoring Events


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# 3.4.1 Monitoring Batch Jobs

The system tracks the success of each batch process on the Batch Job. If either a set of batch jobs or specific batch job should fail, you can resubmit it on this screen and review the results in Request Details section.

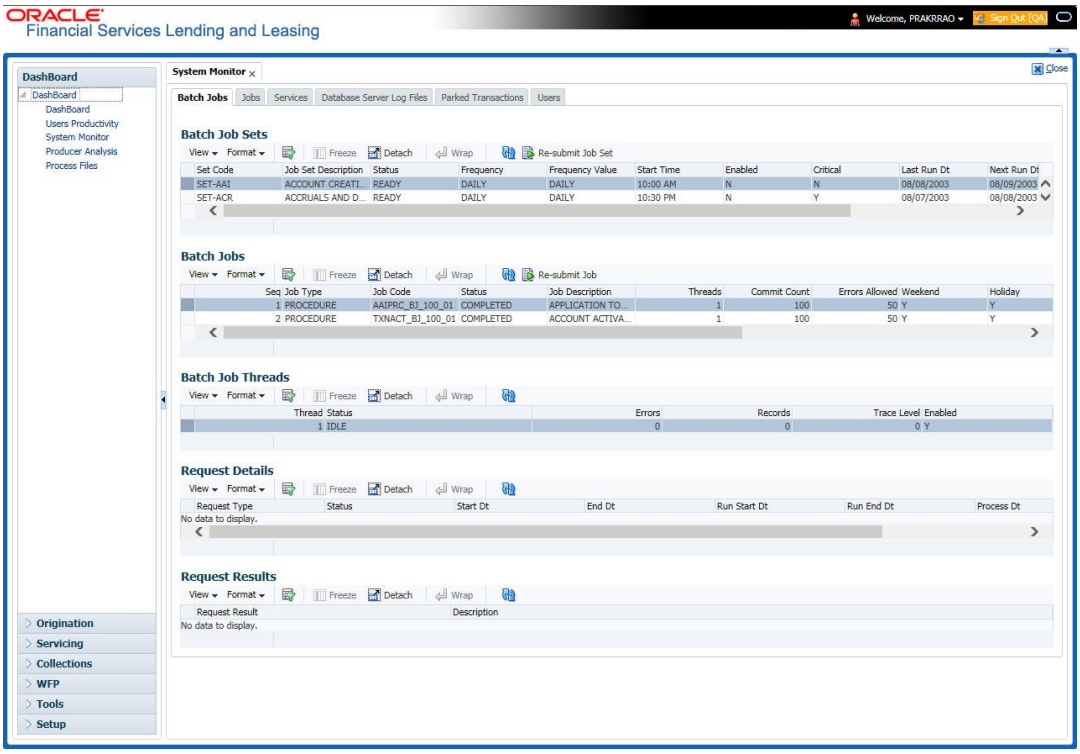
The Monitor Batch Jobs screen is only a display screen that contains the following sections:

- Batch Job Sets
- Batch Jobs
- Batch Jobs Threads
- Request Details
- Request Results

**To Monitor Batch Job**

1. Click **Dashboard > Dashboard > System Monitor > Batch Jobs**.
2. In the **Batch Job Sets** section, you can view the following information.

**Figure 3-4 System Monitor - Batch Jobs**




A brief description of the fields is given below:

**Table 3-5 Batch Jobs Sets**

| Field: | View this: |
|---|---|
| Set Code | Displays the code for batch job set. |


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**Table 3-5 (Cont.) Batch Jobs Sets**

| Field: | View this: |
|---|---|
| Job Set Description | Displays the description for batch job set. |
| Status | Displays the job set status. |
| Frequency Code | Displays the frequency at which the job set is to be executed. |
| Frequency Value | Displays the value of frequency code chosen for the job set. |
| Start Time | Displays the start time for the job set. |
| Enabled | Displays if the job set is enabled or not. |
| Critical | Displays if this job set is critical or not. |
| Last Run Dt | Displays the date of last run of the job set. |
| Next Run Dt | Displays the next run date for job set. |
| Parent | Displays the preceding job set. |
| Dependency | Displays the type of dependency on predecessor. |

### To resubmit a batch job set

Whenever a batch job set fails, it is best to resubmit it after correcting the errors that caused the failure. Resubmitting a set causes system to re-perform the batch job set and dependent batch jobs.

To do so, in the **Batch Job Sets** section, choose the batch job set to resubmit (only a batch job set with a status of FAILED can be resubmitted), then click **Resubmit Job Set** button.

The Batch Job screen also allows you to resubmit jobs which are in READY or COMPLETED or FAILED status if you have access key privileges define for your user responsibility. If provisioned, then a **Force Re-Submit Job Set** button is available instead of **Resubmit Job Set** button to resubmit the jobs with above status.

The **Batch Jobs** section lists the batch jobs within a job set. The status, threads, commit count, dependencies, enabled indicator and the holiday and weekend runtime indicators are shown for each job.

A brief description of the fields is given below:

**Table 3-6 Batch Jobs**

| Field: | View this: |
|---|---|
| Seq | Displays the batch job sequence number. |
| Job Type | Displays the batch job request type. |
| Job Code | Displays the batch job request code. |
| Status | Displays the job status. |
| Job Description | Displays the batch job description. |
| Threads | Displays the number of threads used by the job. |
| Commit Count | Displays the number of rows after which auto-commit is triggered. |
| Errors Allowed | Displays the number of errors allowed. |
| Weekend | Displays if the batch job will execute job on weekend or not. |


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**Table 3-6 (Cont.) Batch Jobs**

| Field: | View this: |
|---|---|
| Holiday | Displays if the batch job will execute job on a holiday or not. |
| Enabled | Displays if the job is enabled or not. |
| Parent | Displays the preceding job. |
| Dependency | Displays the type of dependency on predecessor. |
| Command | Displays the command line for the job. |
| Rollback Segment | Displays the rollback segment for job. |

### To resubmit a batch job

Whenever a batch job fails, it is best to resubmit it after correcting the errors that caused failure. Resubmitting a set will cause system to re-perform the batch job.

- In the **Batch Jobs** section, choose the batch job to resubmit (only a batch job with a status of FAILED can be resubmitted), then choose **Resubmit Job Set**.
- The **Batch Job Threads** section displays the status of individual threads.

A brief description of the fields is given below:

**Table 3-7 Batch Job Threads**

| Field: | View this: |
|---|---|
| Thread | Displays the name of thread. |
| Status | Displays the status of thread. |
| Errors | Displays the number of errors in the thread. |
| Records | Displays the number of records in the thread. |
| Trace Level | Displays the SQL trace level (0, 1, 4, 8, 12). |
| Enabled | Displays if the job thread is enabled or not. |

The **Request Details** section displays the status and runtimes for each time the selected job ran.

A brief description of the fields is given below:

**Table 3-8 Request Details**

| Field: | View this: |
|---|---|
| Request Type | Displays the job request type. |
| Status | Displays the job request status. |
| Start Dt | Displays the job request is valid from this date and time. |
| End Dt | Displays the job request is valid till this date. |
| Run Start Dt | Displays the date and time on when the job run started. |
| Run End Dt | Displays the date and time at which the job run ended. |


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**Table 3-8 (Cont.) Request Details**

| Field: | View this: |
|---|---|
| Process Dt | Displays the transaction is posted with this General Ledger effective date. |
| Description | Displays the job request description. |

If a particular job requires that a result message be created, then that message appears in the Request Results section. A message is usually created in the event of an error.

A brief description of the fields is given below:

**Table 3-9 Request Results**

| Field: | View this: |
|---|---|
| Request Results | Displays the result of job request. |
| Description | Displays the result details. |

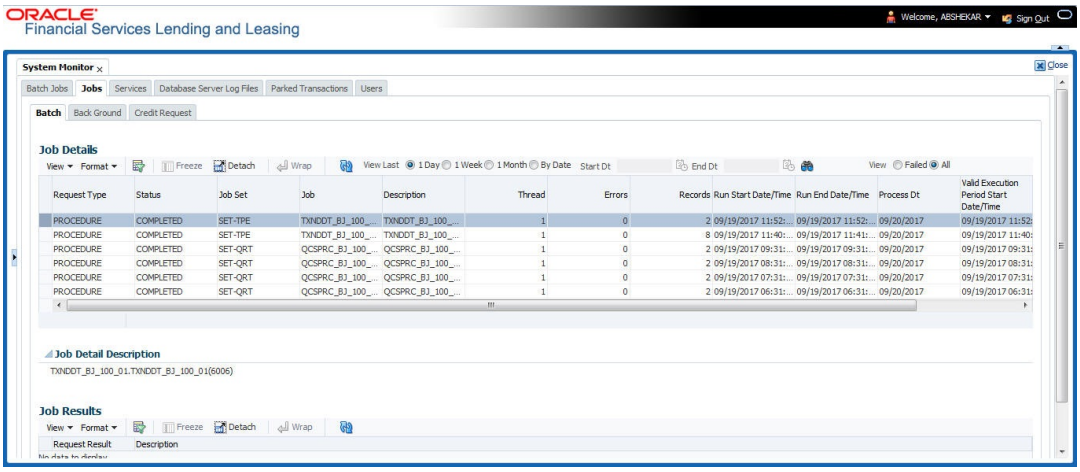
## 3.4.2 Monitoring Jobs

The Monitor Jobs screen provides another view of monitoring all system processes, including credit bureau requests and payment posting. This screen displays the data in reverse chronological order of the Run Start Date/Time, whereas the Monitor Batch Jobs screen provides the historical data about each job and job set.

**To Monitor Job Details**

1. Click **Dashboard > Dashboard > System Monitor > Jobs**.

**Figure 3-5 System Monitor - Jobs**




2. On the **Job** screen, you can select any of the following type of jobs which are available in separate tabs:


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**Table 3-10 Job screen**

| Select: | System Displays: |
|---|---|
| Batch | Batch jobs (used primarily for the nightly processes). |
| Back Ground | User submitted requests, such as reports and payment posting. |
| Credit Request | Credit bureau requests. |

3. In the **Job Details** section, select the time frame based on elapsed days. You can select any of the following options:

**Table 3-11 Job Details**

| Select: | System Displays: |
|---|---|
| 1 Day | All the types of jobs selected in Jobs Type section in last one-day. |
| 1 Week | All the types of jobs selected in Jobs Type section in last one-week. |
| 1 Month | All the types of jobs selected in Jobs Type section in last one-month. |
| By Date | All the types of jobs selected in Jobs Type section for specific duration. You can specify a date range (within 3 months) in **Start Dt** and **End Dt** fields using the adjoining calendar and click **Search**. |

4. If you select **Failed** option in the **View** section, the system displays failed jobs on the type and time frame you have selected.
5. In the **Job Details** section, you can view the following information about jobs matching the contents of Job Type, View Last and Failed boxes:
A brief description of the fields is given below:

**Table 3-12 Job Details**

| Field: | View this: |
|---|---|
| Request Type | Displays the job request type. |
| Status | Displays the job request status. |
| Job Set | Displays the job set code. |
| Job | Displays the job description. |
| Thread | Displays the job thread. |
| Errors | Displays the number of errors. |
| Records | Displays the number of records processed by the job. |
| Run Start Date/Time | Displays the job run start date time. |
| Run End Date/Time | Displays the job run end date time. |
| Description | Displays the job request description. |
| Process Dt | Displays the job process date. |
| **Valid Execution Period** | |
| Start Date/Time | Displays the job start date/time. |
| End Date/Time | Displays the job end date time. |


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6. In the **Job Results** section, you can view the following information about the Job selected in Job Details section:

A brief description of the fields is given below:

**Table 3-13 Job Results**

| Field: | View this: |
|---|---|
| Request Type | Displays the job request type. |
| Description | Displays the job request description. |

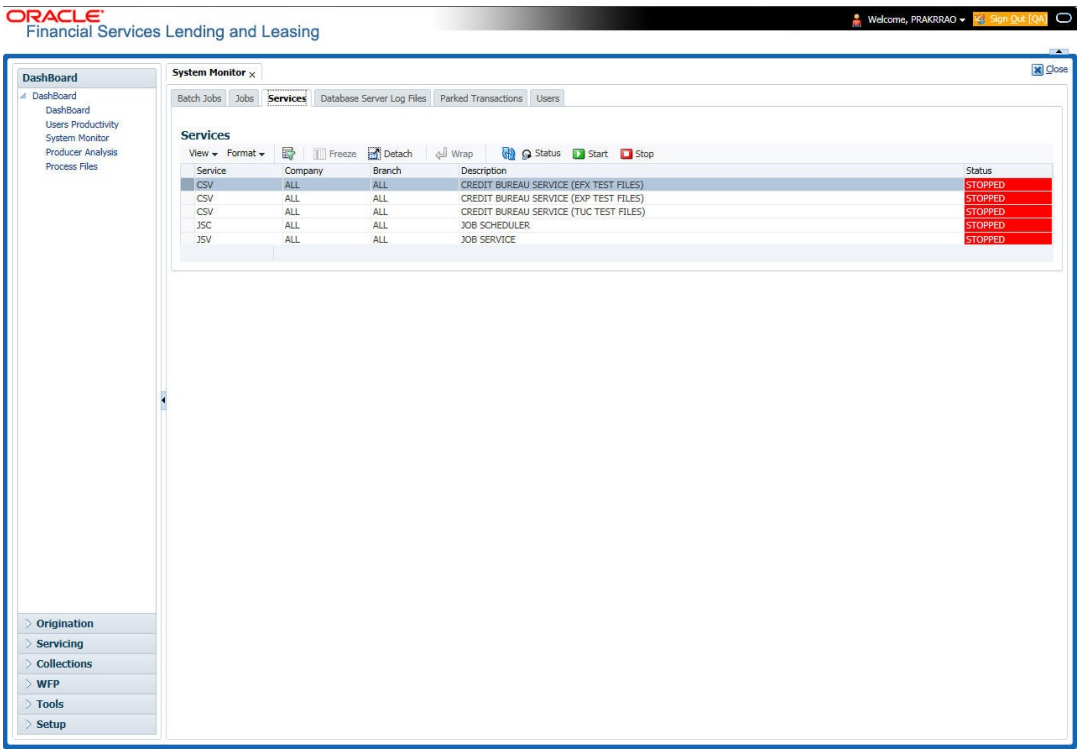
## 3.4.3 Monitoring Services

The Services screen allows you to track and maintain the system's processing services, including credit bureaus, fax-in and batch job scheduler. The system administrator can start or stop the service on this screen using the action buttons respectively.

**To stop, start or refresh a processing service**

1. Click **Dashboard > Dashboard > System Monitor > Services**.
2. In the **Services** section, you can view the following information about the system's processing services:

**Figure 3-6 Services**




A brief description of the fields is given below:


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**Table 3-14 Services**

| Field: | View this: |
|---|---|
| Service | Display the service name. |
| Company | Display the service company. |
| Branch | Display the service branch. |
| Description | Display the service description. |
| Status | Display the service status. |

3. In the **Action** section, select the processing service you want to work with and choose one of the following commands in **Action** section.

**Table 3-15 Action**

| Choose: | System: |
|---|---|
| Status | Refreshes (updates) the status of service. The Service screen does not update the status in real time. You must choose Status after choosing Start or Stop to perform that command. |
| Start | Starts the job service. |
| Stop | Stops the job service. |

## 3.4.4 Database Server Log Files

Various processes in the system create reports in different log files with regards to what tasks they performed and what they encountered (for example, errors, failures, erroneous data and so on). The Database Server Log files tab lists and describes all such log files within the system on the database server.

The alert log file captured by the system is split day-wise for ease of access and to avoid increasing the file size. In Alert Log:

- The error messages/exceptions are written into a static file named 'alert.log'.
- File name is created with SYSDATE appended to the word 'alert' to distinguish day-wise alert log files.
- The file name is updated every day when the system date changes. (Example: alert_MMDDYYYY.log).
- When there is no alert log file for the day, system creates with the alert_||SYSDATE.log and writes in the same file.
- If an alert log file exists, system appends to the same file until SYSDATE changes.

**To view a log file on the database server**

1. Click **Dashboard > Dashboard > System Monitor > Database Server Log Files**.


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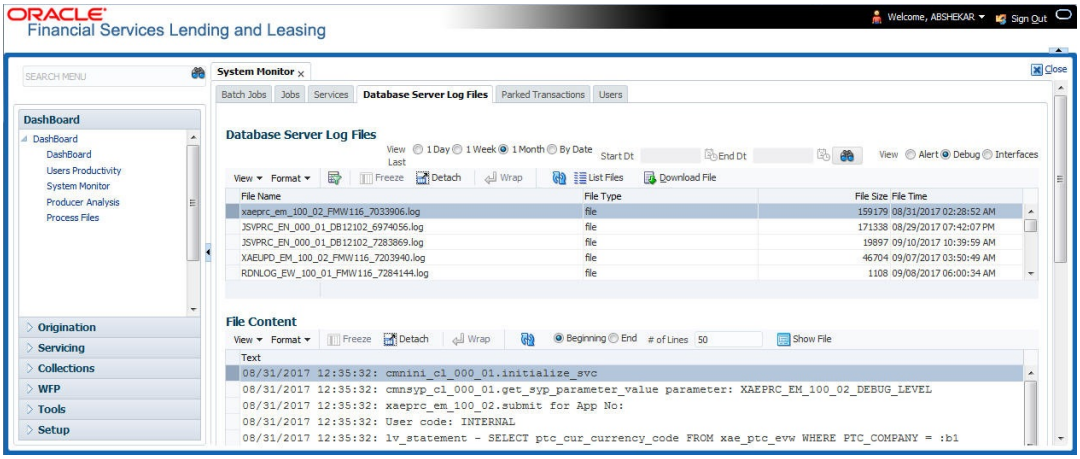
**Figure 3-7 Database Server Log Files**




2. In the **Database Server Log Files** section, you can sort the list of logs to be displayed based on following options:
   - Select the **View Last** option to display the logs based on elapsed days by selecting 1 Day / 1 Week / 1 Month / By Date. If **By Date** option is selected, you can specify a date range (within 3 months) in **Start Dt** and **End Dt** fields using the adjoining calendar. Click **Search**.
   - Select the **View** option to further filter the list based on the type of logs to be displayed by selecting Alert / Debug / Interfaces.
3. Click on **List Files** button to view the list of logged files. A brief description of the fields are given below:

**Table 3-16 List of logged files**

| Field | View this: |
|---|---|
| File Name | Displays the name of file. |
| File Type | Displays the type of file. |
| File Size | Displays the size of file. |
| File Time | Displays the date and time stamp of file. |

4. To extract a local copy of debug details, click **Download File** button and save the file.
5. In the **File Content** section you can view the content of the file selected in the **Database Server Log Files** by clicking **Show File** button.
6. To sort the view of file contents, select the order as either **Beginning** or **End** and specify the value for **# of Lines** to be displayed (default 50).

## 3.4.5 Parked Transactions

Transactions which are posted when the end of day (EOD) batch job process is running, receive a temporary status of HOLD. Once the EOD batch process is complete, the system posts the transactions on hold. These transactions can be thought of as **parked** transactions.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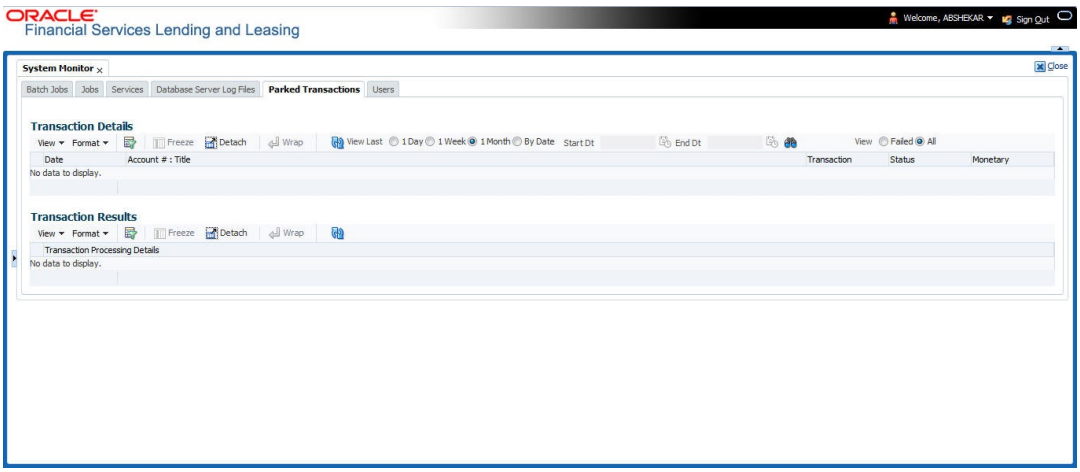
They are waiting to be processed after the EOD batch process. The status of such transactions can be viewed in the Parked Transaction screen.

**To Monitor parked transactions**

1. Click **Dashboard > Dashboard > System Monitor > Parked Transactions**.

**Figure 3-8 Parked Transactions**




2. In the screen's View Last section, sort the list of transactions to be displayed based on elapsed days by selecting 1 Day / 1 Week / 1 Month / By Date. If **By Date** option is selected, you can specify a date range (within 3 months) in **Start Dt** and **End Dt** fields using the adjoining calendar. Click **Search**.
3. If you select **Failed** in the **View** section, system displays the failed transactions of the time frame you have selected.
4. In the **Transaction Details** section, you can view the following information about the parked transactions meeting the criteria of the View Last and Failed sections.
A brief description of the fields is given below:

**Table 3-17 Transaction Details**

| Field: | View this: |
|---|---|
| Date | Displays the transaction date. |
| Account #: Title | Displays the account number and title. |
| Transaction | Displays the transaction |
| Status | Displays the status of transaction |
| Monetary | Displays if the transaction is a monetary transaction or not. |

5. In the **Transaction Results** section, view the results of transaction in Transaction Processing Details field.

## 3.4.6 Monitoring Users

The User Logins section allows you to view all users who have logged on to the system, along with the log on time stamp and logout time stamp. The information appears in reverse chronological order of the log on time stamp.

**To monitor users who have logged on to the system**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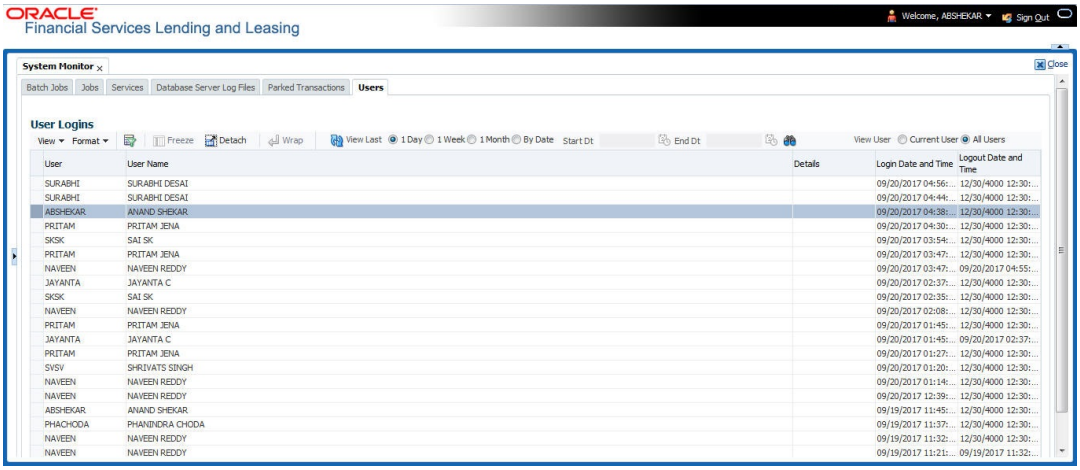
1. Click **Dashboard > Dashboard > System Monitor > Users**.

**Figure 3-9 Users**




2. In the User Logins section, sort the list of records to be displayed based on elapsed days by selecting 1 Day / 1 Week / 1 Month / By Date. If **By Date** option is selected, you can specify a date range (within 3 months) in **Start Dt** and **End Dt** fields using the adjoining calendar. Click **Search**.

A brief description of the fields is given below:

**Table 3-18 User Logins**

| Field: | View this: |
|---|---|
| User | Displays the user ID. |
| User Name | Displays the user name. |
| Details | Displays the details. |
| Login Date and Time | Displays the login date time for the user. |
| Logout Date and Time | Displays the logout date time for the user. |

## 3.4.7 Monitoring JMS Queues

OFSLL uses MDB infrastructure as an interface for asynchronous communication with thirdparty integrated applications and all the outgoing communications through all the interfaces are tracked in **JMS Queues** tab.

The **JMS Queues** tab in System Monitor screen facilitates as a dashboard to monitor the status of all the configured MDB (Message-Driven Bean) queues and provides a statistics of the total messages / requests that are sent from OFSLL to external system along with their status.

The **JMS Queues** tab has the following sub tabs:

- Status sub tab - to view the last status of configured MDB
- Messages sub tab
  - To view the list of configured interfaces and total messages triggered to the interface.
  - To view the status of response for the message received from the interface.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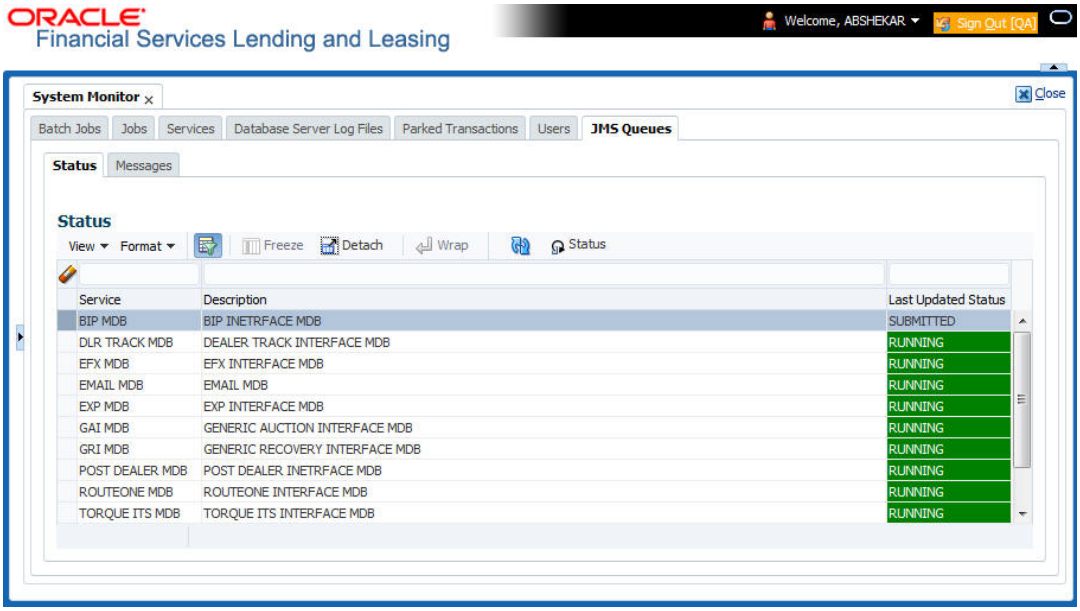
– To **Re-submit** failed messages.

**To view the status of all the configured MDB**

1. Click **Dashboard > Dashboard > System Monitor > JMS Queues**. The Status sub tab is displayed by default.

**Figure 3-10 JMS Queues**




2. In the **Status** section, you can view the following details of configured MDB:

**Table 3-19 Status**

| Field | View this: |
|---|---|
| Service | Displays the name of the message service suffixed by MDB to differentiate the different MDB services. |
| Description | Displays the description or abbreviated name of MDB interface. |
| Last Updated Status | Displays the status of MDB interface. Following are the status displayed:<br>• UNKNOWN - indicates that no MDB infrastructure is connected or status ping message is not sent to that MDB.<br>• SUBMITTED - indicates that a dummy ping message is sent to MDB.<br>• RUNNING - indicates that the message is consumed by MDB infrastructure.<br>• STOPPED - indicates if MDB infrastructure is down. |

3. In the **Status** section, select the required service for which you need the status and click **Click** button. On clicking, a dummy ping is sent to the interfaced server and status in **Last Updated Status** column is updated as **SUBMITTED**.

4. Click (refresh) button, to fetch the latest status and the response received is updated in **Last Updated Status** column.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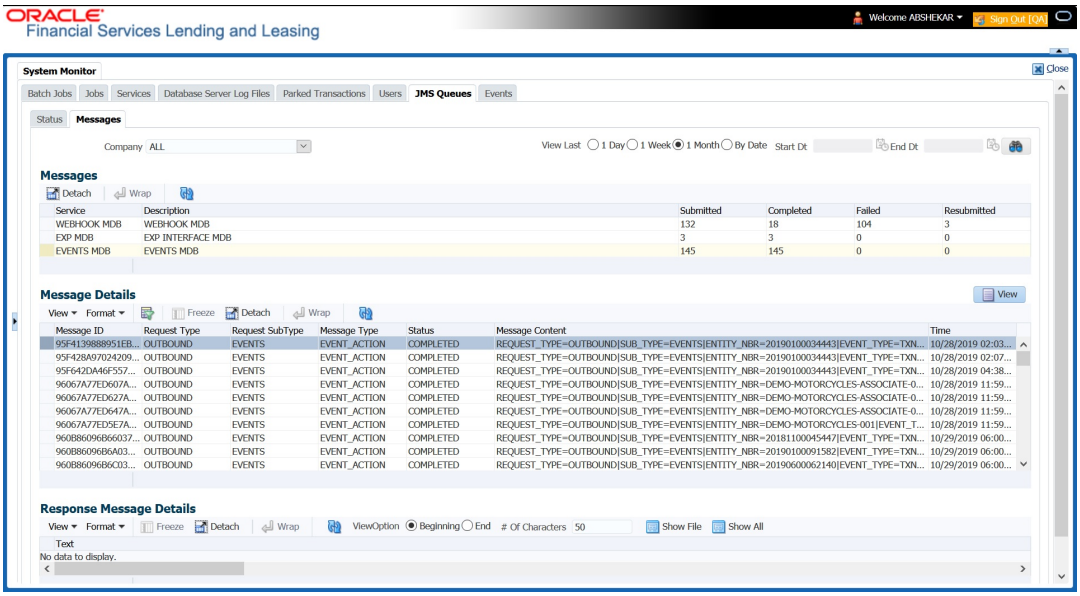
### To view the messages triggered to all configured MDB

1. Click **Dashboard > Dashboard > System Monitor > JMS Queues > Messages** tab.

**Figure 3-11 JMS Queues - Messages**




2. In the **Messages** section, filter the list of messages using the following options:
   - Select the required Company from the drop-down list to view JMS message at company level. The list is populated only with those Company Definitions to which you have been provisioned access. By default, **ALL** is selected.
   - Select the **View Last** option to display the messages based on elapsed days by selecting 1 Day (default) / 1 Week / 1 Month / By Date. If **By Date** option is selected, you can specify a date range (within 3 months) in **Start Dt** and **End Dt** fields using the adjoining calendar.
3. The **Messages** section displays the list of configured interfaces and the total of messages exchanged between OFSLL and MDB in Submitted, Completed, Failed and Resubmitted status. Click (refresh) button to update the latest status.
4. In the **Messages** section, you can view the following details:

**Table 3-20 Messages**

| Field | View this: |
|---|---|
| Service | Displays the name of the message service suffixed by MDB to differentiate the different MDB services. |
| Description | Displays the description or abbreviated name of MDB interface. |
| Submitted | Displays the total count of requests submitted. |
| Completed | Displays the total count of requests completed. |
| Failed | Displays the total count of requests failed. |
| Resubmitted | Displays the total count of only those requests which are failed and resubmitted again for processing. |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**To 'Re-submit' failed messages**

1. Click **Dashboard > Dashboard > System Monitor > JMS Queues > Messages** tab.
2. In the **Messages** section, select the required MDB interface.
3. The **Message Details** section below displays the list of messages sent to the interface with the following details:

**Table 3-21 Message Details**

| Field | View this: |
|---|---|
| Message ID | View the system generated MDB message ID |
| Request Type | View the message request type |
| Request SubType | View the message request sub type |
| Message Type | View the message identifier |
| Status | View the message processing status |
| Response | This column data is displayed only for Webhook MDB.<br>View the HTTP Header received as response during Webhook event action invocation. |
| Message Content | View the message content |
| Time | View the message time stamp |

4. In the **Message Details** section, select the message in **Failed** status. Click (refresh) button to update the latest status.
5. (Optional) You can click **View** to display the selected record in **Message Details** section.
6. Click **Re-submit**. The details are triggered again for processing and the **Resubmitted** counter in **Messages** section is updated along with other counters.

**Response Message Details**

This section is enabled if Events or Webhook type of MDB service is selected in Message section and displays the request Message Details that is propagated to external system for the posted event action.

**To view 'Response Message Details' of an Event**

1. Select the required record from the Message Details section and click **Show File**.
   The first 50 characters of the request in json format is displayed since the default preference selected is **Beginning** in View option and **# of Characters** is set to 50.
2. You can customize the preference using View Option (Beginning / End) and specifying the number of characters to be displayed.
3. Also you can click **Show All** to display the complete request.

## 3.4.8 Monitoring Events

The Events screen is a dashboard to view all the Events triggered in the system. In the Events screen you can view the latest status of all the processed events and 'Re-submit' only failed events for re-processing. However, this is a display-only field and does not allow to modify the defined event action parameters.

The Events screen has the following sections:

- Event Actions


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- Action Parameters

In the **View Options** section, you can filter and view the list of Events based on following Status:

- ALL
- SUBMITTED
- WAITING FOR USER INPUT
- COMPLETED
- FAILED
- CRITERIA NOT MET
- VOID

In the **View Last** section, you can further sort the volume of records displayed on the Events screen with the following options:

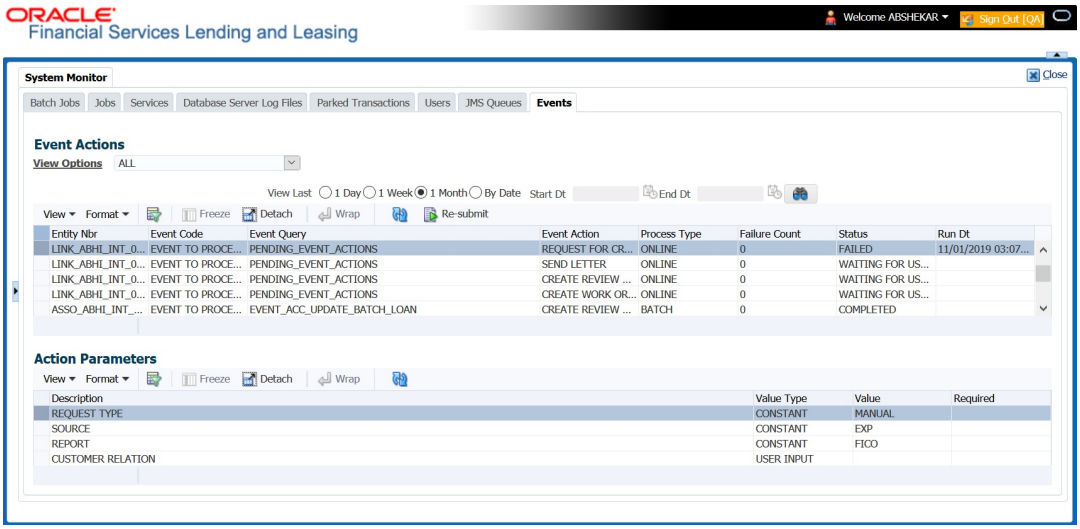
**Table 3-22 Events**

| Select: | System Displays: |
|---|---|
| 1 Day | List of all events posted in last one-day. |
| 1 Week | List of all events posted in last one-week. |
| 1 Month | List of all events posted in last one-month. |
| By Date | List of all events posted between specific dates. You can specify a date range (within 3 months) in **Start Dt** and **End Dt** fields using the adjoining calendar. |

**To View the Events triggered in the system**

1. On the Oracle Financial Services Lending and Leasing home screen, Click Dashboard > System Monitor > Events tab.

**Figure 3-12 Events**




2. By default, the Events screen displays all events posted in last one day.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3. In the **Event Actions** section, view the following information:

**Table 3-23 Event Actions**

| Field: | View this: |
|---|---|
| Entity Nbr | Entity Number on which event generated. |
| Event Code | Event Definition Description. |
| Event Query | Event Criteria Definition Description. |
| Event Action | Event Action Description. |
| Process Type | Event processing type as either Online/Batch fetched from EVENT_PROCESS_TYPE_CD lookup. |
| Failure Count | Number of times the event processing has failed. |
| Status | Event action with following execution status:<br>CRITERIA NOT MET<br>SUBMITTED<br>VOID<br>COMPLETED<br>FAILED<br>ALL<br>WAITING FOR USER INPUT |
| Run Dt | Event Action Generation Date and Time. |

4. In the **Action Parameters** section, view the following information:

**Table 3-24 Action Parameters**

| Field: | View this: |
|---|---|
| Description | Event Action Parameter Description. |
| Value Type | Event Action Input Parameter Type. |
| Value | Value defined for the event action. |
| Required | Y/N indicating if the Action Parameter is mandatory. |

### Re-submit Failed Events

In the Events screen you can filter and re-submit only the **FAILED status Online Event Actions** for processing. An Event is marked with **Failed** status when the same could not be processed in the system due to setup/infrastructure issues. This is an additional option to re-process the event actions. On resubmitting an event, the Failure Count against the record is incremented by 1.

However, **Resubmit** option is not allowed for Webhook and SEND JMS MESSAGE actions since the same functionality is available in JMS Queues.

In the **Event Actions** section, select the required event record listed with status FAILED and click **RE-submit**. On triggering the event, the **Run Dt** column is updated with Event Action Generation Date and Time. Click **Refresh** to fetch the latest status.


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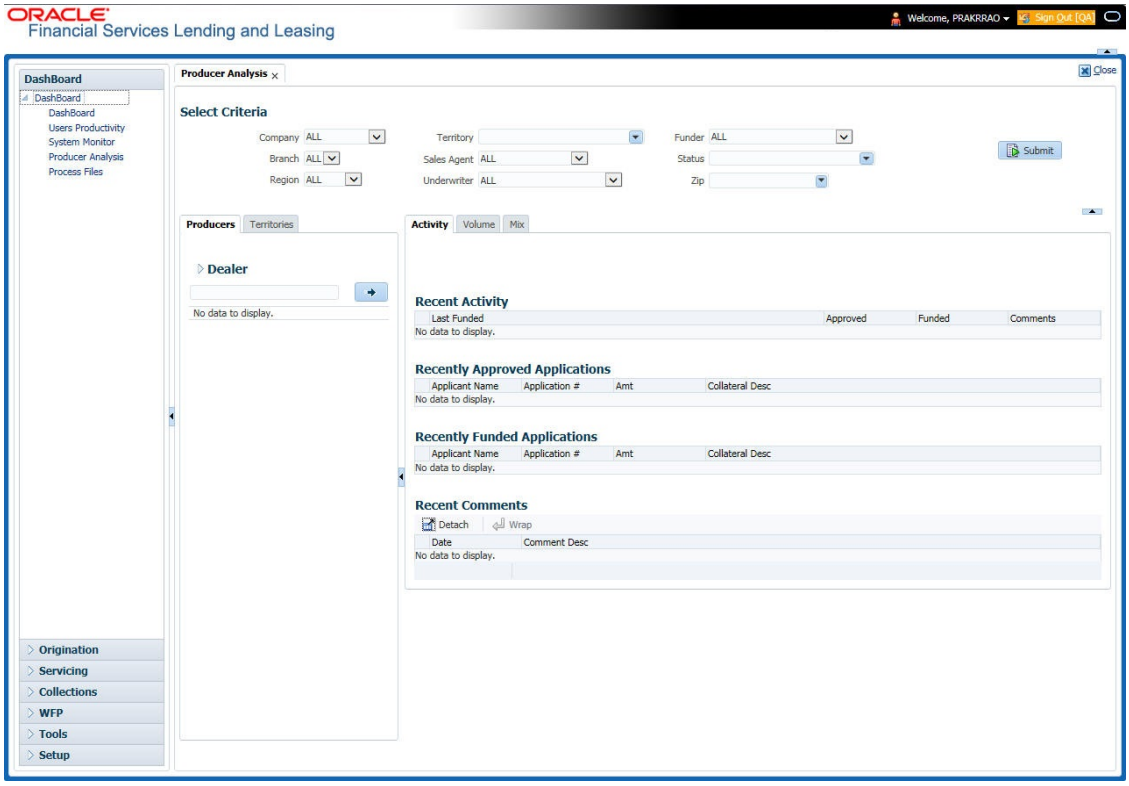
# 3.5 Producer Analysis

The Producer analysis screen enables you to view and know the status of all applications sourced by different Producers.

**Navigating to Producer Analysis**

Click **Dashboard > Dashboard > Producer Analysis**.

**Figure 3-13 Producer Analysis**




You can filter producer details based on any or all of the following criteria:

- Company
- Branch
- Region
- Territory
- Sales Agent
- Underwriter
- Funder

You can select the values from the adjoining drop-down list. Click **Submit** button. System displays the Producer details satisfying the criteria, you selected.

The following details are displayed under Producer Details section: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- Producer #
- Name
- Company
- Branch
- Type

Select the producer you need to view the statistics. The system displays the statistics under **Summary** sub tab and the status and sub status of various applications under **Applications** sub tab, of the selected producer.

The system displays the following details under **Summary** sub tab:

- Year
- Total Apps
- Approved
- Conditioned
- Rejected
- Withdrawn
- Funded
- Amount

The system displays the following details under **Applications** sub tab:

- Company
- Branch
- App #
- Date
- Title
- Product
- Status
- Sub Status

# 3.6 Process Files

The Process files screen allows you to view the incoming and outgoing files exchanged between OFSLL and other interfaced systems for processing and also perform a bulk upload of required files.

The Process files interface also provide information on the type of files uploaded along with other attributes. In-order to facilitate the process files handling, the following parameters has to be enabled in Setup > Administration > System > System Parameters screen. For more information on enabling system parameters, refer to **System Parameters** section in Setup Guides.

- CMN_FILE_PROCESS_TO_LOB
  On enabling the above parameter, system stores the incoming / outgoing documents in the relevant tables and not in the file system.
- UIX_INCOMING_FILE_PATH


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- UIX_OUTGOING_FILE_PATH
  On enabling the above two parameters, the incoming and outgoing file path of application server need to be defined to the required folder path by updating the **Parameter Value** which by default is **SETME**. (For example: /tmp)
- If both the parameter `CMN_FILE_PROCESS_TO_LOB` and `OUTBOUND_CALL_Q` are enabled (status ='Y'), system automatically handles upload/download of files from Weblogic configured process files.

Depending on the CLOB parameter option, if set to **Y** the incoming/outgoing file directories are to be manually created in Web Logic server. For details of directories, refer to **Creating Application Home directory** section in Database Installation Guide.

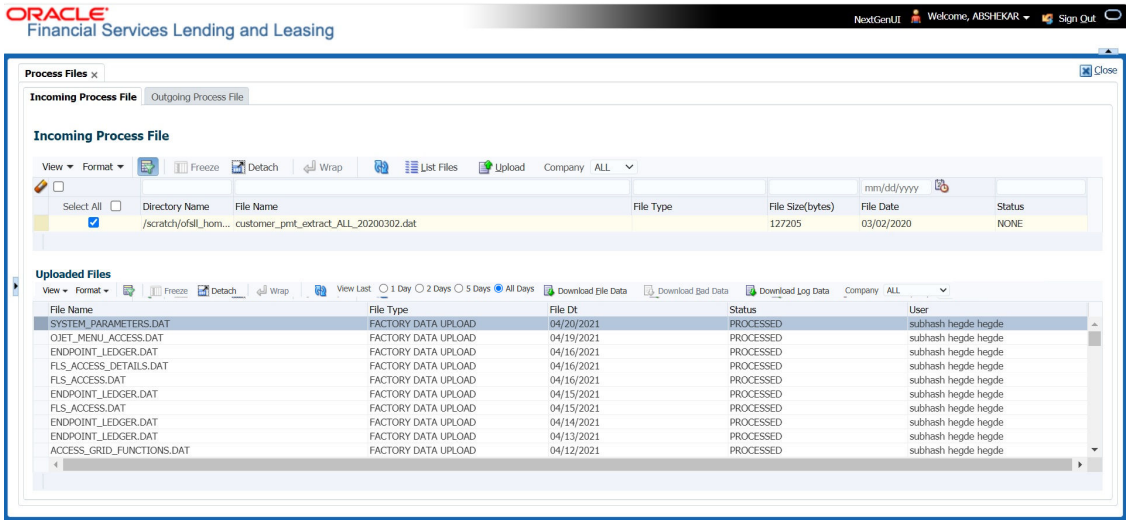
This section consists of the following topics:

- Incoming Process File
- Proration of Future Account Dues
- Outgoing Process File

## 3.6.1 Incoming Process File

The incoming process file screen displays the list of files being shared from an external system along with other attributes such as directory path, file name, type, size, date and status. You can select the file required and upload it into the system for immediate processing.

**Figure 3-14 Process File - Incoming**




**View the list Incoming Process File**

1. Click **Dashboard > Process Files > Incoming Process File**.
2. In the Incoming Process File section, click **List Files**. System displays the list of incoming files.

A brief description of the fields is given below:


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**Table 3-25 Incoming Process File**

| Field: | Description: |
|---|---|
| Select All | Select this option to select all the listed files. |
| Directory Name | View the directory path where incoming file is stored. |
| File Name | View the name of the file. |
| File Type | View the type of incoming file. The file type is auto populated based on ODD (Output Data Definition) details maintained for the specific file type in INCOMING_FILE_TYPE_CD lookup. |
| File Size(bytes) | View the size of incoming file. |
| File Date | View the date and time when the incoming file was placed in the directory. |
| Status | View the status of the file. |

> **Note**
>
> System supports Account conversion via API files and can be uploaded through the Incoming file upload web service. Ensure that CMN_FILE_PROCESS_TO_LOB system parameter is set to **YES** and Enabled. Also the incoming API file has delimiter as pipe '|' and variable data is sent in the same order on how the tables are being created i.e. if the length of the column = 30, variable data can be sent without any left (or) proper padding or spaces in that position.

### Upload Incoming Process File

1. Click **Dashboard > Process Files > Incoming Process File**.
2. In the Incoming Process File section, click **List Files**. System displays the list of incoming files. You can click to refresh the grid data.
3. In the Company drop-down list, select the portfolio company. Based on the Company selected, system processes Incoming files. If the company is selected is ALL, system processes the upload file related to any company.
   However, the Company list is populated only with those Company Definitions to which you have been provisioned access. This company is considered if system is setup to process batch jobs at Company level. For more information, refer to **Appendix - Company Level GL Date Configuration** section.
4. Select the check box adjacent to the required file and click **Upload**. You can also click **Select All** check box to perform a bulk upload of all the listed files.
   The uploaded files are listed in below **Uploaded Files** section and the status of the files are changed from **Generated** to **Uploaded**. In case of a processing error, the status of the file is indicated as **Processed Error**.

This section consists of the following topic:

- Uploaded Files


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### 3.6.1.1 Uploaded Files

The uploaded files section displays the list of incoming files uploaded into the system. You can sort and view the list of files depending on the number of days based on Last 1 Day / 2 Days / 5 Days / All Days. You can click to refresh the grid data.

On selection, you can view the following information:

**Table 3-26 Uploaded Files**

| Field: | Description: |
|---|---|
| File Name | View the name of file uploaded. |
| File Type | View the type of file uploaded. |
| File Dt | View the date and time when the file was uploaded. |
| Status | View the status of upload. |
| Error Reason | View the exceptional error reason codes.<br>**Note**<br>If LOCKBOX file has processing error because of 'Mismatched Totals', the error reason is displayed as PAYMENT BATCH CREATED, MISMATCHED TOTALS. |
| User | View the login ID of User who performed the file upload. |

In the Uploaded Files section, you can do the following:

- Click **Download File Data** to download the uploaded file data. This option can be access-controlled based on setup.
- Click **Download Bad Data** to download the list of uploaded files which had processing errors due to bad data.
- Click **Download Log Data** to download a log of all the files uploaded.
- Sort the list of uploaded files based on specific company by selecting the same from **Company** drop-down list.

> **Note**
>
> The above option i.e. Download File Data, Download Log Data, Download Bad Data are disabled if there is no record displayed in Uploaded Files section.


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## 3.6.2 Proration of Future Account Dues

OFSLL has a facility to derive future dated dues on an account using the input file processing mechanism. This helps to view the future dues on accounts in bulk even before posting on the account and without generating a mock statement on the account.

Similar to other input files processing, the required Account numbers and **Due Dates** on which the due is to be calculated are to be added as individual record in the file and uploaded into the system by placing in input folder path. For more information on this process, refer to above section.

The Input file is processed in the system on running the batch job IADPRC_BJ_100_01 (ACCOUNT DUES FILE UPLOAD) in SET-IFP batch job set and to the location as per the system parameter CMN_FILE_PROCESS_TO_LOB value.

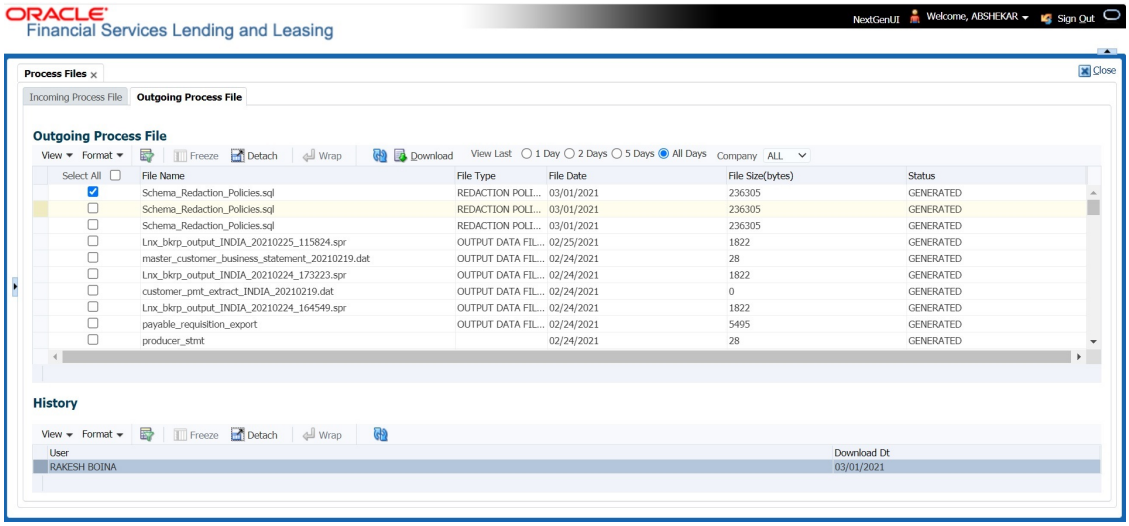
Using an internal function, system calculates the future dated due for the specific Account(s) and stores the computed values in database table. The same has to be queried to view the details. The due amount returned by this function is the regular bill amount calculated with considering any other outstanding dues. This is the proration amount that is posted on the same account before the next due is generated.

Note that, only ACTIVE status accounts are processed. Else system displays an error indicating **Invalid Account Status**.

## 3.6.3 Outgoing Process File

The outgoing process file section displays the list of files being shared for upload to other system for processing and allows you to download the required file for inspection.

**Figure 3-15 Outgoing Process File**




You can sort and view the list of files depending on the number of days based on Last 1 Day / 2 Days / 5 Days / All Days.

On selection, you can view the following information:


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**Table 3-27 Outgoing Process File**

| Field: | Description: |
|---|---|
| Select All | Select this option to select all the listed files. |
| File Name | View the name of upload file. |
| File Type | View the type of file shared for upload. The file type is auto populated based on ODD (Output Data Definition) details maintained for the specific file type in OUTGOING_FILE_TYPE_CD lookup. |
| File Date | View the date and time when the file was shared for upload. |
| File Size(bytes) | View the size of upload file. |
| Status | View the status of upload file. |

### Download Outgoing Process File

1. Click **Dashboard > Process Files > Outgoing Process File**.
   System displays the list of files shared for upload. You can click to refresh the grid data.
2. In the Company drop-down list, select the portfolio company. Based on the Company selected, system processes Incoming files. If the company is selected is ALL, system processes the download file related to any company.
   However, the Company list is populated only with those Company Definitions to which you have been provisioned access. This company is considered if system is setup to process batch jobs at Company level. For more information, refer to **Appendix - Company Level GL Date Configuration** section.
3. Select the check box adjacent to the required file and click **Download**. You can also click **Select All** check box to download all the listed files.

### History

The history section displays the following details:

**Table 3-28 History**

| Field: | Description: |
|---|---|
| User | View the login ID of User who downloaded the file. |
| Download Dt | View the date and time when the file was downloaded. |


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# 4
# Customer Service

The Customer Service screen enables you to view and manage all customer information in a centralized location to ensure data integrity and provide better service. This consists of the following sections:


- Introduction
- Customer Service screen
- Customer Service screen's Summary tab
- Customer Service screen's Collections tab
- Customer Service screen's Customer Service tab
- Customer Service screen's Account Details tab
- Customer Service screen's Associated Accounts tab
- Customer Service screen's Customer/Business Details tab
- Customer Service screen's Customer/Business Preferences tab
- Customer Service screen's Transaction History tab
- Customer Service screen's Pmt Modes tab
- Customer Service screen's Bankruptcy tab
- Customer Service screen's Repo/Foreclosure tab
- Customer Service screen's Deficiency tab
- Customer Service screen's Collateral tab
- Customer Service screen's Bureau tab
- Customer Service screen's Timeline tab
- Customer Service screen's Cross/Up Sell Activities tab
- Customer Service screen's External Interfaces tab
- Review Request
- Queue Assignment


## 4.1 Introduction

After an application has cycled through the LoanLine of creditLease origination process, it becomes an account. Account maintenance and collections tasks can be performed with Oracle Financial Services Lending and Leasing's Customer Service screen.

The Customer Service screen in Oracle Financial Services Lending and Leasing provides online real-time information about the applicant(s), contract, account balances, dues, transactions, call activities, and comments. Oracle Financial Services Lending and Leasing also supports back-dating of financial transactions till the account's opening date.

**Activating an Account**



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An account is automatically activated when you fund the contract using Funding main tab or convert from a legacy system. You cannot activate an account using the Customer Service screen.

**Posting and Reversing Payments**

A payment can be posted and reversed on the Payments screen. You cannot post and reverse the payment in Customer Service screen. (For more information, see the **Payment Processing** chapter).

**Account Mask**

After an application completes the LoanLine of creditLease origination cycle and is funded or is ported into the system, it becomes an account and receives an account number. The system assigns account numbers using the following logic:

YYYYMMNNNNNNNX

where:

**YYYYMM** = contract date

**NNNNNNN** = serial number

**X** = check digit

The system sorts accounts using the **NNNNNN** portion only. That portion is referred to as the account ID.

This section consists of the following topic:

- Quick Search section

## 4.1.1 Quick Search section

**Conditions and Queues**

During the LoanLine of creditLease application process, applications has a status and sub status. Accounts do not have sub statuses; instead, accounts use **conditions**. Conditions further define the status of an account; for example: delinquent, bankruptcy, scheduled for charge off, Do Not Charge Off. Conditions can be applied automatically by the system based on set up, and manually by the system users using Customer Service screen.

However note that, when an application is funded as an account in OFSLL, a default condition is posted on the account as **NO ACTIVE CONDITION**. This can be viewed in Summary tab **Conditions** section. This condition is available in the Queue Criteria drop-down to create Queue of Accounts with NO ACTIVE CONDITION. On posting any other condition on the account, this default condition is replaced automatically and an entry is updated in Account Details > Condition Details > Condition/Queue History tab.

The system can assign accounts to specific users by way of **queues**. Queues are a work flow management tool that allow the users to work on accounts sequentially from a prioritized list, rather than having to manually search for and load them. Queues are created and sorted during nightly processing. Examples of customer service queues include due date change requests, delinquent accounts, deferment requests, and title and insurance follow-up.

Account conditions serve as default queues; that is, an account's condition determines which queue the account is in.

In the following example, account has a condition of DELINQUENT, noted in the Conditions section and Status field. The account was loaded from delinquent queue, DELQ (D).


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A queue can be associated with only one condition. In the following example, the Delinquent queue is associated with the Delinquent condition. However, an account can have more than one condition, so an account can be in more than one queue. Multiple queues can be created for a single condition. Account attributes (such as number of days delinquent and product code) can be used for assigning accounts to a queue and sorting accounts within a queue.

You can quickly load an account from a queue using **Next Account** button in the **Quick Search** section.

# 4.2 Customer Service screen

Most of the screens on Customer Service screen contain Account(s) and Customer(s) sections as a header. The Account(s) section provides a quick overview of an account by displaying its company, branch, account number, product, payoff amount and amount due, status, and oldest due date. The information on Customer Service screen always refers to the account selected in this section.

The Customer(s) section displays information about customer(s) attached to the account. The information on Customer Service screen always refers to the customer selected in this section.

To view account details in Account(s) and Customer(s) sections, open **Customer Service** screen and load the account you want to work with.

On **Customer Service** screen's **Account(s)** section, view the following information: The system filters and displays information based on your selection:

**Table 4-1 Customer Service screen**

| Command Button | Action Performed |
|---|---|
| **Current** | Displays the current searched account only. It does not matter how that account was searched like using account search screen or selected a queue from drop-down and pressed **Next** button or account number was directly entered in Acc# search field and pressed Submit button. This is the default option. |
| **Show All** | Displays the related accounts based on current selected customer's customer Id or list of enabled business accounts matching with **Tax Number** of current selected business. To view the details of account number(s) other than current account, select the account in Account(s) section. |
| **Group Follow up** | Displays the set of accounts that share same account condition as the selected account and bear same Customer/Business Id. Other than having same account condition and Customer/Business Id, the queue currently selected should have the Group Follow-up Indicator enabled in queue setup and follow-up date should fall in range of organization level system parameter UCS_GROUP_FOLLOWUP_ DAYS. |


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**Table 4-1 (Cont.) Customer Service screen**

| Command Button | Action Performed |
|---|---|
| **Associated Accounts** | Displays all the Associated Accounts if the selected account is a Master Account. This option is not selected by default.<br>Following are the other combinations on how system displays the accounts:<br>• If the selected account is a Master Account, selecting this option displays all Associated Accounts (if exists) of the Master Account including the Master Account.<br>• If the selected account is an Associated Account linked to a Master Account which also has other Associated Accounts, then system displays all Associated Accounts of the Master Account including the Master Account.<br>• If the selected account is not linked to any Master Account, then system displays only the current selected account.<br>• If the selected account is the only Associated Account linked to a Master Account, then system displays the current selected account and its Master Account.<br>However, on selecting individual account record, system displays the respective account details in all Servicing > Account tabs. |
| **Agreement Number** | The option is enabled only on selecting **Associated Accounts** as the filter criteria and provides a drop-down list with all unique agreement numbers present in the sorted list of account(s).<br>On selecting any of the Agreement Number from the drop-down list, system filters and displays only those accounts associated with the selected agreement number. |

In **Account(s)** section, click **View** to view the following information:

**Table 4-2 Account(s) section**

| In this field | View this |
|---|---|
| **Company** | The company of the account. |
| **Branch** | The branch of the account. |
| **Sub Unit** | View the Sub Unit associated with the company/ branch combination. System automatically displays the Sub Unit mapped in Setup > User > Companies > Branch Definition screen. |
| **Account #** | The account number.<br>Note: This can also be the external reference number in case of conversion accounts if the value of system parameter AUTO_GEN_ACC_NBR_CONV is set to **N**. |


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**Table 4-2 (Cont.) Account(s) section**

| In this field | View this |
|---|---|
| **Master Account #** | View the Master Account number of the customer.<br>During the funding process, an application can either be marked as **Master Account** or **Linked to Existing Master Account** in the Master Account tab of Origination screen.<br>• If marked as Master Account, system populates the Master Account # which is same as Account #.<br>• If Linked to Existing Master Account, system populates the selected Master Account #.<br>• If the Application is neither marked as **Master Account** nor **Linked to Existing Master Account**, then this field is displayed as UNDEFINED. |
| **Master Account** | View the Master Account indicator value propagated from Origination on funding an application. **Y** indicates that the current account is a Master Account and **N** indicates its not. |
| **Product** | The product for the account. |
| **Days Past Due** | The total number of days elapsed past due date. |
| **Currency** | The currency for the account. |
| **Pay Off Amt** | The current payoff amount for the account. |
| **Amount Due** | The current delinquent amount due for the account. |
| **Status** | The account's status. |
| **DLQ Reason** | The delinquency reason that gets auto updated by the system as one of the following when the account is marked delinquent.<br>• 1st Payment Delinquency, when the first payment is delinquent.<br>• NSF Delinquency, when the payment amount on due date results in NSF (non sufficient funds) in the account.<br>• Matured Delinquency, when account reaches the **Maturity Date** with some delinquency amount.<br>**Note**: System automatically removes the delinquency reason on the account if the payment is received. However, if the same payment is reversed, the conditions are posted back. |
| **Oldest Due Dt** | The oldest due date. |


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**Table 4-2 (Cont.) Account(s) section**

| In this field | View this |
|---|---|
| **Sales Order Number** | View the Sales Order Number propagated from Origination after funding the application.<br>If Sales Order Number is Null or blank indicating that the same was not specified during origination, you can add/update the Sales Order number to the account by posting Sales Order Number Maintenance non-monetary transaction. Refer to Appendix - Non Monetary Transaction section for more details.<br>**Note**: In ERP systems, Sales Order Number is created to capture the sale of Products & Services. A Sales Order Number may be associated to multiple Accounts in OFSLL and in-turn helps to group all those accounts with the same sales order number. |
| **Statement Consolidation** | View the statement Consolidation indicator propagated from Origination > Funding screen or updated by posting Master Account - Statement Consolidation Indicator Maintenance non monetary transaction.<br>If checked, indicates that system generates consolidated billing statement at Master Account level along with details of all the associated accounts.<br>If unchecked, system generates billing statement to only current account. |

The system allows quick search of an account through **Quick Search** section in the right hand side of screen irrespective of the customer service screen on which you are working on. This is available in addition to the **Quick Search** section available in Results tab.

For more details on Quick Search refer Search Function chapter.

Comments can be added using **Add Comment** section in the right hand side of screen irrespective of screen you are working on. This is available in addition to the **Comments sub tab** available under Customer Service tab. This facilitates quick and easy reference.

For details on Comments refer Comments sub tab section in this chapter.

Call Activity functionality can be performed using **Add Call Activity** section in the right hand side of screen irrespective of the screen you are working on. This is available in addition to the **Call Activities** sub tab available under Customer Service tab. This facilitates quick and easy reference.

For details on Call Activity refer **Call Activities sub tab** section in this chapter.


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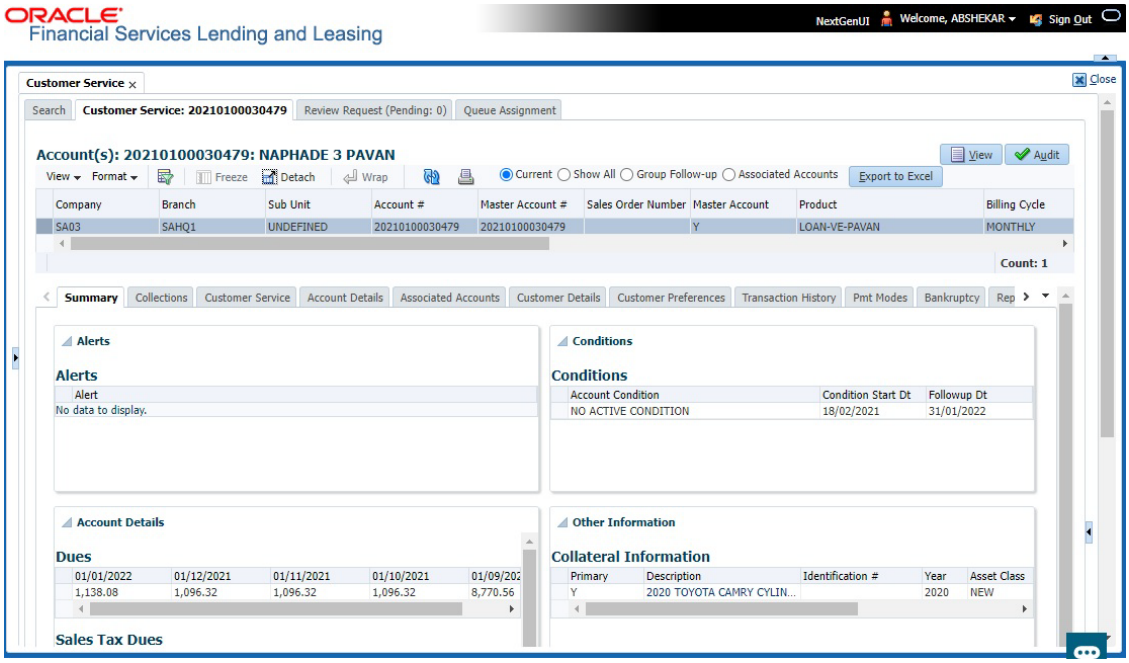
## Figure 4-1 Customer Service




## Figure 4-2 Customer Service

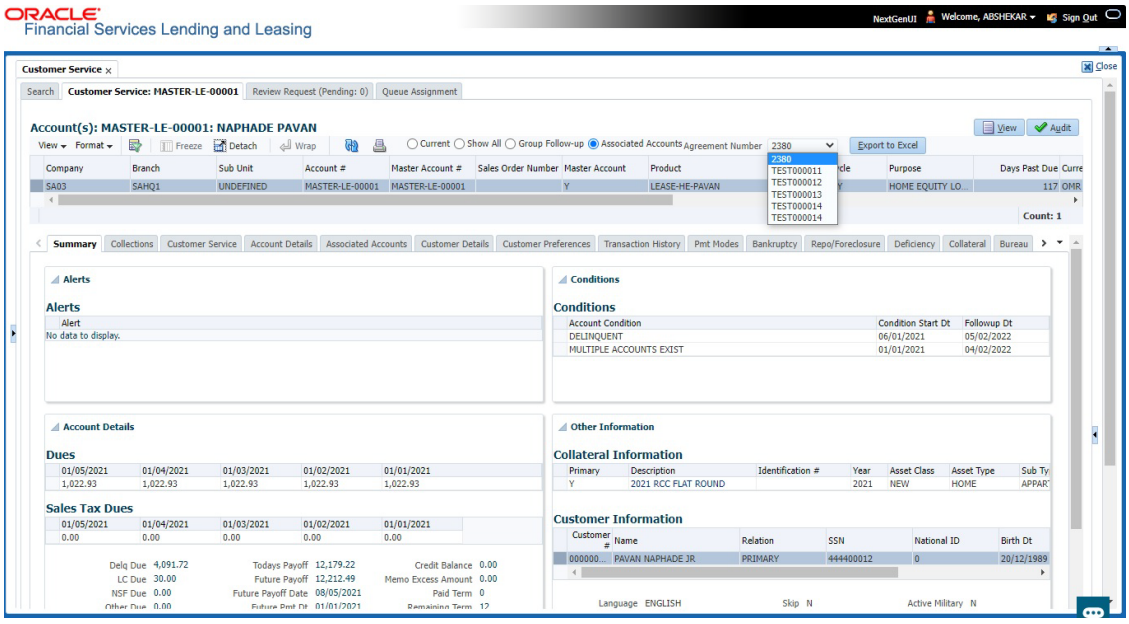




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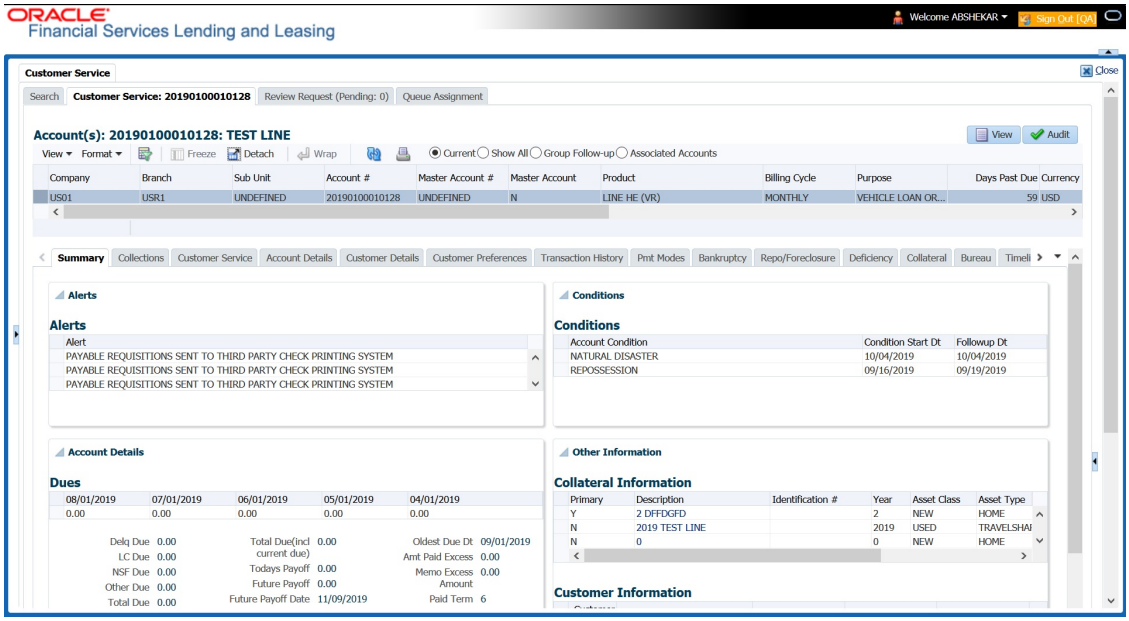
**Figure 4-3 Customer Service**




# 4.3 Customer Service screen's Summary tab

Open **Customer Service** screen and load the account you want to work with. By default the Customer Service screen opens the **Summary** tab.

**Figure 4-4 Customer Service Summary tab**

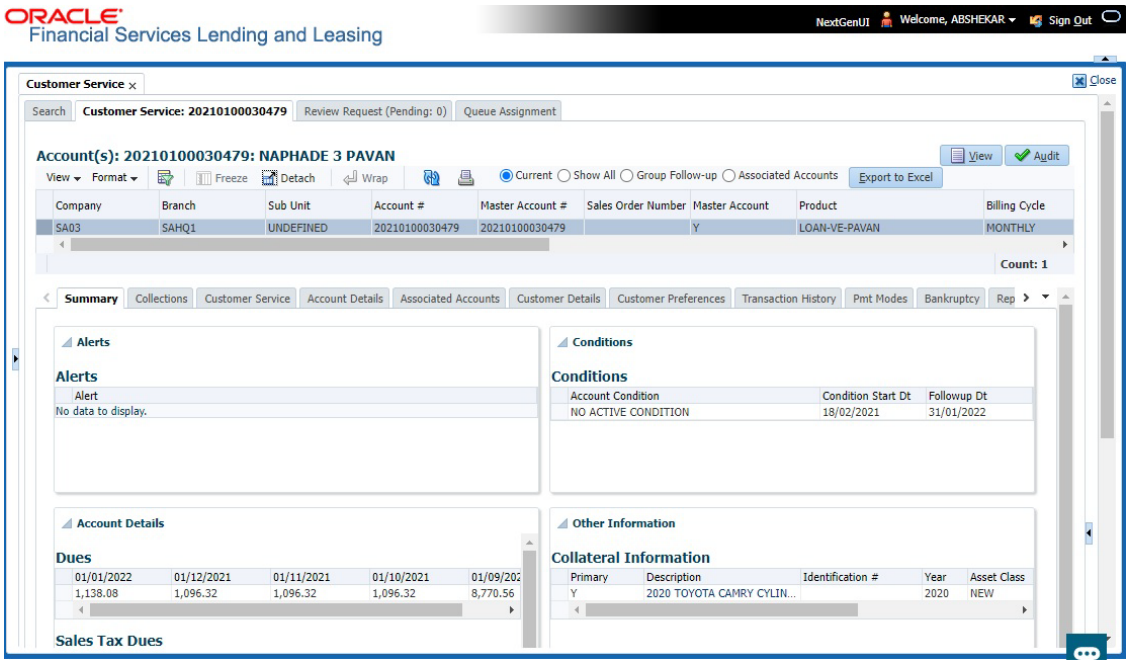




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**Figure 4-5 Customer Service Summary tab**

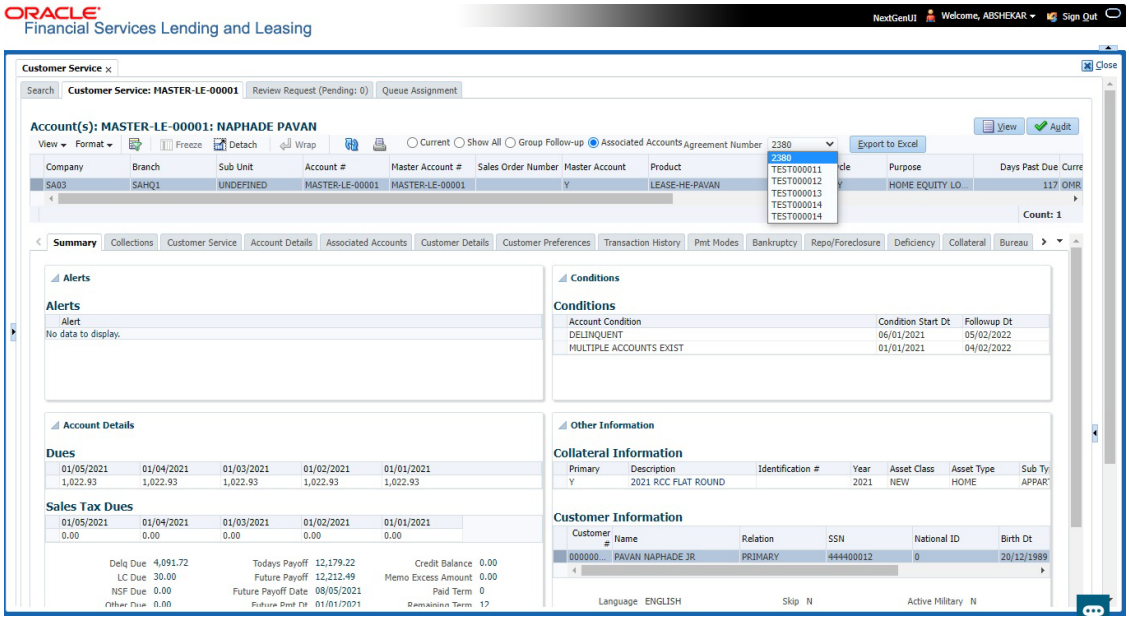
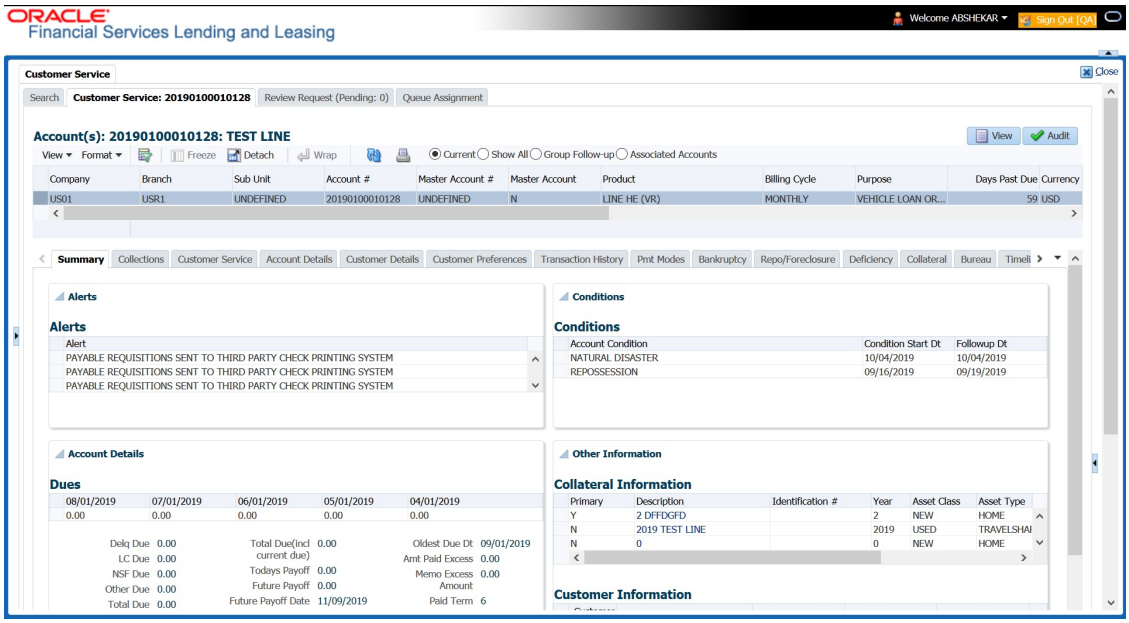



**Figure 4-6 Customer Service Summary tab**




## Alerts section

Any comment posted as an alert, are displayed in the alert section of Summary tab.

## Conditions section

You can view any conditions like Bankruptcy, Repossession, Foreclosure etc posted on an account. The condition is posted in the account with a start date which is the effective date and follow up date which indicates the next follow-up date for further process.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For newly funded account, a default condition is posted as **NO ACTIVE CONDITION**. This condition is available in the Queue Criteria drop-down to create Queue of Accounts with NO ACTIVE CONDITION. On posting any other condition on the account, this default condition is replaced automatically and an entry is updated in Account Details > Condition Details > Condition/Queue History tab.

### Dues section

Unpaid dues and the dates are displayed in a tabular form. Details of payment amount due, fee due, payoff are also displayed.

**Table 4-3 Dues section**

| In this field | View this |
|---|---|
| **Delq Due** | The total delinquent amount that is due so far in the account. |
| **LC Due** | The total amount of non-sufficient fee due in the account. |
| **NSF Due** | The non sufficient funds fee due. |
| **Other Due** | The total of any other dues pending in the account. |
| **Fee Usage** | Indicates the lease fee usage amount and this field is displayed only for Usage type lease accounts. |
| **Total Due** | The total of all dues including payment amount and all applicable fees along with Fee Usage amount. |
| **Total Due (incl current due)** | The additional due of current month (included based on pre-bill days) along with Fee Usage amount. |
| **Today's Payoff** | If the account is to be paid off as per the current date and the amount payable by the borrower. |
| **Future payoff** | The total Amount due on a future date. The borrower can know the total pay off amount for a future date, say 10 days from today. |
| **Future Payoff Date** | The date on which the future payoff is due. |
| **Future Pmt Dt** | The date till which the future payoff quote is valid. |
| **Oldest Due Dt** | The due date. |
| **Amt Paid Excess** | The excess amount paid. |
| **Credit Balance** | The credit balance or excess amount on account (if any) arising out of the Master Excess Allocation process. |
| **Memo Excess Amount** | The excess amount paid towards the membership fee. |
| **Paid Term** | The total count of paid dues. |
| **Remaining Term** | The total count of remaining outstanding dues to be paid. |
| **Days to Time Bar** | View the total number of days remaining to reach the time bar end date. |

### Delinquency Information Section

View the following information in the **Delinquency Information** section:


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**Table 4-4 Delinquency Information Section**

| In this field | View this |
|---|---|
| **Late** | Total number of times the account was delinquent for less than 30 days since start date. |
| **30** | Total number of times the account was delinquent for over 30 days since start date. |
| **60** | Total number of times the account was delinquent for over 60 days since start date. |
| **90** | Total number of times the account was delinquent for over 90 days since start date. |
| **120** | Total number of times the account was delinquent for over 120 days since start date. |
| **150** | Total number of times the account was delinquent for over 150 days since start date. |
| **180** | Total number of times the account was delinquent for over 180 days since start date. |
| **Category** | The delinquency category. |
| **Days** | The number of days delinquent. A negative number in this fields denotes the number of days until a payment is due. |
| **Broken Promises (Life)** | Total number of broken promises since the account start date. |
| **Broken Promises (Year)** | Total number of broken promises since this year. |
| Note that, the above fields - Broken Promises (Life) and Broken Promises (Year) are auto-updated at runtime after executing the scheduled batch job CPPPRC_BJ_100_01 (BROKEN PROMISE PROCESSING) with the method of update defined in Company parameter FUTURE PROMISE HANDLING METHOD (CMN_PROMISE_FUTURE_ MTHD). | |
| **Kept Promises (Life)** | Total number of fulfilled promises since the account start date excluding Broken and Cancelled Promises. |
| **Kept Promises (Year)** | Total number of fulfilled promises since this year excluding Broken and Cancelled Promises. |
| **NSF (Life)** | Total number of non sufficient funds since the account start date. |
| **NSF (Year)** | Total number of non sufficient funds since this year. |
| **Collector** | The default collector working on the account. |

### Activities Section

View the following information in the **Activities** section:

**Table 4-5 Activities Section**

| In this field | View this |
|---|---|
| **Active Dt** | The date account was made active. |
| **Last Activity Dt** | The date on which most recent activity was performed in the account. |
| **Due Day** | The due day for payment. |
| **Last Pmt Amt** | The last payment amount. |
| **Customer Grade** | The customer grade. |


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**Table 4-5 (Cont.) Activities Section**

| In this field | View this |
|---|---|
| **App#** | The application number from which this account was created. |
| **Producer** | The producer through which the account was sourced. |
| **X-ref** | The cross reference number of third party origination system. |
| **Paid Off Dt** | The date on which account was paid off.<br>**Note**: Filed has value only if account has Paid-off condition. |
| **Effective Dt** | The date account became effective. |
| **Current Pmt** | The current payment amount. |
| **Last Bill Amt** | The last bill amount. |
| **Last Pmt Amt** | The last payment amount. |
| **Chargeoff Dt** | The Date on which account was charged off.<br>**Note**: This is applicable only if account has Charged-off condition. Else, no value displayed. |
| **Military Duty** | If selected, indicates that at the time of billing, the customer was in active military duty and qualifies for rates in accordance with Service members Civil Relief Act (SCRA) of 2003. |
| **Customer Score** | The customer score. |
| **Behaviour Score** | The behavior score. |

### Due Date Change section

The Due Date Change section displays the remaining number of transactions available for the account in the Summary tab. You can view the following information under **Due Date Change** section.

**Table 4-6 Due Date Change section**

| In this Field | Do This |
|---|---|
| **Last Txn Dt** | The last date on which the due date was changed. |
| **Rem. Txn. Limit (Life)** | Remaining number of due date changes allowed till account closure. |
| **Rem. Txn. Limit (Year)** | Remaining number of due date changes in the account for current calendar year. |

### Extensions section

The Extensions section displays the remaining number of transactions available for the account in the Summary tab. You can view following extension details as per the conditions maintained in the contract.


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**Table 4-7 Extensions section**

| In this Field | Do This |
|---|---|
| **Rem. Txn. Limit (Year)** | Remaining number of extensions in the account for current calendar year. |
| **Rem. Txn. Limit (Life)** | Remaining number of extensions in the account till closure. |
| **Last Txn Dt** | The date when last extension was made. |
| **Exten. Gap Rem. (Months)** | The number of months remaining before you can post Extensions for an account. |

### Contract Information

You can view the contract information recorded during the funding process. It's a display only version of the same information found on the Funding screen's > Contract screen.

**Table 4-8 Contract Information**

| In this Field | Do This |
|---|---|
| **Contract Dt** | View the contract funded date. |
| **Amt Financed** | View the amount financed for the contract excluding the prepaid finance charges. |
| **Term** | View the contract term. |
| **Rate** | View the interest rate.<br>**Note**: For Islamic products this field is displayed as **Profit Rate**. |
| **Maturity Dt** | View the contract maturity date. |
| **Credit Limit** | View the total credit limit issued. |
| **Adjusted Cap Cost** | View the adjusted capitalization cost considering any rebates, trade-ins or down payment. |
| **Lease Closing Date** | View the end date of lease contract specifically for Amortized Lease Accounts. For other Lease Accounts, this field is displayed as NULL. |

### Account Information

You can view the loan account information recorded in Account Details > Account Information screen.

**Table 4-9 Account Information**

| In this Field | Do This |
|---|---|
| **Contract Dt** | View the contract funded date. |
| **Lease Receivables** | View the total of lease receivables which is the outstanding balance before termination and calculated along with paid amount. |
| **Amt Financed** | View the loan amount financed for the contract excluding the prepaid finance charges. |
| **Term** | View the contract term. |


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**Table 4-9 (Cont.) Account Information**

| In this Field | Do This |
|---|---|
| **Rate** | View the interest rate.<br>**Note**: For Islamic products this field is displayed as **Profit Rate**. |
| **Maturity Dt** | View the contract maturity date. |
| **Lease Closing Date** | View the end date of lease contract specifically for Amortized Lease Accounts. For other Lease Accounts, this field is displayed as NULL. |
| **Evergreen End Date** | View the evergreen end date which is the rollover maturity date for every cycle. System refreshes the evergreen maturity date until the lease is terminated. |

### Settlement Information

You can view the account settlement details as recorded in Account Details when the **Account Settlement Transaction** is posted.

**Table 4-10 Settlement Information**

| In this Field | Do This |
|---|---|
| **Effective Dt** | View the settlement agreement start date. |
| **Good Through Dt** | View the settlement agreement expiry date. |
| **Agreed Amt** | View the settlement amount agreed by customer to the lender. |
| **Paid Till Dt** | View the total amount paid by the customer and allocated to account balances during the agreed period (between effective date and Good through date). |

### Collateral Information section

You can view the Collateral Information in this section:

**Table 4-11 Collateral Information section**

| In this field | View this |
|---|---|
| **Primary** | If selected. indicates that this is the primary collateral. |
| **Description** | A brief description on the collateral.<br>This is a hyper-link which when clicked opens Collateral Management screen with relevant collateral details. |
| **Identification #** | The identification number of the collateral.<br>This is a hyper-link which when clicked takes you to the collateral management screen with the relevant asset details. |
| **Year** | The year of manufacture of the collateral. |
| **Asset Class** | The asset class of the collateral. |


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**Table 4-11 (Cont.) Collateral Information section**

| In this field | View this |
|---|---|
| **Asset Type** | The type of collateral. |
| **Sub Type** | The sub type of the collateral. |

### Customer/Business Information section

On Customer Service screen's **Customer Information** section, select the record you want to work with. Based on type of account selected as either Customer or Business, you can view the related information as indicated below:

For a Customer account, view the following details:

**Table 4-12 Customer account**

| In this field | View this |
|---|---|
| **Customer #** | Customer identification number (unique customer identifier). |
| **Name** | Customer's full name. |
| **Relation** | Customer's relationship to the account. |
| **SSN** | Customer's social security number.<br>If the organizational parameter UIX_HIDE_RESTRICTED_DATA is set to **Y**, this appears as a masked number; for example, XXX-XX-1234. |
| **National ID** | Customer's national identification number. |
| **Birth Dt** | Customer's date of birth. |
| **Gender** | Customer's gender. |
| **Email** | Customer's e-mail address. |

**Table 4-13 Additional Customer Details**

| In this field | View this |
|---|---|
| **Email** | Customer's e-mail address. |
| **Language** | Language spoken by the customer. |
| **Marital Status** | Customer's marital status. |
| **Disability** | Customer's disability indicator. If selected, this indicates that the customer is disabled. |
| **Skip** | Customer's skip indicator. If selected, this indicates that the customer is a skip debtor. This is selected using the Maintenance screen. |
| **Stop Correspondence** | Stop correspondence indicator. If selected, Oracle Financial Services Lending and Leasing will not send correspondence to customer. This is selected using the Maintenance screen. |
| **Privacy Opt- Out** | Privacy opt-out indicator. If selected, indicates that customer does not want the FI to share his /her information with any other body, other than regulatory requirements. (optional). |


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**Table 4-13 (Cont.) Additional Customer Details**

| In this field | View this |
|---|---|
| **Active Military Duty** | Customer's Active Military Duty indicator. If selected, this indicates that the customer is serving Military Duty. This is selected using the Maintenance screen. |
| **Time Zone** | Customer's time zone. |

For a Business account, view the following details:

**Table 4-14 Business account**

| In this field | View this |
|---|---|
| **Business #** | The registered business number. |
| **Name of the Business** | The name of the business. |
| **Organization Type** | The type of Organization to which the business belongs. |
| **Business Category** | The type of Category to which the business belongs. |
| **Type of Business** | The type of business. |
| **Legal Name** | The legal name of the business. |
| **Tax ID #** | The taxation identity number of the business. |

**Table 4-15 Additional Business Details**

| In this field | View this |
|---|---|
| **Email** | Business e-mail address. |
| **Contact Person** | The contact person at the business. |
| **Start Dt** | The Business start date. |
| **Management Since** | The year the current management was established. |
| **Bankruptcy** | Business's bankruptcy indicator. |
| **Skip** | Business's skip indicator. If selected, indicates that the Business has debts and the customer is a skip debtor. |
| **Stop Correspondence** | Stop correspondence indicator. If selected, Oracle Financial Services Lending and Leasing will not send correspondence to Business. |
| **Privacy Opt- Out** | Privacy opt-out indicator. If selected, indicates that Business does not want the financial information to share information with any other body, other than regulatory requirements. |
| **Time Zone** | Business time zone. |

### Address Information section

This section displays Customer Address or Business Address depending on the type of account selected as either Customer or Business only account.


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**Table 4-16 Address Information section**

| In this field | View this |
|---|---|
| **Type** | Address type. |
| **Current** | If selected, indicates that this is the current address. |
| **Permission to Call** | If selected, indicates that you can contact the customer. |
| **Mailing** | If selected, indicates that this is the mailing address |
| **Address** | Address details. |
| **Phone** | Phone number. |

### Employment Information section

The section is not displayed for Business only accounts. The details defined in Customer Service > Customer Details > Employments tab are populated here.

**Table 4-17 Employment Information section**

| In this field | View this |
|---|---|
| **Type** | Type of Employment as PART TIME, FULL TIME and so on. |
| **Current** | If selected, indicates that this is the current employer. |
| **Permission to Call** | If selected, indicates that you can contact the employer. |
| **Employer** | Employer Details. |
| **Next Pay Day** | The next payment day of the month. |
| **Frequency** | Frequency of the payment. |
| **Address** | Address details. |
| **Phone** | Phone number. |

### Telecom Information Section

This section displays Customer Telecom or Business Telecom depending on the type of account selected as either Customer or Business only account.

**Table 4-18 Telecom Information Section**

| In this field | View this |
|---|---|
| **Type** | The type of phone contact such as Home / Office / Car / Mobile phone. |
| **Current** | If selected, indicates that this is the current phone contact. |
| **Permission to Call** | Permission as either Yes **Y** or No **N** to contact the customer over phone. |
| **Phone** | The customer's phone number. |
| **Extn** | The customer's phone extension. |
| **Time Zone** | The customer's time zone. |


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**Table 4-18 (Cont.) Telecom Information Section**

| In this field | View this |
|---|---|
| **Best day to call** | Preferred day of the week to contact the customer, if specified. |
| **Best Time To Call** | Preferred time to contact the customer, if specified. |

### Outbound Call History

Displays outbound call statistics with following references:

**Table 4-19 Outbound Call History**

| In this field | View this |
|---|---|
| **Today** | The total number of outbound calls as of today. |
| **Last 7 days** | The total number of outbound calls in the past 7 days. |
| **Last 30 days** | The total number of outbound calls in the past 30 days. |

### Work Order Details

Displays work order details as indicated below:

**Table 4-20 Work Order Details**

| In this field | View this |
|---|---|
| **Work Order #** | View the work order number. |
| **Case #** | View the case number if associated with the work order. |
| **Work Order Type** | View the type of work order. |
| **Vendor** | View the vendor to whom the work order is assigned. |
| **Status** | View the status of work order. |

## 4.4 Customer Service screen's Collections tab

The Collections tab in the Customer Service screen displays the collection-related account information required for a collector to work on the account. It is a quick snap-shot of the payment dues and promises along with other account details maintained in the system.


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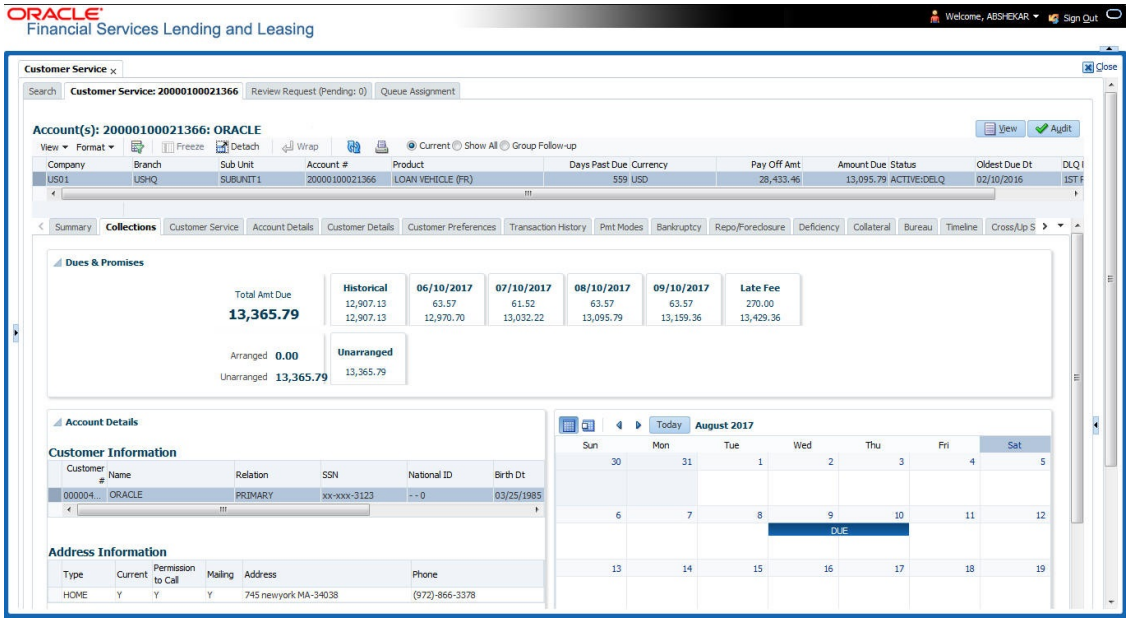
## Figure 4-7 Customer Service - Collections tab




## Figure 4-8 Customer Service - Collections tab

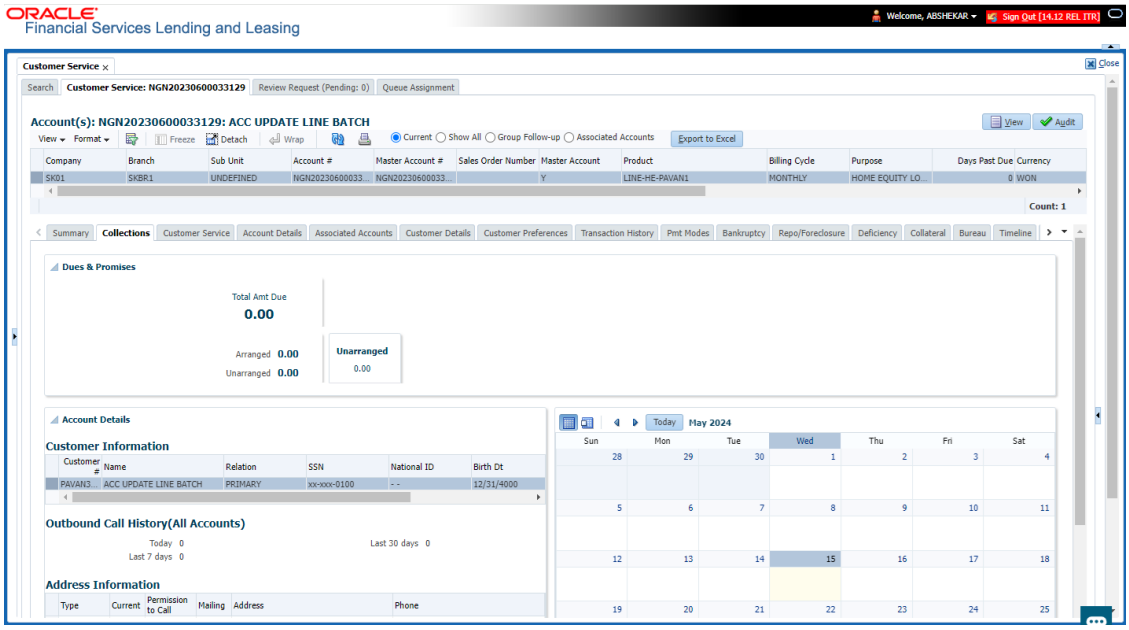




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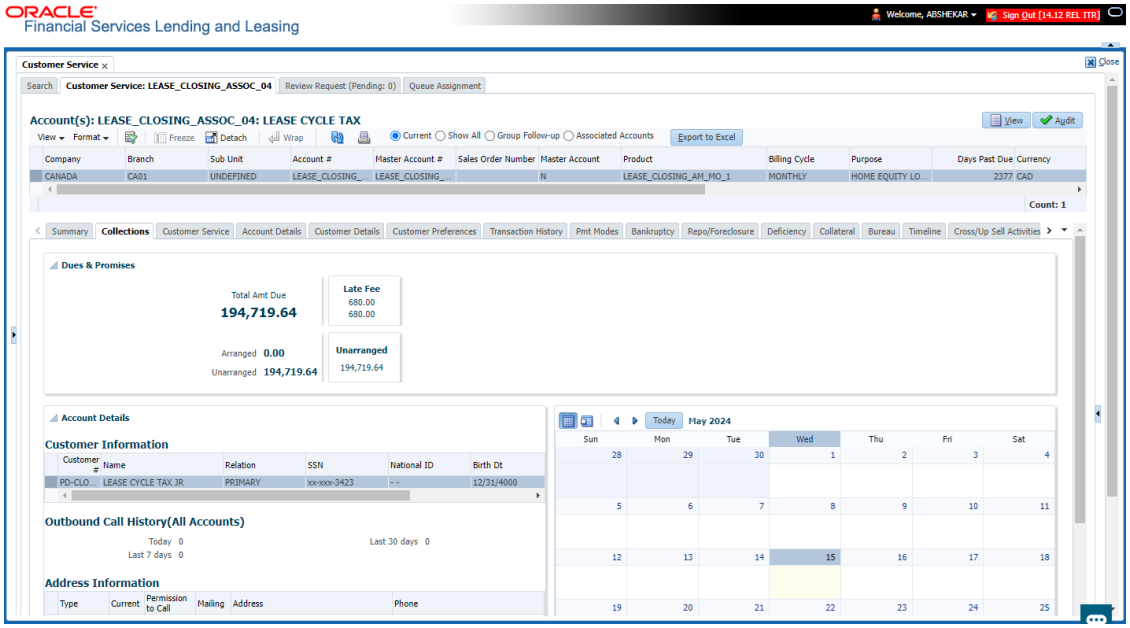
**Figure 4-9 Customer Service - Collections tab**




The Collections tab consists of the following sub sections:

### Dues & Promises

This section displays the details of unpaid dues and promises on the selected customer account.

- Total Amt Due - Indicates the total amount due on the account.
- Arranged - Indicates the amount agreed as Promise to Pay (PTP).
- Unarranged - Indicates the difference between total amount due and Promise to Pay.

The adjacent section display the following details depending on the account status:

- **Historical** due amount on the account from previous dues.
- Last 4 unpaid dues with the Due Date and Due amount.
- **Late Fee** amount charged on the account.
- **NSF Fee** charged on the account.
- **Other Fee** charged on the account.
- Consolidated amount agreed as PTP (Promise to Pay).
- **Unarranged** indicates the total outstanding due excluding the Promise to Pay amount.
- Each bucket display the consolidated due amount with current and previous dues (if any).

> **Note**
>
> When a due is partially paid and the Payment Received flag = N, system displays only the remaining due amount and not the full due amount.

### Account Details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This section displays the summary of account-related information maintained in the system. Since some of the sections are already detailed in the above **Customer Service screen's Summary tab** the same have been referenced in required instances.

**Customer/Business Information**

Displays the customer's information starting with primary customer or Business information depending on the type of account selected as either Customer or Business only account. For detailed information, refer to Customer/Business Information section.

**Address Information**

Displays corresponding Customer Address or Business Address depending on the type of account selected as either Customer or Business only account. For detailed information, refer to Address Information section.

**Employment Information**

Displays the corresponding Employment information of the customer selected in **Customer Information** section. For detailed information, refer to Employment Information section. The section is not displayed for Business only accounts.

**Telecom Information**

Displays the corresponding Customer or Business Telecommunication details depending on the type of account selected as either Customer or Business only account. For detailed information, refer to Telecom Information Section.

**Collateral Information**

Displays the corresponding collateral details maintained in Customer Service > Collateral tab for the selected customer account. For detailed information, refer to Collateral Information section.

**Reference & Other Contacts**

Displays the following details maintained in Customer Service > References tab.

- Relationship
- Name
- Phone1
- Phone2
- Comment

For detailed information, refer to References sub tab.

**Customer Preferences**

This section displays the details of customer communication preferences maintained in Customer Service > Customer Preferences tab.

**Table 4-21 Customer Preferences**

| In this field | View this |
|---|---|
| **Communication Mode** | The mode of communication preferred by customer such as Email or Phone. |
| **Value** | Communication details such as email ID or phone number. |


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**Table 4-21 (Cont.) Customer Preferences**

| In this field | View this |
|---|---|
| **Type** | Preferred type of communication in case of ADHOC TELECOM. |
| **Time Zone** | Customer's time zone. |
| **Best day to call** | Preferred day of the week to contact the customer, if specified. |
| **Best Time To Call** | Preferred time to contact the customer, if specified. |

### Calendar

This section displays the dues and payment related activities on account for the current month in Calendar format. By default, the calendar is displayed in Monthly format and can be changed to view by **Day** on clicking icon. The navigation buttons ( and ) facilitates to move to Previous or Next Month/Day depending on the selection. However, clicking **Today** button reverts the selection to the current Month/Day.

The following events are highlighted in the Calendar on specific dates:

- The next payment due date as **DUE**.
- The next payment day as **PAY DAY** (displayed only for Primary Customer of the account with Current indicator as **Y** and for latest record in Employments tab).
- Paid Date as **PAID**.
- Promised to Pay Date as **PTP**.
- Current Date.

When multiple events occur on the same day, the same is indicated with the count along with a link to view the events. Also depending on the time zone configured, an event may be extended and highlighted to two days in the calendar when there is an overlap.

### Eligibility

This section displays the customer account eligibility to take an **Extension** for payment due date and if **Due Date Change** (DDC) is allowed on the account. If yes, the same is indicated with a (tick mark).

### Activities

This section displays the dues and payment related activities on account for 36 activities starting from A01 up to A36.

# 4.5 Customer Service screen's Customer Service tab

Open the **Customer Service** screen and load the account you want to work with. Click the **Customer Service** tab to view the sections under it.

- Call Activities sub tab
- Maintenance sub tab
- Comments sub tab
- Promises sub tab


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- Checklists sub tab
- Tracking Attributes sub tab
- Field Investigation Sub Tab
- References sub tab
- Correspondence sub tab
- Letters sub tab
- Document Tracking sub tab
- Scenario Analysis sub tab
- Access History

## 4.5.1 Call Activities sub tab

Call activity section includes calls from customer, calls you make regarding the account or changes to the condition of the account. Entries in the **Call Activities** section are listed in reverse chronological order of follow-up date.

Each action and result has a code and description. The code for the call action and call result is what appears on the Call Activity sub screen. The Call activity action codes (Action field) and call activity results codes (Results field) are user-defined.

The Call Activities sub tab displays all the call activities defined by users in both **Customer Service > Call Activities tab** and in **Right Hand Splitter > Add Call Activity section**.

This section consists of the following topics:

- Recording a Call Activity
- Making an Appointment
- Cancelling an Appointment
- Recording a Promise to Pay
- Cancelling a Promise to Pay
- Posting Offline Call Activities

### 4.5.1.1 Recording a Call Activity

**To record a call activity**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Customer Service** sub tab and then click **Call Activities** tab under it. Click **Add**. The system displays the following screen.


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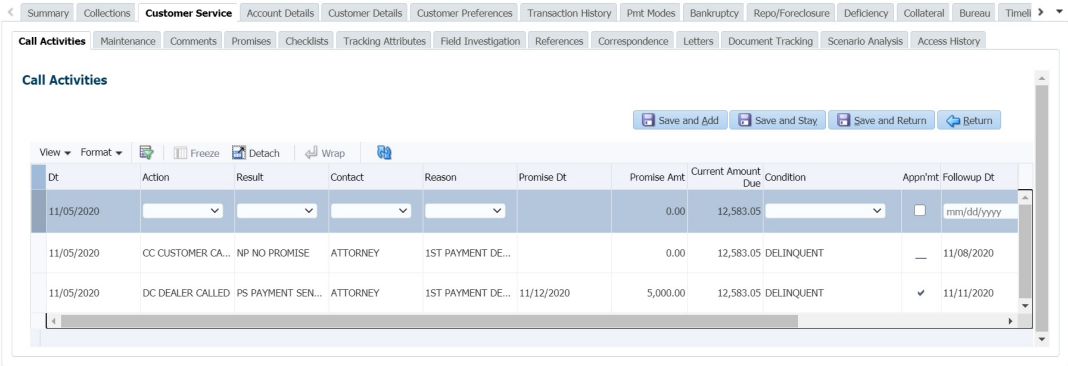
**Figure 4-10 Customer Service - Call Activities**




3. You can complete the following optional fields:
4. Perform any of the Basic Operations mentioned in Navigation chapter.

**Table 4-22 Recording a Call Activity**

| In this field | Do this |
|---|---|
| **Dt** | System defaults the current date. |
| **Action Code** | The action code is auto-updated based on action selected. |
| **Action** | Select the action performed from the drop-down list. |
| **Result Code** | The result code is auto-updated based on result selected. |
| **Result** | Select the result of the action from the drop-down list. Depending on the action selected, filtered results are displayed for selection. |
| **Contact** | Select the person contacted from the drop-down list. |
| **Reason** | Select the reason for the communication from the drop-down list. |
| **Cancel** | Select the check box to cancel the promise. |
| **Promise Dt** | Select the promise date from the adjoining calendar. |
| **Promise Amt** | Specify the promise amount. |
| **Current Amount Due**<br>**or**<br>**Due on Taken Dt** | View the amount due on the account as of current date.<br>On saving the record, the same amount is updated on the call activity and also system posts a comment on the account with the Amount Due as **<Account Currency Code> <Values of Amount Due> Amount Due on <GL Date>**. For example USD 200 AMOUNT DUE ON 11/12/2020.<br>**Note**: In add mode, this field name is **Current Amount Due** and table name is **Due on Taken Dt**. |


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**Table 4-22 (Cont.) Recording a Call Activity**

| In this field | Do this |
|---|---|
| **Condition** | Select the condition or queue type from the drop-down list.<br>The list displays a combination of all the possible conditions depending on the action and result selected along with any open conditions applicable on the account. You can select **None** if there are no specific conditions. |
| **Appointment** | Check this box to take an appointment.<br>If **Appointment** is checked, then system allows you to select date and appointment time as per customer request. If appointment flag is not checked, then you can only enter the date with date picker. |
| **Followup Dt** | Specify the next follow-up date. Based on this date, system automatically adds the account in queue for follow-up. |
| **Time Zone** | Select the time zone of the customer. |
| **Group Follow-up** | Check this box to enable group follow-up. |
| **Comment** | Specify additional information of the call activity, if any. |

5. Perform any of the Basic Actions mentioned in Navigation chapter.
6. Click to **Save and Add** to add a new record. Click to **Save and Return** to return to the main screen. The system creates two entries on Customer Service screen for the call activity.

The codes for Action and Result appear as a record on the Customer Service screen, under Call Activities tab. The description for Action and Result appear as a system generated comment on the Customer Service screen, under Comments tab. If the account is delinquent, then the delinquency days is also appended in the system generated comment..

## 4.5.1.2 Making an Appointment

The Appointment box on **Call Activities** section enables you to schedule an account to appear in a particular queue at a future date and time. When you make an appointment, account will appear in the front of queue listed in the Conditions field at the time listed in the Follow Up Dt field.
In order to view the account, you must be working in that queue at follow up time. Refer the Recording a Call Activity section.

**To make an appointment**

1. Open **Customer Service** screen and load the account you want to work with.
2. Click **Customer Service** sub tab and then click **Call Activities** tab under it.
3. Click **Add** and specify the field details on **Call Activities** section (Refer, **Recording a call activity** section).
4. In **Condition** field, select the condition for queue you want the account to appear in.
5. In **Follow Up Dt** field, select the date and time you want account to appear using the calendar. This can be either current day or a day in future.
6. Select the **Appn'mt** box.


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7. Click **Save And Add / Save And Return**.

If account is not worked within the queue on day of the appointment, nightly jobs will cancel the appointment. If the account's queue condition changes during nightly batch jobs, the outstanding appointments are cancelled.

### 4.5.1.3 Cancelling an Appointment

Using the **Call Activities** screen, you can cancel an appointment for an account. The account will still appear in the queue on follow up date, but no longer receive a priority.

**To cancel an appointment**

1. Open **Customer Service** screen and load the account you want to work with.
2. Click **Customer Service** sub tab and then click **Call Activities** tab under it.

   Click **Add**. The system displays **Call Activities** screen. If you need to change time for the appointment, create a new entry on account's **Call Activities** section with the same condition, but enter a new follow up date. If you need to cancel the appointment, create a new entry on account's **Call Activities** section with same condition, but don't check the **Appointment** check box.
   (To create a new entry, refer **Recording a Call Activity** section.)
3. Click **Save**.

### 4.5.1.4 Recording a Promise to Pay

If you record an action on **Call Activities** screen as a **promise to pay**, it appears as a record on the **Account Details** screen's **Promises** section. The Promises section enables you to quickly view these actions without searching for them individually.

**To record a promise to pay**

1. Open **Customer Service** screen and load the account you want to work with.
2. Click **Customer Service** sub tab and then click **Call Activities** tab under it.
3. Click **Add**. The system displays the **Call Activities** screen. In **Action** field, select the action which is already performed, such as DC - DEALER CALLED.
4. In the **Result** field, select a result involving a promise to pay, such as PP - PROMISE TO PAY.
5. You can complete the following optional fields:

**Table 4-23 Recording a Promise to Pay**

| In this field | Do this |
|---|---|
| **Contact** | Select the contact type. (Who was the person you communicated with?). |
| **Reason** | Select the reason, as stated by the contacted person. (What is the reason for this contact?). |

6. In the **Promise Dt** field, record date when the person you spoke with promises to make payment.
7. In the **Promise Amt** field, record amount of payment the person you spoke with promises to pay.
8. In the **Condition** field, select the condition or queue type.


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9. In the **Follow up Dt** field, enter next follow-up date for the promise-to-pay or accept the default date.
10. Click **Save**. The system automatically notes this information as an entry on the Promises and Comments sub screens.

> **Note**
>
> If payment amount is within the tolerance limit, promise is considered to be kept. If the payment amount is not within tolerance limit, promise is considered to be broken.

### 4.5.1.5 Cancelling a Promise to Pay

Oracle Financial Services Lending and Leasing enables you to cancel promises to pay using the **Account Detail's** screen **Call Activities** section. You might do this when a customer informs you prior to the promise date that he or she cannot make the payment.

**To cancel the existing promise to pay**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Customer Service** sub tab and then click **Call Activities** tab under it.
3. Click **Add**. The system displays the **Call Activities** screen.
4. Select the call activity entry for the promise to pay you want to cancel.

Click the **Cancel** box. The promise is marked as canceled and will not be considered when processing promises; in other words, it will not be counted as either satisfied or broken.

### 4.5.1.6 Posting Offline Call Activities

The system facilitates posting of offline call activities against an account.

**To Post Offline Call Activities:**

1. The source file is provided in CSV format (pre-determined for fields & size). Each field in the file is separated by a comma (,) and each line is separated by return (New Line).
2. A batch job Offline call activity posting, loads the provided flat file in the specified format and system will process it line by line.
3. For each line, the system posts Call Action Code and the corresponding Call Result Code, for a given account number with SYSDATE.
4. The system will perform respective call activities and sets the follow-up date as SYSDATE + Follow up Days (As provided in the feed file).
5. During offline call activity, you can specify comments, if any, in the comments field. The system defaults comments received from offline call activity in the comments section sub tab under Customer Service screen.
6. During offline call activity, you can also include the alert flag as **Y** or **N** for a comment as the last parameter (i.e. after comments and separated by a comma). Oracle Financial Services Lending and Leasing recognizes this comment as an alert and displays in Customer Service > Summary Tab, in Alerts section.


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## 4.5.2 Maintenance sub tab

The Customer Service screen's Maintenance screen acts as a single command stations that enables you to post a wide array of monetary and non monetary transactions for any given account. Transaction available is based on the account's LoanLine of creditLease produce and the user's responsibility. This section explains how to complete the following tasks:

**Monetary tasks**

**LoanLine of creditLease:**

- Apply, adjust, or waive servicing expenses
- Adjust or waive late charges
- Adjust or waive non-sufficient funds
- Apply, adjust, or waive repossession expenses
- Apply, adjust, or waive bankruptcy expenses
- Apply or adjust phone pay fees
- Change an index/margin rate
- Apply, adjust, or cancel financed insurance
- Generate a payoff quote
- Generate a backdated payoff quote
- Payoff an account
- Charge-off an account/Do Not Charge-Off an account
- Close an account
- Trading of Accounts - Monetary Transactions
- Account Settlement Transaction
- Change a due date
- Apply, adjust, or waive a disposition fee
- Apply, adjust, or waive a termination fee
- Record selling an asset
- Apply, adjust, or waive an excess usage fee
- Apply, adjust, or waive other fees and taxes
- Indicate a borrower as on or off active military duty
- Post a credit limit
- Activate, adjust, cancel, or waive a credit insurance disability
- Activate, adjust, cancel, or waive a credit insurance life
- Adjust or waive an advance transaction fee
- Adjust or waive a membership fee
- Adjust or waive an over limit fee
- Adjust, charge-off, or waive the advance/principal balance
- Adjust the interest balance


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- Stop interest accrual
- Indicate a borrower as on or off active military duty
- Change a due date
- Apply, adjust, or waive an extension fee
- Change payment amount
- Adjust or waive a prepayment penalty
- Reschedule an escrow payment
- Adjust or waive an escrow payment
- Adjust or waive a payoff quote fee
- Place an account in a nonperforming condition
- Reverse a nonperforming condition
- Reschedule precompute loan to interest bearing loan
- Change ACH due date
  **Change ACH due date** is optional. So, while posting a due date change transaction, you can choose whether to change the ACH due date or not. If you select **Yes** for Change ACH due date, then it changes both the ACH due date and due date. If you select **No**, it changes only due date. By default, system sets **No** for Change ACH due date parameter. When due date change transaction is being reversed, the original data for due date and Change ACH due date (if this was also changed) would be retained.

  In the ACH Maintenance transaction, the ACH default Indicator gets set to **Y** if ACH date gets defaulted from due date maintenance.

**Non-Monetary tasks**

**LoanLine of creditLease:**

- Update a customer's/Business name
- Maintain customer details
- Mark a customer/business as a skipped debtor
- Change a customer's Privacy Opt-Out indicator
- Stop correspondence
- Modify financed insurance information
- Start or stop an ACH
- Reprint a statement (batch only)
- Add or stop servicing of accounts with post dated checks as a repayment method
- Re-order coupon books
- Cancel or adjust an ESC
- Apply a refund payment to an ESC
- Cancel insurance (or reverse the insurance cancellation)
- Add new escrow insurance details
- Add new escrow tax details
- Change insurance annual disbursement
- Change insurance disbursement plan


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- Change escrow indicators of insurance
- Change insurance expiration date
- Change insurance maturity date
- Change tax annual disbursement
- Change tax disbursement plan
- Change escrow indicators of tax
- Resume escrow analysis
- Resume escrow disbursements
- Stop escrow analysis
- Stop escrow disbursements
- Refund or adjust insurance
- Adjust Dealer Compensation
- Trading of Accounts - Non-Monetary Transactions
- Bankruptcy Reporting Indicator
- Sub Unit Account Transfer

The system enables you to post a monetary transaction immediately or submit it for nightly processing. The transaction is identified as either a **real-time** or nightly batch transaction in Oracle Financial Services Lending and Leasing's transaction setup codes. The system also enables you to cancel the future dated transactions or transactions those have been submitted for nightly processing. All activities in the account, including who performed it, date and time stamp, are captured in the audit trail.

This section consists of the following topic:

- Creating Monetary and Non monetary Transactions

## 4.5.2.1 Creating Monetary and Non monetary Transactions

All monetary and non monetary tasks listed in the appendix **Transaction Parameters** are available for use on Maintenance screen. Each task requires a Transaction value and a Parameter value.

**To use the Maintenance screen to complete monetary transaction**

1. Open **Customer Service** screen and load the account you want to work with.
2. Click **Customer Service** sub tab and then click **Maintenance** tab under it.


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**Figure 4-11 Customer Service - Maintenance**

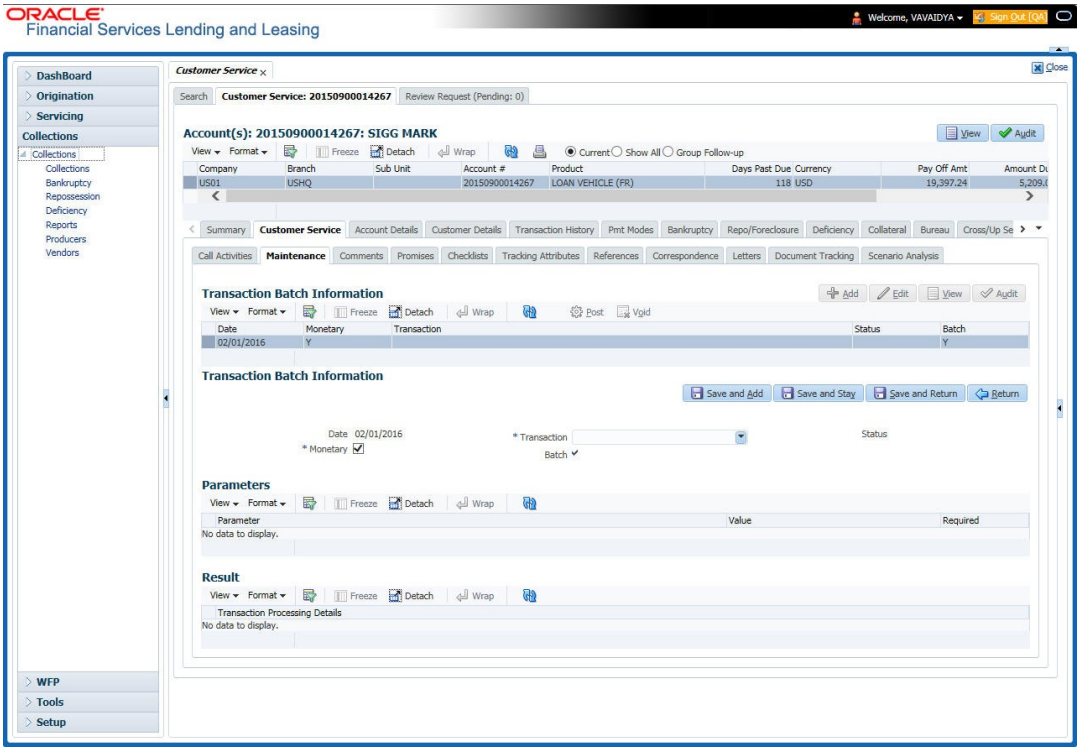


**Figure 4-12 Customer Service - Maintenance**

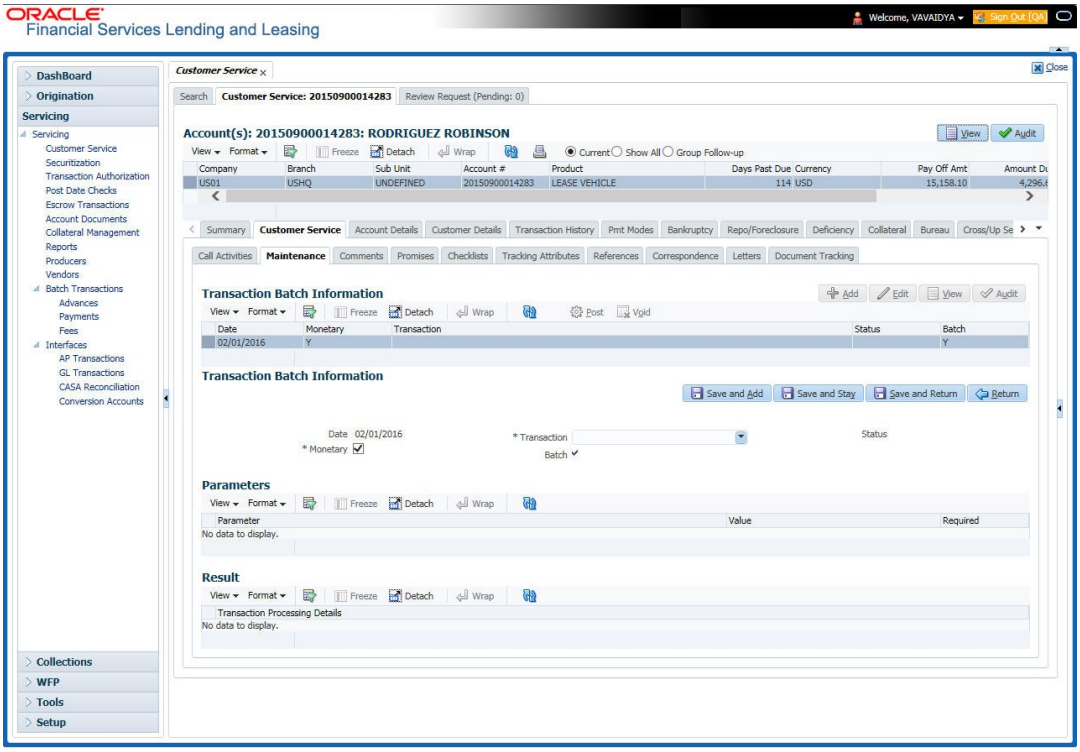



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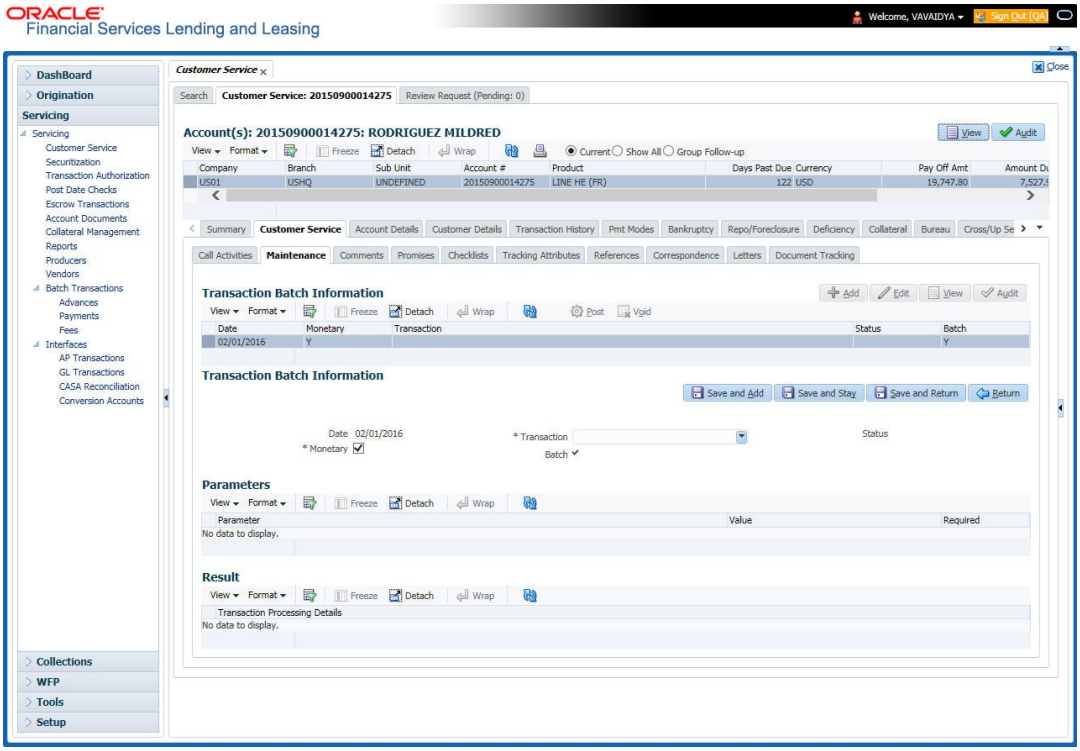
**Figure 4-13 Customer Service - Maintenance**




3. On the Maintenance screen's **Action** section, click **Add** in the **Transaction Batch Information Section** section:
   - Select the **Monetary** box to complete a monetary transaction.
     -or-
   - Clear the **Monetary** box to complete a non monetary transaction.
4. In the **Transaction** field, select transaction for the task you want to complete. Transaction availability depends on the type of LoanLine of creditLease account, whether the transaction is monetary or non monetary, and user responsibility.

   Note that, during set up, all transactions are configured to be processed either in real time or as a batch transaction. Accordingly, the **Batch** check box is selected only if the selected transaction is to be performed through batch execution.
5. Click **Load Parameters**.
6. Specify all the required parameter values and click **Post**. The system displays result (success or failure) in the Results section.

You can cancel a transaction by selecting the record and clicking **Void**. The parameter `TPE_TXN_POST_DEFAULT_GLDATE` is used to default the transaction date to GL date. If the **Default Transaction Date to GL Date** is **Yes**, then GL date will be defaulted as transaction date. If the value is **No**, then the transaction date will not be defaulted and you can specify the transaction date manually.

When transaction date is not equal to or less than the system date, transaction is considered to be back dated. System Date is **OFSLL System Date** which is the GL Date. When user posts the back dated transaction, system displays warning message as **Confirm to post the back dated transaction** with YES/NO. If user selects **Yes**, then transaction proceeds. If user selects **No**, then the transaction gets cancelled.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System displays back dated posting warning message only if the parameter `TPE_SHOW_BACKDATE_WARNING` is set to **Y**.

When an **ON MILITARY DUTY TRANSACTION** is posted in an account:

- The system restricts users from bankruptcy /repossession/foreclosure conditions.
- System posts DO NOT CHARGE OFF condition on that account to exclude the account from Auto Charge Off process.
- The DO NOT CHARGE OFF condition is removed when **OFF Military Duty** transaction is posted.

## 4.5.3 Comments sub tab

Oracle Financial Services Lending and Leasing enables you to record/delete comments on the Customer Service screen using **Comments** tab. These comments also appear under the **Comments** sub tab.

All the user added Comments in either Customer Service > Comments tab or in Right Hand Splitter > Add Comment section, are displayed in the Comments sub tab including system generated comments.

You can export the comments information associated to the account in excel format on clicking **Export to Excel** button.

This section consists of the following topics:

- Recording an Additional Comment
- Deleting Comment(s)

### 4.5.3.1 Recording an Additional Comment

**To record an additional comment**

1. Open the **Customer Service** screen and load the account you want to work with
2. Click **Customer Service** sub tab and then click **Comments** tab under it.
3. Click **Add**. The system displays the **Comments** screen.


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**Figure 4-14 Customer Service - Comments**

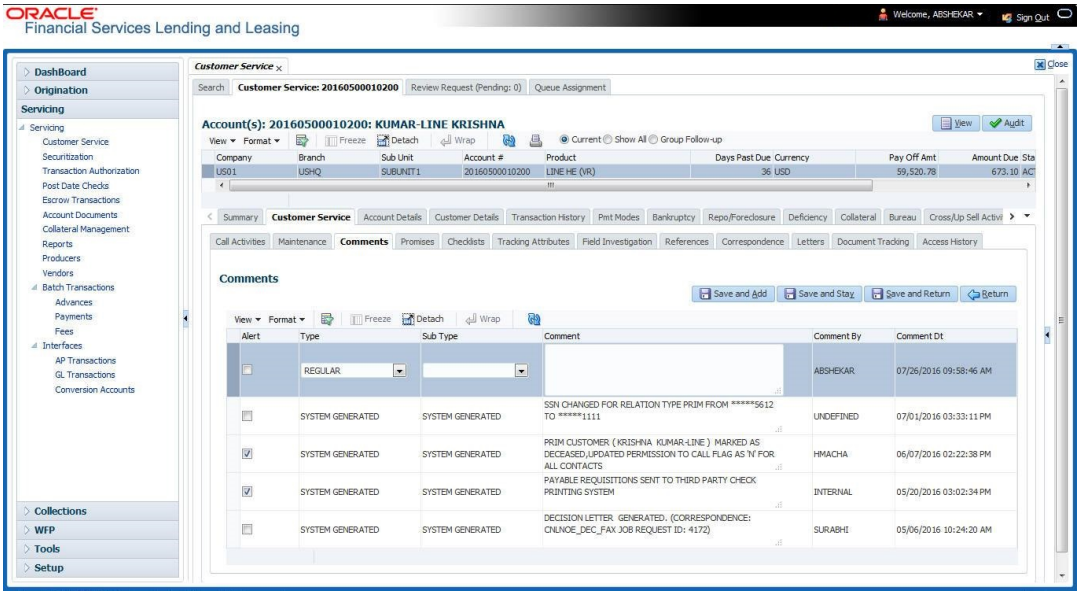


**Figure 4-15 Customer Service - Comments**

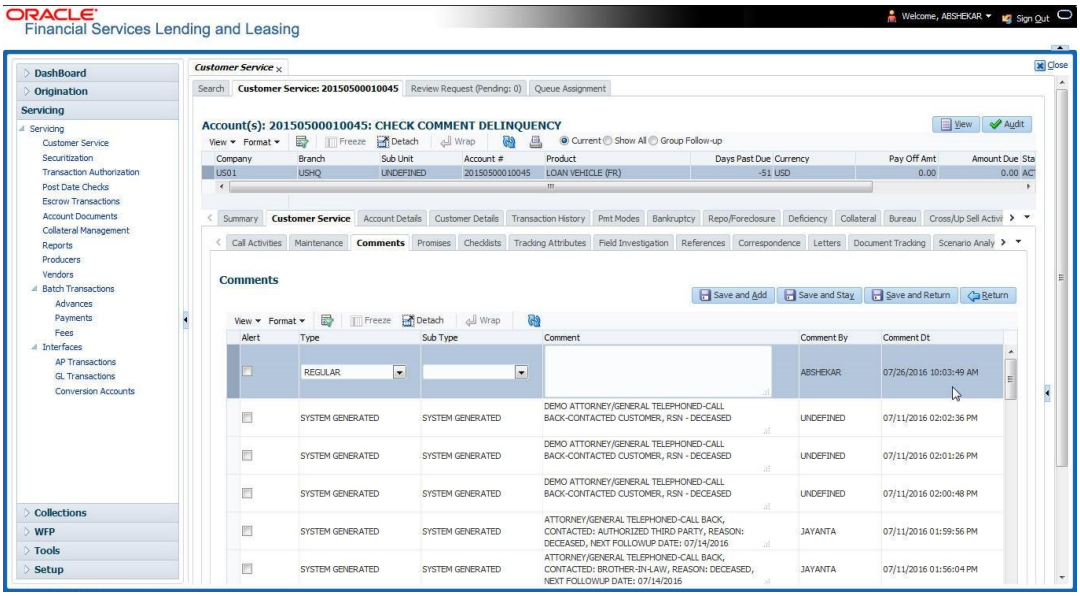



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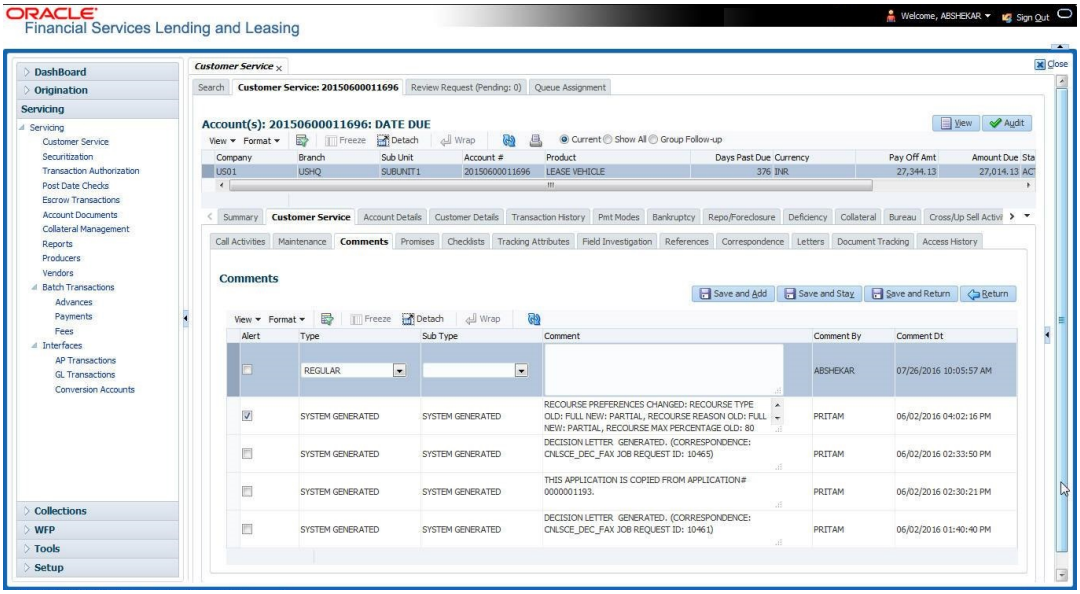
**Figure 4-16 Customer Service - Comments**




4. If you want to tag this comment as important, select the **Alert** box. If selected, the comment appears on Customer Service screen's Alerts section, after **Save**.
5. In the **Type** field, select what type of comment you are adding.
6. In the **Sub Type** field, select what sub type of comment you are adding.
7. In the **Comment** field, specify your comment.
8. Click **Save and Add** to add a new record. Click **Save and Return** to return to the main screen.

Comments can be viewed under the Comments tab View the following:

**Table 4-24 Comments tab**

| In this field | View this |
|---|---|
| **Alert** | If selected, Oracle Financial Services Lending and Leasing to recognizes this comment as an alert and displays in Customer Service > Summary Tab, in Alerts section. |
| **Type** | The type of comment. |
| **SubType** | The sub type of comment. |
| **Comment** | The text message entered in the Add Comments section. |
| **Comment By** | The user ID of person who entered comment in the Add Comments section. |
| **Comment Dt** | The date on which comment was entered in the Add Comments section. |

## 4.5.3.2 Deleting Comment(s)

You can delete **REGULAR** type comments displayed in the Comments sub tab.

**To delete a comment**

1. Open the **Customer Service** screen and load the account you want to work with.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2. Click **Customer Service** sub tab and then click **Comments** tab under it.
3. Select the row which consists of the comment and click **Delete** from the actions.
4. Click **Yes** to confirm delete in the warning message displayed.

## 4.5.4 Promises sub tab

The system automatically updates promise to pay request information as an entry under the Promises sub tab based on value defined in parameter at setup level.

**Table 4-25 Promises sub tab**

| In this field | View this |
|---|---|
| **Promise Amt** | The amount promised. |
| **Promise Dt** | The date by which customer promises to pay the said amount. |
| **Taken By** | The user who took promise. |
| **Taken Dt** | The date promise was taken. |
| **Due on Taken Dt** | View the amount due on the account as of current date.<br>**Note**: In add mode, this field name is **Current Amount Due**. |
| **Collected Amt** | The amount collected against the promise. |
| **Broken ind** | If **Y**, indicates that this is a broken promise.<br>**Note**: This field is auto-updated by the system at runtime after executing the scheduled batch job CPPPRC_BJ_100_01 (BROKEN PROMISE PROCESSING) with the method of update defined in Company parameter FUTURE PROMISE HANDLING METHOD (CMN_PROMISE_FUTURE_MTHD). Refer **Company Parameters** section for more information. |
| **Canceled** | If **Y**, indicates that this is a canceled promise |

If a call was recorded as a PROMISE TO PAY on the **Call Activities** section, it will appear under the **Promises** sub tab. The **Promises** sub tab enables you to quickly view details about the call and subsequent actions and displays 25 most recent promises to pay.

A promise is considered to be broken in either of the following conditions:

- If system does not receive the promised amount **ON or Before** the promised date.
- If a payment is received but the paid amount is not up to the tolerance limit, as defined in Setup > Contract screen.

System automatically updates the consolidated status of all promises in Customer Service > Summary tab, **Delinquency Information** section. View the following information in the Promises sub tab.

**Create Multiple Promises**

In the Promises sub tab, you can capture more than one Promise at a go and track all promises, instead of adding multiple call activities to capture multiple promises.


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To record multiple promises related to call activity, Click **Create Multiple Promises**. The system displays the **Promises** section with the following fields:

**Table 4-26 Create Multiple Promises**

| In this field | View this |
|---|---|
| **Action** | Select the type of action from the drop-down list. |
| **Result** | Select the required result of action from the drop-down list. The Result field drop-down list displays only **Promise to Pay** related results based on the action selected. |
| **Contact** | Select the type of person you contacted from the dropdown list. |
| **Reason** | Based on the account condition and the reason stated by the contact, select the appropriate reason from the drop-down list. |
| **Promise St Dt** | Select the date from which the first promise is made from the adjoining calendar icon. |
| **Frequency** | Select the frequency of payment from the drop-down list. |
| **Promise Amt** | System defaults the current due amount on the account as on current date.<br>Specify the amount promised by the contact. Ensure that you do not enter zero or a decimal value. |
| **No. of Promises** | Specify the total number of promises made by the contact. A minimum of one promise need to exist. |
| **Appointment** | Select the check box if a prior appointment is to be taken for future follow-up. |
| **Current Amount Due** | View the amount due on the account as of current date. |
| **Comment** | Specify additional details of the promise, if any. |

Click **Create** to record the promise details. Based on the number of promises, equivalent records are created in the section below with the following information:

**Table 4-27 Promises sub tab**

| In this field | View this |
|---|---|
| **Promise Dt** | The first record indicates the promise start date and subsequent records will have dates incremented based on frequency and number of promises. |
| **Promise Amt** | View the amount promised. |
| **Reason** | Indicates the reason stated by the contact. |
| **Contact** | Indicates the contact selected. |
| **Follow-Up Dt** | Indicates the follow-up date which is auto calculated by the system by adding 2-3 additional days from the promise date. |
| **Appointment** | Indicates if a prior appointment is required for future follow-up. |
| **Comment** | Specify additional details of the promise, if any. |


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If required, You can further modify the details of each record.

Perform any of the Basic Actions mentioned in Navigation chapter. Click **Save and Return**. The recorded promises are populated in Call Activities tab for tracking.

For more information on Call Activities, refer Customer Service > Call Activities sub tab section.

## 4.5.5 Checklists sub tab

**Table 4-28 Checklists sub tab**

| In this field | View this |
|---|---|
| **Promise Amt** | The amount promised. |
| **Promise Dt** | The date by which customer promises to pay the said amount. |
| **Taken By** | The user who took promise. |
| **Taken Dt** | The date promise was taken. |
| **Collected Amt** | The amount collected against the promise. |
| **Broken** | If selected, indicates that this is a broken promise. |
| **Canceled** | If selected, indicates that this is a canceled promise. |

Oracle Financial Services Lending and Leasing enables you to use checklist to ensure that procedures are followed to complete various tasks. This instructional information appears under the **Checklist** sub tab.

This section consists of the following topic:

- Completing a Checklist for an Account

### 4.5.5.1 Completing a Checklist for an Account

**To complete a checklist for an account**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Customer Service** tab, Click **Checklist** sub tab.


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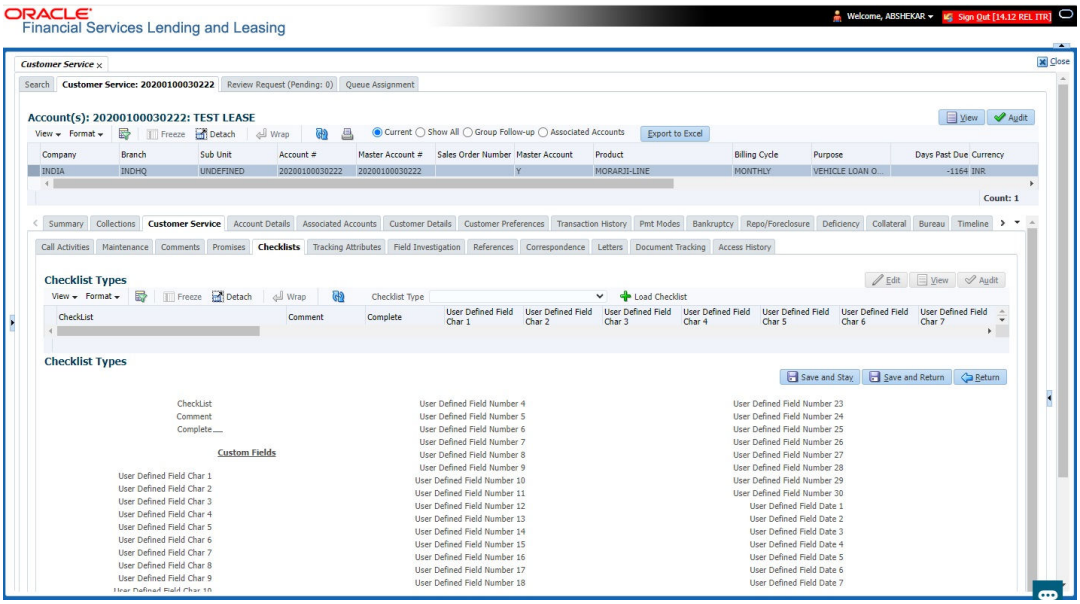
## Figure 4-17 Customer Service - Checklists




## Figure 4-18 Customer Service - Checklists

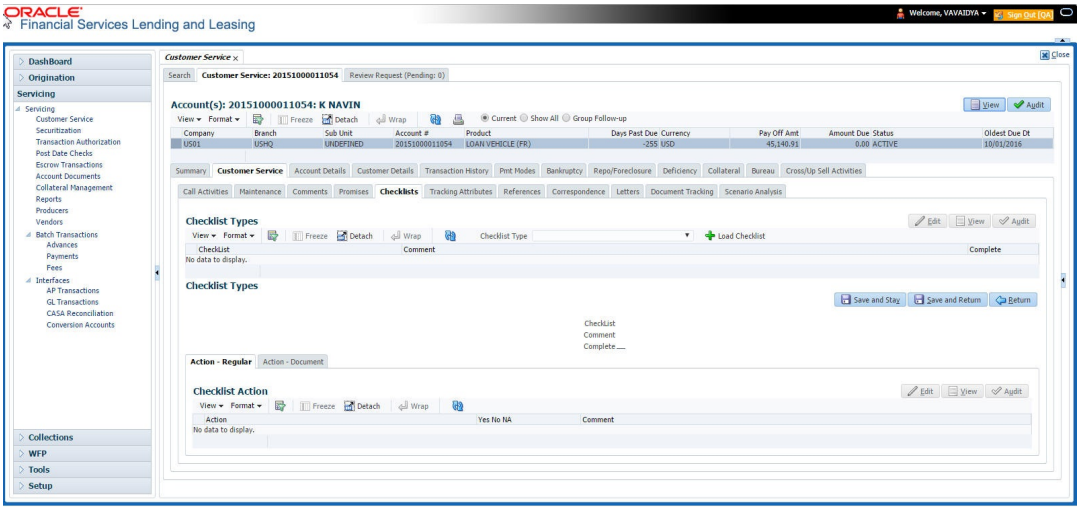




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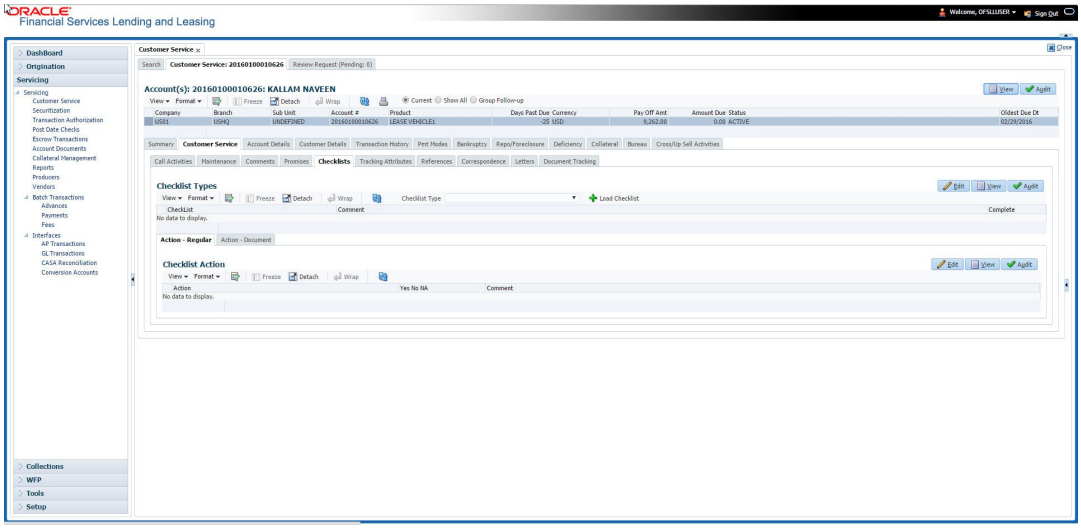
**Figure 4-19 Customer Service - Checklists**




3. In the **Check List Type** field, select the type of checklist you want to complete and then click **Load Checklist**. The system loads checklist in the **Checklist** and **Checklist Action** sections.
4. Under **Action - Regular** tab, Click **Edit**. In the Action field, select an action you want to complete.
5. Under **Action - Document** tab, Click **Edit**. In Document tab, you can track documents pertaining to the checklist type and update the status.
6. Note your work with the **Yes/No/NA** option buttons. You can also add comments to each action on the checklist in the Comment column.
7. Perform any of the Basic Actions mentioned in Navigation chapter. Click **Save and Add** to add a new record. Click **Save and Return** to return to the main screen.

## 4.5.6 Tracking Attributes sub tab

The Tracking Attributes screen enables you to link information to an account that is not tracked by default in the system, but is part of your company's business practices; for example, the location of important documents, how customers receive pay checks, or the hint questions for remembering a PIN. Such attributes are defined during system setup.

The Tracking Attributes for LoanLine of creditLease accounts in this screen can also be loaded in bulk through file upload process. While doing so, ensure that the input data file definitions are in sync with attribute names. Before processing the bulk upload, system validates if the Tracking Attributes are already loaded. If not, system loads the Tracking Attributes and then updates the details.

**To use the Customer Service screen's Tracking Attributes screen**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click the **Customer Service** tab, then click **Tracking Attributes** sub tab.
3. Click **Load Tracking**. The system loads the tracking parameters.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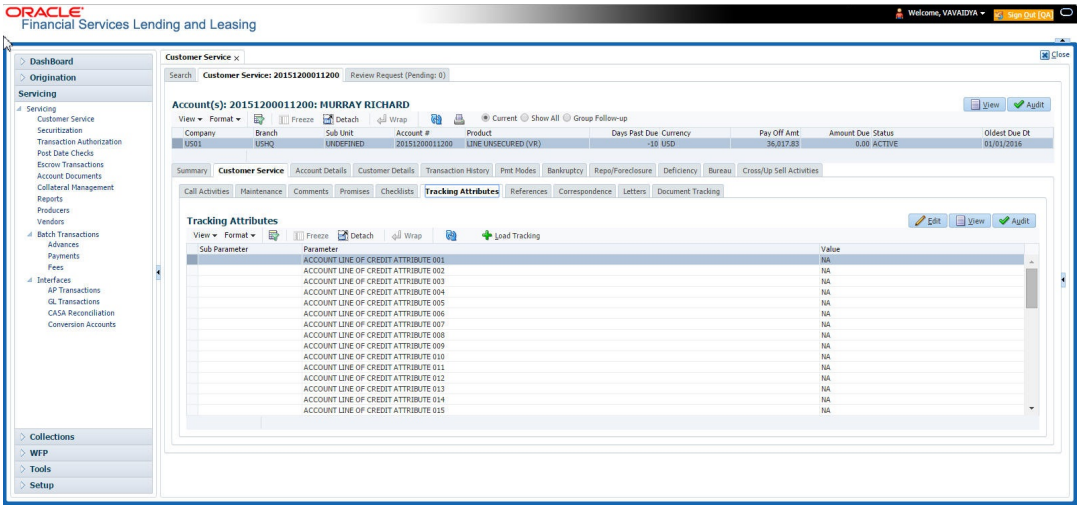
## Figure 4-20 Customer Service - Tracking Attributes




## Figure 4-21 Customer Service - Tracking Attributes

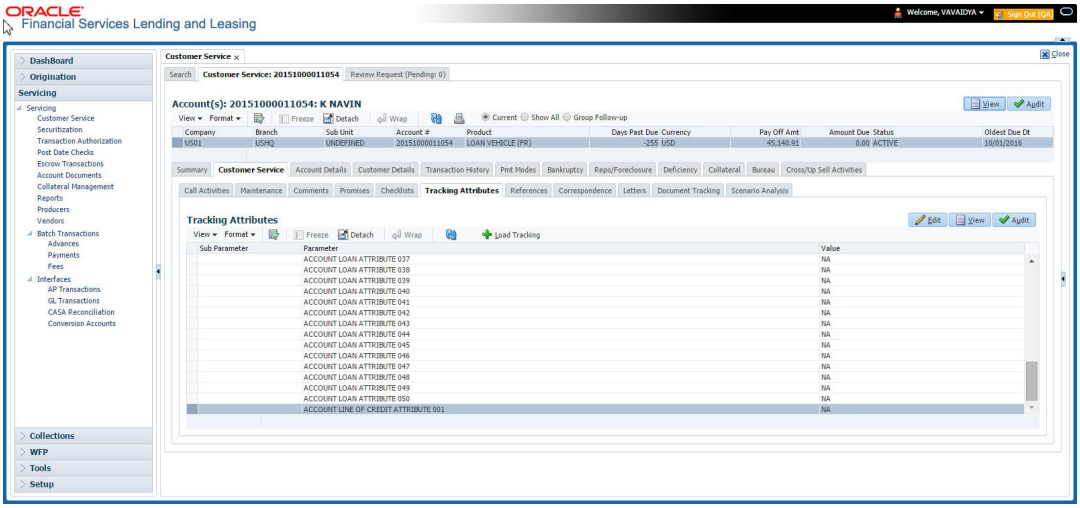




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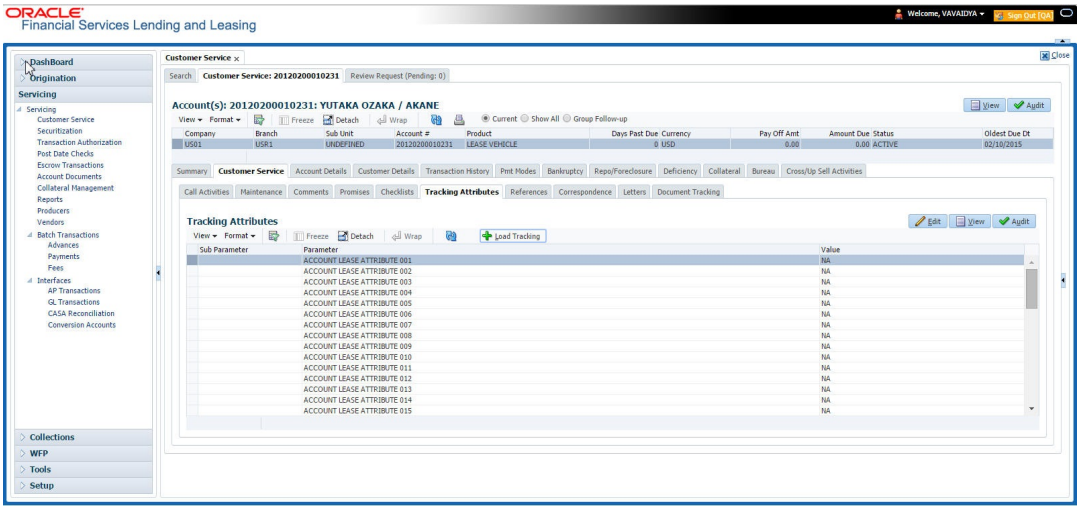
**Figure 4-22 Customer Service - Tracking Attributes**




4. Complete **Tracking** section by entering the requested parameter in the **Value** field.
5. Save any changes you made to the account.

## 4.5.7 Field Investigation Sub Tab

The Field Investigation sub tab allows you to record the field investigation details for further processing. Field investigation primarily consists of verifying customer's contact points and the other details to be verified such as address, employment, asset etc through a specific verifying agency.

**To record field investigation and create work-order**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click the **Customer Service** tab, then click **Field Investigation** sub tab.

**Figure 4-23 Customer Service - Field Investigation**

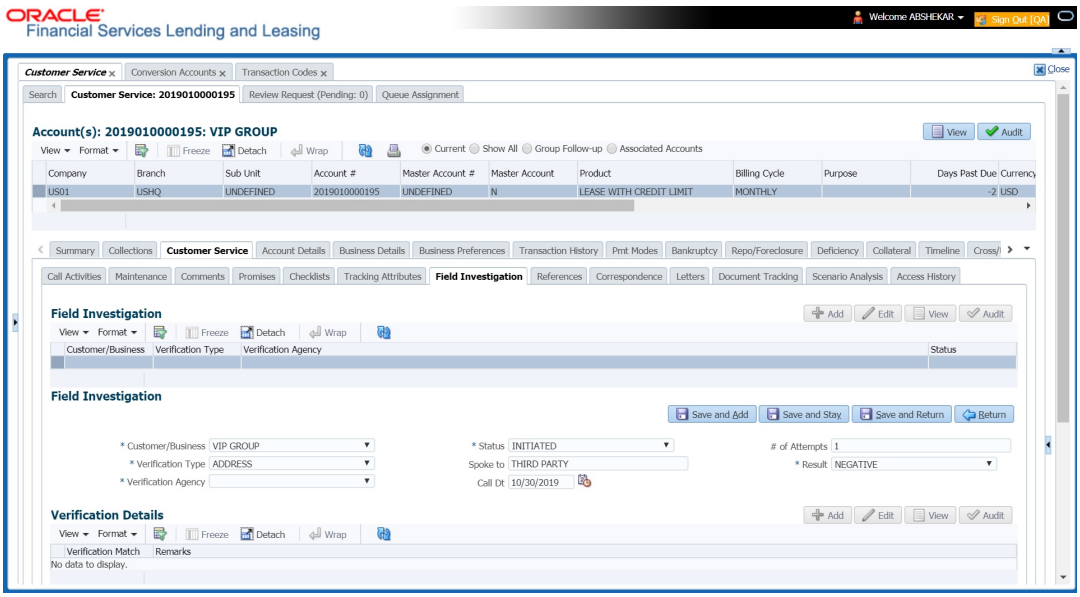




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**Figure 4-24 Customer Service - Field Investigation**

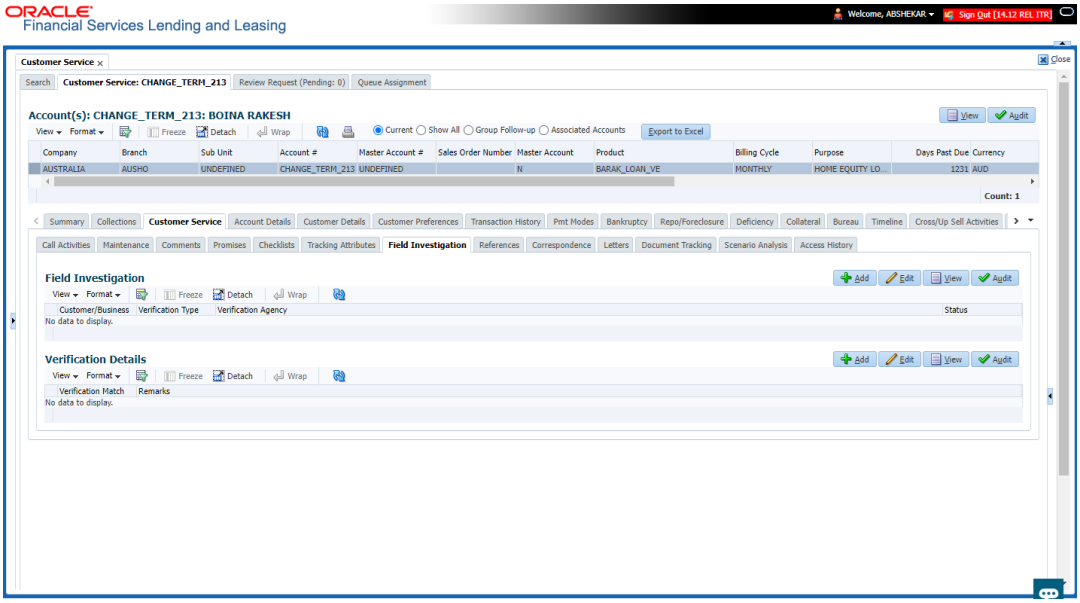
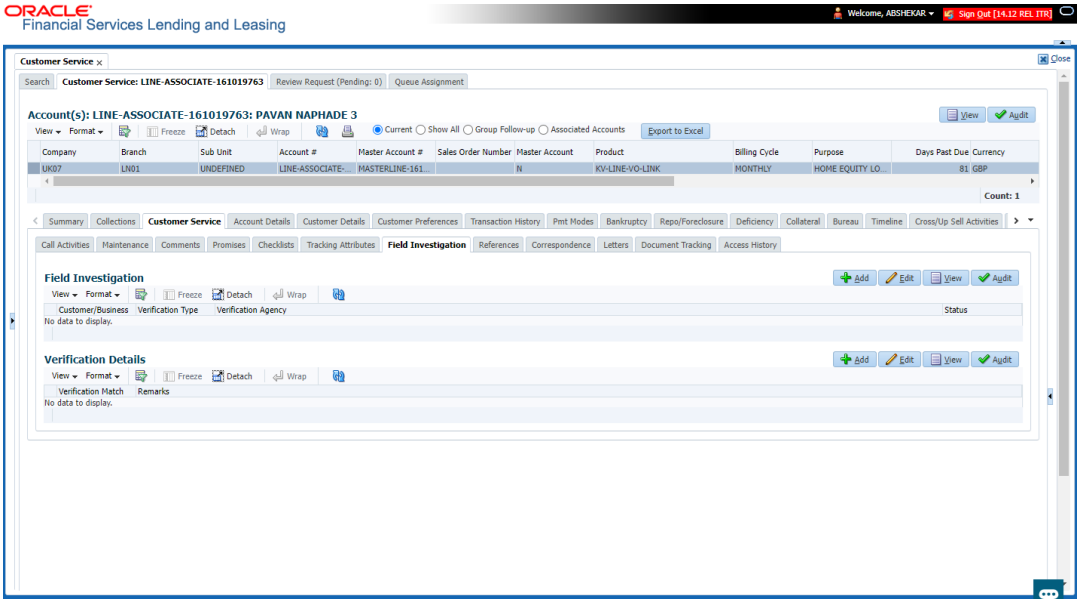



**Figure 4-25 Customer Service - Field Investigation**




3. In **Field Investigation** section, perform any of the Basic Operations mentioned in Navigation chapter.

   A brief description of the fields are given below:

**Table 4-29 Field Investigation**

| Field | Do this |
|---|---|
| Customer/Business | Select the customer attached to the account or Business Name if it is an **SBL** or Business account from the adjoining drop-down list. |


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**Table 4-29 (Cont.) Field Investigation**

| Field | Do this |
|---|---|
| Verification Type | Select the field verification type from the adjoining drop-down list. |
| Verification Agency | Select the verification agency from the adjoining drop-down list. |
| Status | Select the field verification status from the adjoining drop-down list. |
| Spoke to | Specify the name of the person contacted during field verification. |
| Call Dt | Select the date when the customer was contacted from the adjoining calendar. |
| # of Attempts | Specify the number of attempts made to contact the customer. |
| Result | Select the field verification result from the adjoining drop-down list. |

4. Perform any of the Basic Actions mentioned in Navigation chapter.
5. In **Verification Details** section, perform any of the Basic Operations mentioned in Navigation chapter.

   A brief description of the fields are given below:

**Table 4-30 Verification Details**

| Field | Do this |
|---|---|
| Remarks | Specify remarks, if any regarding the field verification. |
| Verification Match | Check the box if the verification has matched. |

6. Perform any of the Basic Actions mentioned in Navigation chapter.

## 4.5.8 References sub tab

The References sub tab enables you to view/add/edit references attached to the account during LoanLine of creditLease origination cycle.

**To use the Customer Service screen's References screen**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click the **Customer Service** tab, then click **References** sub tab.
3. Click **Add**. Perform any of the Basic Operations mentioned in Navigation chapter.


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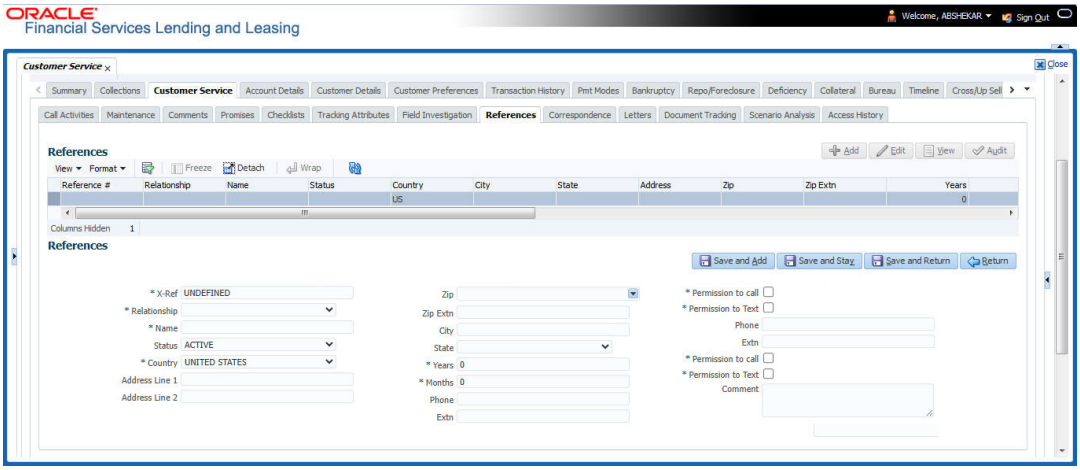
**Figure 4-26 Customer Service - References tab**




Specify the following details:

**Table 4-31 References screen**

| In this field | Specify this |
|---|---|
| **X-Ref** | This is the reference number generated from external system. You can specify any alphanumeric value and system does not perform any validation.<br>The default value is UNDEFINED. |
| **Relationship** | Referee's relationship with borrower. |
| **Name** | Referee's name and details in the following fields. |
| **Status** | Select the status of the reference as either **Active** or **Inactive** from the drop-down list. |
| **Country** | The country. |
| **Address** | The address line. |
| **Zip** | The zip code. |
| **Zip Extn** | The zip code extension |
| **City** | The city. |
| **State** | The state. |
| **Years** | Number of years that the reference is known by the borrower. |
| **Months** | The number of months that the reference is known by the borrower. |
| **Phone** | The reference's primary phone number. |
| **Extn** | The reference's primary phone extension. |
| **Permission to call** | Check this box if customer has provided permission to contact through the specified phone number. |
| **Permission to Text** | Check this box if customer has provided permission to contact through text message. |
| **Phone** | The reference's secondary phone number. |


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**Table 4-31 (Cont.) References screen**

| In this field | Specify this |
|---|---|
| **Extn** | The reference's secondary phone extension. |
| **Permission to call** | Check this box if customer has provided permission to contact through the specified phone number. |
| **Permission to Text** | Check this box if customer has provided permission to contact through text message. |
| **Comment** | The comments regarding the reference. |

4. Perform any of the Basic Actions mentioned in Navigation chapter. Click **Save and Add** to add a new record. Click **Save and Return** to return to the main screen.

> **Note**
>
> You can also post a non-monetary transaction to add or modify contact reference details. For more details, refer to Appendix - **Transaction Parameters** chapter. For references updated through the Customer Service screen, system automatically appends a comment as **Direct Update** while posting the respective transactions.

## 4.5.9 Correspondence sub tab

Ad-hoc correspondence enables you to include information from accounts in document templates you create yourself without manually transferring the data. Ad-hoc documents can be generated as either Microsoft Word or PDF files.

Ad-hoc correspondence can be viewed on the Correspondence screen when you have opened an account. The screen enables you to generate a new letter or view a previously generated letter.

**To generate an ad-hoc correspondence**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click the **Customer Service** tab, then click **Correspondence** sub tab.


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**Figure 4-27 Customer Service - Correspondence**

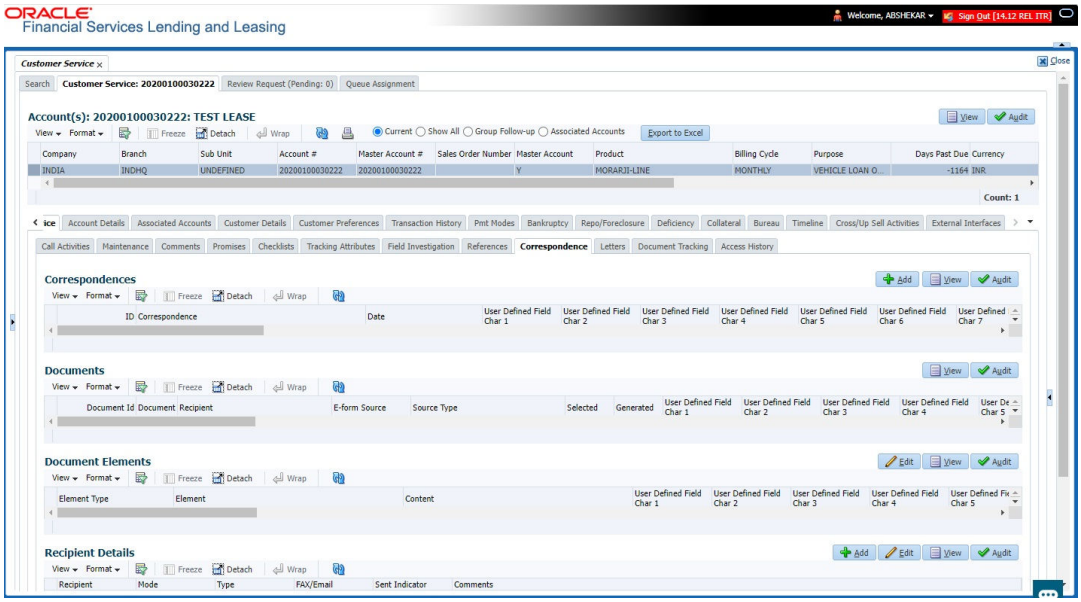


**Figure 4-28 Customer Service - Correspondence**

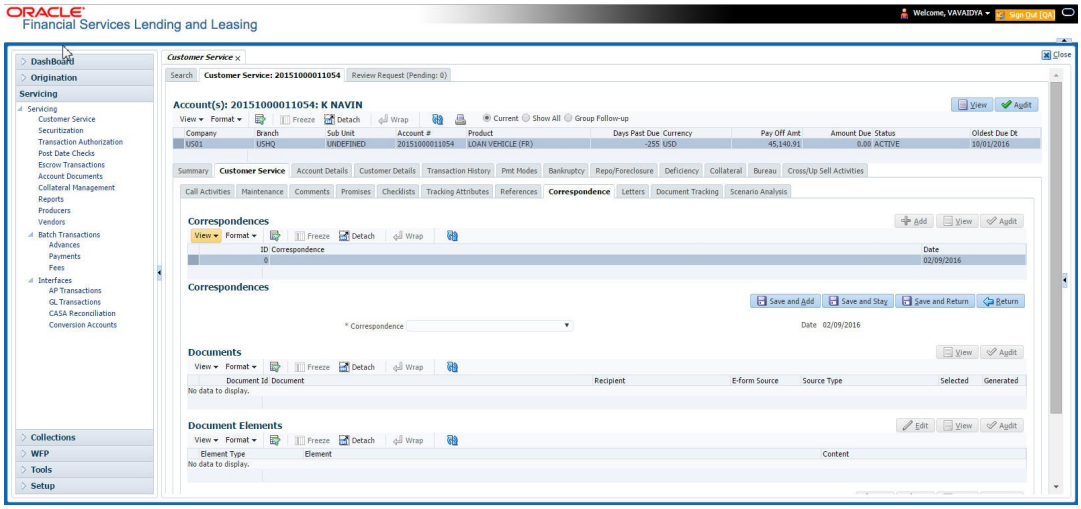



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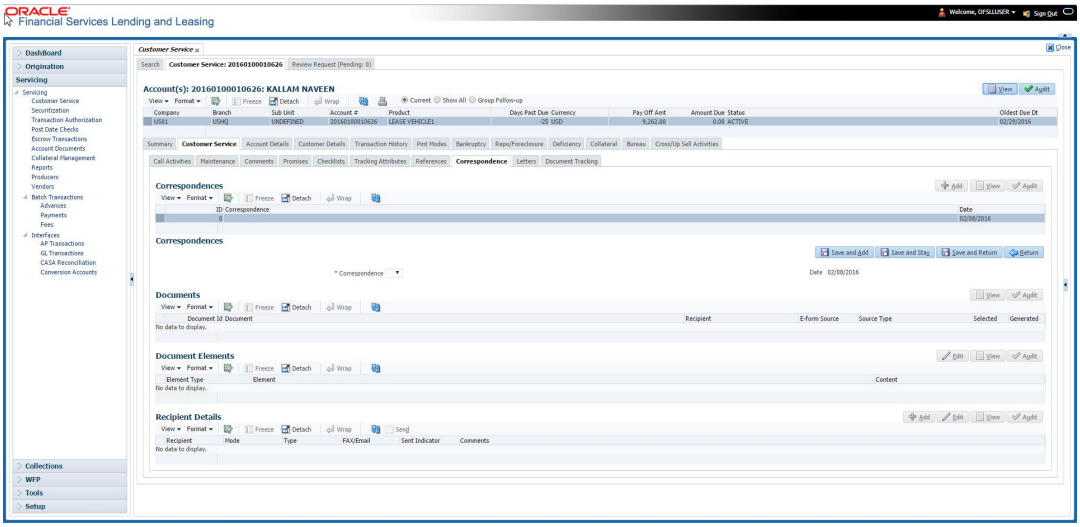
**Figure 4-29 Customer Service - Correspondence**




3. In the **Correspondence** section, click **Add**. In the **Correspondence** section, use Correspondence field to select type of correspondence you want to generate. The system displays following information in the Correspondence screen for selected type of correspondence:

**Table 4-32 Correspondence**

| In this field | View this |
|---|---|
| **Id** | The correspondence id. |
| **Correspondence** | The correspondence which is to be generated. |
| **Date** | The correspondence generation date. |

4. In the **Correspondence** section, click **Save**. The **Documents** section displays all types of documents available for the type of correspondence you selected.
5. In the **Documents** section, click **View**. View the following information for each document:

**Table 4-33 Documents**

| In this field | View this |
|---|---|
| **Document Id** | The document Id. |
| **Document** | The document description. |
| **Recipient** | The recipient description. |
| **E-Form Source** | The e-form source. |
| **Source Type** | The source type. |
| **Generated** | **Y** indicates that Oracle Financial Services Lending and Leasing generated the document. |
| **Selected** | **Y** indicates that this document is selected to be included in the correspondence. |

6. In the **Documents** section, select the correspondence you want to view.
7. The **Document Elements** section displays elements of the system used to generate correspondence.
8. Click **All** to view all elements in the correspondence.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-or-

9. Click **User Defined**, to view user-defined elements in the correspondence. In the **Document Elements** section, view the following information:

**Table 4-34 Document Elements**

| In this field | Do this |
|---|---|
| **Element Type** | View the document element type. |
| **Element** | View the element description. |
| **Content** | Enter/view value of the element. |

10. In the **Document Elements** section, click **User Defined** and complete **Content** fields for **Element** fields you want to include in the correspondence.
11. In the **Document Elements** section, click **Save**.
12. In the **Document Elements** section, click **View**.

The system displays a PDF of the ad-hoc correspondence.

- Recipient Details Sub Tab

## 4.5.9.1 Recipient Details Sub Tab

The recipient details sub tab facilitates you to send ad-hoc correspondence to Customers, Producers, and Others as an email.

**To add recipient details**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Correspondence > Recipient Details**.
3. Perform any of the Basic Operations mentioned in Navigation chapter.

   A brief description of the fields is given below:

**Table 4-35 Recipient Details**

| Field | Do this |
|---|---|
| Recipient | Select the recipient from the drop-down list. The list displays the following options:<br>• Applicant<br>• Customer<br>• Producer<br>• Others<br>• Business |
| Customer Type | This field is enabled if you has selected the recipient as **Customer**. Select the type of customer relation from the drop-down list. The list is populated with all the customer relations linked to the account. |
| Mode | Select the mode of correspondence from the drop-down list. The list displays the following options:<br>• Fax<br>• Email |


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**Table 4-35 (Cont.) Recipient Details**

| Field | Do this |
|---|---|
| Type | Based on the recipient selected, the following type of correspondence is listed for selection:<br>When the recipient is selected as Customer / Producer, the Type is defaulted as **Email** and associated email ID is selected for correspondence. You can also change the Type to **Adhoc** and specify the required email ID.<br>When the recipient is selected as **Others** you can specify the email ID in Type field for correspondence. |
| FAX/Email | View the auto populated FAX/Email details or select from the drop-down list.<br>Email and Fax details are auto populated if the recipient is selected as Customer / Producer / Business and the **Mode** and **Type** is selected as EMAIL. |
| Comments | Specify additional information as comments. |

4. In the Recipient Details section, Perform any of the Basic Actions mentioned in Navigation chapter. Click **Save**.
5. Click **Send** to email the correspondence details to the specified recipients.

   System validates the correspondence details and generates a PDF document through BI Publisher with the Correspondence details. The same is emailed to the specified recipient as an attachment and a system generated comment is updated in **Comments** Tab. The correspondence consists of following header details::

**Table 4-36 Correspondence header details**

| Alert | Type & Subtype | Comment | Comment By | Comment Date |
|---|---|---|---|---|
| N | System Generated | <Type> <Correspondence type> sent to <Recipient Type> through < Mode> to <'Email' id> | Logged in user | Current System date with time stamp |

## 4.5.10 Letters sub tab

The Oracle Financial Services Lending and Leasing Customer Service screen's correspondence address matters regarding customer service and collections for accounts. They also enable financial organizations to manage bulk mailings.

The Letters screen enables you to create and view the following types of correspondence:

- Welcome letter
- Paid in Full letter
- PayOff quote letter
- Rate change intimation letter
- PDC renewal letter


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Servicing:

- Pay Off quote letter
- PDC renewal letter

Collection:

- Collection Letter - 1
- Collection Letter - 2
- Collection Letter - 3

You can view format of all the above letter types by clicking **View Letter** button. In case, the correspondence to a particular customer has been stopped using the Maintenance, **View Letter** button will not be displayed and only Letters screen will be available.

**To use the Letters screen**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click the **Customer Service** tab, then click **Letters** sub tab.

**Figure 4-30 Customer Service - Letters**

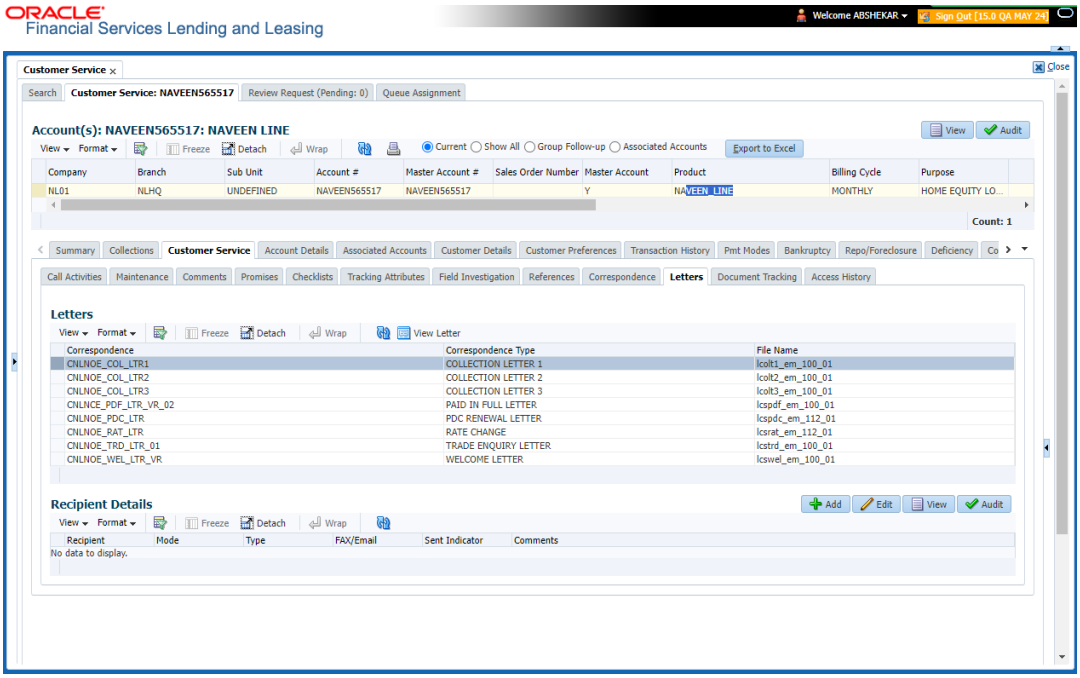



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**Figure 4-31 Customer Service - Letters**

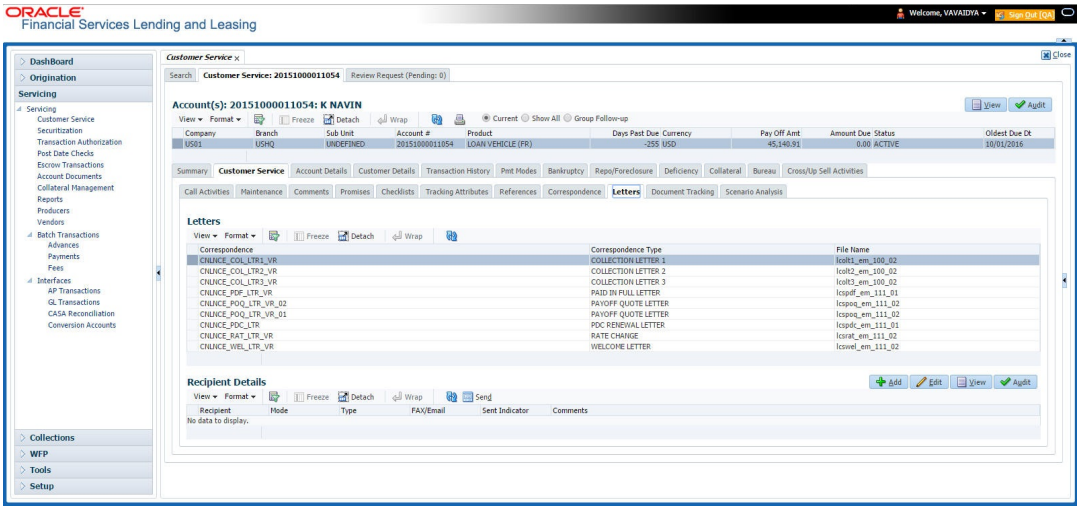
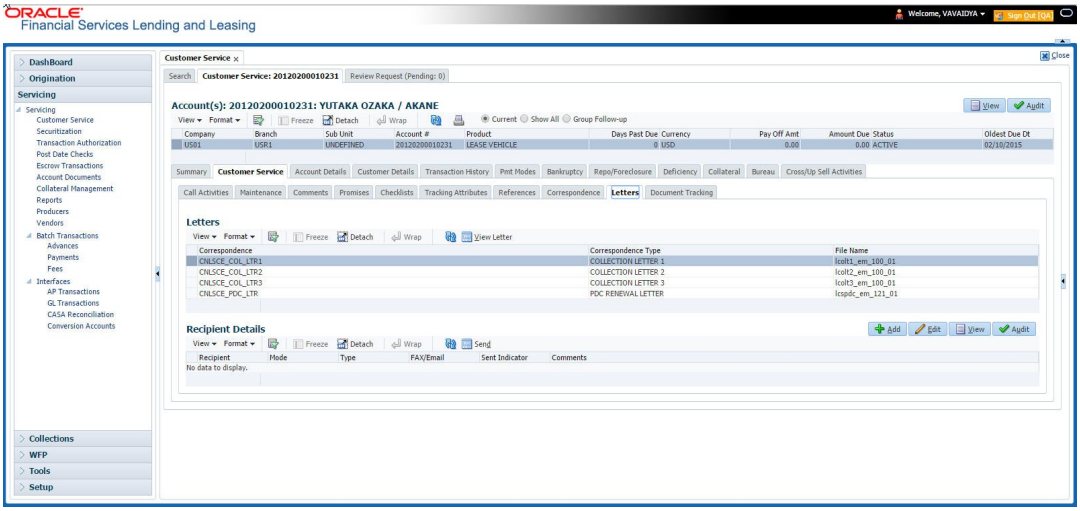



**Figure 4-32 Customer Service - Letters**




## Recipient Details

In the **Recipient Details** section, you can maintain the recipient details to whom the letter should be sent.

Perform any of the Basic Operations mentioned in Navigation chapter.

You can specify the following recipient details:


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**Table 4-37 Recipient Details**

| Field | Do this |
|---|---|
| Recipient | Select the recipient from the drop-down list. The list displays the following options:<br>• Applicant<br>• Customer<br>• Producer<br>• Others<br>• Business |
| Customer Type | This field is enabled if you has selected the recipient as **Customer**. Select the type of customer relation from the drop-down list. The list is populated with all the customer relations linked to the account. |
| Mode | Select the mode of correspondence from the drop-down list. The list displays the following options:<br>• Fax<br>• Email |
| Type | Based on the recipient selected, the following type of correspondence is listed for selection:<br>When the recipient is selected as Customer / Producer, the Type is defaulted as **Email** and associated email ID is selected for correspondence. You can also change the Type to **Adhoc** and specify the required email ID.<br>When the recipient is selected as **Others** you can specify the email ID in Type field for correspondence. |
| FAX/Email | View the auto populated FAX/Email details or select from the drop-down list.<br>Email and Fax details are auto populated if the recipient is selected as Customer / Producer / Business and the **Mode** and **Type** is selected as EMAIL. |
| Comments | Specify additional information as comments. |

3. In the Recipient Details section, perform any of the Basic Actions mentioned in Navigation chapter.
4. Click **Send** to email the correspondence details to the specified recipients.

   System validates the correspondence details and generates a PDF document through BI Publisher with the Correspondence details. The same is emailed to the specified recipient as an attachment and a system generated comment is updated in **Comments** Tab. The correspondence consists of following header details:


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**Table 4-38 Correspondence header details**

| Alert | Type & Subtype | Comment | Comment By | Comment Date |
|---|---|---|---|---|
| N | System Generated | <Type> <Correspondence type> sent to <Recipient Type> through < Mode> to <'Email' id> | Logged in user | Current System date with time stamp |

This section consists of the following topics:

- Servicing: Welcome letter
- Servicing: Paid in Full letter
- Servicing: Payoff Quote
- Collections: Collection letter 1
- Collections: Collection letter 2
- Collections: Collection letter 3
- Servicing: Rate Change Intimation Letter

## 4.5.10.1 Servicing: Welcome letter

The predefined loan Welcome letter is automatically sent a configurable number of days after an account is activated after the loan origination process.

The Welcome letter is available for loans (fixed and variable rate).

**To generate the Welcome letter**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click the **Customer Service** tab, then click **Letters** sub tab.
3. On the **Letters** section, select **Welcome Letter**.
4. Click **View Letter** to generate Welcome Letter - 3.


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**Figure 4-33 Servicing: Welcome letter**

Confirm Information Letter

ORACLE Financial Services Lending and Leasing

**Phone:**
**Fax:**

**Date:** 10/10/2013

Dear ,

Thank you for selecting as your lending source. To provide you with the best possible service, we would like to confirm some of the information on your contract.

Account number:
First payment date:
Monthly payment amount:
Number of payments:

In the event that you do not receive your payment information prior to your first payment being due, please use the coupon provided below. Should you have any questions regarding your account, please contact us at .

Once again, thank you for selecting as your lender.

Sincerely,

| **Account Name** | | | |
|---|---|---|---|
| **Payment#** | **Account#** | **Due Date** | **Amount Due** |
| 1 | | | |

Mail payment to:

## 4.5.10.2 Servicing: Paid in Full letter

The predefined Paid in Full letter is automatically sent a configurable number of days after an account is fully paid off on the Customer Service screen.

The Paid in Full letter is available for loans.

**To generate the Paid in Full letter**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click the **Customer Service** tab, then click **Letters** sub tab.
3. On the **Letters** section, select **Paid in Full Letter**.
4. Click **View Letter** to generate Paid in Full Letter.


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**Figure 4-34 Servicing: Paid in Full letter**

ORACLE
Financial Services Lending and Leasing

Payoff Letter

**Phone:**
**Fax:**

**Date:** 10/10/2013

**Name:**
**Account number:**
**Collateral:**

This letter is to inform you that a payoff was received on the above mentioned account. This loan now shows a zero balance. Please file this letter as evidence that the loan obligation that it references has been satisfied.

We want to take this opportunity to thank you for your business. If we can ever be of service in the future, please do not hesitate to contact us at .

Sincerely,

## 4.5.10.3 Servicing: Payoff Quote

The predefined Payoff Quote is sent if a payoff quote is requested for an account. Payoff quotes can be manually generated using Maintenance screen on the Customer Service screen with the monetary Payoff Quote transaction.

**To generate a payoff quote letter**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click the **Customer Service** tab, then click **Letters** sub tab.
3. On the **Letters** section, select **Payoff Quote Letter**.
4. Click **View Letter** to generate Payoff Quote Letter.


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**Figure 4-35 Servicing: Payoff Quote**

**Payoff Amount Letter**

ORACLE
Financial Services Lending and Leasing

**Phone:**
**Fax:**

**Date:** 10/10/2013

**Name:**
**Account number:**
**Collateral:**

This letter is in regards to the payoff request. The payoff amount is . This payoff amount is good through .

If you have additional questions, please feel free to contact us at .

Sincerely,

## 4.5.10.4 Collections: Collection letter 1

The predefined Collection letter 1 is automatically sent a configurable number of days after an account becomes delinquent (receives a condition of active: DELQ on the Customer Service screen).

The Collection letter 1 is available for LoanLine of creditLease fixed and variable rate).

**To generate the Collection letter 1**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click the **Customer Service** tab, then click **Letters** sub tab.
3. On the **Letters** section, select **Collection Letter - 1**.
4. Click **View Letter** to generate Collection Letter - 1.


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**Figure 4-36 Customer Service - Letters - Collection Letter 1**

Collection Letter

ORACLE
Financial Services Lending and Leasing

DEMO BANK USA
LINE1
LINE2
MINNEAPOLIS MN 55344 7255
**Phone:** ############ Extn: 101
**Fax:** ############

**Account number :** 20150900014275
**Amount past due:** USD 7,527.99

Dear SHARP,

Our records indicate that you are past due on your loan in the amount of USD 7,527.99. This amount includes monthly payments together with all applicable fees due pursuant to your contract. In order to attain a current account status, it is important that we receive your payment immediately. If there is a problem meeting the above request, please contact our office at ############ Extn: 101.

If you already mailed your payment, please contact our office so we may update your account.

Sincerely,

DEMO BANK USA

## 4.5.10.5 Collections: Collection letter 2

The predefined Collection letter 2 is automatically sent after a configurable number of days for a delinquent account (one with a condition of active: DELQ on the Customer Service screen).

The Collection letter 2 is available for LoanLine of creditLease (fixed and variable rate).


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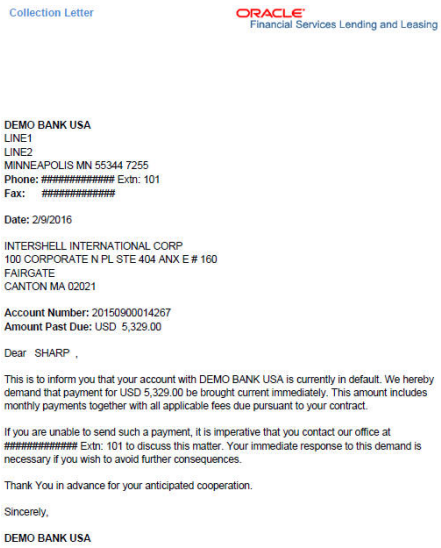
**Figure 4-37 Customer Service - Letters - Collection Letter 2**



Collection Letter

ORACLE
Financial Services Lending and Leasing

**DEMO BANK USA**
LINE1
LINE2
MINNEAPOLIS MN 55344 7255
**Phone:** ############ Extn: 101
**Fax:** ############

**Date:** 2/9/2016

INTERSHELL INTERNATIONAL CORP
100 CORPORATE N PL STE 404 ANX E # 160
FAIRGATE
CANTON MA 02021

**Account Number:** 20150900014267
**Amount Past Due:** USD 5,329.00

Dear SHARP ,

This is to inform you that your account with DEMO BANK USA is currently in default. We hereby demand that payment for USD 5,329.00 be brought current immediately. This amount includes monthly payments together with all applicable fees due pursuant to your contract.

If you are unable to send such a payment, it is imperative that you contact our office at ############ Extn: 101 to discuss this matter. Your immediate response to this demand is necessary if you wish to avoid further consequences.

Thank You in advance for your anticipated cooperation.

Sincerely,

**DEMO BANK USA**

## 4.5.10.6 Collections: Collection letter 3

**To generate the Collections letter 3**

1. Open the Customer Service screen and load the account you want to work with.
2. Click the **Customer Service** tab, then click **Letters** sub tab.
3. On the **Letters** section, select **Collection Letter - 3**.
4. Click **View Letter** to generate Collection Letter - 3


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**Figure 4-38 Customer Service - Letters - Collection Letter 3**

Collection Letter

ORACLE
Financial Services Lending and Leasing

DEMO BANK USA
LINE1
LINE2
MINNEAPOLIS MN 55344 7255
**Phone:** ############ Extn: 101
**Fax:** ############

**Date:2/9/2016**

INTERSHELL INTERNATIONAL CORP
100 CORPORATE N PL STE 404 ANX E # 160
FAIRGATE
CANTON MA 02021

**Account number:** 20150900014267
**Amount past due:** USD 5,329.00

Dear SHARP,

Our records indicate that you are past due on your loan in the amount of USD 5,329.00. This amount includes monthly payments together with all applicable fees due pursuant to your contract.

Several attempts have been made to contact you concerning this matter. In an effort to assist you in attaining a current status on your account, we would like to speak with you immediately. Please contact our office at ############ Extn: 101 to make suitable arrangements to bring your account current.

Thank you in advance for your anticipated cooperation.

Sincerely,

DEMO BANK USA

## 4.5.10.7 Servicing: Rate Change Intimation Letter

For line of credits with interest rates based on index- it is standard practice to inform the borrower about upcoming interest rate changes due to a change in the rate index. Oracle Financial Services Lending and Leasing can print pre-rate change intimation letters both automatically and manually. The Rate Change Intimation letter informs borrowers that their rate index has changed. All borrowers with the changed index may receive a rate revision on the extn rate change, which is due after X days (X is a company parameter that can be set with pre-process days).

The Rate Change Intimation letter is available only for variable rate line of credits.

**To generate the Rate Change Intimation letter**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click the **Customer Service** tab, then click **Letters** sub tab.
3. On the **Letters** section, select **Rate Change Intimation Letter**.
4. Click **View Letter** to generate Rate Change Intimation Letter .


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**Figure 4-39 Servicing: Rate Change Intimation Letter**

Interest Rate Change Letter
ORACLE
Financial Services Lending and Leasing

**Phone:**
**Fax:**

**Date: 10/10/2013**

**Ref : Rate Change on Account number:**

This letter is in regards to change of interest rate on your account, which is due on . Due to change in index (), your interest rate may change to %.

If you have additional questions, please feel free to contact us at

Sincerely,

## 4.5.11 Document Tracking sub tab

You can view the documents attached to a particular account by loading the account on **Customer Service** screen, then clicking the **Document Tracking** sub tab. You can also open the Document Tracking screen and select from a list of all accounts with documents attached on the Document Tracking screen.

**To use the Document Tracking screen**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click the **Customer Service** tab, then click **Document Tracking** sub tab.


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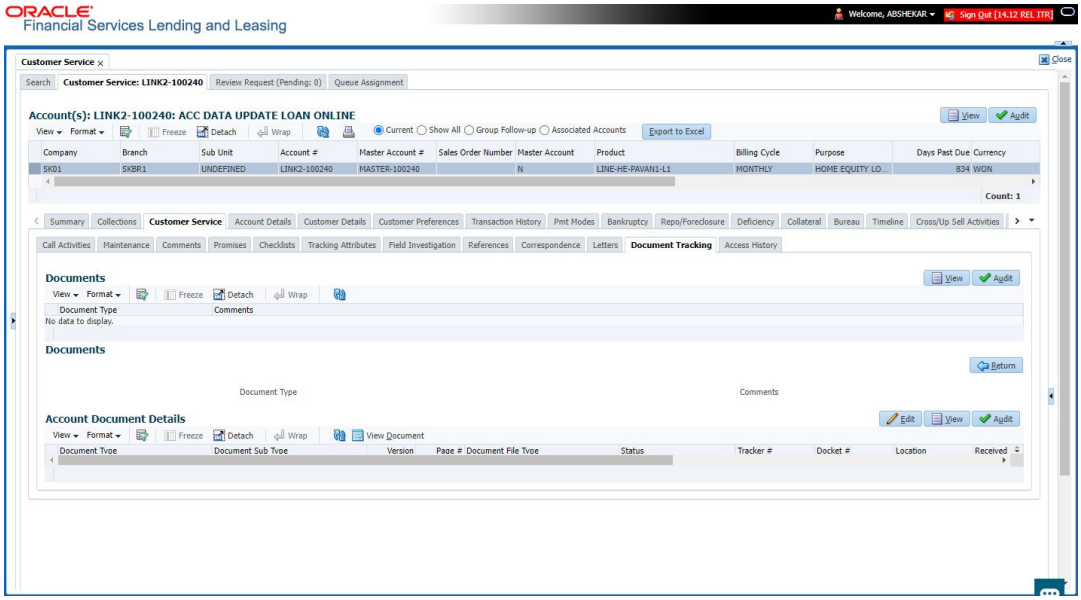
## Figure 4-40 Customer Service - Document Tracking




## Figure 4-41 Customer Service - Document Tracking

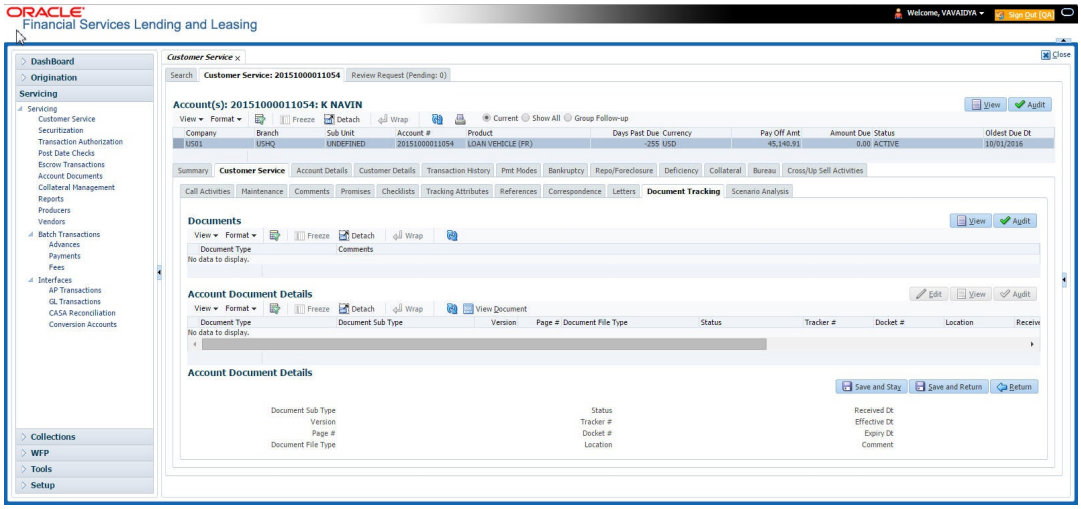




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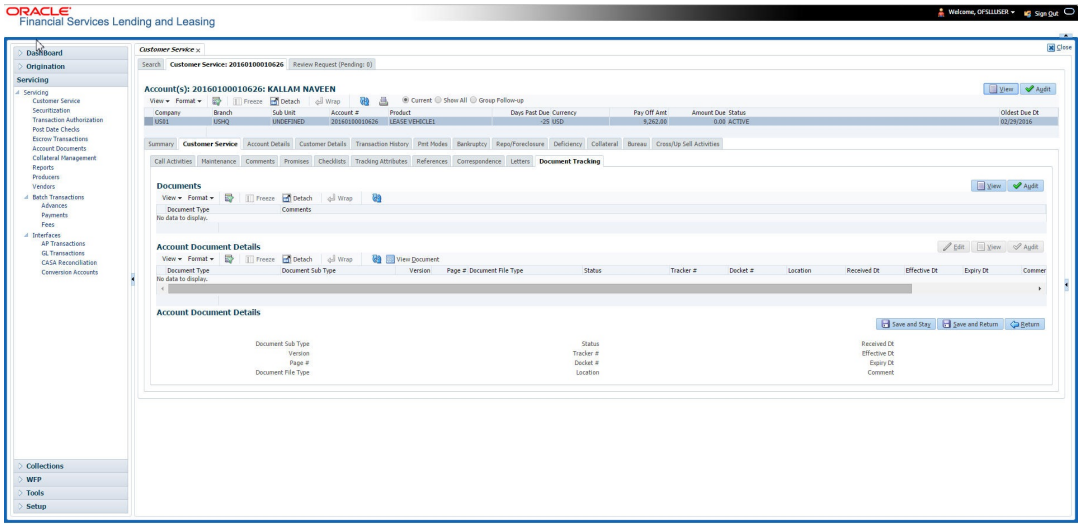
**Figure 4-42 Customer Service - Document Tracking**




3. In the **Documents** section, select the document you want to view and view the following information:

**Table 4-39 Documents**

| In this field | Do this |
|---|---|
| **Document Type** | View the document type. |
| **Comment** | Specify comment. |

4. In the **Account Document Details** section, select the document you want to view and click **Show** in the **Details** column.
5. In the **Account Document Details** section, click **View to** view the following information:

**Table 4-40 Account Document Details**

| In this field | Do this |
|---|---|
| **Document Type** | View the document type. |
| **Document Sub Type** | View the document sub type. |
| **Version** | View the version. Version numbers will be incremental by batch job, first version will start with 1.0. |
| **Page #** | View the page number. In multiple paged documents, choose **1** in the **Page #** field on **Account Document Details** section to view all the pages in the document.<br>Choose a specific page number to view only that page. |
| **Document File Type** | View the document file type. |
| **Status** | View the status of the document. |
| **Tracker #** | View the tracking number of the document. |
| **Docket #** | View the docket number of the document. |
| **Location** | View the location of the document. Received Dt |
| **Received Dt** | View the received date of the document. |


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**Table 4-40 (Cont.) Account Document Details**

| In this field | Do this |
|---|---|
| **Effective Dt** | View the effective date of the document. |
| **Expiry Dt** | View the expiration date of the document. |
| **Comment** | Specify comment. |

6. Click **View Document**. The system opens a **File Download** dialog box.
   - Click **Open** to view the document in the browser screen.
     -or-
   - Click **Save** to download the document to a location of your choice.
7. If you want, add comments to the **Comments** field in the **Documents** and **Account Document Details** sections.
8. Save your entry.

## 4.5.12 Scenario Analysis sub tab

Oracle Financial Services Lending and Leasing enables you to reschedule customer payments with the Customer Service screen's Scenario Analysis screen. You can simulate new payment schedule based on the customer's request and also post the new schedule changes on to the linked Account.

### To use the Scenario Analysis screen

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click the **Customer Service** tab, then click **Scenario Analysis** sub tab.

**Figure 4-43 Customer Service - Scenario Analysis**

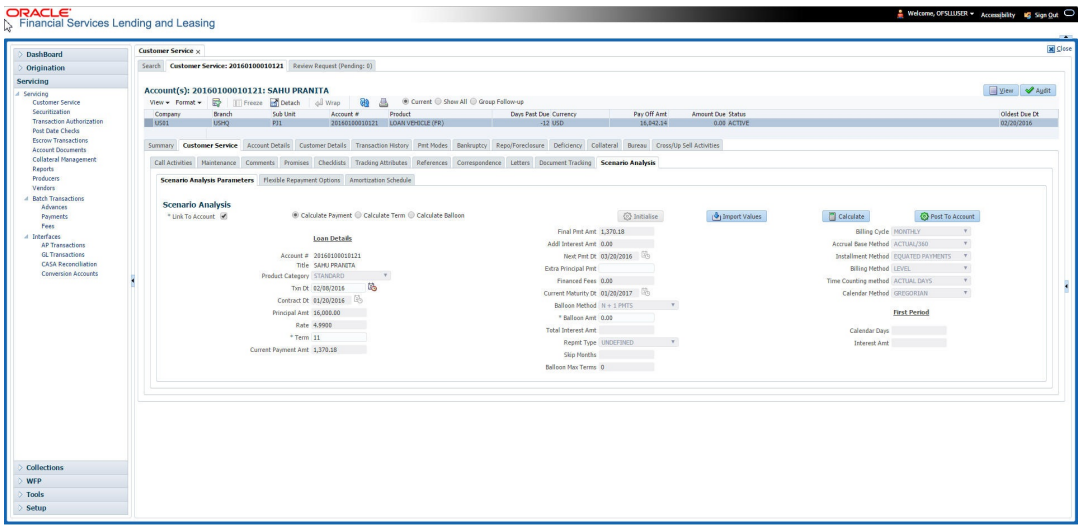



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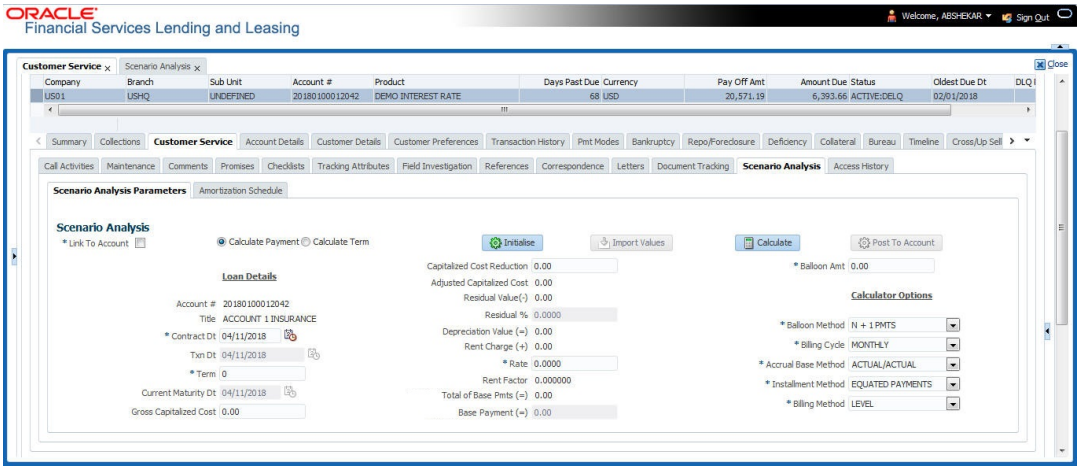
**Figure 4-44 Customer Service - Scenario Analysis**




You can use the Scenario Analysis screen to calculate a change in the account's.

- Principal payment amount
- Term
- Balloon payment amount

For lease accounts, the Scenario Analysis screen is available only for **Interest Rate** type of lease calculation method. In the scenario analysis screen, if the **Link To Account** check box is selected (default), you can specify new value for **Term**, **Residual %** of a linked account and calculate other lease parameters. The same can also be posted to the account after calculation.

On deselecting the **Link To Account** check box, two options i.e. **Calculate Payment** and **Calculate Term** are enabled and allows you to calculate lease Payment or Term by adjusting the other parameters. However, above option is only for simulation purpose and cannot be posted to the account.

- On selecting **Calculate Payment** you can specify the Txn Dt (transaction date), Residual % and Balloon Amt fields to calculate Residual Value, Depreciation Value and new payment amount. Here, the Term remains the same and also the Residual Value is not determined if the payment is received on the account is greater than **Adjusted Residual Value**.
- On selecting **Calculate Term** you can specify the Txn Dt (transaction date), Residual %, Payment Amount, and Balloon Amt fields to calculate Residual Value, Depreciation Value and new term. The number of payments in schedule should be zero to calculate Term, else system displays an error.

Following are the options in Scenario Analysis screen:

- Clicking **Initialize** button clears the field values.
- Clicking **Import Values** button defaults the values from Account Details to scenario analysis screen.
- Clicking **Calculate** button calculates values based on specified parameters.
- Clicking **Post To Account** post the rescheduled payment changes on to linked account (applicable to **Calculate Payment** option only).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On determining the new payment schedule based on the customer's request you can click **Post to Account** to replace existing schedule and update the account with new calculated amount.

The posted transaction can also be reversed in the Transactions screen (Customer Service > Transactions tab).

## 4.5.13 Access History

The Access History tab in Customer Service screen displays the list of users who have accessed a particular account in Oracle Financial Services Lending and Leasing application.

Irrespective of the action performed on the account or the way through which the account is accessed such as using search, queue/conditions, review requests and so on, system records every access and displays the user details in **Account Access History** section.

Starting with the last user, the Account Access History section displays the list in descending order along with their logged-in User ID (Accessed By), date and time (Access Dt) of login in separate columns.

**To view the account access history**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click the **Customer Service** tab, then click **Access History** sub tab.

**Figure 4-45 Account Access History**

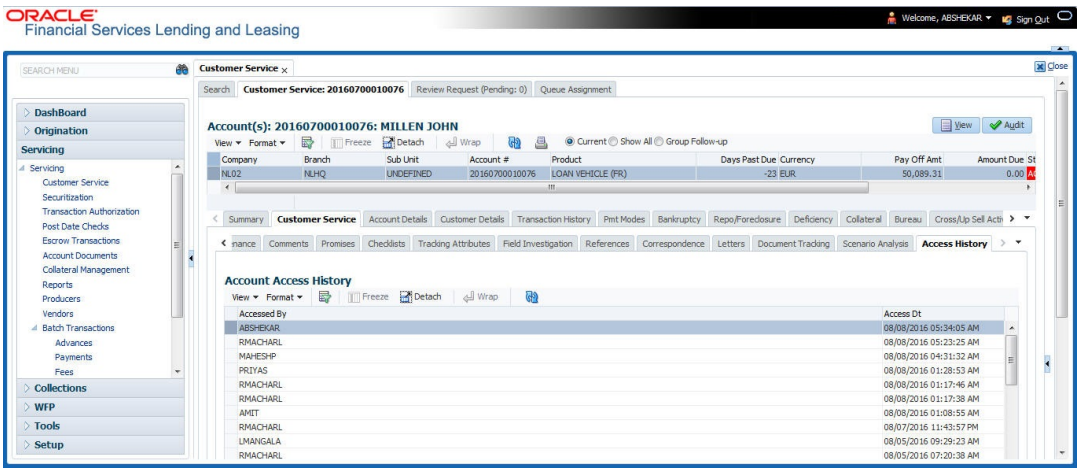



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**Figure 4-46 Account Access History**

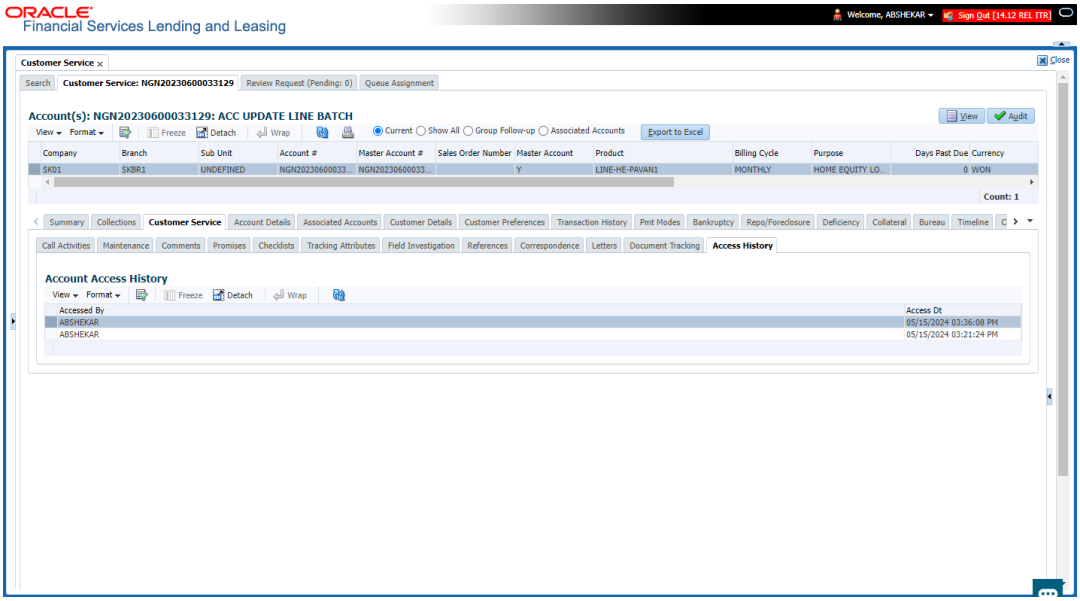
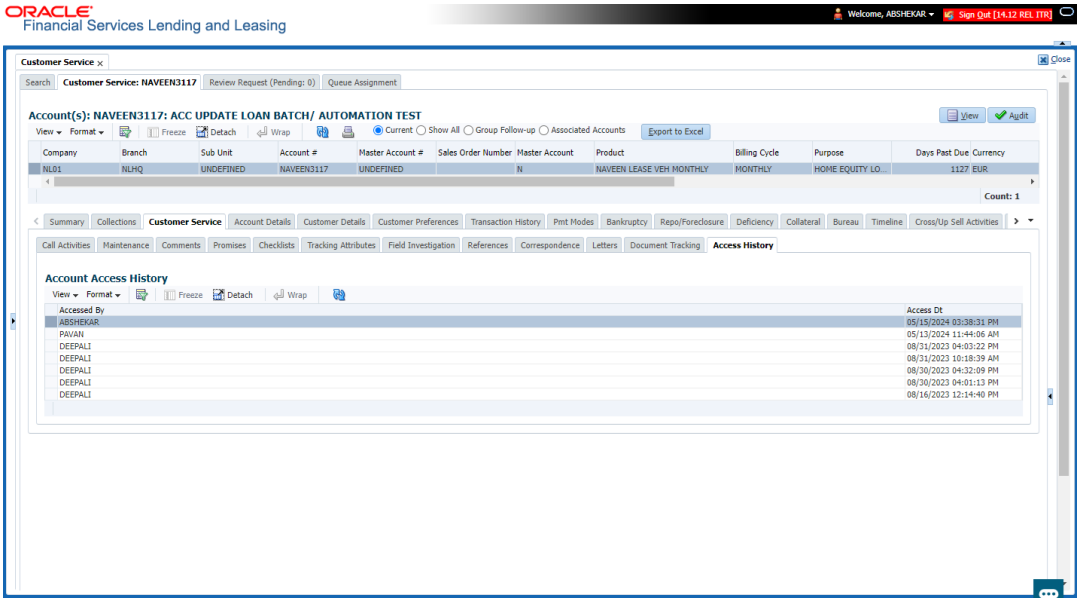



**Figure 4-47 Account Access History**




You can click (refresh) to fetch the latest data.

# 4.6 Customer Service screen's Account Details tab

Open the **Customer Service** screen and load the account you want to work with. Click the **Account Details** tab to view the sections under it.

- Account Details sub tab
- Balances sub tab
- Statements sub tab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- Rate Schedule sub tab
- Insurances sub tab
- Condition Details sub tab
- Securitization Sub Tab
- Contract Information sub tab
- Trade Details sub tab
- Escrow sub tab
- Tax Details

## 4.6.1 Account Details sub tab

Oracle Financial Services Lending and Leasing enables you to view account details using Account Details sub tab. In addition, you can use this screen to derive various account level business specific calculations and populate the computed values into the custom user defined fields.

**Calculate Parameters**

The **Calculate Parameters** button is available in the Account Information header. Clicking on it calculates the Target parameters for Account and all Collaterals linked to the account and populates the computed values in the custom user defined fields.

However, for system to populate data in custom fields, the following setup is required:

- The custom user defined fields have to be enabled in Setup > Administration > User > Access > **Field Access Definition** tab.
- User access to these custom fields are to be granted in **Security User Access Definition Details** sub tab.
- If required, these fields can be customized in the **Label Configuration** tab in Setup > Administration > System > Label Configuration screen.
- Further, the custom fields are to be configured to compute specific business calculations at Account level in Setup > Administration > System > User Defined Parameters screen.

For more information, refer to specific section in Setup guides.

In the **Account Information** section click **View**.


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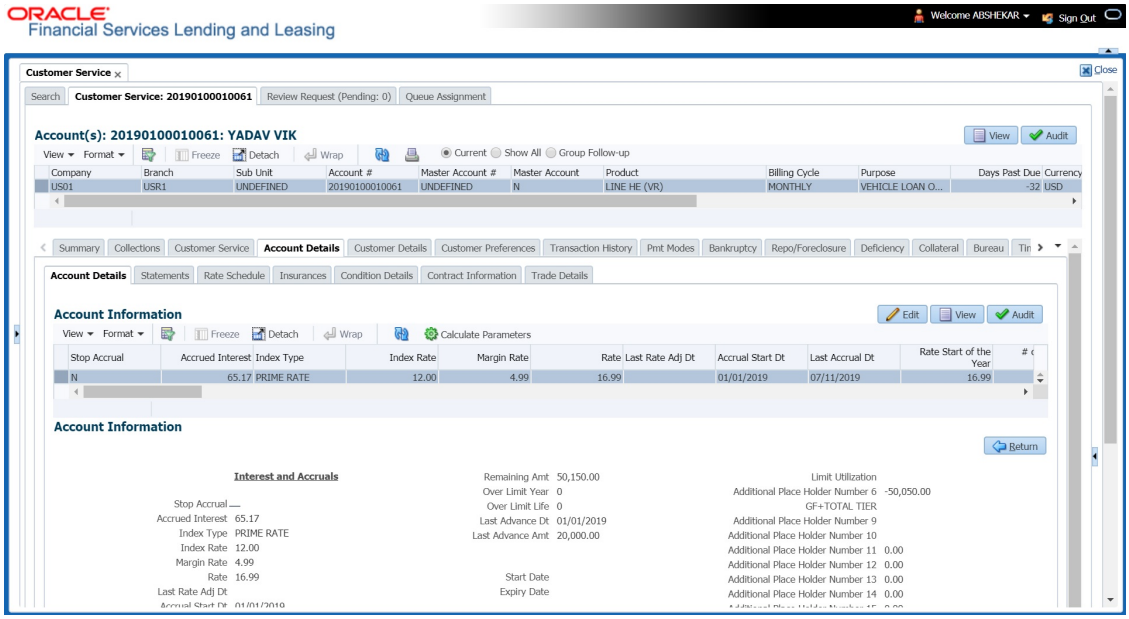
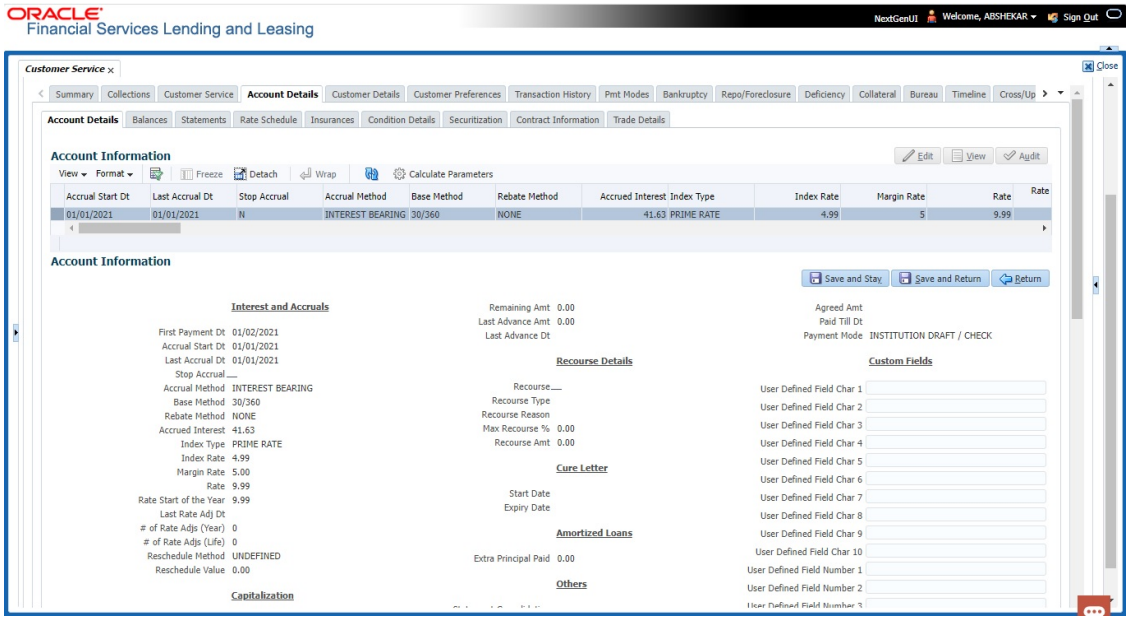
## Figure 4-48 Customer Service - Account Details




## Figure 4-49 Customer Service - Account Details





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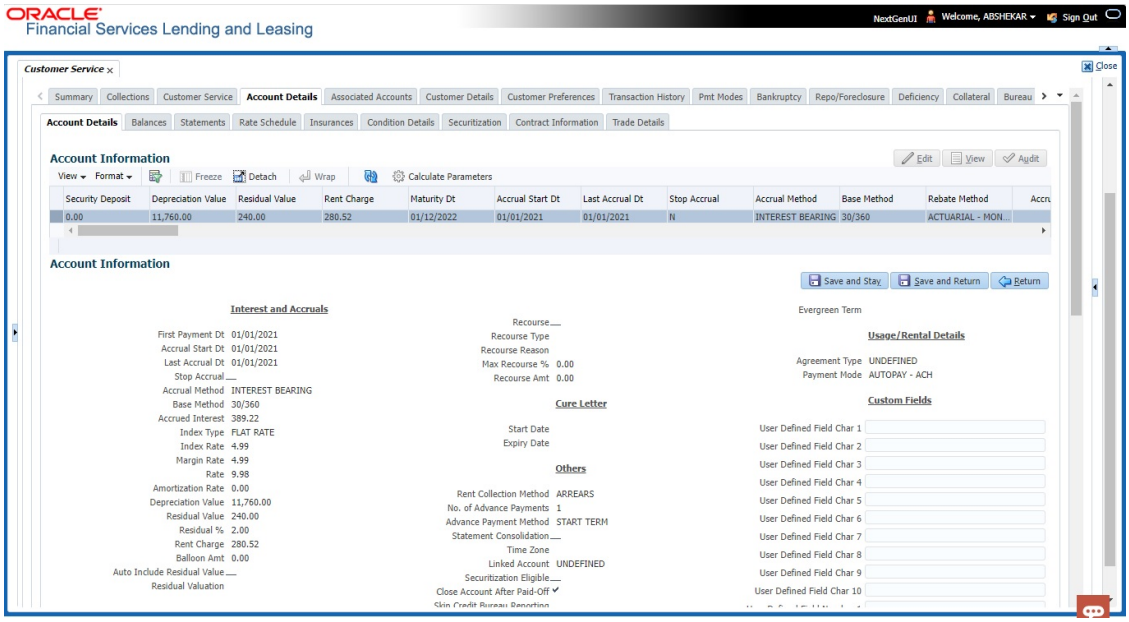
### Figure 4-50 Customer Service - Account Details




View the following information for LoanLine of creditLease servicing product.

### Table 4-41 Account Details

| In this field | View this |
|---|---|
| **Interest and Accruals section** | |
| **First Payment Dt** | The first payment date. |
| **Accural Start Dt** | The accural start date. |
| **Last Accural Dt** | The last accural date. |
| **Stop Accrual** | If selected, indicates that the accrual has been stopped for the account. |
| **Accrual Method** | The accrual method. |
| **Base Method** | The base method. |
| **Rebate Method** | The rebate calculation method.<br>**Note**: This field is displayed for **Rent Factor** type of lease calculation. |
| **Accrued Interest** | The accrued interest amount.<br>Note: This field is displayed for **Interest Rate** type of lease calculation. |
| **Index Type** | The index type. |
| **Index Rate** | The current index rate. |
| **Margin Rate** | The current margin rate. |
| **Rate** | The current rate. |
| **Amortization Rate** | The amortization rate that is used to calculate and generate amortized entries for GL handover.<br>Note that this field is applicable only for SCHEDULED BASED (MONTH END ONLY) type of Amortization calculation method defined in Contract Setup > Amortization Balances sub tab. |


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**Table 4-41 (Cont.) Account Details**

| In this field | View this |
|---|---|
| **Depreciation Value** | The depreciation value. |
| **Residual Value** | The residual value. |
| **Residual %** | The residual percentage. |
| **Rent Charge** | The rent amount. |
| **Balloon Amt** | The balloon amount.<br>Note: This field is displayed for **Interest Rate** type of lease calculation. |
| **Residual Value in Final Bill** | If selected, indicates that the Residual value of the asset can be included in the final bill. |
| **Residual Valuation** | The Residual Valuation as either Contract Value or Fair Market value.<br>Note: Fair Market Value is referred from Collateral > Valuation tab. |
| **Maturity Dt Basis** | This field is displayed only for 'Amortized' Lease calculation method. View the basis of maturity date which is either Payment Date or Effective Date derived from Lease Contract setup. This defines the 'Lease Closing Date' value. |
| **Prorate Stub Pmt** | This checkbox is displayed only for 'Amortized' Lease calculation method. If check box is selected, indicates that the interest during stub/broken period is collected on prorated basis. Else, the interest is collected for the full amount applicable for the selected cycle. |
| **Capitalization section**<br>This section displays the capitalization parameters pre-defined at Setup > Contract screen. | |
| **Capitalize** | If selected, indicates that the capitalization of balances is enabled for the account. |
| **Frequency** | The capitalization frequency defined at Contract level.<br>All the account balances are capitalized to principal in the same frequency except for **Balance Frequency** where different frequency may be defined for each balance type. |
| **Capitalization Start Basis** | View the capitalization start date as either Contract Date or First Payment Date on which capitalization next date is calculated. |
| **Grace Days** | View the grace days allowed in the frequency (minimum 0, maximum 31) before capitalizing the balances to account. |
| **Cap Tolerance Amt** | View the capitalization tolerance amount which is the minimum amount to qualify for capitalization. |
| **Cap Run Date Next** | View the date when capitalization batch job is next executed to capitalize account balances. |
| **Rate Change Details section** | |
| **Rate Start of the Year** | The start rate of the year. |
| **Last Rate Adj Dt** | The last rate adjust date. |
| **# of Rate Adjs (Year)** | The number of due date changes (year). |


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**Table 4-41 (Cont.) Account Details**

| In this field | View this |
|---|---|
| **# of Rate Adjs (Life)** | The number of due date changes (life). |
| **Reschedule Method** | The reschedule method. |
| **Reschedule Value** | The reschedule value. |
| **Extn and Due Dates section** | |
| **# of Extensions (Life)** | The number of times extensions granted (life). |
| **# of Extension Term (Life)** | The number of terms extensions granted (life). |
| **# of Due Day Changes (Year)** | The number of due day changes allowed in a year. |
| **# of Due Day Changes (Life)** | The number of due day changes allowed in a life of an account. |
| **Last Extn Dt** | The last extn date. |
| **Due Day Change Dt** | The due day change date. |
| **Early Termination section** | |
| **Allowed To Terminate** | If selected, indicates that the contract is allowed to be terminated before the maturity date.<br>Note that, system validates and allows termination only if either the Billed Term or Lease Amount Recovered % is met. |
| **Billed Term** | The minimum number of bills that needs to be generated before allowing for early termination. |
| **Lease Amt Recovered %** | The percentage of lease amount to be recovered to allow early termination. |
| **Additional Details section** | |
| **Total Term** | The total term. |
| **Paid Term** | The paid term. |
| **Maturity Dt** | The maturity date. |
| **Security Deposit** | The security deposit amount paid during contract.<br>**Note**: On posting **SECURITY_DEP_ADJUST** (Security Deposit Adjustment) transaction, the security deposit amount is deducted to adjusting the arrears on the account. |
| **Payment Hierarchy** | The Hierarchy Definition defined for payment allocation to corresponding due accounts. |
| **Recourse Details** - This section displays the recourse information captured in Origination or the information updated during servicing in the respective Contract screen. | |
| **Recourse** | View the recourse indicator. If selected, it indicates that there is a recourse associated with the Lease. |
| **Recourse Type** | The recourse type as either **Partial** or **Full**. |
| **Recourse Reason** | The recourse reason depending on the type of recourse selected. |
| **Recourse Max %** | Percentage of recourse allowed. |
| **Recourse Amt** | Flat recourse amount allowed. |
| **Cure Letter** - This section displays the **Cure Letter** details if it has been issued on the account on nonconforming to certain terms that are in violation of obligations and which are to be fixed within the time provided in cure letter.<br>System populates the Cure Letter details when the non monetary transaction **CURE LETTER DATE MODIFY** is posted on particular account. | |
| **Start Date** | Displays the start date mentioned in Cure letter. |


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**Table 4-41 (Cont.) Account Details**

| In this field | View this |
|---|---|
| **Expiry Date** | Displays the date when the Cure notice expires. |
| **Others** | |
| **Statement Consolidation** | View the statement Consolidation indicator propagated from Origination > Funding screen or updated by posting Master Account - Statement Consolidation Indicator Maintenance non monetary transaction.<br>If checked, indicates that system generates consolidated billing statement at Master Account level along with details of all the associated accounts.<br>If unchecked, system generates billing statement to only current account. |
| **Time Zone** | Customer's time zone. |
| **Linked Account** | The linked account number propagated from Origination after funding the application.<br>Also the Linked account Xref Number or Linked account Number sent as pat of Account Boarding will be updated at Linked account.<br>This field can also be updated by posting non-monetary transaction. For more information, refer to Linked Account Maintenance section. |
| **Securitization Eligible** | View the Securitization Eligible Indicator. If checked, indicates that the account is eligible for securitization. |
| **Close Account After Paid-Off** | If checked, indicates that the account is allowed to be closed once the account is paid off i.e. system closes the account after the number of days specified in the system parameter has elapsed.<br>If not checked, indicates that system does not close the account even if the account is paid off i.e. system keeps the accounts active so that the equity can be traded with other accounts. For information on accounts trading, refer to **Appendix - Trading of Accounts** chapter. |
| **Skip Credit Bureau Reporting** | If checked, indicates that this account is skipped in Metro II batch job process and is not reported to credit bureau.<br>This option is auto updated either on funding an application based on Product Setup or on posting **Skip Credit Bureau Reporting Maintenance** non-monetary transaction. |
| **Allow Repossession on SCRA** | If checked, indicates that asset repossession is allowed on SCRA account who is on active military duty.<br>This check box is not selected by default and is selected only when SCRA borrower on active military duty voluntarily offers financial institution to repossess the asset and **REPOSSESSION MAINTENANCE** non-monetary transaction is posted on the account. |


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**Table 4-41 (Cont.) Account Details**

| In this field | View this |
|---|---|
| **Statement section**<br>This section display the preferences for Mock Statement generation at Master Account level. The details here are propagated from Origination > Contract screen and can be updated using maintenance transaction. For more details, refer to Mock Statement Maintenance section in Appendix chapter. | |
| **Stmt preference mode** | The account statement preference mode (Email or PHYSICAL) as defined in Origination > Contract screen is displayed here. |
| **Mock Statement Req** | If checked, indicates that account is to be included in Mock statement Generation. Based on this selection, others fields related to Mock Statement below are enabled. |
| **Mock Statement Run Date Next** | The next date when Mock Statements is generated.<br>**Note**: While generating Mock Statement, system considers the **Mock Statement Date** and **Pre Bill Days** to generate the next Mock Statement Run Date. In case the Mock Statement Next Run Date is less than Contract Date or GL Date which does not match the criteria, system moves the Mock Start Date to same month of next year. For more details, refer to Mock Statement Maintenance section in Appendix chapter. |
| **Mock Statement Cycles** | The total number of billings (between 1-12) that are to be generated post Mock Statement Start Date. |
| **Mock Pre Statement Days** | The number of Pre bill days for Mock Statements generation. |
| **Stop Correspondence** | Stop correspondence indicator. If selected, indicates that account is excluded from sending letters or any other correspondence such as monthly statements.<br>This option is not selected by default and can be updated by posting Stop Correspondence at Account Level non-monetary transaction. |
| **Time Bar Details** - System considers those accounts which are in ACTIVE or CHARGED OFF status and having dues, as time barred debts and displays the following time bar details: | |
| **Start Date** | View the time bar start date which is the last payment date made on the account. The time bar years is calculated starting from this date. |
| **End Date** | View the time bar end date. System calculates this date from the start date till the total time bar years specified in Setup > Products > Contract screen. |
| **Days to Time Bar** | View the total number of days remaining to reach the time bar end date. |
| **Settlement Information** - System displays the account settlement details when the **Account Settlement Transaction** is posted. | |
| **Effective Dt** | View the settlement agreement start date. |
| **Good Through Dt** | View the settlement agreement expiry date. |
| **Agreed Amt** | View the settlement amount agreed by customer to the lender. |


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**Table 4-41 (Cont.) Account Details**

| In this field | View this |
|---|---|
| **Paid Till Dt** | View the total amount paid by the customer and allocated to account balances during the agreed period (between effective date and Good through date).<br>System computes the total of all Good payment amounts received between **effective date** and **good through date** and displays total amount paid only after the batch (ACCOUNT SETTLEMENT PROCESSING) is executed. |
| **Ever Green Details**<br>This section displays Evergreen lease parameters propagated from Origination on funding a contract. These parameters are required for system to decide if the contract is eligible and automatically put the account on Evergreen mode on maturity. For more information, refer to **Contract** section in setup guide.<br>These parameters can also be updated by posting LS_EVER_GREEN_MAINT (EVER GREEN MAINTENANCE non-monetary transaction. For more information, refer to Evergreen Lease Maintenance section. | |
| **Auto Post & Renew On Maturity** | If selected, indicates that system is allowed to auto post evergreen lease transaction on maturity date + evergreen grace days. |
| **Number of Unpaid Bills** | The total number of unpaid bills exempted to auto renew contract to evergreen lease. |
| **Unpaid Bills %** | The percentage of total unpaid bills exempted to auto renew contract to evergreen lease.<br>System uses the greater of these two values i.e. Number of Unpaid Bills and Unpaid Bills % |
| **Pmt Amount Method** | The payment amount method used for billing on auto renewal of contract to evergreen lease. |
| **Value** | The value used to derive the asset usage billing amount based on Payment Amount Method. |
| **Grace Days** | The total number of grace days allowed after maturity for system to consider for auto renewal of contract to evergreen lease. |
| **Evergreen Term** | The new extension term which is the agreed term between customer and financial institution. |
| **Residual Reduction %** | Indicates a percentage of residual value that has to be reduced while posting Evergreen transaction. |
| **Usage / Rental Details** | |
| **Agreement Type** | View the Agreement Type if the current account belongs to any of the below category. Else, the same is displayed as UNDEFINED.<br>• USAGE<br>• RENTAL<br>• USAGE RENTAL |


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**Table 4-41 (Cont.) Account Details**

| In this field | View this |
|---|---|
| **Payment Mode** | View the type of repayment mode auto updated with one of the following options:<br>• INSTITUTION DRAFT / CHECK<br>• AUTOPAY (ACH)<br>• AUTOPAY (CREDIT CARD)<br>• AUTOPAY (DEBIT CARD)<br>• POST DATED CHECKS<br>For an active Recurring ACH record, the payment mode is selected as AUTOPAY. |
| **Custom Fields** - This section displays the custom User Defined Fields if enabled in Setup and if configured, populates specific business computation values on clicking **Calculate Parameters** button. | |
| **Agreement Details** | |
| **Agreement Number** | View the agreement number which is either propagated from Origination after funding the application or received from external system during account onboarding depending on the value of system parameter AUTO_GEN_AGREEMENT_NBR (AUTO GENERATE AGREEMENT NUMBER FOR ACCOUNT ONBOARDING).<br>**Note**: Using this, you can group all those accounts with a particular agreement number. |

**Table 4-42 Account Details**

| In this field | View this |
|---|---|
| **Stop Accrual** | If selected, indicates that the accrual has been stopped for the account. |
| **Index Type** | The index type. |
| **Index Rate** | The current index rate. |
| **Margin Rate** | The current margin rate. |
| **Rate** | The current rate. |
| **Last Rate Change Dt** | The last Rate change date. |
| **Accural Start Dt** | The accural start date. |
| **Last Accural Dt** | The last accural date. |
| **Rate Start of the Year** | The start rate of the year. |
| **# of Rate changes (Year)** | The number of times rate changes are granted (year). |
| **# of Rate changes (Life)** | The number of times rate changes are granted (life). |
| **Capitalization section**<br>This section displays the capitalization parameters pre-defined at Setup > Contract screen. | |
| **Capitalize** | If selected, indicates that the capitalization of balances is enabled for the account. |


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**Table 4-42 (Cont.) Account Details**

| In this field | View this |
|---|---|
| **Frequency** | The capitalization frequency defined at Contract level.<br>All the account balances are capitalized to principal in the same frequency except for **Balance Frequency** where different frequency may be defined for each balance type. |
| **Capitalization Start Basis** | View the capitalization start date as either Contract Date or First Payment Date on which capitalization next date is calculated. |
| **Grace Days** | View the grace days allowed in the frequency (minimum 0, maximum 31) before capitalizing the balances to account. |
| **Cap Tolerance Amt** | View the capitalization tolerance amount which is the minimum amount to qualify for capitalization. |
| **Cap Run Date Next** | View the date when capitalization batch job is next executed to capitalize account balances. |
| **Extn and Due Dates** | |
| **# of Extensions (Year)** | The number of times extensions granted (year). |
| **# of Extensions (Life)** | The number of times extensions granted (life). |
| **# of Extension Term (Year)** | The number of terms extensions granted (year). |
| **# of Extension Term (Life)** | The number of terms extensions granted (life). |
| **# of Due Day Changes (Year)** | The number of due day changes allowed in a year. |
| **# of Due Day Changes (Life)** | The number of due day changes allowed in a life of an account. |
| **Last Extn Dt** | The last extn date. |
| **Due Day Change Dt** | The due day change date. |
| **Additional Details** | |
| **Payment Hierarchy** | The Hierarchy Definition defined for payment allocation to corresponding due accounts. |
| **Credit Details** | |
| **Credit Limit** | Total credit limit. |
| **Hold (-)** | Held credit limit. |
| **Consumed (-)** | Consumed credit limit. |
| **Suspended(-)** | Suspended credit limit. |
| **Available Credit (=)** | Available credit limit. |
| **Over Limit Year** | Overlimit granted (year). |
| **Over Limit Life** | Over limit granted (life). |
| **Last Advance Dt** | The last advance date |
| **Last Advance Amt** | The last advance amount |
| **Cure Letter** - This section displays the **Cure Letter** details if it has been issued on the account on nonconforming to certain terms that are in violation of obligations and which are to be fixed within the time provided in cure letter. | |
| **Start Date** | Displays the start date mentioned in Cure letter. |
| **Expiry Date** | Displays the date when the Cure notice expires. |
| **Others** | |


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**Table 4-42 (Cont.) Account Details**

| In this field | View this |
|---|---|
| **Statement Consolidation** | View the statement Consolidation indicator propagated from Origination > Funding screen or updated by posting Master Account - Statement Consolidation Indicator Maintenance non monetary transaction.<br>If checked, indicates that system generates consolidated billing statement at Master Account level along with details of all the associated accounts.<br>If unchecked, system generates billing statement to only current account. |
| **Time Zone** | Customer's time zone. |
| **Linked Account** | The linked account number propagated from Origination after funding the application.<br>Also the Linked account Xref Number or Linked account Number sent as pat of Account Boarding will be updated at Linked account.<br>This field can also be updated by posting non-monetary transaction. For more information, refer to Linked Account Maintenance section. |
| **Close Account After Paid-Off** | If checked, indicates that the account is allowed to be closed once the account is paid off i.e. system closes the account after the number of days specified in the system parameter has elapsed.<br>If not checked, indicates that system does not close the account even if the account is paid off i.e. system keeps the accounts active so that the equity can be traded with other accounts. For information on accounts trading, refer to **Appendix - Trading of Accounts** chapter. |
| **Skip Credit Bureau Reporting** | If checked, indicates that this account is skipped in Metro II batch job process and is not reported to credit bureau.<br>This option is auto updated either on funding an application based on Product Setup or on posting **Skip Credit Bureau Reporting Maintenance** non-monetary transaction. |
| **Allow Repossession on SCRA** | If checked, indicates that asset repossession is allowed on SCRA account who is on active military duty.<br>This check box is not selected by default and is selected only when SCRA borrower on active military duty voluntarily offers financial institution to repossess the asset and **REPOSSESSION MAINTENANCE** non-monetary transaction is posted on the account. |
| **Statement section**<br>This section display the preferences for Mock Statement generation at Master Account level. The details here are propagated from Origination > Contract screen and can be updated using maintenance transaction. For more details, refer to Mock Statement Maintenance section in Appendix chapter. | |


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**Table 4-42 (Cont.) Account Details**

| In this field | View this |
|---|---|
| **Stmt preference mode** | The account statement preference mode (Email or PHYSICAL) as defined in Origination > Contract screen is displayed here. |
| **Mock Statement Req** | If checked, indicates that account is to be included in Mock statement Generation. Based on this selection, others fields related to Mock Statement below are enabled. |
| **Mock Statement Run Date Next** | The next date when Mock Statements is generated.<br>**Note**: While generating Mock Statement, system considers the **Mock Statement Date** and **Pre Bill Days** to generate the next Mock Statement Run Date. In case the Mock Statement Next Run Date is less than Contract Date or GL Date which does not match the criteria, system moves the Mock Start Date to same month of next year. For more details, refer to Mock Statement Maintenance section in Appendix chapter. |
| **Mock Statement Cycles** | The total number of billings (between 1-12) that are to be generated post Mock Statement Start Date. |
| **Mock Pre Statement Days** | The number of Pre bill days for Mock Statements generation. |
| **Stop Correspondence** | Stop correspondence indicator. If selected, indicates that account is excluded from sending letters or any other correspondence such as monthly statements.<br>This option is not selected by default and can be updated by posting Stop Correspondence at Account Level non-monetary transaction. |
| **Time Bar Details** - System considers those accounts which are in ACTIVE or CHARGED OFF status and having dues, as time barred debts and displays the following time bar details: | |
| **Start Date** | View the time bar start date which is the last payment date made on the account. The time bar years is calculated starting from this date. |
| **End Date** | View the time bar end date. System calculates this date from the start date till the total time bar years specified in Setup > Products > Contract screen. |
| **Days to Time Bar** | View the total number of days remaining to reach the time bar end date. |
| **Payment Mode** | View the type of repayment mode auto updated with one of the following options:<br>• INSTITUTION DRAFT / CHECK<br>• AUTOPAY (ACH)<br>• AUTOPAY (CREDIT CARD)<br>• AUTOPAY (DEBIT CARD)<br>• POST DATED CHECKS<br>For an active Recurring ACH record, the payment mode is selected as AUTOPAY. |
| **Custom Fields** - This section displays the custom User Defined Fields if enabled in Setup and if configured, populates specific business computation values on clicking **Calculate Parameters** button. | |
| **Agreement Details** | |


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**Table 4-42 (Cont.) Account Details**

| In this field | View this |
|---|---|
| **Agreement Number** | View the agreement number which is either propagated from Origination after funding the application or received from external system during account onboarding depending on the value of system parameter AUTO_GEN_AGREEMENT_NBR (AUTO GENERATE AGREEMENT NUMBER FOR ACCOUNT ONBOARDING).<br>**Note**: Using this, you can group all those accounts with a particular agreement number. |

**Table 4-43 Account Details**

| In this field | View this |
|---|---|
| **Interest and Accruals section** | |
| **First Payment Dt** | The first payment date. |
| **Accrual Start Dt** | The accrual start date. |
| **Last Accrual Dt** | The last accrual date |
| **Stop Accrual** | If selected, indicates that the accrual has been stopped for the account. |
| **Accrual Method** | The accrual method. |
| **Base Method** | The base method. |
| **Rebate Method** | The rebate method. |
| **Index Type** | The index type. |
| **Index Rate** | The current index rate. |
| **Margin Rate** | The current margin rate. |
| **Rate** | The current rate.<br>**Note**: For Islamic products this field is displayed as **Profit Rate**. |
| **Rate Start of the Year** | The start rate of the year. |
| **Last Rate Adj Dt** | The last rate adjust date. |
| **# of Rate Adjs (Year)** | The number of due date changes (year). |
| **# of Rate Adjs (Life)** | The number of due date changes (life). |
| **Reschedule Method** | The reschedule method. |
| **Reschedule Value** | The reschedule value. |
| **Capitalization section**<br>This section displays the capitalization parameters pre-defined at Setup > Contract screen. | |
| **Capitalize** | If selected, indicates that the capitalization of balances is enabled for the account. |
| **Frequency** | The capitalization frequency defined at Contract level.<br>All the account balances are capitalized to principal in the same frequency except for **Balance Frequency** where different frequency may be defined for each balance type. |


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**Table 4-43 (Cont.) Account Details**

| In this field | View this |
|---|---|
| **Capitalization Start Basis** | View the capitalization start date as either Contract Date or First Payment Date on which capitalization next date is calculated. |
| **Grace Days** | View the grace days allowed in the frequency (minimum 0, maximum 31) before capitalizing the balances to account. |
| **Cap Tolerance Amt** | View the capitalization tolerance amount which is the minimum amount to qualify for capitalization. |
| **Cap Run Date Next** | View the date when capitalization batch job is next executed to capitalize account balances. |
| **Extn and Due Dates section** | |
| **# of Extensions (Year)** | The number of times extensions granted (year). |
| **# of Extensions (Life)** | The number of times extensions granted (life). |
| **# of Extension Term (Year)** | The number of terms extensions granted (year). |
| **# of Extension Term (Life)** | The number of terms extensions granted (life). |
| **# of Due Day Changes (Year)** | The number of due day changes allowed in a year. |
| **# of Due Day Changes (Life)** | The number of due day changes allowed in a life of an account. |
| **Last Extn Dt** | The last extn date. |
| **Due Day Change Dt** | The due day change date. |
| **Additional Details section** | |
| **Total Term** | The total term. |
| **Paid Term** | The paid term. |
| **Maturity Dt** | The maturity date. |
| **Balloon Amt** | The balloon amount. |
| **Payment Hierarchy** | The Hierarchy Definition defined for payment allocation to corresponding due accounts. |
| **Advance Details section** | |
| **Approved Amount** | The approved amount. |
| **Consumed Amt** | The consumed. |
| **Remaining Amt** | The remaining amount. |
| **Last Advance Amt** | The last advance amount |
| **Last Advance Dt** | The last advance date |
| **Recourse Details** - This section displays the recourse information captured in Origination or the information updated during servicing in the respective Contract screen. | |
| **Recourse** | View the recourse indicator. If selected, it indicates that there is a recourse associated with the Loan. |
| **Recourse Type** | The recourse type as either **Partial** or **Full**. |
| **Recourse Reason** | The recourse reason depending on the type of recourse selected. |
| **Recourse Max %** | Percentage of recourse allowed. |
| **Recourse Amt** | Flat recourse amount allowed. |
| **Cure Letter** - This section displays the **Cure Letter** details if it has been issued on the account on nonconforming to certain terms that are in violation of obligations and which are to be fixed within the time provided in cure letter. | |
| **Start Date** | Displays the start date mentioned in Cure letter. |


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**Table 4-43 (Cont.) Account Details**

| In this field | View this |
|---|---|
| **Expiry Date** | Displays the date when the Cure notice expires. |
| **Others** | |
| **Statement Consolidation** | View the statement Consolidation indicator propagated from Origination > Funding screen or updated by posting Master Account - Statement Consolidation Indicator Maintenance non monetary transaction.<br>If checked, indicates that system generates consolidated billing statement at Master Account level along with details of all the associated accounts.<br>If unchecked, system generates billing statement to only current account. |
| **Time Zone** | Customer's time zone. |
| **Linked Account** | The linked account number propagated from Origination after funding the application.<br>Also the Linked account Xref Number or Linked account Number sent as pat of Account Boarding will be updated at Linked account.<br>This field can also be updated by posting non-monetary transaction. For more information, refer to Linked Account Maintenance section. |
| **Securitization Eligible** | View the Securitization Eligible Indicator. If checked, indicates that the account is eligible for securitization. |
| **Close Account After Paid-Off** | If checked, indicates that the account is allowed to be closed once the account is paid off i.e. system closes the account after the number of days specified in the system parameter has elapsed.<br>If not checked, indicates that system does not close the account even if the account is paid off i.e. system keeps the accounts active so that the equity can be traded with other accounts. For information on accounts trading, refer to **Appendix - Trading of Accounts** chapter. |
| **Skip Credit Bureau Reporting** | If checked, indicates that this account is skipped in Metro II batch job process and is not reported to credit bureau.<br>This option is auto updated either on funding an application based on Product Setup or on posting Skip Credit Bureau Reporting Maintenance non-monetary transaction. |
| **Allow Repossession on SCRA** | If checked, indicates that asset repossession is allowed on SCRA account who is on active military duty.<br>This check box is not selected by default and is selected only when SCRA borrower on active military duty voluntarily offers financial institution to repossess the asset and Repossession Maintenance non-monetary transaction is posted on the account. |


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**Table 4-43 (Cont.) Account Details**

| In this field | View this |
|---|---|
| **Statement section**<br>This section display the preferences for Mock Statement generation at Master Account level. The details here are propagated from Origination > Contract screen and can be updated using maintenance transaction. For more details, refer to Mock Statement Maintenance section in Appendix chapter. | |
| **Stmt preference mode** | The account statement preference mode (Email or PHYSICAL) as defined in Origination > Contract screen is displayed here. |
| **Mock Statement Req** | If checked, indicates that account is to be included in Mock statement Generation. Based on this selection, others fields related to Mock Statement below are enabled. |
| **Mock Statement Run Date Next** | The next date when Mock Statements is generated.<br>Note: While generating Mock Statement, system considers the **Mock Statement Date** and **Pre Bill Days** to generate the next Mock Statement Run Date. In case the Mock Statement Next Run Date is less than Contract Date or GL Date which does not match the criteria, system moves the Mock Start Date to same month of next year. For more details, refer to Mock Statement Maintenance section in Appendix chapter. |
| **Mock Statement Cycles** | The total number of billings (between 1-12) that are to be generated post Mock Statement Start Date. |
| **Mock Pre Statement Days** | The number of Pre bill days for Mock Statements generation. |
| **Stop Correspondence** | Stop correspondence indicator. If selected, indicates that account is excluded from sending letters or any other correspondence such as monthly statements.<br>This option is not selected by default and can be updated by posting Stop Correspondence at Account Level non-monetary transaction. |
| **Settlement Information** - System displays the account settlement details when the **Account Settlement Transaction** is posted. | |
| **Effective Dt** | View the settlement agreement start date. |
| **Good Through Dt** | View the settlement agreement expiry date. |
| **Agreed Amt** | View the settlement amount agreed by customer to the lender. |
| **Paid Till Dt** | View the total amount paid by the customer and allocated to account balances during the agreed period (between effective date and Good through date).<br>System computes the total of all Good payment amounts received between **effective date** and **good through date** and displays total amount paid only after the batch (ACCOUNT SETTLEMENT PROCESSING) is executed. |


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**Table 4-43 (Cont.) Account Details**

| In this field | View this |
|---|---|
| **Payment Mode** | View the type of repayment mode auto updated with one of the following options:<br>• INSTITUTION DRAFT / CHECK<br>• AUTOPAY (ACH)<br>• AUTOPAY (CREDIT CARD)<br>• AUTOPAY (DEBIT CARD)<br>• POST DATED CHECKS<br>For an active Recurring ACH record, the payment mode is selected as AUTOPAY. |
| **Agreement Details** | |
| **Agreement Number** | View the agreement number which is either propagated from Origination after funding the application or received from external system during account onboarding depending on the value of system parameter AUTO_GEN_AGREEMENT_NBR (AUTO GENERATE AGREEMENT NUMBER FOR ACCOUNT ONBOARDING).<br>**Note**: Using this, you can group all those accounts with a particular agreement number. |
| **Custom Fields** - This section displays the custom User Defined Fields if enabled in Setup and if configured, populates specific business computation values on clicking **Calculate Parameters** button. | |

## 4.6.2 Balances sub tab

The Account Balances sub tab displays a list of different balances maintained for the account along with other details such as how the balance is derived in the system and capitalization details indicating when the balance is capitalized to the principal of account.

**To view Account Balances**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click the **Account Details** tab, then click **Balances sub tab**.

**Figure 4-51 Customer Service - Account Details - Balances**

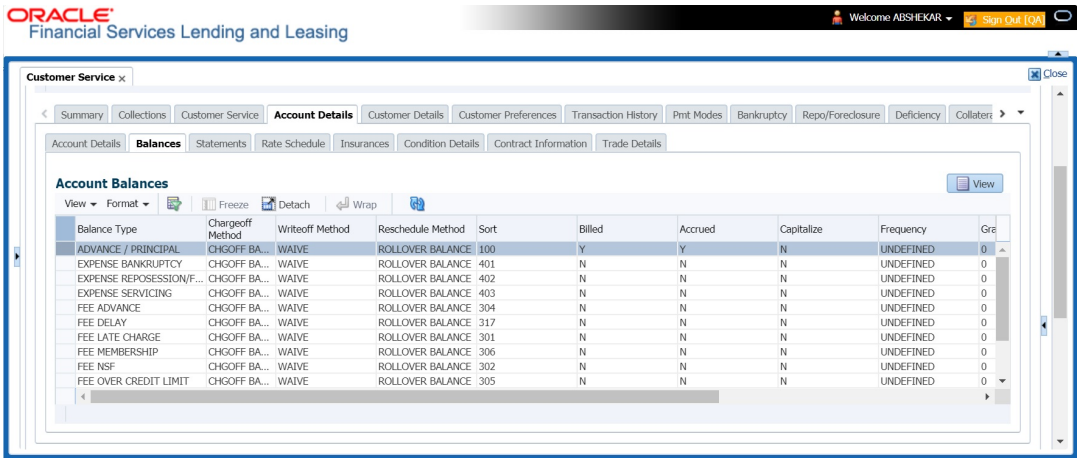



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**Figure 4-52 Customer Service - Account Details - Balances**

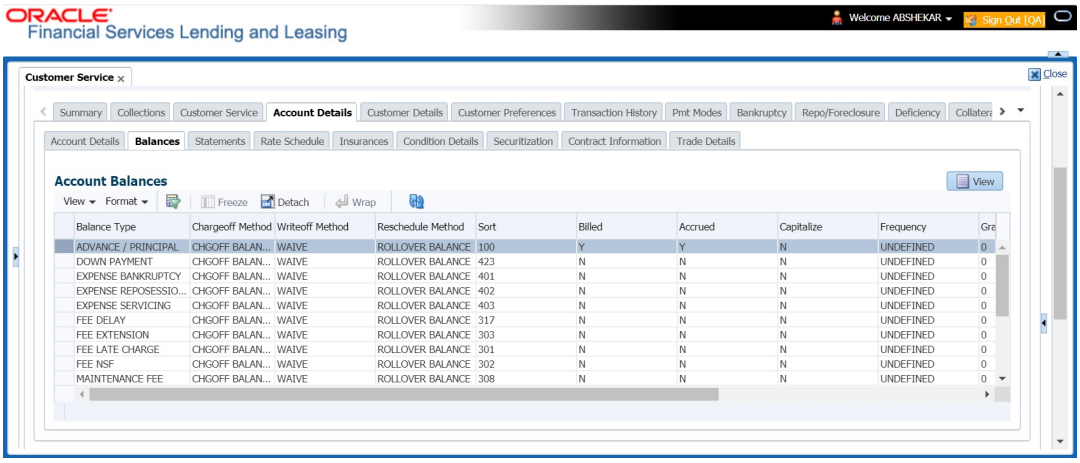
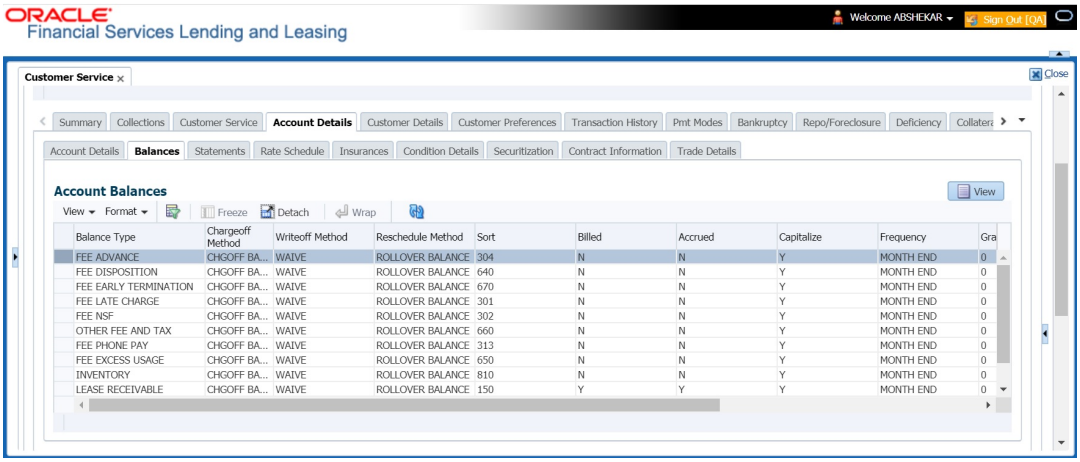



**Figure 4-53 Customer Service - Account Details - Balances**




3. In the **Balances** section, click **View to** view the following information:

**Table 4-44 Balances**

| In this field | View |
|---|---|
| Balance Type | The type of account balance maintained. |
| Chargeoff Method | The type of method to charge-off the balance. |
| Writeoff Method | The type of method to write-off the balance. |
| Reschedule Method | The applicable reschedule method. |
| Sort | The sort sequence maintained. |
| Billed | Y/N indicating if the balance is billable to customer. |
| Accrued | Y/N indicating if interest is accrued on the balance. |
| Non Performing Rollover | Rollover indicates that this balance is moved to non-performing balance. |
| Non Performing Balance Type | Indicated as NON PERFORMING if the balance is expected to be charged-off in the future. |


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**Table 4-44 (Cont.) Balances**

| In this field | View |
|---|---|
| Capitalize | Y/N indicating if the balance is capitalized to principal. |
| Frequency | The frequency with which the balance is capitalized. |
| Grace Days | The number of grace days allowed for capitalization. |
| Next Cap Run Date | The next scheduled balance capitalization date. |

## 4.6.3 Statements sub tab

The Statements sub tab facilitates to view the list of statements generated for the account till date. In case of Master Account, you can view the list of consolidated statement of Master Account along with the associated accounts.

The Statements sub tab contains Statements, Transactions, and Messages and Usage Summary sections. The **Statements** section displays a list of all statements generated during life of the account. Also, the statements which has Extension transaction posted and has an impact on the account due date are regenerated. The **Transaction** section displays monetary transactions applied to the account from closing date of the previous statement through closing date of the current statement. The **Messages** section displays user-defined message that appears in the statement. The Usage Summary section displays usage based billing of lease account for each billing cycle.

**To view the Statements screen**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click the **Account Details** tab, then click **Statements sub tab**.

**Figure 4-54 Account Details - Statements**

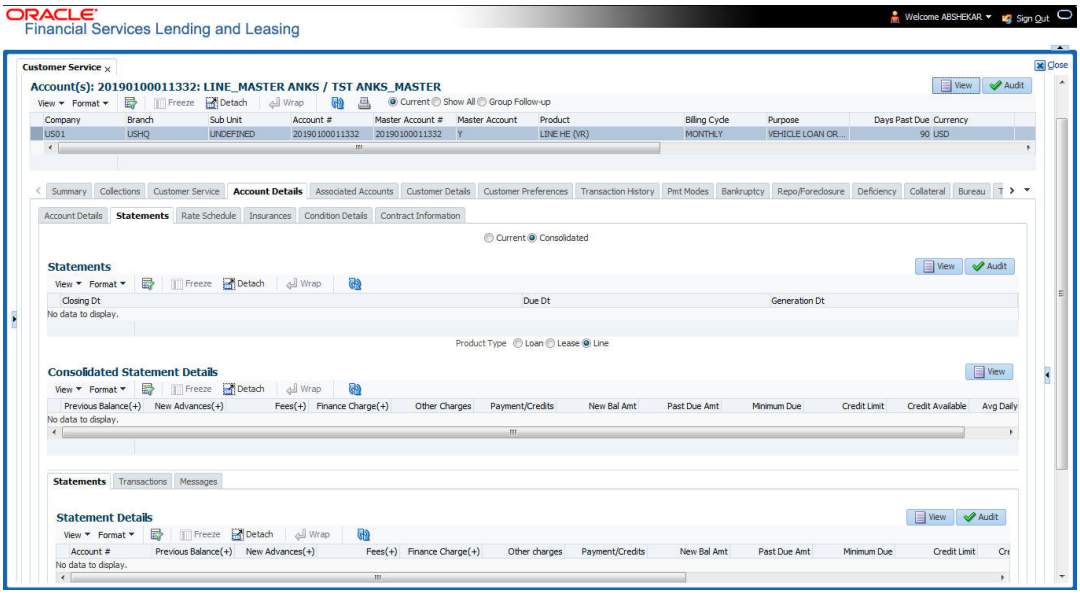



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**Figure 4-55 Account Details - Statements**

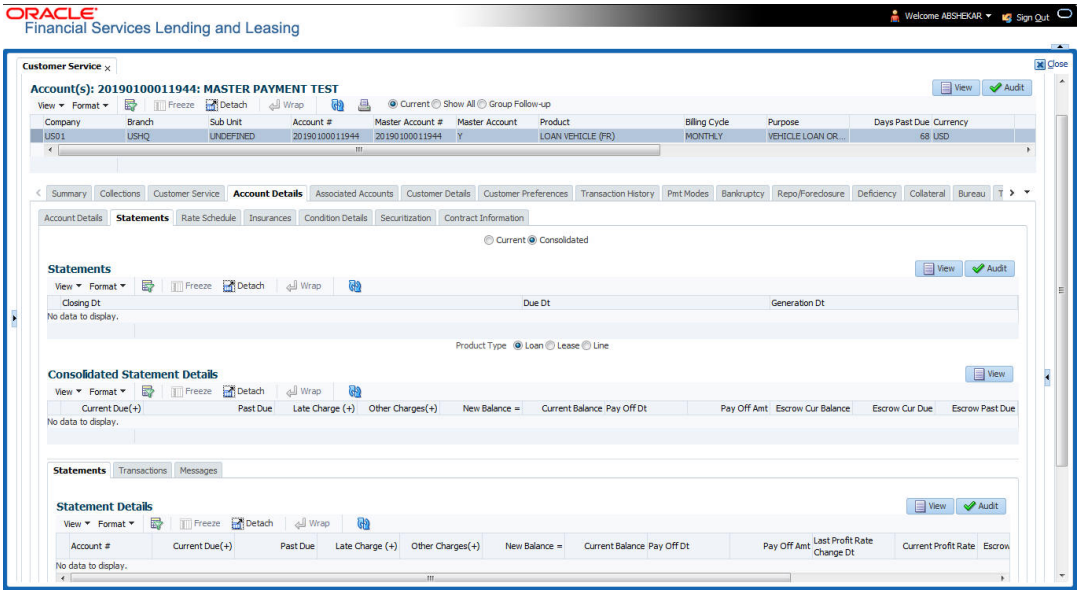
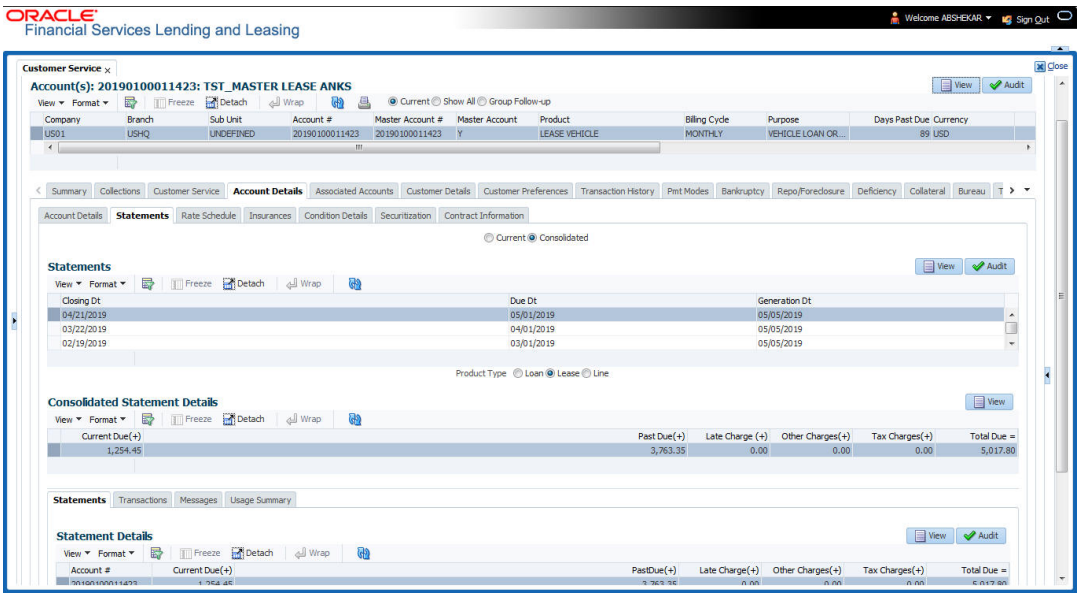



**Figure 4-56 Account Details - Statements**




3. Select either **Current** or **Consolidated** option.

   Note the following:

   - The **Current** or **Consolidated** option is available only for Master Account to filter and view the list of statements for current Master Account and consolidated statements of Master Account and Associated Accounts.
   - On selecting **Consolidated**, an additional section **Consolidated Statement Details** is enabled to display the list of consolidated statements for Associated Accounts having the **Statement Consolidation** flag enabled in Account details.
   - By default, only those accounts having the same currency of Master Account are displayed.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- The consolidated Account statements associated for each Master Account is generated on executing the batch job MASTER ACCOUNT STATEMENTS GENERATION in batch job set SET-ODD2.

4. In the **Statements** section, click **View**.

   View the following information:

**Table 4-45 Statements**

| In this field | View |
|---|---|
| **Closing Dt** | The statement closing date. |
| **Due Dt** | The statement due date. |
| **Generation Dt** | The statement generation date. |

5. In the **Consolidated Statements Details** section, select LoanLineLease option to group and view the consolidated statements based on Product/Funding type. The default Product type is Master Account Product type.
6. Click **View** and view the following information:

**Table 4-46 Consolidated Statements Details**

| In this field | View |
|---|---|
| **Current Due (+)** | The current due. |
| **Past Due** | The past due amount. |
| **Late Charge (+)** | The late charge due. |
| **Other Charges (+)** | The other charges due. |
| **Tax Charges (+)** | Lease Sales and Usage Tax amount. |
| **Total Due =** | The total due. |

**Table 4-47 Consolidated Statements Details**

| In this field | View |
|---|---|
| **Previous Balance(+)** | The previous existing balance. |
| **New Advances(+)** | New advances allowed. |
| **Fees(+)** | Fees charged. |
| **Finance Charge(+)** | Applicable Financial charges. |
| **Other charges** | Applicable other charges |
| **Payment/Credits** | Payments or credits issued. |
| **New Bal Amt** | New balance amount available. |
| **Past Due Amt** | Past due amount existing. |
| **Minimum Due** | Minimum due amount to be paid. |
| **Credit Limit** | Total credit limit issued. |
| **Credit Available** | Total available credit limit. |
| **Avg Daily Balance** | Average daily balance in account. |
| **Daily Periodic Rate** | Daily periodic expense rate. |
| **Annual Rate** | Annual rate on the account. |
| **Days in Cycle** | Total number of accounted days. |


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**Table 4-48 Consolidated Statements Details**

| In this field | View |
|---|---|
| **Current Due (+)** | The current due. |
| **Past Due (+)** | The past due amount. |
| **Late Charge (+)** | The late charge due. |
| **Other Charges (+)** | The other charges due. |
| **New Balance =** | The new balance. |
| **Current Balance** | The current balance. |
| **Pay Off Dt** | The payoff date. |
| **Pay Off Amt** | The payoff amount. |
| **Escrow Current Balance** | The current escrow balance. |
| **Escrow Current Due** | The current escrow due. |
| **Escrow Past Due** | The past due escrow amount. |

7. In the **Statements Details** section, select the statement and click **View**.

   View the following:

**Table 4-49 Statements Details**

| In this field | View |
|---|---|
| **Account #** | The Customer Account number. |
| **Current Due (+)** | The current due. |
| **Past Due (+)** | The past due amount. |
| **Fee Usage Charge(+)** | The Usage Fee charged for Lease account. |
| **Late Charge (+)** | The late charge due. |
| **Other Charges (+)** | The other charges due. |
| **Tax Charges (+)** | Lease Sales and Usage Tax amount. |
| **Total Due =** | The total due. |

**Table 4-50 Statements Details**

| In this field | View |
|---|---|
| **Account #** | The Customer Account number. |
| **Previous Balance(+)** | The previous existing balance. |
| **New Advances(+)** | New advances allowed. |
| **Fees(+)** | Fees charged. |
| **Finance Charge(+)** | Applicable Financial charges. |
| **Other charges** | Applicable other charges. |
| **Payment/Credits** | Payments or credits issued. |
| **New Bal Amt** | New balance amount available. |
| **Past Due Amt** | Past due amount existing. |
| **Minimum Due** | Minimum due amount to be paid. |
| **Credit Limit** | Total credit limit issued. |
| **Credit Available** | Total available credit limit. |
| **Avg Daily Balance** | Average daily balance in account. |
| **Daily Periodic Rate** | Daily periodic expense rate. |


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**Table 4-50 (Cont.) Statements Details**

| In this field | View |
|---|---|
| **Annual Rate** | Annual rate on the account. |
| **Days in Cycle** | Total number of accounted days. |

**Table 4-51 Statements Details**

| In this field | View |
|---|---|
| **Account #** | The Customer Account number. |
| **Current Due (+)** | The current due. |
| **Past Due (+)** | The past due amount. |
| **Late Charge (+)** | The late charge due. |
| **Other Charges (+)** | The other charges due. |
| **New Balance =** | The new balance. |
| **Current Balance** | The current balance. |
| **Pay Off Dt** | The payoff date. |
| **Pay Off Amt** | The payoff amount. |
| **Profile Rate section** | |
| **Last Profit Rate Changed Dt** | The latest date on which the profit rate was changed. |
| **Current Profit Rate** | The current profit rate. |
| **Escrow** | |
| **Current Balance** | The current escrow balance. |
| **Current Due** | The current escrow due. |
| **Past Due** | The past due escrow amount. |

8. Click **Transactions** sub tab and click **View**.
9. View the following information:

**Table 4-52 Transactions**

| In this field | View |
|---|---|
| **Account #** | The Customer Account number. |
| **Txn Dt** | The transaction effective date. |
| **Post Dt** | The transaction posted date. |
| **Transaction Type** | The type of transaction. |
| **Amount** | The transaction amount. |

Click **Messages** sub tab and click **View**.

10. View the following information:

**Table 4-53 Messages**

| In this field | View |
|---|---|
| **Account #** | The Customer Account number. |
| **Sequence** | The sequence number. |


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**Table 4-53 (Cont.) Messages**

| In this field | View |
|---|---|
| **Message** | The message. |

Click **Usage Summary** sub tab and click **View**.

11. The **Usage Summary** sub tab gives you a summary of units charged for asset Usage/ Rental which is derived based Usage/Rental Charge Matrix. For detailed information, refer Usage Summary section.
12. The **Usage History** sub tab displays the asset usage details either populated via web service or input file upload. For more information, refer Usage History section.

## 4.6.4 Rate Schedule sub tab

The **Rate Schedule** section contains information about rate adjustments, such as the sequence and number of adjustments.

**To view the Rate Schedule screen**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click the **Account Details** tab, then click **Rate Schedule** sub tab.

**Figure 4-57 Account Details - Rate Schedule**

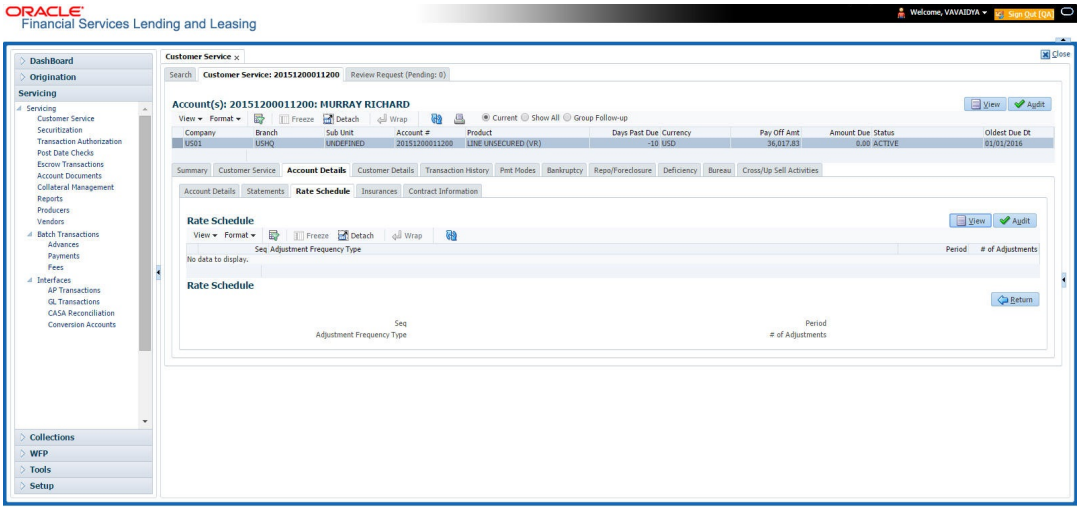



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**Figure 4-58 Account Details - Rate Schedule**

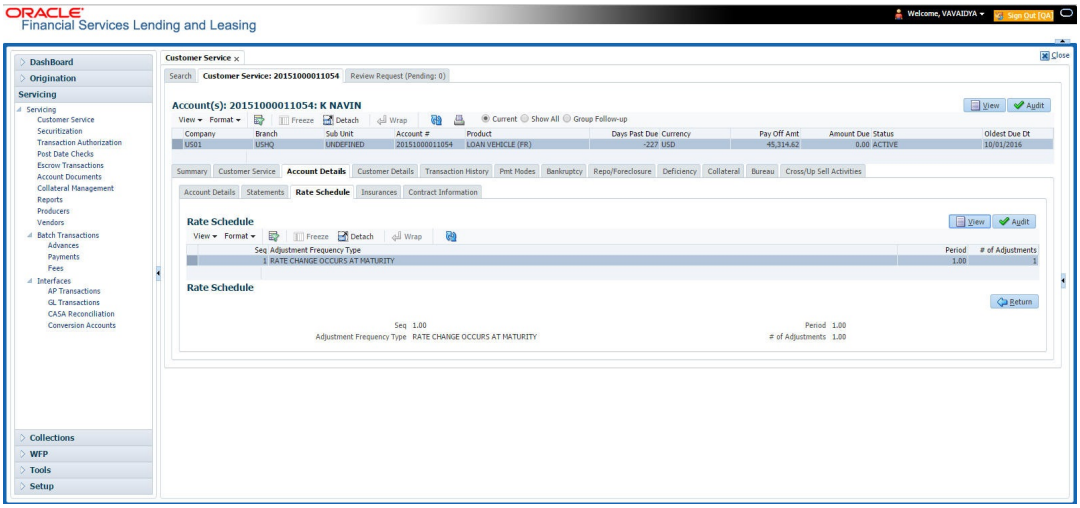
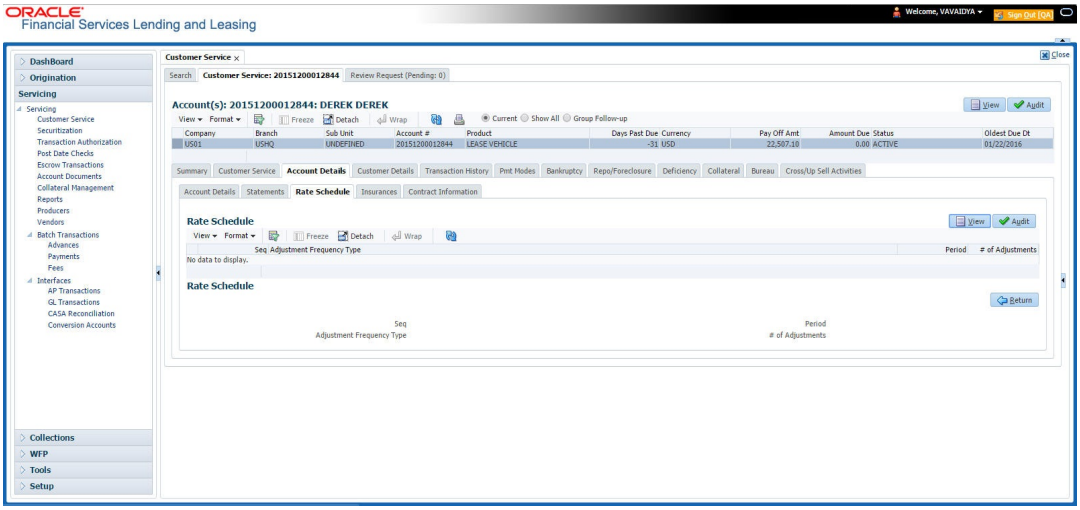



**Figure 4-59 Account Details - Rate Schedule**




The **Rate Schedule** section only applies to variable rate loans.

3. In **Rate Schedule** section, click **View**.
4. View the following information:

**Table 4-54 Rate Schedule**

| In this field | View this |
|---|---|
| **Seq** | The sequence number for rate adjustment. |
| **Adjustment Frequency Type** | The rate adjustment frequency type. |
| **Period** | The rate adjustment period for the frequency. |
| **# of Adjustments** | The number of rate adjustments for the frequency. |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# 4.6.5 Insurances sub tab

If insurance information was entered on Funding screen during LoanLine of creditLease origination, you can view financed insurance information on the **Customer Service screen's** Insurances screen. The Insurances screen displays the details of all financed insurances, including cancellation and refund information whenever applicable. It also displays the insurances that were financed after funding of LoanLine of creditLease using the **Customer Service** screen's **Maintenance** screen.

**To view the Insurances screen**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click the **Account Details** tab, then click **Insurances** sub tab.

**Figure 4-60 Account Details - Insurances**

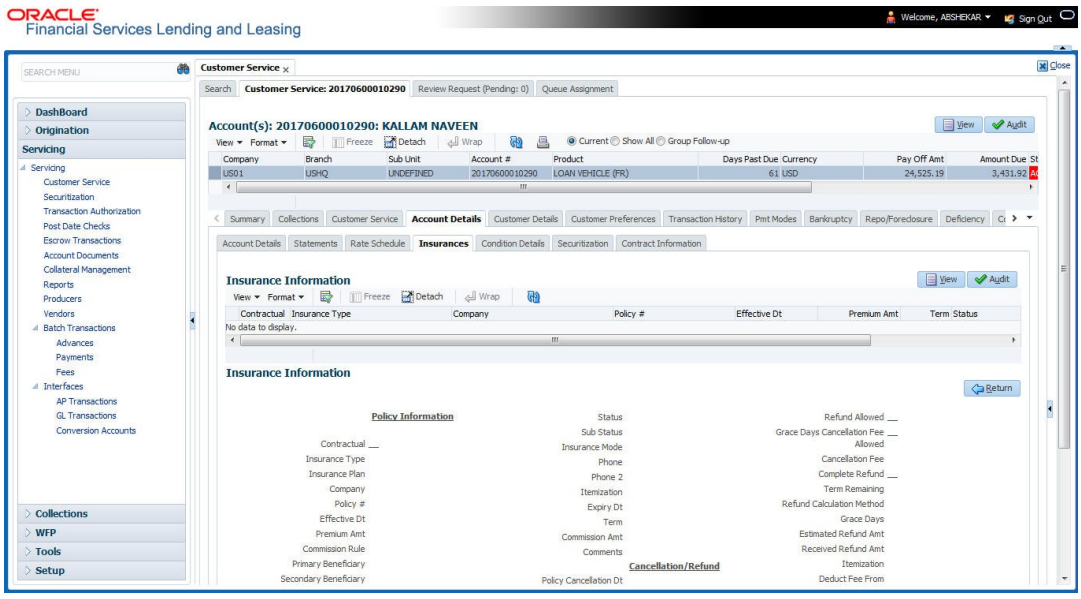



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**Figure 4-61 Account Details - Insurances**

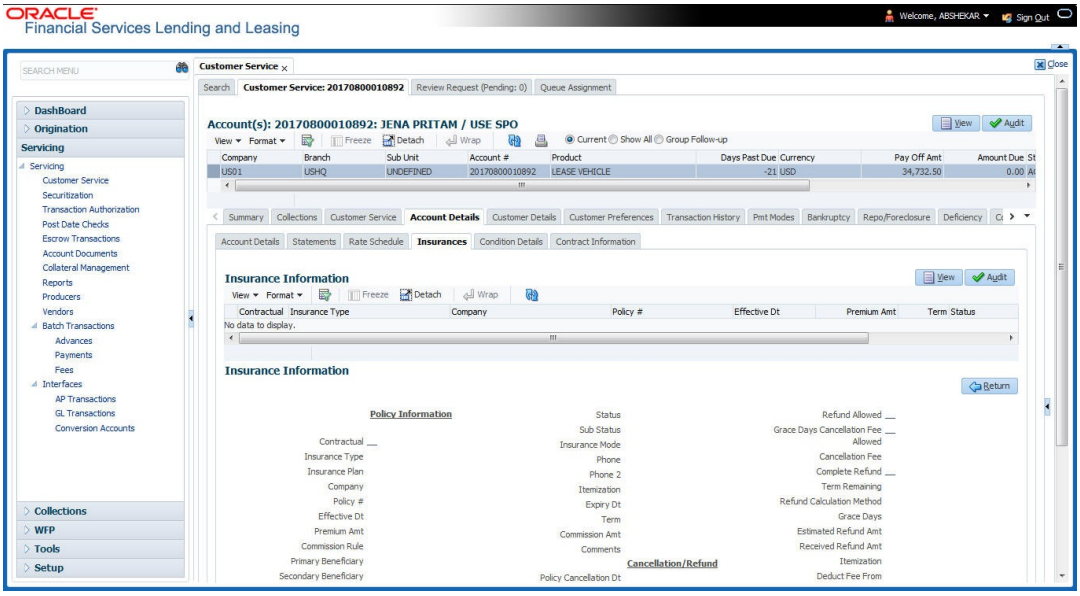
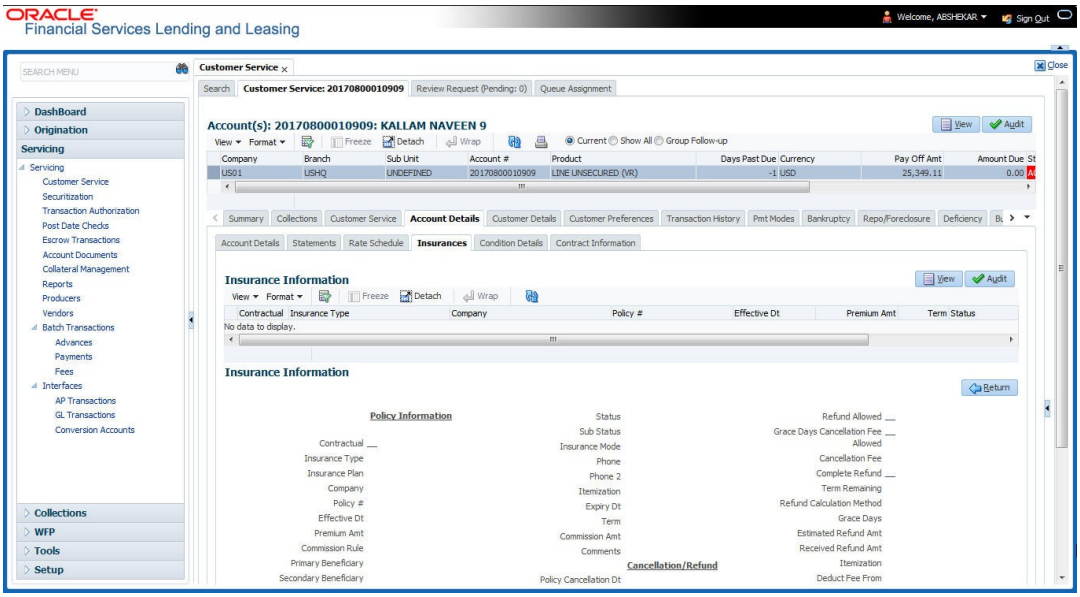



**Figure 4-62 Account Details - Insurances**




3. On the **Insurances** screen, view the following information in **Insurance Information** section:

**Table 4-55 Insurances**

| In this field | View |
|---|---|
| **Contractual** | If selected, indicates that the insurance policy is required by contract. |
| **Insurance Type** | The insurance type. |
| **Company** | The insurance company. |
| **Policy#** | The insurance policy number. |


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**Table 4-55 (Cont.) Insurances**

| In this field | View |
|---|---|
| **Effective Dt** | The insurance effective date. |
| **Premium Amt** | The insurance premium amount. |
| **Term** | The insurance term. |
| **Status** | The insurance status. |

Click **View** and view the following information:

**Table 4-56 Insurance Information**

| In this field | View |
|---|---|
| **Policy Information section:** | |
| **Contractual** | If selected, indicates that the insurance policy is required by contract. |
| **Insurance Type** | The insurance type. |
| **Insurance Plan** | The insurance plan. |
| **Company** | The insurance company. |
| **Policy#** | The insurance policy number. |
| **Effective Dt** | The insurance effective date. |
| **Premium Amt** | The insurance premium amount. |
| **Commission Rule** | The rule of commission. |
| **Primary Beneficiary** | The primary beneficiary of the insurance. |
| **Secondary Beneficiary** | The secondary beneficiary of the insurance. |
| **Status** | The status. |
| **Sub Status** | The sub status. |
| **Insurance Mode** | The insurance mode. |
| **Phone** | The insurance company's primary phone number. |
| **Phone 2** | The insurance company's alternate phone number. |
| **Itemization** | The contract itemization. |
| **Expiry Dt** | The insurance expiry date. |
| **Term** | The term of insurance. |
| **Commission Amt** | The insurance commission amount. |
| **Comments** | The comments regarding the insurance policy. |
| **Cancellation/Refund section:** | |
| **Policy Cancellation Dt** | The insurance cancellation date. |
| **Refund Allowed** | If selected, a refund is allowed. A selected box indicates that the insurance premium can be rebated to the customer in case of early payoff. |
| **Grace Days Cancellation Fee Allowed** | If selected, indicates that cancellation fees during grace period is allowed. |
| **Cancellation Fees** | View amount of the cancellation fee to be charged when the insurance is cancelled. |
| **Complete Refund** | If selected, a complete refund is allowed. |
| **Term Remaining** | The remaining term on the insurance at cancellation. |


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**Table 4-56 (Cont.) Insurance Information**

| In this field | View |
|---|---|
| **Refund Calculation Method** | The refund calculation method. |
| **Grace Days** | View the number of grace days allowed for cancellation without charging a cancellation fee. |
| **Estimated Refund Amt** | The estimated insurance refund. |
| **Received Refund Amt** | The insurance refund received. |
| **Itemization** | The contract itemization. |
| **Deduct Fee From** | View the option defined in setup screen (Setup > Administration > Products > Insurances) to deduct the cancellation fee.<br>**Premium Amount** indicates fee is deducted upfront before computation and **Rebate Amount** indicates fee is deducted after computation. |

4. In the **Insurance Tracking** section, click **Create Tracking**. The system loads insurance tracking parameters in the Insurance Tracking section.
5. If you want to reduce the list of parameters, select a **sub attribute** in the unlabelled Sub Attribute box next to **Create Tracking** button.

   If your system has been configured to use the Sub Attribute field, only attributes in a particular group appear in the parameter display.
6. Click **Edit** and complete the **Parameter** and **Value** fields.
7. Click **Save**.

## 4.6.6 Condition Details sub tab

The Customer Service screen's Condition Details tab displays the detailed log report of Account Vs Queue configuration changes i.e. every time an account has been changed from one queue/user/condition to another.

**To view Condition Details**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Account Details** tab, then click **Condition Details** sub tab.


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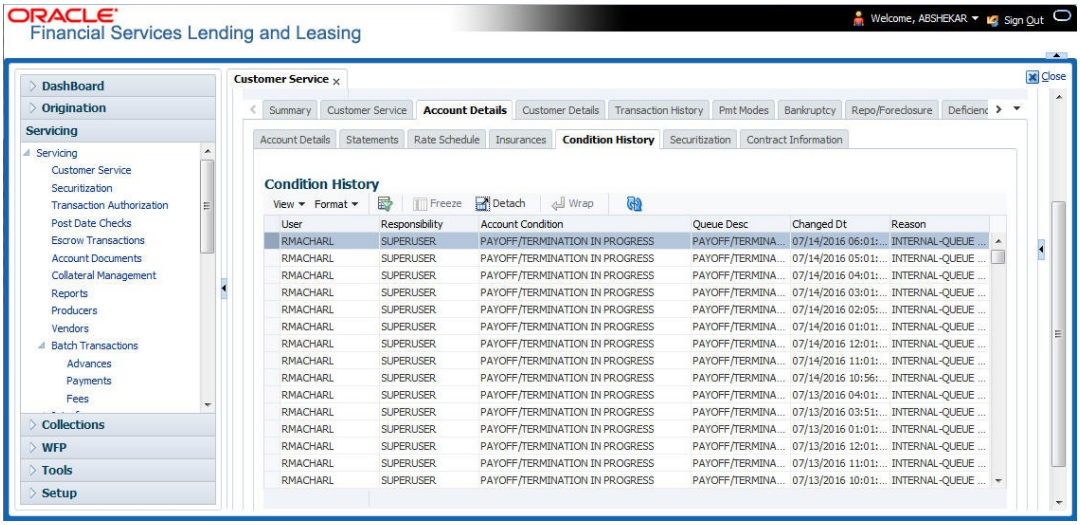
**Figure 4-63 Account Details - Condition History**




The **Condition Details** tab is further categorized into following sections:

- Condition/Queue
- Condition/Queue History

### Condition/Queue

The Condition/Queue section displays the closed Conditions, Queues and User changes which were defined initially and later re-assigned to different Queues with Hard Assigned Users.

A current active Condition can be opened in any of the following cases:

- When a Call Activity is posted with Conditions on account
- When Conditions are posted by specific batch events
- When Conditions are posted by specific transactions (For example, Borrower on Military duty)

The Condition/Queue section displays the following information:

- User (Current Queue Assigned User If any)
- Responsibility (Current User Responsibility)
- Account Condition
- Queue Description
- Condition Start Dt
- Queue Start Dt
- User Start Dt

### Condition/Queue History

The Condition/Queue section displays only the closed Conditions which were defined on the account and later was re-assigned to different Queues with Hard Assigned Users.

The Condition/Queue History section displays the following information:

- User (Old Queue Assigned User If any)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- Responsibility (Old User Responsibility)
- Account Condition
- Queue Description
- Start Date
- End Date
- Changed Date
- Change Reason
- Reason (specified in Queue Assignment tab)

In the Condition/Queue History section, select the required record and click **View**.

## 4.6.7 Securitization Sub Tab

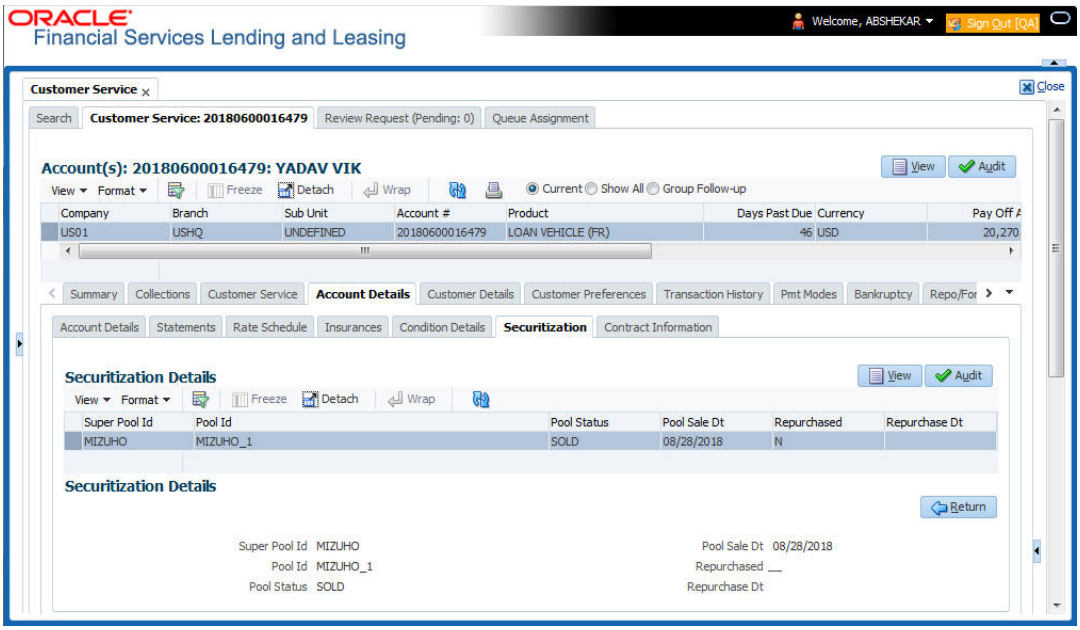
The Securitization sub tab enables you to view the various Pool details of that account. A securitization pool is considered as **Super Pool** when it is sold (i.e. status of pool is SOLD). If a Super Pool is not assigned to a pool, the **Super Pool** details are displayed as **Undefined** in Securitization sub tab.

When a pool with status NEW or OPEN is linked to a Super Pool and that Pool is sold, then Securitization tab displays the **Super Pool Id** as existing Pool Id and newly added pool with previous Pool ID.

**To view the securitization details**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Account Details** tab, then click **Securitization** sub tab.

**Figure 4-64 Account Details - Securitization**




3. On the **Securitization** sub tab, view the following Securitization details:


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**Table 4-57 Securitization Details**

| Securitization Details | |
|---|---|
| **Super Pool Id** | View the Super Pool Id (Sold Securitization Pool). The same is displayed as **Undefined** if **Super Pool Id** is not configured for the pool. |
| **Pool Id** | The pool ID. |
| **Pool Status** | The pool status. |
| **Pool Sale Dt** | Pool Sale date. |
| **Repurchased** | If selected, indicates that it has been repurchased. |
| **Repurchase Dt** | The repurchase date. |

## 4.6.8 Contract Information sub tab

The Customer Service screen Contract sub tab enables you to view contract and truth-inlending information recorded during the funding process. It's a display only version of the same information found on the Funding screen's Contract screen.

**To view an account's contract information**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Account Details** tab, then click **Contract Information** sub tab.

**Figure 4-65 Account Details - Contract**

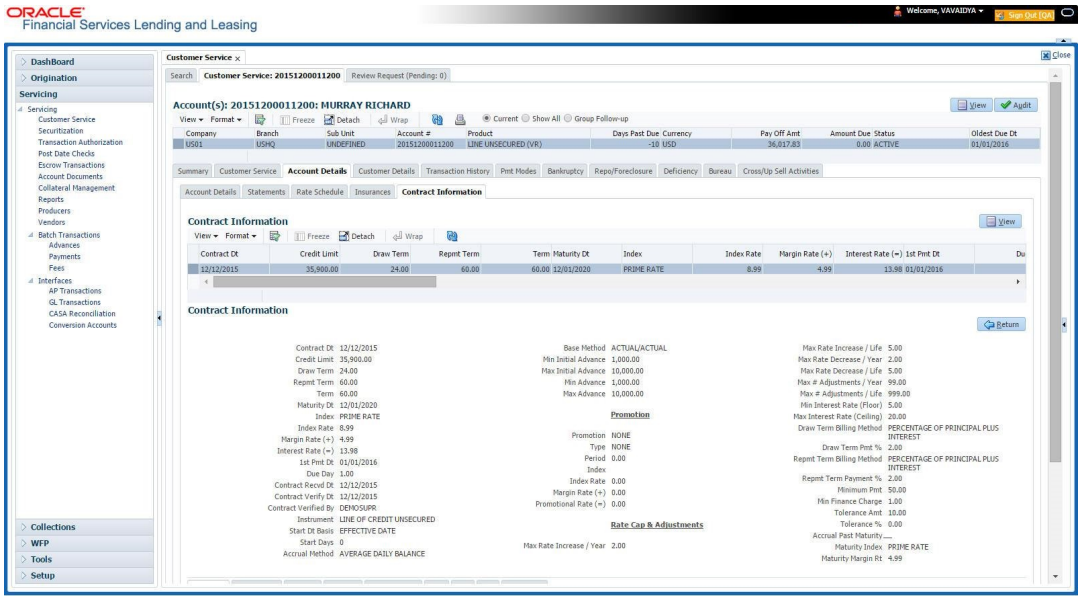



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**Figure 4-66 Account Details - Contract**

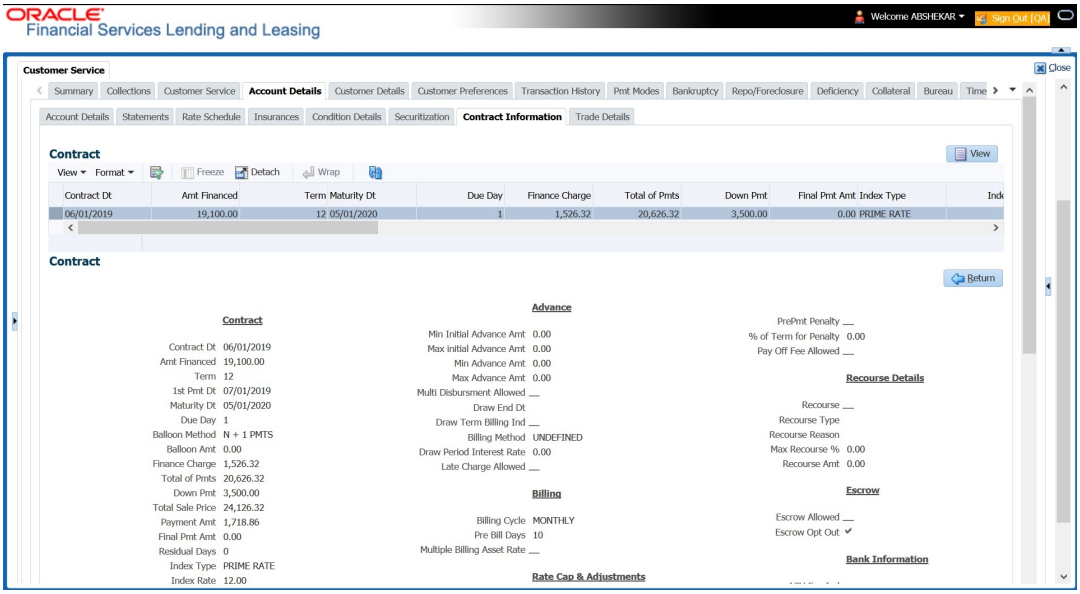


**Figure 4-67 Account Details - Contract**

If you have selected a Loan account with escrow, Escrow Analysis tab is available.

3. Use the following sub tabs to view more information about the contract, if available:
   - Contract
   - Repayment
   - Itemization
   - Trade-In
   - Insurances


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- ESC
- Escrow
- Escrow Analysis
- Compensation
- Subvention
- Proceeds
- Disbursements
- Fees
- ACH
- Coupon
- PDC
- References
- Real Estate

For more information on the sub tabs of the Contract tab, refer the section Contracts tab in Funding chapter of the Origination User Guide.

## 4.6.9 Trade Details sub tab

Oracle Financial Services Lending and Leasing provides a end-to-end framework for trading of accounts and transfer of equity from an existing (old) account to a new account. To know in detail about process and workflow, refer to **Appendix: Trading of Accounts** chapter in Servicing user guide.

The Trade Details sub tab in Account Details tab displays account level Trade related information. This is a **View-Only** screen and consists of the following two sections:

- Trade Details - indicates **Trade Equity** information with **Equity In** and **Equity Out** details of the traded accounts and Revenue Recognition information captured as part of batch job processing.
- Equity Transfer Details - indicates equity transfer between From and To accounts, the **Equity Transferred** value and **Status** of Trade.

**To view the Trade details**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Account Details** tab, then click **Trade Details** sub tab.


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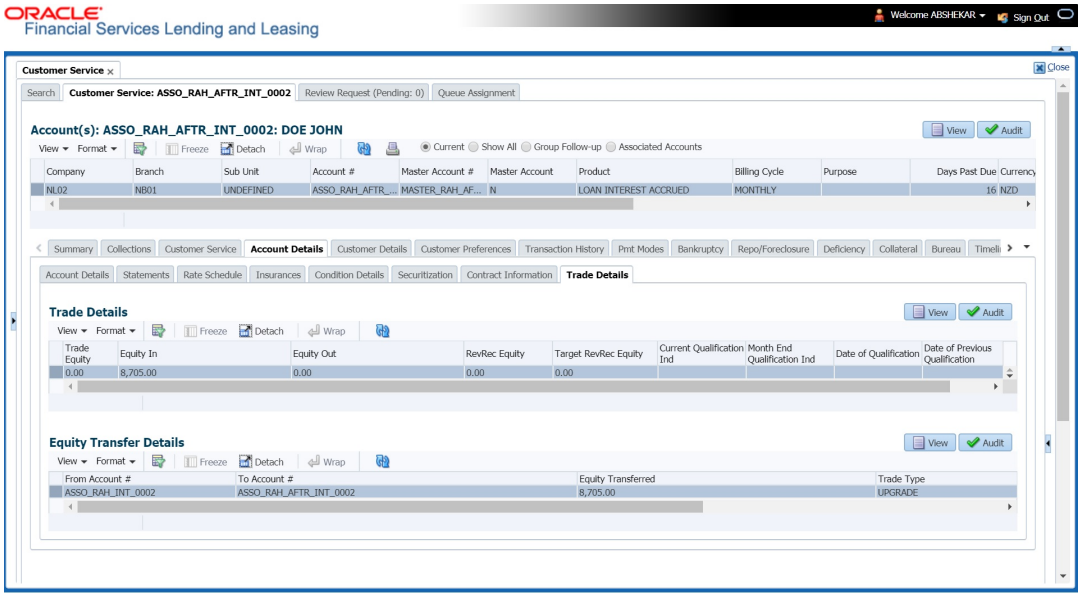
## Figure 4-68 Account Details - Trade Details




## Figure 4-69 Account Details - Trade Details

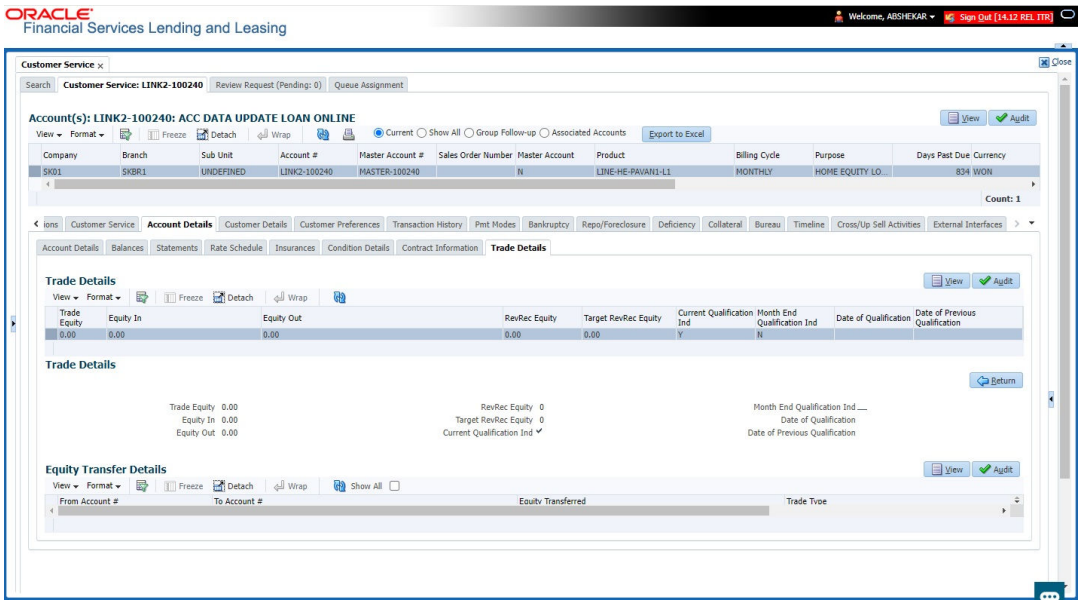




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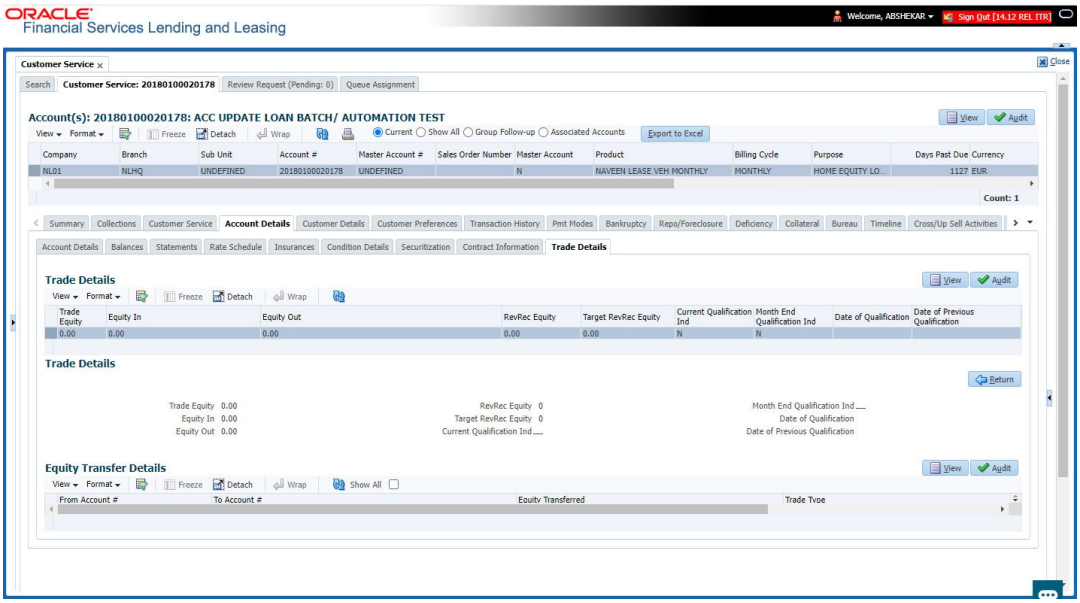
**Figure 4-70 Account Details - Trade Details**




3. In the **Trade Details** section, view the following details:

**Table 4-58 Trade Details**

| In this field | View |
|---|---|
| **Trade Equity** | View the value of current Account Trade Equity.<br>This is calculated using the configurable calculation value defined for ACC_EQUITY_AMT in Setup > User Defined Parameters screen.<br>This value is re-calculated during trade transaction. |
| **Equity In** | View the total of all Equity transferred **from** different old account(s) contributing to trade.<br>This field is updated when Equity In Transfer Transaction is processed during trade. |
| **Equity Out** | View the total of all Equity transferred **to** different new account(s) as part of trade.<br>This field is updated when Equity Out Transfer Transaction is processed during trade. |
| **The below fields indicate the Revenue Recognition details of the Account and are populated on executing the Revenue Recognition Processing Batch Jobs.**<br>**Note**: In Vacation Ownership Industry, Vendors recognize revenue when equity becomes greater than or equal to threshold value (X)% of net sale price of the asset on the contract. Once the revenue is recognized, Account is marked as Qualified (i.e. Target Revenue is recognized). | |
| **RevRec Equity** | View the Account Revenue Recognition Equity Amount. The value is populated based on calculation defined in User Defined Parameters. |
| **Target RevRec Equity** | View the Account Target Revenue Recognition Equity Amount. The value is populated based on calculation defined in User Defined Parameters. |


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**Table 4-58 (Cont.) Trade Details**

| In this field | View |
|---|---|
| **Current Qualification Ind** | View the Account Revenue Recognition Qualifier indicator. Here **Y** indicates that the Contract Equity is **greater than or equal to** Account Revenue Recognition Equity. |
| **Month End Qualification Ind** | View the Account Revenue Recognition Qualifier Month End indicator. Here **Y** indicates that account qualification is required at end of month. |
| **Date of Qualification** | View the Account Revenue Recognition Qualifier Date. |
| **Date of Previous Qualification** | View the Last Account Revenue Recognition Qualifier Date when the account was previously qualified. |

This section consists of the following topic:

- Revenue Recognition Processing Batch Jobs

## 4.6.9.1 Revenue Recognition Processing Batch Jobs

Following are the Revenue Recognition processing batch jobs:

Note that, both the batch jobs picks-up all the accounts only with **ACTIVE** status, the Trade Equity greater than zero and Master Account indicator set as **N**.

- DAILY REVENUE RECOGNITION PROCESSING (SET-REV1 Batch Job Set)
  This batch job is processed daily and is used to validate if Account Revenue Recognition Equity is **greater than or equal to** Target Revenue Recognition Equity. If yes, the Current Qualification Indicator is set to **Y**. However, the above validation is ignored and Current Qualification Indicator is always set to **N** if the account is having any condition listed in the lookup code REVREC QUALIFIER EXCLUSION ACCOUNT CONDITION.
- MONTH END REVENUE RECOGNITION PROCESSING (SET-REV2 Batch Job Set)
  This batch job is processed monthly and is used to validate the status of **Account Revenue Recognition Qualifier indicator** and update the following fields as indicated in below table.
  - Account Revenue Recognition Qualifier Month End indicator (after month end processing)
  - Account Revenue Recognition Qualifier Date
  - Last Account Revenue Recognition Qualifier Date

**Table 4-59 Revenue Recognition Processing Batch Jobs**

| Date of Processing | Account Revenue Recognition Qualifier indicator | Account Revenue Recognition Qualifier Month End indicator (after month end processing) | Account Revenue Recognition Qualifier Date | Last Account Revenue Recognition Qualifier Date |
|---|---|---|---|---|
| 01-Jan-19 | N | N | - | - |
| 15-Jan-19 | Y | N | - | - |
| 31-Jan-19 | Y | Y | 31-Jan-19 | - |


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**Table 4-59 (Cont.) Revenue Recognition Processing Batch Jobs**

| Date of Processing | Account Revenue Recognition Qualifier indicator | Account Revenue Recognition Qualifier Month End indicator (after month end processing) | Account Revenue Recognition Qualifier Date | Last Account Revenue Recognition Qualifier Date |
|---|---|---|---|---|
| 01-Feb-19 | N | Y | 31-Jan-19 | - |
| 28-Feb-19 | N | N | - | 31-Jan-19 |
| 01-Mar-19 | Y | N | - | 31-Jan-19 |
| 31-Mar-19 | Y | Y | 31-Mar-19 | - |
| 01-Apr-19 | Y | Y | 31-Mar-19 | - |
| 30-Apr-19 | Y | Y | 31-Mar-19 | - |
| 01-May-19 | N | Y | 31-Mar-19 | - |
| 15-May-19 | Y | Y | 31-Mar-19 | - |
| 31-May-19 | Y | Y | 31-Mar-19 | - |

1. In the **Equity Transfer Details** section, view the following details:

**Table 4-60 Equity Transfer Details**

| In this field | View |
|---|---|
| **From Account #** | Existing (old) account number or Source account number. |
| **To Account #** | New account number or Target account number. |
| **Equity Transferred** | Value of Equity transferred to new account as part to trade. |
| **Trade Type** | Type of Trade transaction processed as one of the following:<br>UPGRADE<br>SPLIT<br>COMBINE<br>For more details on Trade Type, refer to **Trade Transaction** section. |
| **Status** | Status of Trade transaction processed as one of the following:<br>OPEN<br>COMPLETED<br>FAILED |

2. Click Refresh to update the latest details on screen.

## 4.6.10 Escrow sub tab

The Escrow sub tab is available only if Escrow is allowed for the account. You can view the Escrow details using the sections in this tab.

1. In **Escrow Details** section, click **View**.


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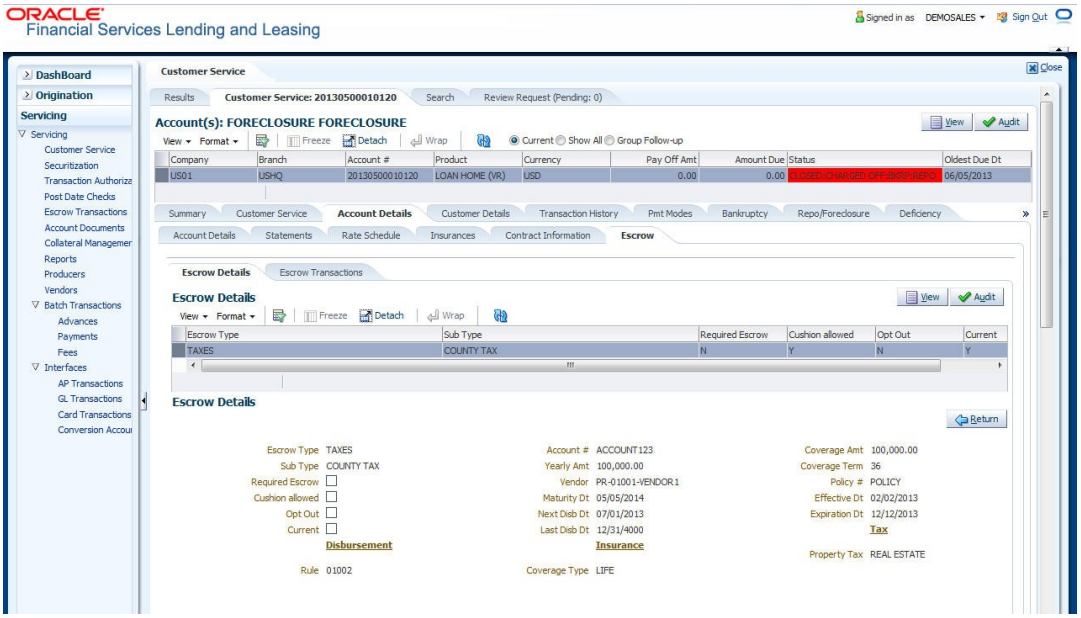
**Figure 4-71 Escrow Details**




2. View the following information:

**Table 4-61 Escrow Details**

| In this Field | View this |
|---|---|
| **Escrow Type** | The escrow type. |
| **Sub Type** | The escrow sub type. |
| **Required Escrow unchecked** | If selected, indicates that the escrow is required for the account. |
| **Cushion allowed** | If selected, indicates that the cushion is allowed for the account. |
| **Opt Out** | If selected, indicates that the escrow is opt out for the account. |
| **Current** | If selected, indicates that this is the current record of the escrow. |
| **Disbursement** | |
| **Account #** | The account number. |
| **Yearly Amt** | The yearly amount. |
| **Vendor** | The vendor. |
| **Maturity Dt** | The maturity date. |
| **Next Disb Dt** | The next disbursement date. |
| **Last Disb Dt** | The last disbursement date. |
| **Insurance** | |
| **Coverage Type** | The coverage type. |
| **Coverage Amt** | The coverage amount. |
| **Coverage Term** | The coverage term. |
| **Policy #** | The policy number. |
| **Effective Dt** | The effective date. |
| **Expiration Dt** | The expiration date. |
| **Tax** | |


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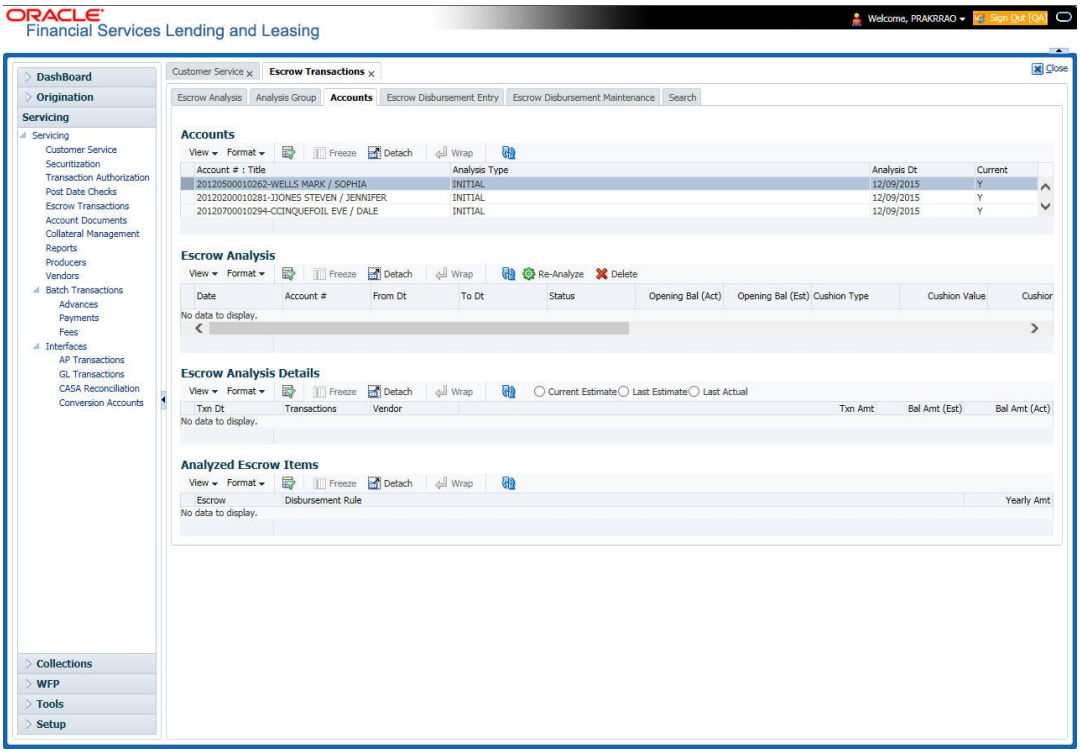
**Table 4-61 (Cont.) Escrow Details**

| In this Field | View this |
|---|---|
| **Property Tax** | The property tax. |

3. In **Escrow Transactions** section, click **View**.

**Figure 4-72 Escrow Transactions**




View the following information:

**Table 4-62 Escrow Transactions**

| In this Field | View this |
|---|---|
| **Post Dt** | The post date. |
| **Txn Dt** | The transaction date. |
| **Transaction** | The transaction. |
| **Txn Amount** | The transaction amount. |
| **Details** | The details. |

## 4.6.11 Tax Details

The Tax Details tab under Customer Service > Account Details tab displays the lease sales tax exemption details and the tax code of the account maintained in the system. On posting the non-monetary **SALES TAX EXEMPTION DETAILS MAINTENANCE** transaction to exempt tax during Bill/Due Date, Late Charge, or Payoff Quote process, the updated tax exemption details are displayed here.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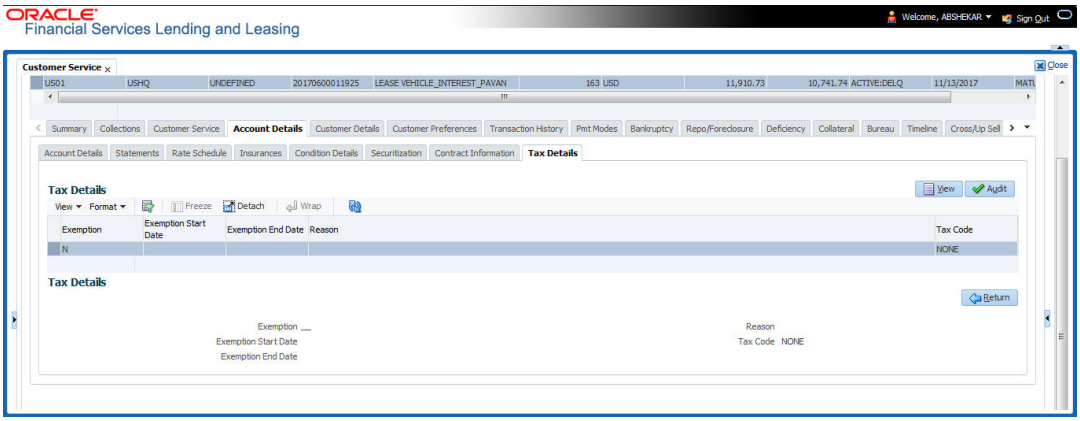
For information on posting the above transaction, refer to Exempt Sales Tax in Customer Service section in Appendix chapter.

**To view Tax exemption details**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Account Details** tab, then click **Tax Details** sub tab.

**Figure 4-73 Tax Details**




# 4.7 Customer Service screen's Associated Accounts tab

The Associated Accounts screen displays all the accounts associated with the selected Master Account in the **Associated Account Details** section along with a summary of rolled-up balances for the accounts being displayed.

In the **Associated Account Details** you can use a combination of following type of filters to sort and display the matching account(s).

- Product Type - Here you can either select a specific product or select **All** to display corresponding accounts in combination of Master and associated accounts. However, system defaults this option based on the product type of Master Account.

**Table 4-63 Product type of Master Account**

| Command Button | Action Performed |
|---|---|
| **Loan** | If selected, system filters and displays all Loan accounts associated with Master Account. The **Summary** section displays consolidated/ rolled-up balance of all accounts including Master account if the same is also a **Loan** account. |
| **Line** | If selected, system filters and displays all Line accounts associated with Master Account. The **Summary** section displays consolidated/ rolled-up balance of all accounts including Master account if the same is also a **Line** account. |
| **Lease** | If selected, system filters and displays all Lease accounts associated with Master Account. The **Summary** section displays consolidated/ rolled-up balance of all accounts including Master account if the same is also a **Lease** account. |


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**Table 4-63 (Cont.) Product type of Master Account**

| Command Button | Action Performed |
|---|---|
| **All** | If selected, system displays all accounts associated with Master Account of same currency. The **Summary** section displays consolidated/ rolled-up balance of all accounts including Master account. |

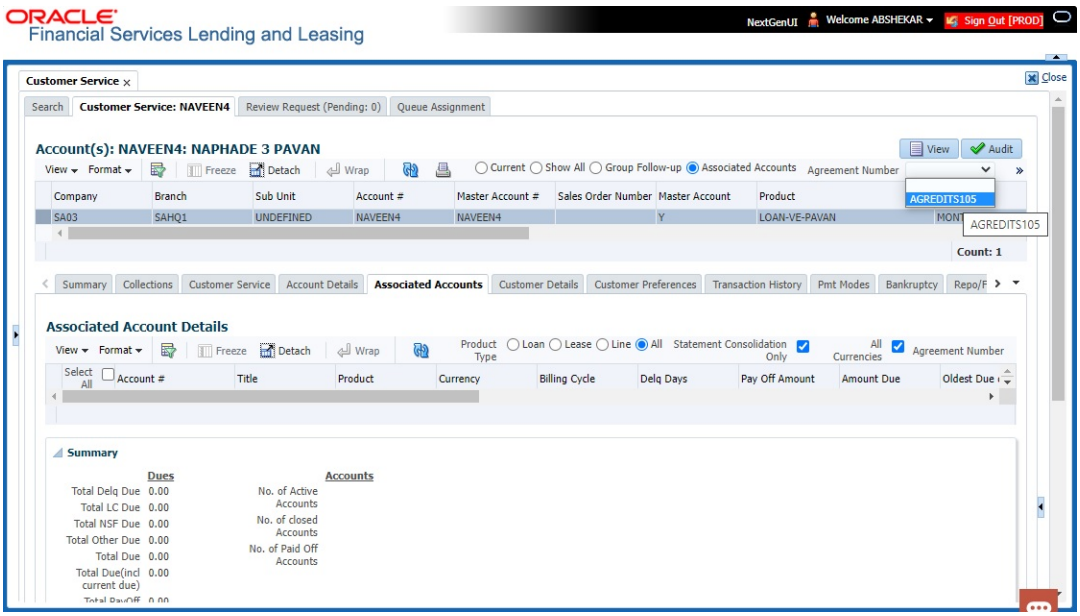
- Statement Consolidation Only - If check box is selected, system filters and displays ALL or Product Type specific accounts having the Statement Consolidation indicator enabled. The **Summary** section displays consolidated/rolled-up balance of all displayed accounts including Master account if the same also has the statement consolidation indicator enabled.
  - By default this check box is not selected and system displays ALL/selected Product Type irrespective of the Statement Consolidation indicator (Enabled or Disabled).
- All Currencies - By default, system displays only those accounts having the same currency as that of Master Account. Clicking on this check box displays all the accounts associated with Master Account irrespective of the currency with which the account is operated. Also if checked, only the Accounts counters are updated in **Summary** section and Dues are reset to zero.
- Agreement Number - This option provides a drop-down list with all unique agreement numbers present in the sorted list of account(s). On selecting any of the Agreement Number from the drop-down list, system filters and displays only those accounts associated with the selected agreement number.

At the bottom of the grid, you can view the Count with total number of records displaying in Associated Account Details.

**To view associated account details**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Associated Accounts** sub tab.

**Figure 4-74 Associated Accounts**





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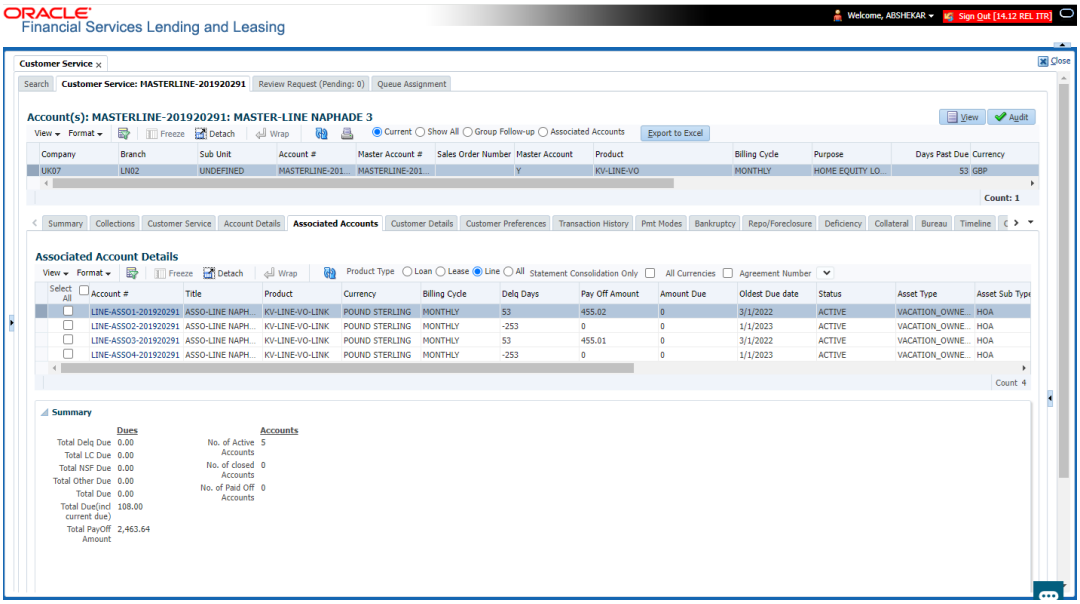
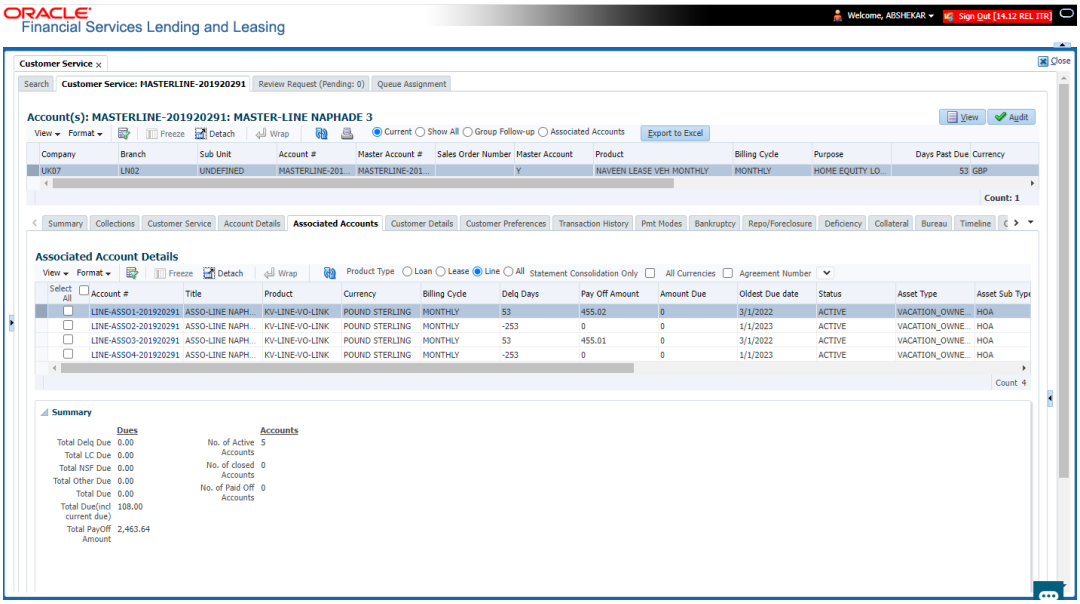
### Figure 4-75 Associated Accounts




### Figure 4-76 Associated Accounts




A brief description of **Associated Account Details** are given below:

### Table 4-64 Associated Account Details

| In this field | View this |
|---|---|
| **Account #** | The account number.<br>Clicking on the hyperlink opens the respective account in Customer Servicing screen. |


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**Table 4-64 (Cont.) Associated Account Details**

| In this field | View this |
|---|---|
| **Title** | The title of the account. |
| **Product** | The type of product associated with the account. |
| **Currency** | The disbursement currency. |
| **Billing Cycle** | The billing frequency. |
| **Delq Days** | The number of days the account has been delinquent. |
| **Pay Off Amount** | The total pay off amount on the account. |
| **Amount Due** | The total amount due on the account. |
| **Oldest Due Dt** | The oldest payment due date on the account. |
| **Status** | The status of the account. |
| **Asset Type** | The type of asset associated with the account. |
| **Asset Sub Type** | The asset sub type. |
| **Collateral Description** | Details of primary collateral associated with account.<br>In case of Home Collateral, no Collateral Description is displayed. |
| **Identification #** | The identification number of the asset. |
| **Company** | The portfolio company. |
| **Branch** | The portfolio branch. |
| **Statement Consolidation** | If checked, this account will be part of Consolidated **MASTER CUSTOMER/BUSINESS STATEMENT** generated at Master Account. Else, this account is not included in Consolidated **MASTER CUSTOMER/BUSINESS STATEMENT**. |
| **Linked Account** | The linked Account number.<br>The same is displayed as UNDEFINED if the account is neither marked as **Master Account** nor **Linked to Existing Associated Account**. |

The **Summary** section displays the rolled-up balances of the following fields in all accounts displayed:

**Table 4-65 Summary**

| In this field | View this |
|---|---|
| **Dues section** - This section displays the total number of accounts available for the selected filter combination of Master and Associated accounts. | |
| **Total Delq Due** | The total of delinquent amount due on all the filtered accounts at Associated Account Details tab. |
| **Total LC Due** | The total non-sufficient fee due amount on all the accounts. |
| **Total NSF Due** | The total of non-sufficient funds fee due on all the accounts. |
| **Total Other Due** | The total of any other dues pending on all the accounts. |


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**Table 4-65 (Cont.) Summary**

| In this field | View this |
|---|---|
| **Total Due** | The total of all dues including payment amount and all applicable fees on all the accounts. |
| **Total Due (incl current due)** | The total of additional due of current month (included based on pre-bill days) on all accounts. |
| **Total PayOff Amount** | The total amount payable by the borrower of all accounts if the same is to be paid off as per the current date. |
| **Accounts section** - This section displays the total number of accounts available for the selected filter combination of Master and Associated accounts. | |
| **No. of Active Accounts** | Total Number of Active accounts. |
| **No. of closed Accounts** | Total Number of Closed accounts. |
| **No. of Paid Off Accounts** | Total Number of Paid Off accounts. |

# 4.8 Customer Service screen's Customer/Business Details tab

Open the **Customer Service** screen and load the account you want to work with. Click the **Customer/Business Details** tab to view the sections under it.

If the selected account belongs to an individual Customer, this tab is displayed as **Customer Details** and if there is no customer linked and only a business is involved in the account such as commercial leasing, this tab is displayed as **Business Details**. In case both Customer and Business are involved in the account, this is still displayed as **Customer Details tab** and both the sub tabs **Customer** and **Business** are displayed.

Customer/Business Details screen displays the information gathered on application entry process regarding the customer and customer's address, employment data, phone numbers and credit score. Using this screen, you can update or add to a customer's address, employment information, or phone listing. Whenever you add or edit the details, a system generated comment will be posted in the account to keep record of old and new details.

Note that the **Edit** option on this screen has user level security defined and based on your responsibility, you can either edit a few or all of the fields. The difference is that, you may either have access to edit only non-PII (Personal Identifiable Information) fields or edit all possible fields as per the customer maintenance transaction.

The list of possible editable fields in both these scenarios is given below:

**Table 4-66 List of possible editable fields**

| Edit non-PII fields | All editable fields |
|---|---|
| Marital Status | Birth Date |
| Language | Marital Status |
| Education | Language |
| Mother's Maiden Name | Education |
| Class Type | Mother's Maiden |
| Email | Class Type |
| Stop Correspondence | Email |
| Disability | Stop Correspondence |
| Skip | Disability |


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**Table 4-66 (Cont.) List of possible editable fields**

| Edit non-PII fields | All editable fields |
|---|---|
| Privacy opt out | Skip |
| Existing CIF | Privacy Optout |
| - | Existing CIF |
| - | Identification Details like |
| - | Passport |
| - | Issue Date |
| - | Expiry Date |
| - | Visa # |
| - | Nationality |
| - | National ID |
| - | SSN |
| - | License # |
| - | License State |

This section consists of the following topics:

- Customer sub tab
- Business sub tab

## 4.8.1 Customer sub tab

Using the Customer sub tab, you can view and update the existing Customer details. When an existing record is updated and saved, the same becomes the current/primary details of the customer and the current indicator is set to **Y** by default. In such a case, the previous customer details are disabled (set to N). You can select the **Show All** check box in Customer Information section to view the disabled records along with current record.

**To view or edit customer information**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Customer Details** sub tab.


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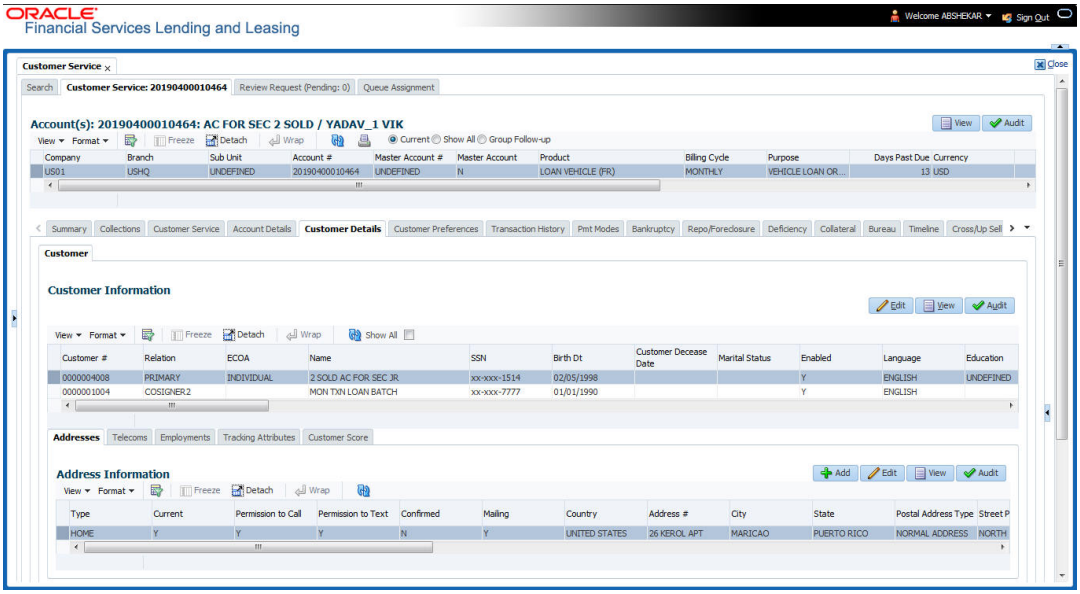
## Figure 4-77 Customer Details - Customer




## Figure 4-78 Customer Details - Customer

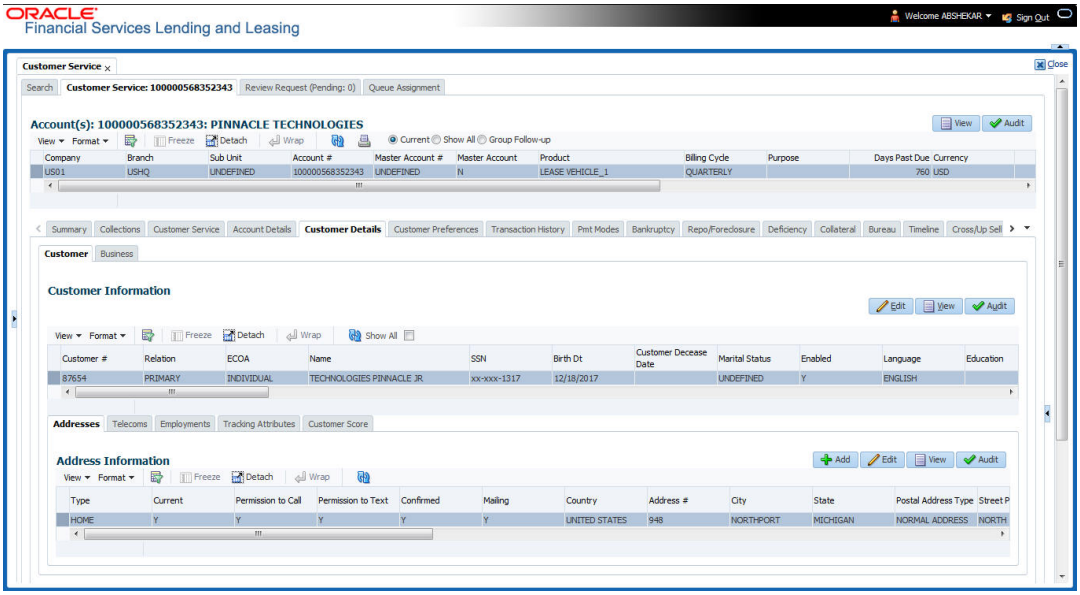




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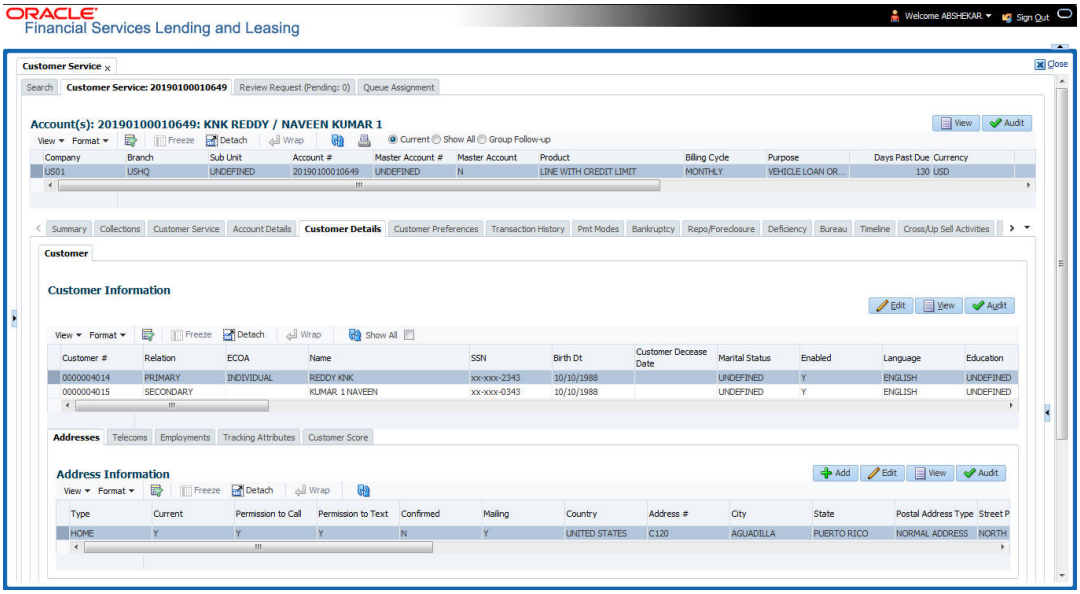
**Figure 4-79 Customer Details - Customer**




3. In the **Customer Information** section, click **Edit**. You can also perform any of the Basic Operations mentioned in Navigation chapter. A brief description of the fields are given below:

**Table 4-67 Customer Information**

| In this field | View this |
|---|---|
| **Customer Information section** | |
| **Customer #** | Customer number. |
| **Relation** | Customer's relation with the bank. |
| **ECOA** | The Equal Credit Opportunity Act code. |
| **Name** | Customer's name. |
| **Birth Dt** | Customer's date of birth. |
| **Marital Status** | Customer's marital status. |
| **Enabled** | Status of the account. |
| **Language** | Customer's language. |
| **Education** | Customer's education. |
| **Mother's Maiden Name** | Customer's mother's maiden name. |
| **Class Type** | Customer's class type. |
| **Email** | Customer's e-mail address. |
| **Stop Correspondence** | Customer's stop correspondence indicator. If selected, this indicates that the system will not send the customer any correspondence, such as monthly statements. This is selected using the Maintenance screen. |
| **Disability** | Customer's disability indicator. |
| **Skip** | Customer's skip indicator. If selected, this indicates that the customer is a skip debtor. This is selected using the Maintenance screen. |
| **Bankruptcy** | Customer's bankruptcy indicator. |


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**Table 4-67 (Cont.) Customer Information**

| In this field | View this |
|---|---|
| **Privacy Opt-Out** | Privacy opt-out indicator. If selected, indicates that the applicant has elected to refrain from the non-public sharing of information. |
| **Insurance Opt Out** | Insurance Opt Out indicator. If selected, indicates that the applicant has elected to refrain from insurance related inquiries. |
| **Marketing Opt Out** | Marketing Opt Out indicator. If selected, indicates that the applicant has elected to refrain from marketing related inquiries. |
| **Share Credit Opt Out** | Share Credit Opt Out indicator. If selected, indicates that the applicant has elected to refrain from financial information and share credit related inquiries. |
| **Existing CIF** | If selected, indicates that the customer is an existing CIF. |
| **Update Customer Info** | If selected, indicates that the system was allowed to override the existing customer information with the latest address and communication details during account creation. |
| **Identification Details section** | |
| **Passport #** | Customer's passport number. |
| **Issue Dt** | Passport issue date. |
| **Expiry Dt** | Passport expiry date. |
| **Visa #** | Customer's visa number. |
| **Nationality** | Customer's nationality. |
| **National ID** | Customer's national identification. |
| **SSN** | Customer's social security number. If the organizational parameter UIX_HIDE_RESTRICTED_DATA is set to **Y**, this appears as a masked number; for example, XXX-XX-1234. |
| **License #** | Customer's licence number. |
| **License State** | State where the licence was issued. |
| **Payment Hierarchy** | The payment hierarchy is auto-populated by the system based on following conditions:<br>• While funding an application with new customer details, the payment hierarchy is populated with value specified in system parameter PMT_HIERARCHY_CODE.<br>• While funding an application with existing customer details, the same payment hierarchy selected for existing customer record is populated.<br>The auto populated payment hierarchy can be modified by selecting the required value from the drop-down list. This list is populated based on the hierarchy definitions maintained in Setup > Administration > User > Payment Hierarchy screen. |
| **Military Service** | |


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**Table 4-67 (Cont.) Customer Information**

| In this field | View this |
|---|---|
| **Active Military Duty** | Active military duty indicator. If selected, indicates that customer is on active military duty and may qualify for rates in accordance with the Service members Civil Relief Act of 2003 (SCRA). |
| **Effective Dt** | The effective date |
| **Order Ref #** | The order reference number. |
| **Release Dt** | The release date. |
| **Customer Decease Date** | The deceased date of the customer. You can also post a non monetary transaction to indicate if a customer is deceased. Refer to section Mark Customer as Deceased for more information. |
| **KYC section** | |
| **Reference #** | Specify the reference number of KYC document. |
| **Status** | Select the status of KYC document from drop-down list. |
| **FATCA section** | |
| **Birth Place** | Specify the birth place of the applicant. |
| **Birth Country** | Select the country of birth of the applicant from drop-down list. |
| **Permanent US Resident Status** | Check the box to indicate if the applicant has permanent US resident status. |
| **Power of Attorney section** | |
| **Power of Attorney** | Check the box to indicate that the applicant holds Power if Attorney. |
| **Holder Name** | Specify the holder name of the power of attorney. |
| **Address** | Specify the address of the attorney holder. |
| **Country** | Select the country of the power of attorney holder from drop-down list. |
| **Nationality** | Select the country of the power of attorney holder from drop-down list. |
| **Telephone Number** | Specify the telephone number of the power of attorney holder. |
| **Credit Limit Details section** | |
| **Max Limit** | View the maximum credit limit amount sanctioned for this customer. |
| **Total Utilized Amt** | View the total credit limit amount utilized. |
| **Available Amt** | View the credit limit available amount from the sanctioned limit. |
| **Hold Amt** | View the credit limit amount on Hold. |
| **Suspended Amt** | View the credit limit amount suspended. |
| **Grade** | View the grade of the customer. |
| **Max Late Charge** | View the maximum amount of late charge that can be levied for this customer. However, there is no system validation performed based on the amount specified. |
| **Limit Expiry** | View the credit limit expiry date. |
| **Limit Next Renewal** | View the date when credit limit has to be renewed. |


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**Table 4-67 (Cont.) Customer Information**

| In this field | View this |
|---|---|
| **Utilization Details** | |
| **% of Utilization** | View the percentage of credit limit used to fund the account against the customer. |
| **Utilization Amount** | View the amount of credit limit contribution of customer towards Account current balance. |

4. Perform any of the Basic Actions mentioned in Navigation chapter.
When military duty transaction is posted on an account, the system does the following:
   - Restricts the user from posting repossession/ foreclosure and bankruptcy activities on the account.
   - Posts **DO NOT CHARGE OFF** condition on that account to exclude the account from Auto Charge Off process.

This section consists of the following topics:

- Addresses sub tab
- Telecoms sub tab
- Employments sub tab
- Tracking Attributes sub tab
- Customer Score

## 4.8.1.1 Addresses sub tab

1. In the **Address** sub tab, click **Add**. You can also perform any of the Basic Operations mentioned in Navigation chapter. A brief description of the fields are given below:

**Table 4-68 Address**

| In this field | View this |
|---|---|
| **Type** | The address type. |
| **Current** | If selected, indicates that this is the customer's current address. |
| **Confirmed** | Check this box to indicate that the address is confirmed by the customer. |
| **Mailing** | Check this box to indicate that this is the customer's mailing address. |
| **Permission to Call** | Check this box if customer has provided permission to contact through the specified phone number. |
| **Permission to Text** | Check this box if customer has provided permission to contact through text message. |
| **Country** | The country. |
| **Postal Address Type** | The postal address type. |
| **Address #** | The address. |
| **Street Pre** | The street pre. |
| **Street Name** | The street name. |
| **Street Type** | The street type. |


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**Table 4-68 (Cont.) Address**

| In this field | View this |
|---|---|
| **Street Post** | The street post. |
| **Apt #** | The apartment number. |
| **Address 1** | The customer's address. |
| **Address 2** | The customer's address. |
| **Address 3** | The customer's address. |
| **Zip** | The zip code. |
| **Zip Extn** | The zip code extension. |
| **City** | The city. |
| **State** | The state code. |
| **Phone** | The phone number. |
| **Address** | The address. |
| **Time Zone** | View the customer time zone auto populated form TIME_ZONE_CD lookup code. |
| **Census Tract/ BNA Code** | The census tract/BNA code. |
| **MSA Code** | The metropolitan statistical area (MSA) code. |
| **Comment** | Comments regarding the address. |

2. Perform any of the Basic Actions mentioned in Navigation chapter

## 4.8.1.2 Telecoms sub tab

When you add new Telecom details or update existing details and save the record, the same becomes the current/primary Telecom of the customer and the current indicator is set to **Y** by default. In such a case, the previous Telecom details are disabled (set to N).

1. In the **Telecom** sub tab, click **Add**. You can also perform any of the Basic Operations mentioned in Navigation chapter. A brief description of the fields are given below:

**Table 4-69 Telecom**

| In this field | Do this |
|---|---|
| **Type** | Select the telecommunication type. |
| **Phone** | Specify the phone number. |
| **Extn** | Specify the phone extension. |
| **Current** | Select if this telecom number is current. |
| **Permission to Call** | Check this box if customer has provided permission to contact through the specified phone number. |
| **Permission to Text** | Check this box if customer has provided permission to contact through text message. |
| **Time Zone** | Select the applicant's time zone. |
| **Start Time** | Specify the best time to call start time. |
| **End Time** | Specify the best time to end the call. |
| **Period** | Specify the time period. |
| **Best day to call** | Select the preferred day of the week to contact the customer from the drop-down list. |
| **End Time** | Specify the best time to end the call. |


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**Table 4-69 (Cont.) Telecom**

| In this field | Do this |
|---|---|
| **Period** | Select the time period for the best time to call end time, AM or PM, from the drop-down list. |

2. Perform any of the Basic Actions mentioned in Navigation chapter.

## 4.8.1.3 Employments sub tab

1. In the **Employment** sub tab, click **Add**. You can also perform any of the Basic Operations mentioned in Navigation chapter. A brief description of the fields are given below:

**Table 4-70 Employment**

| In this field | View this |
|---|---|
| **Current** | If selected, indicates that this is the customer's current address. |
| **Permission to Call** | Check this box if customer has provided permission to contact through the specified phone number. |
| **Permission to Text** | Check this box if customer has provided permission to contact through text message. |
| **Type** | The occupation. |
| **Employer** | The employer's name. You can enter up to 240 characters. |
| **Occupation** | The occupation. |
| **Title** | The title. |
| **Department** | The department of the employment. |
| **Country** | The country. |
| **Address #** | The address line. |
| **Address Line 1** | The employer's address. |
| **Address Line 2** | The employer's address. |
| **Zip** | The zip code. |
| **Zip Extn** | The zip code extension. |
| **City** | The city. |
| **State** | The state. |
| **Phone** | The work phone number. |
| **Extn** | The work phone number extension. |
| **Comment** | Comments regarding the employment. |
| **Pay Day** | View or select the payment day of the month using the adjoining calendar.<br>For OFSLL generated accounts, system propagates the Pay Date defined in Origination > Application Entry > Applicant Tab > Employments Sub Tab and is editable.<br>For conversion accounts, you need to select the payment day. |


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**Table 4-70 (Cont.) Employment**

| In this field | View this |
|---|---|
| **Next Pay Day** | The next payment day is auto populated based on the Pay Day and Frequency specified. When **Pay Day** is selected, system posts a non-monetary transaction - EMPLOYMENT ADDRESS MAINTENANCE to calculate the next payment day after the current date has elapsed. |
| **Frequency** | Select the income frequency from the drop-down list. |

2. Perform any of the Basic Actions mentioned in Navigation chapter.

## 4.8.1.4 Tracking Attributes sub tab

You can add tracking attribute information to an application at any time on the Customer Details screen's Customer Tracking Attributes section.

The Tracking Attributes for Line of credit accounts in this screen can also be loaded in bulk through file upload process. While doing so, ensure that the input data file definitions are in sync with attribute names. Before processing the bulk upload, system validates if the Tracking Attributes are already loaded. If not, system loads the Tracking Attributes and then updates the details.

In the **Tracking Attributes** section, click **Edit**.

When you click **Create Tracking**, the system loads the tracking parameters.

- If you want to reduce the list of parameters, select a sub-attribute in the **Sub Attribute** box.
- If your system has been configured to use the Sub Attribute field, only attributes in a particular group appear in the Parameter display.
- Specify the requested parameter in the **Value** field and click **Save**.

Save any changes you made to the account.

## 4.8.1.5 Customer Score

Customer score or FICO score, also referred to as **Fair Isaac & Company** credit score is a numeric summary of credit history compiled by the three major credit bureaus - Equifax, Trans Union, and Experian. This is obtained during Credit bureau pull and is one of the indicator for a customer (SSN) in the entire credit report.

The Customer Score tab displays all the customer FICO score data maintained in the system. Though the customer score is recorded while funding, the same can be captured and updated regularly during the life cycle of LoanLine of creditLease to get a snapshot of credit score movements in recent history.


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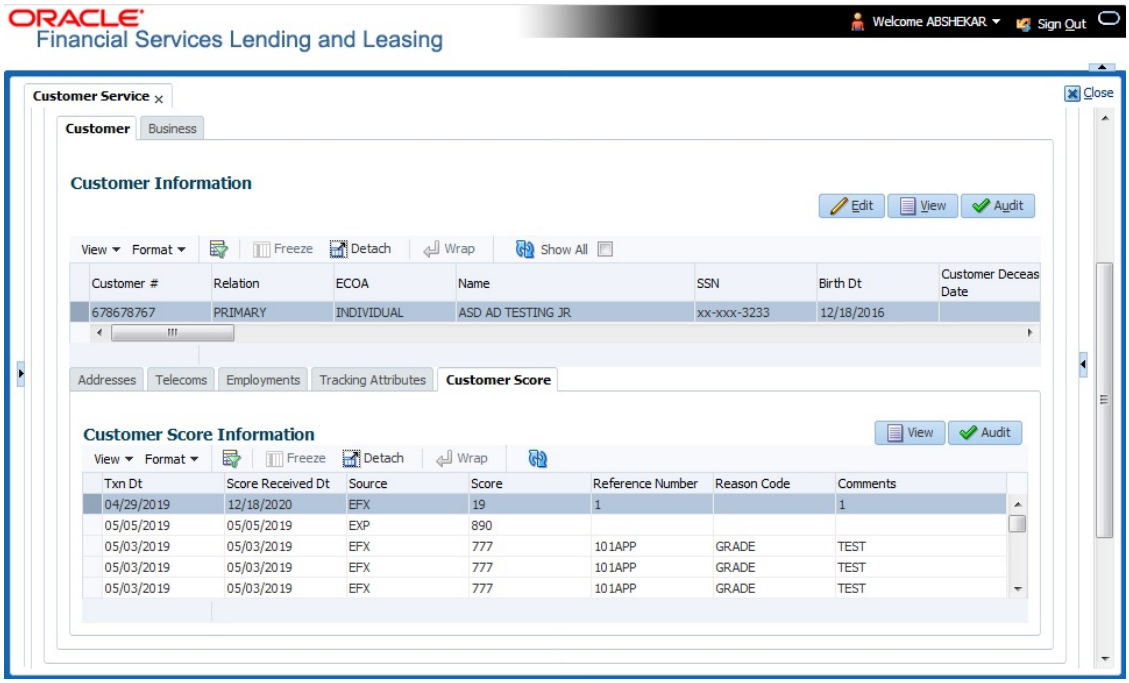
**Figure 4-80 Customer Score**




The customer score can be updated on required intervals by posting **Customer Credit Score Update** non-monetary transaction and the data is populated into this screen. For more information, refer to Customer / Business Credit Score Update section.

In the **Customer Score Information** section, select the required record and click **View**.

A brief description of the fields are given below:

**Table 4-71 Customer Score Information**

| In this field | View this |
|---|---|
| Txn Dt | View the transaction posted date. |
| Score Received Dt | View the date when customer score was received from credit bureau. |
| Relation Type Code | View the account relation type (Primary, Spouse, and so on) which are attached to account. |
| Source | View the name of credit bureau from where the credit score is received. |
| Score | View the customer credit score value. |
| Reference Number | View the reference number associated with the credit score. |
| Reason Code | View the reason for posting this transaction. |
| Comments | Additional information if any. |

## 4.8.2 Business sub tab

If this is a SME or Business LoanLine of creditLease, information gathered on the application entry process regarding the business and business's address, partners data, affiliates data,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phone numbers and business credit score appears on the Customer Service screen's Business sub tab.

Using the Business sub tab, you can add new business details to an account and/or update the existing business's address, partners and affiliates information, or phone listing. New business details can be added even after an account is created and is usually done in case when the existing business is taken over by another business.

When you add new business or update existing details and save the record, the same becomes the current/primary business of the customer and the current indicator is set to **Y** by default. In such a case, the previous business details are disabled (set to N). You can select the **Show All** check box in Business Details section to view the disabled records along with current business details.

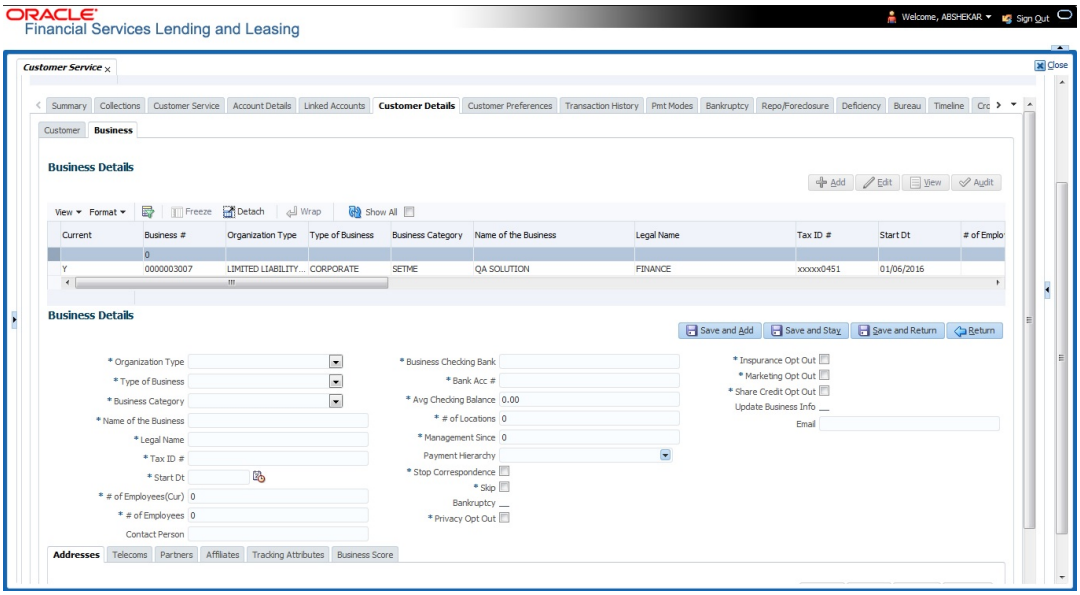
On adding a new business, the Business # is auto generated by the system and other details such as business's Addresses, Telecoms, Partners and so on are to be manually updated. Also, if there is a pre-defined Customer Credit Limit allocation to an existing business, the same is reinstated to new business automatically.

You can also add/update business details by posting a non monetary transaction. For more information, refer to Add/Update Business Customer Details section in Appendix chapter.

**To add or edit business information**

1. Open the **Customer Service** screen and load the account you want to work with.
2. On the **Customer Service** screen, click the **Customer Details** tab and then click **Business**.

**Figure 4-81 Business**




3. In the **Business Details** section, click **ADD**. You can also perform any of the Basic Operations mentioned in Navigation chapter. A brief description of the fields are given below:


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**Table 4-72 Business Details**

| In this field | View this |
|---|---|
| **Current** | **Y** indicates that it is the current / primary business of customer associated with the account. **N** indicates a non primary Business. |
| **Business #** | View the system generated business number. This field is displayed only while you update existing Business details |
| **Organization Type** | Select the Organization type from the drop-down list. |
| **Type of Business** | Select the Type of the business from the drop-down list. |
| **Business Category** | Select the Business category from the drop-down list. |
| **Name of the Business** | Specify the name of business. |
| **Legal Name** | Specify the legal name of the business. |
| **Tax Id #** | Specify the Tax identification number. |
| **Start Dt** | Select the Business start date from adjoining calendar. |
| **# of Employees (Cur)** | Specify the current number of employees at the business. |
| **# of Employees** | Specify the number of employees at the business after financing. |
| **Contact Person** | Specify the contact person at the business. |
| **Business Checking Bank** | Specify the bank name of the business's checking account. |
| **Bank Acc #** | Specify the bank account number of the business. |
| **Avg Checking Balance** | Specify the average checking balance. |
| **# of Locations** | Specify the number of locations where the business is established. |
| **Management Since** | Specify the year the current management was established. |
| **Payment Hierarchy** | The payment hierarchy is auto-populated by the system based on following conditions:<br>• While funding an application with new customer details, the payment hierarchy is populated with value specified in system parameter PMT_HIERARCHY_CODE.<br>• While funding an application with existing customer details, the same payment hierarchy selected for existing customer record is populated.<br>The auto populated payment hierarchy can be modified by selecting the required value from the dropdown list. This list is populated based on the hierarchy definitions maintained in Setup > Administration > User > Payment Hierarchy screen. |
| **Stop Correspondence** | Stop correspondence indicator. If selected, Oracle Financial Services Lending and Leasing will not send correspondence to the business. |


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**Table 4-72 (Cont.) Business Details**

| In this field | View this |
|---|---|
| **Skip** | Business's skip indicator. If selected, indicates that the Business has debts and the customer is a skip debtor. |
| **Bankruptcy** | Business's bankruptcy indicator. |
| **Privacy Opt-Out** | Privacy opt-out indicator. If selected, indicates that the business has elected to refrain from the non-public sharing of information. |
| **Insurance Opt Out** | Insurance Opt Out indicator. If selected, indicates that the business has elected to refrain from insurance related inquiries. |
| **Marketing Opt Out** | Marketing Opt Out indicator. If selected, indicates that the business has elected to refrain from marketing related inquiries. |
| **Share Credit Opt Out** | Share Credit Opt Out indicator. If selected, indicates that the business has elected to refrain from financial information and share credit related inquiries. |
| **Update Business Info** | Value is auto populated and if selected, indicates that the system was allowed to override the existing business details with the latest address and communication details during account creation. |
| **Email** | Business's e-mail address. |

4. The below fields are displayed only while editing the details of an existing business and information within the fields are populated from Origination > Customer Credit Limit section:

**Table 4-73 Credit Limit Details**

| Credit Limit Details section | |
|---|---|
| **Max Limit** | View the maximum credit limit amount sanctioned for this business. |
| **Total Utilized Amt** | View the total credit limit amount utilized. |
| **Available Amt** | View the credit limit available amount from the sanctioned limit. |
| **Hold Amt** | View the credit limit amount on Hold. |
| **Suspended Amt** | View the credit limit amount suspended. |
| **Grade** | View the grade of the business. |
| **Max Late Charge** | View the maximum amount of late charge that can be levied for this business. However, there is no system validation performed based on the amount specified. |
| **Limit Expiry** | View the credit limit expiry date. |
| **Limit Next Renewal** | View the date when credit limit has to be renewed. |
| **Utilization Details** | |
| **% of Utilization** | View the percentage of credit limit used to fund the account against the business. |


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**Table 4-73 (Cont.) Credit Limit Details**

| Credit Limit Details section | |
|---|---|
| **Utilization Amount** | View the amount of credit limit contribution of Business towards Account current balance. |

5. Perform any of the Basic Actions mentioned in Navigation chapter.

This section consists of the following topics:

- Addresses sub tab
- Telecoms sub tab
- Partners sub tab
- Affiliates sub tab
- Tracking Attributes sub tab
- Business Score

## 4.8.2.1 Addresses sub tab

1. In the **Address** sub tab, click **Add**. You can also perform any of the Basic Operations mentioned in Navigation chapter. A brief description of the fields are given below:

**Table 4-74 Address**

| In this field | View this |
|---|---|
| **Current** | If selected, indicates that this is the customer's current address. |
| **Permission to call** | Check this box if customer has provided permission to contact through the specified phone number. |
| **Permission to Text** | Check this box if customer has provided permission to contact through text message. |
| **Confirmed** | Check this box to indicate that the address is confirmed by the customer. |
| **Mailing** | Check this box to indicate that this is the customer's mailing address. |
| **Address Type** | Address type. |
| **Country** | Country code. |
| **Address #** | Address number. |
| **Postal Type** | Postal type. |
| **Pre** | Pre |
| **Street Name** | Name of street. |
| **Street Type** | Type of street. |
| **Post** | Post box number. |
| **Apt #** | Apartment number. |
| **Address 1** | Address. |
| **Address Line 2** | Address Line 2 |
| **Zip** | Zip code. |
| **Zip Extn** | Zip extension. |
| **City** | City. |


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**Table 4-74 (Cont.) Address**

| In this field | View this |
|---|---|
| **State** | State. |
| **Phone** | Phone number. |
| **Ownership** | Ownership type. |
| **Time Zone** | View the business time zone auto populated form TIME_ZONE_CD lookup code. |
| **Comment** | Additional comments. |

2. Perform any of the Basic Actions mentioned in Navigation chapter.

## 4.8.2.2 Telecoms sub tab

When you add new Telecom details or update existing details and save the record, the same becomes the current/primary Telecom of the business and the current indicator is set to **Y** by default. In such a case, the previous Telecom details are disabled (set to N).

1. In the **Telecom** sub tab, click **Add**. You can also perform any of the Basic Operations mentioned in Navigation chapter. A brief description of the fields are given below:

**Table 4-75 Telecom**

| In this field | View this |
|---|---|
| **Permission to call** | Check this box if customer has provided permission to contact through the specified phone number. |
| **Permission to Text** | Check this box if customer has provided permission to contact through text message. |
| **Telecom Type** | Select the Telecommunication type from the drop-down list. |
| **Phone** | Enter the business phone number. |
| **Ext** | Enter the phone extension. |
| **Current** | Check this box to indicate that this is the current record. |
| **Time Zone** | Select the business time zone from the drop-down list. The list is populated with values form TIME_ZONE_CD lookup code. |
| **Best day to call** | Select the preferred day of the week to contact the business from the drop-down list. |
| **Start Time** | Specify the start time after when you can contact the business. |
| **Period** | Select the period as AM/PM from drop-down list. |
| **End Time** | Specify the end time before which you can contact the business. |
| **Period** | Select the period as AM/PM from drop-down list. |

2. Perform any of the Basic Actions mentioned in Navigation chapter.

## 4.8.2.3 Partners sub tab

1. In the **Partners** sub tab, click **Add**. You can also perform any of the Basic Operations mentioned in Navigation chapter. A brief description of the fields are given below:


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**Table 4-76 Partners**

| In this field | View this |
|---|---|
| **Permission to call** | Check this box if customer has provided permission to contact through the specified phone number. |
| **Permission to Text** | Check this box if customer has provided permission to contact through text message. |
| **First Name** | Partner's first name. |
| **MI** | Partner's middle name. |
| **Last Name** | Partner's last name. |
| **Suffix** | Partner's suffix. |
| **SSN** | Partner's social security number. |
| **Birth Dt** | Partner's birth date. |
| **Birth Place** | Partner's birth place. |
| **Director Ind** | If selected, indicates that partner is the director of the business. |
| **Networth** | Partner's net worth. |
| **Gross Income** | Partner's gross income. |
| **Language** | Partner's language. |
| **Nationality** | Partner's nationality. |
| **Title** | Partner's title. |
| **Ownership (%)** | Percentage of ownership held by the partner. |
| **Email** | Partner's e-mail. |
| **Phone** | Partner's phone. |
| **Extn** | Partner's phone extension. |

2. Perform any of the Basic Actions mentioned in Navigation chapter.

## 4.8.2.4 Affiliates sub tab

1. In the **Affiliates** sub tab, click **Add**. You can also perform any of the Basic Operations mentioned in Navigation chapter. A brief description of the fields are given below:

**Table 4-77 Affiliates**

| In this field | View this |
|---|---|
| **Organization Type** | Affiliate's organization type. |
| **Legal Name** | Affiliate's legal name. |
| **Name of the Business** | Affiliate's business name. |
| **Tax ID #** | Affiliate's tax identification. |
| **Ownership (%)** | Affiliate's percentage of ownership. |
| **# of Employees** | Affiliate's number of employees. |
| **NAICS CODE** | Affiliate's North American Industry Classification System code. |

2. Perform any of the Basic Actions mentioned in Navigation chapter.


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## 4.8.2.5 Tracking Attributes sub tab

You can add tracking attribute information to an application at any time on the Business Details screen's Business Tracking Attributes section.

The Tracking Attributes for LoanLine of creditLease accounts in this screen can also be loaded in bulk through file upload process. While doing so, ensure that the input data file definitions are in sync with attribute names. Before processing the bulk upload, system validates if the Tracking Attributes are already loaded. If not, system loads the Tracking Attributes and then updates the details.

In the **Tracking Attributes** section, click **Edit**.

When you click **Create Tracking**, the system loads the tracking parameters.

- If you want to reduce the list of parameters, select a sub-attribute in the **Sub Attribute** box.
- If your system has been configured to use the Sub Attribute field, only attributes in a particular group appear in the Parameter display.
- Specify the requested parameter in the **Value** field and click **Save**.

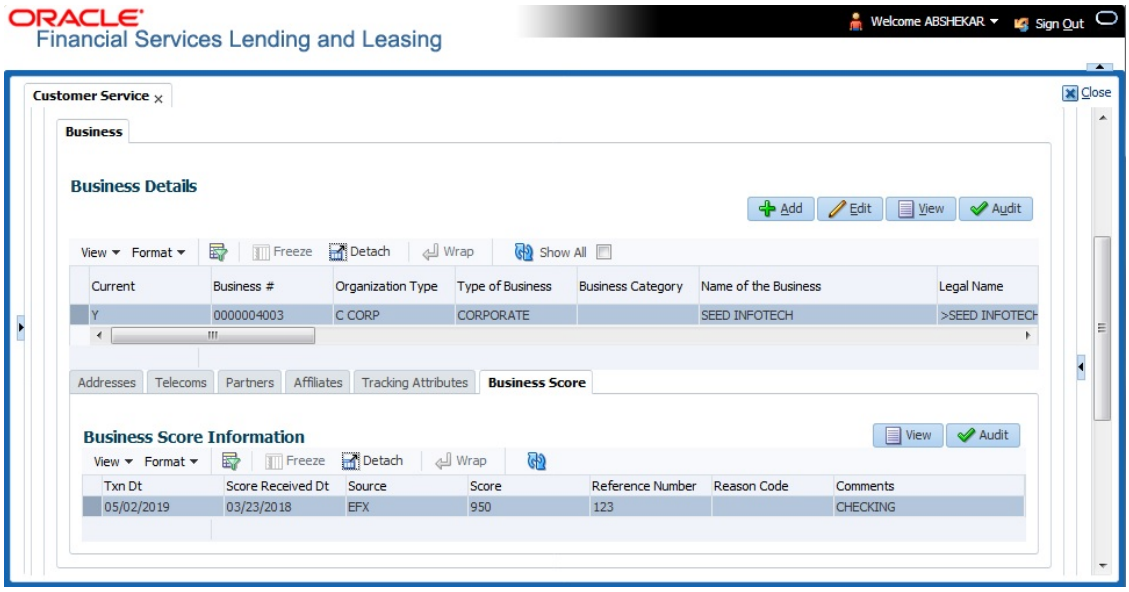
Save any changes you made to the account.

## 4.8.2.6 Business Score

Business score or business credit score is a numeric summary of business credit history compiled by the three major credit bureaus - Equifax, Trans Union, and Experian. This is obtained during Credit bureau pull and is one of the indicator for a business account in the entire credit report.

The Business Score tab displays all the business score data maintained in the system. Though the business score is recorded while funding, the same can be captured and updated regularly during the life cycle of business LoanLine of creditLease to get a snapshot of credit score movements in recent history.

**Figure 4-82 Business Score**





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The business score can be updated on required intervals by posting **Business Credit Score Update** non monetary transaction and the data is populated into this screen. For more information, refer to Customer / Business Credit Score Update section.

In the **Business Score Information** section, select the required record and click **View**.

A brief description of the fields are given below:

**Table 4-78 Business Score Information**

| In this field | View this |
|---|---|
| Txn Dt | View the transaction posted date. |
| Score Received Dt | View the date when business score was received from credit bureau. |
| Source | View the name of credit bureau from where the credit score is received. |
| Score | View the business credit score value. |
| Reference Number | View the reference number associated with the credit score. |
| Reason Code | View the reason for posting this transaction. |
| Comments | Additional information if any. |

# 4.9 Customer Service screen's Customer/Business Preferences tab

The Customer/Business Preferences tab allows you to define the customer communication preferences at an account level for each relation type associated with the account. The details of this tab are populated to Customer Service > Collections tab for further action.

If the selected account belongs to an individual Customer, this tab is displayed as **Customer Preferences** and if there is no customer linked and only a business is involved in the account such as commercial leasing, this tab is displayed as **Business Preferences**. In case both Customer and Business are involved in the account, this is still displayed as **Customer Details tab**.

However, if any of the following transactions are posted on the account the defined customer communication preferences are disabled and can be manually enabled in specific conditions:

- Customer marked as **Deceased**
- Changed relation to primary customer
- Disabled/enabled non primary customer relationship
- Swapped relationship

**To view or edit customer/business preferences**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Customer/Business Preferences** sub tab.


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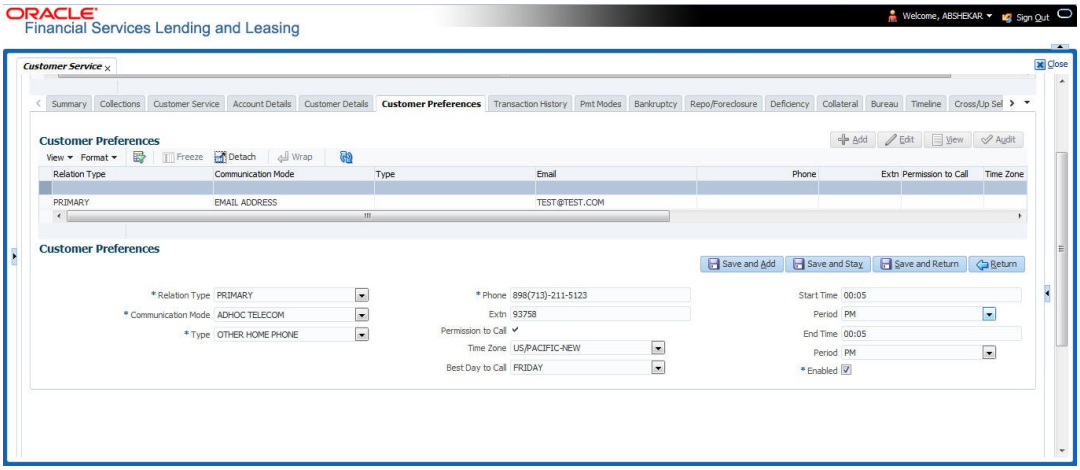
**Figure 4-83 Customer/Business Preferences**




3. In the **Customer/Business Preferences** section, click **ADD**. You can also perform any of the Basic Operations mentioned in Navigation chapter. A brief description of the fields are given below:

**Table 4-79 Customer/Business Preferences**

| In this field | View this |
|---|---|
| **Relation Type** | Select the account relation type from the drop-down list. The list displays only those relationship types which are attached to account and are enabled (excluding deceased customer relations). |
| **Communication Mode** | Select the preferred mode of communication as one of the following from the drop-down list.<br>EMAIL ADDRESS - if selected, system displays the email ID associated with the selected contact in view mode and allows you to enable/disable the customer preference record.<br>TELECOM - if selected, you can further select the type of communication option as Telecom type, Address or Employment for which the permission to call indicator is **Y**. On selection, the other details are auto-populated based on the details maintained in Customer Service > Telecom, Address and Employment tabs. You can also enable/disable the customer preference record.<br>ADHOC TELECOM - if selected, you can specify the following field information. |
| **Type** | Select the preferred type of communication option from the dropdown list. The list displays the options maintained in TELECOM_TYPE_CD lookup. |
| **Phone** | Specify the phone number of the selected contact.<br>Note: On saving the record, system updates the specified phone number into **Telecom** tab by internally posting a non-monetary transaction **EMPLOYMENT ADDRESS MAINTENANCE**. |


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**Table 4-79 (Cont.) Customer/Business Preferences**

| In this field | View this |
|---|---|
| **Extn** | Specify the extension (if any) for the selected contact. |
| **Permission to Call** | This check box is selected by default and indicates that the customer has provided permission to contact through the specified phone number. |
| **Time Zone** | Select the contact's time zone. |
| **Best Day to Call** | Select the preferred day of the week to contact the customer from the drop-down list. |
| **Start Time** | Specify the start duration after which the contact can be called. |
| **Period** | Specify the time period (AM/PM). |
| **End Time** | Specify the end duration before which the contact can be called. |
| **Period** | Specify the time period (AM/PM). |
| **Enabled** | Check this box to enable the customer preference record.<br>**Note**: You can always enable only one record of a particular communication mode and for a particular relation type at any given point. |

4. Perform any of the Basic Actions mentioned in Navigation chapter.

> **Note**
>
> Clicking **EDIT** in the Customer/Business Preferences section allows you to only enable or disable the customer preference record.

# 4.10 Customer Service screen's Transaction History tab

Open the **Customer Service** screen and load the account you want to work with. Click the **Transaction History** tab to view the sections under it.


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**Figure 4-84 Transaction History - Balances**

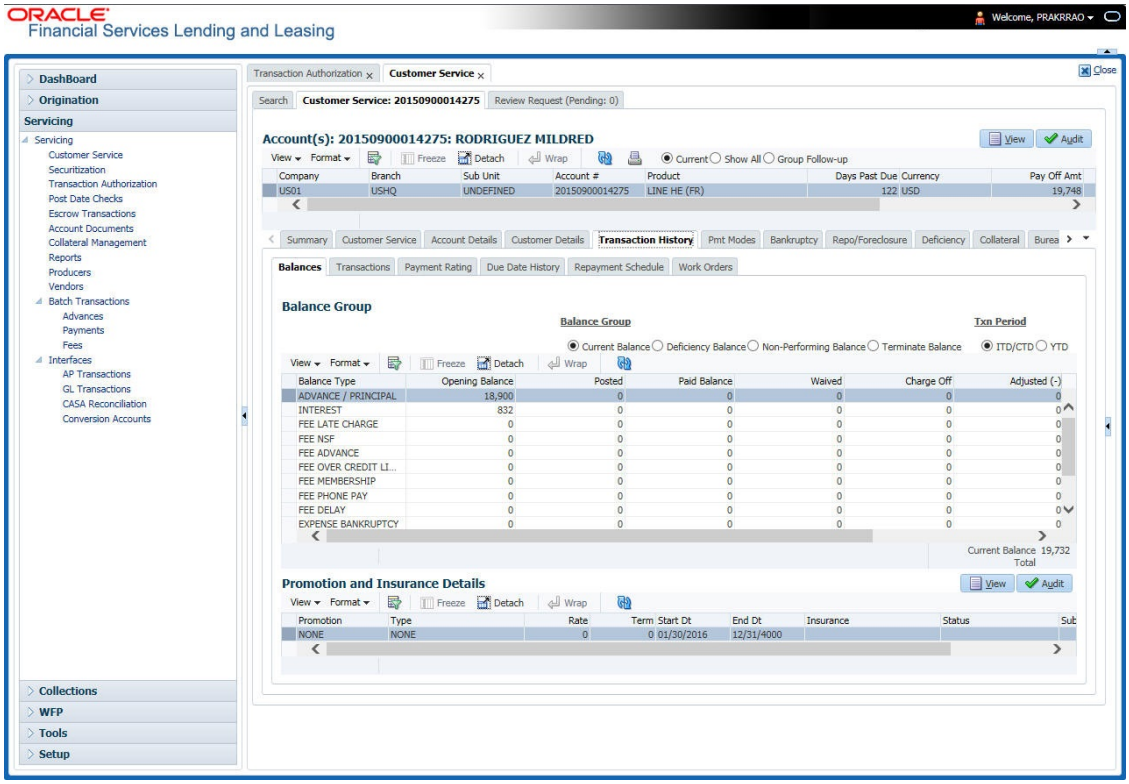


**Figure 4-85 Transaction History - Balances**

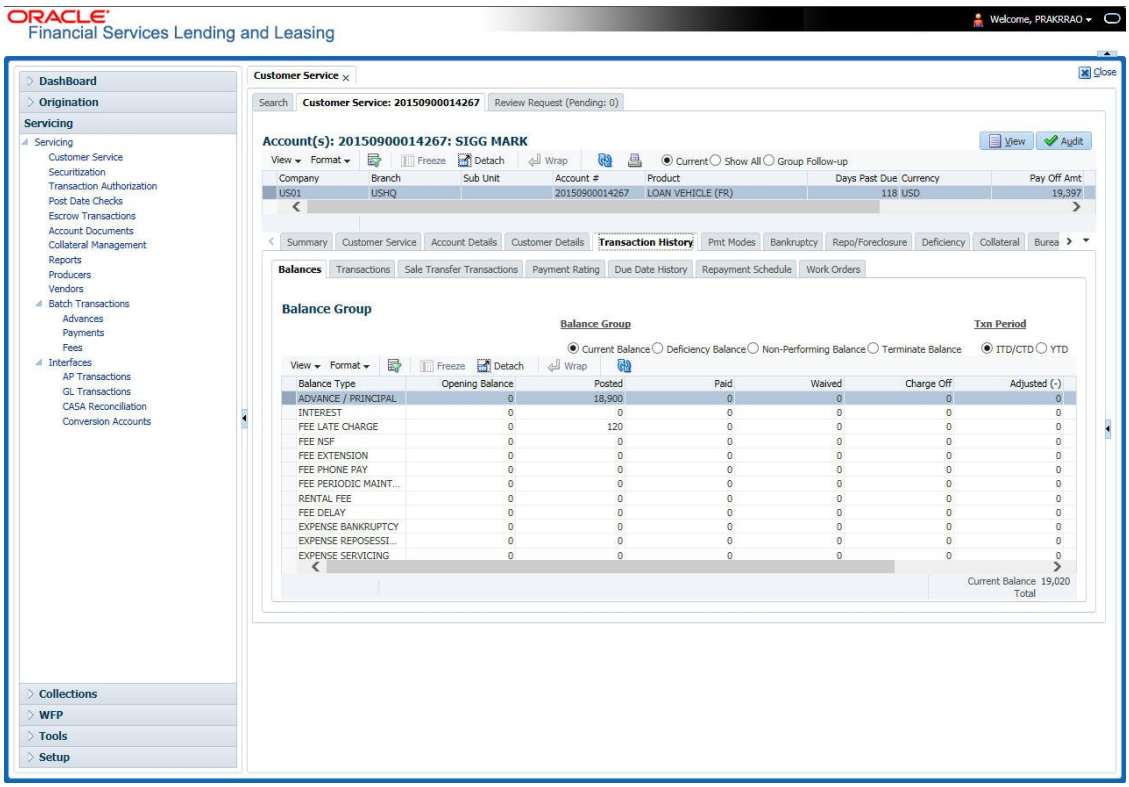



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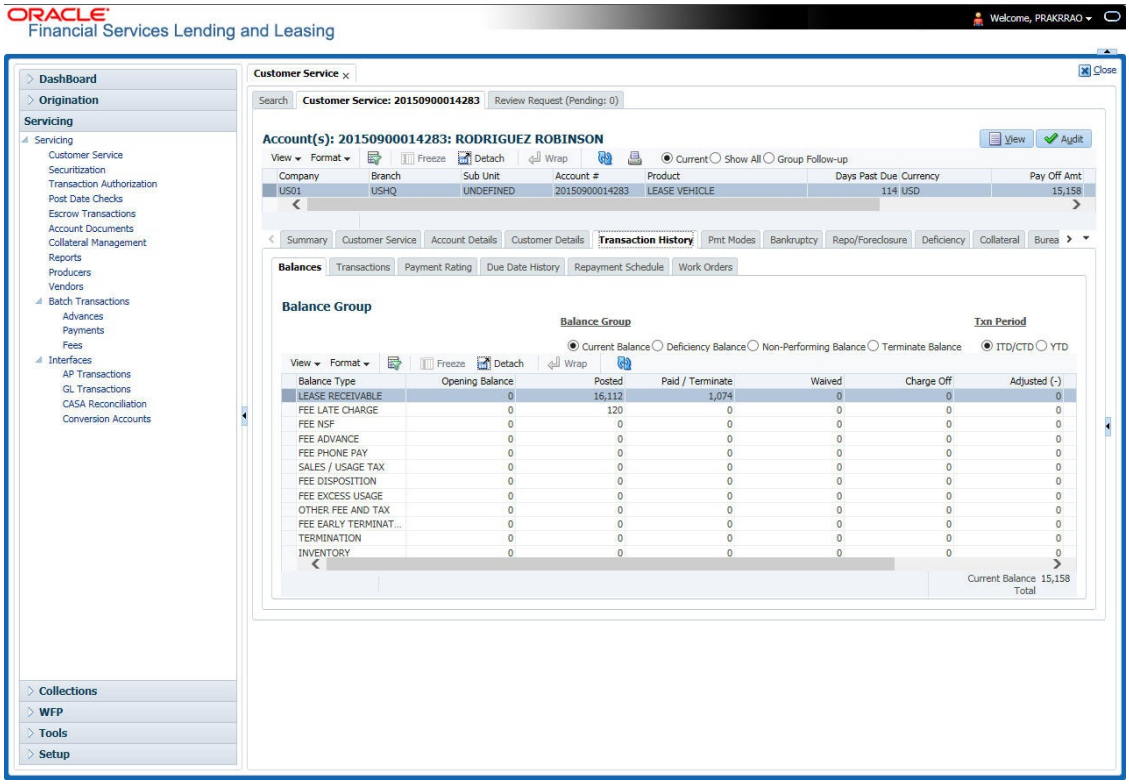
**Figure 4-86 Transaction History - Balances**




This section consists of the following topics:

- Balances sub tab
- Transactions sub tab
- Sale Transfer Transactions
- Payment Rating sub tab
- Due Date History sub tab
- Passthrough History sub tab
- Repayment Schedule sub tab
- Work Order sub tab

## 4.10.1 Balances sub tab

Details of an account balance can be viewed on the Balances sub tab.

The **Balance Group** in Balances section consists of the following four action buttons:

- Current Balance
- Deficiency Balance
- Non-Performing Balance
- Terminate Balance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By default, the Current Balance option is selected. In case the status of an account is **Charged Off**, then the system defaults to **Deficiency Balance** option.

Depending on which one you select, a different set of balance information appears. In all cases, the Balance screen can be viewed in the following two transaction period modes:

- ITD/CTD (Inception-to-date/Cycle-to-date)
- YTD (year-to-date)

**To view account balance information**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Transaction History** tab, then click **Balances** sub tab.
3. In the **Balance Group** section, select the balance you want to view.
   **Current Balance** displays the current balances for accounts with an status of **ACTIVE**.

**Table 4-80 Balance Group**

| In this field | View |
|---|---|
| **Balance Type** | The balance type. |
| **Opening Balance** | The opening balance amount. |
| **Posted** | The amount posted (in addition to the opening balance). |
| **Paid Balance** | The amount paid. |
| **Waived** | The amount waived. |
| **Charged Off** | The amount charged off. |
| **Adjusted (-)** | The amount adjusted (negative adjustments). |
| **Adjusted (+)** | The amount adjusted (positive adjustments). |
| **Capitalized (-)** | The capitalization amount deducted from specific balance. |
| **Capitalized (+)** | The capitalization amount added to principal balance. |
| **Balance** | The current (closing) balance. The total active balance of the account is displayed at the bottom. |

**Deficiency Balance** displays the current balances for accounts with an status of CHARGED OFF. If you click **Deficiency Balance**, the following information appears:

**Table 4-81 Deficiency Balance**

| In this field | View |
|---|---|
| **Balance Type** | The balance type. |
| **Opening Deficiency** | The opening deficiency balance. |
| **Chg off Posted** | The additional charged off amounts posted. |
| **Recovery** | The amount of deficiency balance paid. |
| **Deficiency Balance** | The current (closing) deficiency balance. The total deficiency balance of the account is displayed at the bottom. |

**Non-Performing Balance** displays the current balance for accounts with status as NONPERFORMING. Non-Performing accounts fall between CHARGED OFF accounts


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and ACTIVE accounts. These accounts are treated as active when dealing with the customer, but for accounting purposes are treated differently as they are expected to charge off in the future. Fee and interest balances are not expected to be collected in full and therefore are not recognized as income. If you click **Non-Performing Balance**, the following information appears:

**Table 4-82 Non-Performing Balance**

| In this field | View |
|---|---|
| **Balance Type** | The balance type. |
| **Opening Non-Performing** | The opening non performing balance. |
| **Paid / Terminate** | The amount of non performing balance paid or terminated. |
| **Paid Excess** | The additional non performing amounts posted. |
| **Waived** | The amount waived. |
| **Adjusted (-)** | The amount adjusted (Negative adjustments). |
| **Adjusted (+)** | The amount adjusted (Positive adjustments). |
| **Balance** | The current (Closing) non performing balance. The total non-performing balance of the account is displayed at the bottom. |

**Terminate Balance** displays the current balance for accounts with a status of TERMINATE. Selecting **Terminate Balance** option displays the following account details.

**Table 4-83 Terminate Balance**

| In this field | View |
|---|---|
| **Balance Type** | The balance type. |
| **Opening Balance** | The opening non performing balance. |
| **Posted** | The balance amount posted on the account. |
| **Paid** | The amount of non performing balance paid. |
| **Waived** | The amount waived. |
| **Charge Off** | The additional charged off amounts. |
| **Adjusted (-)** | The amount adjusted (Negative adjustments). |
| **Adjusted (+)** | The amount adjusted (Positive adjustments). |
| **Capitalized (-)** | The capitalization amount deducted from specific balance. |
| **Capitalized (+)** | The capitalization amount added to principal balance. |
| **Balance** | The current (closing) balance. The total active balance of the account is displayed at the bottom. |

4. In the **Txn Period Balance** section, select how you want to view the balance:
   Select **ITD/CTD** to view transactions by Inception-to-date /Cycle-to-date:

   -or-

   Select **YTD** to view the transactions by year to date.


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# 4.10.2 Transactions sub tab

The Transactions screen displays all transactions that have occurred over the life of account. Transactions can be sorted by when the transaction was created (Post Dt) or the effective date of transaction (Txn Dt). You can choose to view all transactions, filter System / User posted transactions, export account transaction details to a file, or reverse certain transactions. This information comes from the payments and advances applied to the account, maintenance tasks, and nightly processes such as billing.

**To view the transaction history of an account**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Transaction History** tab, then click **Transactions** sub tab.

**Figure 4-87 Transaction History - Transactions**

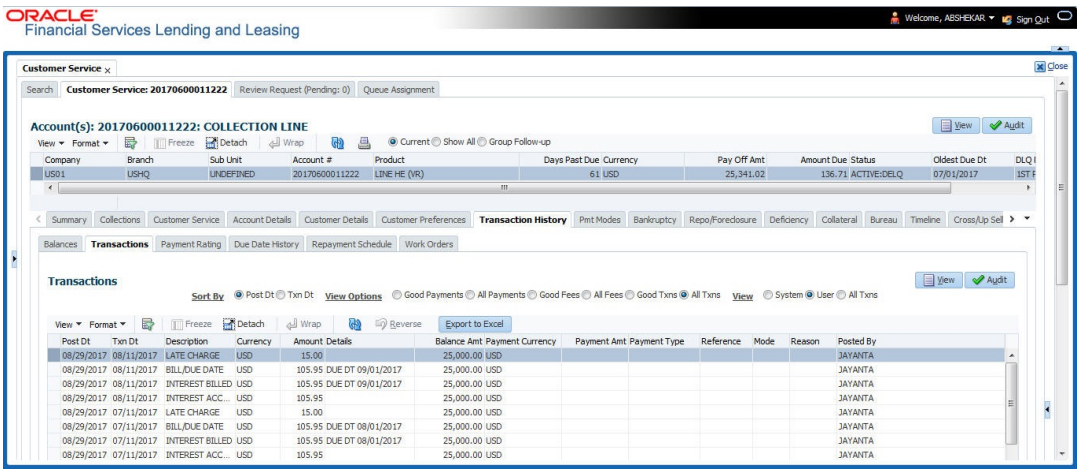


**Figure 4-88 Transaction History - Transactions**

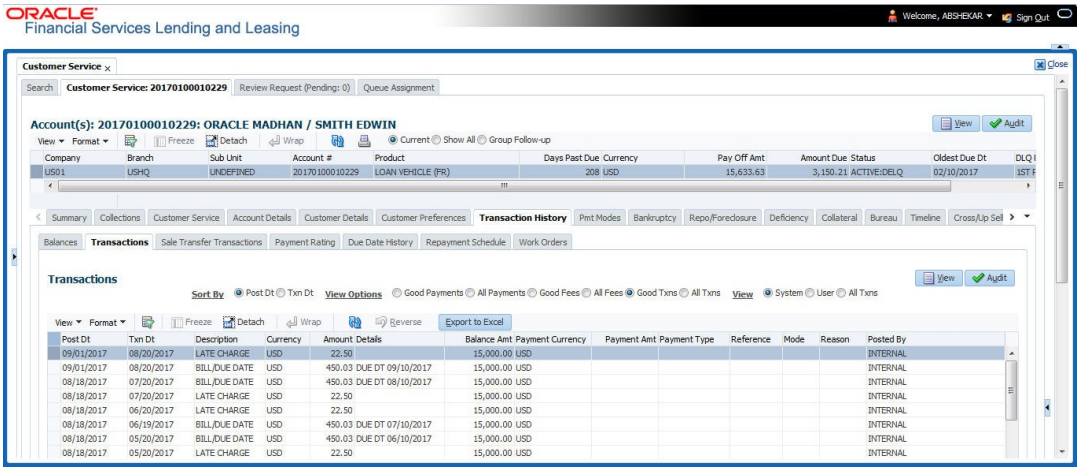



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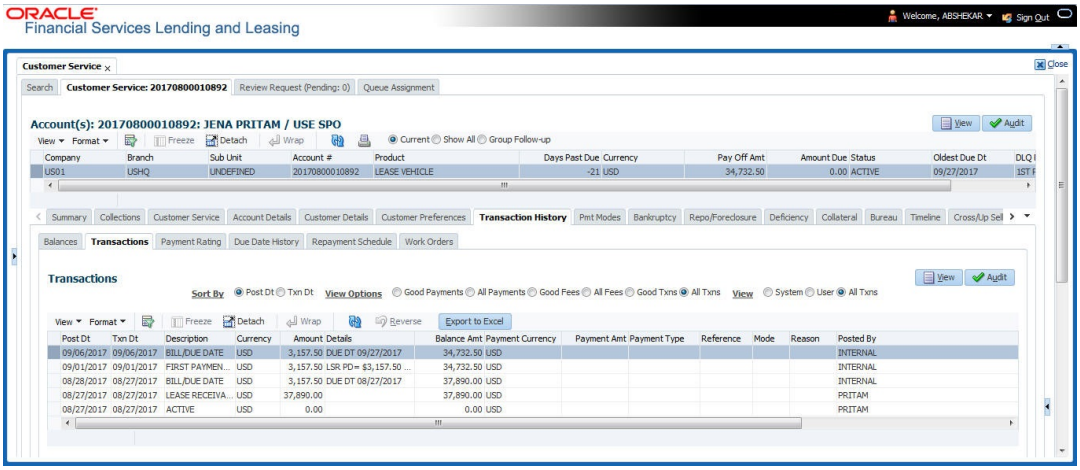
**Figure 4-89 Transaction History - Transactions**




3. In the **View Options** section, select type of transactions in this account's history you want to view on the **Transactions** screen.

**Table 4-84 View Options on the Transactions screen**

| If you select this | The system displays |
|---|---|
| **Good Payments** | All valid payments that was neither voided nor reversed. |
| **All Payments** | All transaction involving payments. |
| **Good Fees** | All valid fees that was neither voided nor reversed. |
| **All Fees** | All transaction involving fees. |
| **Good Txns** | All transactions that was neither voided nor reversed. |
| **All Txns** | All transactions. |

4. In the **View** section, you can further filter the list of transactions which are posted by System or User. Selecting ALL transactions displays all the transactions

**Table 4-85 View section**

| If you select this | The system displays |
|---|---|
| **System** | All system posted transactions filtered based on View option selection are displayed. |
| **User** | All User posted transactions filtered based on View option selection are displayed. |
| **All Txns** | All posted transactions filtered based on View option selection are displayed. |

5. In the **Sort Option** section, choose **Post Dt** to sort entries on in **Transactions** section in order of when the transaction was made effective.

   -or-

6. Select **Txn Dt** to sort the entries on in **Transactions** section in order of when the transaction was created.

7. In **View Option** section, click **View** to view the following information:


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**Table 4-86 View Option**

| In this field | View |
|---|---|
| **Transactions section** | |
| **Post Dt** | The transaction posting date. |
| **Txn Dt** | The transaction effective date. |
| **Description** | The transaction details. |
| **Currency** | The currency of the transaction. |
| **Amount** | The transaction amount. |
| **Details** | The transaction details. |
| **Balance Amt** | The balance amount. This is the principal balance, not the total balance amount. |
| **Payment Currency** | The payment currency. |
| **Payment Amount** | The payment amount. |
| **Payment Type** | The payment type. |
| **Reference** | The reference number associated with the transaction. |
| **Mode** | The mode of the transaction. |
| **Reason** | The reason for the transaction. |
| **Posted By** | Indicates if the transaction is either system posted (marked as INTERNAL) or user posted (marked with User ID) |
| **Allocation Details** | |
| **Txn** | The transaction allocation details. |
| **Amt** | The transaction allocation amount. |

This section consists of the following topics:

- To Reverse (or Void) a Transaction
- Voiding an Account
- Export Account Transaction Details

## 4.10.2.1 To Reverse (or Void) a Transaction

1. Open the **Customer Service** screen and load the account you want to work with.
2. On the Customer Service screen, click **Transaction History** tab and then click **Transactions**.
3. In the **Transactions** section, select the transaction you want to reverse.
4. Click **Reverse**. A confirmation dialog is displayed.
5. Click **Yes** to reverse the transaction. On confirmation, the reversal is posted for processing.

Some transactions cannot be reversed. If a transaction cannot be reversed, the Reverse button will be dimmed when transaction is selected. If the Reverse button is unavailable, the transaction anniversary cannot be reversed.

Access to the **Reverse** button can be restricted by user responsibility and account's product type using the `PAYMENT_REV` transaction code (Super Group: `ACCOUNT MONETARY TXN`) on the Administration screen.


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(For more information, see **Txn Codes tab (Transaction Super Group screen)** section of the **Administration (System) Setup** chapter in the **Oracle Financial Services Lending and Leasing Setup Guide**).

### 4.10.2.2 Voiding an Account

Oracle Financial Services Lending and Leasing can be configured to void an account using the Reverse button on the Transaction screen.

**To void an account**

1. Open the **Customer Service** screen and load the account you want to work with.
2. On the Customer Service screen, click **Transaction History** tab and then click **Transactions**.
3. In the **Transactions** section, select `ACTIVE` entry in the **Description** field.
4. Click **Reverse**.

On the Transactions screen, Oracle Financial Services Lending and Leasing creates an entry of `REVERSE ACTIVE` and reverses all transactions. The system also changes status of the account to `CLOSED: VOID` and changes status of the application to `APPROVED-VOID` (or whatever the account's last status was before funding).

To use this feature, `ACTIVE _REV` transaction code must be enabled and set to manual on the Transaction Super Group screen for your user responsibility and account's product type. (For more information, see the **Txn Codes tab (Transaction Super Group screen)** section of the **Administration (System) Setup** chapter in the **Oracle Financial Services Lending and Leasing Setup Guide**).

In case of migrated accounts maintained in the system, OFSLL has a dummy ACTIVE transaction created by the automated batch job process. Reversing this transaction posts RECESSION / VOID transaction and updates all balances to zero. Any Good Transactions posted after the ACTIVE transaction are reversed as part of RESCISSION / VOID process.

However, this behaviour of creating a dummy ACTIVE transaction is controlled based on system parameter AUTO_GEN_ACTIVE_TXN_CONV (AUTO GENERATE ACTIVE TRANSACTION FOR CONVERSION PROCESS). If the parameter is enabled, the scheduled batch job process creates a dummy ACTIVE transaction record with the transaction date as conversion date. Also both the indicators - TXN_PRIMARY_IND and TXN_BACKDATE_ALLOWED_IND are set to **Y** facilitating for RESCISSION /VOID posting on the migrated account. If the parameter is not enabled, RECESSION / VOID is not allowed on migrated accounts since there is no active transaction.

### 4.10.2.3 Export Account Transaction Details

In the Transactions sub tab, you can export the required account transactions and allocation details to a file.

**To export account transaction details**

1. Open the **Customer Service** screen and load the account you want to work with.
2. On the Customer Service screen, click **Transaction History** tab and then click **Transactions**.
3. In the **Transactions** section, select the required transaction.
4. Click **Export to Excel**. The details are exported to a `.xls` file with options to save or open.


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# 4.10.3 Sale Transfer Transactions

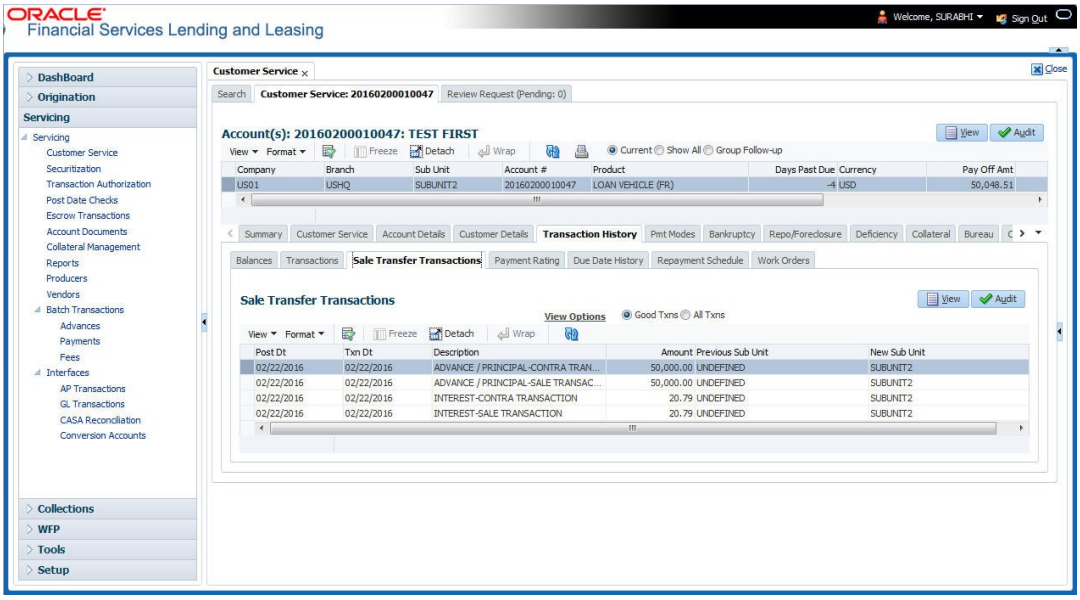
When an existing Sub Unit (referred to as the entity which is the source of funds for the credit application/Account) is transferred to a new Sub Unit, the balance in accounts are moved to the new Sub Unit by posting contra or reverse transactions and the same is re-posted to GL.

The sale transfer transaction sub tab displays all Sub Unit Transfer transactions from Old Sub Unit to New Sub Unit.

**To view the Sale Transfer Transaction**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Transaction History** tab, then click **Sale Transfer Transactions** sub tab.

**Figure 4-90 Sale Transfer Transactions**




View the following information:

**Table 4-87 Sale Transfer Transactions**

| In this field | View |
|---|---|
| **Post Dt** | View the transaction post date. |
| **Txn Dt** | View the transaction date. |
| **Description** | View the description of the posted transaction. |
| **Amount** | View the balance amount in previous sub unit. |
| **Previous Sub Unit** | View the name of previous sub unit. |
| **New Sub Unit** | View the name of the new sub unit. |

3. You can view the following type of sub unit transfer transactions:
   - Select **Good Txns** - System displays the Sub Unit Transfer transactions from Old Sub Unit to New Sub Unit which includes Contra Transactions.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- Select **All Txns** - System displays the Sub Unit Transfer transactions from Old Sub Unit to New Sub Unit which includes Contra Transactions and Reverse Transactions.

## 4.10.4 Payment Rating sub tab

**To view the transaction history of an account**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Transaction History** tab, then click **Payment Rating** sub tab.

**Figure 4-91 Transaction History - Payment Rating**

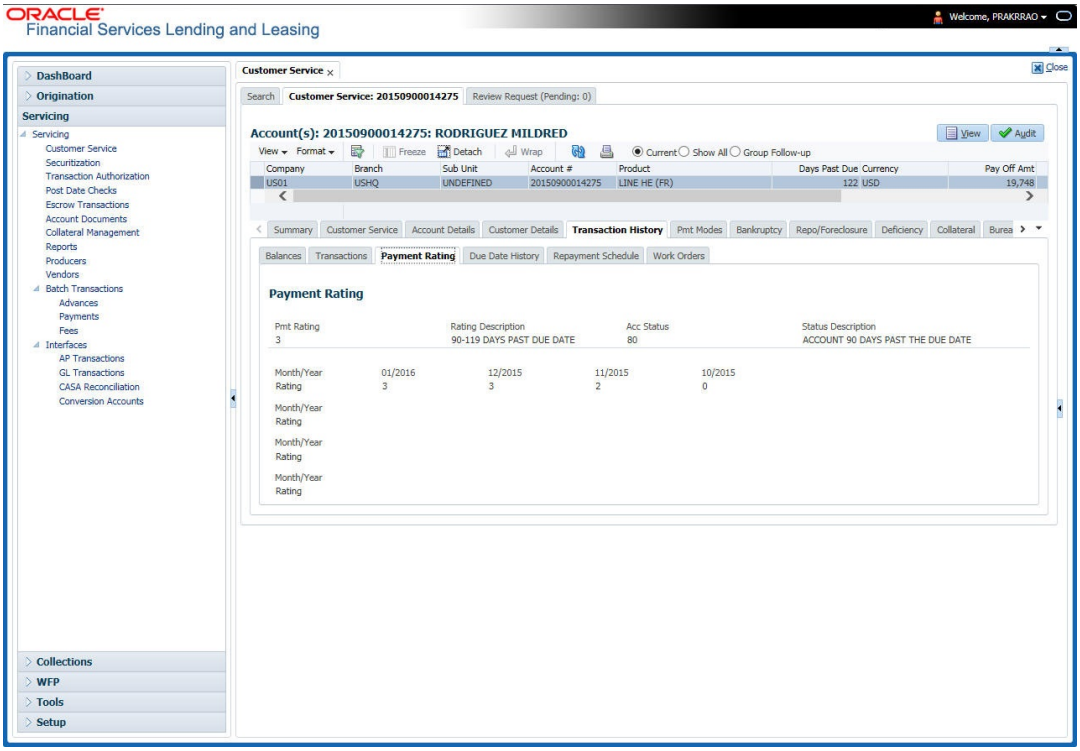



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**Figure 4-92 Transaction History - Payment Rating**

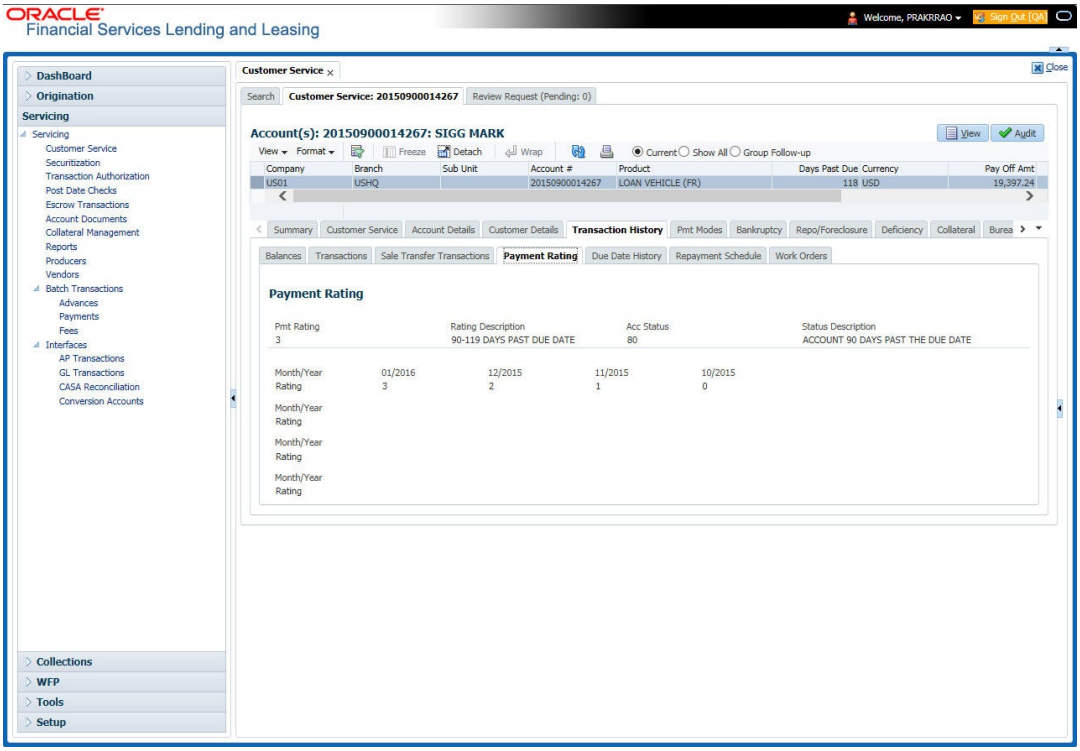
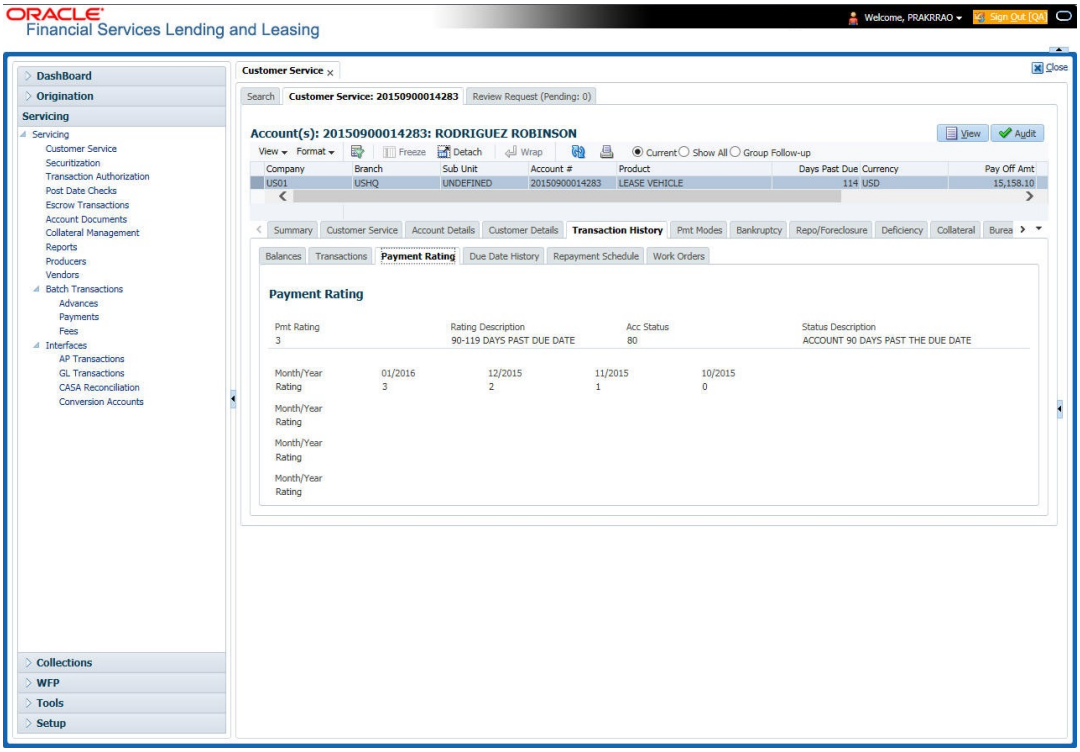



**Figure 4-93 Transaction History - Payment Rating**





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The **Payment Rating** section displays month and year of payment and rating reported to credit bureaus through Metro 2 file for the past 24 months, including the following:

**Table 4-88 Payment Rating**

| In this field | View this |
|---|---|
| **Pmt Rating** | The payment rating. |
| **Rating Description** | The payment rating description. |
| **Acc Status** | The credit bureau account status. |
| **Status Description** | The credit bureau account status description. |
| **Month/Year Rating** | The month/year of payment rating. |

## 4.10.5 Due Date History sub tab

The **Due Date History** tab provides a delinquency history, by payment, by displaying a history of all due dates, along with when actual payment was made for that due date and the subsequent balance. If a payment was delinquent, Due Date History section displays the number of days the customer was delinquent against each due date.

Due Date History sub tab displays all the dues that have crossed the system date and also the history that is currently available in Transaction History > Due Date History sub tab.

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Transaction History** tab, then click **Due Date History** sub tab.

**Figure 4-94 Transaction History - Due Date History**

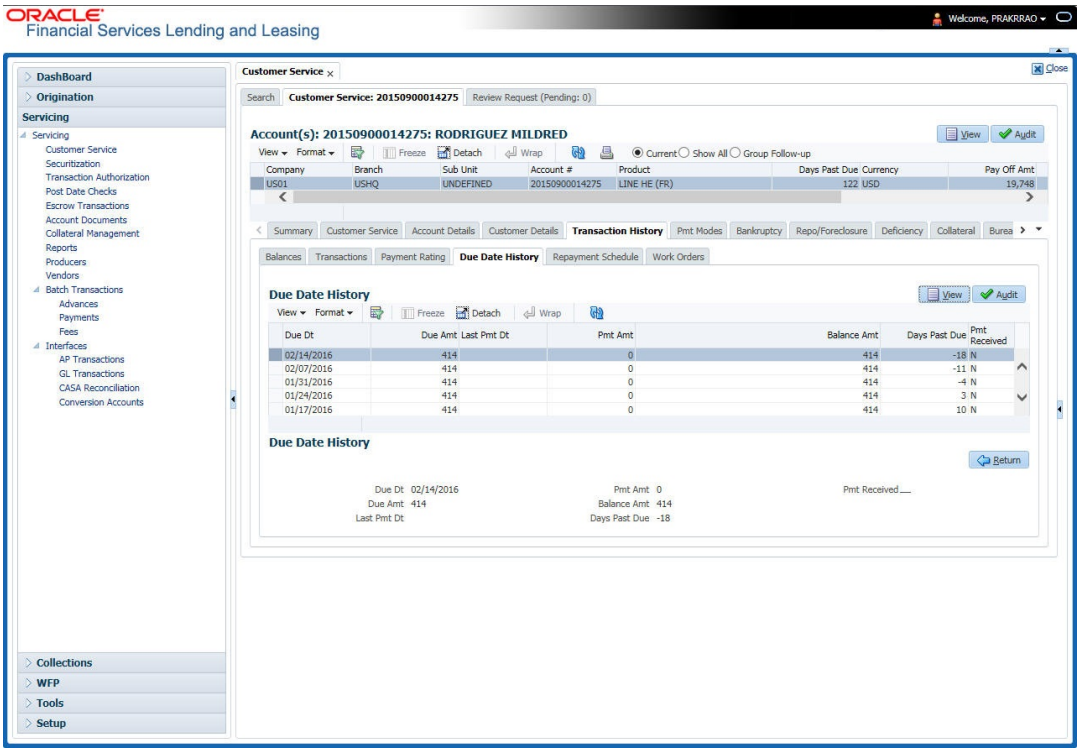



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**Figure 4-95 Transaction History - Due Date History**

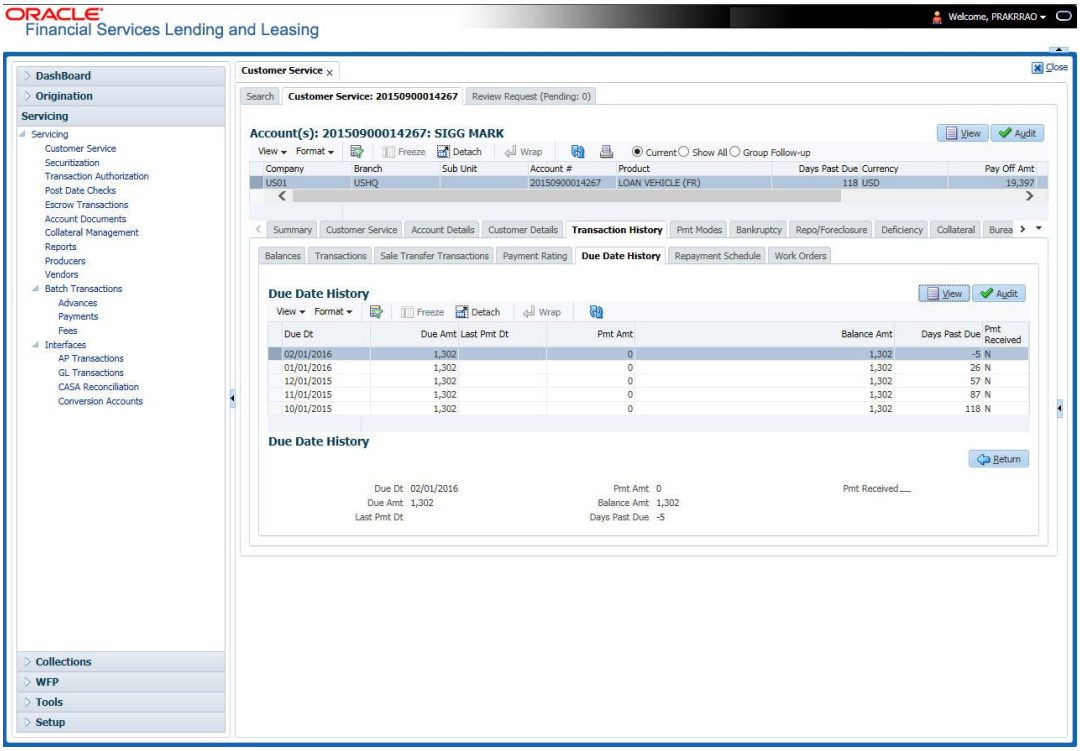
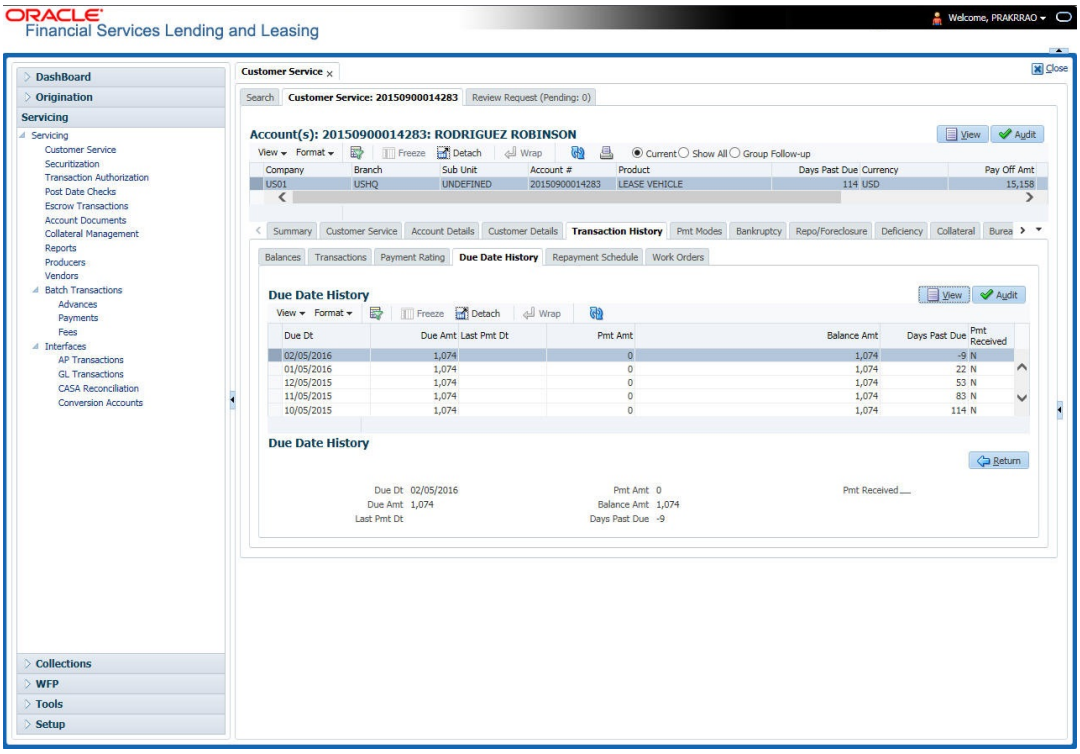



**Figure 4-96 Transaction History - Due Date History**




In **Due Date History** section, click **View**.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View the following:

**Table 4-89 Due Date History**

| In this field | View this |
|---|---|
| **Due Dt** | The due date. |
| **Due Amt** | The due amount. |
| **Last Pmt Dt** | The last payment date. |
| **Pmt Amt** | The payment amount. |
| **Balance Amt** | The balance amount. |
| **Days Past Due** | The days past due. |
| **Pmt Received** | If selected, indicates the payment was received. |

## 4.10.6 Passthrough History sub tab

The **Passthrough History** tab provides a history of all lease passthrough payments done for vendors with the following details:

- Balance Type
- Vendor #
- Fee Dt
- Fee Amt
- Balance Amt
- Fee Received Amt
- Requisition Gen
- Disbursed Dt
- Disbursed Amt

For more information on the above fields, refer to Passthrough Fees section in Origination or Setup.


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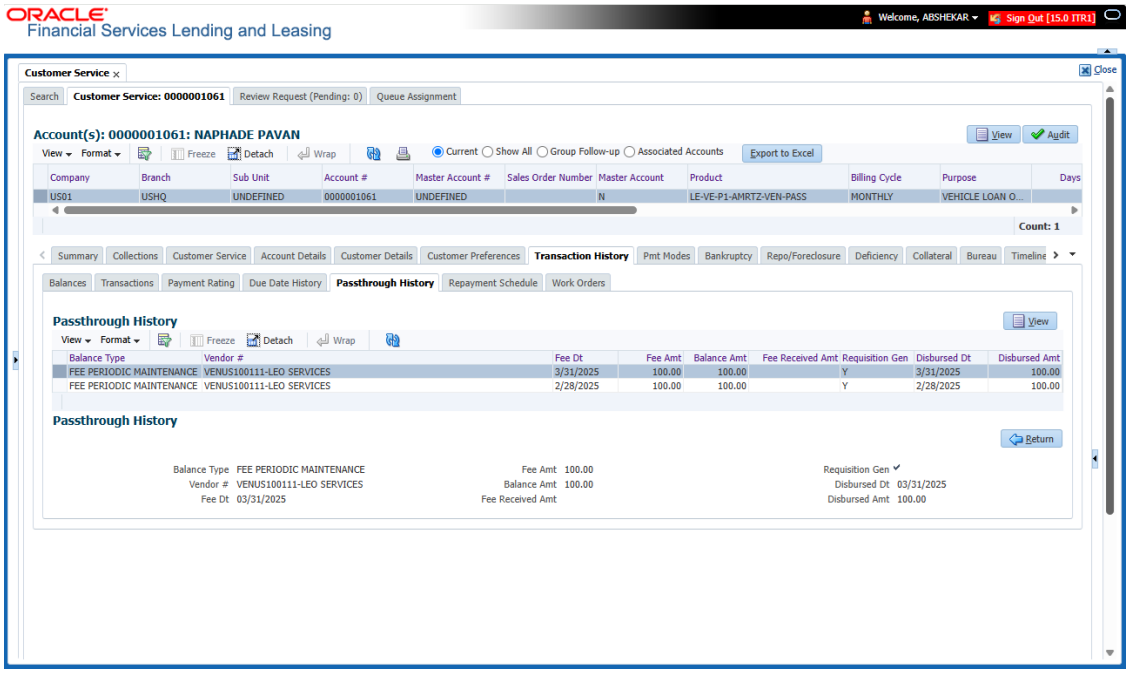


## 4.10.7 Repayment Schedule sub tab

The **Repayment Schedule** section contains information about schedule of repayment such as the date and payment amount.

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Transaction History** tab, then click **Repayment Schedule** sub tab.


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**Figure 4-97 Transaction History - Repayment Schedule**

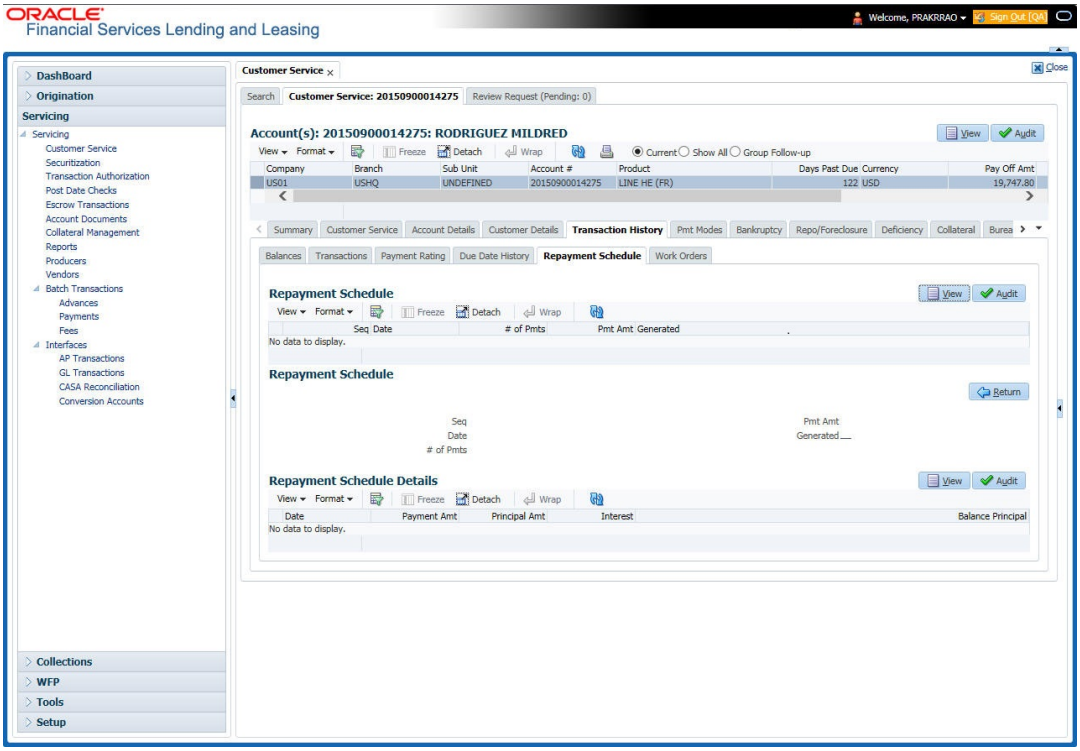


**Figure 4-98 Transaction History - Repayment Schedule**

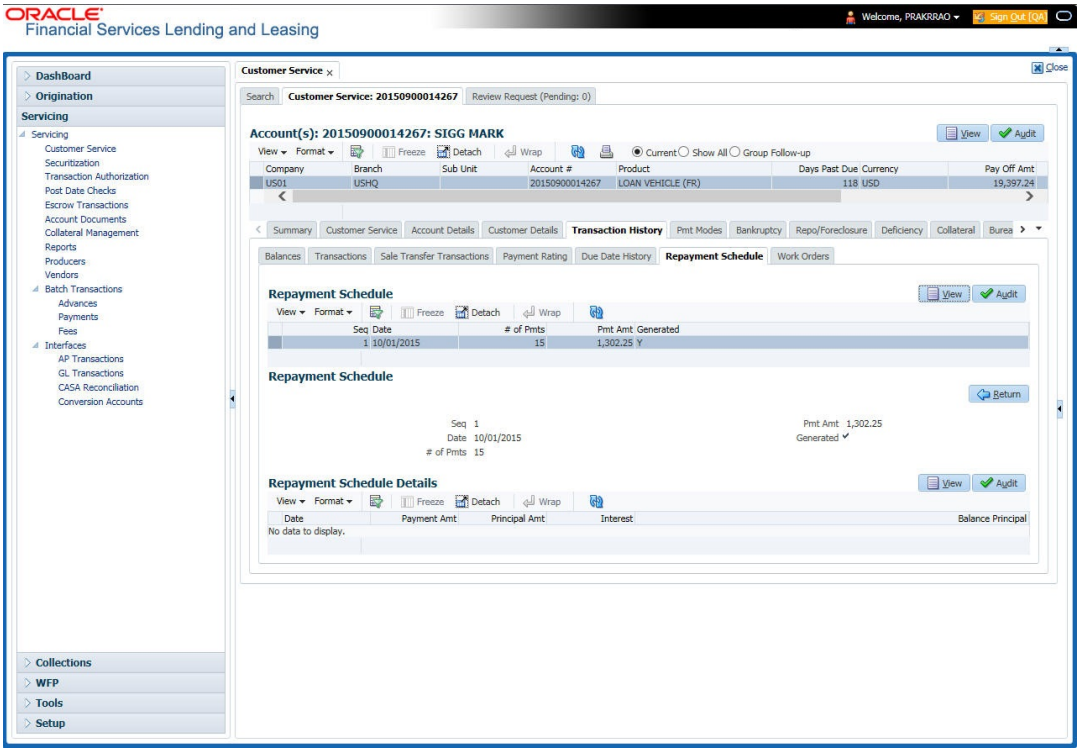



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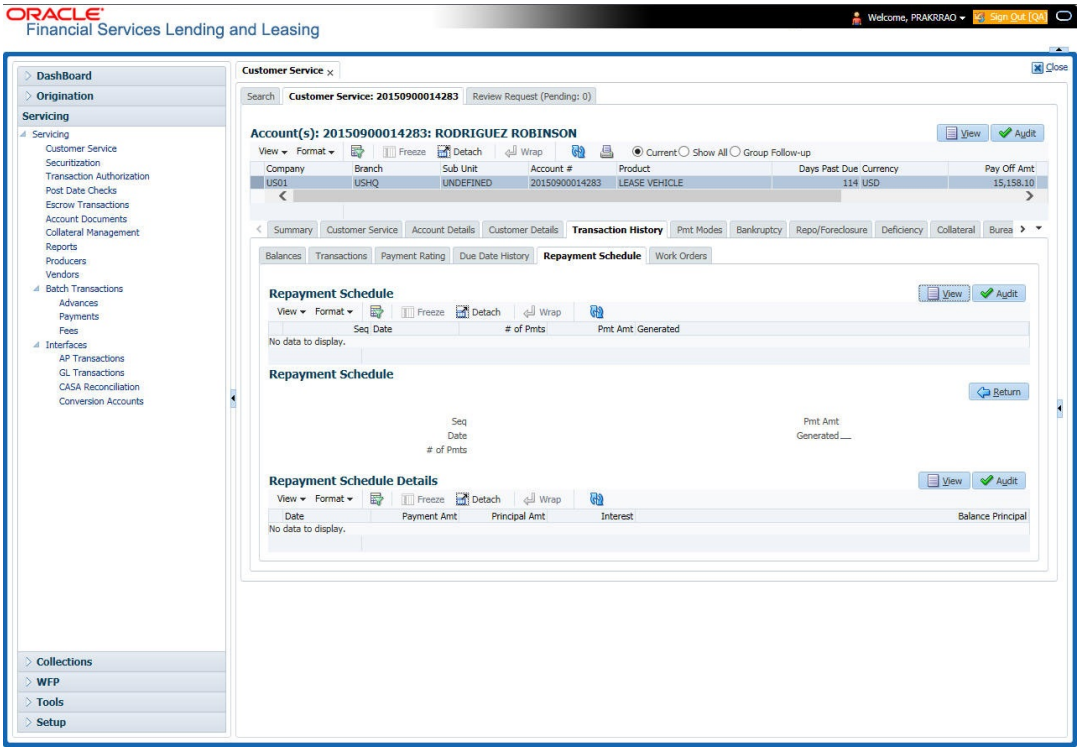
**Figure 4-99 Transaction History - Repayment Schedule**




View the following information:

**Table 4-90 Repayment Schedule**

| In this field | View this |
|---|---|
| **Repayment Schedule section** | |
| **Seq** | The payment sequence number. |
| **Date** | The repayment date. |
| **# of Pmts** | The number of payments. |
| **Pmt Amt** | The payment amount. |
| **Generated** | If selected, indicates that the repayment schedule has been generated. |
| **Repayment Schedule Details section** | |
| **Date** | The repayment date. |
| **Payment Amt** | The payment amount. |
| **Principal Amt** | The amount paid to principal. |
| **Interest** | The amount paid to interest. |
| **Balance Principal** | The balance of the principal. |

## 4.10.8 Work Order sub tab

To expedite repossessions and foreclosures, the display only Vendor Work Order screen enables you to view all the work orders issued to different vendors for an account.

**To view the vendor work order screen**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1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Transaction History** tab, then click **Work Order** sub tab.

**Figure 4-100 Transaction History - Work Order**

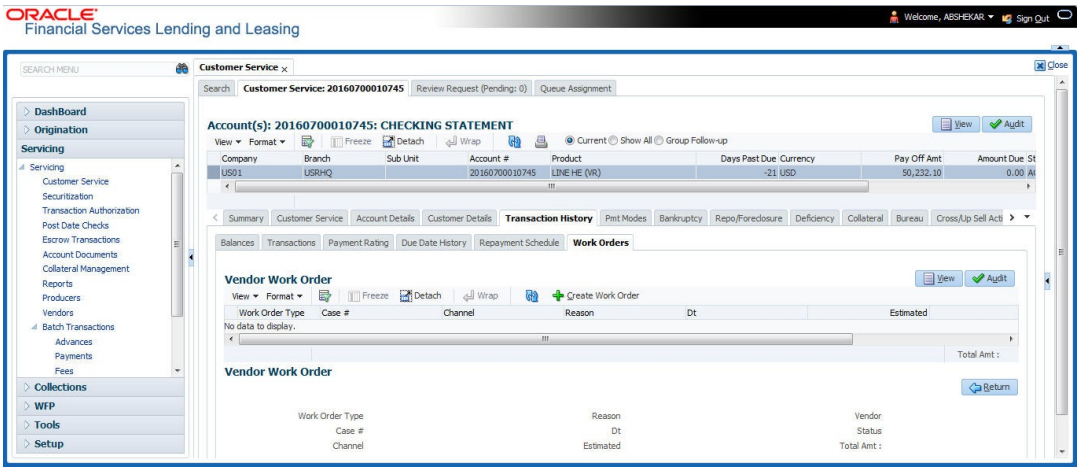


**Figure 4-101 Transaction History - Work Order**

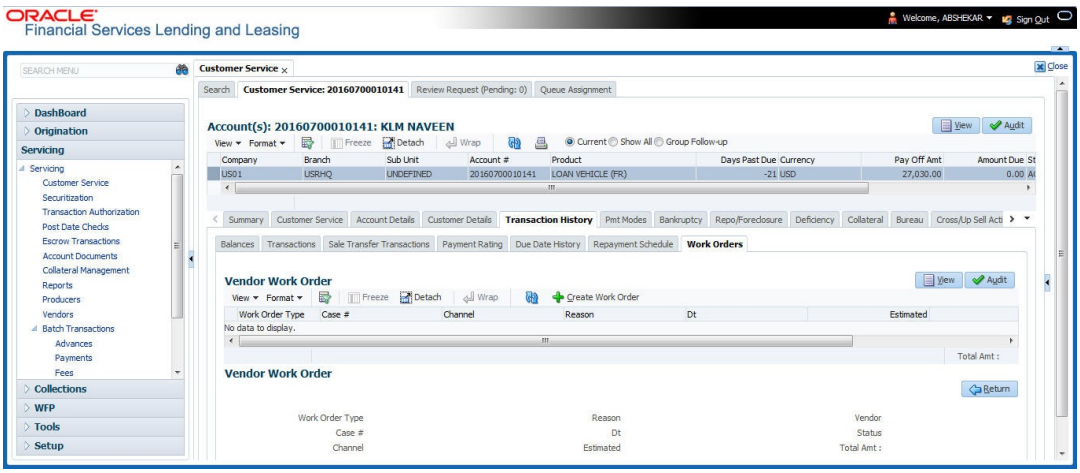



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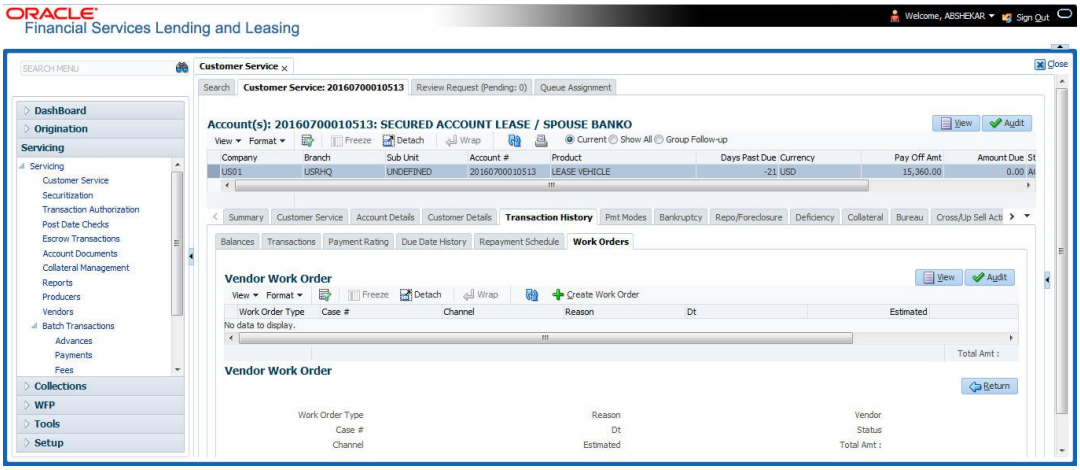
**Figure 4-102 Transaction History - Work Order**




In the **Vendor Work Order** section, click **View**.

View the following display only information:

**Table 4-91 Vendor Work Order**

| In this field | View this |
|---|---|
| **Work Order Type** | The assigned work order type. |
| **Dt** | The assignment date. |
| **Estimated** | The estimated dollar amount of work order. |
| **Vendor** | The vendor number and name. |
| **Status** | The assigned status. |
| **Total Amt** | The total estimated dollar amount of all work orders. |

You can create/view and maintain vendor work orders related to an account.

- To create and maintain vendor work orders, click **Create Work Order**. The system opens Vendor Management screen. You can perform tasks and record additional information, such as changing the work order's status and adding comments in the Work Orders section.

If vendor screen is already opened in the main screen and user tries to create new work order or open an existing work order, system displays the warning message as **Vendor management screen is already open. Please close it and retry**.

- To view more detailed information about vendor work order, select the work order you want to view and click **View Work Order**. The **View Work Order** button appears faded if the responsibility does not allow access to the Vendor Work Order screen.

3. Click **Close** on the Vendor Management screen to return to the Customer Service screen.

For more information about using the Vendor Management screen, please refer to the Vendors chapter in the User Guide.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# 4.11 Customer Service screen's Pmt Modes tab

Open the **Customer Service** screen and load the account you want to work with. Click the **Pmt Modes** sub tab to view the sections under it.

- ACH sub tab
- Coupon sub tab
- Card Details sub tab
- Post Dated Checks sub tab
- Payment Arrangement sub tab

## 4.11.1 ACH sub tab

If used, the **ACH** section displays information about automated clearing house and electronic fund transfers.

**To view the ACH information screen**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Pmt Modes** tab, then click **ACH** sub tab.

**Figure 4-103 Pmt Modes - ACH**

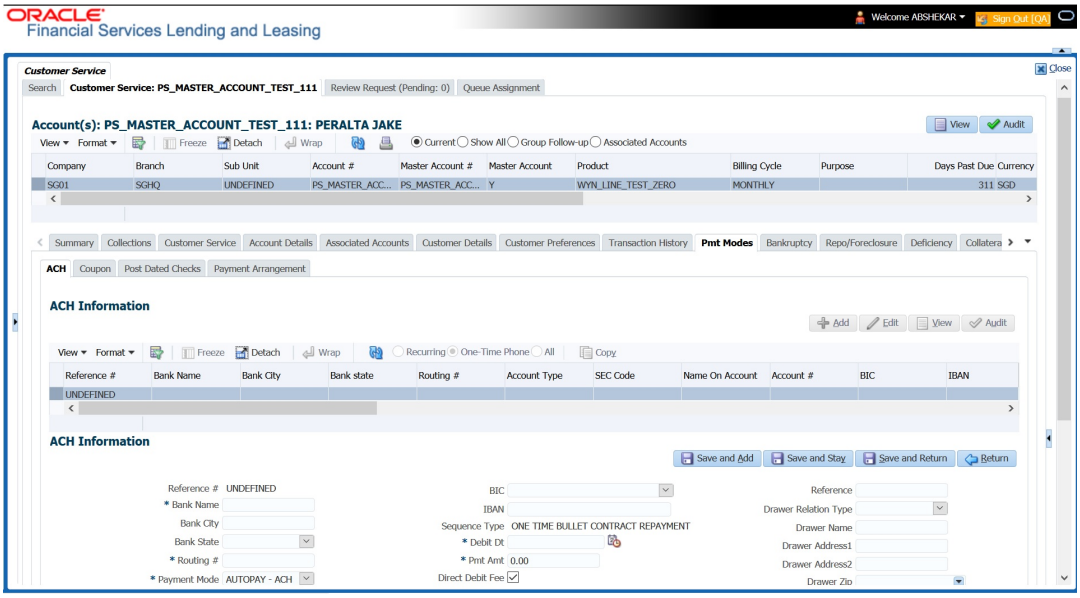



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**Figure 4-104 Pmt Modes - ACH**

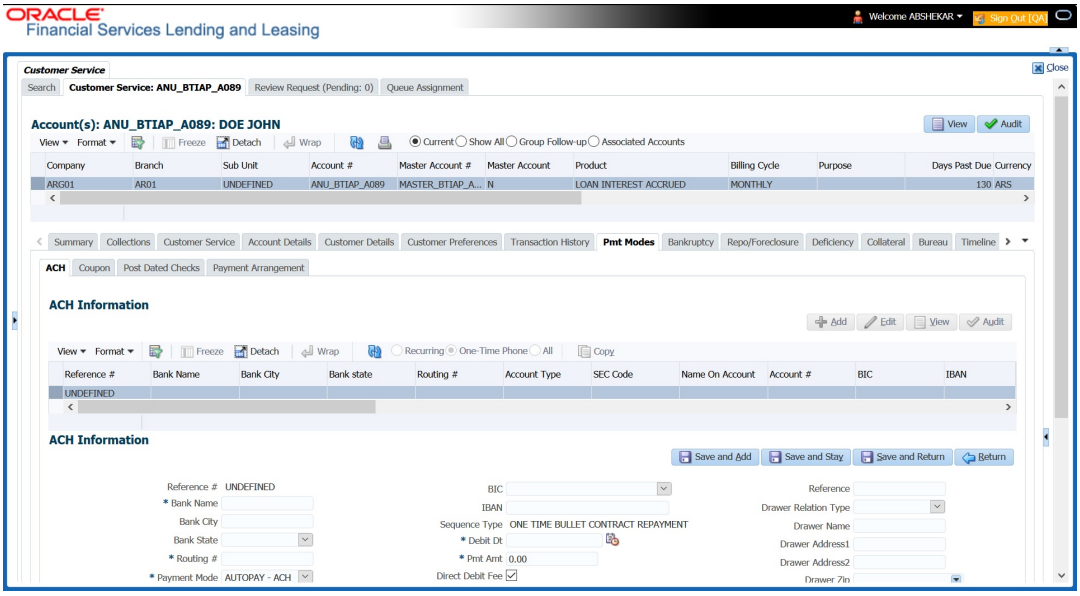
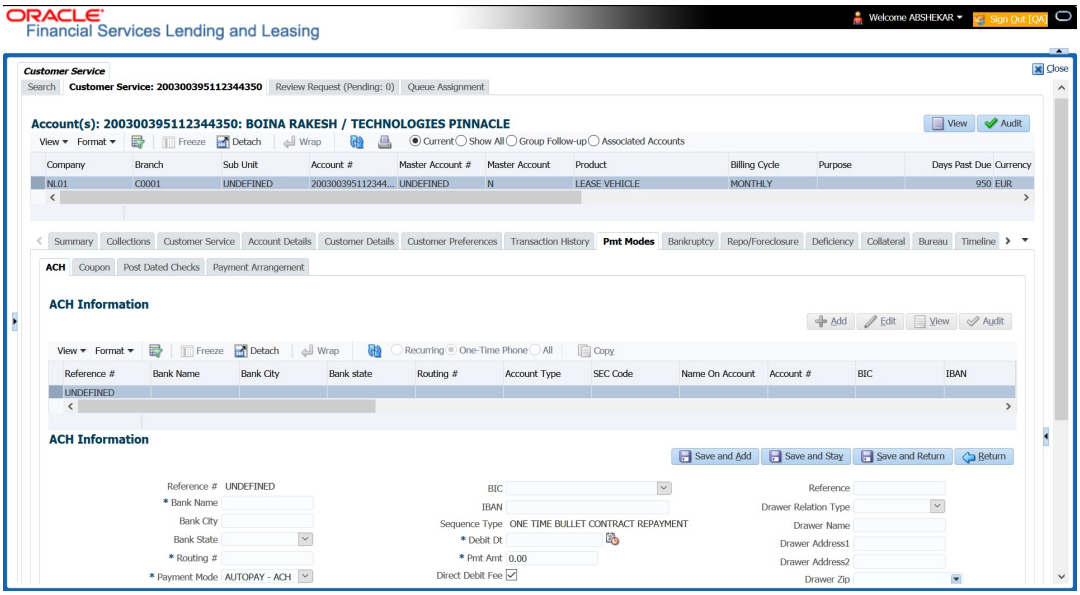



**Figure 4-105 Pmt Modes - ACH**




The system displays the ACH details depending on the following option selected:

- Recurring - Select **Recurring** to display all the Recurring ACH details.
- One-Time Phone - Select this option to display one time ACH details.
- All - Select **All** to display both recurring and one-time phone ACH details.

If you have selected **Recurring** or **One-Time Phone** option, you can further Add, Edit, or Copy the details and perform any of the Basic Operations mentioned in Navigation chapter. On save, the system will automatically post the transaction capturing the current transaction date along with a comment as **Direct Record Update** for the particular ACH transactions.

If you have selected **Recurring** option, the following fields are displayed:


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**Table 4-92 ACH details - Recurring**

| In this field | View this |
|---|---|
| **Reference #** | The unique reference number. |
| **Bank Name** | The bank name. |
| **Bank City** | Specify the city where the bank exist. |
| **Bank State** | Select the state where the bank exist form the drop-down list. |
| **Routing #** | The routing number. |
| **Payment Mode** | For an active Recurring ACH record, the payment mode selected in Contract tab is automatically populated. If not, select the type of repayment mode to indicate the type of **Autopay/Direct Debit** using any of the following option from the drop-down list. The list is populated from REPAYMENT_PMT_MODE_CD lookup code.<br>• AUTOPAY (ACH)<br>• AUTOPAY (CREDIT CARD)<br>• AUTOPAY (DEBIT CARD)<br>For an AUTO PAY type of Payment Mode, ensure that at least one active ACH record exist and for CHECK type of Payment Mode, there are NO active ACH records. |
| **Account Type** | The type of account. |
| **Name On Account** | Specify the name of the account. |
| **Account #** | The account number. If the organizational parameter `UIX_HIDE_RESTRICTED_ DATA` is set to **Y**, this appears as a masked number; for example, XXXXX1234. |
| **BIC** | Select the Business Identifier Code from the drop-down list. The list displays the BIC codes defined in the system. |
| **IBAN** | Specify the IBAN (International Bank Account Number). IBAN is used for identifying bank accounts across national borders with a minimal of risk of propagating transcription errors.<br>Ensure that value entered satisfies the check-digit validation based on modulo 97. On save, system automatically validates the IBAN number length based on country code, characters, white spaces, and checksum. Validation is also done during posting non-monetary transaction (ACH Maintenance).<br>You can maintain the IBAN length and other details required as per the country code in the user defined table (Setup > Administration > System > User Defined Tables).<br>**Note**: IBAN for 'NL' country code (IBAN_FORMAT_NL) is defined by default with length of IBAN as 18. |


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**Table 4-92 (Cont.) ACH details - Recurring**

| In this field | View this |
|---|---|
| **Sequence Type** | System displays the current Sequence Type of the selected account.<br>Depending on the nature of direct debit, the sequence type can be one of the following:<br>• First - First time direct debit<br>• Recurrent - Subsequent repayments after first direct debit<br>• Final - Final repayment<br>• One-off - One time bullet contract repayment<br>However, during the life cycle of the payment processing, the direct debit sequence type for an account can change. |
| **Pmt Day** | The payment day. |
| **Pmt Amt** | The Payment amount. |
| **Pmt Amt Excess** | The excess payment. |
| **Pmt Freq** | The payment frequency. |
| **Fee Amt** | The amount charged as fees. |
| **Direct Debit Fee** | If selected indicates that the fees is debited directly. |
| **Start Dt** | The date the system began using ACH payments for this account |
| **End Dt** | The ACH end date. |
| **Default** | If selected indicates that this ACH is the default ACH for the account. |
| **Status** | The status of the account. |

> **Note**
>
> This information can be edited using the Maintenance screen and the non monetary transaction ACH MAINTENANCE.

If you have selected **One-Time Phone** or **All** option, the following fields are displayed:

**Table 4-93 ACH details - One-Time Phone or All option**

| In this field | View this |
|---|---|
| **Reference #** | The unique reference number. |
| **Bank Name** | The bank name. |
| **Bank City** | The bank city. |
| **Bank State** | List of available states. |
| **Routing #** | The routing number. |


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**Table 4-93 (Cont.) ACH details - One-Time Phone or All option**

| In this field | View this |
|---|---|
| **Payment Mode** | For an active **One-Time Phone** or **All** ACH record, the payment mode selected in Contract tab is automatically populated. If not, select the type of repayment mode to indicate the type of **Autopay/ Direct Debit** using any of the following option from the drop-down list. The list is populated from REPAYMENT_PMT_MODE_CD lookup code.<br>• AUTOPAY (ACH)<br>• AUTOPAY (CREDIT CARD)<br>• AUTOPAY (DEBIT CARD)<br>For an AUTO PAY type of Payment Mode, ensure that at least one active ACH record exist and for CHECK type of Payment Mode, there are NO active ACH records |
| **Account Type** | The type of account. |
| **Name On Account** | The account name. |
| **Account #** | The account number. If the organizational parameter `UIX_HIDE_RESTRICTED_ DATA` is set to **Y**, this appears as a masked number; for example, XXXXX1234. |
| **BIC** | Select the Business Identifier Code from the drop-down list. The list displays the BIC codes defined in the system. |
| **IBAN** | Specify the IBAN (International Bank Account Number). IBAN is used for identifying bank accounts across national borders with a minimal of risk of propagating transcription errors.<br>Ensure that value entered satisfies the check-digit validation based on modulo 97. On save, system automatically validates the IBAN number length based on country code, characters, white spaces, and checksum. Validation is also done during posting non-monetary transaction (ACH Maintenance).<br>You can maintain the IBAN length and other details required as per the country code in the user defined table (Setup > Administration > System > User Defined Tables).<br>**Note**: IBAN for 'NL' country code (IBAN_FORMAT_NL) is defined by default with length of IBAN as 18. |
| **Sequence Type** | System displays the current Sequence Type of the selected account.<br>• First - First time direct debit<br>• Recurrent - Subsequent repayments after first direct debit<br>• Final - Final repayment<br>• One-off - One time bullet contract repayment<br>However, during the life cycle of the payment processing, the direct debit sequence type for an account can change. |
| **Debit Dt** | The debit date. |


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**Table 4-93 (Cont.) ACH details - One-Time Phone or All option**

| In this field | View this |
|---|---|
| **Pmt Amt** | The Payment amount. |
| **Direct Debit Fee** | If selected indicates that the fees is debited directly. |
| **Secret Question** | Select the secret question from the drop down list. |
| **Provided To Whom** | The person to whom the ACH is concerned. |
| **Reference** | Additional reference if any. |
| **Drawer Relation Type** | The withdrawer relation to ACH. |
| **Drawer Name** | The name of withdrawer. |
| **Drawer Address1** | Address of withdrawer |
| **Drawer Address2** | Address of withdrawer |
| **Drawer City** | City of withdrawer |
| **Drawer State** | State of withdrawer |
| **Drawer Zip** | Zip of withdrawer |
| **Status** | The status of the account. |

> **Note**
>
> This information can be edited using the Maintenance screen and the non monetary transaction ACH MAINTENANCE.

### Copying ACH Details

You can copy and maintain ACH details from **Pmt Modes** sub tab of **Customer Service** screen. Copy option is available only when you have selected the ACH option as either Recurring or One-Time Phone.

**To copy the ACH details**

1. Select a record and click **Copy**.
2. A confirmation message is displayed as **Do you want to Copy ACH Record?**. Click **OK** to copy and create a new record.

On confirmation, the system creates a new row with new reference number, Status as **Active**, Default as **N**, Start Dt as **System Dt + Pre note days** and all the other details as maintained in the copied record. When a new record is created using the Copy function, the system will post a **New ACH Transaction** capturing the current transaction date along with a comment as **Direct Record Update**.

## 4.11.2 Coupon sub tab

The **Coupon** section displays information regarding coupons associated with the account.

**To view the coupon screen**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Pmt Modes** tab, then click **Coupon** sub tab.


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**Figure 4-106 Pmt Modes - Coupon**

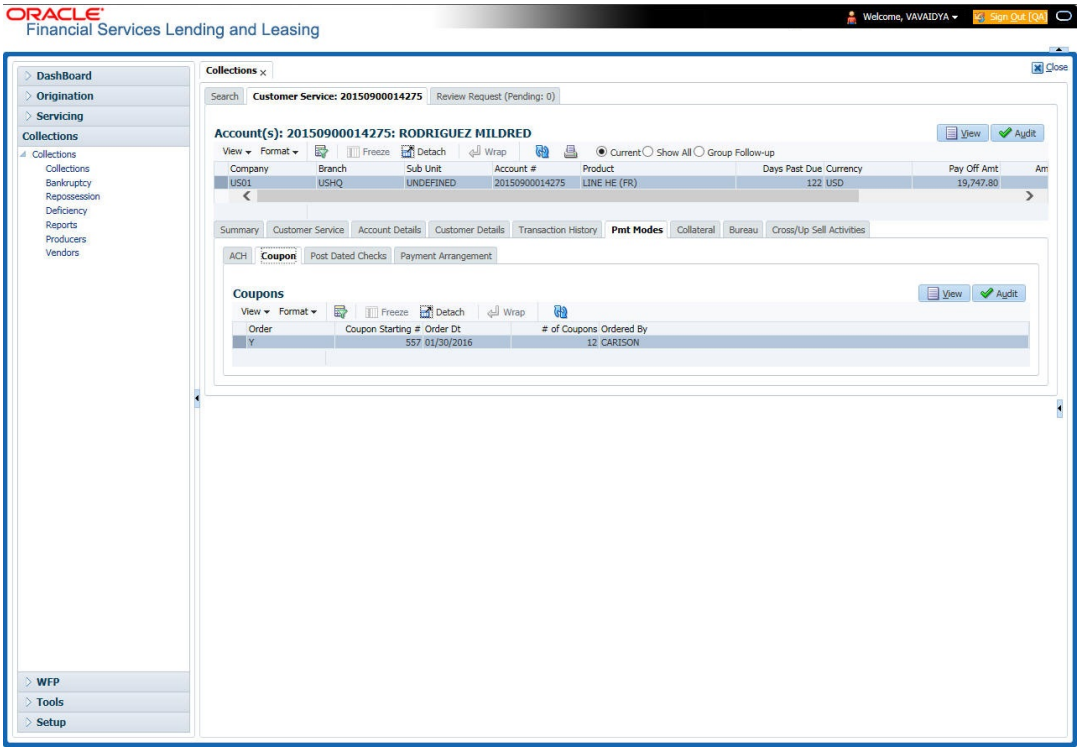


**Figure 4-107 Pmt Modes - Coupon**

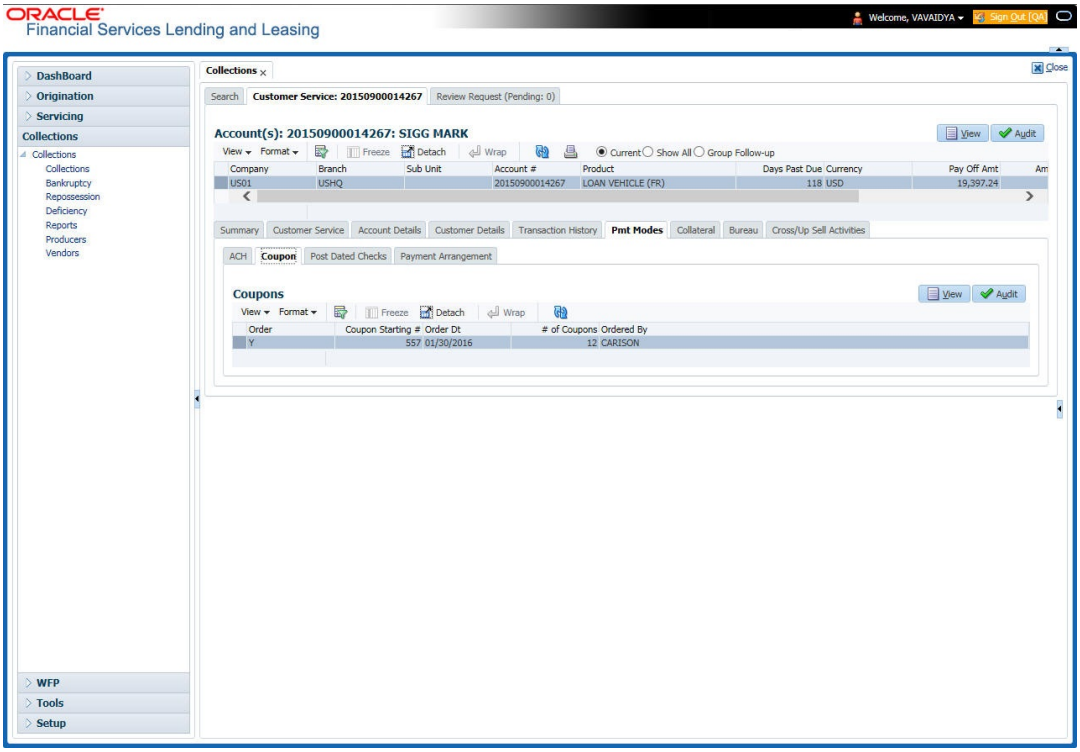



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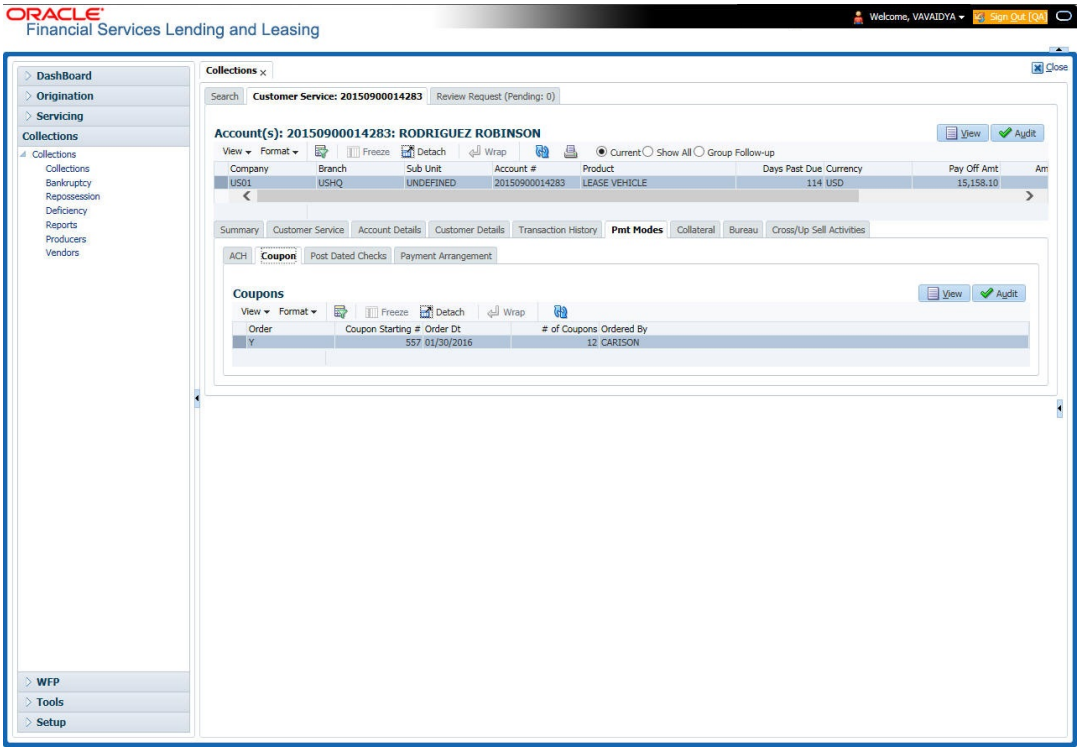
**Figure 4-108 Pmt Modes - Coupon**




View the following:

**Table 4-94 Pmt Modes - Coupon**

| In this field | View this |
|---|---|
| **Order** | If the coupons are ordered for the selected account. |
| **Coupon Starting #** | The starting number of coupon ordered for the customer. |
| **Order Date** | The order date of the coupon. |
| **# of Coupons** | The total number of coupons ordered for the customer. |
| **Ordered By** | The person who ordered the coupons |

## 4.11.3 Card Details sub tab

The **Card Details** section displays information regarding credit cards associated with the account.

**To view the card details screen**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Pmt Modes** tab, then click **Card Details** sub tab.


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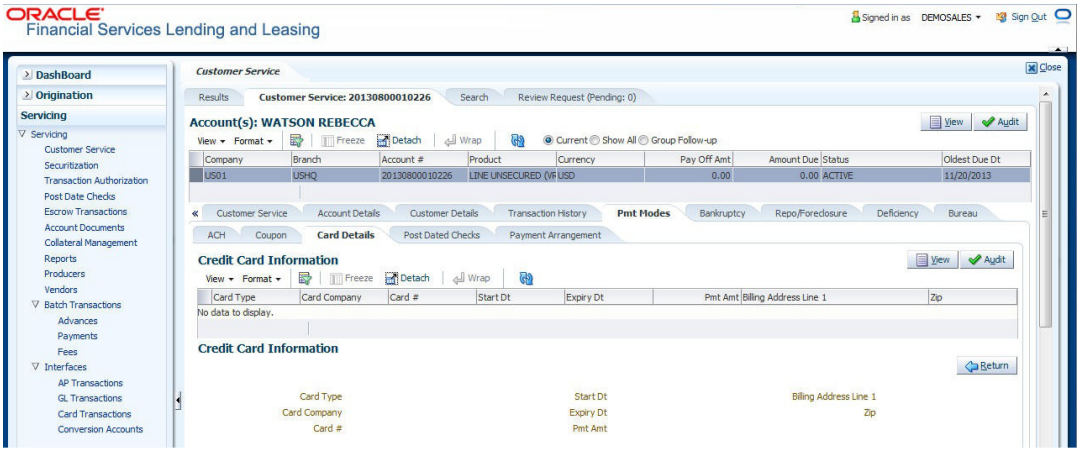
**Figure 4-109 Pmt Modes_Card Details**




View the following:

**Table 4-95 Card Details**

| In this field | View this |
|---|---|
| Card Type | The credit card type. |
| Card Company | The credit card company. |
| Card # | The credit card number. |
| Start Dt | The credit card start date. |
| Expiry Dt | The expiration date. |
| Pmt Amt | The card payment amount. |
| Billing Address Line 1 | The billing address for the credit card. |
| Zip | The zip code for the billing address for the credit card. |

## 4.11.4 Post Dated Checks sub tab

The **Post Date Check** section enables you to view any post dated check information for the account, if PDC is a method of repayment.

**To view the post dated checks details screen**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Pmt Modes** tab, then click **Post Dated Checks** sub tab.


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**Figure 4-110 Pmt Modes - Post Dated Checks**

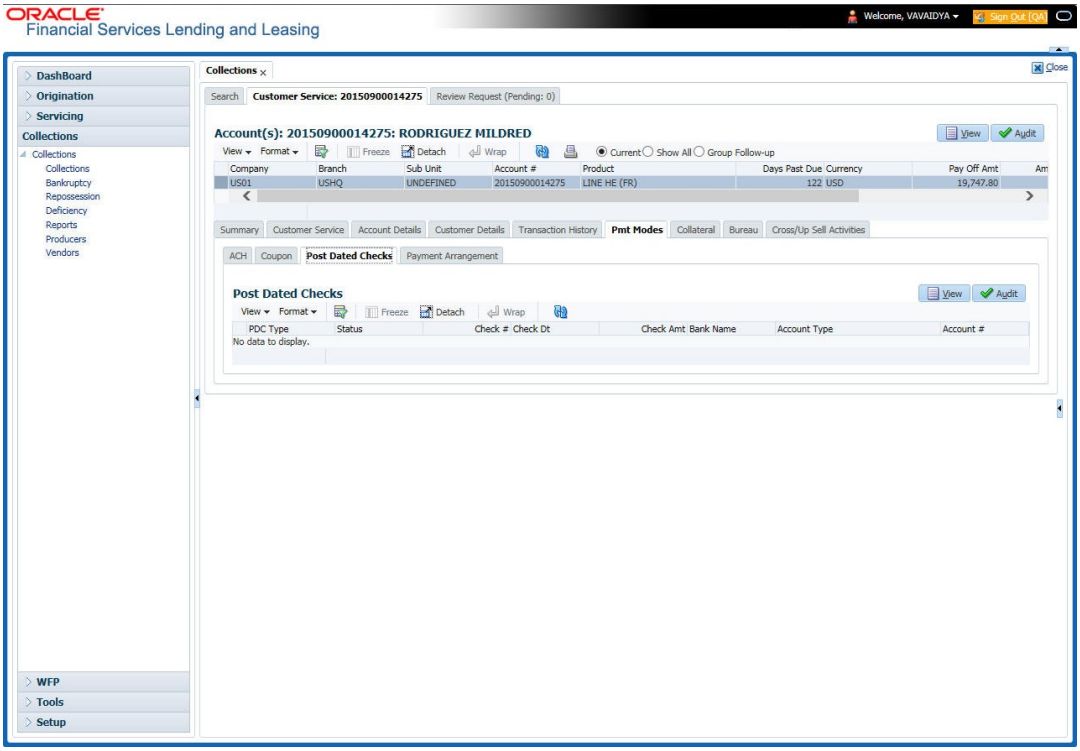


**Figure 4-111 Pmt Modes - Post Dated Checks**

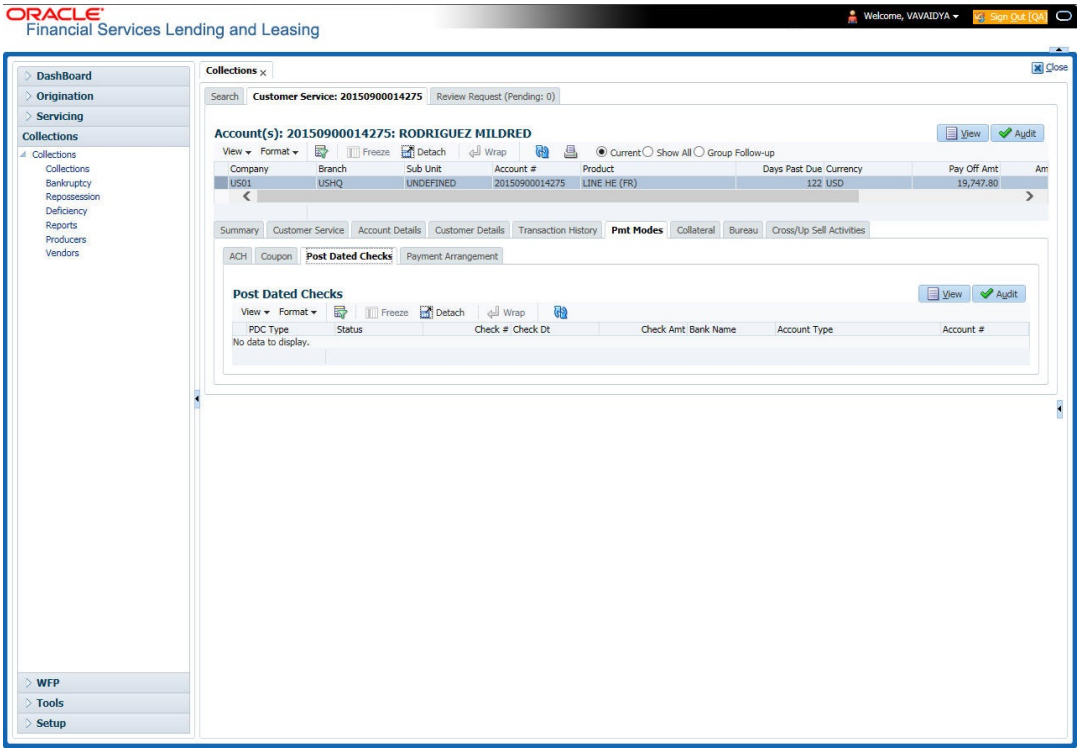



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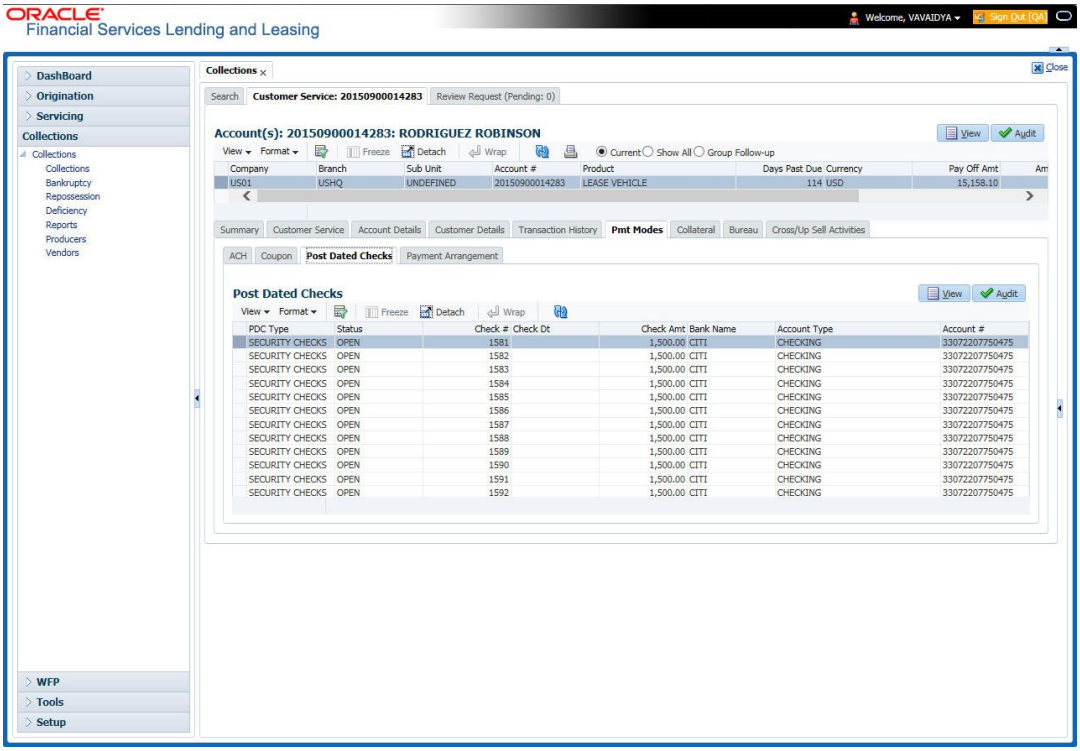
**Figure 4-112 Pmt Modes - Post Dated Checks**




View the following:

**Table 4-96 Post Dated Checks**

| In this field | View this |
|---|---|
| **PDC Type** | The type of post dated check in use. |
| **Status** | The status of the post dated check. |
| **Check #** | The check number of the post dated check. |
| **Check Dt** | The check date of the post dated check. |
| **Check Amt** | The check amount of the post dated check. |
| **Bank Name** | The bank name of the post dated check. |
| **Account Type** | The account type of the post dated check. |
| **Account #** | The account number of the post dated check. |
| **Comments** | Additional information as comments, if any. |

## 4.11.5 Payment Arrangement sub tab

The **Payment Arrangement** section enables you to define and calculate the payment amount for the account with status Charge-off. An alert message will be displayed in the Customer Service screen when the user tries to view the payment arrangement for account other than charged off status.

**To view the Payment Arrangement details screen**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Pmt Modes** tab, then click **Payment Arrangement** sub tab.


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**Figure 4-113 Pmt Modes - Payment Arrangement**

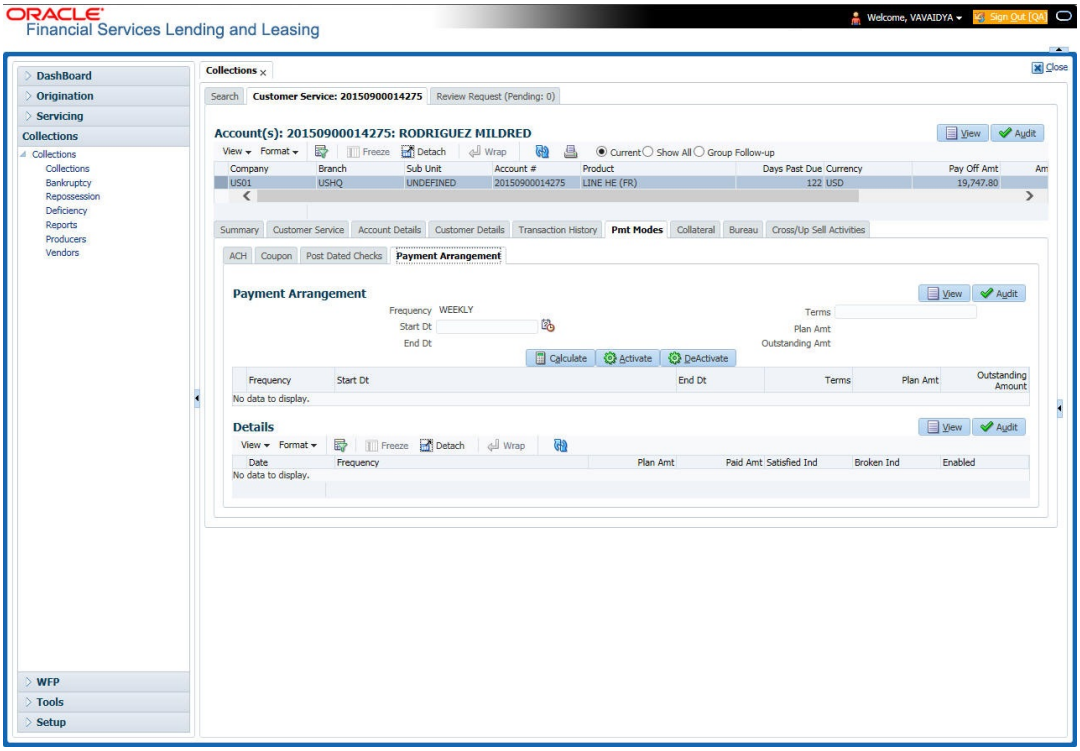


**Figure 4-114 Pmt Modes - Payment Arrangement**

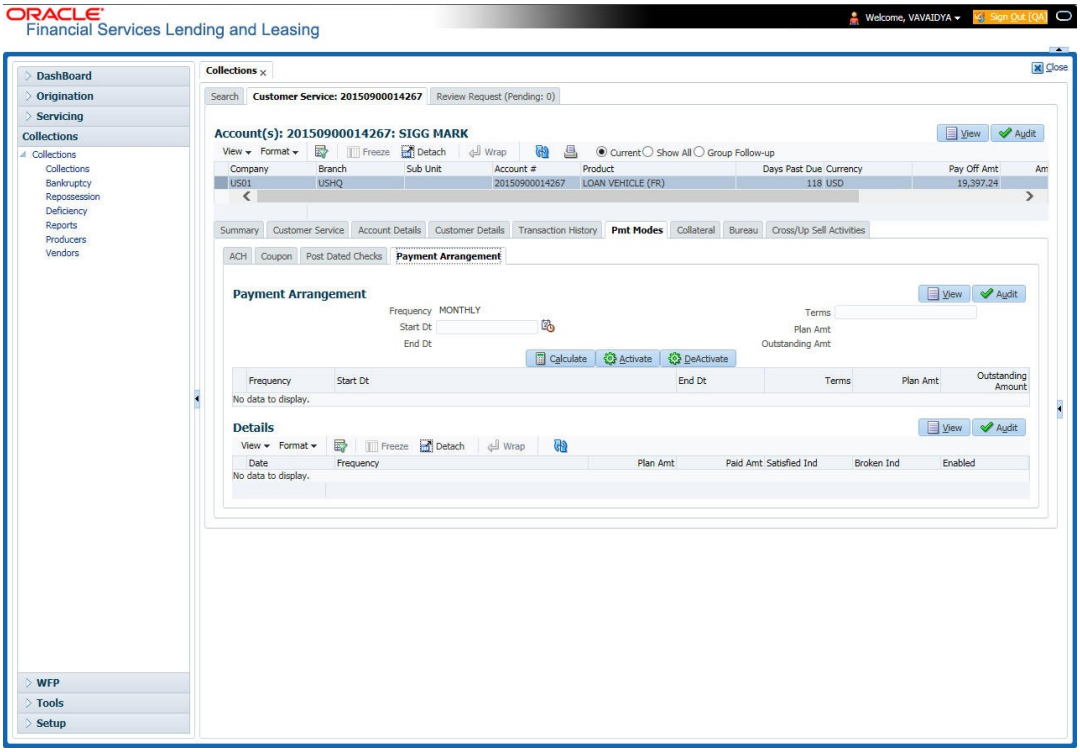



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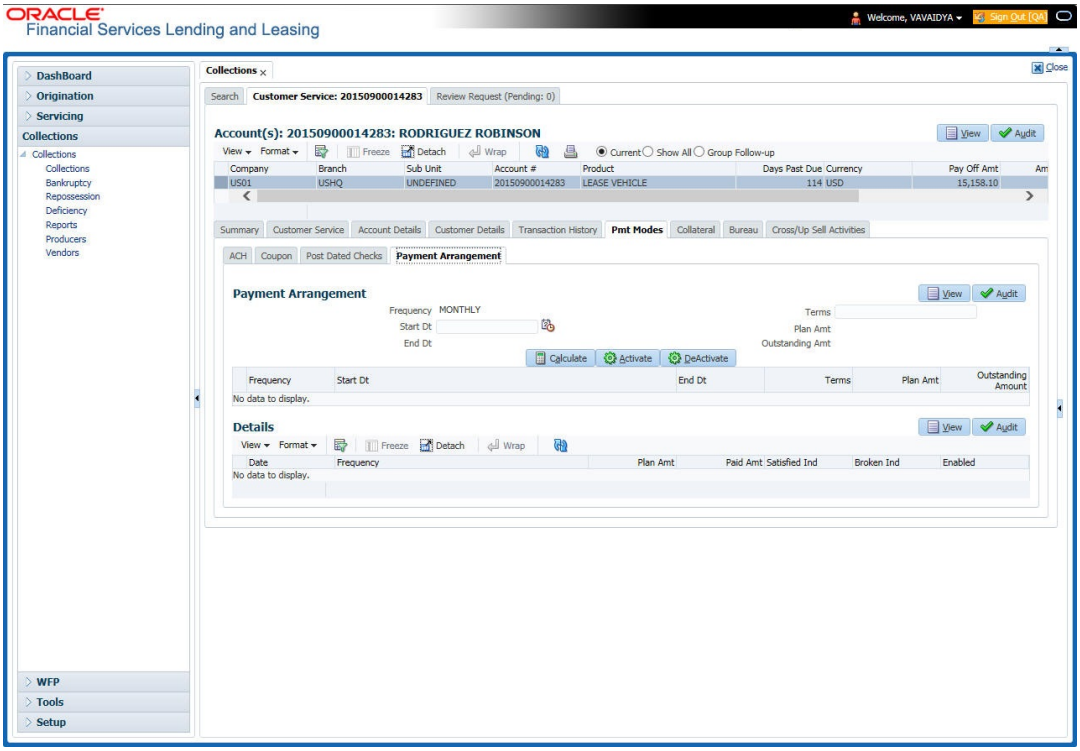
**Figure 4-115 Pmt Modes - Payment Arrangement**




The Payment Arrangement section is enabled only when the Payment Arrangement Batch job is posted.

3. In the **Payment Arrangement** section, click **View** to view the following details:

**Table 4-97 Payment Arrangement**

| In this field | Do this |
|---|---|
| **Frequency** | Displays the payment frequency. |
| **Start Date** | Enter the start date from when the customer pays. |
| **Terms** | Enter the number of payments. Note that if the term is specified as zero **0**, an error message is displayed. |
| **End Date** | View the end date of the payment. |
| **Plan Amount** | View the payment amount which the customer plans to pay. |
| **Outstanding Amount** | View the outstanding amount. |

4. In the **Details** section, click **View** to view the following details:

**Table 4-98 Details**

| In this field | View this |
|---|---|
| **Date** | View the start date of the payment plan. |
| **Frequency** | View the payment frequency. |


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**Table 4-98 (Cont.) Details**

| In this field | View this |
|---|---|
| **Plan Amount** | View the planned payment amount. |
| **Paid Amount** | View the paid amount. |
| **Satisfied Ind** | Indicates that the customer done the payment arrangements. |
| **Broken Ind** | Indicates that the customer did not make the payment arrangement. |
| **Enabled Ind** | Indicates that the arrangement is active. |

On Clicking **Deactivate**, the account will be deactivated.

To add a new payment rearrangement plan, previous plan has to be manually deactivated otherwise the system displays an error message. This condition applies to the payment arrangement previous plan even when the **Broken Indicator** is selected.

Only one Payment arrangement plan can exist at a time. If a schedule broken by the customer make another payment arrangement, the first payment arrangement has to be deactivated and only then, the other payment can be added.

# 4.12 Customer Service screen's Bankruptcy tab

The Bankruptcy screen enables you to record the details of a bankruptcy. This information usually is supplied from the customer/business or customer's/business attorney. You can track each stage of the bankruptcy process based on its follow-up date and record information using the Details and Tracking sections.

As there are occasions when a borrower files bankruptcy more than once during tenure of the LoanLine of creditLease, you can record information for multiple bankruptcies. The **Add** button enables you to create a new bankruptcy record with different start and end dates. You can also use the Bankruptcy screen to view previous bankruptcy record using Next and Previous buttons in Detail section. The Current box in Detail section indicates the current bankruptcy details.

When a Bankruptcy condition is opened on an account, the system defaults a detailed tracking record with **Current** field enabled and **Follow up date** defaulted to system date. The **Disposition** is defaulted as **NEWLY RECEIVED**. The system only adds a new detail tracking record. No processing will be done with respect to detail tracking record when the bankruptcy condition is closed.

**To enter bankruptcy details for an account**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Bankruptcy** tab.
3. In the **Bankruptcy Details** section, select the bankruptcy record you want to work with.

   -or-
4. Select **Add** to refresh the Bankruptcy screen to create a new record.


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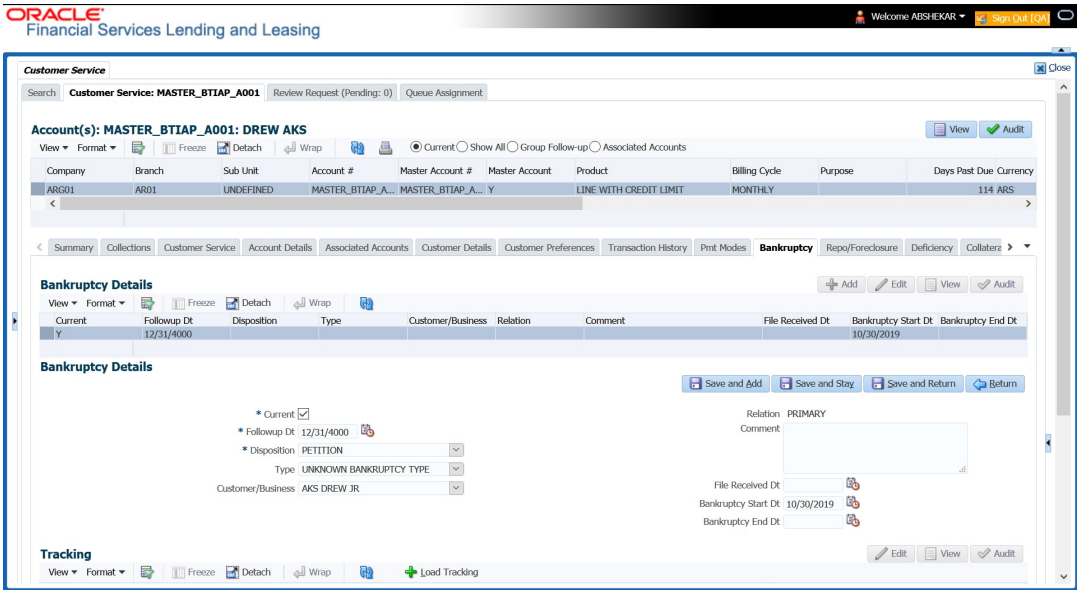
## Figure 4-116 Bankruptcy




## Figure 4-117 Bankruptcy

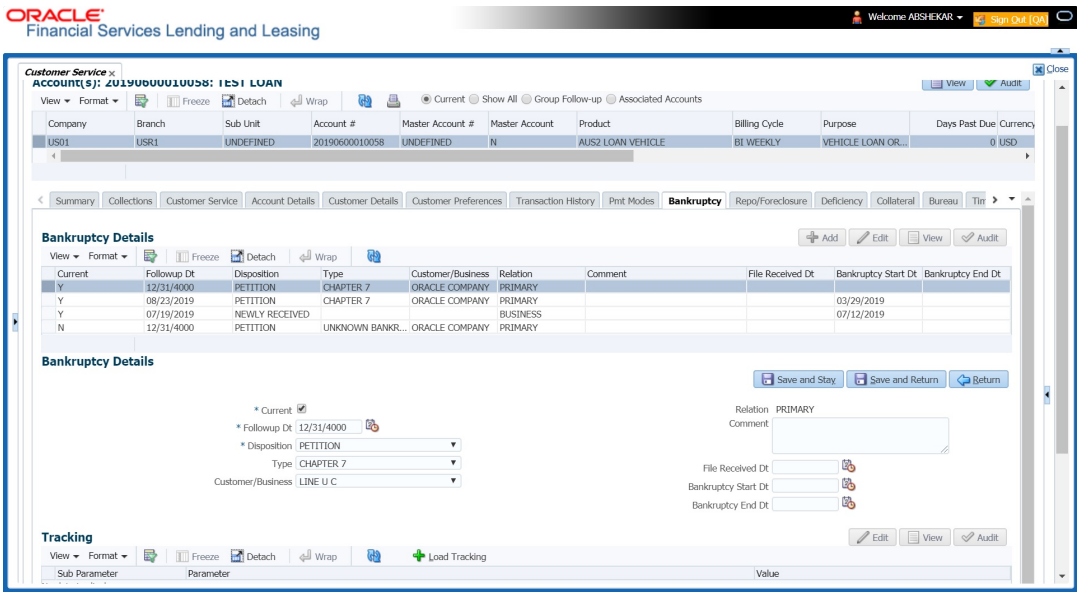




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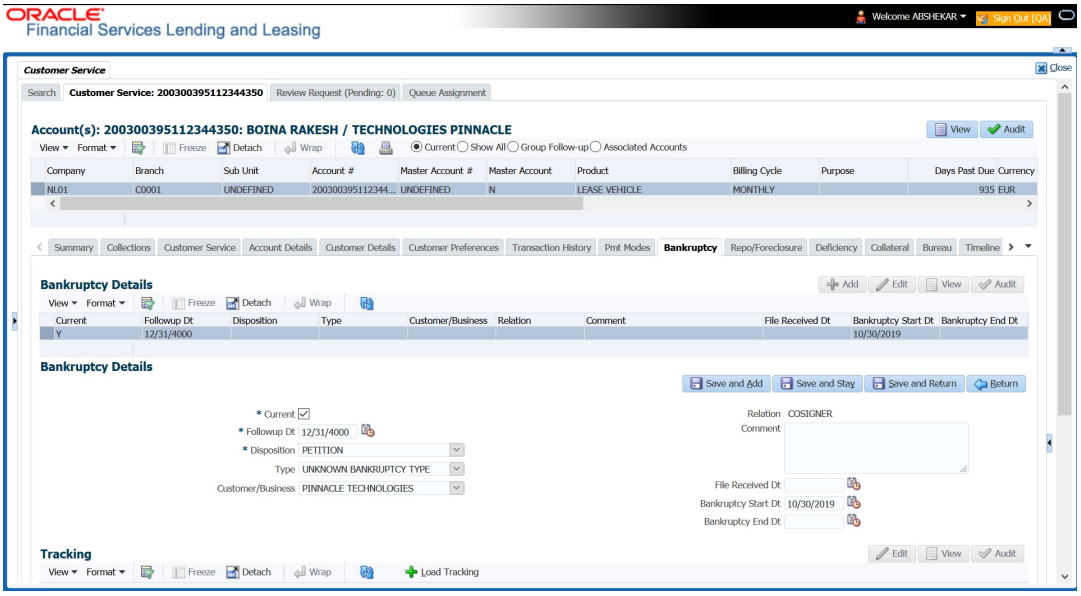
**Figure 4-118 Bankruptcy**




5. In the **Bankruptcy Details** section, enter, view or edit the following information:

**Table 4-99 Bankruptcy Details**

| Field | Do this |
|---|---|
| **Current** | Select to indicate this is the current bankruptcy record.<br>If selected, system disables the current indicator for any previous record for the same relation. |
| **Follow up Dt** | Enter the follow-up date for the bankruptcy. |
| **Disposition** | Select the bankruptcy disposition. |
| **Type** | Select the bankruptcy type. |
| **Customer/Business** | Select the customer/business from the drop-down list |
| **Relation** | Based on Customer/Business selected, system displays either the type of customer relation or as business relation associated to account. |
| **Comment** | Enter a comment. |
| **File Received Dt** | Select the file received date for the bankruptcy. |
| **Bankruptcy Start Dt** | Select the bankruptcy start date. |
| **Bankruptcy End Dt** | Select the bankruptcy end date. |

6. Click **Save**.
7. In the **Tracking** section, click **Load Tracking**. The system loads the bankruptcy tracking parameters.
8. If you want to reduce the list of parameters, select a sub attribute in the Sub Attribute field. If your system has been configured to use the Sub Attribute field, only attributes in a particular group appear in parameter display.
9. Complete the **Create Tracking** section by entering information regarding bankruptcy in the Value field for each corresponding Parameter, click Save on the Bankruptcy screen.

This section consists of the following topics: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- Call Activities sub tab
- Comments sub tab
- Due Date History sub tab

### 4.12.1 Call Activities sub tab

Call activity section includes calls from customer, calls you make regarding the account or changes to the condition of the account. Entries in the **Call Activities** section are listed in reverse chronological order of follow-up date.

For details on how to Record a Call Activity, refer Call Activities sub tab section in **Customer Service screen's Customer Service tab** section.

### 4.12.2 Comments sub tab

Oracle Financial Services Lending and Leasing enables you to record comments on the Customer Service screen using **Comments** tab. These comments also appear under the Comments sub tab.

For details on how to Record a Comment, refer Comments sub tab section in **Customer Service screen's Customer Service tab** section.

### 4.12.3 Due Date History sub tab

The Due Date History tab section provides a delinquency history, by payment, by displaying a history of all due dates, along with when actual payment was made for that due date and the subsequent balance. If a payment was delinquent, Due Date History section displays the number of days the customer was delinquent against each due date.

For more details, refer Due Date History sub tab section in **Customer Service screen's Transaction History tab** section.

## 4.13 Customer Service screen's Repo/Foreclosure tab

The Repossession/Foreclosure screen enables you to record information regarding repossessions/foreclosure in a manner similar to how bankruptcies are recorded on the Bankruptcy screen. You can track each stage of repossession/foreclosure process based on the follow-up date and record information using the Details and Tracking section.

- Repossession sub tab
- Foreclosure sub tab
- Analysis sub tab
- Remarketing sub tab
- Call Activities sub tab
- Comments sub tab
- Due Date History sub tab

### 4.13.1 Repossession sub tab

On occasion, a lender performs multiple repossessions for the same LoanLine of creditLease. The Create New Repossession button on the Repossession screen enables you to create a


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new repossession record for a different collateral and different start and end dates. You can also use the Repossession screen to view previous repossession information using the Next and Previous buttons in the Details section. The Current box in Details section indicates the current repossession record for each asset.

This tab will be available only when the collateral type associated with the LoanLine of creditLease account is a Vehicle.

You can update the current record, but previous records cannot be modified.

When a Repossession condition is opened on an account, the system defaults a detailed tracking record with **Current** field enabled and **Follow up date** defaulted to system date. The **Disposition** is defaulted as **NEWLY RECEIVED**. The system only adds a new detail tracking record. No processing will be done with respect to the detail tracking record when the repossession condition is closed.

**To Specify repossession details for an account**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click the **Repo/Foreclosure** sub tab, then click **Repossession**.
3. In the **Repossession Details** section, select the repossession record you want to work with.
   -or-
4. Click **Add** to refresh the Repossession screen to create a new record.

**Figure 4-119 Repo Foreclosure - Repossession**

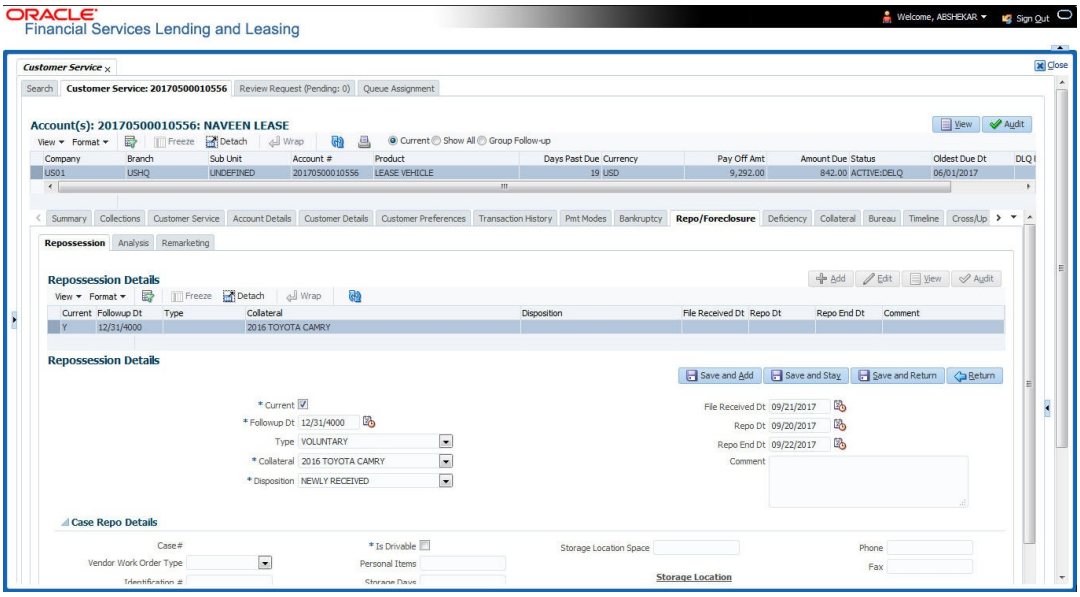



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**Figure 4-120 Repo Foreclosure - Repossession**

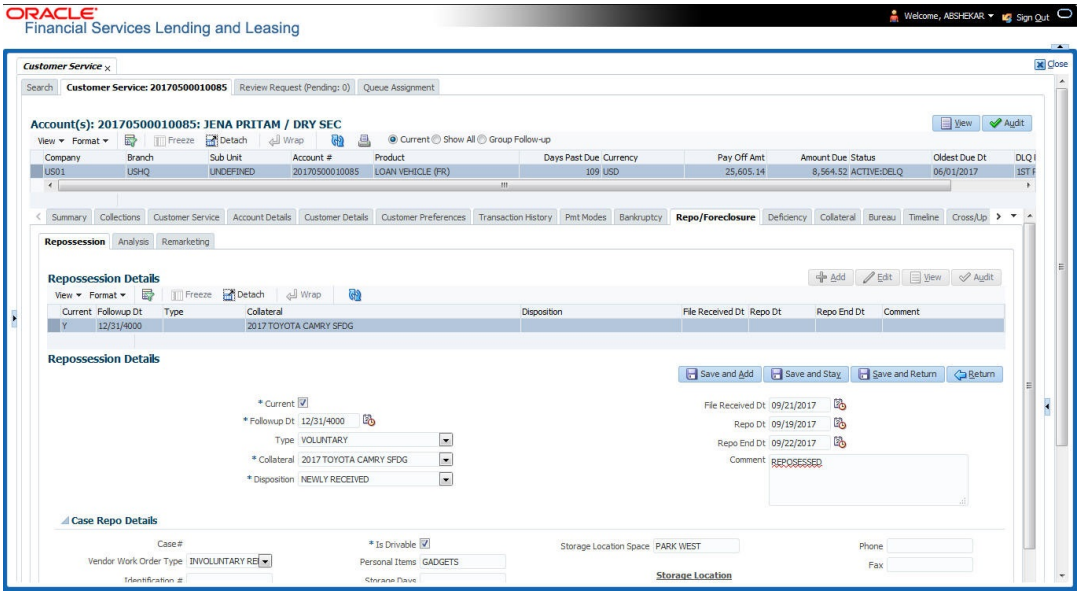
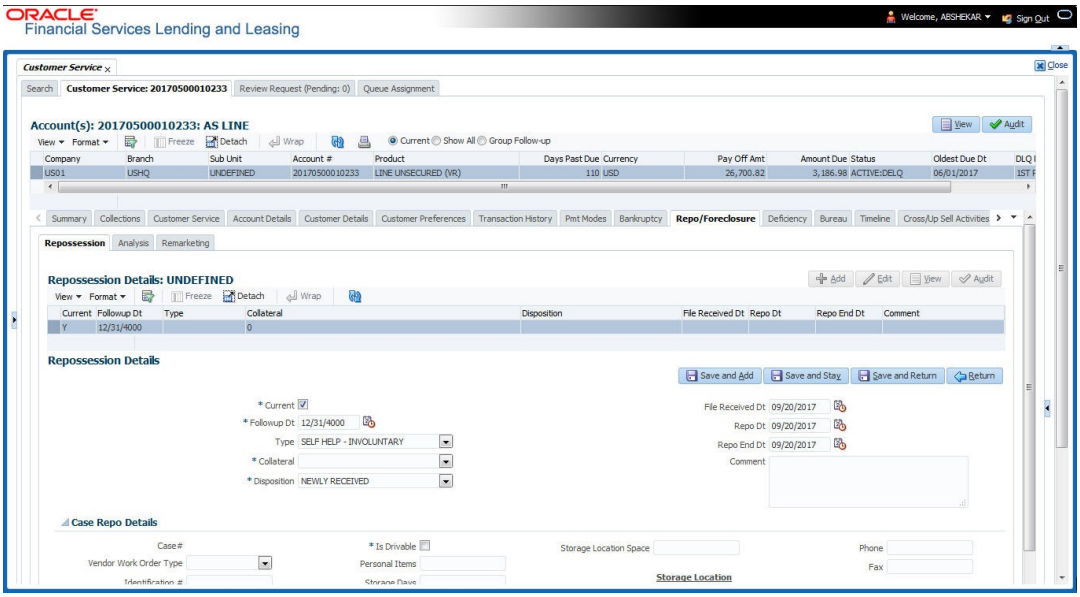



**Figure 4-121 Repo Foreclosure - Repossession**




5. In the **Details** section, add view or edit the following information:

**Table 4-100 Repossession**

| In this field | Do this |
|---|---|
| **Current** | Select the check box to indicate if this is the current repossession record. |
| **Follow-up Dt** | Specify the follow-up date for the repossession from the adjoining calendar. |
| **Type** | Select the repossession type. |
| **Collateral** | Select the collateral involved in the repossession. |


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**Table 4-100 (Cont.) Repossession**

| In this field | Do this |
|---|---|
| **Disposition** | Select the repossession disposition. |
| **File Received Dt** | Select the file received date for the repossession. |
| **Repo Dt** | Select the repossession start date. |
| **Repo End Dt** | Select the repossession end date. |
| **Comment** | Specify a comment. |
| **Case Repo Details** - This section displays the following details based on the case response received from the interfaced third party system. | |
| **Case #** | Displays the case number of the repossession. |
| **National Forwarder** | If checked, indicates that National Forwarder carrier is equipped in the repossession. |
| **Condition Report Status** | If checked, indicates that the condition report exist. |
| **Condition Report Recd Dt** | Displays the date when condition report was received. |
| **Mileage** | Displays the mileage of the vehicle. |
| **Key Status** | Indicates if the vehicle key(s) is available. |
| **Field Agent Name** | Displays the name of the field agent involved in the repossession. |
| **Address** | Displays the address of the field agent. |
| **Phone** | Displays the contact number of the field agent. |
| **Storage Location** | Displays the location where the vehicle is currently stored. |
| **Repo Location** | Displays the repossession location |
| **Police Dept Name** | Displays the name of police department involved in repossession. |

6. In the **Tracking** section, click **Load Tracking**. The system loads the repossession tracking parameters.
7. If you want to reduce the list of parameters, select a sub attribute in the Sub Attribute box. If your system has been configured to use the Sub Attribute field, only attributes in a particular group appear in the parameter display.
8. Complete the **Tracking** section by entering information regarding repossession in the Value field for each corresponding Parameter, then click **Save**.

## 4.13.2 Foreclosure sub tab

The Foreclosure screen enables you to record information regarding foreclosure in a manner similar to how bankruptcies are recorded on the Bankruptcy screen. You can track each stage of the repossession process based on follow-up date and record information using Details and Tracking section.

A lender can perform multiple foreclosures for the same LoanLine of creditLease. The Create New Foreclosure button on the Foreclosure screen enable you to create a new foreclosure record for a different collateral and different start and end dates. You can also use the Foreclosure screens to view the previous foreclosure information using Previous and Next buttons in Details section. The Current box in Details section indicates the current foreclosure record for each asset.


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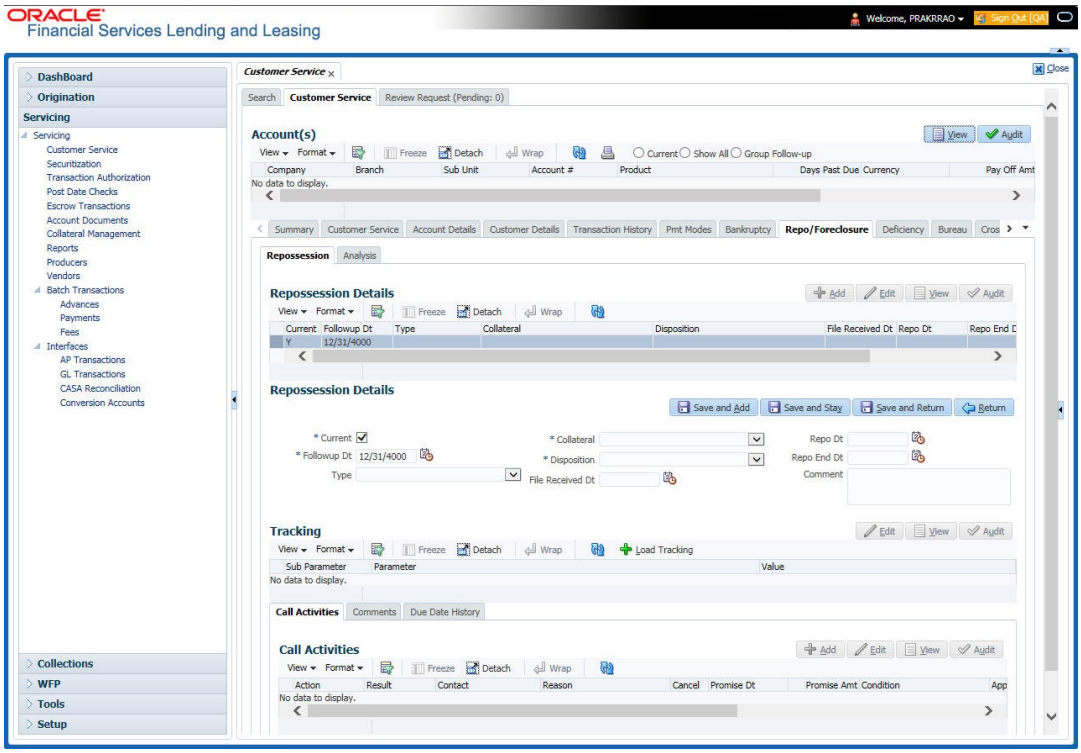
This tab will be available only when the Collateral type associated with the LoanLine of creditLease account is home.

You can update the current record, but previous records cannot be modified.

**To enter foreclosure details for an account**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click the **Repo/Foreclosure** sub tab, then click **Foreclosure**.
3. In the **Foreclosure Details** section, select the foreclosure record you want to work with.
   -or-
4. Click **Add** to refresh the Foreclosure screen to create a new record.

**Figure 4-122 Repossession/Foreclosure Details - Add**




5. In the **Foreclosure Details** section, enter view or edit the following information:

**Table 4-101 Foreclosure Details**

| In this field | Do this |
|---|---|
| **Current box** | Select to indicate this is the current repossession/foreclosure record. |
| **Follow-up Dt** | Select the follow-up date for the repossession/ foreclosure. |
| **Disposition** | Select the foreclosure disposition. |
| **Type** | Select the foreclosure type. |
| **Collateral** | Select the foreclosure asset. |
| **File Received Dt** | Enter the file received date for the foreclosure. |


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**Table 4-101 (Cont.) Foreclosure Details**

| In this field | Do this |
|---|---|
| **Foreclosure Start Dt** | Enter the foreclosure start date. |
| **Foreclosure End Dt** | Enter the foreclosure end date. |
| **Comment** | Enter a comment. |

6. In the **Tracking** section, click **Load Tracking**. The system loads the foreclosure tracking parameters.
7. If you want to reduce the list of parameters, select a sub attribute in the Sub Attribute box. If your system has been configured to use the Sub Attribute field, only attributes in a particular group appear in the parameter display.
8. Complete the **Tracking** section by entering information regarding foreclosure in the Value field for each corresponding Parameter, then click **Save**.

## 4.13.3 Analysis sub tab

The Analysis screen enables you to create and analyze possible scenarios for re marketing and sale of the asset. This enables you to calculate the possible gain or loss in the sale of an asset. Expenses already incurred on the asset are displayed on Expenses sub screen. You can change the numbers if you expect more expenses by the time asset is sold. You can have up to three Repo/Foreclosure and three Sales analyzes on each Analysis screen.

**To complete a repossession/foreclosure analysis or sales analysis for an account**

1. Open the **Customer Service** screen and load the account you want to work with.
2. On the Customer Service screen, click **Repo/Foreclosure** tab and then click **Analysis**.
3. In the **Analysis** section, select the analysis record you want to work with and click **Load**.
   -or-
4. Click **Add** to refresh the Foreclosure screen to create a new record.


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**Figure 4-123 Repo Foreclosure - Analysis**

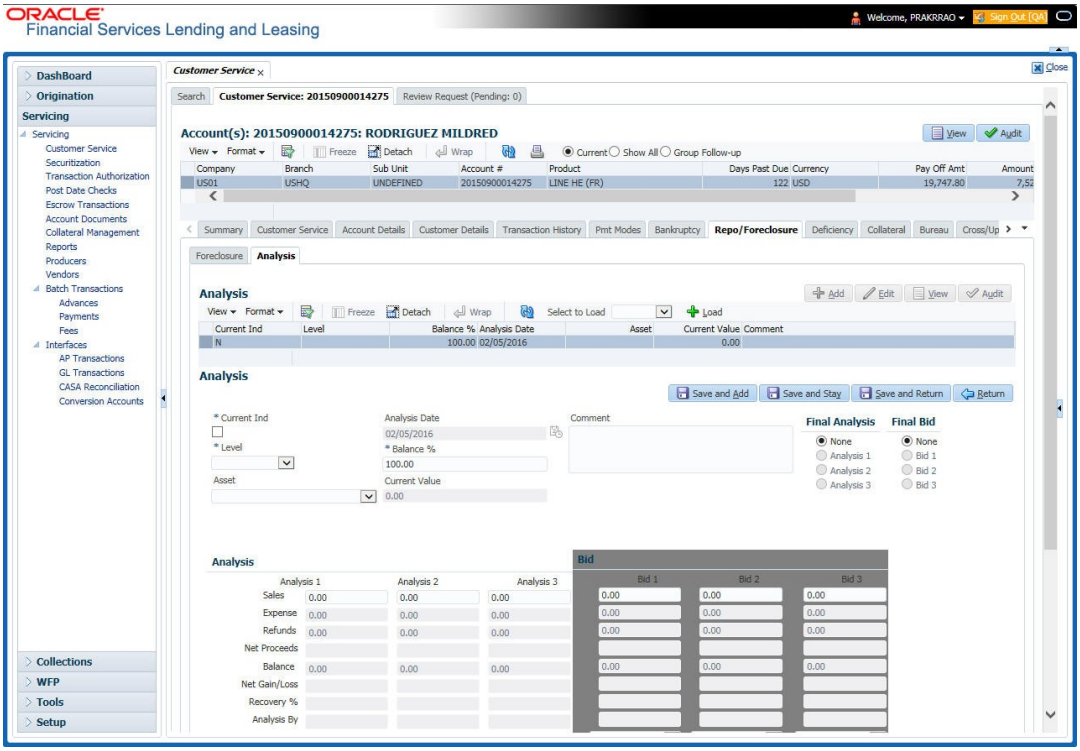


**Figure 4-124 Repo Foreclosure - Analysis**

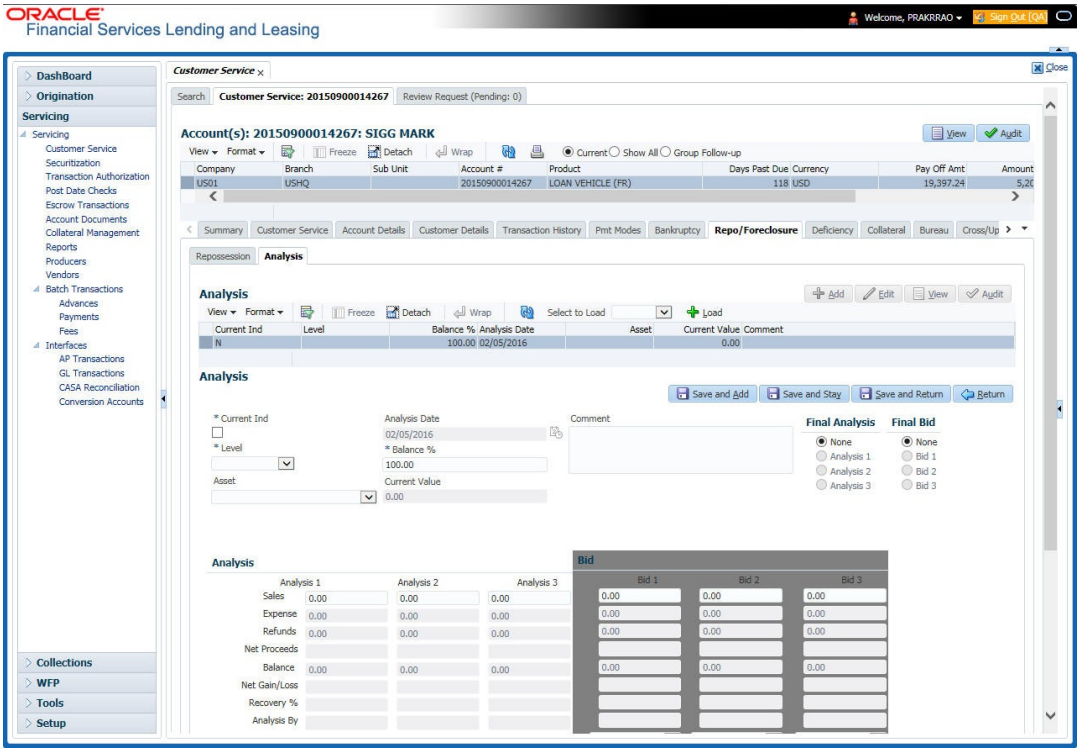



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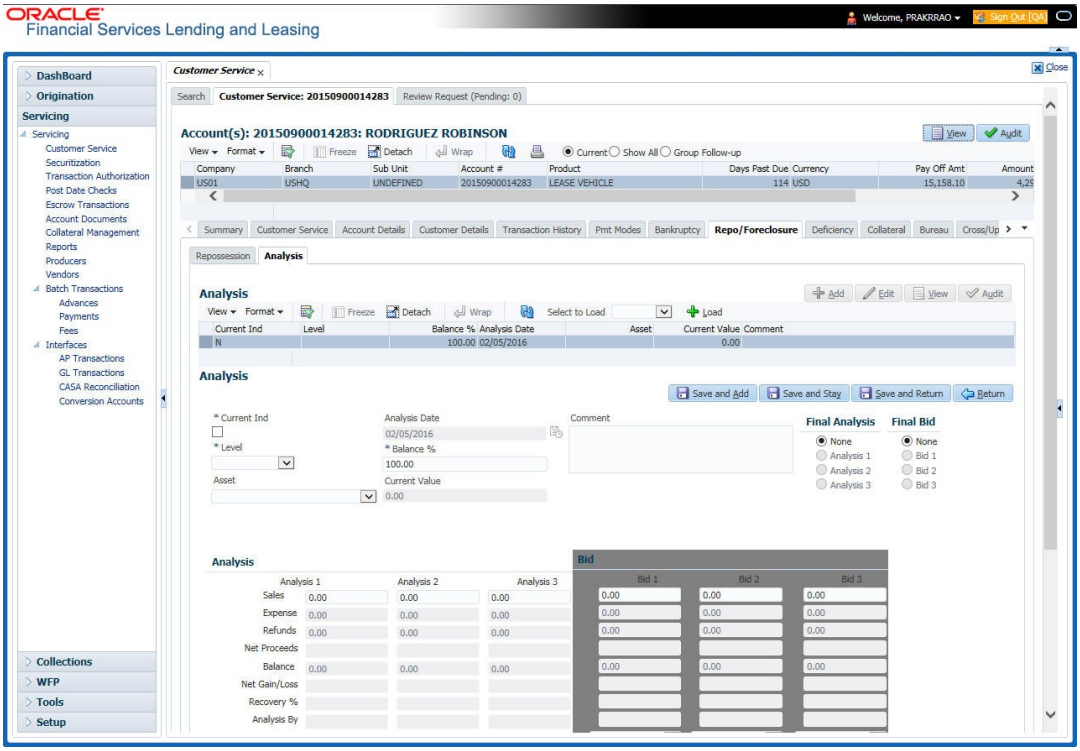
**Figure 4-125 Repo Foreclosure - Analysis**




5. In the **Analysis** section, select the **Current** box if you wish to indicate that this is current analysis worksheet.
6. In the **Analysis** section, use the **Level** field to select analysis level you want to use, ACCOUNT or ASSET.
   - Select **Account** if you want analysis to use value of the entire account.
     -or-
   - Select **Asset** if you want analysis to use the value of a particular asset.
7. In the **Analysis** section, enter, view, or edit the following information:

**Table 4-102 Analysis**

| In this field | Do this |
|---|---|
| **Current Ind** | Current Indicator. Select the check box if analysis is current. |
| **Level** | Select the Analysis level from the drop down list. |
| **Balance %** | Specify balance allocation percentage. |
| **Analysis Dt** | View the analysis date. |
| **Current Value** | View the asset current total value. |
| **Asset** | If you want to perform an analysis for a particular asset, select the asset. |
| **Comment** | Specify comment associated with the analysis. |

8. Specify all the required information in **Analysis** or **Bid** section, depending on the type of incident you are analyzing.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9. Complete the details in **Expenses** and **Refunds** sub screens, corresponding to analyze or bid number on the **Analysis** screen. The data here is loaded to the analysis and bid columns as **expenses** and **refunds**.
   - To complete the **Expenses** sub screen:

     **Table 4-103 Expenses**

     | In this field | Do this |
     |---|---|
     | **Expense Type** | Select the expense type. |
     | **Manual** | Indicates that the expense was entered manually. |
     | **Analysis1 Amt** | Specify the expense amount for analysis1. |
     | **Analysis2 Amt** | Specify the expense amount for analysis2. |
     | **Analysis3 Amt** | Specify the expense amount for analysis3. |
     | **Bid1 Amt** | Specify the expense amount for bid1. |
     | **Bid2 Amt** | Specify the expense amount for bid2. |
     | **Bid3 Amt** | Specify the expense amount for bid3. |

   - To complete the **Refunds** sub screen:

     **Table 4-104 Refunds**

     | In this field | Do this |
     |---|---|
     | **Refund Type** | Select the refund type. |
     | **Manual** | Indicates that the refund was entered manually. |
     | **Analysis1 Amt** | Specify the refund amount for analysis1. |
     | **Analysis2 Amt** | Specify the refund amount for analysis2. |
     | **Analysis3 Amt** | Specify the refund amount for analysis3. |
     | **Bid1 Amt** | Specify the refund amount for bid1. |
     | **Bid2 Amt** | Specify the refund amount for bid2. |
     | **Bid3 Amt** | Specify the refund amount for bid3. |

10. Select the Corresponding Analysis/Bid to Load details Maintained in the Expense and Refund sections.
11. Repeat steps 4 to 8 with information regarding other repossession/foreclosure or sales analysis.
12. In **Status** field, select status of the analysis: APPROVED or REJECTED.
13. When you have decided which analysis or which sale bid you want to approve, select your choice in either the **Final Analysis** or **Final Bid** section.

    > **Note**
    >
    > You can approve only one analysis. Based on Analysis approved on **Save And Return** Corresponding Radio button will be enabled in the Final section of Analysis details.

14. Click **Save**.


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### 4.13.4 Remarketing sub tab

In the Remarketing sub tab you can trigger remarketing request and auto generate resale work orders. A collateral remarketing request is an instruction to the vendor of third party auctioning system to pick-up the repossessed asset from the storage location and proceed with auction.

In the Remarketing sub tab, you can do the following:

- Define Remarketing request
- View Remarketing Proceed Details
- Maintain Status History, Tracking Attributes, Expenses and Refunds.

For detailed information about the process of collateral remarkeing, refer to **Remarketing** chapter in Collections User Guide.

### 4.13.5 Call Activities sub tab

Call activity section includes calls from customer, calls you make regarding the account or changes to the condition of the account. Entries in the **Call Activities** section are listed in reverse chronological order of follow-up date.

For details on how to Record a Call Activity, refer Call Activities sub tab section in **Customer Service screen's Customer Service tab** section.

### 4.13.6 Comments sub tab

Oracle Financial Services Lending and Leasing enables you to record comments on the Customer Service screen using **Comments** tab. These comments also appear under the Comments sub tab.

For details on how to Record a Comment, refer Comments sub tab section in **Customer Service screen's Customer Service tab** section.

### 4.13.7 Due Date History sub tab

The Due Date History tab section provides a delinquency history, by payment, by displaying a history of all due dates, along with when actual payment was made for that due date and the subsequent balance. If a payment was delinquent, Due Date History section displays the number of days the customer was delinquent against each due date.

For more details, refer Due Date History sub tab section in **Customer Service screen's Transaction History tab** section.

## 4.14 Customer Service screen's Deficiency tab

The Deficiency screen enables you to record information about deficiency accounts i.e. accounts that are no longer collectable. You can create and track specific details on status of the charged-off account for timely follow-up and analysis. You can also track each stage of the deficiency process based on its follow-up date and record information using the Details and Tracking sections.

The **Add** button enables you to create a new deficiency record with different start and end dates. You can also use the **Deficiency Details** screen to view deficiency information. The **Current** field in **Deficiency Details** section indicates the current bankruptcy details. To view


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the balance of a charged off account, click the **Transaction History** tab on Customer Service screen, then click **Balances**. On the Account Details screen's Balance Group section, click **Deficiency**. For more information on Deficiency Balance, see Balances sub tab section in this chapter.

When a Deficiency condition is opened on an account, the system defaults a detailed tracking record with **Current** field enabled and **Follow up date** defaulted to system date. The **Disposition** is defaulted as **NEWLY RECEIVED**. The system only adds a new detail tracking record. No processing will be done with respect to the detail tracking record when the deficiency condition is closed.

### To enter deficiency details for an account

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Deficiency** tab.
3. In the **Deficiency Detail** section, select the deficiency record you want to work with.
   -or-
4. Click **Add** to refresh the Deficiency screen to create a new record.

**Figure 4-126 Deficiency**

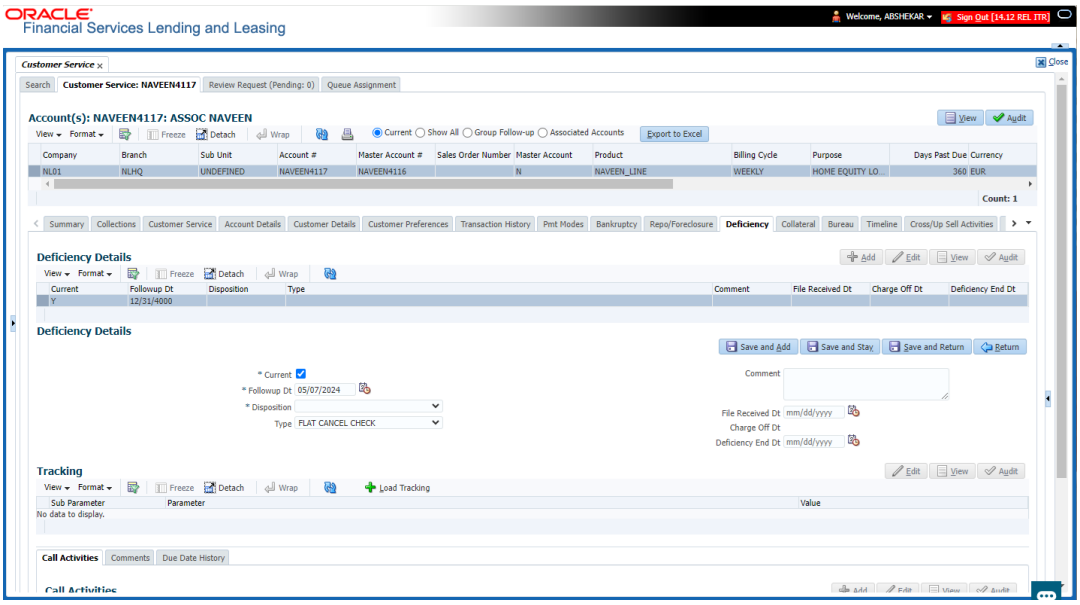



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**Figure 4-127 Deficiency**

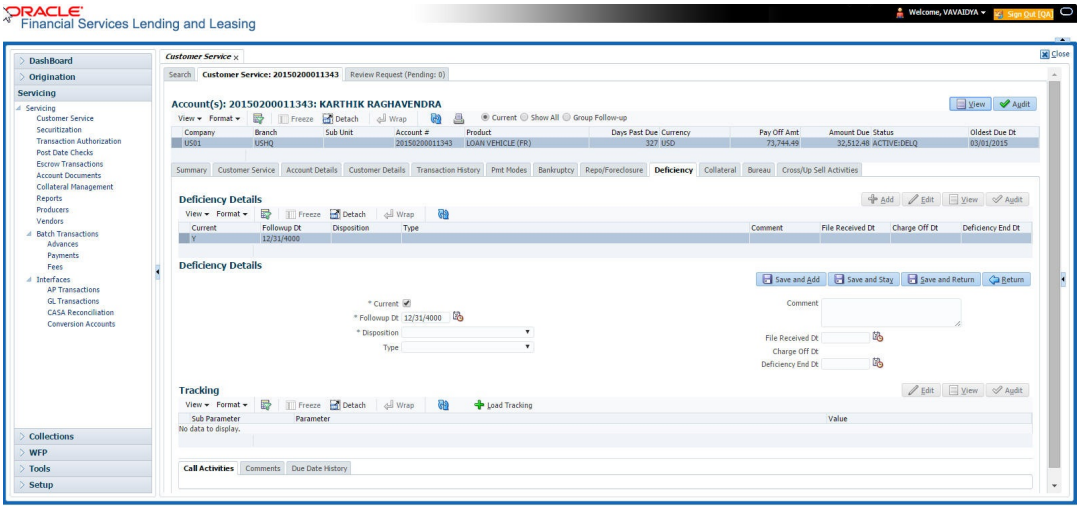
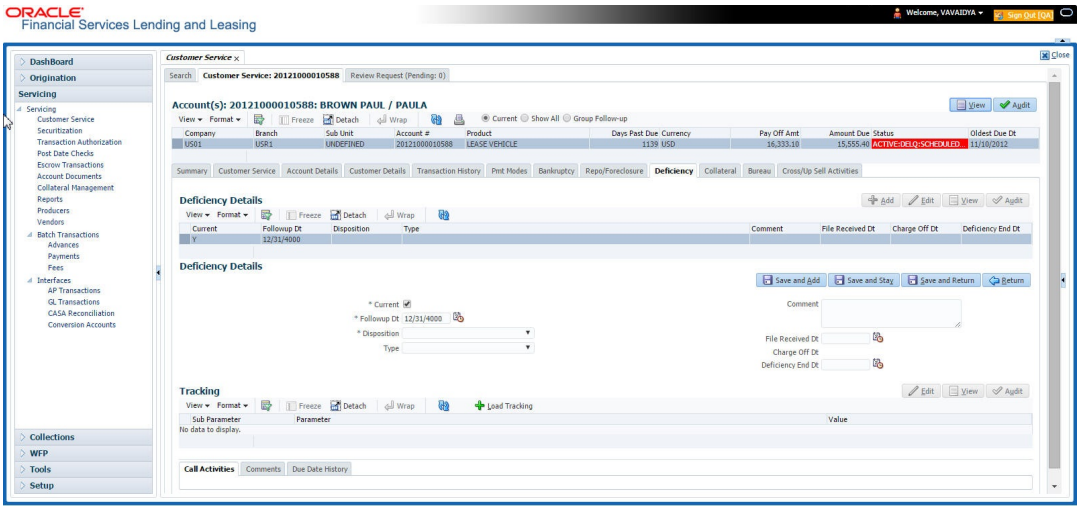



**Figure 4-128 Deficiency**




5. In the **Deficiency Detail** section, enter, view, or edit the following information:

**Table 4-105 Deficiency Detail**

| In this field | Do this |
|---|---|
| **Current** | Select to indicate this is the current deficiency record. |
| **Follow-up Dt** | Specify the follow-up date for the deficiency. |
| **Disposition** | Select the deficiency disposition. |
| **Type** | Select the deficiency type. |
| **Comment** | Specify a comment. |
| **File Received Dt** | Specify the file received date for the deficiency. |
| **Charge Off Dt** | Specify the deficiency start date. |
| **Deficiency End Dt** | Specify the deficiency end date. |

6. Click **Save**.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7. In the **Tracking** section, click **Load Tracking**. The system loads deficiency tracking parameters that track actions taken to collect on the account.
8. If you want to reduce the list of parameters, select a sub attribute in the **Sub Attribute** field. If your system has been configured to use the Sub Attribute field, only attributes in a particular group appear in the parameter display.
9. Complete the Tracking section by entering information regarding deficiency in the Value field for each corresponding Parameter, then click **Save**.

This section consists of the following topics:

- Call Activities sub tab
- Comments sub tab
- Due Date History sub tab

## 4.14.1 Call Activities sub tab

Call activity section includes calls from customer, calls you make regarding the account or changes to the condition of the account. Entries in the **Call Activities** section are listed in reverse chronological order of follow-up date.

For details on how to Record a Call Activity, refer Call Activities sub tab section in **Customer Service screen's Customer Service tab** section.

## 4.14.2 Comments sub tab

Oracle Financial Services Lending and Leasing enables you to record comments on the Customer Service screen using **Comments** tab. These comments also appear under the Comments sub tab.

For details on how to Record a Comment, refer Comments sub tab section in **Customer Service screen's Customer Service tab** section.

## 4.14.3 Due Date History sub tab

The Due Date History tab section provides a delinquency history, by payment, by displaying a history of all due dates, along with when actual payment was made for that due date and the subsequent balance. If a payment was delinquent, Due Date History section displays the number of days the customer was delinquent against each due date.

For more details, refer Due Date History sub tab section in **Customer Service screen's Transaction History tab** section.

# 4.15 Customer Service screen's Collateral tab

The Collateral screen displays collateral information regarding any assets associated with an account. Collateral can be a vehicle, home, or something else, such as household goods. The Collateral screen contains the Vehicle/Home/Other and Seller sub tabs. The Vehicle and Other sub tabs further consists of Valuation and Tracking sub tabs. For Usage or Rental based type of leased collaterals, additional sub tabs such as Usage Summary and Usage/ Rental Charge Matrix sub tabs are available. The Collateral tab appears only for the secured loan accounts.

**To view the collateral details**

1. Open the **Customer Service** screen and load the account you want to work with.


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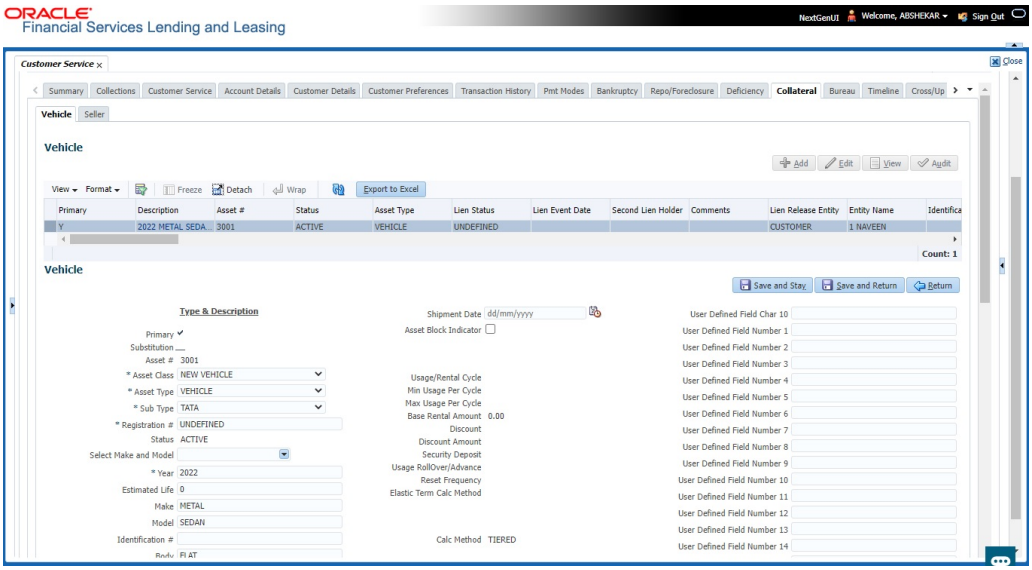
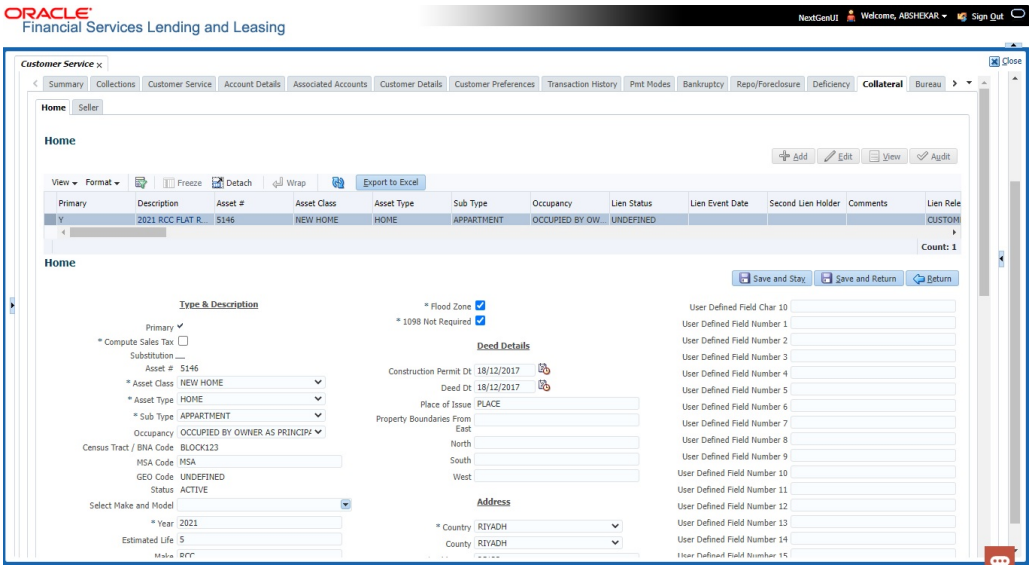
2. Click **Collateral** tab. System displays the following screen:
   - If the account's collateral is a vehicle, the **Collateral** screen opens at **Vehicle** tab:

**Figure 4-129 Collateral-Vehicle**




   - If account's collateral is a home, the **Collateral** screen opens at the **Home** tab:

**Figure 4-130 Collateral-Home**




   - If account's collateral is neither a vehicle nor a home, the **Collateral** screen opens at the **Other** Collateral:


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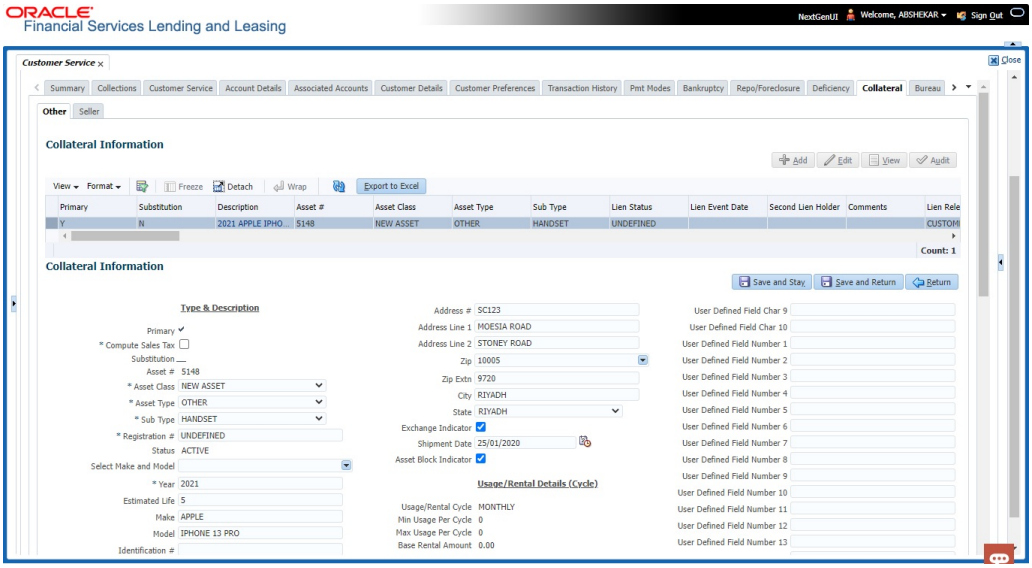
**Figure 4-131 Collateral-Other**




Clicking on **Asset #** in the Vehicle sub tab takes you to Collateral Management screen opening respective collateral. You can modify the details by clicking on **Edit** and saving the record.

> **Note**
>
> While adding Collateral to an account, you can either select/deselect the **Substitution** check box. If selected (default), system marks all the other collaterals/assets linked to the account as **Substituted** and the same status is indicated in Collateral Management screen. If deselected, then there is no change in the Asset status. For Lease accounts, selecting **Compute Sales Tax** check box includes the collateral for computing sales tax. Else, the collateral details are not shared to external system and is excluded from sales tax computation.

The system displays a warning message if the Collateral Management screen is already open.

This section consists of the following topics:

- Valuation sub tab
- Tracking sub tab
- Vacation Ownership tab
- Seller sub tab
- Usage Summary
- Usage Charge Matrix sub tab
- Rental Charge Matrix sub tab

## 4.15.1 Valuation sub tab

With the Valuation sub screen, you can view the collateral or asset valuation for an account.

**To view the collateral or asset valuation for an account**

1. Open the **Customer Service** screen and load the account you want to work with.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2. Click **Collateral** tab and then Valuation.
3. Click the **Valuation** sub tab to view the following information:

**Table 4-106 Valuation**

| In this field | View this |
|---|---|
| **Value section** | |
| **Current** | Select if this is the current valuation. |
| **Valuation Dt** | The valuation date of the vehicle. |
| **Source** | The valuation source. |
| **Edition** | The valuation edition. |
| **Supplement** | The valuation supplement. |
| **Wholesale section** | |
| **Wholesale Base** | The wholesale value. |
| **Usage** | The usage. This pertains to LoanLine of creditLease and usually is entered as the current mileage. |
| **Retail section** | |
| **Retail Amt** | Specify the retail base value. |
| **Addons Amt (+)** | The add-ons value. |
| **Usage Value Amt (+)** | The usage value; that is, the monetary effect that current mileage has on the value of vehicle. |
| **Total Amt (=)** | The total value. |
| **Addons section** | |
| **Addons/Attributes** | Select the add-on/attribute. |
| **Value** | The value of the attribute. |
| **Amount** | The add-on amount. |

> **Note**
>
> Assets can have exactly one current valuation.

## 4.15.2 Tracking sub tab

With the Tracking sub screen, you can view collateral or asset tracking details to an account, such as the location of title, liens, and insurance information.

The Tracking Attributes for Line of credit accounts in this screen can also be loaded in bulk through file upload process. While doing so, ensure that the input data file definitions are in sync with attribute names. Before processing the bulk upload, system validates if the Tracking Attributes are already loaded. If not, system loads the Tracking Attributes and then updates the details.

**To view the collateral or asset tracking for an account**

1. Open the **Customer Service** screen and load the account you want to work with.
2. On the Customer Service screen, click **Collateral** tab.
3. On the available screen (**Vehicle**, **Home**, or **Other**), click the **Tracking** sub tab.
4. On the **Tracking** sub screen, enter, view, or edit the following information:


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**Table 4-107 Tracking**

| In this field | View this |
|---|---|
| **Tracking Items section** | |
| **Select** | If selected, indicates that this is the current record. |
| **Tracking Item** | The tracking type. |
| **Disposition** | The disposition. |
| **Start Dt** | The tracking start date. |
| **End Dt** | The tracking end date. |
| **Follow-up Dt** | The next follow-up date. |
| **Comment** | Comments if any. |
| **Tracking Item Details section** | |
| **Enabled** | Select to track the information from start date in the Start Dt field. |
| **Parameter** | The parameter. |
| **Value** | The tracking parameter value. |

## 4.15.3 Vacation Ownership tab

In the Vacation Ownership sub tab you can capture and maintain **Timeshare** specific collateral details of an account. This tab is displayed only for **Home** collateral and allows to maintain only one record for the selected account.

In Vacation Ownership or Timeshare industry, **points** represent monetary equivalent value and in a points-based timeshare ownership system, members/owners use the allotted points to exchange/trade collaterals. OFSLL uses these points for Asset Billing calculations while deriving the transaction amount as detailed in Setup > Asset Billing Rate screen.

Also in Vacation Ownership or Timeshare industry, **Tiers** are used to classify a membership into different levels based on total points at Master Accounts. Each level of membership offers more perks than previous level. OFSLL supports points-based Tier Calculation at Master Account level using the Formula parameters in Setup > User Defined Parameters screen.

Data in Vacation Ownership tab can also be populated from the following options:

- Create Collateral Web Service
- Create and Update Collateral Upload files
- API Process
- Account Onboarding

**To maintain Vacation Ownership Elements for an account**

1. Open the **Customer Service** screen and load the account you want to work with.
2. On the Customer Service screen, click **Collateral** tab.
3. Click Home > Vacation Ownership sub tab.


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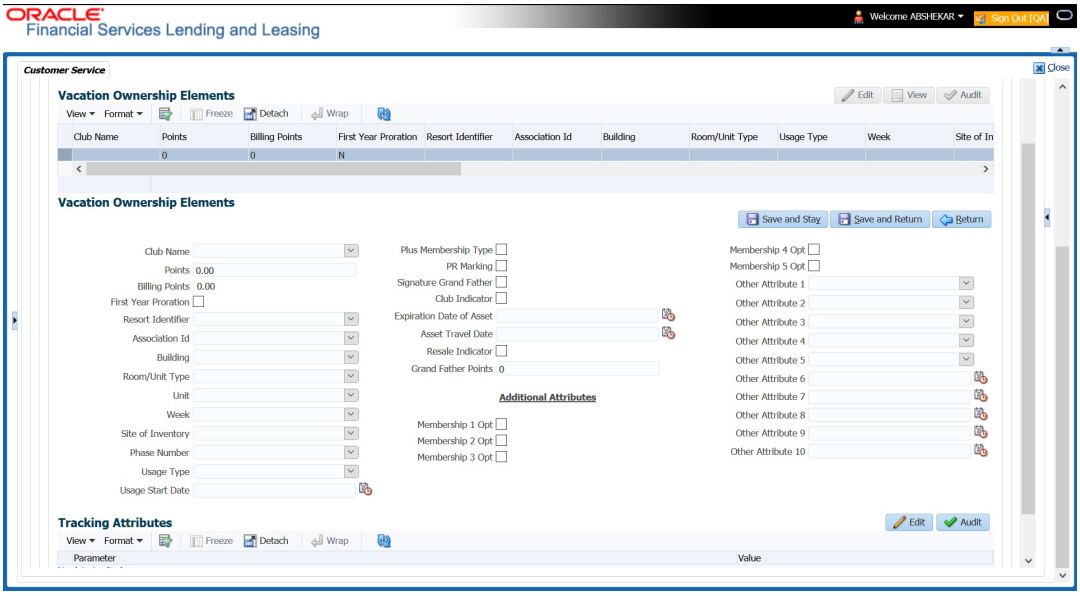
**Figure 4-132 Vacation Ownership**




4. In the Vacation Ownership Elements section, view, or edit the following information:

**Table 4-108 Vacation Ownership Elements**

| In this field | View this |
|---|---|
| **Club Name** | Select the Club Name from the drop-down list. |
| **Points** | Specify the points up to two decimal digit. |
| **Billing Points** | View the auto populated billing points.<br>If the Asset Usage Type Sub Code is selected as FULL, this field is populated with total Points available in Points field.<br>If the Asset Usage Type Sub Code is selected as HALF, this field is populated with total Points/2 available in Points field.<br>For more details on how system consolidates the billing points, refer to Collateral Management > Collateral Tab > **Actual Points and Billing Points Consolidation** section. |
| **First Year Proration** | Select the check box for first year proration. |
| **Resort Identifier** | Select the Resort Identifier from the drop-down list. |
| **Association Id** | Select the Association Id from the drop-down list. |
| **Building** | Select the Building from the drop-down list. |
| **Room/Unit Type** | Select the Room/Unit Type from the drop-down list. |
| **Unit** | Select the Unit from the drop-down list. |
| **Week** | Select the Week from the drop-down list. |
| **Site of Inventory** | Select the Site of Inventory from the drop-down list. |
| **Phase Number** | Select the Phase Number from the drop-down list. |
| **Usage Type** | Select the Usage Type from the drop-down list. |


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**Table 4-108 (Cont.) Vacation Ownership Elements**

| In this field | View this |
|---|---|
| **Usage Start Date** | Select the Usage Start Date from adjoining calendar. |
| **Plus Membership Type** | Check this box to indicate Plus Membership Type. |
| **PR Marking** | Check this box to indicate PR Marking. |
| **Signature Grand Father** | Check this box to indicate Signature Grand Father. |
| **Club Indicator** | Check this box to indicate Club Indicator. |
| **Expiration Date of Asset** | Select the Expiration Date of Asset from adjoining calendar.<br>This date is used for Tier Calculation in the system. |
| **Asset Travel Date** | Select the Asset Travel Date from adjoining calendar. |
| **Resale Indicator** | Check this box to indicate Resale.<br>On disabling this check box system considers Asset Points and Grand Father Points for Tier Calculation using formula Parameters. |
| **Grand Father Points** | Specify the Grand Father Points.<br>These points are used for Tier Calculation in the system using formula parameters. |
| **Additional Attributes** - This section consists of additional 15 configurable fields as indicated below.<br>5 check boxes - Membership 1-5 Opt<br>5 drop-down lists - Other Attribute 1-5<br>5 Calendar fields - Other Attribute 5-10 | |

5. Perform any of the Basic Actions mentioned in Navigation chapter.

### Tier Calculation

Based on the value defined for Expiration Date of Asset, Resale Indicator, and Grand Father Points, OFSLL supports the following types of **Tier** calculations at Master Account level using pre-defined formula parameters in Setup > User defined Parameters screen.

**Table 4-109 Tier Calculation**

| Type | Formula Parameter | Calculation |
|---|---|---|
| Total Tier points at the Master account | $ASE_TIER_POINTS | Sum of Asset Billing Points where **Resale Indicator** is **N** and **Expiration Date of Asset** is **greater than** GL Date. |
| Total Grand Father Points at the Master Account | $ASE_GRAND_FATHER_POINTS | Sum of Grandfather Points where **Resale Indicator** is **N** and **Expiration Date of Asset** is **greater than** GL Date. |
| **Note**: For a non Master Account, system uses Master Account # to pick-up all Associated Accounts. | | |

This section consists of the following topic:

- Tracking Attributes sub tab


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### 4.15.3.1 Tracking Attributes sub tab

The Tracking Attributes screen enables you to link information to collateral that is not tracked by default in the system. These attributes are loaded when user loads the tracking attributes from Collateral > Collateral (Home) >Tracking tab.

**To maintain the Tracking Attributes**

1. On the Customer Service screen, click **Collateral** tab.
2. Click Home > Vacation Ownership > Tracking Attributes sub tab.
3. Complete **Tracking** section by entering the requested parameter in the **Value** field.
4. Save any changes you made to the account.

## 4.15.4 Seller sub tab

The Collateral link's Seller Details screen enables you to view seller details of the collateral of LoanLine of creditLease. You cannot edit or modify details of the seller.

1. In **Seller Details** section, click **View**.
2. View the following:

**Table 4-110 Seller Details**

| In this field | View this |
|---|---|
| **Seller Details** | |
| **Seller Type** | The seller type. |
| **Seller Name** | The seller name. |
| **Nationality** | The nationality of the seller. |
| **National Id** | The national Id of the seller. |
| **Authorized Signatory** | The authorized signatory of the seller. |

3. In **Seller Address** section click **View**.
4. View the following:

**Table 4-111 Seller Address**

| Seller Address | |
|---|---|
| **Mailing** | If selected, indicates that this address is the mailing address. |
| **Current** | If selected, indicates that this address is the current address. |
| **Country** | The seller's country name. |
| **Address #** | The seller's address. |
| **City** | The seller's city name. |
| **State** | The seller's state name. |


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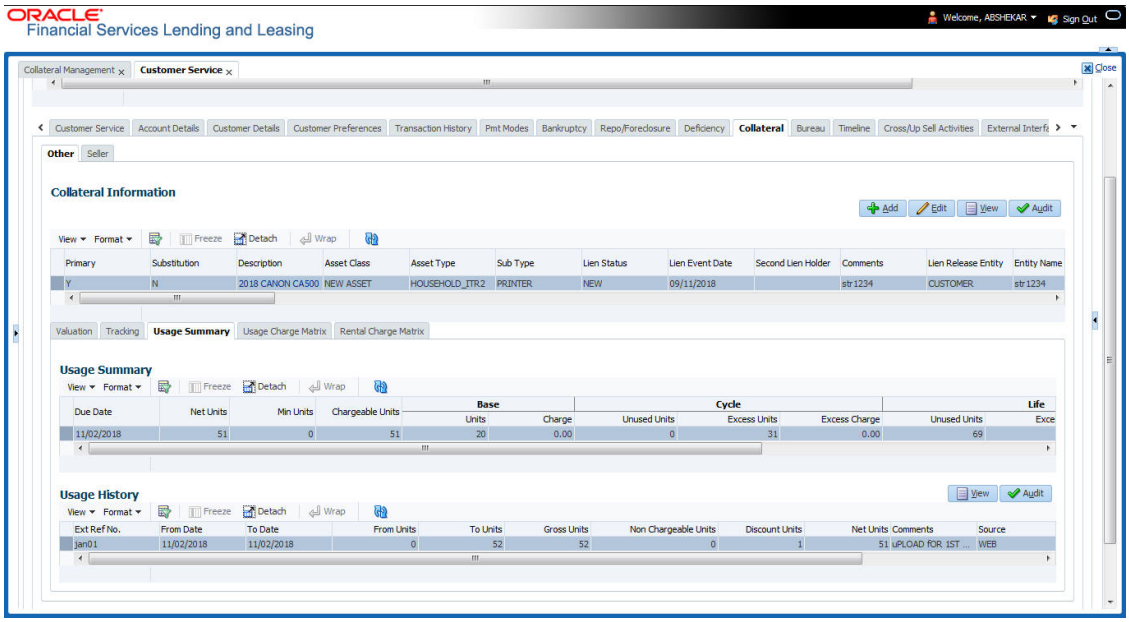
# 4.15.5 Usage Summary

The Usage Summary sub tab is displayed only if you have opened a Usage/Rental based lease account and gives you a summary of units charged for asset Usage/Rental which is derived based Usage/Rental Charge Matrix.

**Figure 4-133 Usage Summary**




The incoming data of asset usage details are classified into the chargeable buckets of Base, Cycle, and Life and based on the defined amount, the total units are charged. Here each record indicates chargeable units for each billing cycle.

However the calculated chargeable units are only displayed and usage fee is posted on the account only after executing the batch job TXNUSG_BJ_100_01 (USAGE CHARGE PROCESSING) in SET-TPE job set.

For more information on how OFSLL handles Usage based leasing, refer to Appendix : Usage Based Leasing chapter and for Rental based leasing, refer to **Rental Agreement** section in Lease Origination User Guide.

A brief description of Usage Summary fields is given below:

**Table 4-112 Usage Summary**

| In this field | View this |
|---|---|
| **Due Date** | View the billing due date of the account which indicates when the usage units would be charged. |
| **Net Units** | View the total consumed units for the current cycle. |
| **Min Units** | View the minimum chargeable units for the current cycle. |


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**Table 4-112 (Cont.) Usage Summary**

| In this field | View this |
|---|---|
| **Chargeable Units** | View the total chargeable units (if Net units consumed is less than Min units as per current cycle, Min units are charged). |
| **Base** | |
| **Units** | View the chargeable base units. |
| **Charge** | View the amount to be charged on base units. |
| **Cycle** | |
| **Unused Units** | View the unused units for the current cycle. |
| **Excess Units** | View the excess units for the current cycle. |
| **Excess Charge** | View the amount to be charged as part of current cycle |
| **Life** | |
| **Unused Units** | View the unused units for the total lease term. |
| **Excess Units** | View the excess units for the total lease term. |
| **Excess Charge** | View the amount to be charged as part of the total lease term. |
| **Charge - Total Usage** | View the amount to be charged as part of total lease term. |
| **Elastic Usage Term** | View the system predicted term remaining to reach the asset usage life which is calculated either by Actual or Average method as per current usage pattern. |

- Usage History

## 4.15.5.1 Usage History

The Usage History sub tab displays the asset usage details either populated via web service or input file upload.

A brief description of the fields is given below:

**Table 4-113 Usage History**

| Field | Do this |
|---|---|
| **Ext Ref No.** | View the external reference number generated in third party system if usage data is populated via input file upload. |
| **From Date** | View the date from when the usage units are captured using the adjoining calendar. |
| **To Date** | View the date till when the usage units are captured using the adjoining calendar. |
| **From Units** | View the opening balance of chargeable units. |
| **To Units** | View the closing balance of chargeable units. |
| **Gross Units** | View the total consumed units. |
| **Non Chargeable Units** | View the total number of units which are not charged. |


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**Table 4-113 (Cont.) Usage History**

| Field | Do this |
|---|---|
| **Discount Units** | View the discounted units calculated by the system using the discount % specified in Collateral screen. |
| **Net Units** | View the net chargeable units (i.e. Gross - Discount units). |
| **Comments** | View additional details, if any. |
| **Source** | Displayed as FILE if usage data is populated through file upload or WEB if usage data is received via web service. |
| **Posted By** | View the user information who updated the details. |
| **Posted Date** | View the date when the record was updated into the system. |

### 4.15.6 Usage Charge Matrix sub tab

The Usage Charge Matrix sub tab allows you to define and maintain different chargeable slabs based on the combination of Billing Cycle and Charge Type. The details maintained here are used for billing calculation based on a particular asset usage.

The information in this tab is auto-populated based on details maintained in Asset Type setup. For more information about field details, refer to **Usage Charge Matrix** section in Setup guides.

### 4.15.7 Rental Charge Matrix sub tab

The Rental Charge Matrix sub tab allows you to define and maintain different chargeable slabs based on the combination of Billing Cycle, Rental Duration, Charge Per Cycle and Charge Type. The details maintained here are used for billing calculation based on a particular asset usage.

The information in this tab is auto-populated based on details maintained in Asset Type setup. For more information about field details, refer to **Rental Charge Matrix** section in Setup guides.

## 4.16 Customer Service screen's Bureau tab

The Customer Service screen Bureau screen enables you to view credit bureau reports associated with the account that were pulled during servicing for account. You can also use the Bureau screen to create and pull additional credit bureau reports and view the results as a text only file.

**To view an existing credit bureau report**

1. Open the **Customer Service** screen and load the account you want to work with.
2. On the Customer Service screen, click **Bureau** tab.


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**Figure 4-134 Bureau**

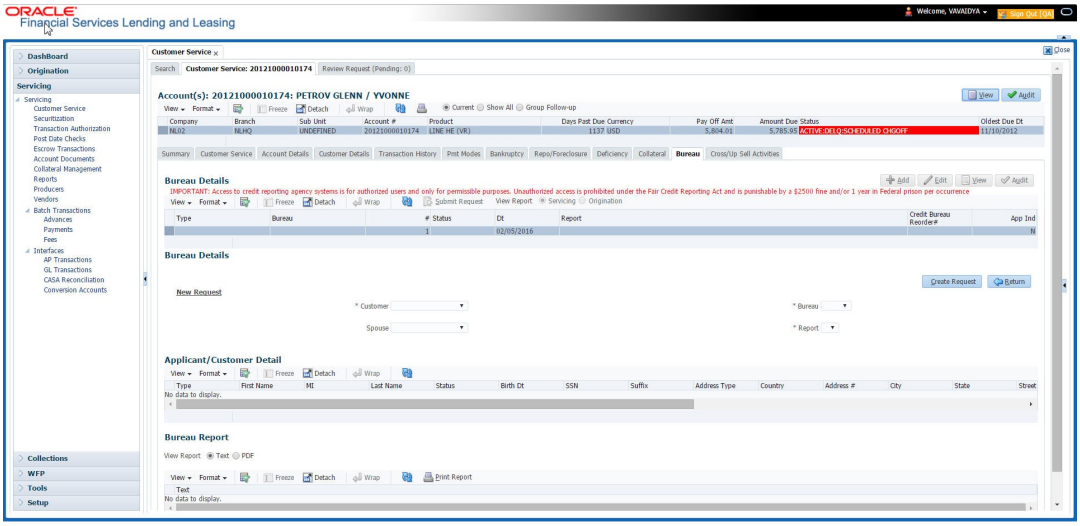


**Figure 4-135 Bureau**

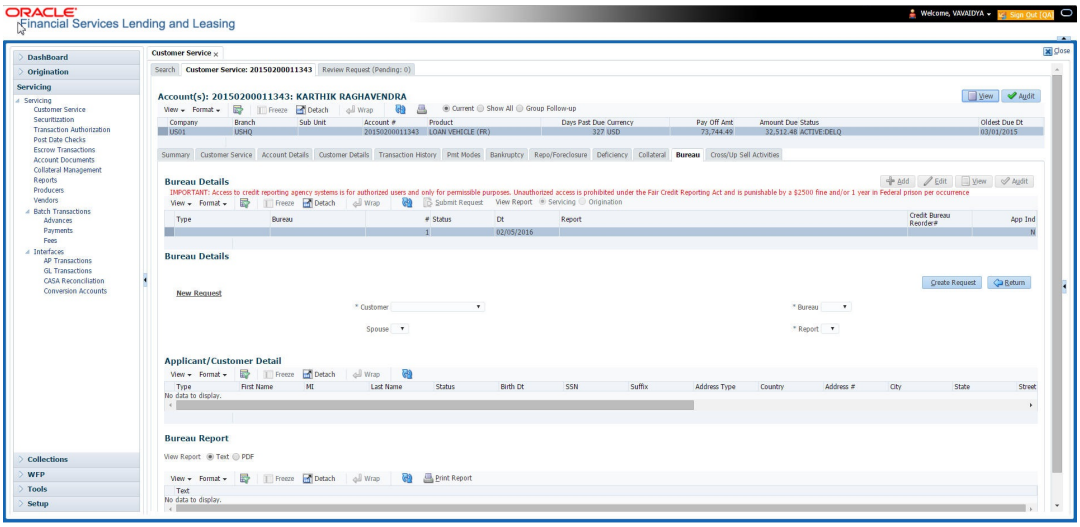



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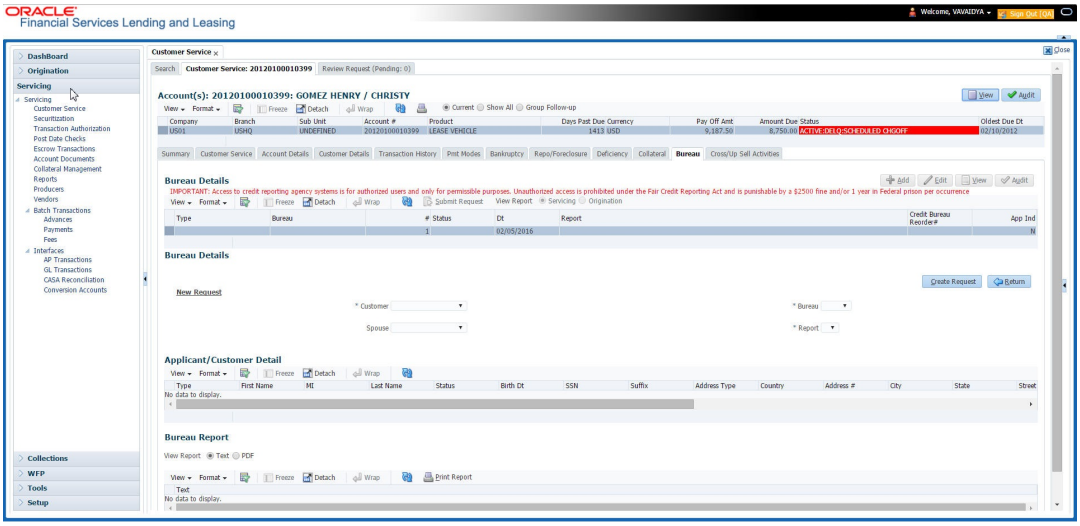
**Figure 4-136 Bureau**




3. In the **View Report** section:
   - Click **Servicing** to view credit reports generated with the Customer Service screen.
     -or-
   - Click **Origination** to view credit reports generated during LoanLine of creditLease origination.
4. In the **Bureau Details** section, select the report you want to view. The system displays report as a text file in the Text Report section

**To request a manual credit bureau report**

1. Open the **Customer Service** screen and load the account you want to work with.
2. On the Customer Service screen, click **Bureau** tab.
3. Click **Add** to open New Request section.
4. Complete the following fields:

**Table 4-114 Credit bureau report**

| In this field | Do this |
|---|---|
| **Customer** | Select the available customer from the dropdown list. |
| **Spouse** | Select the applicant's spouse from the dropdown list. |
| **Bureau** | Select the credit bureau from the drop-down list. |
| **Report** | Select the credit bureau report type from the drop-down list. |

5. In the **New Request** section, click **Create Request**. The system displays this information in the Bureau Details section and further information about customer in Customer Detail section.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> **Note**
>
> If you are requesting a report from Experian Credit Bureau for Premier Attribute Consumer report, you can do so without impacting the consumer FICO score. To facilitate the same, the **Soft Pull** check box is to be selected in Bureau Details section. This option is available only when the system parameter `EXP_PA_SOFT_PULL_IND` is enabled in the System Parameters screen and Bureau is selected as **EXP** with Report as **PREMIER ATTRIBUTE** in the Bureau Details section.

6. If you want to receive a copy of a previously pulled credit bureau report, enter credit bureau reorder number in the Credit Bureau Reorder # field on the Bureau Details section.
7. Click **Save**.

You can print the report by selecting the report and clicking on **Print Report**.

# 4.17 Customer Service screen's Timeline tab

The Customer Service screen's Timeline tab provides a graphical representation of specific events on an account over a period of time, The events mainly include Transactions (Monetary/Non Monetary), Payments and Call Activities that are posted on the account.

**To view account timeline**

1. Open the **Customer Service** screen and load the account you want to work with.
2. On the Customer Service screen, click **Timeline** tab.

**Figure 4-137 Timeline**

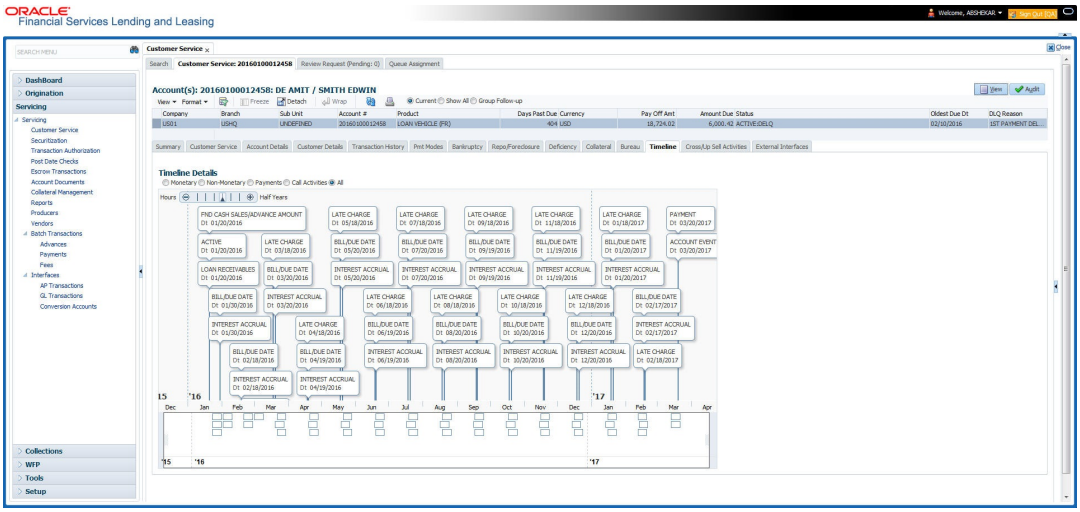



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**Figure 4-138 Timeline**

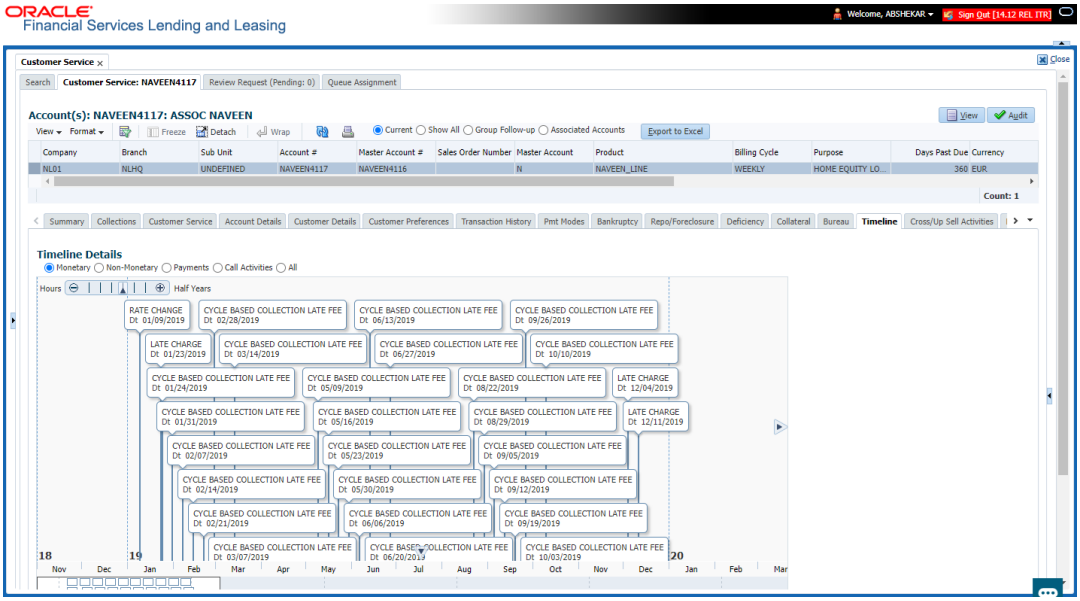
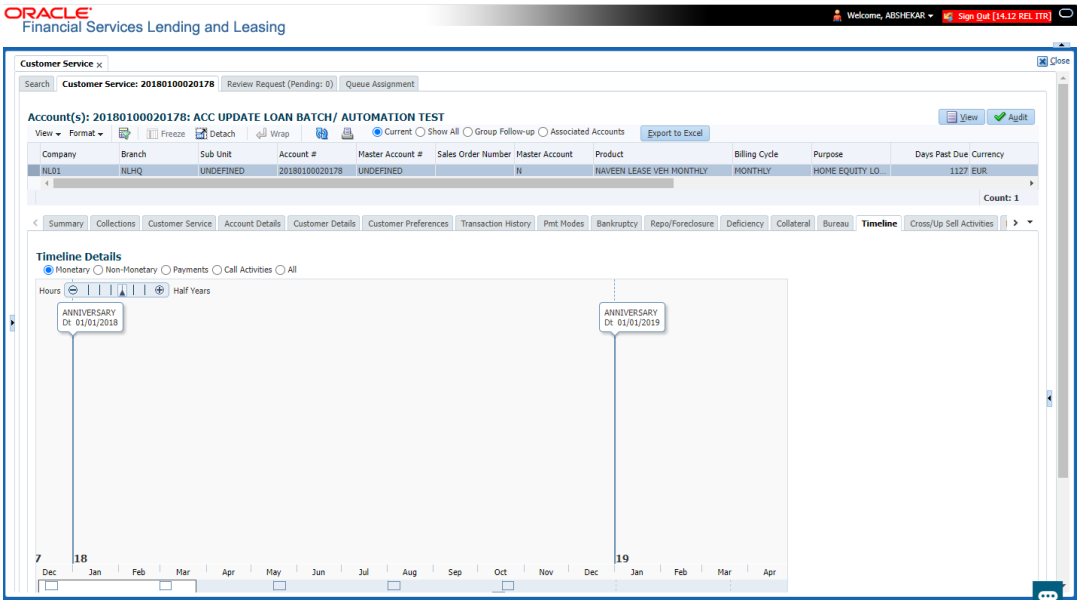



**Figure 4-139 Timeline**




The Timeline Details section facilitates and displays the following options:

- The timeline ranges from 1 month before the account start date till 1 month after the current date.
- Each activity in timeline is arranged as per the transaction date on the account.
- The account activities are categorized as Monetary, Non-Monetary, Payments, and Call Activities. You can filter to view them by selecting the required option or select **ALL** to display all the activities related to the account. By default, system displays **Monetary** transactions.
- On selecting **Monetary** and **Payments** options, timeline displays only good monetary transactions and good payments. More details of these transactions can be viewed in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Transaction History > Transactions tab by selecting **Good Txns** and **Good Payments** option.

- On selecting **Call Activities** timeline displays all the call activities posted to the account.
- The Zoom bar has options to view the timeline based on Hours, Days, Weeks, Months, Quarters and Half Years.
- On hovering over the timeline, the arrows and helps you to scroll through the timeline.

# 4.18 Customer Service screen's Cross/Up Sell Activities tab

The Customer Service screen's Cross/Up Sell Activities tab enables you to view and edit all the captured marketing trigger based events for respective customers linked primary accounts.

Oracle Financial Services Lending and Leasing Application has been integrated with a third party database marketing solutions provider to receive monitoring triggers related to marketing based call activities. Primarily the active customer details are shared through an input file and corresponding monitoring triggers data within the processed customer input file are uploaded back into designated location of OFSLL database through an automated interface.

The Customer Service screen's Cross/Up Sell Activities tab displays the first 10 marketing trigger based call activities with the opportunity details and follow-up requirements. You can select **View All** check box to view all the **active** and **closed** call activities.

This section consists of the following topics:

- Edit Cross/Up Sell Activity
- Create Simple Application
- Close Opportunity

## 4.18.1 Edit Cross/Up Sell Activity

**To edit a reported Cross/Up Sell Activity**

1. Open the **Customer Service** screen and load the account you want to work with.
2. On the Customer Service screen, click **Cross/Up Sell Activities** tab.


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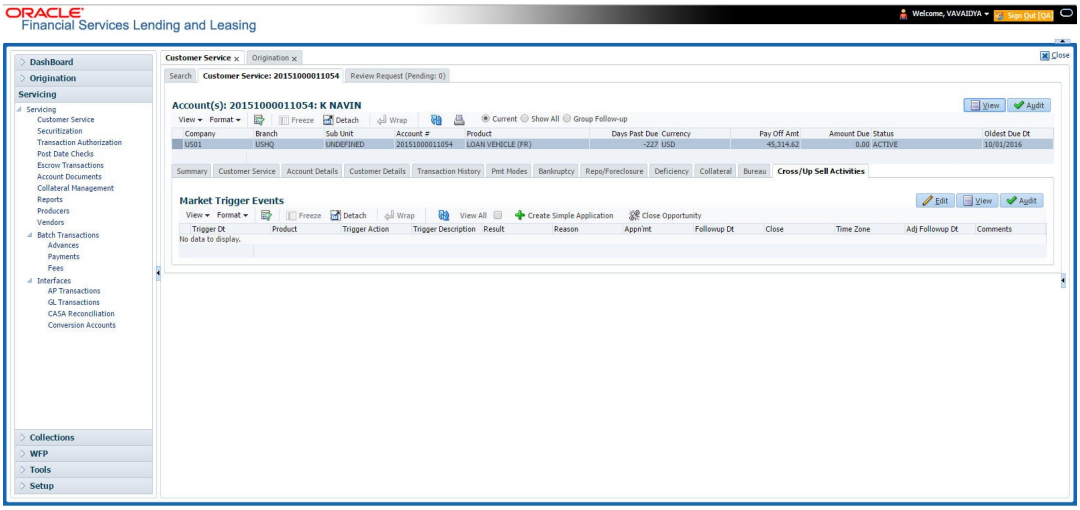
## Figure 4-140 Cross/Up Sell Activities




## Figure 4-141 Cross/Up Sell Activities

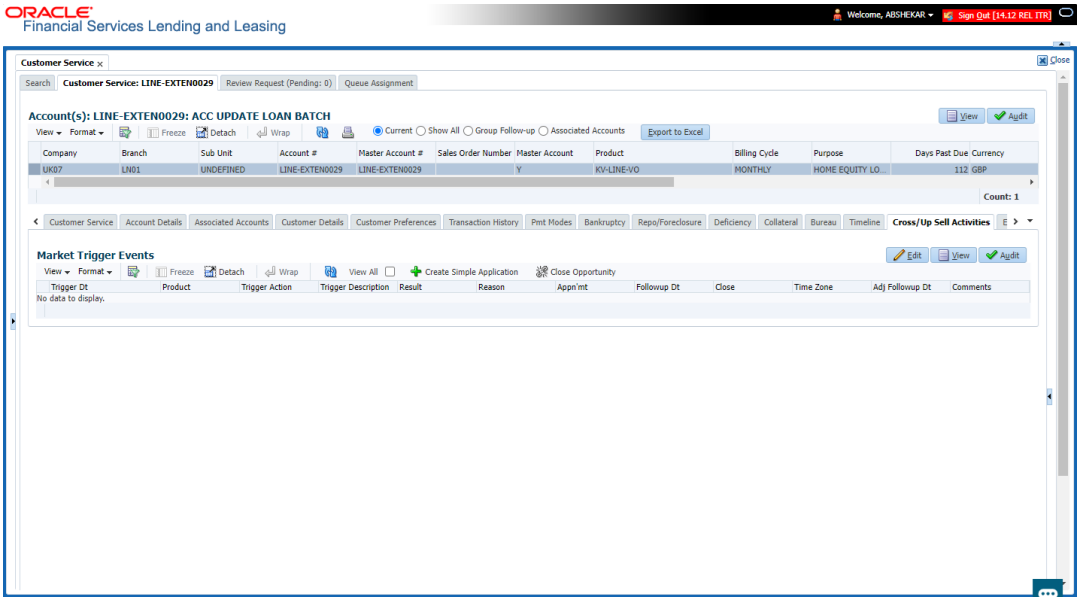




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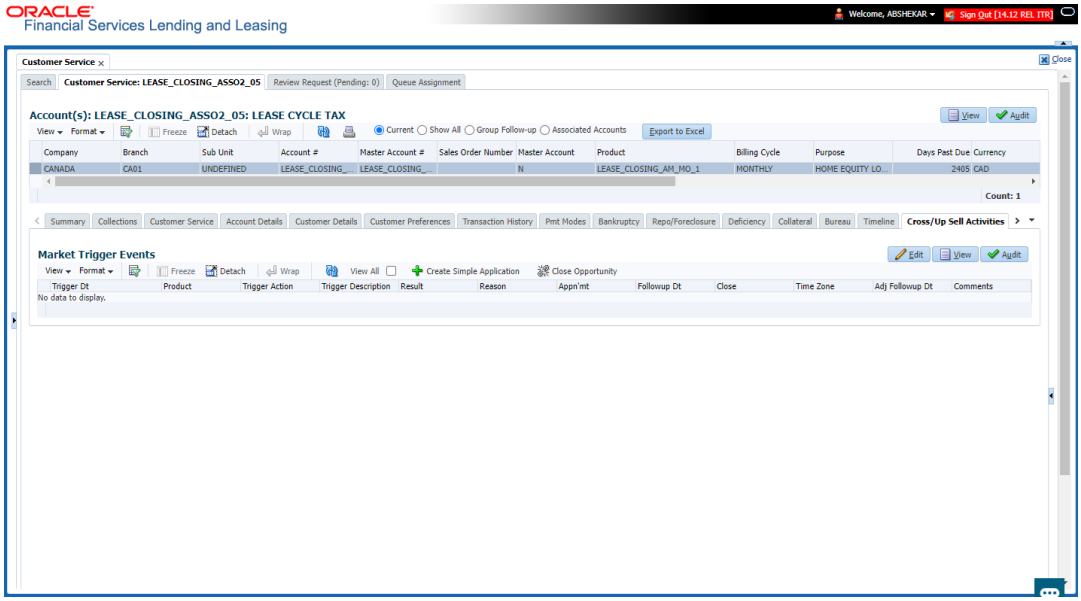
**Figure 4-142 Cross/Up Sell Activities**




3. Select the record which you want to update and click **Edit**.
4. Complete the following fields:

**Table 4-115 Cross/Up Sell Activities**

| In this field | Do this |
|---|---|
| **Trigger Dt** | View the date on which the activity has been recorded. |
| **Product** | Select the product from drop-down list. |
| **Trigger Action** | View the trigger action captured. |
| **Trigger Description** | View the description of the action. |
| **Result** | Select the result of the action from the drop-down list. |
| **Reason** | Select the desired reason for the result selected. |
| **Appn'mnt** | Select the check box to indicate if a prior appointment is required for next communication. |
| **Follow-up Dt** | Select the agreed follow-up date from the adjoining calendar icon. |
| **Close** | If there is no follow-up and the opportunity is closed, you can select this check box indicating the status of call activity as closed. |
| **Time Zone** | Select the time zone of the contact from the drop down list. |
| **Comments** | Specify additional information, if any. |

5. Click **Save and Stay** or any other save option as explained in Basic Actions section.

## 4.18.2 Create Simple Application

You can use the call activity data and directly initiate the LoanLine of creditLease Origination process from Cross/Up Sell Activities tab.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**To create simple application**

1. Open the **Customer Service** screen and load the account you want to work with.
2. On the Customer Service screen, click **Cross/Up Sell Activities** tab.
3. Select the required call activity record and click **Create Simple Application**.
   The system opens Origination > Simple Application Entry screen with Application section capturing the details of call activity.

You can enter/edit the required details and continue creating credit application data into Oracle Financial Services Lending and Leasing Application.

For detailed information, refer to Simple Application Entry chapter in LoanLine of creditLease Origination User Manual.

### 4.18.3 Close Opportunity

You can close an opportunity based on the response received from customer and if there are no follow-ups required. However, you can close an opportunity and de-link the same from an account only when all the records are closed.

**To close an opportunity**

1. Open the **Customer Service** screen and load the account you want to work with.
2. On the Customer Service screen, click **Cross/Up Sell Activities** tab.
3. Ensure that all the records are marked as closed and click **Close Opportunity**.

## 4.19 Customer Service screen's External Interfaces tab

The Customer Service screen's External Interfaces tab displays the account specific information derived from external system.

Oracle Financial Services Lending and Leasing has been integrated with a third party system to explicitly fetch the account specific information through an input data file. A set of automated batch jobs which are scheduled at regular intervals pulls the data shared by external system and populates in the respective account in Customer Service > External Interfaces tab. For more information on available Batch Jobs, refer to Setup Guide > Administration > System > Batch Jobs section.


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**Figure 4-143 External Interfaces**

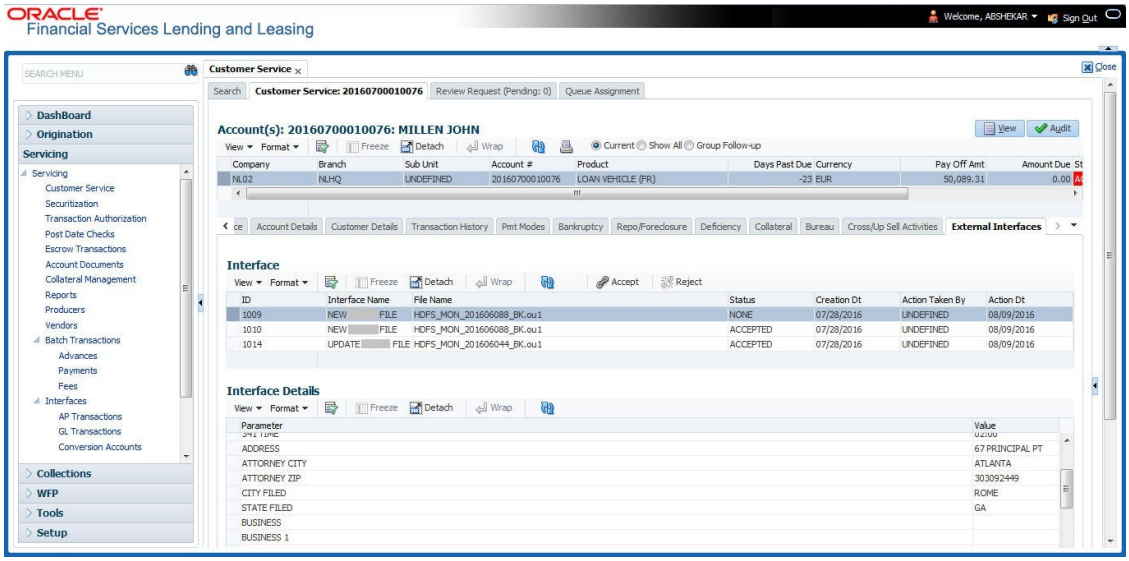


**Figure 4-144 External Interfaces**

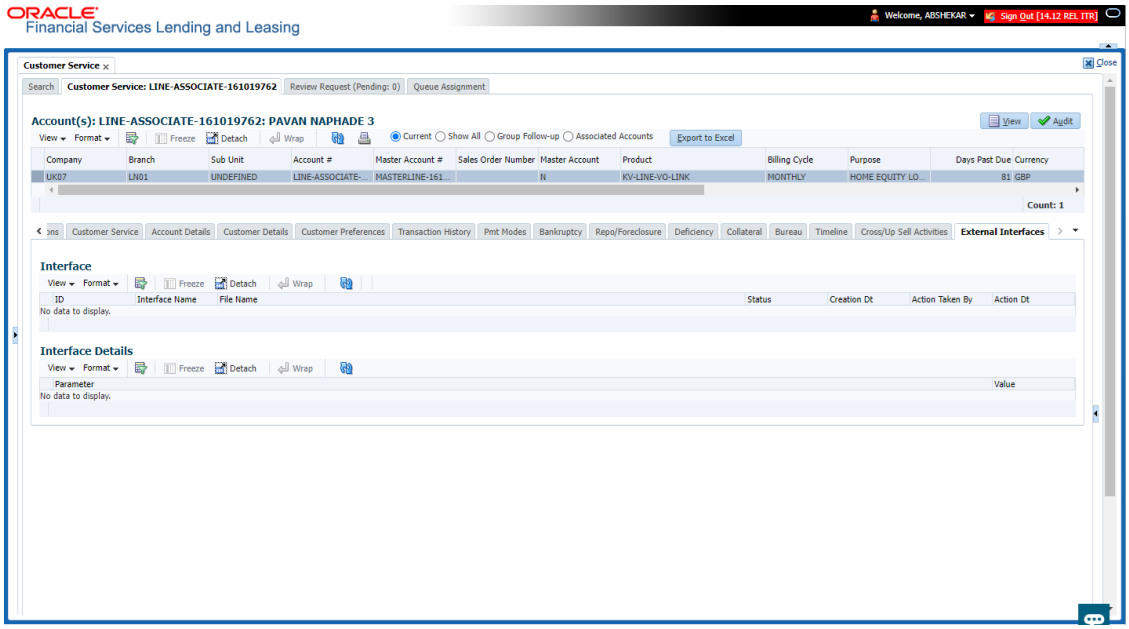



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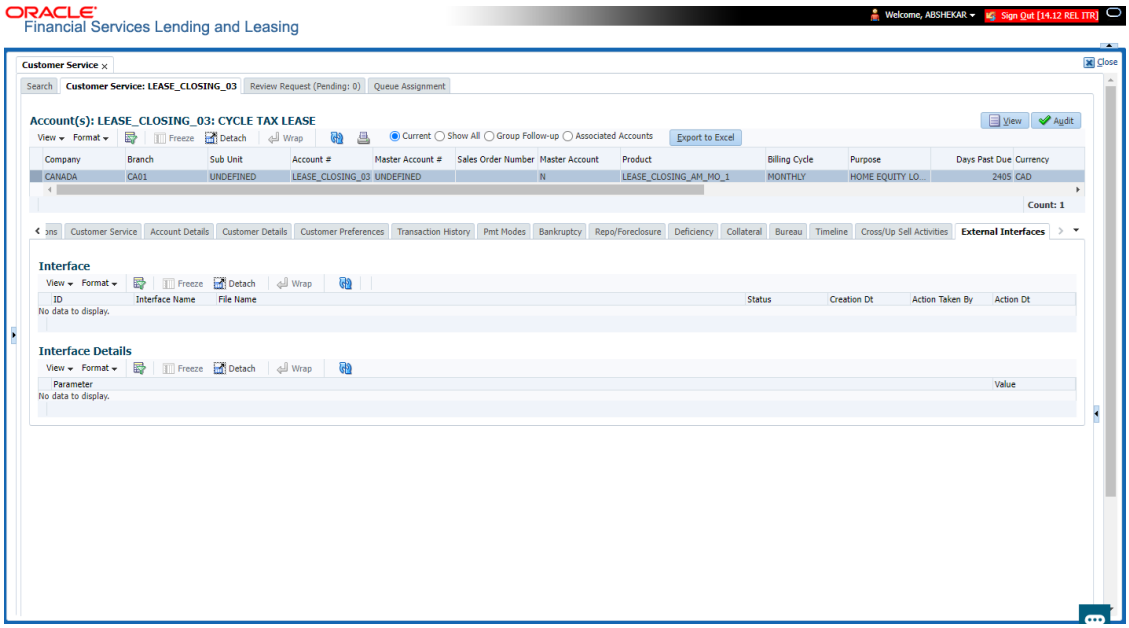
**Figure 4-145 External Interfaces**




In the External Interfaces tab, each input data file either new or an update to existing information is displayed as individual record in the Interface section and the column definition details (as sorted in Setup > Data Files screen) are displayed in Interface Details section.

**Table 4-116 Interface Details**

| In this field | View this |
|---|---|
| **Interface section** | |
| **ID** | Unique case identification number. |
| **Interface Name** | Name of the external interface. |
| **File Name** | Input data file name appended with New (IBN) or Existing (IBU) file identifier convention. |
| **Status** | Current status of the record (None, Accepted, or Rejected). |
| **Creation Dt** | Date when the record was created. |
| **Action Taken By** | User who has modified the record status. |
| **Action Dt** | Date when the action was performed on the record. |
| **Interface Details section** | |
| **Parameter** | Name of header used in input data file corresponding to the account information such as First Name, Last Name, Address and so on. |
| **Value** | Data fetched from external system for each header/ parameter. |

Along with the account specific updates, the records may also contain bankruptcy details which needs you attention. You need to verify those details and confirm the authenticity by either accepting or rejecting the bankruptcy information. If Accepted, system posts the bankruptcy details on the corresponding customer accounts.

This section consists of the following topic: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- Accept or Reject Bankruptcy Details

## 4.19.1 Accept or Reject Bankruptcy Details

In the External Interfaces tab you can Accept or Reject information of those records which are specific to bankruptcy update and marked with status as **None**.

- To accept the bankruptcy details, you need to create a new record with tracking attributes and then proceed with steps explained below.
- To reject a record, you can select the record and click **Reject** in the external interface tab.

Post update, the status of record is marked as **Accepted** or **Rejected**.

**To Accept Bankruptcy Details**

1. Open the **Customer Service** screen and load the account you want to work with.
2. On the Customer Service screen, click **External Interfaces** tab.
3. In the Interface section, select the bankruptcy record with status **None** for which action has to be performed.
4. Verify the details displayed in Interface Details section.
5. Once confirmed, navigate to **Customer Service screen** > **Bankruptcy** tab.
6. Create a Bankruptcy record and load the tracking attributes as explained in Customer Service screen's Bankruptcy tab section.
7. Click **Accept** in the action section and click **Yes** in the confirmation dialog to accept changes.

On confirmation, system updates the bankruptcy details based on either **SSN** for new bankrupt accounts or **Case Number** for existing bankrupt accounts.

# 4.20 Review Request

The Review Requests screen is primarily a work flow tool used to flag an ApplicationAccount for the attention of another Oracle Financial Services Lending and Leasing user and ask for review / feedback. It allows the system users to send and receive requests (including e-mail) commenting on a specific ApplicationAccount. The Review Request tab supports iterative review of selected ApplicationAccount and also to process the review with multiple reviewers.

> **Note**
>
> You can complete the below tasks for an Account Review Request using Review Request tab in the Customer Servicing screen.To complete the below mentioned tasks for an Application Review Request, use Review Request tab available in the Origination (Application Entry, Underwriting and Funding) screens.

In this chapter, you will learn how to compete the following tasks:

- Filter and View Review Requests
- Create and Send Review Request
- Reviewing a Request
- Responding to Review Request


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- Reassign Review Request
- E-mailing Review Request
- Closing Review Request
- Complete Review Request
- Filter and View Review Requests
- Create and Send Review Request
- Reviewing a Request
- Responding to Review Request
- Reassign Review Request
- E-mailing Review Request
- Closing Review Request
- Complete Review Request
- Filter and View Review Requests
- Create and Send Review Request
- Reviewing a Request
- Responding to Review Request
- Reassign Review Request
- E-mailing Review Request
- Closing Review Request
- Complete Review Request
- Filter and View Review Requests
- Create and Send Review Request
- Reviewing a Request
- Responding to Review Request
- Reassign Review Request
- E-mailing Review Request
- Closing Review Request
- Complete Review Request
- Filter and View Review Requests
- Create and Send Review Request
- Reviewing a Request
- Responding to Review Request
- Reassign Review Request
- E-mailing Review Request
- Closing Review Request
- Complete Review Request


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## 4.20.1 Filter and View Review Requests

The Review Requests tab contains the following sections:

- Query Section
- Action Section
- Email Section
- Comment History Section

### Query Section

The Query section enables you to filter records based on User and type of review requests using any of the following options:

The **User** drop-down lists your User ID along with your Supervisor ID if the same has been defined in User Definition screen (Setup > Administration > User > Users). If you are the supervisor, you can view all your subordinates User ID's along with yours for selection.

On selecting a particular User ID from the list, system displays all the requests which are created, reviewed, closed and completed by that user.

You can further filter the review request based on the following:

**Table 4-117 Query Section**

| Query Options | Descriptions |
|---|---|
| **Originator** | Displays the records of all the active review requests created by the selected User. |
| **Receiver** | Displays the records of all the active review requests received by the selected User. |
| **Both** | Displays all the review requests records created as well as reviewed by the selected User with the status other than **CLOSED** and **COMPLETED**. |
| **View All** | Displays all the review requests records created as well as reviewed by the selected User with all the statuses. |
| **Forwarded Only** | Displays all the review requests records which are forwarded by the selected User to another user for review. |

### Action Section

The **Action** section enables you to Send (create), Respond, Close, or Complete the review request.

**Table 4-118 Action Section**

| Action Options | Descriptions |
|---|---|
| **Open ApplicationAccount** | Displays the Application EntryCustomer Service screen with the ApplicationAccount details assigned for review. |
| **Send Request** | Sends a review request to another Oracle Financial Services Lending and Leasing user. |


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**Table 4-118 (Cont.) Action Section**

| Action Options | Descriptions |
|---|---|
| **Send Response** | Sends a response to a review request received from another Oracle Financial Services Lending and Leasing user. |
| **Close Request** | Changes the status of review request to **CLOSED** and can be viewed by selecting **View All** option in the **Query** section. |
| **Complete Request** | Changes the status of review request to **COMPLETED** and can be viewed by selecting **View All** option in the **Query** section. |
| **Remove Filter** | Removes the selected filters applied to narrow the view of review request. The option is available when a review request is accessed from DashBoard > My Pending Review Requests section. |

### Email Section

The **Email** section enables you to send an email to either originator or receiver of the review request if an email setup is configured. However, note that a review request cannot be responded or replied back from email recipient.

**Table 4-119 Email Section**

| Email Options | Descriptions |
|---|---|
| **Originator** | Sends an email of review request information to the person listed in the **Originator** column on Review Request page. |
| **Receiver** | Sends an email of review request to the person listed in the **Receiver** column on Review Request page. |

The **Review Requests** section in OriginationCustomer Service screen displays the following information for each record:

**Table 4-120 Review Requests**

| Fields | Descriptions |
|---|---|
| **Request #** | View the system generated review request number. The same can be used to query and track the review requests. |
| **Originator** | The user id of the review request originator. |
| **Priority** | The request priority: HIGH, NORMAL, or LOW. |
| **Receiver** | The recipient of the review request. |
| **ApplicationAccount #** | The ApplicationAccount number which needs review. |
| **ApplicationAccount Status** | The ApplicationAccount status of the request being reviewed. |
| **Applicant** | Applicant’s name in the review request. |
| **Phone** | Applicant’s phone number in the review request. |


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**Table 4-120 (Cont.) Review Requests**

| Fields | Descriptions |
|---|---|
| **Address** | Applicant's address in the review request. |
| **Email** | Applicant's email in the review request. |
| **Reason** | Stated reason in the review request. |
| **Status** | The current status of review request. Following status are tracked in this column:<br>WAITING FOR RESPONSE - when request is sent to reviewer<br>RETURN TO ORIGINATOR - when reviewer has responded to request<br>CLOSED - when the request is closed<br>COMPLETED - when the request is completed |
| **Date** | The date and time when the review request was created. |

**Table 4-121 Review Requests**

| Fields | Descriptions |
|---|---|
| **Request #** | View the system generated review request number. The same can be used to query and track the review requests. |
| **Originator** | The user id of the review request originator. |
| **Priority** | The request priority: HIGH, NORMAL, or LOW. |
| **Receiver** | The recipient of the review request. |
| **Phone** | Applicant's phone number in the review request. |
| **Address** | Applicant's address in the review request. |
| **Email** | Applicant's email in the review request. |
| **Status** | The current status of review request. Following status are tracked in this column:<br>WAITING FOR RESPONSE - when request is sent to reviewer<br>RETURN TO ORIGINATOR - when reviewer has responded to request<br>CLOSED - when the request is closed<br>COMPLETED - when the request is completed |
| **Date** | The date and time when the review request was created. |
| **Account #** | The Account number which needs review. |
| **Days Past Due** | Total number of days elapsed past the due date. |
| **Total Outstanding Balance** | Displays either **Account outstanding principal balance** for active accounts, or **Deficiency balance** for charge-off accounts. |
| **Customer** | Primary / Secondary (spouse) name associated to the account. |

### Comment History


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The **Comment History** section displays the log of comments or additional information added by originator or receiver while creating or reviewing a request.

During an iterative review, where there are multiple trails of communication exchanged between originator and receiver, the **Comment History** section tracks all the updates as individual records for reference.

The Comment History section also allows you to know the actually reviewer when an ApplicationAccount review request is forwarded to multiple reviewers and is reviewed or completed by second or third person other than the one assigned by originator.

In the Comment History section, you can view the following details of the selected review request:

**Table 4-122 Comment History**

| Comments From | Descriptions |
|---|---|
| **Type** | View the type of request and is indicated as REVIEW REQUEST by default as maintained in **COMMENT_TYPE_CD** lookup code. |
| **Sub Type** | View the sub type of request which can be ORIGINATOR, RECEIVER, or SYSTEM GENERATED as maintained in COMMENT_SUB_TYPE_CD lookup code.<br>Note: The sub type **SYSTEM GENERATED** is automatically posted by the system when the review request is forwarded to another user by the assigned reviewer. The same is also updated with a comment in the next column. |
| **Comment** | View the Originator's or Reviewer's comment.<br>SYSTEM GENERATED comments are posted in the format - REVIEW REQUEST: <Request #> FORWADED FROM <first assigned user id> TO <next assigned user id>. |
| **Comment By** | View the user who has posted the comment.<br>SYSTEM GENERATED comments are marked as **INTERNAL**. |
| **Comment Dt** | View the Date and time when the comment was posted. |

## 4.20.2 Create and Send Review Request

The review request tab primarily allows you to flag an ApplicationAccount for the attention of another OFSLL user through a request asking for review / feedback. While doing so, you can either choose to send it to the reviewer immediately on creating the request or only create the request and later send for review.

**To Create and Send Review Request**

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.


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**Figure 4-146 Review Request-Add**

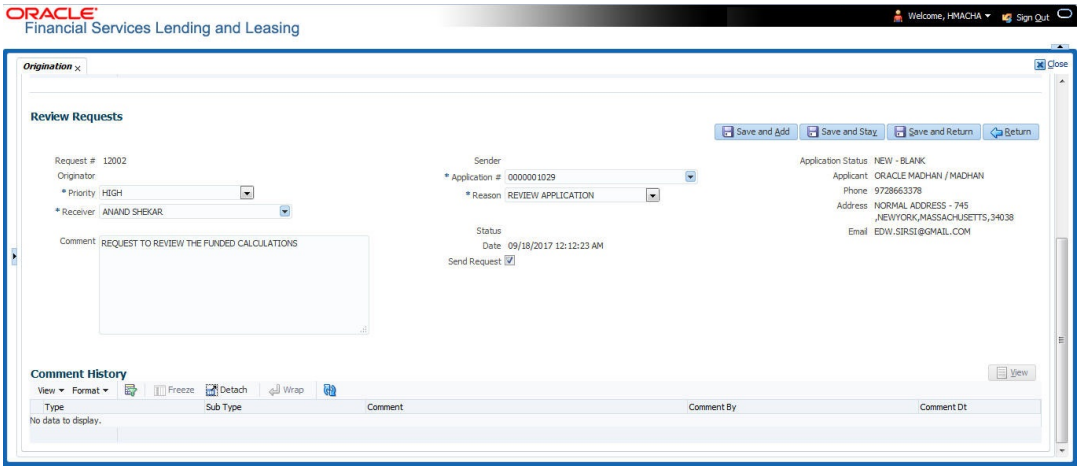
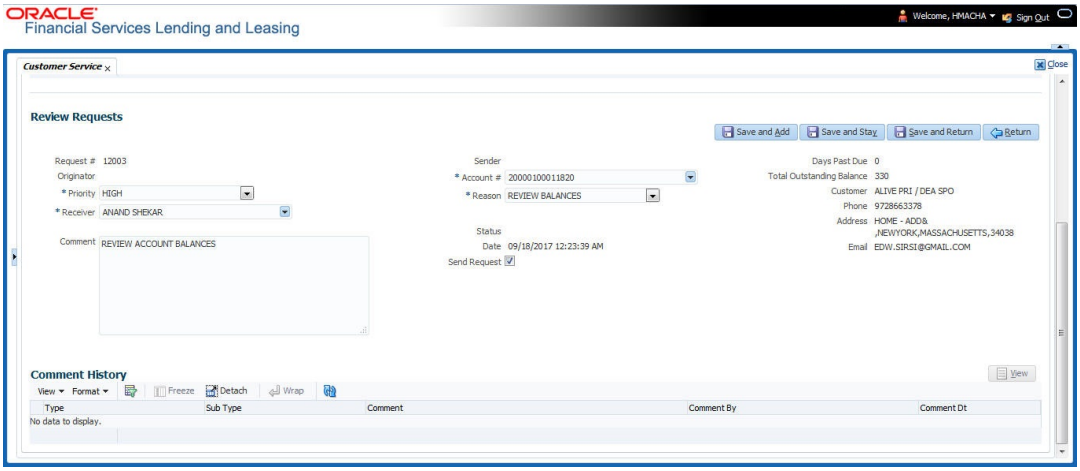



**Figure 4-147 Review Request-Add**




2. In the Review Requests section, select **Originator**.
3. Click **ADD**. You can also perform any of the Basic Operations mentioned in Navigation chapter. A brief description of the fields are given below:

**Table 4-123 Review Requests**

| In this field | View this |
|---|---|
| **Request #** | View the system generated request number. |
| **Originator** | View the requester's user ID auto generated by system upon creating the request. |
| **Priority** | Select the priority of review request as High, Normal, or Low from the drop-down list. This helps the reviewer to prioritize the request while responding but does not affect the order in which messages are sent or received. |
| **Receiver** | Select the user ID of the reviewer from the drop-down list. |


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**Table 4-123 (Cont.) Review Requests**

| In this field | View this |
|---|---|
| **Comment** | Specify additional details for review (if any) which can be sent to the reviewer along with the review request. |
| **Sender** | View the user ID of previous reviewer, if a request has been forwarded to another reviewer.<br>Note: A forwarded review request can only be viewed in the review request tab by filtering user ID of previous reviewer and selecting **Forwarded only** check box. |
| **ApplicationAccount #** | Select the ApplicationAccount to be reviewed from the drop-down list. The following fields are auto-populated based on selection:<br>Days Past Due<br>Total Outstanding Balance<br>Customer<br>Application Status<br>Applicant<br>Phone<br>Address<br>Email |
| **Reason** | Select the purpose for request from drop-down list. |
| **Status** | View the status of review request auto updated by system upon creating the request. |
| **Date** | View the date and time when the request was created. System appends the current date by default. |
| **Send Request** | (Optional) Select this check box to send it to reviewer immediately on creating the request.<br>However, if the request still need changes, retain the check box unselected and proceed to create the request. The same can later be sent for review by selecting **Send Request** option from the action section. |

4. Perform any of the Basic Actions mentioned in Navigation chapter.

   The review request(s) appear on the recipient's **My Pending Review Request** window in DashBoard and also on the **Review Request** tab header with (Pending: <count of unseen requests>). The status of request is updated as WAITING FOR RESPONSE.

## 4.20.3 Reviewing a Request

When you receive a review request, the system notifies you by creating an entry in **My Pending Review Requests By Priority** section in Dashboard with the number of unseen messages. Clicking on the ApplicationAccount # link opens the Review Request tab.


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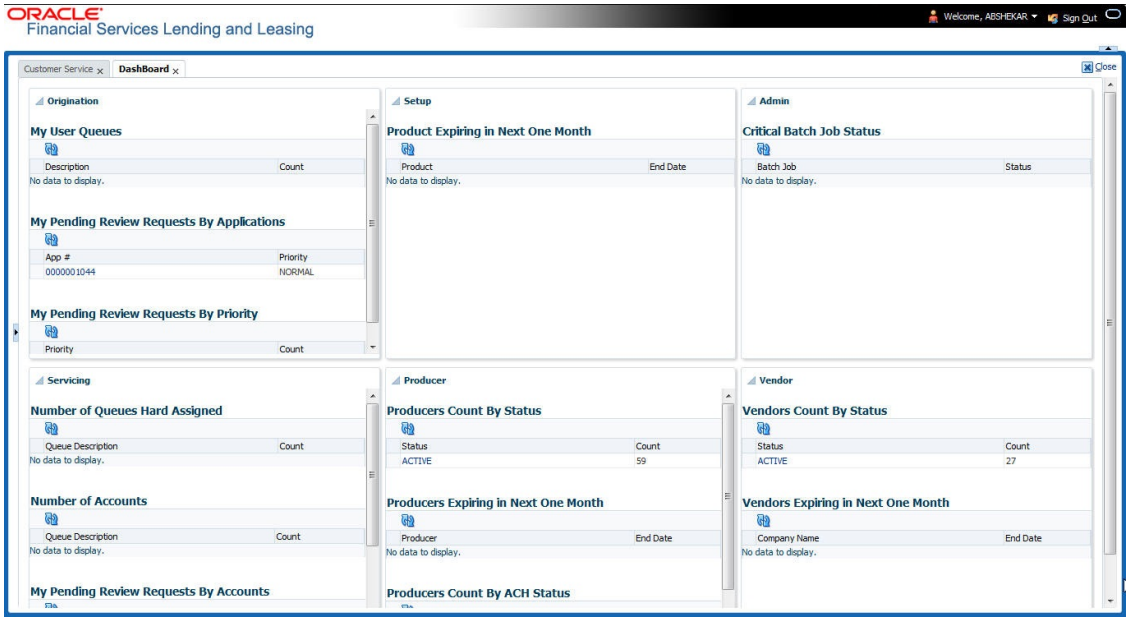
**Figure 4-148 Review Request-DashBoard**




## To review requests

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.

**Figure 4-149 Review Requests**

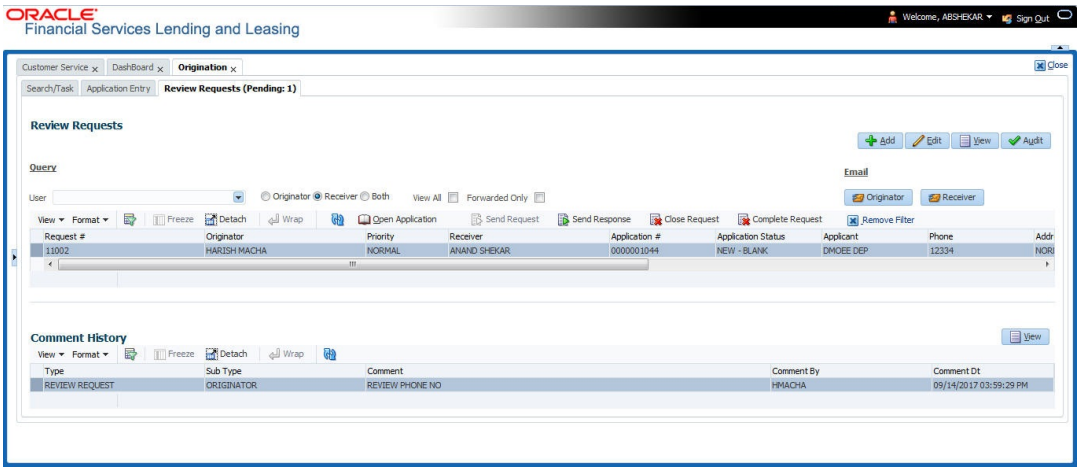




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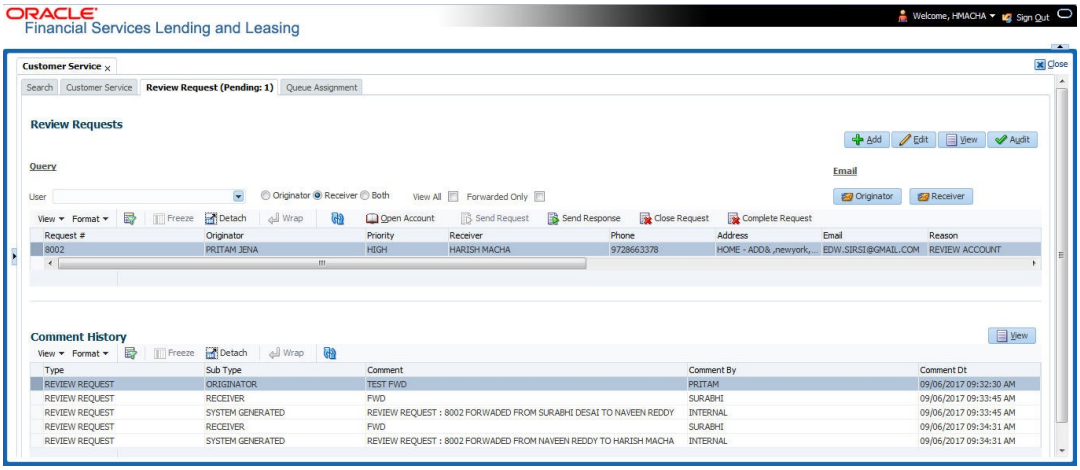
**Figure 4-150 Review Requests**




2. In the Query section, click **Receiver**. System displays all open review request you have received.
3. Click **Open ApplicationAccount**. The ApplicationAccount details are displayed in Application EntryCustomer Service > Summary tab.
4. Review the details in particular to the details specified in the comment (if any).

## 4.20.4 Responding to Review Request

On completing the review, you can Send Response detailing the feedback of your review. It is ideally recommended to send a response back to the originator by providing your views on the review as a comment. The details are recorded in the **Comment History** section as reference.

However, system also allows your forward the same request to another reviewer in case of additional clarifications.

**To respond to review request**

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.
2. In the Query section, click **Receiver**. System displays all open review request you have received.
3. In the Review Request section, select the record that you have reviewed. Click **Edit**.


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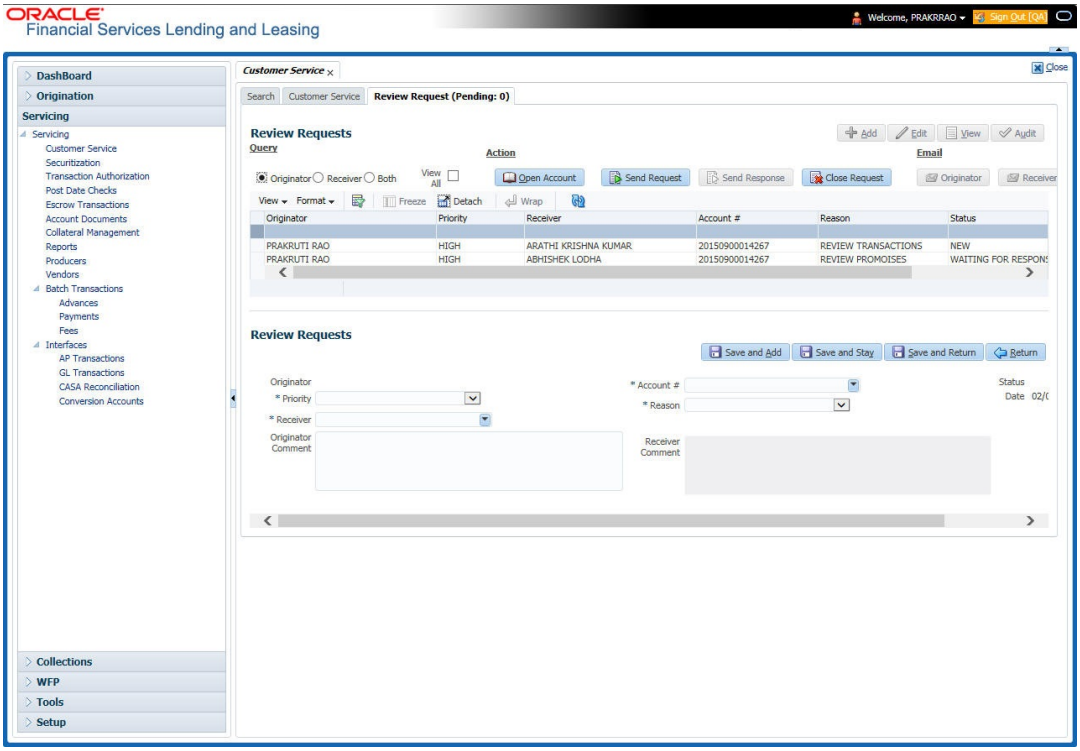
**Figure 4-151 Review Request-View**




Specify your review response in the **Comment** field. Select the **Send Request** check box to send the review response immediately to originator. In case of any further changes, retain the check box unselected and save the details. The response is not sent and the same can later be sent to originator by selecting the record and clicking on **Send Response** option from the action section.

The details are updated in Review Request tab and status of request is updated as RETURN TO ORIGINATOR.

## 4.20.5 Reassign Review Request

While reviewing a request, system also facilitates you to reassign (i.e. forward) the review request to another user for review. In such a case, you become the **Sender** and the assigned user will be the reviewer of the request. The request can further move to other reviewers if required.

When the request is reassigned or forwarded to another reviewer, the actual originator can still track the status of request by selecting user ID in Query section. As a **Sender**, you can view the reassigned review requests by selecting the **Forwarded Only** check box in Query section. Also, on reassigning or forwarding a review request, system automatically posts a comment in **Comment History** section in the format - REVIEW REQUEST: <Request #> FORWADED FROM <first assigned user id> TO <next assigned user id> with Sub Type as **SYSTEM GENERATED** and Comment By as **INTERNAL**.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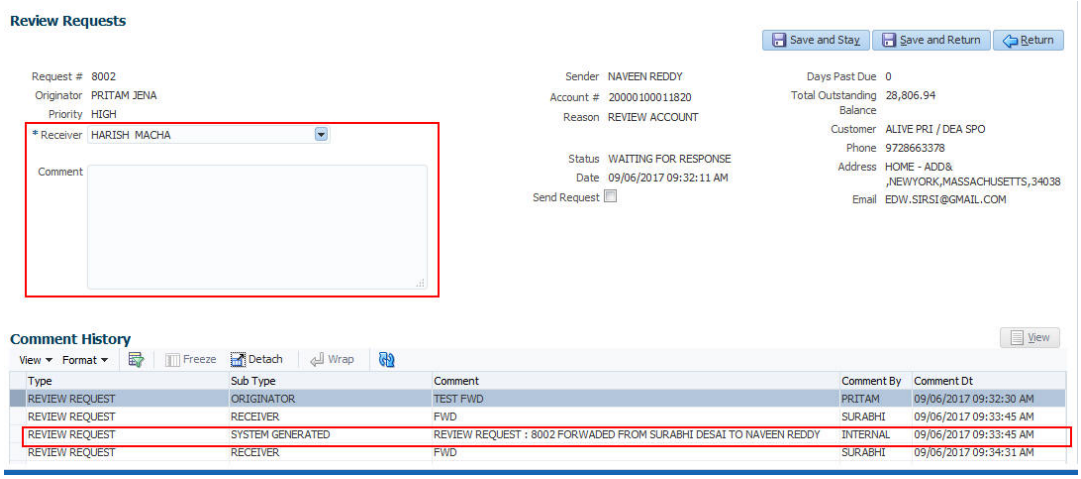
> **Note**
>
> It is recommended to limit the reassignment of review request since tracking the request status becomes difficult.

**To reassign review request**

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.
2. In the Query section, click **Receiver**. System displays all open review request you have received.
3. In the Review Request section, select the record that you have reviewed and click **Edit**.

**Figure 4-152 Review Requests-Reassign**




4. Select the required reviewer from **Receiver** drop down list.
5. (Optional) Specify the reason for reassignment in the **Comment** field. The same is tracked in **Comment History** section.
6. Select the **Send Request** check box to reassign review request immediately on update. In case of any further changes, retain the check box unselected and save the details. The reassignment can later be completed by selecting the record and clicking on **Send Response** option from the action section.

The details are updated in Review Request tab and status of request is updated as WAITING FOR RESPONSE.

## 4.20.6 E-mailing Review Request

While system updates **My Pending Review Requests By Priority** section in the DashBoard to notify you about the new requests, you can also e-mail a review request to both the originator and a receiver, as applicable. The system will use e-mail address recorded for both the originator and receiver in Setup > Administration > User > User Definition section.

**To e-mail a review request**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1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.
2. In **Email** section, click **Originator** to send the message to the person listed in Originator field.

   -or-
3. Click **Receiver** to send it to the person listed in the Receiver field.

The system emails the details of selected record to e-mail address recorded in user setup.

### 4.20.7 Closing Review Request

You can close a review request you created at anytime, regardless of status. However, you can only close review requests that have your user id in the Originator field. When you close a review request, the system removes it from Review Request tab.

**To close a review request**

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.
2. Select the request you want to close in the Review Request section.
3. In the Action section, click **Close Request**.

The system assigns the request as CLOSED and removes it from your Review Request record. The closed review requests can be reviewed anytime by selecting **View All** in the Query section.

### 4.20.8 Complete Review Request

When a particular review request has completed the review process from reviewer with required changes and confirmation, the same can be marked as **COMPLETE** in the Review Request tab. However, you can complete a request only if you are the originator of the request. When you complete a review request, system removes it from Review Request tab.

**To complete a review request**

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.
2. Select the request you want to close in the Review Request section.
3. In the Action section, click **Complete Request**.

The system assigns the request as **COMPLETED** and removes it from your Review Request record. The completed review requests can be reviewed anytime by selecting **View All** in the Query section.

## 4.21 Queue Assignment

The Queue Assignment tab in Oracle Financial Services Lending and Leasing application allows you to search and view the hard assigned customer service queues maintained in the system. You can also view the queue assignment details with option to reassign users in a hard assigned queue and track activity status posted on the account.


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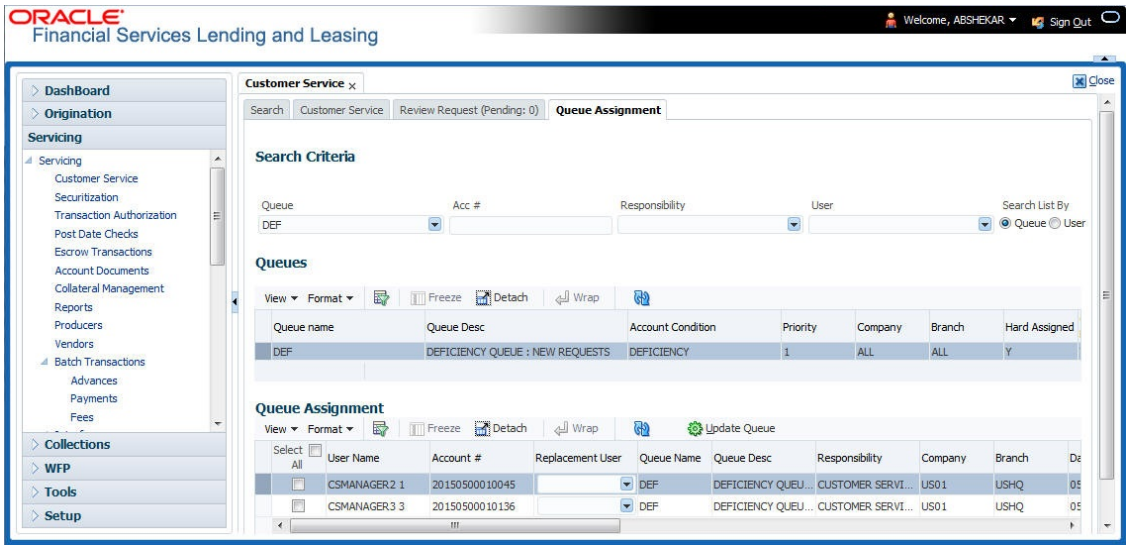
Customer Service Queues are maintained in Administration's setup screen (Setup > Administration > User > Queues > Customer Service). For more information on hard assigned queues, refer to section **Using the Hard Assigned feature** in setup guide.

**Navigating to Queue Assignment**

On the Oracle Financial Services Lending and Leasing home screen, click **Servicing > Servicing > Customer Service > Queue Assignment**.

**Figure 4-153 Queue Assignment**




In this section, you will learn how to compete the following tasks:

- Using Queue Search
- Queues sub tab
- Criteria sub tab
- Queue Assignment sub tab
- Reassign Users in Queue
- Filter Accounts based on Queue Criteria
- View Accounts in Sort Order Sequence
- Track Activity Status

## 4.21.1 Using Queue Search

In the Search Criteria section, you can primarily use the **Search List By** filter to search based on either **Queues** or **Users** maintained in the system. Depending on the option selected, you can further filter your search using the following list of parameters and query the database by providing one or more parameter values.


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**Table 4-124 Search Criteria**

| Field | Do this |
|---|---|
| **Hard Assigned Queue** | Select the queue name from the drop-down list. The list displays both **Enabled** and **Hard Assigned** customer servicing queue definitions. |
| **Acc #** | Specify the account number to which the queue is assigned. |
| **Responsibility** | Select the user/queue responsibility from the drop-down list. The list displays various user responsibilities as defined in Setup > Administration > User > Queues > User Groups tab. |
| **User** | Select the **User** from the drop-down list. The list displays all the hard assigned users maintained in the system. |

> **Note**
>
> You need to specify a minimum of one parameter for the search to retrieve queues from the database. Else system displays an error message.

Click **Search**. The search results for Queues are displayed in both the Queues & Queue Assignment section. Whereas, the search results for a **User** (selected in Search List By option) is displayed in Queue Assignment section.

You can also click **Reset** to clear the filters specified in Search Criteria.

**Remove Account Filter**

While searching for queues using Account number as the Search Criteria, the Queue Assignment section displays the filtered search results along with the **remove Filter** option in the header.

Clicking on **remove Filter** button will remove the account number filter and displays all the accounts belonging to the selected queue.

## 4.21.2 Queues sub tab

The Queues sub tab displays the search results for the specified search criteria and contains **Enabled** and **Hard Assigned** customer servicing queues with the following details:

- Queue name
- Queue Desc
- Account Condition
- Priority
- Company
- Branch
- Hard Assigned
- Group Follow-up Ind


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- Near Real-Time
- Dialer Extract
- Enabled

## 4.21.3 Criteria sub tab

The Criteria sub tab allows you to define account selection criteria and sort order to filter the accounts displayed in Queue Assignment section.

1. In the Criteria Definition section, click **ADD**. You can also perform any of the Basic Operations mentioned in Navigation chapter.

> **Note**
>
> Although system allows to define customized selection criteria, the execution of additional selection criteria requires additional processing at server level and can have significant performance impact delaying the EOD processing/web services. Hence it is recommended to have careful consideration while defining the additional selection criteria (like using user-defined tables and columns) and/or get approval from your database administrator before using any selection criteria.

A brief description of the fields are given below:

**Table 4-125 Criteria Definition**

| Field | Do this |
|---|---|
| Name | Specify a unique name to identify the criteria. |
| Description | Specify the required description for the criteria. |
| Hard Assigned Queue | Select the queue name from the drop-down list. The list displays all the **Enabled Hard Assigned** customer service queues. |
| Enabled | Check this box to enable the criteria. |

The Criteria sub tab further consists of **Selection Criteria** and **Sort** tabs.

2. In the **Selection Criteria** section, you can define the account selection criteria with the following fields. Perform any of the Basic Operations mentioned in Navigation chapter. A brief description of the fields are given below:

**Table 4-126 Account Selection Criteria**

| Field | Do this |
|---|---|
| Seq | Specify sequence numbers. |
| ( | Specify left bracket. |
| Parameter | Select the parameter from the drop-down list. The list displays all the **Enabled** attributes maintained in user defined table which has both **Queue Assignment** fields and 36 activities defined in Queues > Activity Tracking tab for selection. |


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**Table 4-126 (Cont.) Account Selection Criteria**

| Field | Do this |
|---|---|
| Comparison Operator | Select comparison operator from the drop-down list. |
| Criteria Value | Specify criteria value. |
| ) | Specify right bracket. |
| Logical Expression | Specify logical operator from the drop-down list. |
| Enabled | Check this box to enable the selection criteria. |

3. Click **Check Criteria** to validate the correctness of the SQL statement generated and to resolve errors, if any.
4. Perform any of the Basic Actions mentioned in Navigation chapter.
5. In the **Sort** section, you can define the order to sort the account selection criteria with the following fields. Perform any of the Basic Operations mentioned in Navigation chapter. A brief description of the fields are given below:

**Table 4-127 Sort the account selection criteria**

| Field | Do this |
|---|---|
| Seq | Specify sequence number. |
| Sort field | Select the sort field from the drop-down list. The list contains both the **Queue Assignment** fields and 36 customer call activities defined in Queues > Activity Tracking tab for selection. |
| Order | Select sort order as either Ascending or Descending from the dropdown list. |

6. Perform any of the Basic Actions mentioned in Navigation chapter.

## 4.21.4 Queue Assignment sub tab

The Queue Assignment section, displays the user accounts associated with the selected queue and consists of the following details:

- User Name
- Account #
- Replacement User
- Queue Name
- Queue Desc
- Responsibility
- Company
- Branch
- Date
- Title
- Products
- Status


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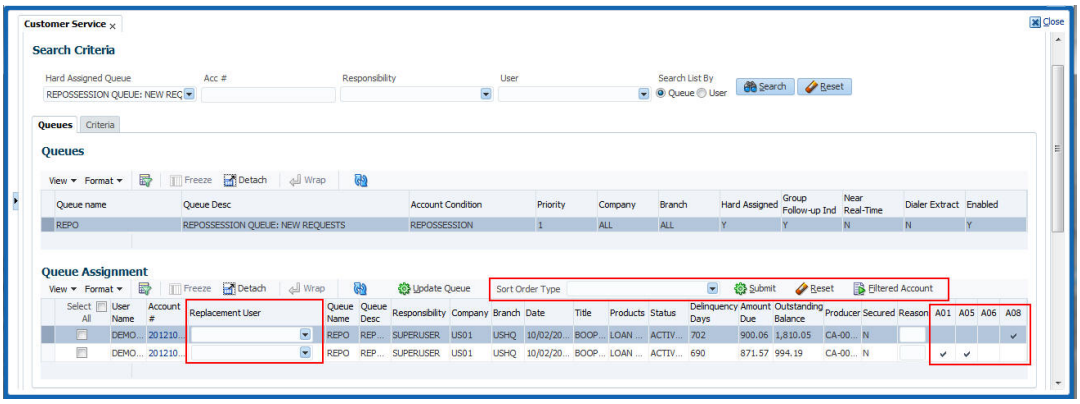
- Delinquency Days
- Amount Due
- Outstanding Balance
- Producer
- Secured
- Reason

In the Queue Assignment section, you can do the following:

- Reassign Users in Queue
- Filter Accounts based on Queue Criteria
- View Accounts in Sort Order Sequence
- Track Activity Status

**Figure 4-154 Queue Assignment**




## 4.21.5 Reassign Users in Queue

In the Queue Assignment tab, you can reassign a different user for a queue either individually or in bulk and reassign the hard assigned queues. While doing so, you can state the reason for change which later gets appended and displayed in the account conditions history log (Customer Service > Account Details > Condition Details sub tab).

This section consists of the following topics:

- Replace User in Queue
- Bulk Replace Queue Users

### 4.21.5.1 Replace User in Queue

1. On the Oracle Financial Services Lending and Leasing home screen, click **Servicing > Servicing > Customer Service > Queue Assignment**.
2. Search for the required Queue or User using the parameters in Search Criteria. The search results are displayed in the Queues & Queue Assignment section.
3. In the Queue Assignment section, click on the **Replacement User** drop-down list against the required user and select the new user from the list. You can also use the **Search** option within the list to search for the required user.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4. Specify the reason for change in the Reason column against the user selected.
5. Click **Update Queue**.

### 4.21.5.2 Bulk Replace Queue Users

1. On the Oracle Financial Services Lending and Leasing home screen, click **Servicing > Servicing > Customer Service > Queue Assignment**.
2. Search for the required Queue or User using the parameters in Search Criteria. The search results are displayed in the Queues & Queue Assignment section.
3. In the Queue Assignment section, click **Select All** check box.
4. Click on the **Replacement User** drop-down list on the header and select the new user from the list. You can also use the **Search** option within the list to search for the required user.
5. Specify the reason for change in the Reason field on the header.
6. Click **Update Queue**.

On successful user replacement, a system generated comment is posted on the account with the following details:

- Alert flag as **N**
- Type
- Sub Type
- Comment Format QUEUE USER CHANGED FROM XXX TO YYY BECAUSE OF <<REASON>> ON <<DATEFORMAT>>

## 4.21.6 Filter Accounts based on Queue Criteria

To filter the list of accounts in Queue Assignment section, select the required option in **Sort Order Type** drop-down list and click **Submit**. The list is populated based on the defined Queue Criteria. You can also click **Reset** to remove the filter and display all the account associated to the queue.

## 4.21.7 View Accounts in Sort Order Sequence

In the Queue Assignment section the **Account #** column is enabled with a link to directly navigate and view the account details in the Customer Service screen.

To view the next account in the same sequence as listed, click **Filtered Account** button in the Queue Assignment section header. The details are displayed in Customer Service screen's > Summary tab.

On reviewing the account details, you can further navigate to the subsequent accounts in the sequence by clicking **Filtered Account** button in Right-Splitter window > Quick Search section. Successively, clicking **Filtered Account** button displays all the accounts and when the last account is reached, a message is displayed indicating **There is no account in this queue**.

## 4.21.8 Track Activity Status

All the customer service call activities defined and enabled in setup screen (Setup > Administration > User > Queues > Customer Service > Queue Activity tab) for the selected Queue are listed against each account in separate columns. These activity fields are auto


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updated with call activity results and gives a quick snap shot of all the activity status scheduled and performed on the account.

> **Note**
>
> The activity status fields are available only when the accounts are populated from a Queue search by selecting the **Search List By** option as **Queue**.

When a particular call activity is posted on the account, the respective activity status field is marked with a ✔ indicating that the activity is complete.

However, in case the activity duration has expired based on the **Activity Expiry Days** defined in Queue Activity tab, the activity field is disabled and status is not updated in Queue Assignment section.


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# 5
# Collections

After an application has cycled through the LoanLine of creditLease origination process, it becomes an account. Account maintenance and collections tasks can be performed with Oracle Financial Services Lending and Leasing's **Collection** screen.

The **Collection** screen enables you to view and manage all customer information in a centralized location to ensure data integrity and provide better service. Oracle Financial Services Lending and Leasing provides online real-time information about the applicant(s), contract, account balances, dues, transactions, call activities, and comments. Oracle Financial Services Lending and Leasing also supports back-dating of financial transactions till the account's opening date.


- Search Tab
- Customer Service screen
- Customer Service screen's Summary tab
- Customer Service screen's Customer Service tab
- Customer Service screen's Account Details tab
- Customer Service screen's Customer Details tab
- Customer Service screen's Transaction History tab
- Customer Service screen's Pmt Modes tab
- Customer Service screen's Collateral tab
- Customer Service screen's Bureau tab
- Review Request


## 5.1 Search Tab

There are two types of search available.

- Account
- Customer

This section consists of the following topic:


- Searching for a Customer or Account


### 5.1.1 Searching for a Customer or Account

There are a number of different ways to load the customer details on the respective screen from the LHS menu.

- Use the Search screen by selecting Customer Centric option(s).
- Use the Quick Search section to search for the customer by Account Number, or Customer Id, or by specifying the last four digits of Primary SSN (SSN of the primary applicant).
- Use the Next Account feature to load the customer from a predefined queue.



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*For details on how to search and load the customer or account details using Search screen, refer* Search Using Customer Details *section in* ***Search Function*** *chapter.*

# 5.2 Customer Service screen

Most screens on the Customer Service screen contain the Account(s) and Customer(s) sections as a header. The Account(s) section provides a quick overview of an account by displaying its company, branch, account number, product, payoff amount and amount due, status, and oldest due date. The information on Customer Service screen always refers to the account selected in this section.

The Customer(s) section displays information about customer(s) attached to the account. The information on Customer Service screen always refers to the customer selected in this section.

To view account details in the Account(s) and Customer(s) sections, open the respective screen from the LHS menu and load the account you want to work with.

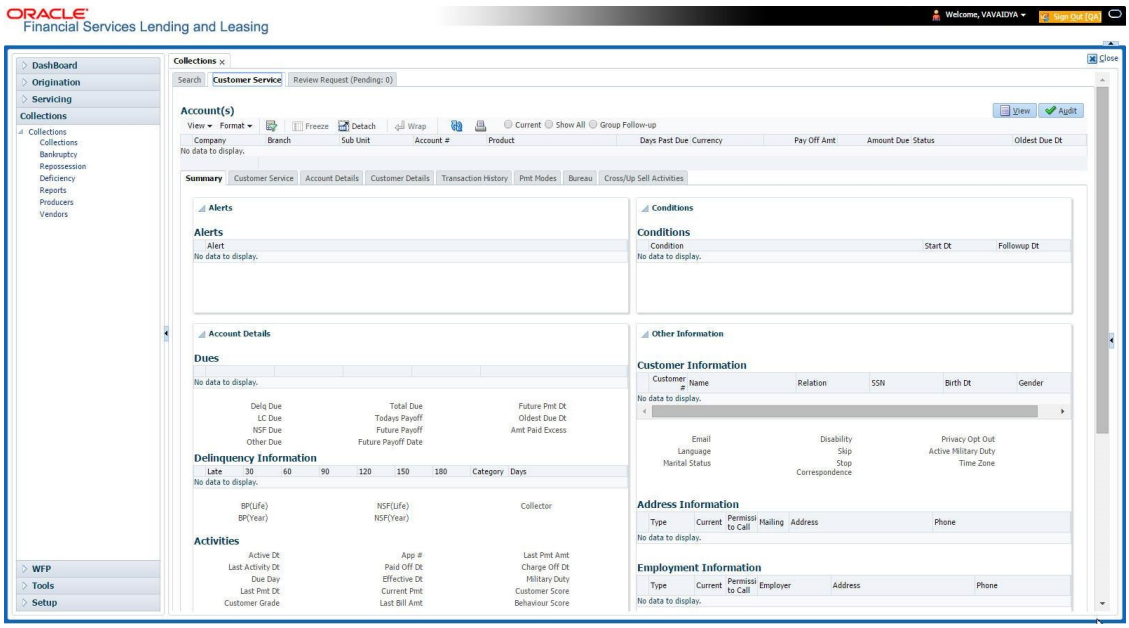
On the **Customer Service** screen's **Account(s)** section, you can view the information based on your selection.

*For details on this screen refer* Customer Service screen *section in* ***Customer Service*** *chapter.*

# 5.3 Customer Service screen's Summary tab

Open the respective screen from the LHS menu and load the account you want to work with. By default the Customer Service screen opens the **Summary** tab.

**Figure 5-1 Customer Service screen's Summary tab**




*For details on this screen refer* Customer Service screen's Summary tab *section in* ***Customer Service*** *chapter.*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# 5.4 Customer Service screen's Customer Service tab

Open the respective screen from the LHS menu and load the account you want to work with. Click the **Customer Service** tab to view the sections under it.

This section consists of the following topic:

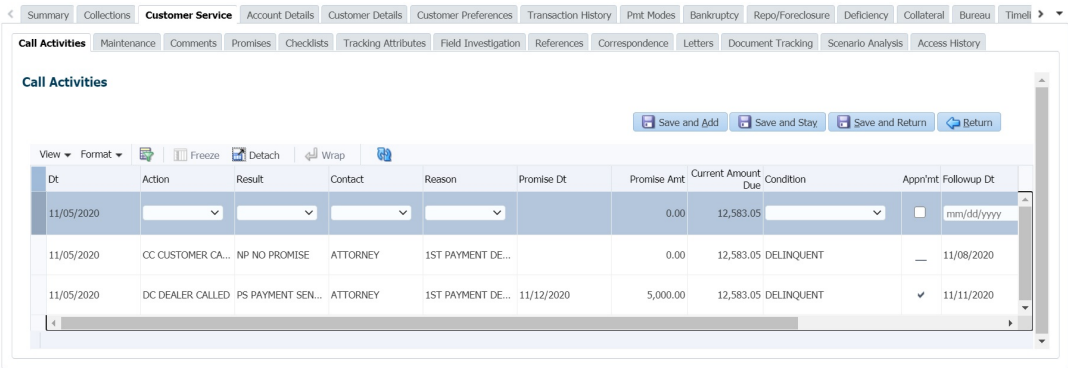
- Recording a Call Activity

## 5.4.1 Recording a Call Activity

**To record a call activity**

1. Open the respective screen from the LHS menu and load the account you want to work with.
2. Click **Customer Service** sub tab and then click **Call Activities** tab under it. Click **Add**. The system displays the following screen.

**Figure 5-2 Recording a Call Activity**




*For details on this screen refer* Customer Service screen's Customer Service tab *section in Customer Service chapter.*

# 5.5 Customer Service screen's Account Details tab

Open the respective screen from the LHS menu and load the account you want to work with. Click the **Account Details** tab to view the sections under it.

This section consists of the following topic:

- Account Details sub tab

## 5.5.1 Account Details sub tab

Oracle Financial Services Lending and Leasing enables you to view account details using Account Details sub tab.

In the **Account Information** section click **View**.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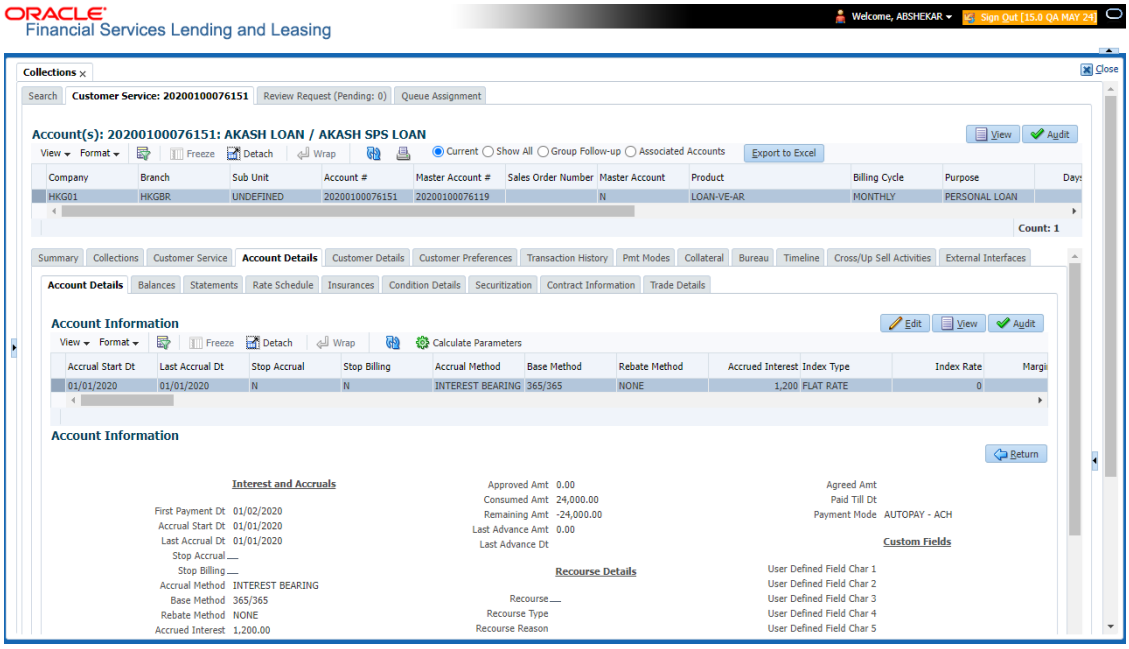
## Figure 5-3 Account Details - Loan




## Figure 5-4 Account Details - Lease

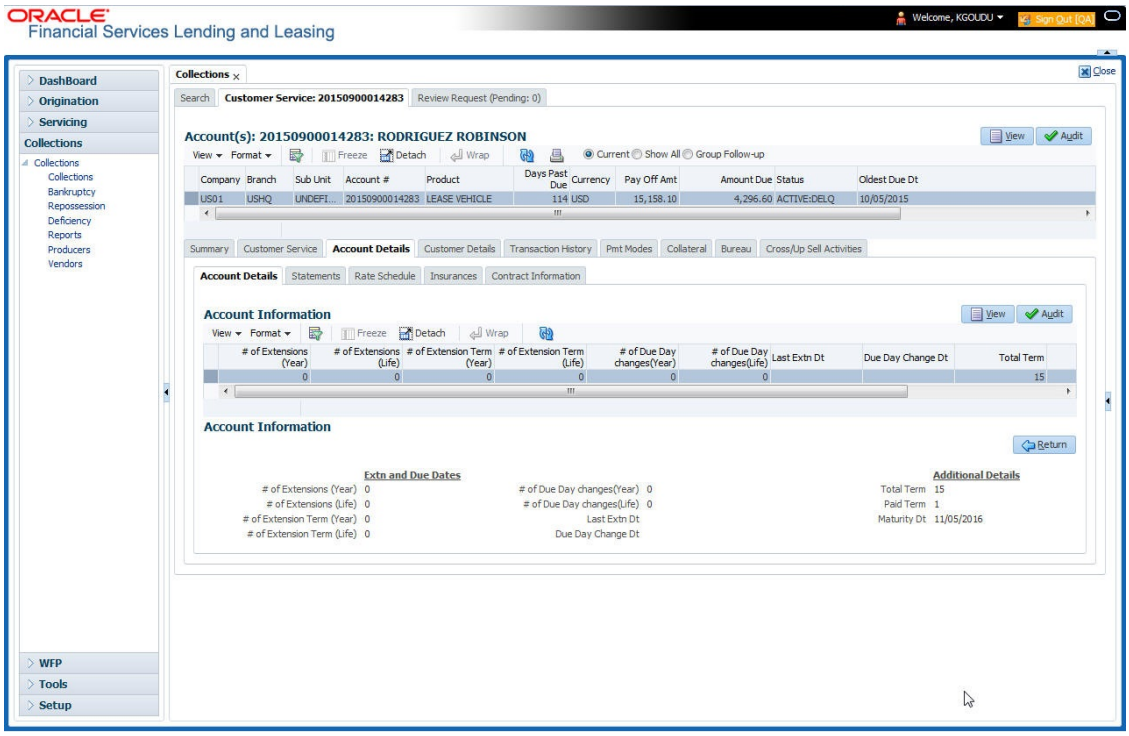




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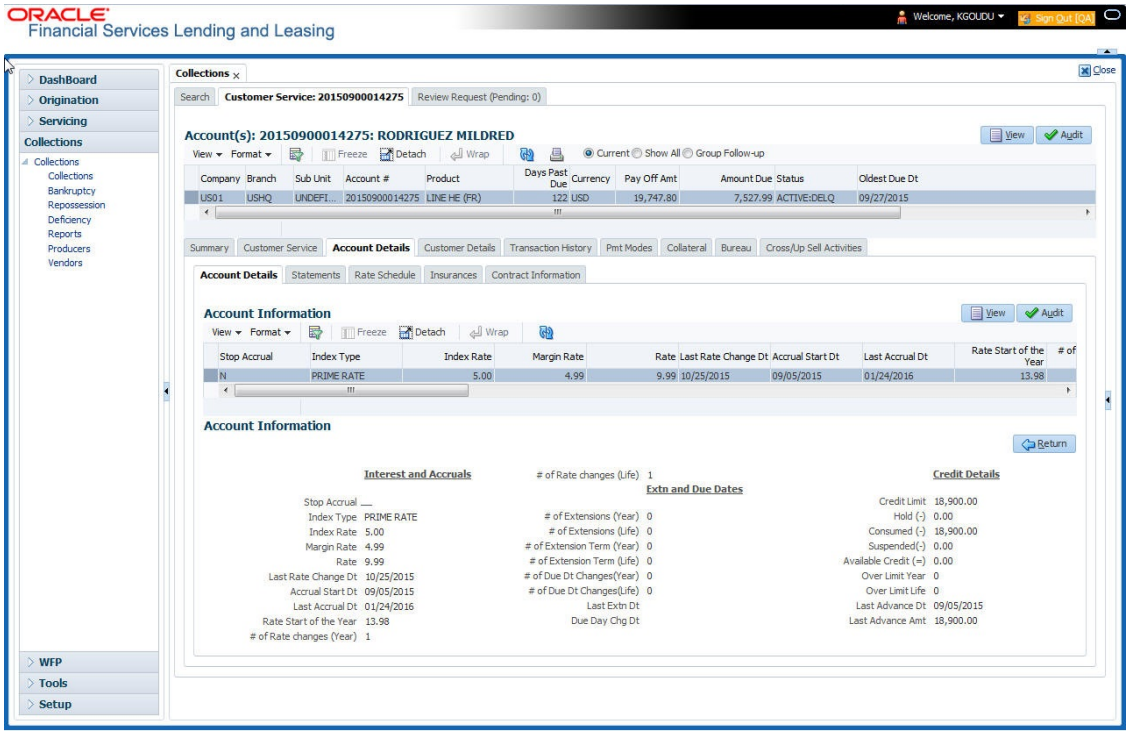
**Figure 5-5 Account Details - Line**




*For details on this screen refer* Customer Service screen's Account Details tab *section in* ***Customer Service*** *chapter.*

# 5.6 Customer Service screen's Customer Details tab

Open the respective screen from the LHS menu and load the account you want to work with. Click the **Customer** tab to view the sections under it.

Information gathered on the application entry process regarding the customer and customer's address, employment data, and phone numbers appears on the Customer Details screen. Using the Customer Service screen's Customer Details tab, you can update or add to a customer's address, employment information, or phone listing. All the information about the customer can be changed using Maintenance screen.

**To view or edit customer information**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Customer Details** sub tab.


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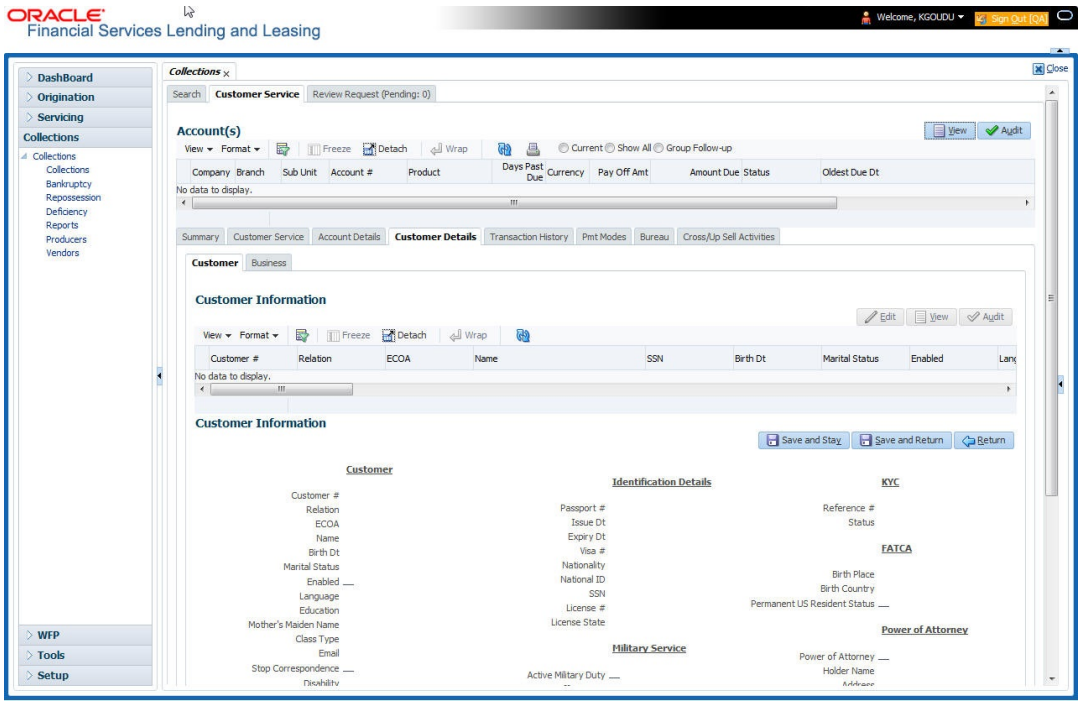
**Figure 5-6 Customer Details**




3. *For details on this screen refer* Customer Service screen's Customer/Business Details tab *section in* ***Customer Service*** *chapter.*

# 5.7 Customer Service screen's Transaction History tab

Open the respective screen from the LHS menu and load the account you want to work with. Click the **Transaction History** tab to view the sections under it.


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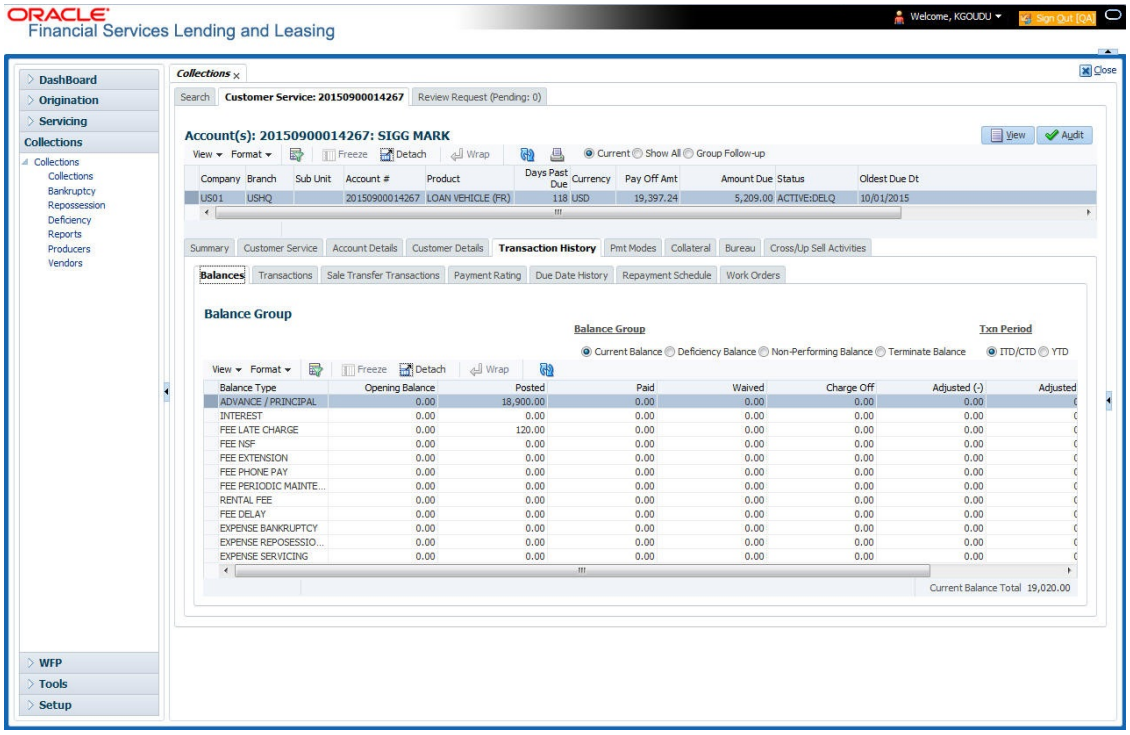
**Figure 5-7 Transaction History**




*For details on this screen refer* Customer Service screen's Transaction History tab *section in* ***Customer Service*** *chapter.*

# 5.8 Customer Service screen's Pmt Modes tab

Open the respective screen from the LHS menu and load the account you want to work with. Click the **Pmt Modes** sub tab to view the sections under it.

This section consists of the following topic:

- ACH sub tab

## 5.8.1 ACH sub tab

If used, the **ACH** section displays information about automated clearing house and electronic fund transfers.

**To view the ACH information screen**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Pmt Modes** tab, then click **ACH** sub tab.


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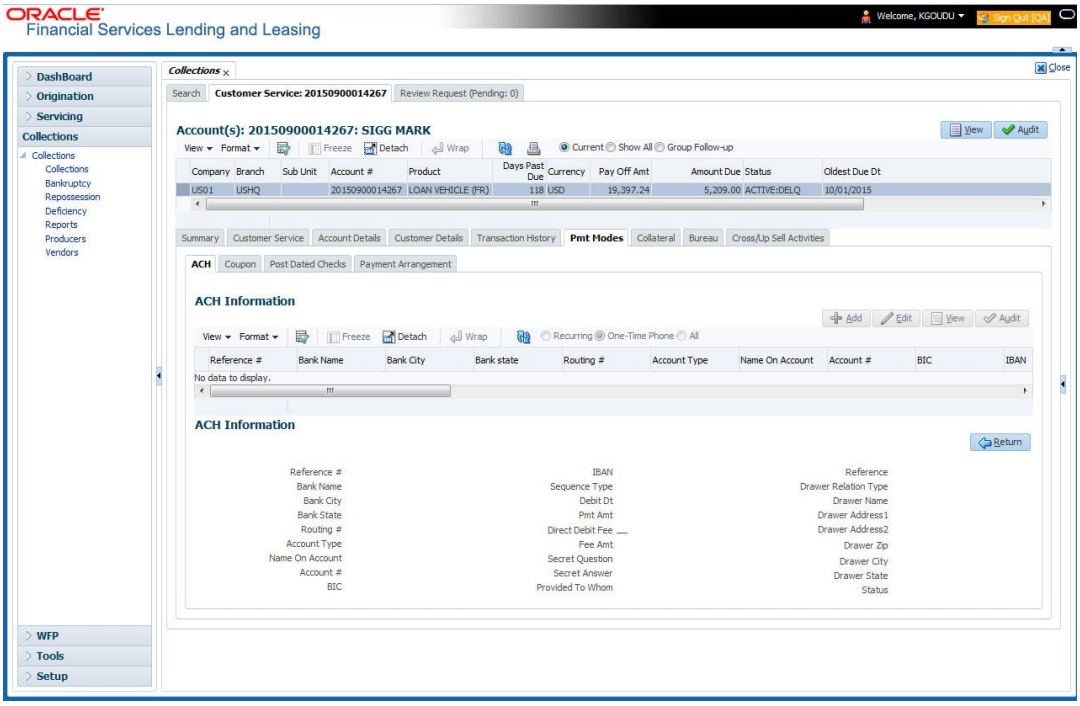
**Figure 5-8 Pmt Modes - ACH sub tab**




*For details on Pmt Modes tab refer* Customer Service screen's Pmt Modes tab *section in Customer Service chapter.*

# 5.9 Customer Service screen's Collateral tab

The Collateral screen displays information regarding any assets associated with an account. Collateral can be a vehicle, home, or something else, such as household goods. The Collateral screen contains the **Home** and **Seller** sub tabs. The Collateral tab appears only for the secured loan accounts.

**To view the collateral details**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Collateral** tab. The system displays the following screen:


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**Figure 5-9 Collateral - Vehicle - Loan**

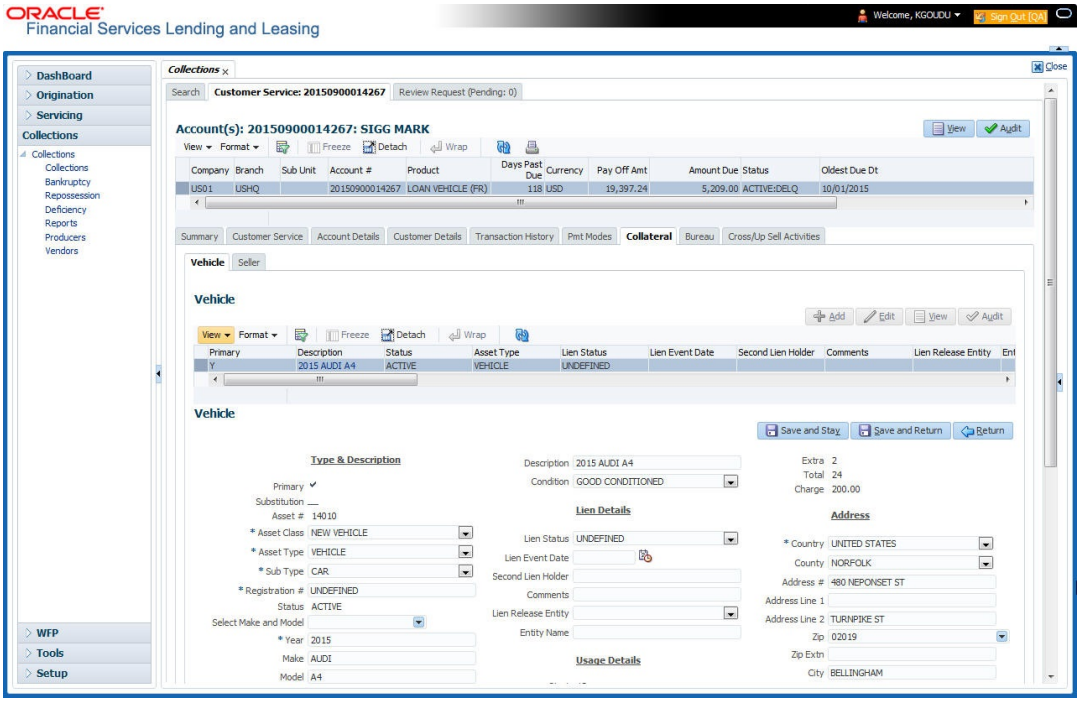


**Figure 5-10 Collateral - Vehicle - Lease**

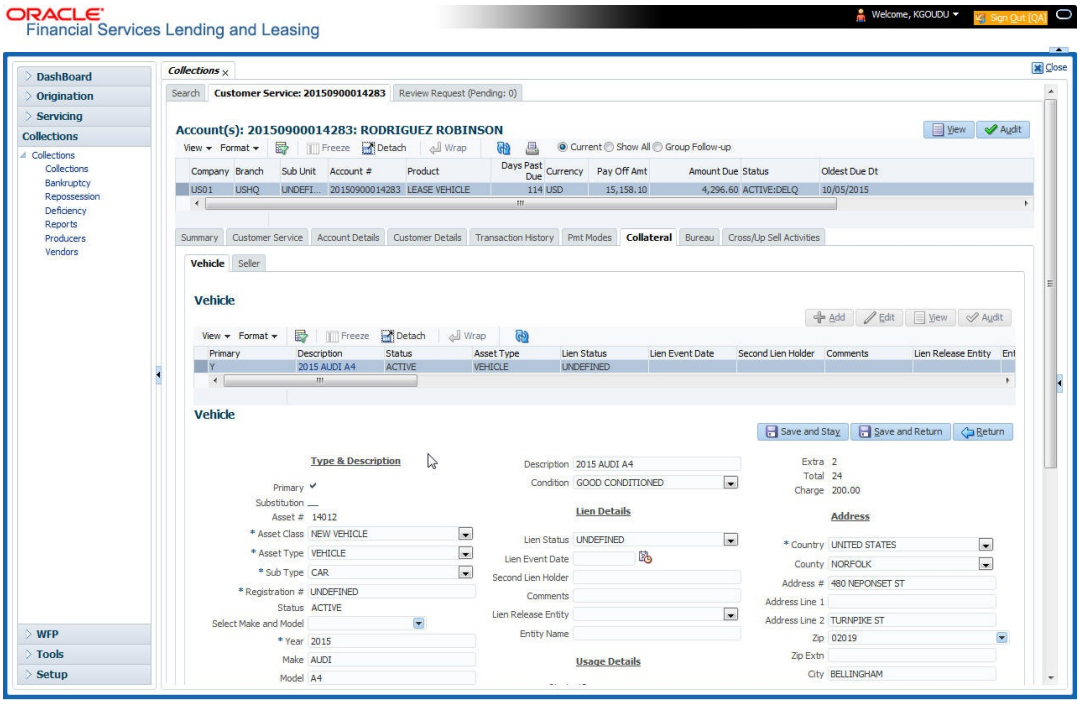



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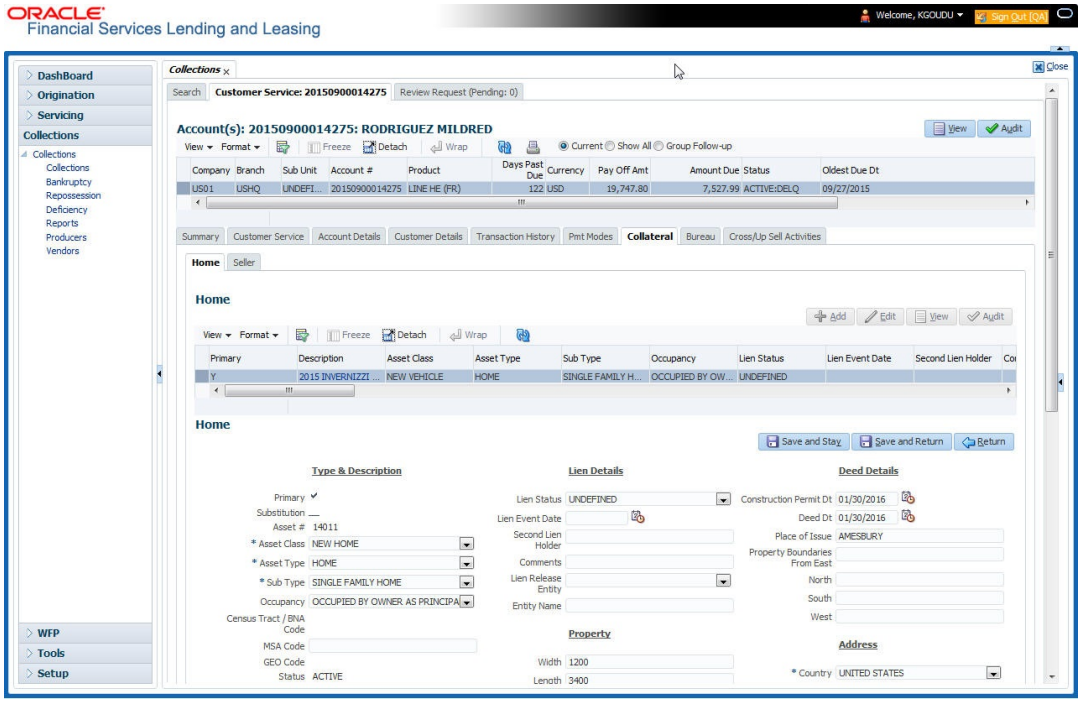
**Figure 5-11 Collateral - Vehicle - Line**




- If the account's collateral is a vehicle, **Collateral** screen opens at the **Vehicle** tab.
- If the account's collateral is a home, **Collateral** screen opens at the **Home** tab.
- If the account's collateral is neither a vehicle nor a home, **Collateral** screen opens at the **Other** Collateral.

*For details on this screen refer* Customer Service screen's Collateral tab *section in* ***Customer Service*** *chapter.*

# 5.10 Customer Service screen's Bureau tab

The Customer Service screen Bureau screen enables you to view credit bureau reports associated with account that were pulled during LoanLine of creditLease servicing for the account. You can also use the Bureau screen to create and pull additional credit bureau reports and view the results as a text only file.

**To view an existing credit bureau report**

1. Open the **Customer Service** screen and load the account you want to work with.
2. On the Customer Service link bar, click **Bureau**.


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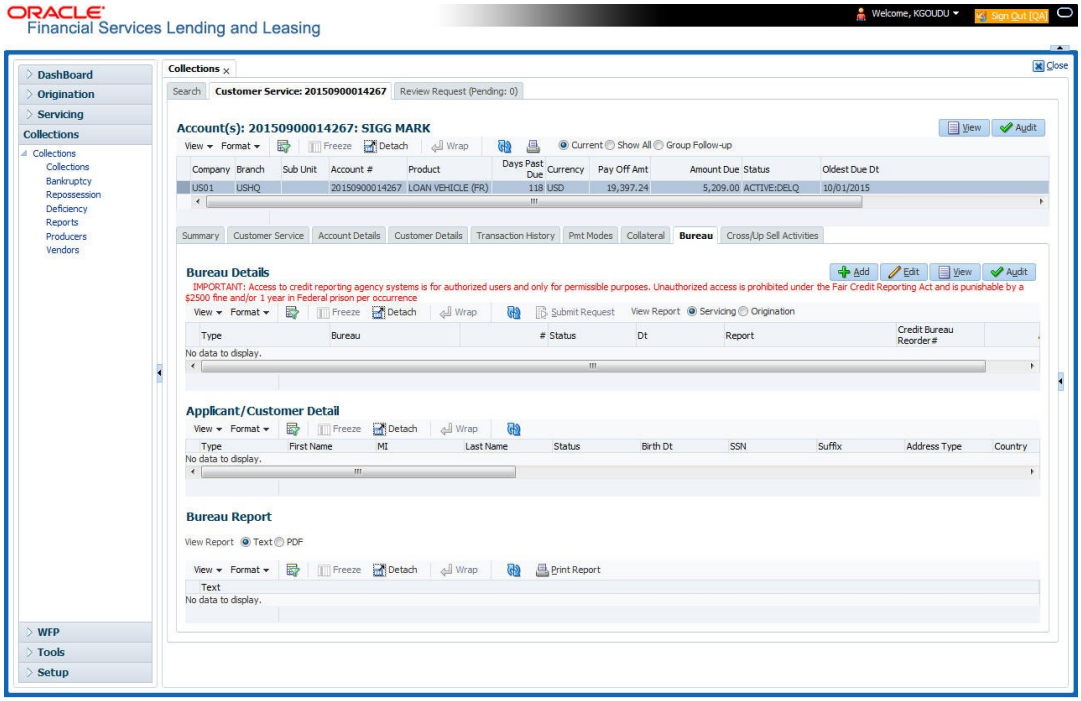
**Figure 5-12 Bureau Details**




*For details on this screen refer* Customer Service screen's Collateral tab *section in* ***Customer Service*** *chapter.*

# 5.11 Review Request

The Review Requests screen is primarily a work flow tool used to flag an ApplicationAccount for the attention of another Oracle Financial Services Lending and Leasing user and ask for review / feedback. It allows the system users to send and receive requests (including e-mail) commenting on a specific ApplicationAccount. The Review Request tab supports iterative review of selected ApplicationAccount and also to process the review with multiple reviewers.

> **Note**
>
> You can complete the below tasks for an Account Review Request using Review Request tab in the Customer Servicing screen.To complete the below mentioned tasks for an Application Review Request, use Review Request tab available in the Origination (Application Entry, Underwriting and Funding) screens.

In this chapter, you will learn how to compete the following tasks:

- Filter and View Review Requests
- Create and Send Review Request
- Reviewing a Request
- Responding to Review Request
- Reassign Review Request
- E-mailing Review Request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- Closing Review Request
- Complete Review Request
- Filter and View Review Requests
- Create and Send Review Request
- Reviewing a Request
- Responding to Review Request
- Reassign Review Request
- E-mailing Review Request
- Closing Review Request
- Complete Review Request
- Filter and View Review Requests
- Create and Send Review Request
- Reviewing a Request
- Responding to Review Request
- Reassign Review Request
- E-mailing Review Request
- Closing Review Request
- Complete Review Request
- Filter and View Review Requests
- Create and Send Review Request
- Reviewing a Request
- Responding to Review Request
- Reassign Review Request
- E-mailing Review Request
- Closing Review Request
- Complete Review Request
- Filter and View Review Requests
- Create and Send Review Request
- Reviewing a Request
- Responding to Review Request
- Reassign Review Request
- E-mailing Review Request
- Closing Review Request
- Complete Review Request

## 5.11.1 Filter and View Review Requests

The Review Requests tab contains the following sections:

- Query Section


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- Action Section
- Email Section
- Comment History Section

### Query Section

The Query section enables you to filter records based on User and type of review requests using any of the following options:

The **User** drop-down lists your User ID along with your Supervisor ID if the same has been defined in User Definition screen (Setup > Administration > User > Users). If you are the supervisor, you can view all your subordinates User ID's along with yours for selection.

On selecting a particular User ID from the list, system displays all the requests which are created, reviewed, closed and completed by that user.

You can further filter the review request based on the following:

**Table 5-1 Query Section**

| Query Options | Descriptions |
|---|---|
| **Originator** | Displays the records of all the active review requests created by the selected User. |
| **Receiver** | Displays the records of all the active review requests received by the selected User. |
| **Both** | Displays all the review requests records created as well as reviewed by the selected User with the status other than **CLOSED** and **COMPLETED**. |
| **View All** | Displays all the review requests records created as well as reviewed by the selected User with all the statuses. |
| **Forwarded Only** | Displays all the review requests records which are forwarded by the selected User to another user for review. |

### Action Section

The **Action** section enables you to Send (create), Respond, Close, or Complete the review request.

**Table 5-2 Action Section**

| Action Options | Descriptions |
|---|---|
| **Open ApplicationAccount** | Displays the Application EntryCustomer Service screen with the ApplicationAccount details assigned for review. |
| **Send Request** | Sends a review request to another Oracle Financial Services Lending and Leasing user. |
| **Send Response** | Sends a response to a review request received from another Oracle Financial Services Lending and Leasing user. |
| **Close Request** | Changes the status of review request to **CLOSED** and can be viewed by selecting **View All** option in the **Query** section. |


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**Table 5-2 (Cont.) Action Section**

| Action Options | Descriptions |
|---|---|
| **Complete Request** | Changes the status of review request to **COMPLETED** and can be viewed by selecting **View All** option in the **Query** section. |
| **Remove Filter** | Removes the selected filters applied to narrow the view of review request. The option is available when a review request is accessed from DashBoard > My Pending Review Requests section. |

### Email Section

The **Email** section enables you to send an email to either originator or receiver of the review request if an email setup is configured. However, note that a review request cannot be responded or replied back from email recipient.

**Table 5-3 Email Section**

| Email Options | Descriptions |
|---|---|
| **Originator** | Sends an email of review request information to the person listed in the **Originator** column on Review Request page. |
| **Receiver** | Sends an email of review request to the person listed in the **Receiver** column on Review Request page. |

The **Review Requests** section in OriginationCustomer Service screen displays the following information for each record:

**Table 5-4 Review Requests**

| Fields | Descriptions |
|---|---|
| **Request #** | View the system generated review request number. The same can be used to query and track the review requests. |
| **Originator** | The user id of the review request originator. |
| **Priority** | The request priority: HIGH, NORMAL, or LOW. |
| **Receiver** | The recipient of the review request. |
| **ApplicationAccount #** | The ApplicationAccount number which needs review. |
| **ApplicationAccount Status** | The ApplicationAccount status of the request being reviewed. |
| **Applicant** | Applicant’s name in the review request. |
| **Phone** | Applicant’s phone number in the review request. |
| **Address** | Applicant’s address in the review request. |
| **Email** | Applicant’s email in the review request. |
| **Reason** | Stated reason in the review request. |


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**Table 5-4 (Cont.) Review Requests**

| Fields | Descriptions |
|---|---|
| **Status** | The current status of review request. Following status are tracked in this column:<br>WAITING FOR RESPONSE - when request is sent to reviewer<br>RETURN TO ORIGINATOR - when reviewer has responded to request<br>CLOSED - when the request is closed<br>COMPLETED - when the request is completed |
| **Date** | The date and time when the review request was created. |

**Table 5-5 Review Requests**

| Fields | Descriptions |
|---|---|
| **Request #** | View the system generated review request number. The same can be used to query and track the review requests. |
| **Originator** | The user id of the review request originator. |
| **Priority** | The request priority: HIGH, NORMAL, or LOW. |
| **Receiver** | The recipient of the review request. |
| **Phone** | Applicant's phone number in the review request. |
| **Address** | Applicant's address in the review request. |
| **Email** | Applicant's email in the review request. |
| **Status** | The current status of review request. Following status are tracked in this column:<br>WAITING FOR RESPONSE - when request is sent to reviewer<br>RETURN TO ORIGINATOR - when reviewer has responded to request<br>CLOSED - when the request is closed<br>COMPLETED - when the request is completed |
| **Date** | The date and time when the review request was created. |
| **Account #** | The Account number which needs review. |
| **Days Past Due** | Total number of days elapsed past the due date. |
| **Total Outstanding Balance** | Displays either **Account outstanding principal balance** for active accounts, or **Deficiency balance** for charge-off accounts. |
| **Customer** | Primary / Secondary (spouse) name associated to the account. |

### Comment History

The **Comment History** section displays the log of comments or additional information added by originator or receiver while creating or reviewing a request.


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During an iterative review, where there are multiple trails of communication exchanged between originator and receiver, the **Comment History** section tracks all the updates as individual records for reference.

The Comment History section also allows you to know the actually reviewer when an ApplicationAccount review request is forwarded to multiple reviewers and is reviewed or completed by second or third person other than the one assigned by originator.

In the Comment History section, you can view the following details of the selected review request:

**Table 5-6 Comment History**

| Comments From | Descriptions |
|---|---|
| **Type** | View the type of request and is indicated as REVIEW REQUEST by default as maintained in **COMMENT_TYPE_CD** lookup code. |
| **Sub Type** | View the sub type of request which can be ORIGINATOR, RECEIVER, or SYSTEM GENERATED as maintained in COMMENT_SUB_TYPE_CD lookup code.<br>Note: The sub type **SYSTEM GENERATED** is automatically posted by the system when the review request is forwarded to another user by the assigned reviewer. The same is also updated with a comment in the next column. |
| **Comment** | View the Originator's or Reviewer's comment.<br>SYSTEM GENERATED comments are posted in the format - REVIEW REQUEST: <Request #> FORWADED FROM <first assigned user id> TO <next assigned user id>. |
| **Comment By** | View the user who has posted the comment.<br>SYSTEM GENERATED comments are marked as **INTERNAL**. |
| **Comment Dt** | View the Date and time when the comment was posted. |

## 5.11.2 Create and Send Review Request

The review request tab primarily allows you to flag an ApplicationAccount for the attention of another OFSLL user through a request asking for review / feedback. While doing so, you can either choose to send it to the reviewer immediately on creating the request or only create the request and later send for review.

**To Create and Send Review Request**

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.


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**Figure 5-13 Review Request-Add**

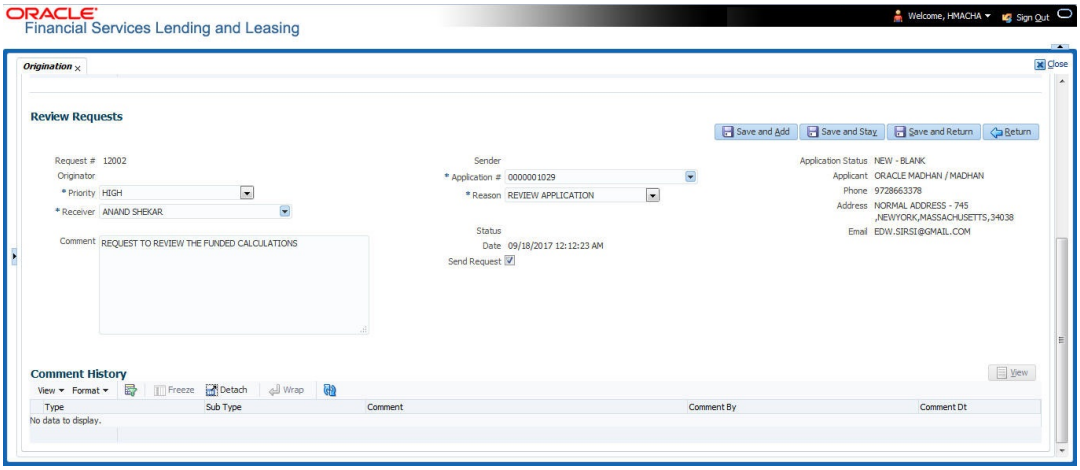
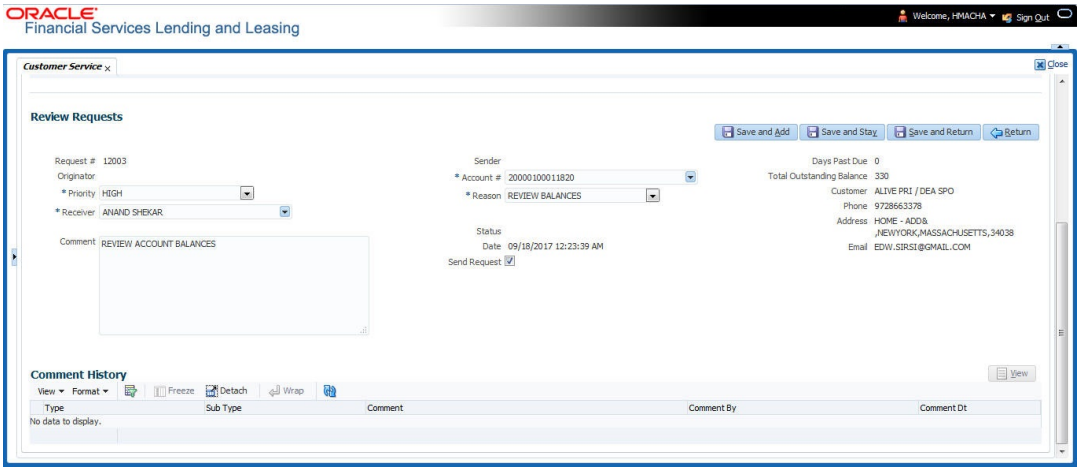



**Figure 5-14 Review Request-Add**




2. In the Review Requests section, select **Originator**.
3. Click **ADD**. You can also perform any of the Basic Operations mentioned in Navigation chapter. A brief description of the fields are given below:

**Table 5-7 Review Requests**

| In this field | View this |
|---|---|
| **Request #** | View the system generated request number. |
| **Originator** | View the requester's user ID auto generated by system upon creating the request. |
| **Priority** | Select the priority of review request as High, Normal, or Low from the drop-down list. This helps the reviewer to prioritize the request while responding but does not affect the order in which messages are sent or received. |
| **Receiver** | Select the user ID of the reviewer from the drop-down list. |


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**Table 5-7 (Cont.) Review Requests**

| In this field | View this |
|---|---|
| **Comment** | Specify additional details for review (if any) which can be sent to the reviewer along with the review request. |
| **Sender** | View the user ID of previous reviewer, if a request has been forwarded to another reviewer.<br>Note: A forwarded review request can only be viewed in the review request tab by filtering user ID of previous reviewer and selecting **Forwarded only** check box. |
| **ApplicationAccount #** | Select the ApplicationAccount to be reviewed from the drop-down list. The following fields are auto-populated based on selection:<br>Days Past Due<br>Total Outstanding Balance<br>Customer<br>Application Status<br>Applicant<br>Phone<br>Address<br>Email |
| **Reason** | Select the purpose for request from drop-down list. |
| **Status** | View the status of review request auto updated by system upon creating the request. |
| **Date** | View the date and time when the request was created. System appends the current date by default. |
| **Send Request** | (Optional) Select this check box to send it to reviewer immediately on creating the request.<br>However, if the request still need changes, retain the check box unselected and proceed to create the request. The same can later be sent for review by selecting **Send Request** option from the action section. |

4. Perform any of the Basic Actions mentioned in Navigation chapter.

   The review request(s) appear on the recipient's **My Pending Review Request** window in DashBoard and also on the **Review Request** tab header with (Pending: <count of unseen requests>). The status of request is updated as WAITING FOR RESPONSE.

## 5.11.3 Reviewing a Request

When you receive a review request, the system notifies you by creating an entry in **My Pending Review Requests By Priority** section in Dashboard with the number of unseen messages. Clicking on the ApplicationAccount # link opens the Review Request tab.


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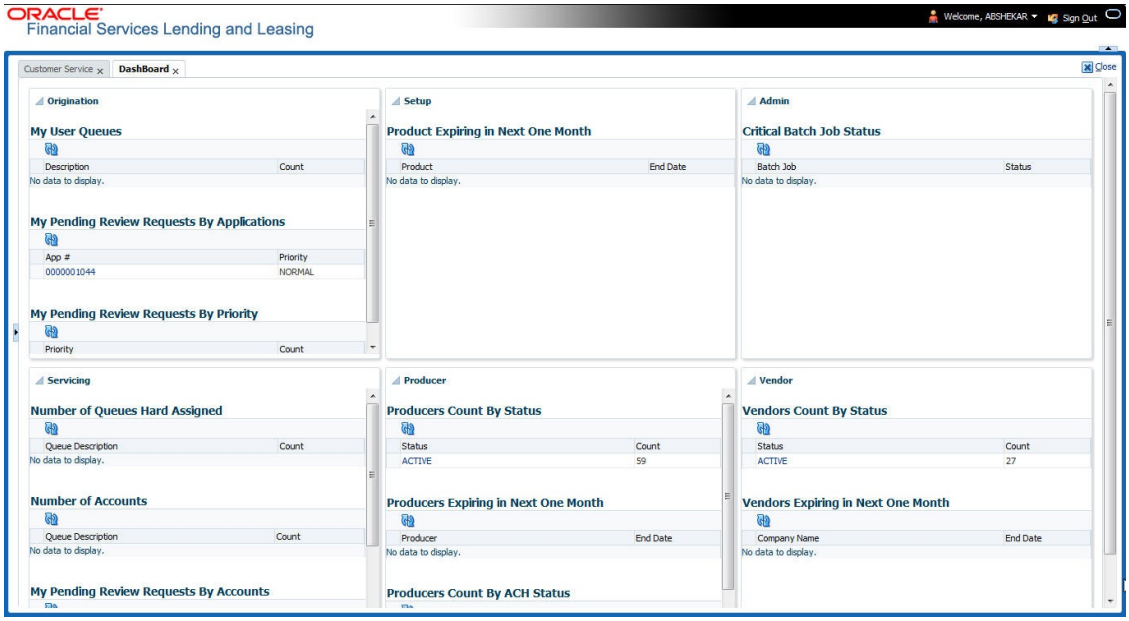
**Figure 5-15 Review Request-DashBoard**




## To review requests

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.

**Figure 5-16 Review Requests**

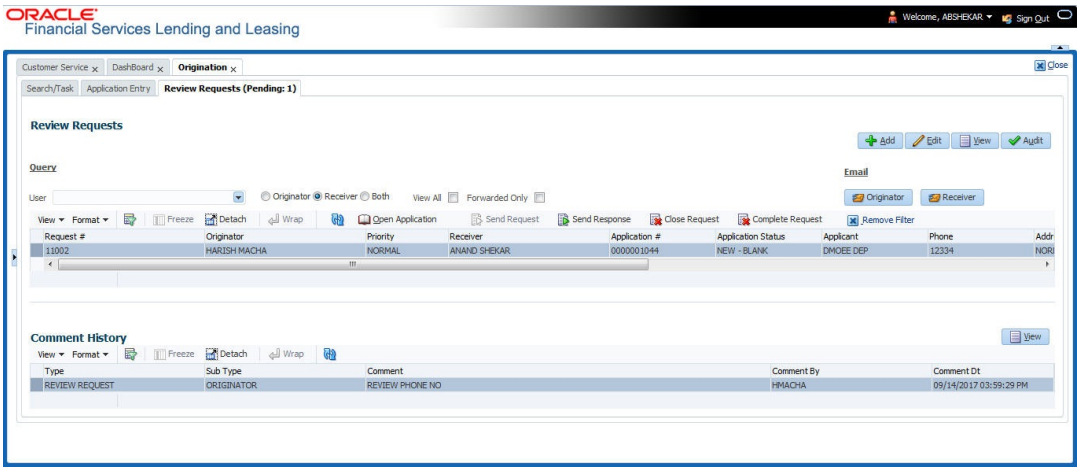




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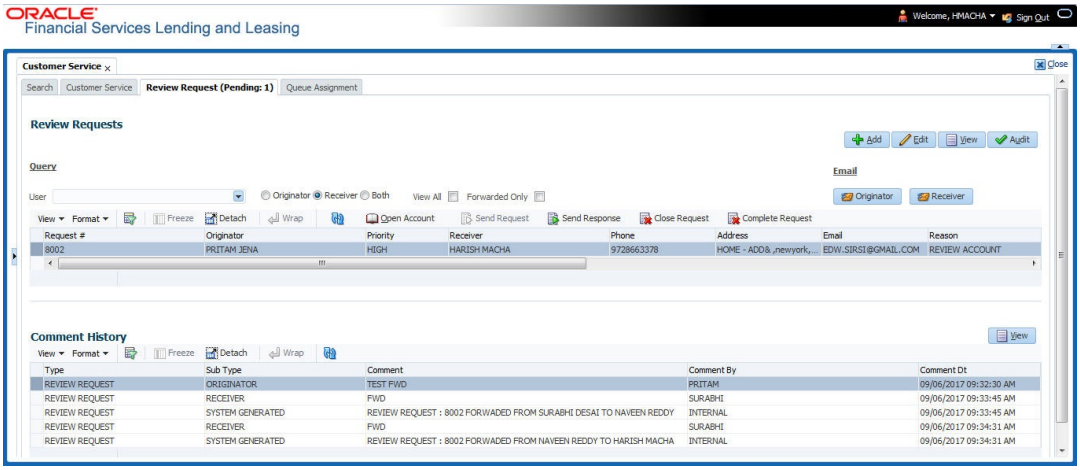
**Figure 5-17 Review Requests**




2. In the Query section, click **Receiver**. System displays all open review request you have received.
3. Click **Open ApplicationAccount**. The ApplicationAccount details are displayed in Application EntryCustomer Service > Summary tab.
4. Review the details in particular to the details specified in the comment (if any).

## 5.11.4 Responding to Review Request

On completing the review, you can Send Response detailing the feedback of your review. It is ideally recommended to send a response back to the originator by providing your views on the review as a comment. The details are recorded in the **Comment History** section as reference.

However, system also allows your forward the same request to another reviewer in case of additional clarifications.

**To respond to review request**

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.
2. In the Query section, click **Receiver**. System displays all open review request you have received.
3. In the Review Request section, select the record that you have reviewed. Click **Edit**.


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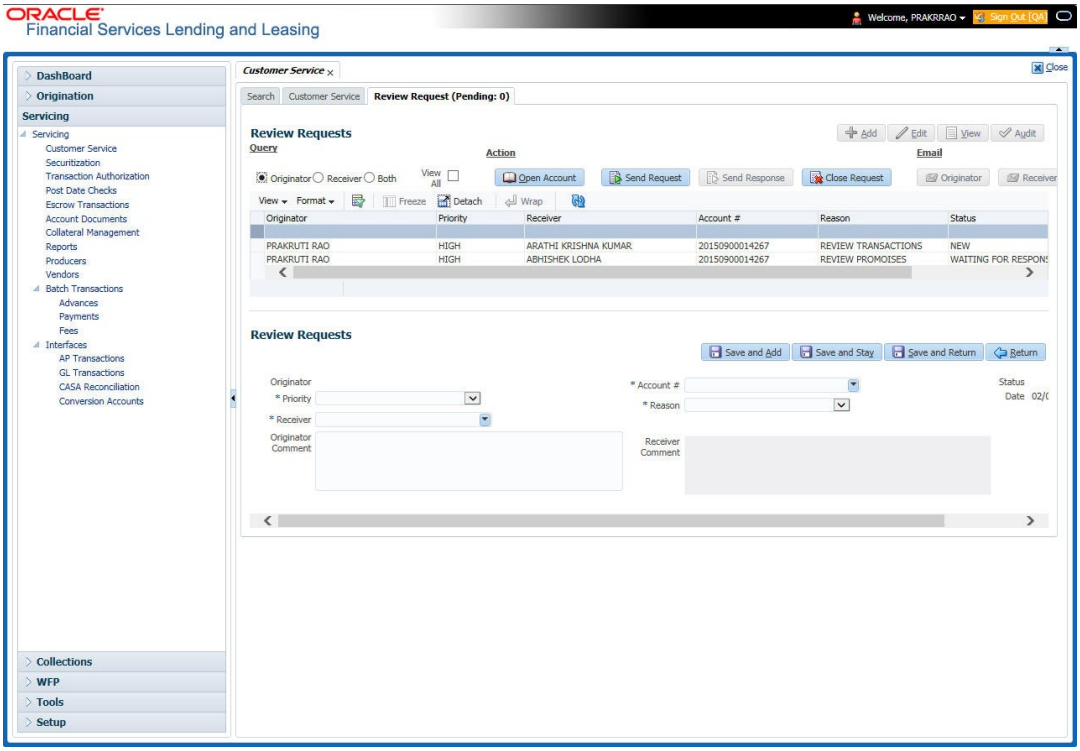
**Figure 5-18 Review Request-View**




Specify your review response in the **Comment** field. Select the **Send Request** check box to send the review response immediately to originator. In case of any further changes, retain the check box unselected and save the details. The response is not sent and the same can later be sent to originator by selecting the record and clicking on **Send Response** option from the action section.

The details are updated in Review Request tab and status of request is updated as RETURN TO ORIGINATOR.

## 5.11.5 Reassign Review Request

While reviewing a request, system also facilitates you to reassign (i.e. forward) the review request to another user for review. In such a case, you become the **Sender** and the assigned user will be the reviewer of the request. The request can further move to other reviewers if required.

When the request is reassigned or forwarded to another reviewer, the actual originator can still track the status of request by selecting user ID in Query section. As a **Sender**, you can view the reassigned review requests by selecting the **Forwarded Only** check box in Query section. Also, on reassigning or forwarding a review request, system automatically posts a comment in **Comment History** section in the format - REVIEW REQUEST: <Request #> FORWADED FROM <first assigned user id> TO <next assigned user id> with Sub Type as **SYSTEM GENERATED** and Comment By as **INTERNAL**.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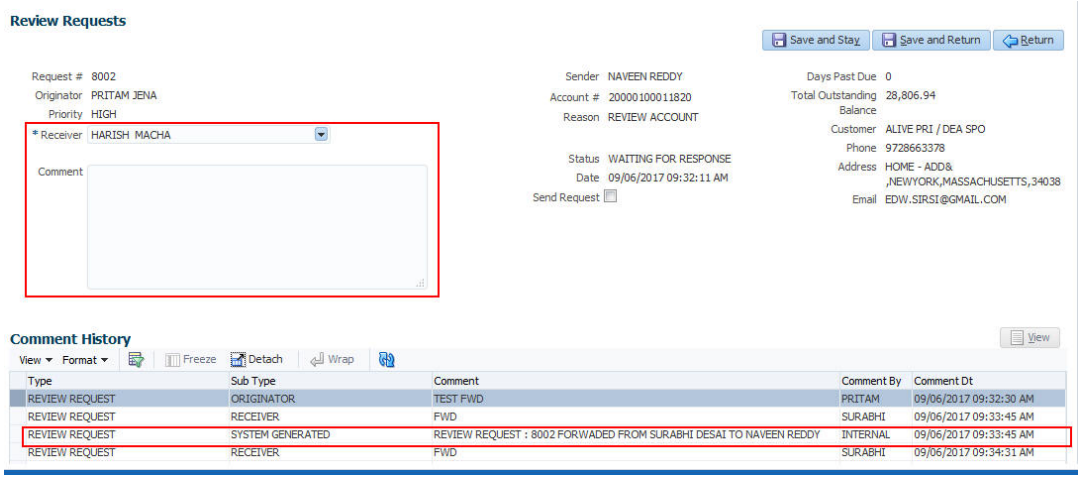
> **Note**
>
> It is recommended to limit the reassignment of review request since tracking the request status becomes difficult.

**To reassign review request**

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.
2. In the Query section, click **Receiver**. System displays all open review request you have received.
3. In the Review Request section, select the record that you have reviewed and click **Edit**.

**Figure 5-19 Review Requests-Reassign**




4. Select the required reviewer from **Receiver** drop down list.
5. (Optional) Specify the reason for reassignment in the **Comment** field. The same is tracked in **Comment History** section.
6. Select the **Send Request** check box to reassign review request immediately on update. In case of any further changes, retain the check box unselected and save the details. The reassignment can later be completed by selecting the record and clicking on **Send Response** option from the action section.

The details are updated in Review Request tab and status of request is updated as WAITING FOR RESPONSE.

## 5.11.6 E-mailing Review Request

While system updates **My Pending Review Requests By Priority** section in the DashBoard to notify you about the new requests, you can also e-mail a review request to both the originator and a receiver, as applicable. The system will use e-mail address recorded for both the originator and receiver in Setup > Administration > User > User Definition section.

**To e-mail a review request**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1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.
2. In **Email** section, click **Originator** to send the message to the person listed in Originator field.

   -or-
3. Click **Receiver** to send it to the person listed in the Receiver field.

The system emails the details of selected record to e-mail address recorded in user setup.

## 5.11.7 Closing Review Request

You can close a review request you created at anytime, regardless of status. However, you can only close review requests that have your user id in the Originator field. When you close a review request, the system removes it from Review Request tab.

**To close a review request**

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.
2. Select the request you want to close in the Review Request section.
3. In the Action section, click **Close Request**.

The system assigns the request as CLOSED and removes it from your Review Request record. The closed review requests can be reviewed anytime by selecting **View All** in the Query section.

## 5.11.8 Complete Review Request

When a particular review request has completed the review process from reviewer with required changes and confirmation, the same can be marked as **COMPLETE** in the Review Request tab. However, you can complete a request only if you are the originator of the request. When you complete a review request, system removes it from Review Request tab.

**To complete a review request**

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.
2. Select the request you want to close in the Review Request section.
3. In the Action section, click **Complete Request**.

The system assigns the request as **COMPLETED** and removes it from your Review Request record. The completed review requests can be reviewed anytime by selecting **View All** in the Query section.


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# 6
# Bankruptcy

After an application has cycled through the LoanLine of creditLease origination process, it becomes an account. Account maintenance and collections tasks can be performed with Oracle Financial Services Lending and Leasing's **Bankruptcy** screen.

The **Bankruptcy** screen enables you to view and manage all customer information in a centralized location to ensure data integrity and provide better service. Oracle Financial Services Lending and Leasing provides online real-time information about the applicant(s), contract, account balances, dues, transactions, call activities, and comments. Oracle Financial Services Lending and Leasing also supports back-dating of financial transactions till the account's opening date.


- Search Tab
- Customer Service screen
- Customer Service screen's Summary tab
- Customer Service screen's Customer Service tab
- Customer Service screen's Account Details tab
- Customer Service screen's Customer Details tab
- Customer Service screen's Transaction History tab
- Customer Service screen's Pmt Modes tab
- Customer Service screen's Bankruptcy tab
- Customer Service screen's Collateral tab
- Customer Service screen's Bureau tab
- Review Request


## 6.1 Search Tab

There are two types of search available.

- Account
- Customer

This section consists of the following topic:


- Searching for a Customer or Account


### 6.1.1 Searching for a Customer or Account

There are a number of different ways to load the customer details on the respective screen from the LHS menu.

- Use the Search screen by selecting Customer Centric option(s).
- Use the Quick Search section to search for the customer by Account Number, or Customer Id, or by specifying the last four digits of Primary SSN (SSN of the primary applicant).



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- Use the Next Account feature to load the customer from a predefined queue.

*For details on how to search and load the customer or account details using Search screen, refer* Search Using Customer Details *section in* ***Search Function*** *chapter.*

# 6.2 Customer Service screen

Most screens on the Customer Service screen contain the Account(s) and Customer(s) sections as a header. The Account(s) section provides a quick overview of an account by displaying its company, branch, account number, product, payoff amount and amount due, status, and oldest due date. The information on Customer Service screen always refers to the account selected in this section.

The Customer(s) section displays information about customer(s) attached to the account. The information on Customer Service screen always refers to the customer selected in this section.

To view account details in the Account(s) and Customer(s) sections, open the respective screen from the LHS menu and load the account you want to work with.

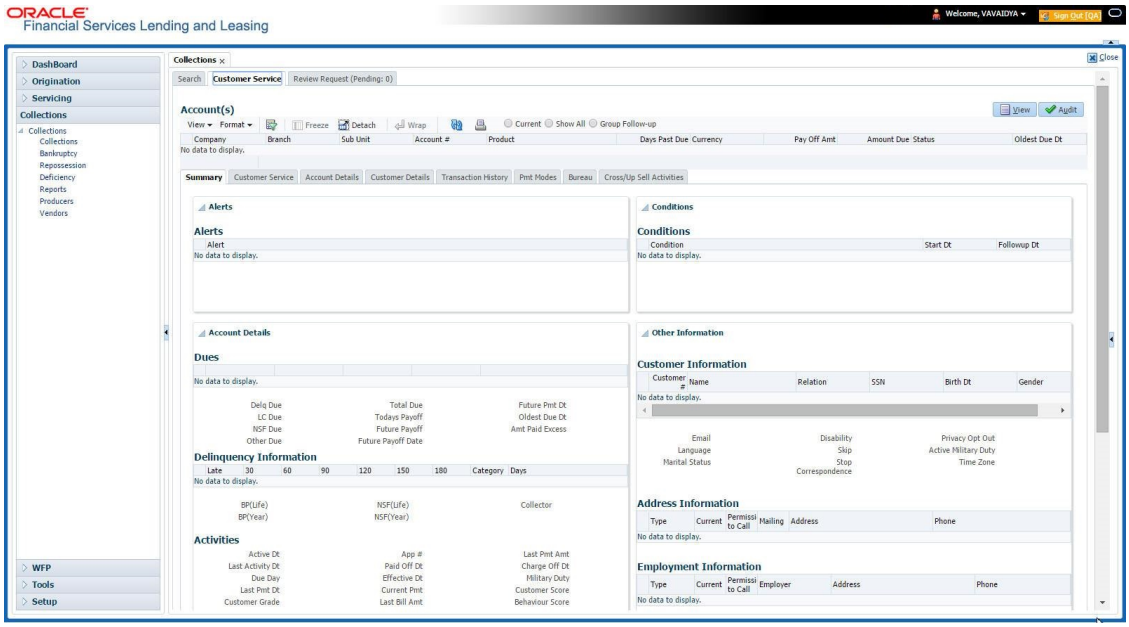
On the **Customer Service** screen's **Account(s)** section, you can view the information based on your selection.

*For details on this screen refer* Customer Service screen *section in* ***Customer Service*** *chapter.*

# 6.3 Customer Service screen's Summary tab

Open the respective screen from the LHS menu and load the account you want to work with. By default the Customer Service screen opens the **Summary** tab.

**Figure 6-1 Customer Service screen's Summary tab**




*For details on this screen refer* Customer Service screen's Summary tab *section in* ***Customer Service*** *chapter.*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# 6.4 Customer Service screen's Customer Service tab

Open the respective screen from the LHS menu and load the account you want to work with. Click the **Customer Service** tab to view the sections under it.

This section consists of the following topic:

- Call Activities sub tab

## 6.4.1 Call Activities sub tab

With **Call Activities** section, the system enables you to record the details of all actions you performed regarding this account. This includes calls from the customer, calls you make regarding the account, or changes to condition of the account. Entries in the **Call Activities** section are listed in reverse chronological order of follow-up date and are user defined.

Each action and result has a code and description. The code for call action and call result is what appears on the Call Activity sub screen.

This section consists of the following topic:

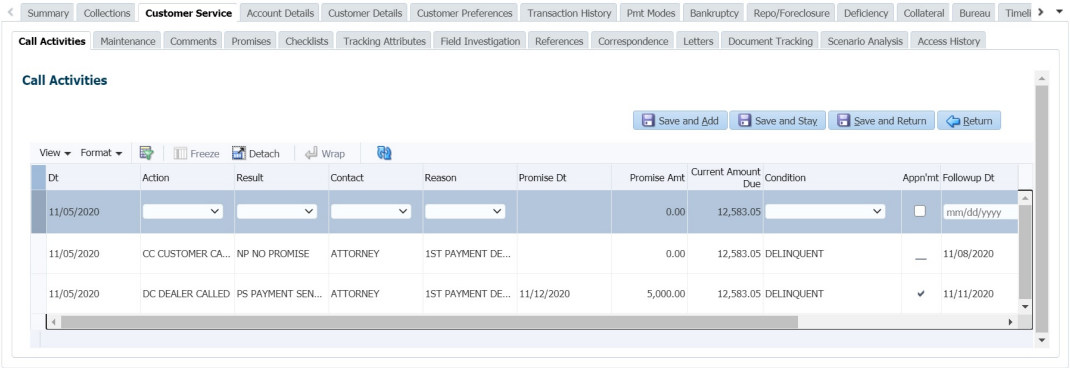
- Recording a Call Activity

### 6.4.1.1 Recording a Call Activity

**To record a call activity**

1. Open the respective screen from the LHS menu and load the account you want to work with.
2. Click **Customer Service** sub tab and then click **Call Activities** tab under it. Click **Add**. The system displays the following screen.

**Figure 6-2 Recording a Call Activity**




*For details on this screen refer* Customer Service screen's Customer Service tab *section in Customer Service chapter.*

# 6.5 Customer Service screen's Account Details tab

Open the respective screen from the LHS menu and load the account you want to work with. Click the **Account Details** tab to view the sections under it.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This section consists of the following topic:

- Account Details sub tab

## 6.5.1 Account Details sub tab

Oracle Financial Services Lending and Leasing enables you to view account details using Account Details sub tab.

In the **Account Information** section click **View**.

**Figure 6-3 Account Details - Loan**

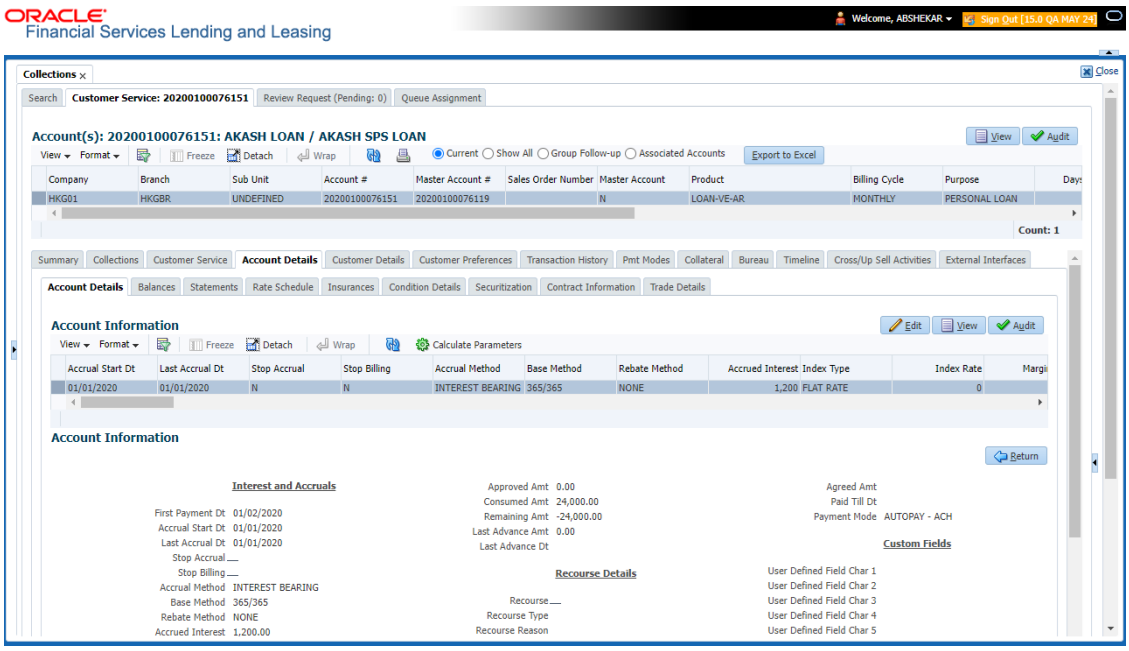



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**Figure 6-4 Account Details - Lease**

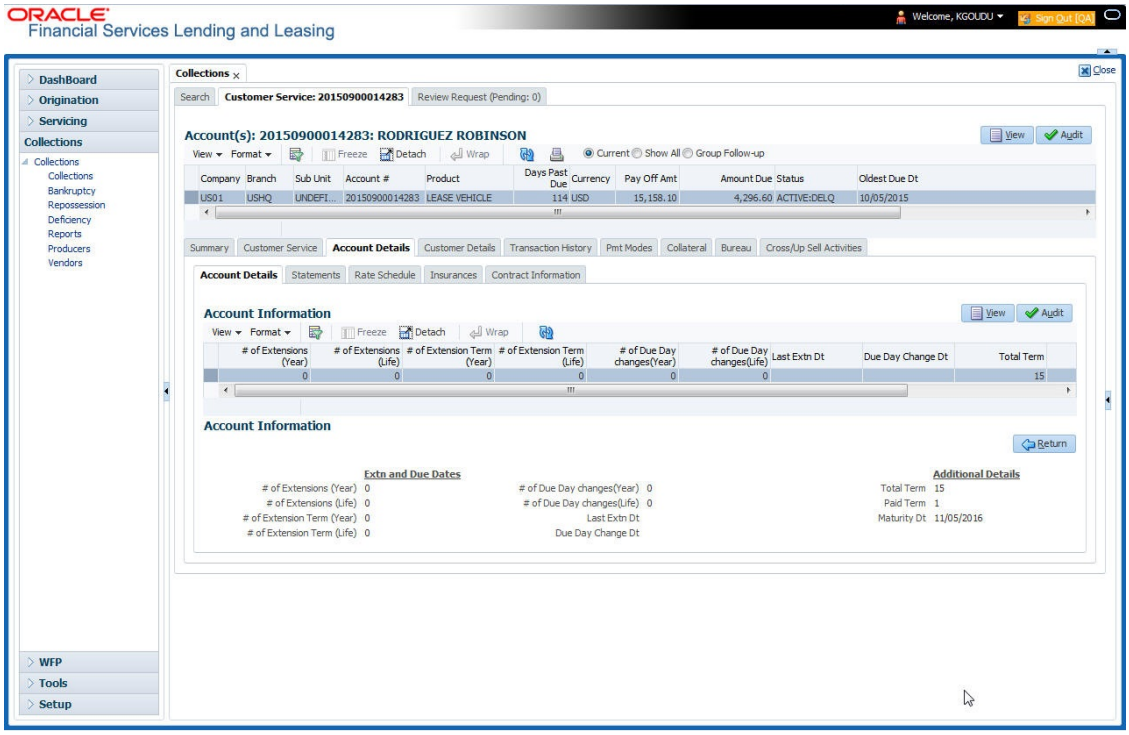
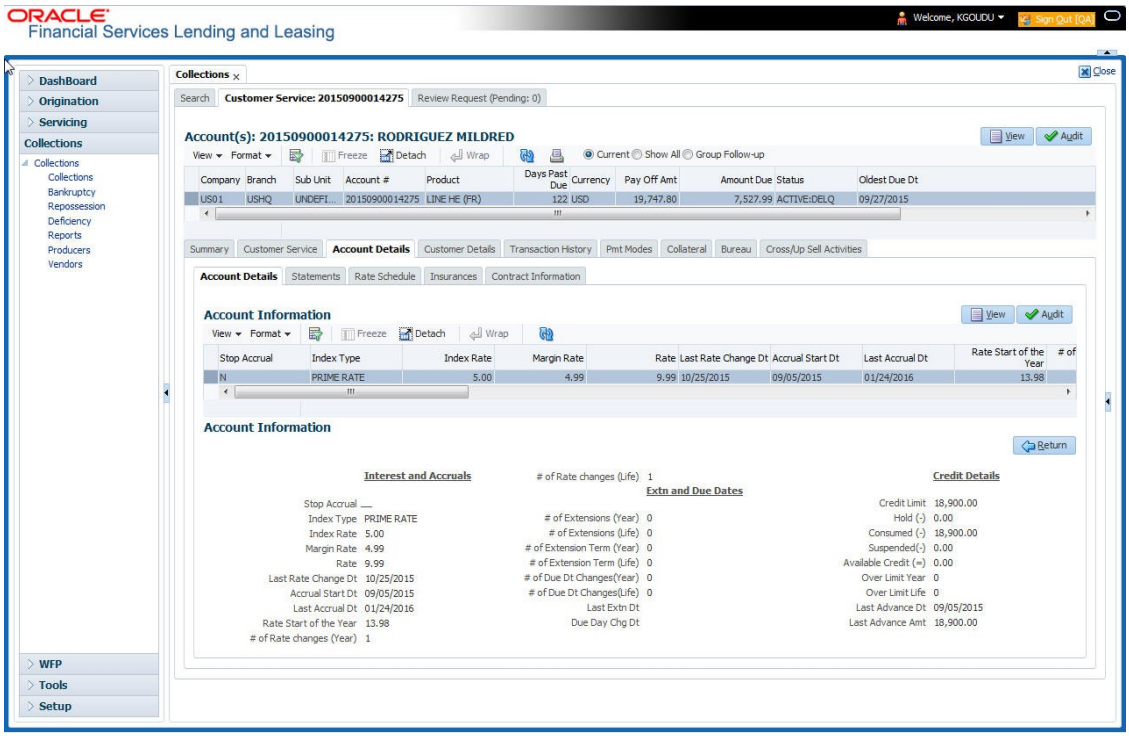



**Figure 6-5 Account Details - Line**




*For details on this screen refer* Customer Service screen's Account Details tab *section in* ***Customer Service*** *chapter.*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# 6.6 Customer Service screen's Customer Details tab

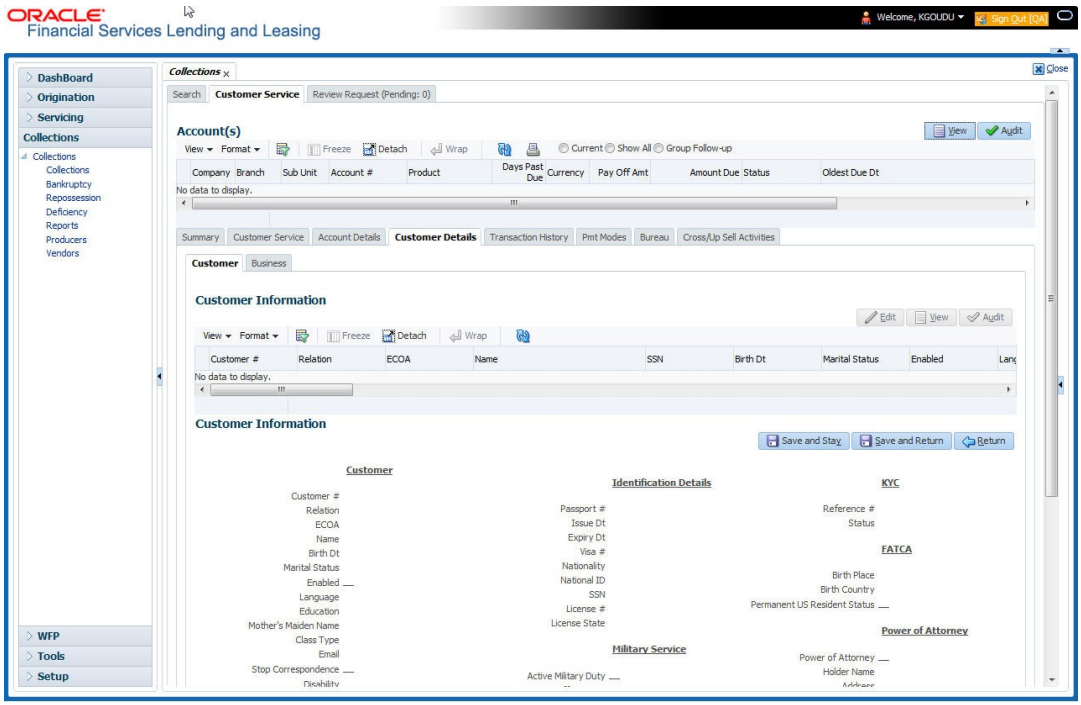
Open the respective screen from the LHS menu and load the account you want to work with. Click the **Customer** tab to view the sections under it.

Information gathered on the application entry process regarding the customer and customer's address, employment data, and phone numbers appears on the Customer Details screen. Using the Customer Service screen's Customer Details tab, you can update or add to a customer's address, employment information, or phone listing. All the information about the customer can be changed using Maintenance screen.

**To view or edit customer information**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Customer Details** sub tab.

**Figure 6-6 Customer Details**




3. *For details on this screen refer* Customer Service screen's Customer/Business Details tab *section in* ***Customer Service*** *chapter.*

# 6.7 Customer Service screen's Transaction History tab

Open the respective screen from the LHS menu and load the account you want to work with. Click the **Transaction History** tab to view the sections under it.


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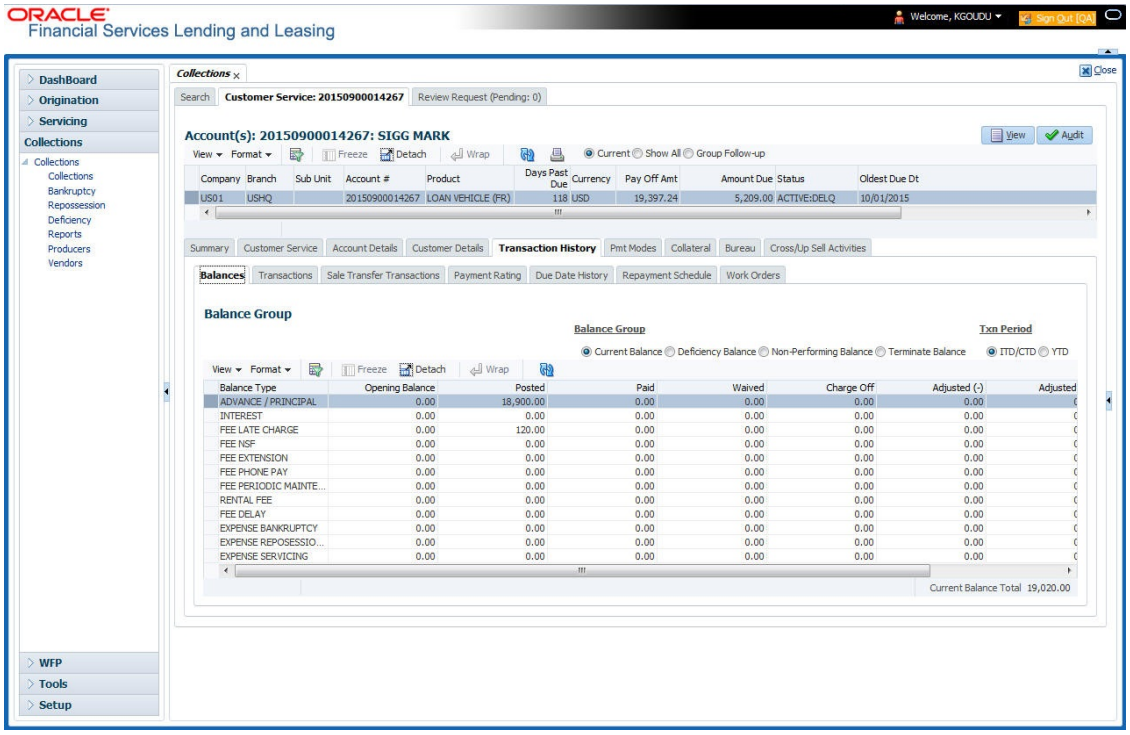
**Figure 6-7 Transaction History**




*For details on this screen refer* Customer Service screen's Transaction History tab *section in* ***Customer Service*** *chapter.*

# 6.8 Customer Service screen's Pmt Modes tab

Open the respective screen from the LHS menu and load the account you want to work with. Click the **Pmt Modes** sub tab to view the sections under it.

This section consists of the following topic:

- ACH sub tab

## 6.8.1 ACH sub tab

If used, the **ACH** section displays information about automated clearing house and electronic fund transfers.

**To view the ACH information screen**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Pmt Modes** tab, then click **ACH** sub tab.


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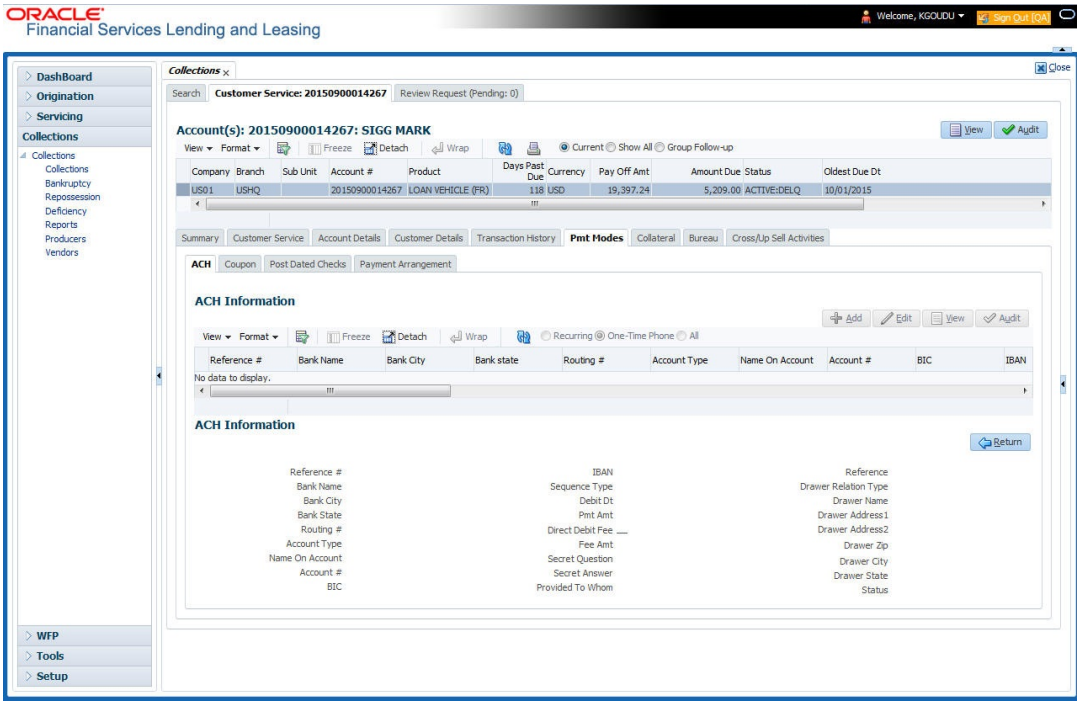
**Figure 6-8 Pmt Modes - ACH sub tab**




*For details on Pmt Modes tab refer* [Customer Service screen's Pmt Modes tab] *section in Customer Service chapter.*

# 6.9 Customer Service screen's Bankruptcy tab

The Bankruptcy screen enables you to record the details of a bankruptcy. This information usually is supplied from the customer or customer's attorney. You can track each stage of the bankruptcy process based on its follow-up date and record information using the Details and Tracking sections.

As there are occasions when a borrower files bankruptcy more than once during the tenure of the LoanLine of creditLease, you can record information for multiple bankruptcies. The **Add** button enables you to create a new bankruptcy record with different start and end dates. You can also use the Bankruptcy screen to view the previous bankruptcy record using Next and Previous buttons in the Detail section. The Current box in Detail section indicates the current bankruptcy details.

**To enter bankruptcy details for an account**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Bankruptcy** tab.
3. In the **Bankruptcy Details** section, select the bankruptcy record you want to work with.
   -or-
4. Select **Add** to refresh the Bankruptcy screen to create a new record.


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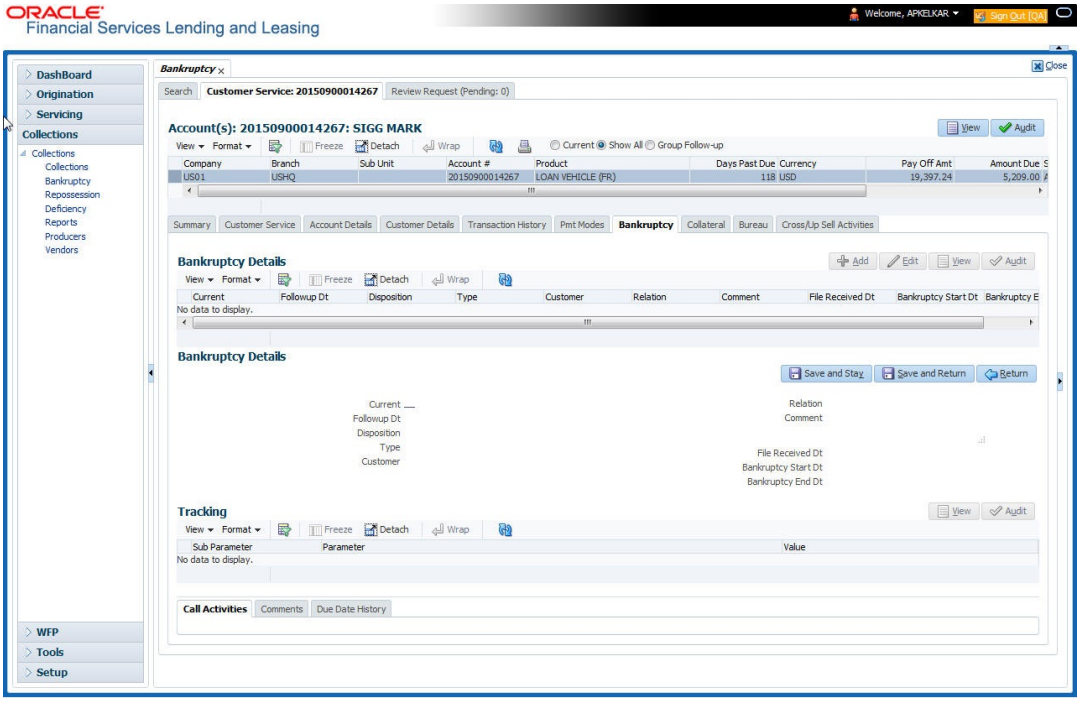
**Figure 6-9 Bankruptcy Details**




*For details on this screen refer* Customer Service screen's Bankruptcy tab *section in* ***Customer Service*** *chapter.*

# 6.10 Customer Service screen's Collateral tab

The Collateral screen displays information regarding any assets associated with an account. Collateral can be a vehicle, home, or something else, such as household goods. The Collateral screen contains the **Home** and **Seller** sub tabs. The Collateral tab appears only for the secured loan accounts.

**To view the collateral details**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Collateral** tab. The system displays the following screen:


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**Figure 6-10 Collateral - Vehicle - Loan**

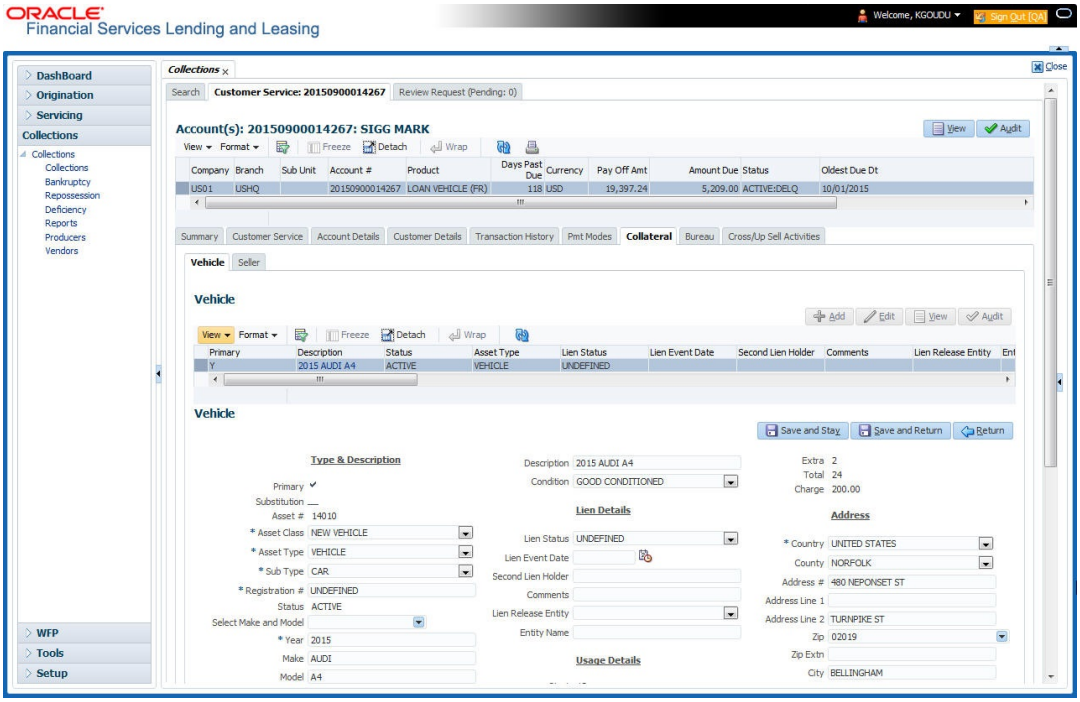


**Figure 6-11 Collateral - Vehicle - Lease**

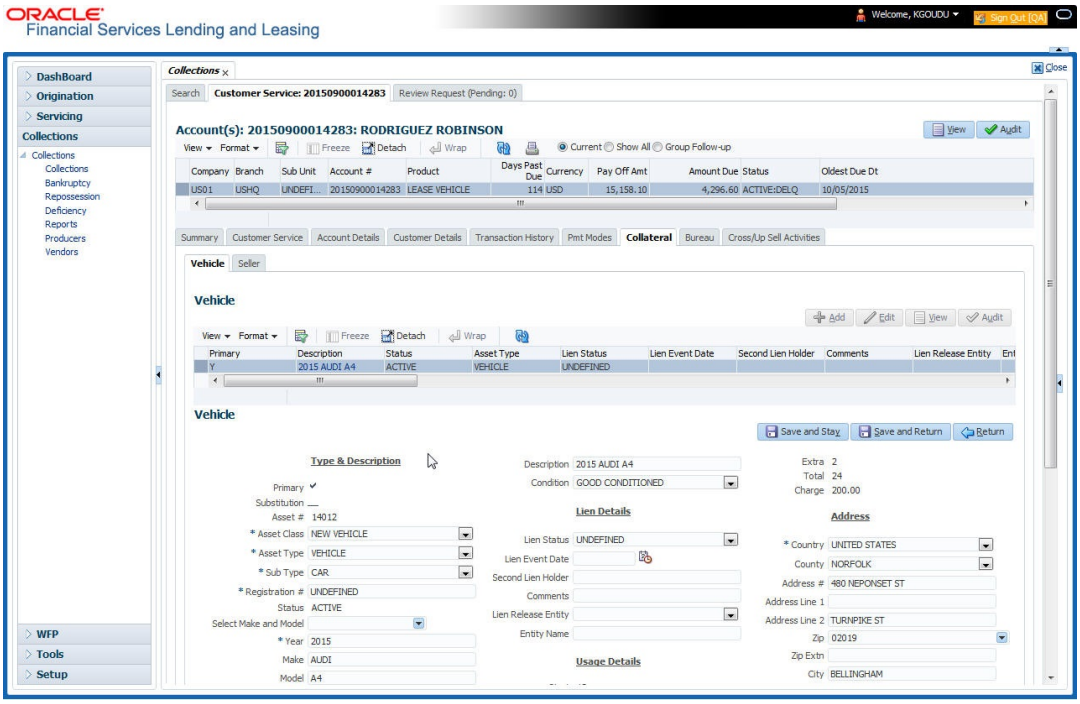



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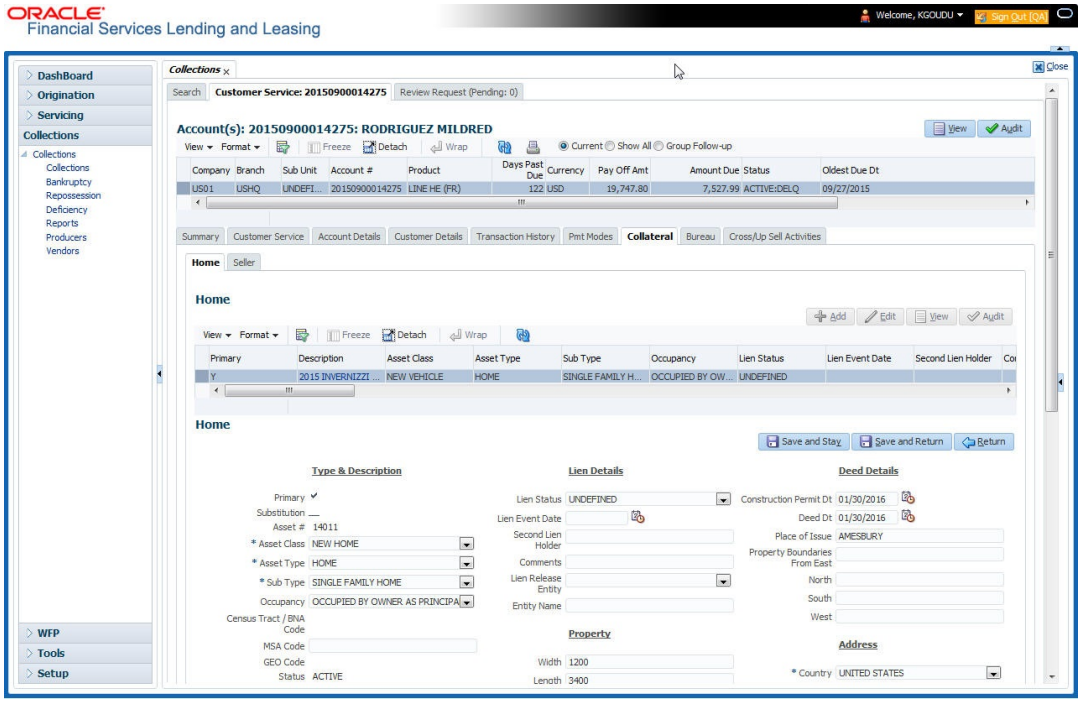
**Figure 6-12 Collateral - Vehicle - Line**




- If the account's collateral is a vehicle, **Collateral** screen opens at the **Vehicle** tab.
- If the account's collateral is a home, **Collateral** screen opens at the **Home** tab.
- If the account's collateral is neither a vehicle nor a home, **Collateral** screen opens at the **Other** Collateral.

*For details on this screen refer* Customer Service screen's Collateral tab *section in* ***Customer Service*** *chapter.*

# 6.11 Customer Service screen's Bureau tab

The Customer Service screen Bureau screen enables you to view credit bureau reports associated with account that were pulled during LoanLine of creditLease servicing for the account. You can also use the Bureau screen to create and pull additional credit bureau reports and view the results as a text only file.

**To view an existing credit bureau report**

1. Open the **Customer Service** screen and load the account you want to work with.
2. On the Customer Service link bar, click **Bureau**.


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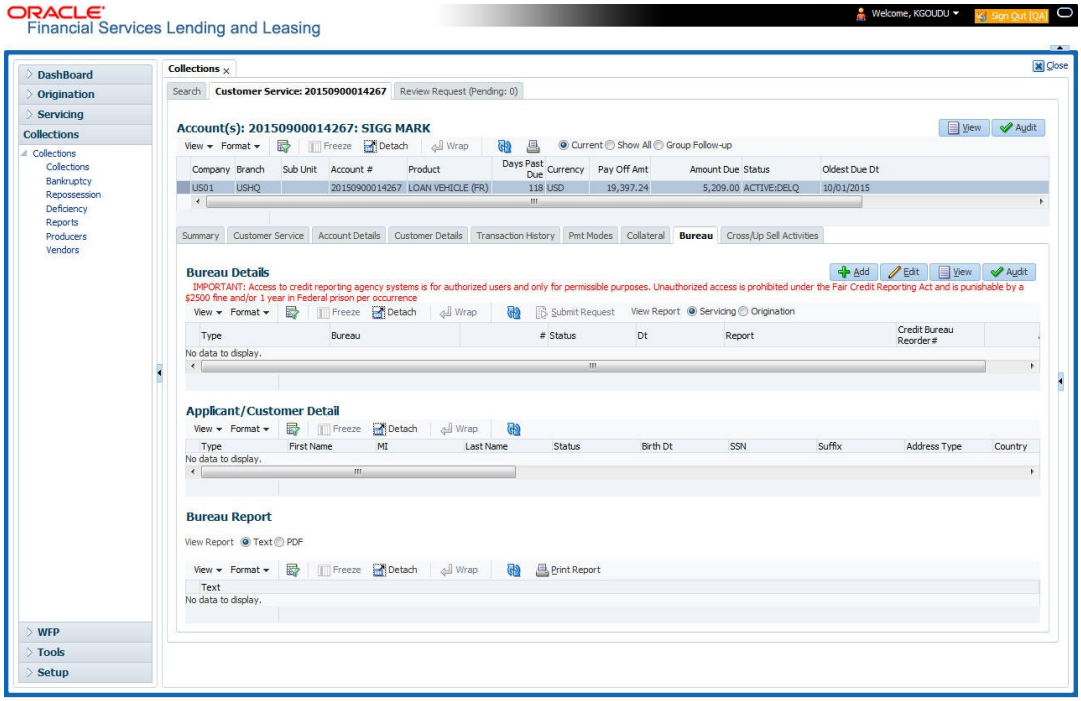
**Figure 6-13 Bureau Details**




*For details on this screen refer* Customer Service screen's Collateral tab *section in* ***Customer Service*** *chapter.*

# 6.12 Review Request

The Review Requests screen is primarily a work flow tool used to flag an ApplicationAccount for the attention of another Oracle Financial Services Lending and Leasing user and ask for review / feedback. It allows the system users to send and receive requests (including e-mail) commenting on a specific ApplicationAccount. The Review Request tab supports iterative review of selected ApplicationAccount and also to process the review with multiple reviewers.

> **Note**
>
> You can complete the below tasks for an Account Review Request using Review Request tab in the Customer Servicing screen.To complete the below mentioned tasks for an Application Review Request, use Review Request tab available in the Origination (Application Entry, Underwriting and Funding) screens.

In this chapter, you will learn how to compete the following tasks:

- Filter and View Review Requests
- Create and Send Review Request
- Reviewing a Request
- Responding to Review Request
- Reassign Review Request
- E-mailing Review Request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- Closing Review Request
- Complete Review Request
- Filter and View Review Requests
- Create and Send Review Request
- Reviewing a Request
- Responding to Review Request
- Reassign Review Request
- E-mailing Review Request
- Closing Review Request
- Complete Review Request
- Filter and View Review Requests
- Create and Send Review Request
- Reviewing a Request
- Responding to Review Request
- Reassign Review Request
- E-mailing Review Request
- Closing Review Request
- Complete Review Request
- Filter and View Review Requests
- Create and Send Review Request
- Reviewing a Request
- Responding to Review Request
- Reassign Review Request
- E-mailing Review Request
- Closing Review Request
- Complete Review Request
- Filter and View Review Requests
- Create and Send Review Request
- Reviewing a Request
- Responding to Review Request
- Reassign Review Request
- E-mailing Review Request
- Closing Review Request
- Complete Review Request

## 6.12.1 Filter and View Review Requests

The Review Requests tab contains the following sections:

- Query Section


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- Action Section
- Email Section
- Comment History Section

### Query Section

The Query section enables you to filter records based on User and type of review requests using any of the following options:

The **User** drop-down lists your User ID along with your Supervisor ID if the same has been defined in User Definition screen (Setup > Administration > User > Users). If you are the supervisor, you can view all your subordinates User ID's along with yours for selection.

On selecting a particular User ID from the list, system displays all the requests which are created, reviewed, closed and completed by that user.

You can further filter the review request based on the following:

**Table 6-1 Query Section**

| Query Options | Descriptions |
|---|---|
| **Originator** | Displays the records of all the active review requests created by the selected User. |
| **Receiver** | Displays the records of all the active review requests received by the selected User. |
| **Both** | Displays all the review requests records created as well as reviewed by the selected User with the status other than **CLOSED** and **COMPLETED**. |
| **View All** | Displays all the review requests records created as well as reviewed by the selected User with all the statuses. |
| **Forwarded Only** | Displays all the review requests records which are forwarded by the selected User to another user for review. |

### Action Section

The **Action** section enables you to Send (create), Respond, Close, or Complete the review request.

**Table 6-2 Action Section**

| Action Options | Descriptions |
|---|---|
| **Open ApplicationAccount** | Displays the Application EntryCustomer Service screen with the ApplicationAccount details assigned for review. |
| **Send Request** | Sends a review request to another Oracle Financial Services Lending and Leasing user. |
| **Send Response** | Sends a response to a review request received from another Oracle Financial Services Lending and Leasing user. |
| **Close Request** | Changes the status of review request to **CLOSED** and can be viewed by selecting **View All** option in the **Query** section. |


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**Table 6-2 (Cont.) Action Section**

| Action Options | Descriptions |
|---|---|
| **Complete Request** | Changes the status of review request to **COMPLETED** and can be viewed by selecting **View All** option in the **Query** section. |
| **Remove Filter** | Removes the selected filters applied to narrow the view of review request. The option is available when a review request is accessed from DashBoard > My Pending Review Requests section. |

### Email Section

The **Email** section enables you to send an email to either originator or receiver of the review request if an email setup is configured. However, note that a review request cannot be responded or replied back from email recipient.

**Table 6-3 Email Section**

| Email Options | Descriptions |
|---|---|
| **Originator** | Sends an email of review request information to the person listed in the **Originator** column on Review Request page. |
| **Receiver** | Sends an email of review request to the person listed in the **Receiver** column on Review Request page. |

The **Review Requests** section in OriginationCustomer Service screen displays the following information for each record:

**Table 6-4 Review Requests**

| Fields | Descriptions |
|---|---|
| **Request #** | View the system generated review request number. The same can be used to query and track the review requests. |
| **Originator** | The user id of the review request originator. |
| **Priority** | The request priority: HIGH, NORMAL, or LOW. |
| **Receiver** | The recipient of the review request. |
| **ApplicationAccount #** | The ApplicationAccount number which needs review. |
| **ApplicationAccount Status** | The ApplicationAccount status of the request being reviewed. |
| **Applicant** | Applicant’s name in the review request. |
| **Phone** | Applicant’s phone number in the review request. |
| **Address** | Applicant’s address in the review request. |
| **Email** | Applicant’s email in the review request. |
| **Reason** | Stated reason in the review request. |


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**Table 6-4 (Cont.) Review Requests**

| Fields | Descriptions |
|---|---|
| **Status** | The current status of review request. Following status are tracked in this column:<br>WAITING FOR RESPONSE - when request is sent to reviewer<br>RETURN TO ORIGINATOR - when reviewer has responded to request<br>CLOSED - when the request is closed<br>COMPLETED - when the request is completed |
| **Date** | The date and time when the review request was created. |

**Table 6-5 Review Requests**

| Fields | Descriptions |
|---|---|
| **Request #** | View the system generated review request number. The same can be used to query and track the review requests. |
| **Originator** | The user id of the review request originator. |
| **Priority** | The request priority: HIGH, NORMAL, or LOW. |
| **Receiver** | The recipient of the review request. |
| **Phone** | Applicant's phone number in the review request. |
| **Address** | Applicant's address in the review request. |
| **Email** | Applicant's email in the review request. |
| **Status** | The current status of review request. Following status are tracked in this column:<br>WAITING FOR RESPONSE - when request is sent to reviewer<br>RETURN TO ORIGINATOR - when reviewer has responded to request<br>CLOSED - when the request is closed<br>COMPLETED - when the request is completed |
| **Date** | The date and time when the review request was created. |
| **Account #** | The Account number which needs review. |
| **Days Past Due** | Total number of days elapsed past the due date. |
| **Total Outstanding Balance** | Displays either **Account outstanding principal balance** for active accounts, or **Deficiency balance** for charge-off accounts. |
| **Customer** | Primary / Secondary (spouse) name associated to the account. |

### Comment History

The **Comment History** section displays the log of comments or additional information added by originator or receiver while creating or reviewing a request.


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During an iterative review, where there are multiple trails of communication exchanged between originator and receiver, the **Comment History** section tracks all the updates as individual records for reference.

The Comment History section also allows you to know the actually reviewer when an ApplicationAccount review request is forwarded to multiple reviewers and is reviewed or completed by second or third person other than the one assigned by originator.

In the Comment History section, you can view the following details of the selected review request:

**Table 6-6 Comment History**

| Comments From | Descriptions |
|---|---|
| **Type** | View the type of request and is indicated as REVIEW REQUEST by default as maintained in **COMMENT_TYPE_CD** lookup code. |
| **Sub Type** | View the sub type of request which can be ORIGINATOR, RECEIVER, or SYSTEM GENERATED as maintained in COMMENT_SUB_TYPE_CD lookup code.<br>Note: The sub type **SYSTEM GENERATED** is automatically posted by the system when the review request is forwarded to another user by the assigned reviewer. The same is also updated with a comment in the next column. |
| **Comment** | View the Originator's or Reviewer's comment.<br>SYSTEM GENERATED comments are posted in the format - REVIEW REQUEST: <Request #> FORWADED FROM <first assigned user id> TO <next assigned user id>. |
| **Comment By** | View the user who has posted the comment.<br>SYSTEM GENERATED comments are marked as **INTERNAL**. |
| **Comment Dt** | View the Date and time when the comment was posted. |

## 6.12.2 Create and Send Review Request

The review request tab primarily allows you to flag an ApplicationAccount for the attention of another OFSLL user through a request asking for review / feedback. While doing so, you can either choose to send it to the reviewer immediately on creating the request or only create the request and later send for review.

**To Create and Send Review Request**

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.


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**Figure 6-14 Review Request-Add**

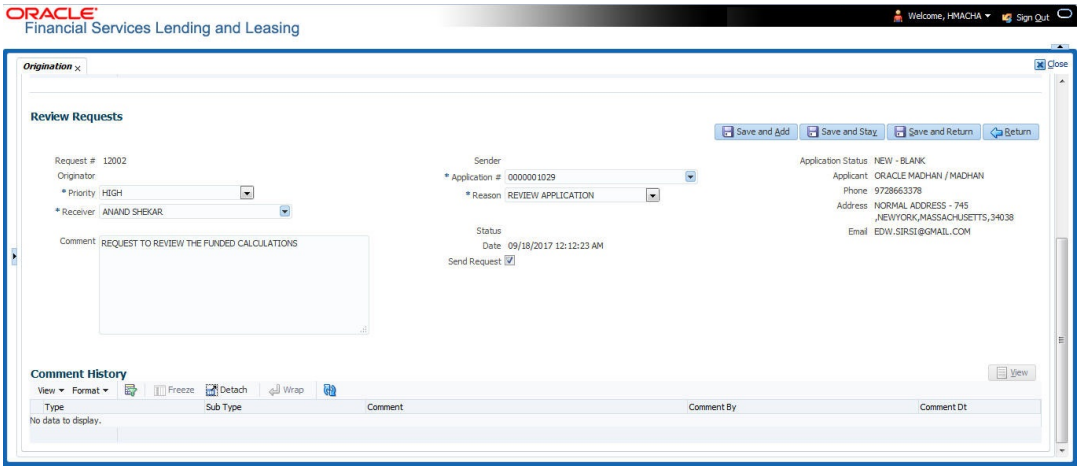
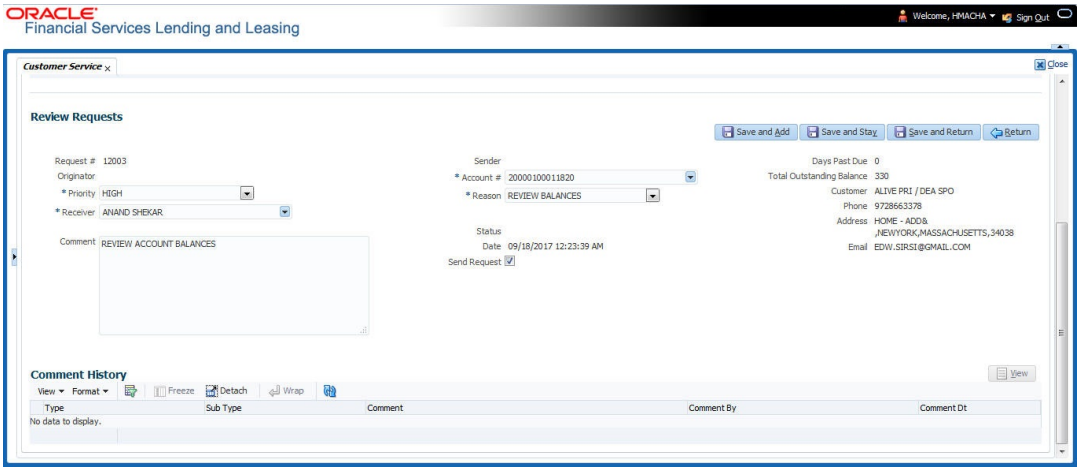



**Figure 6-15 Review Request-Add**




2. In the Review Requests section, select **Originator**.
3. Click **ADD**. You can also perform any of the Basic Operations mentioned in Navigation chapter. A brief description of the fields are given below:

**Table 6-7 Review Requests**

| In this field | View this |
|---|---|
| **Request #** | View the system generated request number. |
| **Originator** | View the requester's user ID auto generated by system upon creating the request. |
| **Priority** | Select the priority of review request as High, Normal, or Low from the drop-down list. This helps the reviewer to prioritize the request while responding but does not affect the order in which messages are sent or received. |
| **Receiver** | Select the user ID of the reviewer from the drop-down list. |


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**Table 6-7 (Cont.) Review Requests**

| In this field | View this |
|---|---|
| **Comment** | Specify additional details for review (if any) which can be sent to the reviewer along with the review request. |
| **Sender** | View the user ID of previous reviewer, if a request has been forwarded to another reviewer.<br>Note: A forwarded review request can only be viewed in the review request tab by filtering user ID of previous reviewer and selecting **Forwarded only** check box. |
| **ApplicationAccount #** | Select the ApplicationAccount to be reviewed from the drop-down list. The following fields are auto-populated based on selection:<br>Days Past Due<br>Total Outstanding Balance<br>Customer<br>Application Status<br>Applicant<br>Phone<br>Address<br>Email |
| **Reason** | Select the purpose for request from drop-down list. |
| **Status** | View the status of review request auto updated by system upon creating the request. |
| **Date** | View the date and time when the request was created. System appends the current date by default. |
| **Send Request** | (Optional) Select this check box to send it to reviewer immediately on creating the request.<br>However, if the request still need changes, retain the check box unselected and proceed to create the request. The same can later be sent for review by selecting **Send Request** option from the action section. |

4. Perform any of the Basic Actions mentioned in Navigation chapter.

   The review request(s) appear on the recipient's **My Pending Review Request** window in DashBoard and also on the **Review Request** tab header with (Pending: <count of unseen requests>). The status of request is updated as WAITING FOR RESPONSE.

## 6.12.3 Reviewing a Request

When you receive a review request, the system notifies you by creating an entry in **My Pending Review Requests By Priority** section in Dashboard with the number of unseen messages. Clicking on the ApplicationAccount # link opens the Review Request tab.


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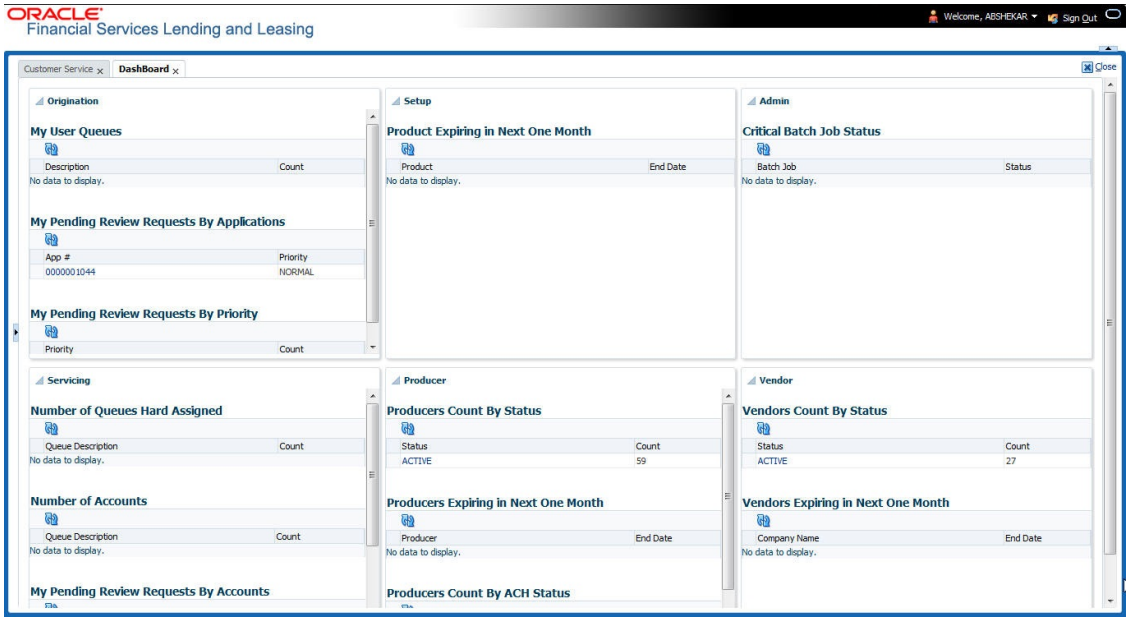
**Figure 6-16 Review Request-DashBoard**




## To review requests

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.

**Figure 6-17 Review Requests**

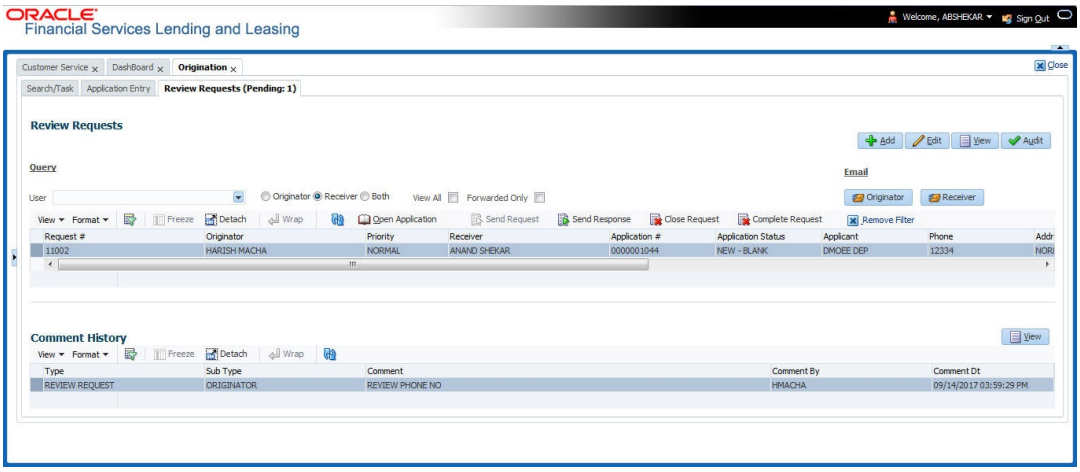




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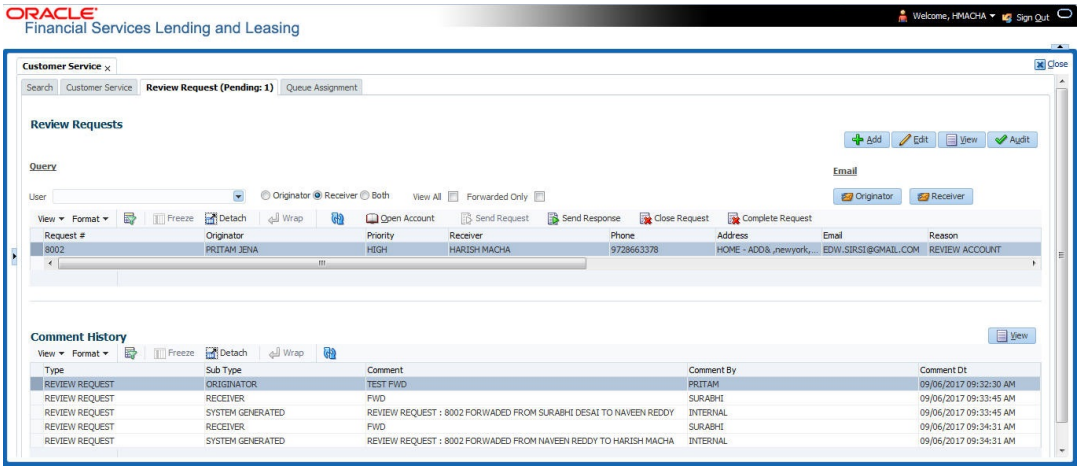
**Figure 6-18 Review Requests**




2. In the Query section, click **Receiver**. System displays all open review request you have received.
3. Click **Open ApplicationAccount**. The ApplicationAccount details are displayed in Application EntryCustomer Service > Summary tab.
4. Review the details in particular to the details specified in the comment (if any).

## 6.12.4 Responding to Review Request

On completing the review, you can Send Response detailing the feedback of your review. It is ideally recommended to send a response back to the originator by providing your views on the review as a comment. The details are recorded in the **Comment History** section as reference.

However, system also allows your forward the same request to another reviewer in case of additional clarifications.

**To respond to review request**

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.
2. In the Query section, click **Receiver**. System displays all open review request you have received.
3. In the Review Request section, select the record that you have reviewed. Click **Edit**.


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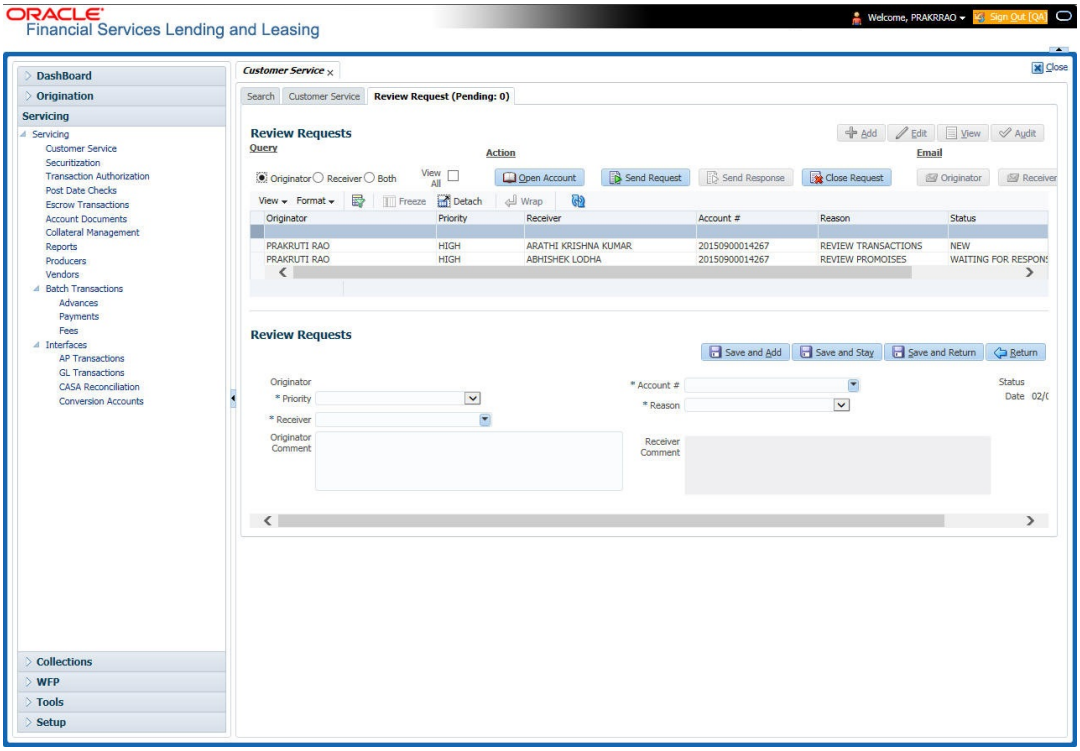
**Figure 6-19 Review Request-View**




Specify your review response in the **Comment** field. Select the **Send Request** check box to send the review response immediately to originator. In case of any further changes, retain the check box unselected and save the details. The response is not sent and the same can later be sent to originator by selecting the record and clicking on **Send Response** option from the action section.

The details are updated in Review Request tab and status of request is updated as RETURN TO ORIGINATOR.

## 6.12.5 Reassign Review Request

While reviewing a request, system also facilitates you to reassign (i.e. forward) the review request to another user for review. In such a case, you become the **Sender** and the assigned user will be the reviewer of the request. The request can further move to other reviewers if required.

When the request is reassigned or forwarded to another reviewer, the actual originator can still track the status of request by selecting user ID in Query section. As a **Sender**, you can view the reassigned review requests by selecting the **Forwarded Only** check box in Query section. Also, on reassigning or forwarding a review request, system automatically posts a comment in **Comment History** section in the format - REVIEW REQUEST: <Request #> FORWADED FROM <first assigned user id> TO <next assigned user id> with Sub Type as **SYSTEM GENERATED** and Comment By as **INTERNAL**.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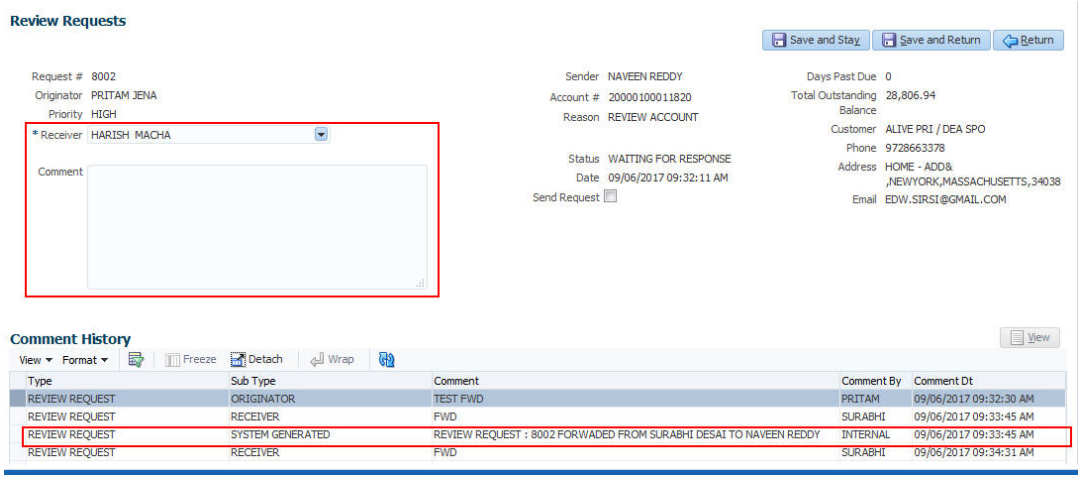
> **Note**
>
> It is recommended to limit the reassignment of review request since tracking the request status becomes difficult.

**To reassign review request**

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.
2. In the Query section, click **Receiver**. System displays all open review request you have received.
3. In the Review Request section, select the record that you have reviewed and click **Edit**.

**Figure 6-20 Review Requests-Reassign**




4. Select the required reviewer from **Receiver** drop down list.
5. (Optional) Specify the reason for reassignment in the **Comment** field. The same is tracked in **Comment History** section.
6. Select the **Send Request** check box to reassign review request immediately on update. In case of any further changes, retain the check box unselected and save the details. The reassignment can later be completed by selecting the record and clicking on **Send Response** option from the action section.

The details are updated in Review Request tab and status of request is updated as WAITING FOR RESPONSE.

## 6.12.6 E-mailing Review Request

While system updates **My Pending Review Requests By Priority** section in the DashBoard to notify you about the new requests, you can also e-mail a review request to both the originator and a receiver, as applicable. The system will use e-mail address recorded for both the originator and receiver in Setup > Administration > User > User Definition section.

**To e-mail a review request**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1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.
2. In **Email** section, click **Originator** to send the message to the person listed in Originator field.

   -or-
3. Click **Receiver** to send it to the person listed in the Receiver field.

The system emails the details of selected record to e-mail address recorded in user setup.

## 6.12.7 Closing Review Request

You can close a review request you created at anytime, regardless of status. However, you can only close review requests that have your user id in the Originator field. When you close a review request, the system removes it from Review Request tab.

**To close a review request**

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.
2. Select the request you want to close in the Review Request section.
3. In the Action section, click **Close Request**.

The system assigns the request as CLOSED and removes it from your Review Request record. The closed review requests can be reviewed anytime by selecting **View All** in the Query section.

## 6.12.8 Complete Review Request

When a particular review request has completed the review process from reviewer with required changes and confirmation, the same can be marked as **COMPLETE** in the Review Request tab. However, you can complete a request only if you are the originator of the request. When you complete a review request, system removes it from Review Request tab.

**To complete a review request**

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.
2. Select the request you want to close in the Review Request section.
3. In the Action section, click **Complete Request**.

The system assigns the request as **COMPLETED** and removes it from your Review Request record. The completed review requests can be reviewed anytime by selecting **View All** in the Query section.


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# 7
# Repossession

After an application has cycled through the LoanLine of creditLease origination process, it becomes an account. Account maintenance and collections tasks can be performed with Oracle Financial Services Lending and Leasing's **Repossession** screen.

The **Repossession** screen enables you to view and manage all customer information in a centralized location to ensure data integrity and provide better service. Oracle Financial Services Lending and Leasing provides online real-time information about the applicant(s), contract, account balances, dues, transactions, call activities, and comments. Oracle Financial Services Lending and Leasing also supports back-dating of financial transactions till the account's opening date.


- Search Tab
- Customer Service screen
- Customer Service screen's Summary tab
- Customer Service screen's Customer Service tab
- Customer Service screen's Account Details tab
- Customer Service screen's Customer Details tab
- Customer Service screen's Transaction History tab
- Customer Service screen's Pmt Modes tab
- Customer Service screen's Repo/Foreclosure tab
- Customer Service screen's Collateral tab
- Customer Service screen's Bureau tab
- Review Request


## 7.1 Search Tab

There are two types of search available.

- Account
- Customer

This section consists of the following topic:


- Searching for a Customer or Account


### 7.1.1 Searching for a Customer or Account

There are a number of different ways to load the customer details on the respective screen from the LHS menu.

- Use the Search screen by selecting Customer Centric option(s).
- Use the Quick Search section to search for the customer by Account Number, or Customer Id, or by specifying the last four digits of Primary SSN (SSN of the primary applicant).



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- Use the Next Account feature to load the customer from a predefined queue.

*For details on how to search and load the customer or account details using Search screen, refer* Search Using Customer Details *section in* ***Search Function*** *chapter.*

# 7.2 Customer Service screen

Most screens on the Customer Service screen contain the Account(s) and Customer(s) sections as a header. The Account(s) section provides a quick overview of an account by displaying its company, branch, account number, product, payoff amount and amount due, status, and oldest due date. The information on Customer Service screen always refers to the account selected in this section.

The Customer(s) section displays information about customer(s) attached to the account. The information on Customer Service screen always refers to the customer selected in this section.

To view account details in the Account(s) and Customer(s) sections, open the respective screen from the LHS menu and load the account you want to work with.

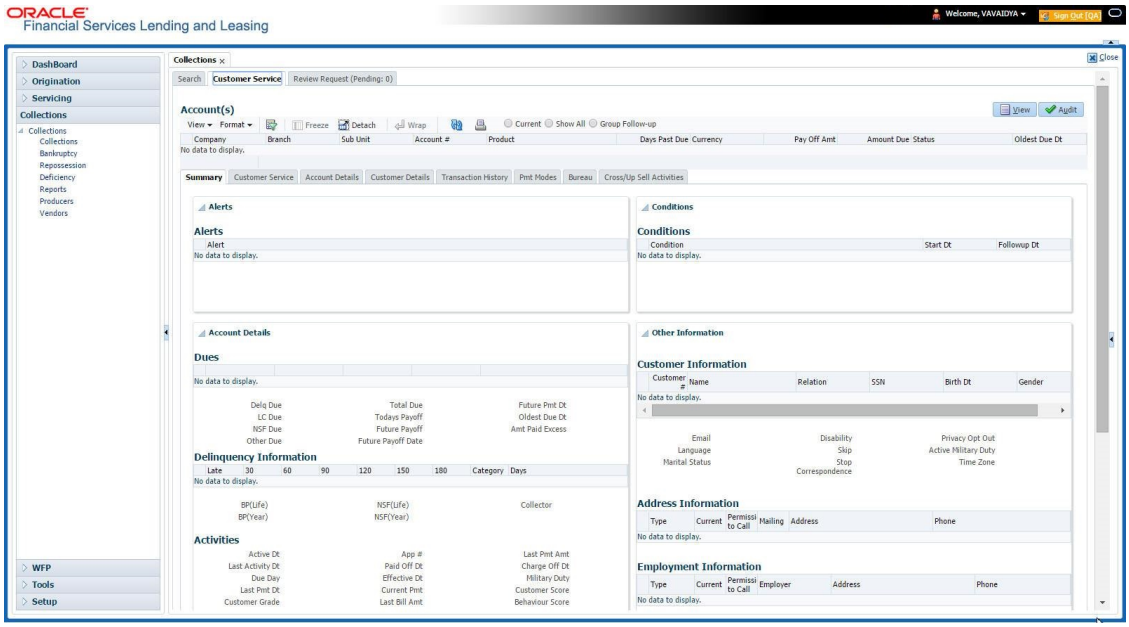
On the **Customer Service** screen's **Account(s)** section, you can view the information based on your selection.

*For details on this screen refer* Customer Service screen *section in* ***Customer Service*** *chapter.*

# 7.3 Customer Service screen's Summary tab

Open the respective screen from the LHS menu and load the account you want to work with. By default the Customer Service screen opens the **Summary** tab.

**Figure 7-1 Customer Service screen's Summary tab**




*For details on this screen refer* Customer Service screen's Summary tab *section in* ***Customer Service*** *chapter.*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# 7.4 Customer Service screen's Customer Service tab

Open the respective screen from the LHS menu and load the account you want to work with. Click the **Customer Service** tab to view the sections under it.

This section consists of the following topic:

- Call Activities sub tab

## 7.4.1 Call Activities sub tab

With **Call Activities** section, the system enables you to record the details of all actions you performed regarding this account. This includes calls from the customer, calls you make regarding the account, or changes to condition of the account. Entries in the **Call Activities** section are listed in reverse chronological order of follow-up date and are user defined.

Each action and result has a code and description. The code for call action and call result is what appears on the Call Activity sub screen.

This section consists of the following topic:

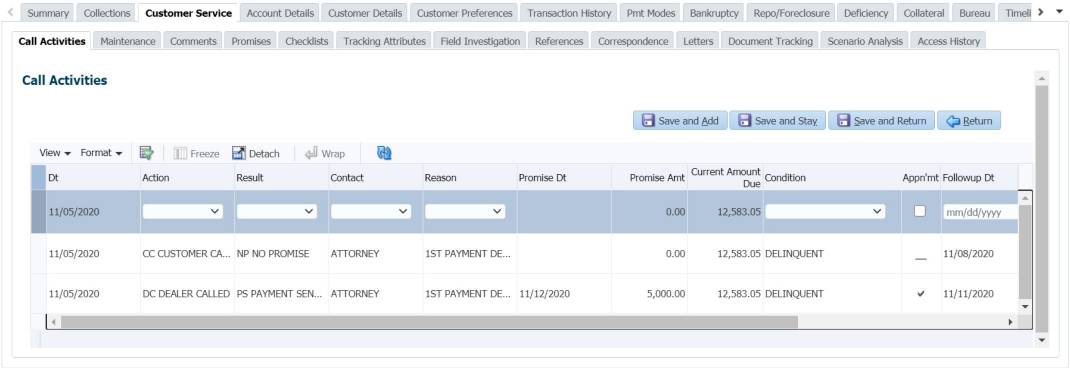
- Recording a Call Activity

### 7.4.1.1 Recording a Call Activity

**To record a call activity**

1. Open the respective screen from the LHS menu and load the account you want to work with.
2. Click **Customer Service** sub tab and then click **Call Activities** tab under it. Click **Add**. The system displays the following screen.

**Figure 7-2 Recording a Call Activity**




*For details on this screen refer* Customer Service screen's Customer Service tab *section in Customer Service chapter.*

# 7.5 Customer Service screen's Account Details tab

Open the respective screen from the LHS menu and load the account you want to work with. Click the **Account Details** tab to view the sections under it.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This section consists of the following topic:

- Account Details sub tab

## 7.5.1 Account Details sub tab

Oracle Financial Services Lending and Leasing enables you to view account details using Account Details sub tab.

In the **Account Information** section click **View**.

**Figure 7-3 Account Details - Loan**

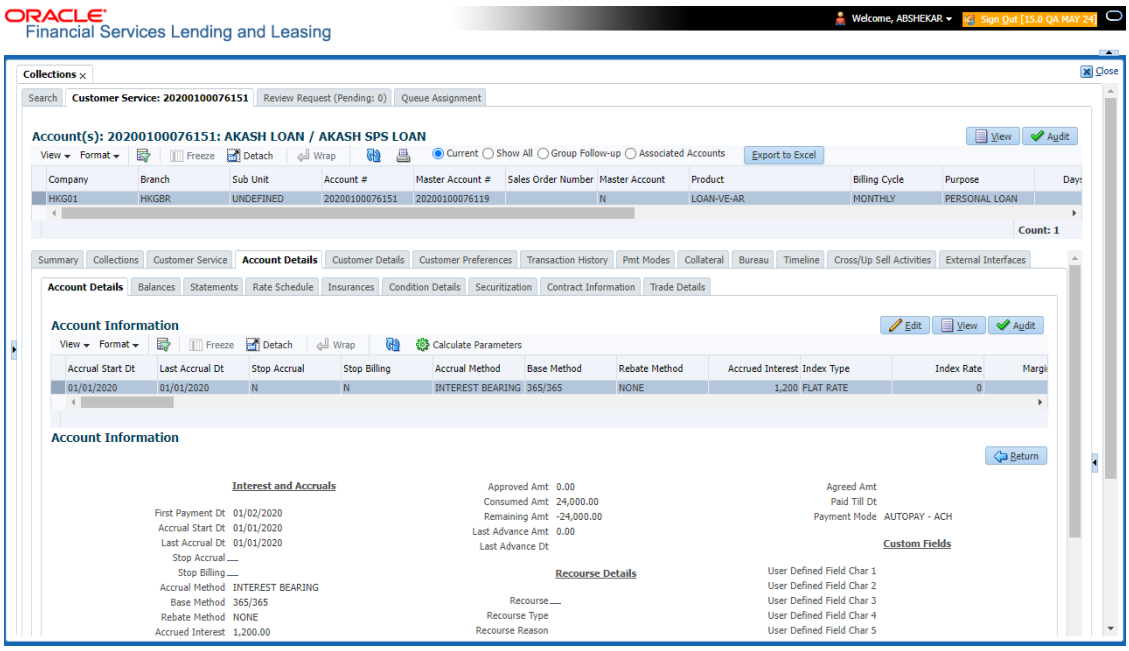



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**Figure 7-4 Account Details - Lease**

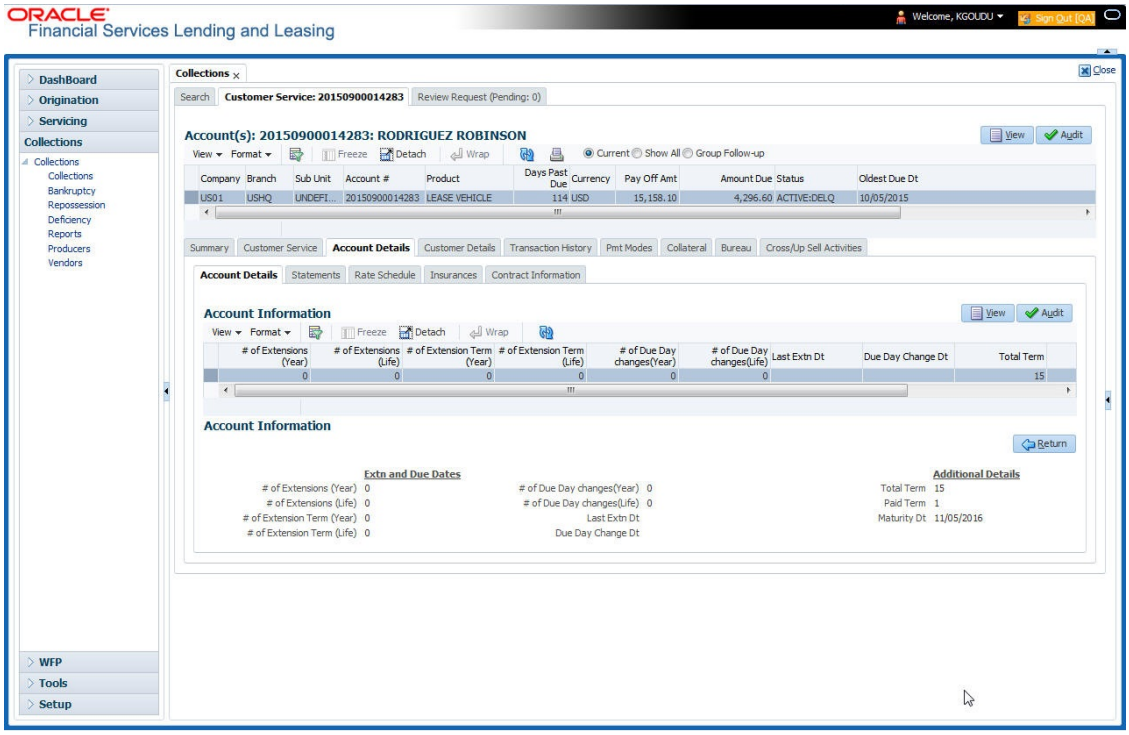
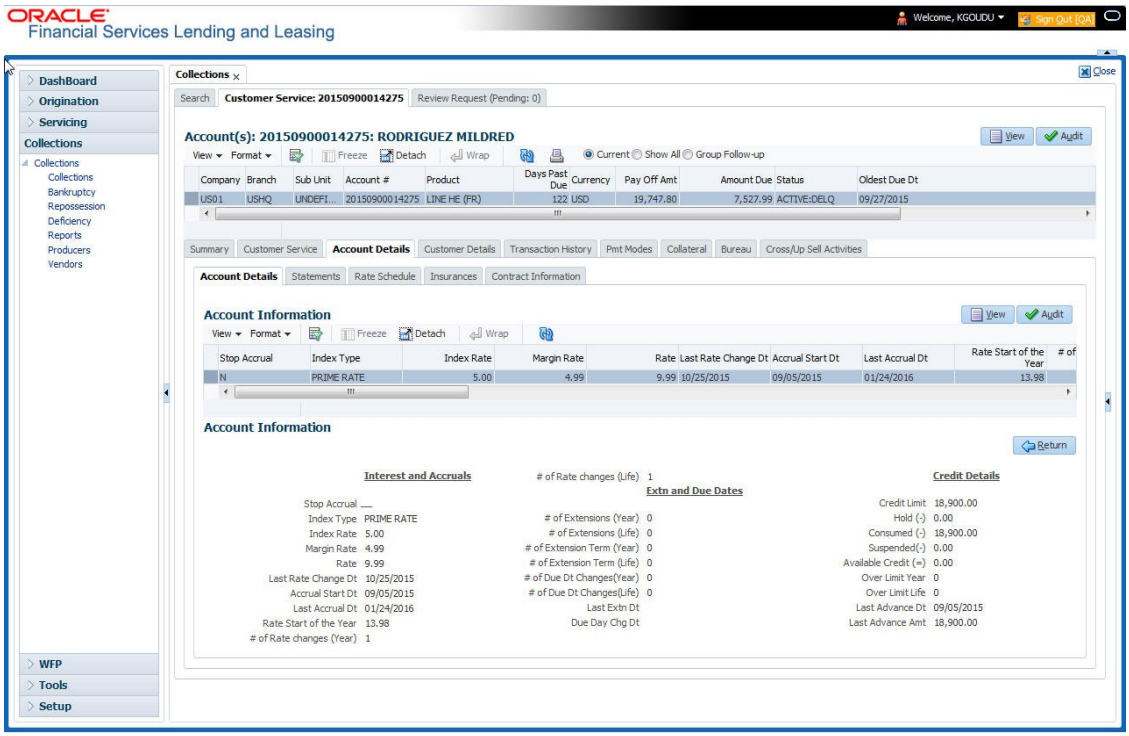



**Figure 7-5 Account Details - Line**




*For details on this screen refer* Customer Service screen's Account Details tab *section in* ***Customer Service*** *chapter.*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# 7.6 Customer Service screen's Customer Details tab

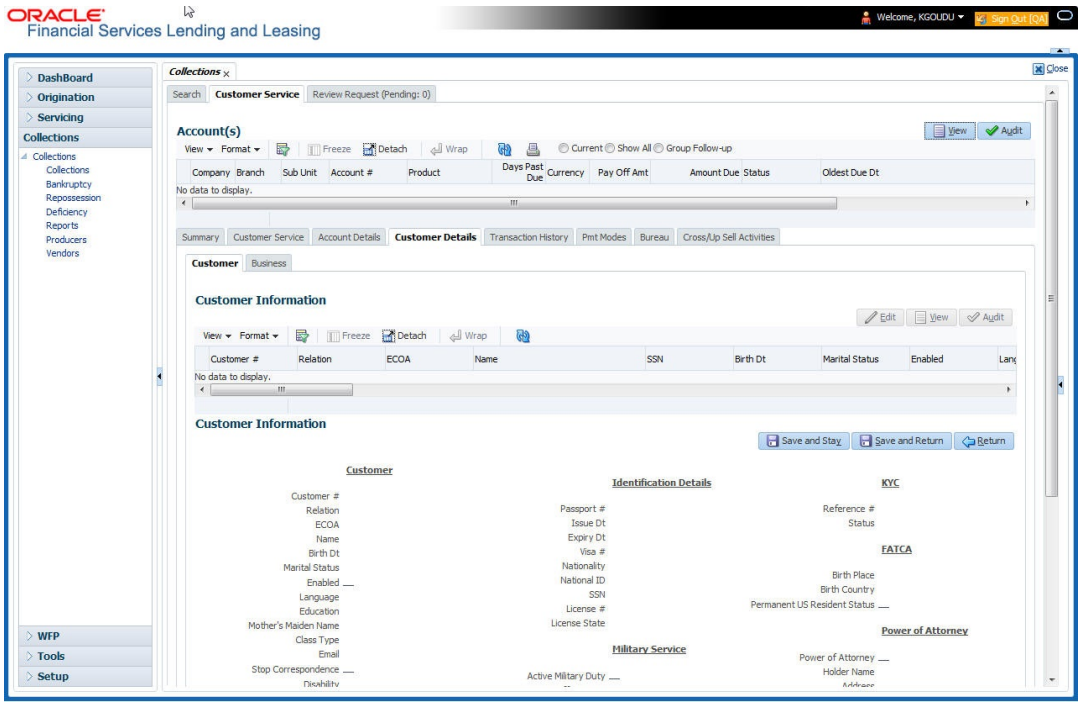
Open the respective screen from the LHS menu and load the account you want to work with. Click the **Customer** tab to view the sections under it.

Information gathered on the application entry process regarding the customer and customer's address, employment data, and phone numbers appears on the Customer Details screen. Using the Customer Service screen's Customer Details tab, you can update or add to a customer's address, employment information, or phone listing. All the information about the customer can be changed using Maintenance screen.

**To view or edit customer information**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Customer Details** sub tab.

**Figure 7-6 Customer Details**




3. *For details on this screen refer* Customer Service screen's Customer/Business Details tab *section in* ***Customer Service*** *chapter.*

# 7.7 Customer Service screen's Transaction History tab

Open the respective screen from the LHS menu and load the account you want to work with. Click the **Transaction History** tab to view the sections under it.


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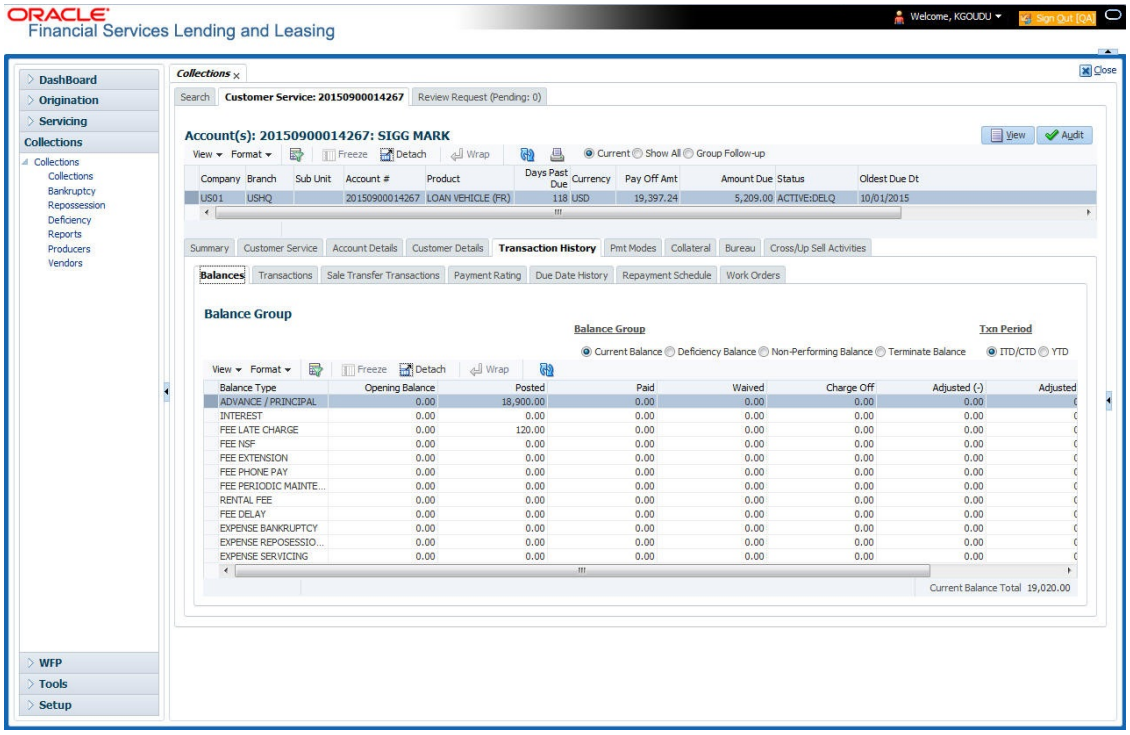
**Figure 7-7 Transaction History**




*For details on this screen refer* Customer Service screen's Transaction History tab *section in* ***Customer Service*** *chapter.*

# 7.8 Customer Service screen's Pmt Modes tab

Open the respective screen from the LHS menu and load the account you want to work with. Click the **Pmt Modes** sub tab to view the sections under it.

This section consists of the following topic:

- ACH sub tab

## 7.8.1 ACH sub tab

If used, the **ACH** section displays information about automated clearing house and electronic fund transfers.

**To view the ACH information screen**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Pmt Modes** tab, then click **ACH** sub tab.


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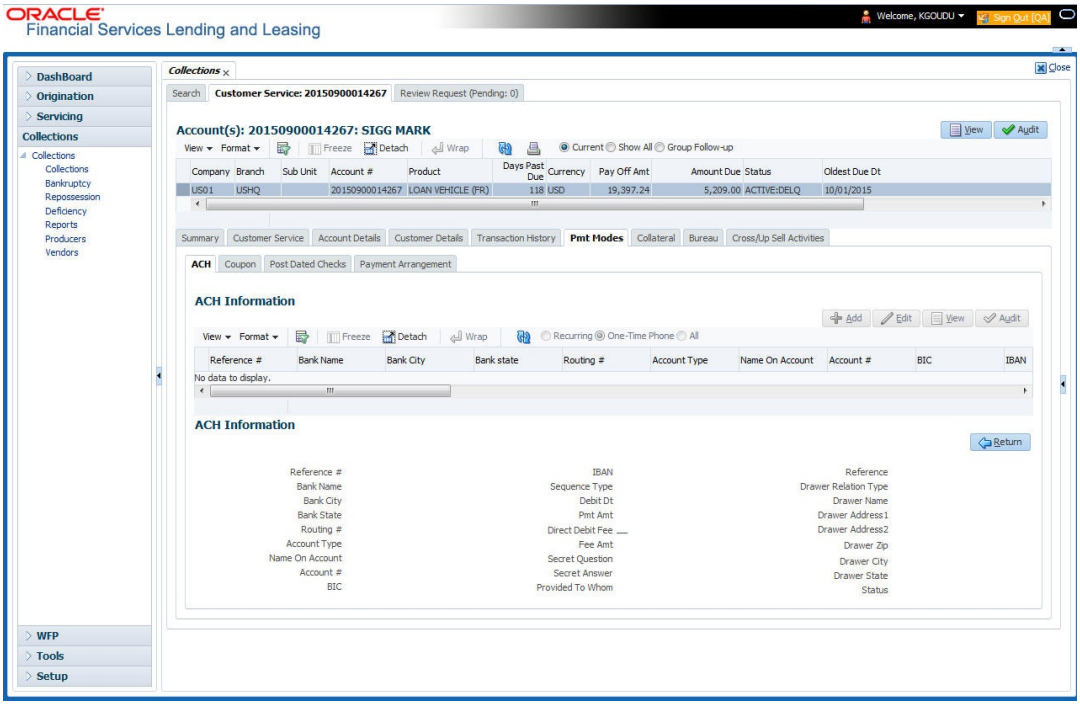
**Figure 7-8 Pmt Modes - ACH sub tab**




*For details on Pmt Modes tab refer* Customer Service screen's Pmt Modes tab *section in Customer Service chapter.*

# 7.9 Customer Service screen's Repo/Foreclosure tab

The Repossession/Foreclosure screen enables you to record information regarding repossessions/foreclosure in a manner similar to how bankruptcies are recorded on the Bankruptcy screen. You can track each stage of the repossession/foreclosure process based on the follow-up date and record information using Details and Tracking section.

This section consists of the following topic:

- Repossession sub tab

## 7.9.1 Repossession sub tab

On occasion, a lender performs multiple repossessions for the same LoanLine of creditLease. The Create New Repossession button on the Repossession screen enables you to create a new repossession record for a different collateral and different start and end dates. You can also use the Repossession screen to view previous repossession information using the Next and Previous buttons in Details section. The Current box in Details section indicates the current repossession record for each asset.

This tab will be available only when the collateral type associated with the LoanLine of creditLease account is a Vehicle.

You can update the current record, but previous records cannot be modified.

**To Specify repossession details for an account**

1. Open the **Repossession** screen and load the account you want to work with.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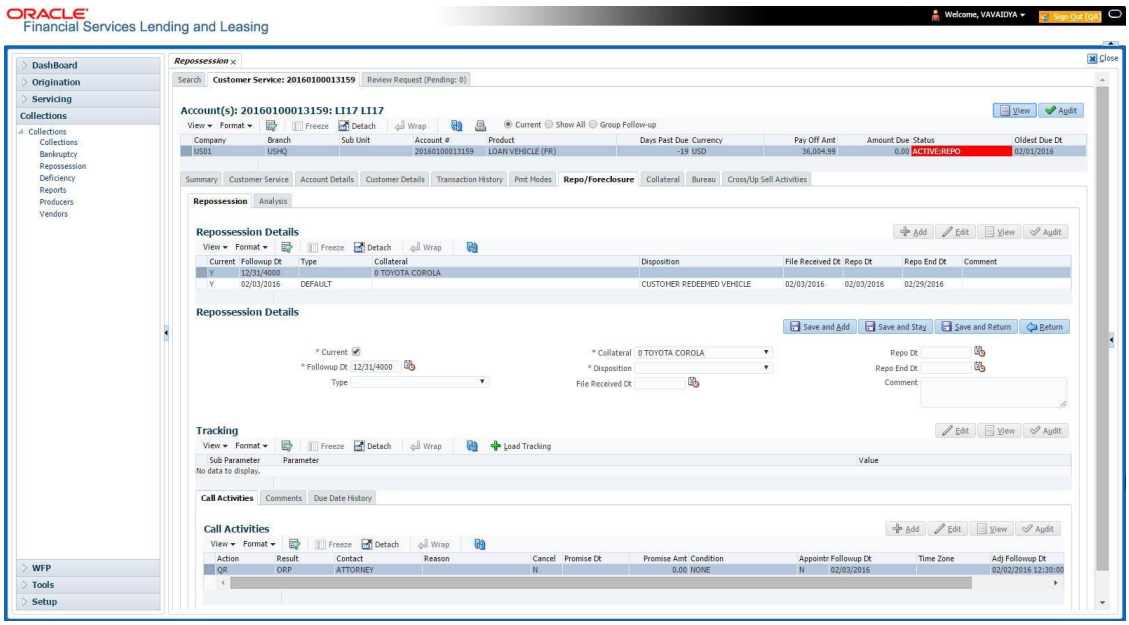
2. Click the **Repo/Foreclosure** sub tab, then click **Repossession**.
3. In the **Repossession Details** section, select the repossession record you want to work with.
   -or-
4. Click **Add** to refresh the Repossession screen to create a new record.

**Figure 7-9 Repossession sub tab**




*For details on this screen refer* Customer Service screen's Repo/Foreclosure tab *section in* ***Customer Service*** *chapter.*

# 7.10 Customer Service screen's Collateral tab

The Collateral screen displays information regarding any assets associated with an account. Collateral can be a vehicle, home, or something else, such as household goods. The Collateral screen contains the **Home** and **Seller** sub tabs. The Collateral tab appears only for the secured loan accounts.

**To view the collateral details**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Collateral** tab. The system displays the following screen: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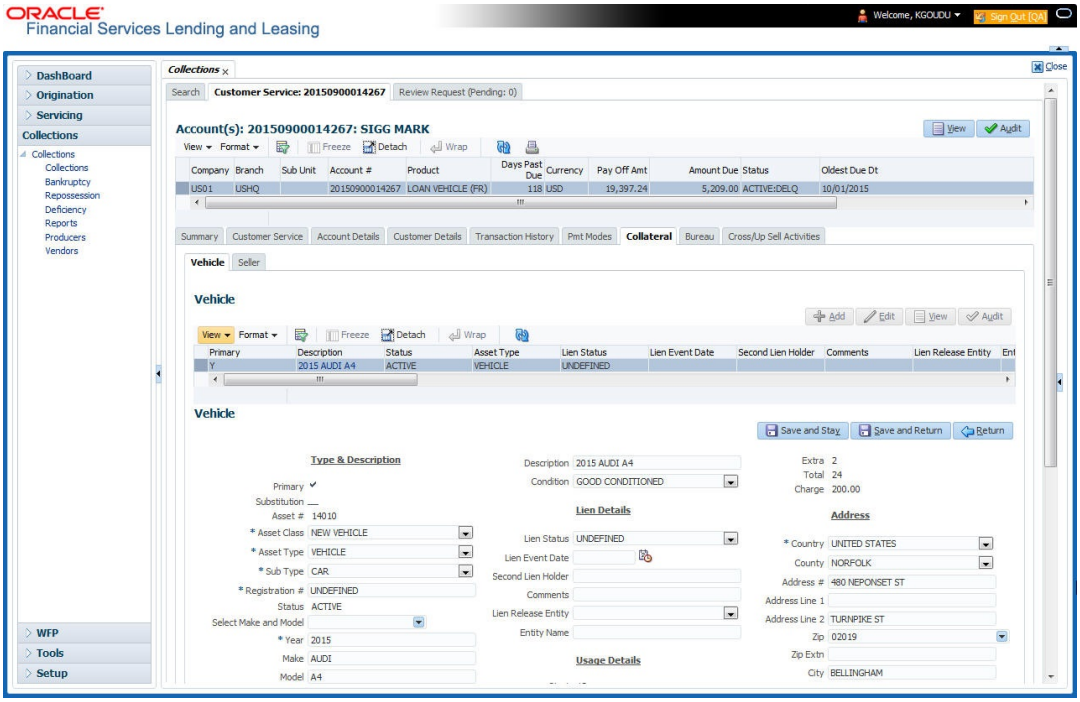
## Figure 7-10 Collateral - Vehicle - Loan




## Figure 7-11 Collateral - Vehicle - Lease

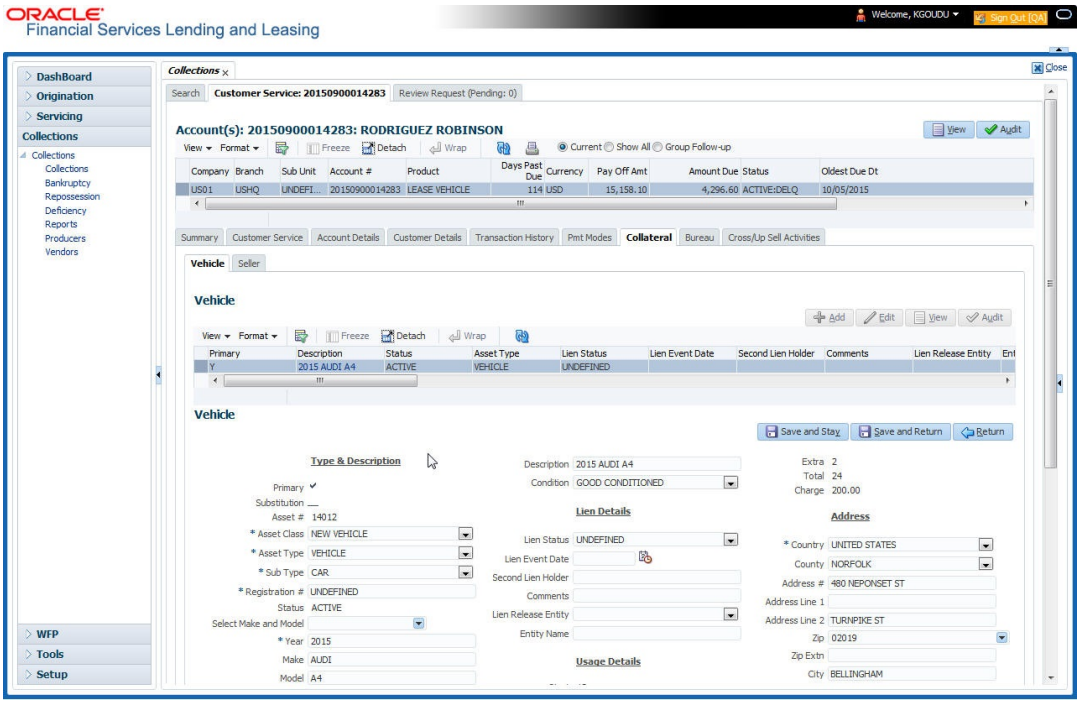




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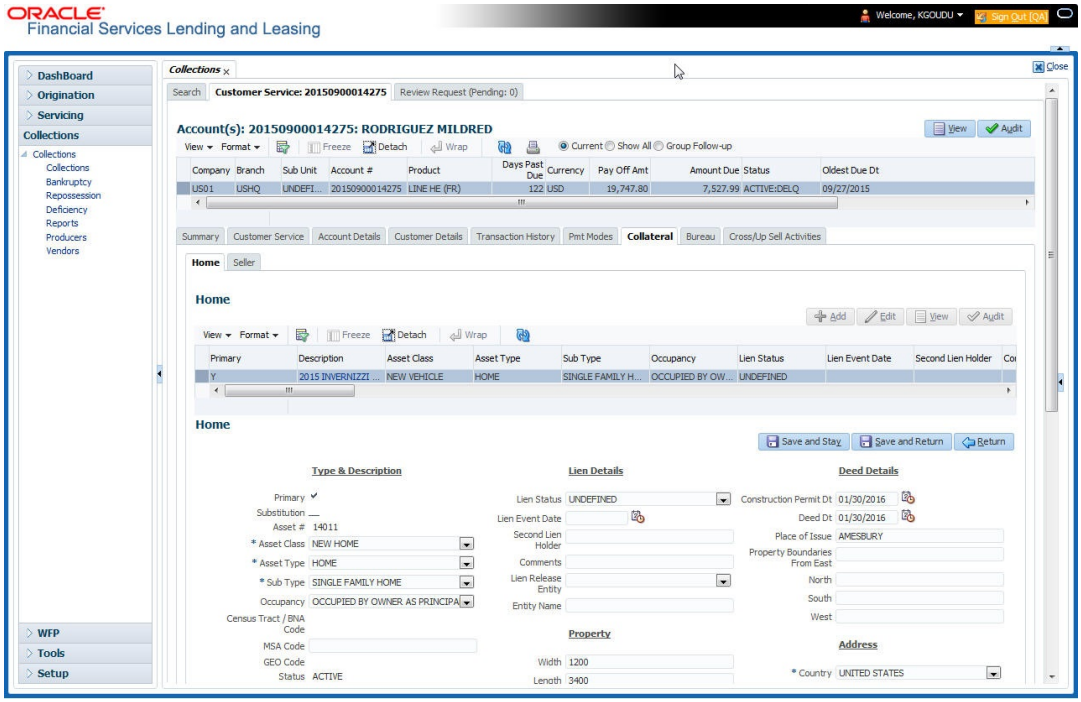
**Figure 7-12 Collateral - Vehicle - Line**




- If the account's collateral is a vehicle, **Collateral** screen opens at the **Vehicle** tab.
- If the account's collateral is a home, **Collateral** screen opens at the **Home** tab.
- If the account's collateral is neither a vehicle nor a home, **Collateral** screen opens at the **Other** Collateral.

*For details on this screen refer* Customer Service screen's Collateral tab *section in* ***Customer Service*** *chapter.*

# 7.11 Customer Service screen's Bureau tab

The Customer Service screen Bureau screen enables you to view credit bureau reports associated with account that were pulled during LoanLine of creditLease servicing for the account. You can also use the Bureau screen to create and pull additional credit bureau reports and view the results as a text only file.

**To view an existing credit bureau report**

1. Open the **Customer Service** screen and load the account you want to work with.
2. On the Customer Service link bar, click **Bureau**.


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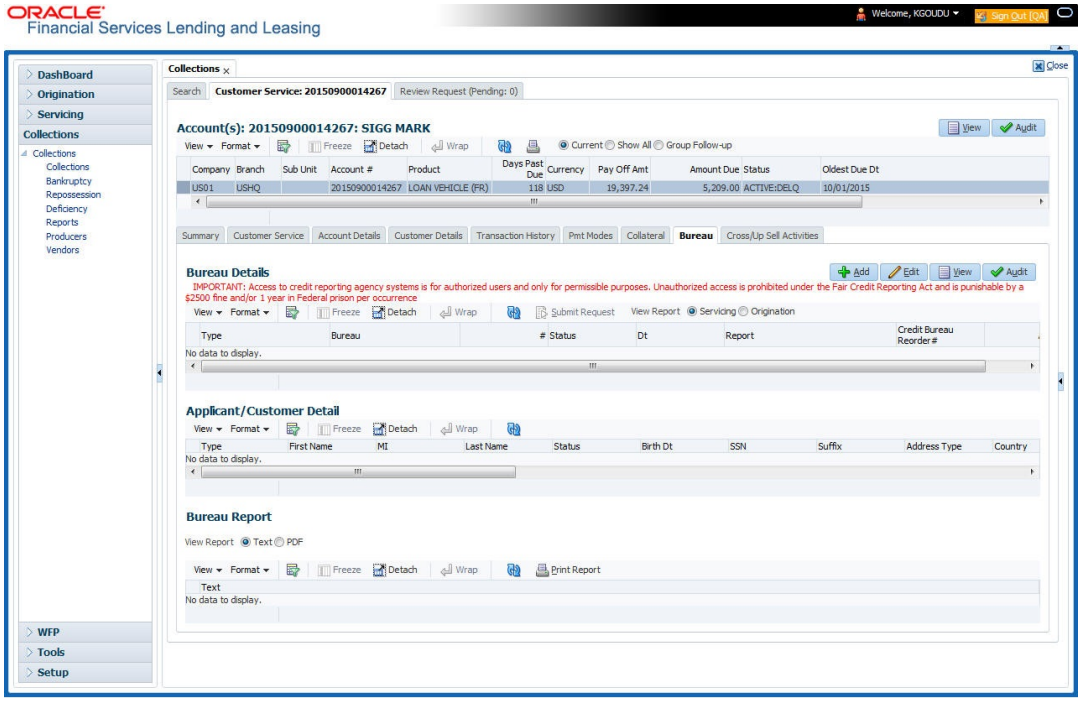
**Figure 7-13 Bureau Details**




*For details on this screen refer* Customer Service screen's Collateral tab *section in* ***Customer Service*** *chapter.*

# 7.12 Review Request

The Review Requests screen is primarily a work flow tool used to flag an ApplicationAccount for the attention of another Oracle Financial Services Lending and Leasing user and ask for review / feedback. It allows the system users to send and receive requests (including e-mail) commenting on a specific ApplicationAccount. The Review Request tab supports iterative review of selected ApplicationAccount and also to process the review with multiple reviewers.

> **Note**
>
> You can complete the below tasks for an Account Review Request using Review Request tab in the Customer Servicing screen.To complete the below mentioned tasks for an Application Review Request, use Review Request tab available in the Origination (Application Entry, Underwriting and Funding) screens.

In this chapter, you will learn how to compete the following tasks:

- Filter and View Review Requests
- Create and Send Review Request
- Reviewing a Request
- Responding to Review Request
- Reassign Review Request
- E-mailing Review Request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- Closing Review Request
- Complete Review Request
- Filter and View Review Requests
- Create and Send Review Request
- Reviewing a Request
- Responding to Review Request
- Reassign Review Request
- E-mailing Review Request
- Closing Review Request
- Complete Review Request
- Filter and View Review Requests
- Create and Send Review Request
- Reviewing a Request
- Responding to Review Request
- Reassign Review Request
- E-mailing Review Request
- Closing Review Request
- Complete Review Request
- Filter and View Review Requests
- Create and Send Review Request
- Reviewing a Request
- Responding to Review Request
- Reassign Review Request
- E-mailing Review Request
- Closing Review Request
- Complete Review Request
- Filter and View Review Requests
- Create and Send Review Request
- Reviewing a Request
- Responding to Review Request
- Reassign Review Request
- E-mailing Review Request
- Closing Review Request
- Complete Review Request

## 7.12.1 Filter and View Review Requests

The Review Requests tab contains the following sections:

- Query Section


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- Action Section
- Email Section
- Comment History Section

### Query Section

The Query section enables you to filter records based on User and type of review requests using any of the following options:

The **User** drop-down lists your User ID along with your Supervisor ID if the same has been defined in User Definition screen (Setup > Administration > User > Users). If you are the supervisor, you can view all your subordinates User ID's along with yours for selection.

On selecting a particular User ID from the list, system displays all the requests which are created, reviewed, closed and completed by that user.

You can further filter the review request based on the following:

**Table 7-1 Query Section**

| Query Options | Descriptions |
|---|---|
| **Originator** | Displays the records of all the active review requests created by the selected User. |
| **Receiver** | Displays the records of all the active review requests received by the selected User. |
| **Both** | Displays all the review requests records created as well as reviewed by the selected User with the status other than **CLOSED** and **COMPLETED**. |
| **View All** | Displays all the review requests records created as well as reviewed by the selected User with all the statuses. |
| **Forwarded Only** | Displays all the review requests records which are forwarded by the selected User to another user for review. |

### Action Section

The **Action** section enables you to Send (create), Respond, Close, or Complete the review request.

**Table 7-2 Action Section**

| Action Options | Descriptions |
|---|---|
| **Open ApplicationAccount** | Displays the Application EntryCustomer Service screen with the ApplicationAccount details assigned for review. |
| **Send Request** | Sends a review request to another Oracle Financial Services Lending and Leasing user. |
| **Send Response** | Sends a response to a review request received from another Oracle Financial Services Lending and Leasing user. |
| **Close Request** | Changes the status of review request to **CLOSED** and can be viewed by selecting **View All** option in the **Query** section. |


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**Table 7-2 (Cont.) Action Section**

| Action Options | Descriptions |
|---|---|
| **Complete Request** | Changes the status of review request to **COMPLETED** and can be viewed by selecting **View All** option in the **Query** section. |
| **Remove Filter** | Removes the selected filters applied to narrow the view of review request. The option is available when a review request is accessed from DashBoard > My Pending Review Requests section. |

### Email Section

The **Email** section enables you to send an email to either originator or receiver of the review request if an email setup is configured. However, note that a review request cannot be responded or replied back from email recipient.

**Table 7-3 Email Section**

| Email Options | Descriptions |
|---|---|
| **Originator** | Sends an email of review request information to the person listed in the **Originator** column on Review Request page. |
| **Receiver** | Sends an email of review request to the person listed in the **Receiver** column on Review Request page. |

The **Review Requests** section in OriginationCustomer Service screen displays the following information for each record:

**Table 7-4 Review Requests**

| Fields | Descriptions |
|---|---|
| **Request #** | View the system generated review request number. The same can be used to query and track the review requests. |
| **Originator** | The user id of the review request originator. |
| **Priority** | The request priority: HIGH, NORMAL, or LOW. |
| **Receiver** | The recipient of the review request. |
| **ApplicationAccount #** | The ApplicationAccount number which needs review. |
| **ApplicationAccount Status** | The ApplicationAccount status of the request being reviewed. |
| **Applicant** | Applicant’s name in the review request. |
| **Phone** | Applicant’s phone number in the review request. |
| **Address** | Applicant’s address in the review request. |
| **Email** | Applicant’s email in the review request. |
| **Reason** | Stated reason in the review request. |


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**Table 7-4 (Cont.) Review Requests**

| Fields | Descriptions |
|---|---|
| **Status** | The current status of review request. Following status are tracked in this column:<br>WAITING FOR RESPONSE - when request is sent to reviewer<br>RETURN TO ORIGINATOR - when reviewer has responded to request<br>CLOSED - when the request is closed<br>COMPLETED - when the request is completed |
| **Date** | The date and time when the review request was created. |

**Table 7-5 Review Requests**

| Fields | Descriptions |
|---|---|
| **Request #** | View the system generated review request number. The same can be used to query and track the review requests. |
| **Originator** | The user id of the review request originator. |
| **Priority** | The request priority: HIGH, NORMAL, or LOW. |
| **Receiver** | The recipient of the review request. |
| **Phone** | Applicant's phone number in the review request. |
| **Address** | Applicant's address in the review request. |
| **Email** | Applicant's email in the review request. |
| **Status** | The current status of review request. Following status are tracked in this column:<br>WAITING FOR RESPONSE - when request is sent to reviewer<br>RETURN TO ORIGINATOR - when reviewer has responded to request<br>CLOSED - when the request is closed<br>COMPLETED - when the request is completed |
| **Date** | The date and time when the review request was created. |
| **Account #** | The Account number which needs review. |
| **Days Past Due** | Total number of days elapsed past the due date. |
| **Total Outstanding Balance** | Displays either **Account outstanding principal balance** for active accounts, or **Deficiency balance** for charge-off accounts. |
| **Customer** | Primary / Secondary (spouse) name associated to the account. |

### Comment History

The **Comment History** section displays the log of comments or additional information added by originator or receiver while creating or reviewing a request.


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During an iterative review, where there are multiple trails of communication exchanged between originator and receiver, the **Comment History** section tracks all the updates as individual records for reference.

The Comment History section also allows you to know the actually reviewer when an ApplicationAccount review request is forwarded to multiple reviewers and is reviewed or completed by second or third person other than the one assigned by originator.

In the Comment History section, you can view the following details of the selected review request:

**Table 7-6 Comment History**

| Comments From | Descriptions |
|---|---|
| **Type** | View the type of request and is indicated as REVIEW REQUEST by default as maintained in **COMMENT_TYPE_CD** lookup code. |
| **Sub Type** | View the sub type of request which can be ORIGINATOR, RECEIVER, or SYSTEM GENERATED as maintained in COMMENT_SUB_TYPE_CD lookup code.<br>Note: The sub type **SYSTEM GENERATED** is automatically posted by the system when the review request is forwarded to another user by the assigned reviewer. The same is also updated with a comment in the next column. |
| **Comment** | View the Originator's or Reviewer's comment.<br>SYSTEM GENERATED comments are posted in the format - REVIEW REQUEST: <Request #> FORWADED FROM <first assigned user id> TO <next assigned user id>. |
| **Comment By** | View the user who has posted the comment.<br>SYSTEM GENERATED comments are marked as **INTERNAL**. |
| **Comment Dt** | View the Date and time when the comment was posted. |

## 7.12.2 Create and Send Review Request

The review request tab primarily allows you to flag an ApplicationAccount for the attention of another OFSLL user through a request asking for review / feedback. While doing so, you can either choose to send it to the reviewer immediately on creating the request or only create the request and later send for review.

**To Create and Send Review Request**

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.


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**Figure 7-14 Review Request-Add**

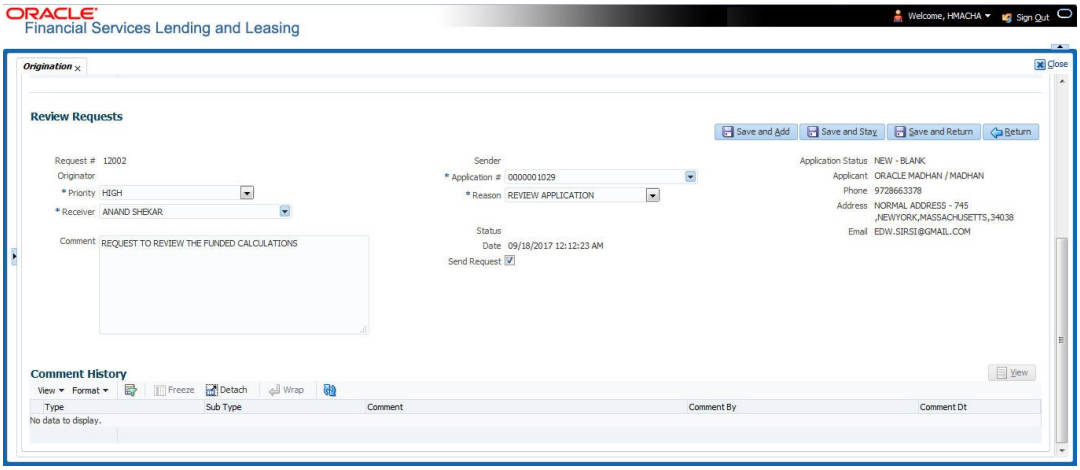
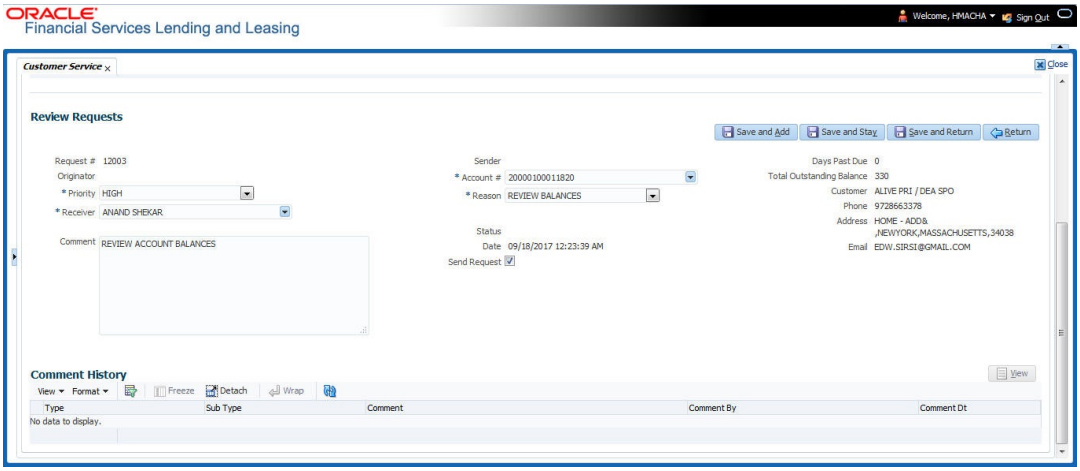



**Figure 7-15 Review Request-Add**




2. In the Review Requests section, select **Originator**.
3. Click **ADD**. You can also perform any of the Basic Operations mentioned in Navigation chapter. A brief description of the fields are given below:

**Table 7-7 Review Requests**

| In this field | View this |
|---|---|
| **Request #** | View the system generated request number. |
| **Originator** | View the requester's user ID auto generated by system upon creating the request. |
| **Priority** | Select the priority of review request as High, Normal, or Low from the drop-down list. This helps the reviewer to prioritize the request while responding but does not affect the order in which messages are sent or received. |
| **Receiver** | Select the user ID of the reviewer from the drop-down list. |


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**Table 7-7 (Cont.) Review Requests**

| In this field | View this |
|---|---|
| **Comment** | Specify additional details for review (if any) which can be sent to the reviewer along with the review request. |
| **Sender** | View the user ID of previous reviewer, if a request has been forwarded to another reviewer.<br>Note: A forwarded review request can only be viewed in the review request tab by filtering user ID of previous reviewer and selecting **Forwarded only** check box. |
| **ApplicationAccount #** | Select the ApplicationAccount to be reviewed from the drop-down list. The following fields are auto-populated based on selection:<br>Days Past Due<br>Total Outstanding Balance<br>Customer<br>Application Status<br>Applicant<br>Phone<br>Address<br>Email |
| **Reason** | Select the purpose for request from drop-down list. |
| **Status** | View the status of review request auto updated by system upon creating the request. |
| **Date** | View the date and time when the request was created. System appends the current date by default. |
| **Send Request** | (Optional) Select this check box to send it to reviewer immediately on creating the request.<br>However, if the request still need changes, retain the check box unselected and proceed to create the request. The same can later be sent for review by selecting **Send Request** option from the action section. |

4. Perform any of the Basic Actions mentioned in Navigation chapter.

   The review request(s) appear on the recipient's **My Pending Review Request** window in DashBoard and also on the **Review Request** tab header with (Pending: <count of unseen requests>). The status of request is updated as WAITING FOR RESPONSE.

## 7.12.3 Reviewing a Request

When you receive a review request, the system notifies you by creating an entry in **My Pending Review Requests By Priority** section in Dashboard with the number of unseen messages. Clicking on the ApplicationAccount # link opens the Review Request tab.


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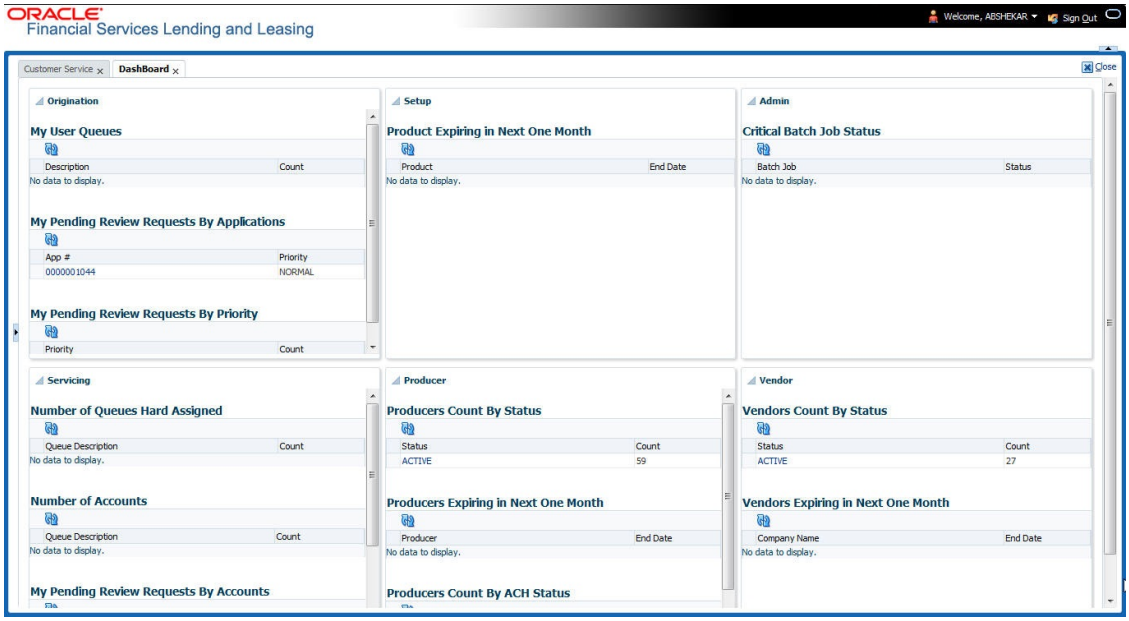
**Figure 7-16 Review Request-DashBoard**




## To review requests

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.

**Figure 7-17 Review Requests**

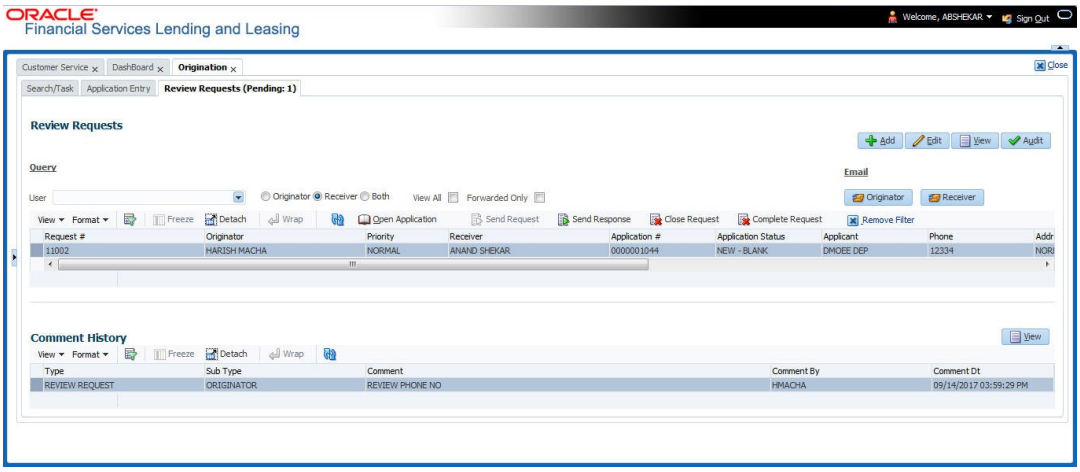




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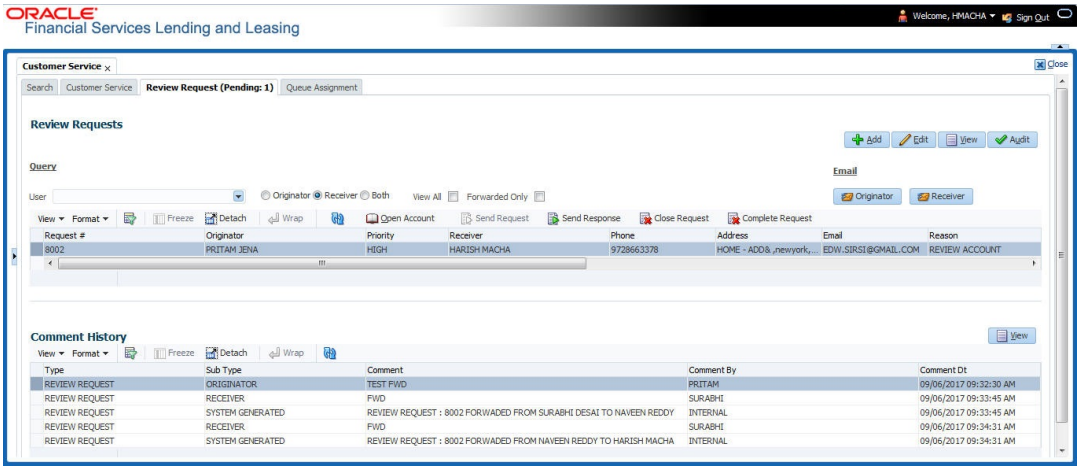
**Figure 7-18 Review Requests**




2. In the Query section, click **Receiver**. System displays all open review request you have received.
3. Click **Open ApplicationAccount**. The ApplicationAccount details are displayed in Application EntryCustomer Service > Summary tab.
4. Review the details in particular to the details specified in the comment (if any).

## 7.12.4 Responding to Review Request

On completing the review, you can Send Response detailing the feedback of your review. It is ideally recommended to send a response back to the originator by providing your views on the review as a comment. The details are recorded in the **Comment History** section as reference.

However, system also allows your forward the same request to another reviewer in case of additional clarifications.

**To respond to review request**

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.
2. In the Query section, click **Receiver**. System displays all open review request you have received.
3. In the Review Request section, select the record that you have reviewed. Click **Edit**.


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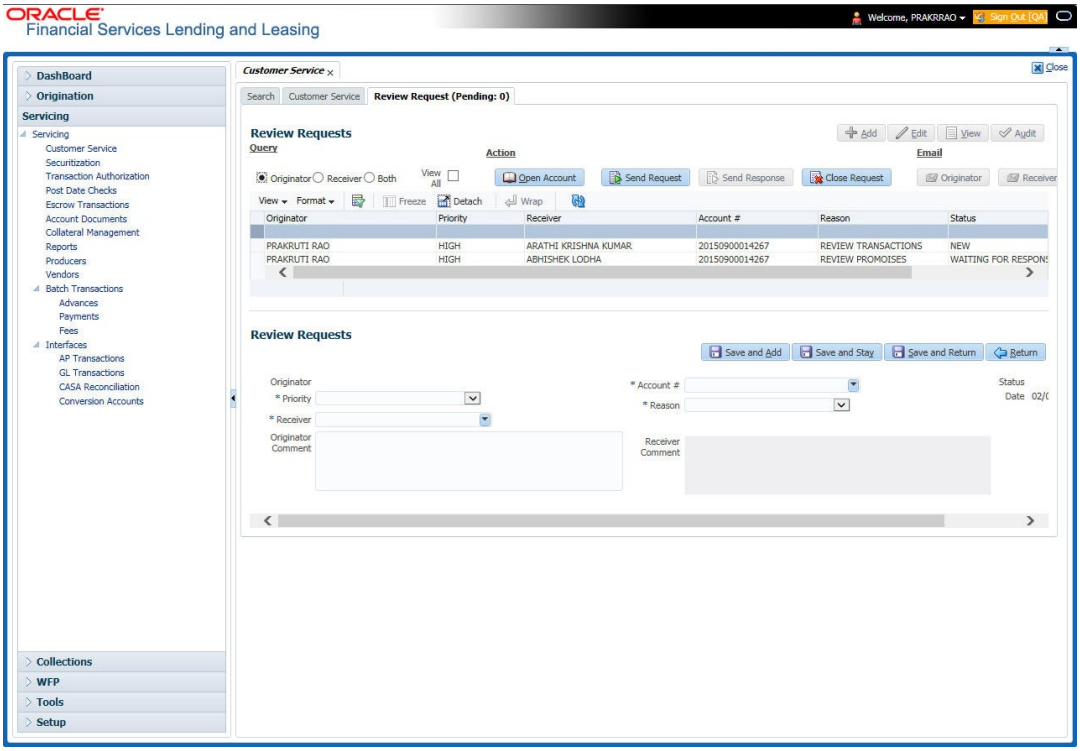
**Figure 7-19 Review Request-View**




Specify your review response in the **Comment** field. Select the **Send Request** check box to send the review response immediately to originator. In case of any further changes, retain the check box unselected and save the details. The response is not sent and the same can later be sent to originator by selecting the record and clicking on **Send Response** option from the action section.

The details are updated in Review Request tab and status of request is updated as RETURN TO ORIGINATOR.

## 7.12.5 Reassign Review Request

While reviewing a request, system also facilitates you to reassign (i.e. forward) the review request to another user for review. In such a case, you become the **Sender** and the assigned user will be the reviewer of the request. The request can further move to other reviewers if required.

When the request is reassigned or forwarded to another reviewer, the actual originator can still track the status of request by selecting user ID in Query section. As a **Sender**, you can view the reassigned review requests by selecting the **Forwarded Only** check box in Query section. Also, on reassigning or forwarding a review request, system automatically posts a comment in **Comment History** section in the format - REVIEW REQUEST: <Request #> FORWADED FROM <first assigned user id> TO <next assigned user id> with Sub Type as **SYSTEM GENERATED** and Comment By as **INTERNAL**.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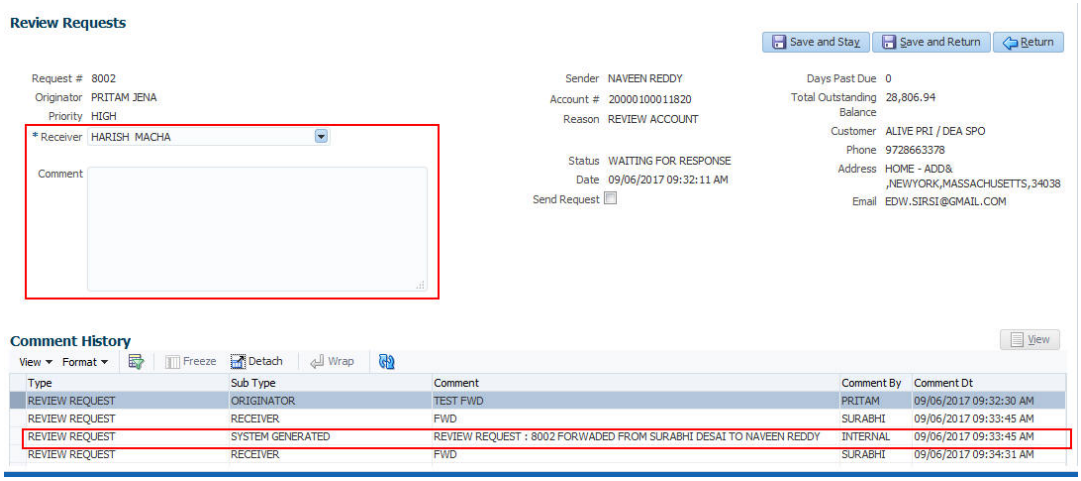
> **Note**
>
> It is recommended to limit the reassignment of review request since tracking the request status becomes difficult.

**To reassign review request**

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.
2. In the Query section, click **Receiver**. System displays all open review request you have received.
3. In the Review Request section, select the record that you have reviewed and click **Edit**.

**Figure 7-20 Review Requests-Reassign**




4. Select the required reviewer from **Receiver** drop down list.
5. (Optional) Specify the reason for reassignment in the **Comment** field. The same is tracked in **Comment History** section.
6. Select the **Send Request** check box to reassign review request immediately on update. In case of any further changes, retain the check box unselected and save the details. The reassignment can later be completed by selecting the record and clicking on **Send Response** option from the action section.

The details are updated in Review Request tab and status of request is updated as WAITING FOR RESPONSE.

## 7.12.6 E-mailing Review Request

While system updates **My Pending Review Requests By Priority** section in the DashBoard to notify you about the new requests, you can also e-mail a review request to both the originator and a receiver, as applicable. The system will use e-mail address recorded for both the originator and receiver in Setup > Administration > User > User Definition section.

**To e-mail a review request**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1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.
2. In **Email** section, click **Originator** to send the message to the person listed in Originator field.

   -or-
3. Click **Receiver** to send it to the person listed in the Receiver field.

The system emails the details of selected record to e-mail address recorded in user setup.

## 7.12.7 Closing Review Request

You can close a review request you created at anytime, regardless of status. However, you can only close review requests that have your user id in the Originator field. When you close a review request, the system removes it from Review Request tab.

**To close a review request**

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.
2. Select the request you want to close in the Review Request section.
3. In the Action section, click **Close Request**.

The system assigns the request as CLOSED and removes it from your Review Request record. The closed review requests can be reviewed anytime by selecting **View All** in the Query section.

## 7.12.8 Complete Review Request

When a particular review request has completed the review process from reviewer with required changes and confirmation, the same can be marked as **COMPLETE** in the Review Request tab. However, you can complete a request only if you are the originator of the request. When you complete a review request, system removes it from Review Request tab.

**To complete a review request**

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.
2. Select the request you want to close in the Review Request section.
3. In the Action section, click **Complete Request**.

The system assigns the request as **COMPLETED** and removes it from your Review Request record. The completed review requests can be reviewed anytime by selecting **View All** in the Query section.


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# 8
# Deficiency

After an application has cycled through the LoanLine of creditLease origination process, it becomes an account. Account maintenance and collections tasks can be performed with Oracle Financial Services Lending and Leasing's **Deficiency** screen.

The **Deficiency** screen enables you to view and manage all customer information in a centralized location to ensure data integrity and provide better service. Oracle Financial Services Lending and Leasing provides online real-time information about the applicant(s), contract, account balances, dues, transactions, call activities, and comments. Oracle Financial Services Lending and Leasing also supports back-dating of financial transactions till the account's opening date.


- Search Tab
- Customer Service screen
- Customer Service screen's Summary tab
- Customer Service screen's Customer Service tab
- Customer Service screen's Account Details tab
- Customer Service screen's Customer Details tab
- Customer Service screen's Transaction History tab
- Customer Service screen's Pmt Modes tab
- Customer Service screen's Deficiency tab
- Customer Service screen's Collateral tab
- Customer Service screen's Bureau tab
- Review Request


## 8.1 Search Tab

There are two types of search available.

- Account
- Customer

This section consists of the following topic:


- Searching for a Customer or Account


### 8.1.1 Searching for a Customer or Account

There are a number of different ways to load the customer details on the respective screen from the LHS menu.

- Use the Search screen by selecting Customer Centric option(s).
- Use the Quick Search section to search for the customer by Account Number, or Customer Id, or by specifying the last four digits of Primary SSN (SSN of the primary applicant).



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- Use the Next Account feature to load the customer from a predefined queue.

*For details on how to search and load the customer or account details using Search screen, refer* Search Using Customer Details *section in* ***Search Function*** *chapter.*

# 8.2 Customer Service screen

Most screens on the Customer Service screen contain the Account(s) and Customer(s) sections as a header. The Account(s) section provides a quick overview of an account by displaying its company, branch, account number, product, payoff amount and amount due, status, and oldest due date. The information on Customer Service screen always refers to the account selected in this section.

The Customer(s) section displays information about customer(s) attached to the account. The information on Customer Service screen always refers to the customer selected in this section.

To view account details in the Account(s) and Customer(s) sections, open the respective screen from the LHS menu and load the account you want to work with.

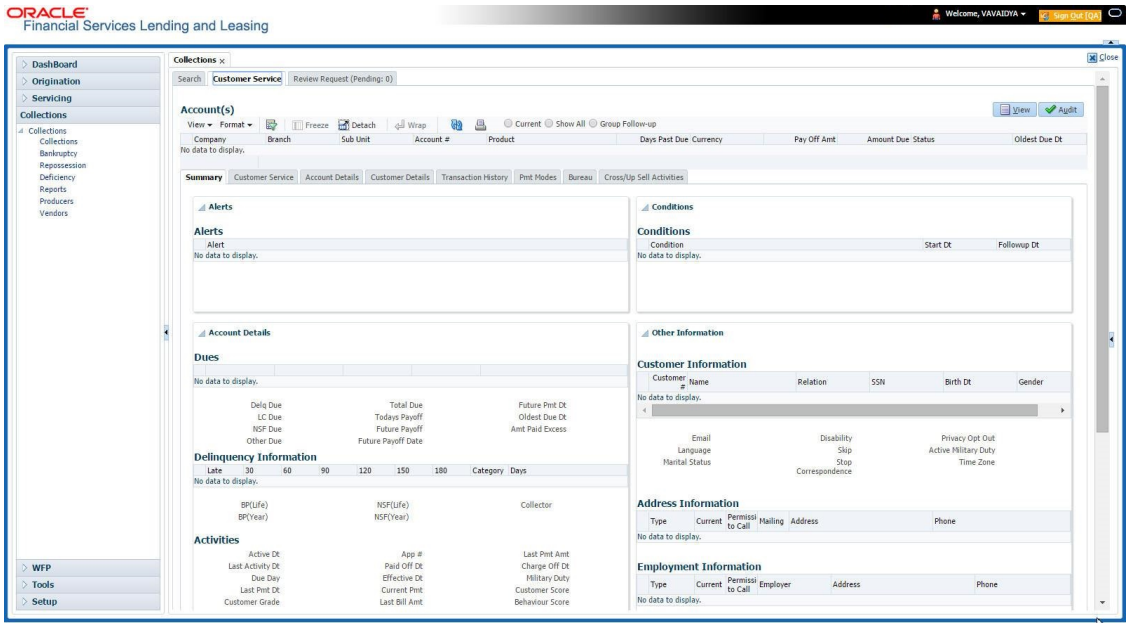
On the **Customer Service** screen's **Account(s)** section, you can view the information based on your selection.

*For details on this screen refer* Customer Service screen *section in* ***Customer Service*** *chapter.*

# 8.3 Customer Service screen's Summary tab

Open the respective screen from the LHS menu and load the account you want to work with. By default the Customer Service screen opens the **Summary** tab.

**Figure 8-1 Customer Service screen's Summary tab**




*For details on this screen refer* Customer Service screen's Summary tab *section in* ***Customer Service*** *chapter.*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# 8.4 Customer Service screen's Customer Service tab

Open the respective screen from the LHS menu and load the account you want to work with. Click the **Customer Service** tab to view the sections under it.

This section consists of the following topic:

- Call Activities sub tab

## 8.4.1 Call Activities sub tab

With **Call Activities** section, the system enables you to record the details of all actions you performed regarding this account. This includes calls from the customer, calls you make regarding the account, or changes to condition of the account. Entries in the **Call Activities** section are listed in reverse chronological order of follow-up date and are user defined.

Each action and result has a code and description. The code for call action and call result is what appears on the Call Activity sub screen.

This section consists of the following topic:

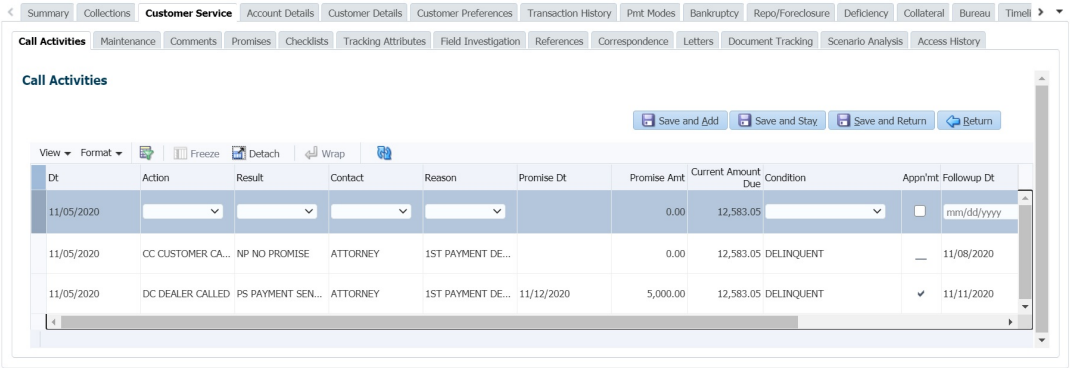
- Recording a Call Activity

### 8.4.1.1 Recording a Call Activity

**To record a call activity**

1. Open the respective screen from the LHS menu and load the account you want to work with.
2. Click **Customer Service** sub tab and then click **Call Activities** tab under it. Click **Add**. The system displays the following screen.

**Figure 8-2 Recording a Call Activity**




*For details on this screen refer* Customer Service screen's Customer Service tab *section in Customer Service chapter.*

# 8.5 Customer Service screen's Account Details tab

Open the respective screen from the LHS menu and load the account you want to work with. Click the **Account Details** tab to view the sections under it.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This section consists of the following topic:

- Account Details sub tab

## 8.5.1 Account Details sub tab

Oracle Financial Services Lending and Leasing enables you to view account details using Account Details sub tab.

In the **Account Information** section click **View**.

**Figure 8-3 Account Details - Loan**

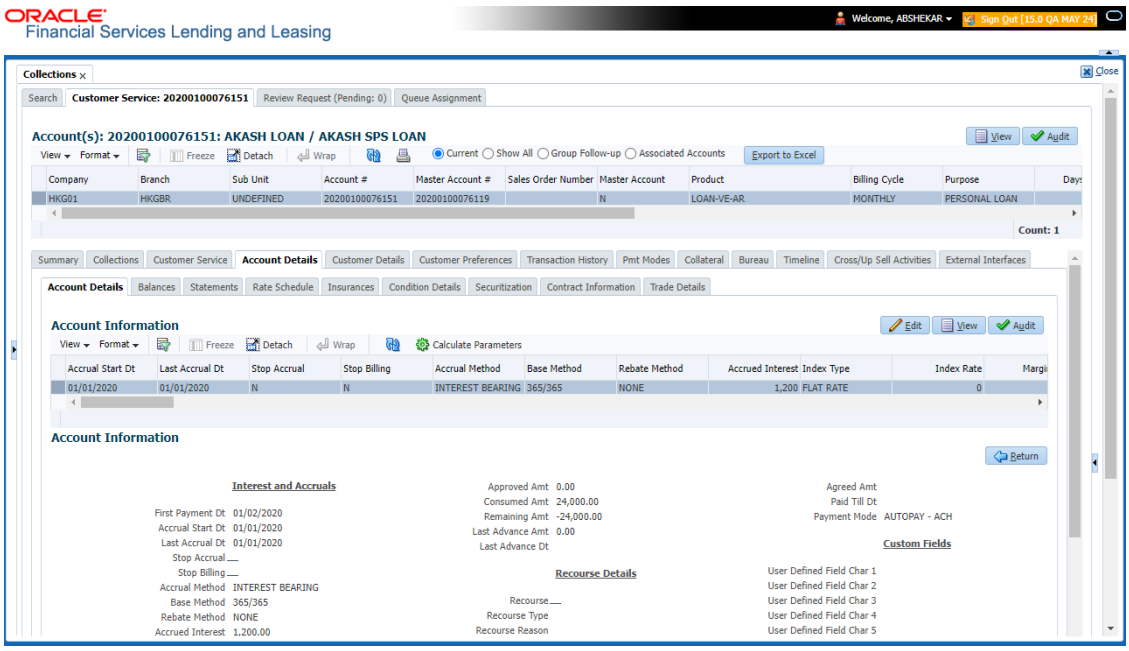



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**Figure 8-4 Account Details - Lease**

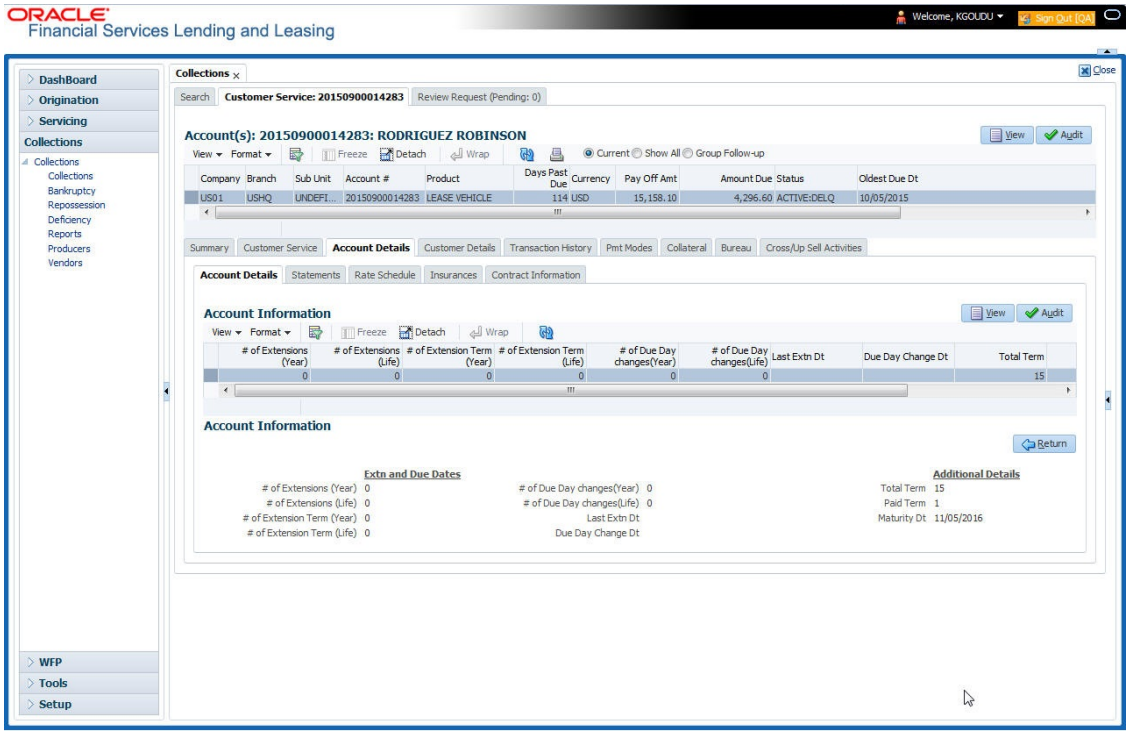
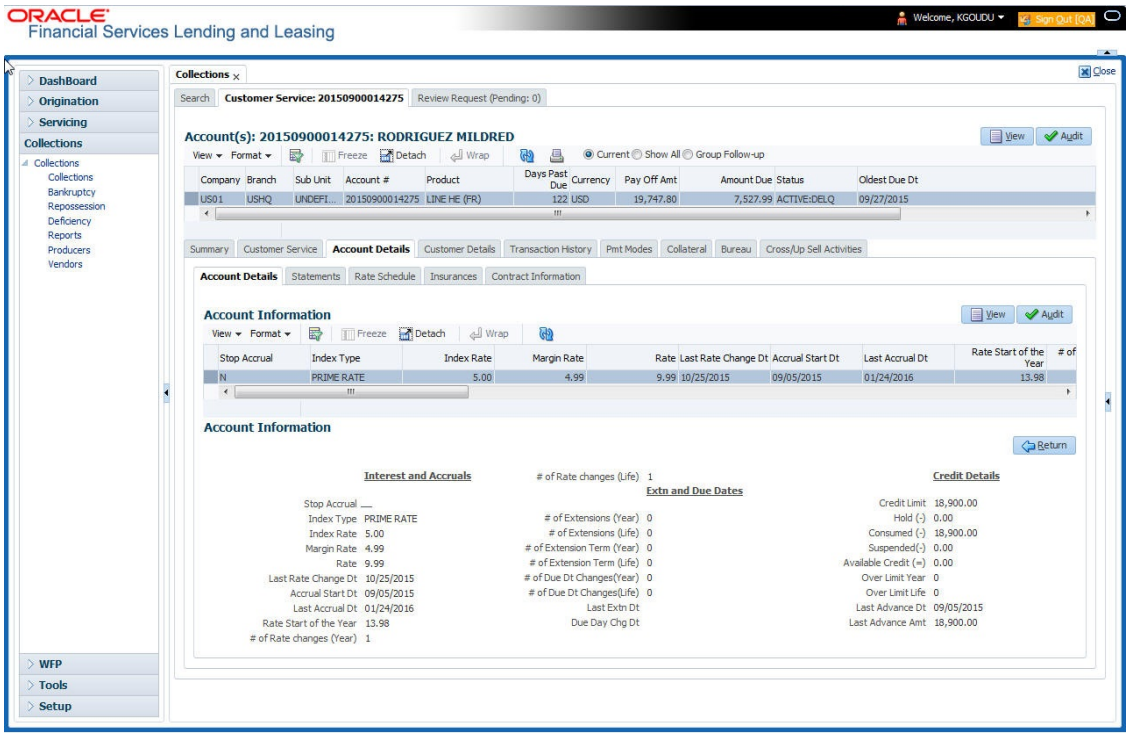



**Figure 8-5 Account Details - Line**




*For details on this screen refer* Customer Service screen's Account Details tab *section in* ***Customer Service*** *chapter.*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# 8.6 Customer Service screen's Customer Details tab

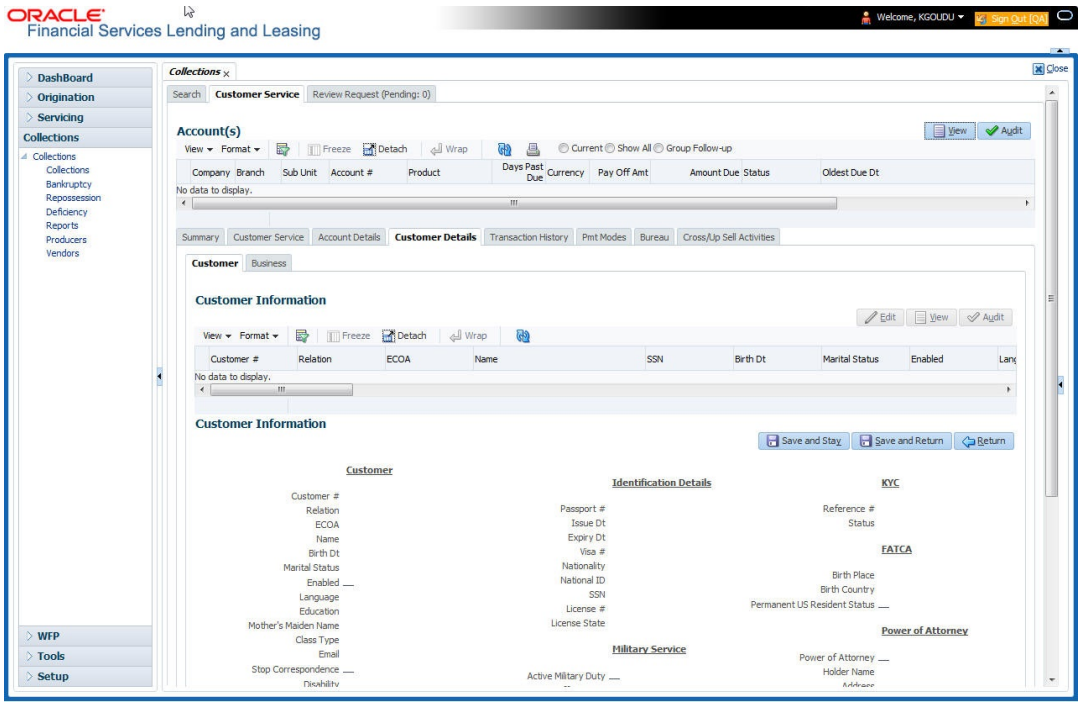
Open the respective screen from the LHS menu and load the account you want to work with. Click the **Customer** tab to view the sections under it.

Information gathered on the application entry process regarding the customer and customer's address, employment data, and phone numbers appears on the Customer Details screen. Using the Customer Service screen's Customer Details tab, you can update or add to a customer's address, employment information, or phone listing. All the information about the customer can be changed using Maintenance screen.

**To view or edit customer information**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Customer Details** sub tab.

**Figure 8-6 Customer Details**




3. *For details on this screen refer* Customer Service screen's Customer/Business Details tab *section in* ***Customer Service*** *chapter.*

# 8.7 Customer Service screen's Transaction History tab

Open the respective screen from the LHS menu and load the account you want to work with. Click the **Transaction History** tab to view the sections under it.


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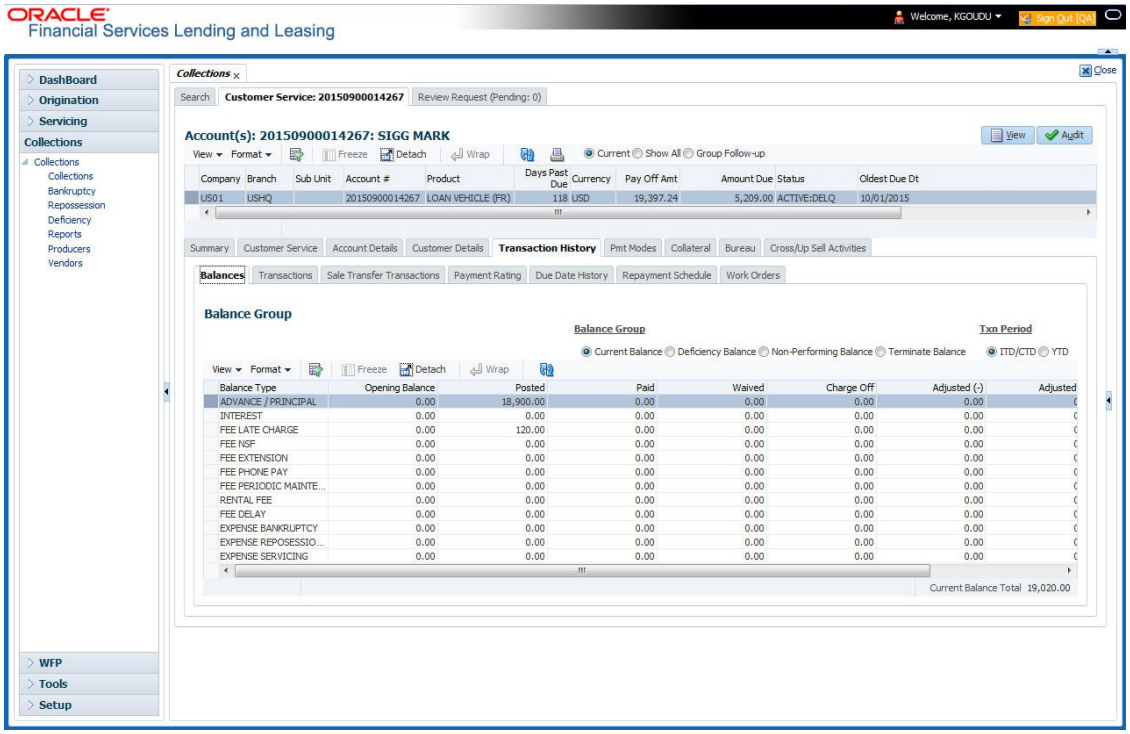
**Figure 8-7 Transaction History**




*For details on this screen refer* Customer Service screen's Transaction History tab *section in* ***Customer Service*** *chapter.*

# 8.8 Customer Service screen's Pmt Modes tab

Open the respective screen from the LHS menu and load the account you want to work with. Click the **Pmt Modes** sub tab to view the sections under it.

This section consists of the following topic:

- ACH sub tab

## 8.8.1 ACH sub tab

If used, the **ACH** section displays information about automated clearing house and electronic fund transfers.

**To view the ACH information screen**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Pmt Modes** tab, then click **ACH** sub tab.


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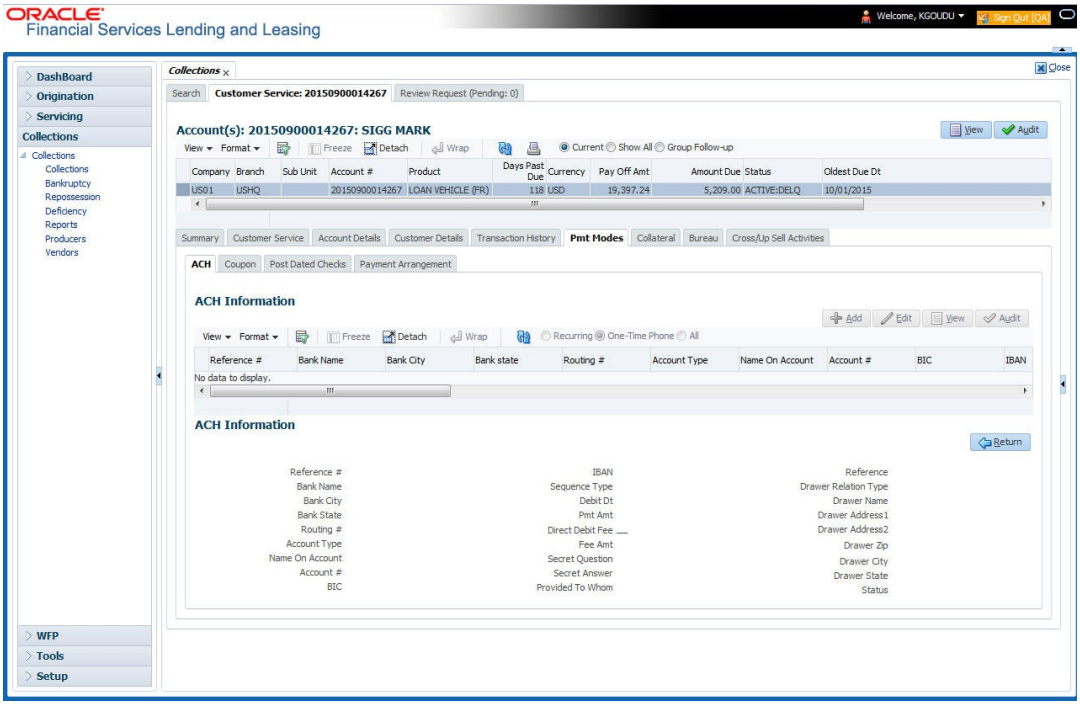
**Figure 8-8 Pmt Modes - ACH sub tab**




*For details on Pmt Modes tab refer* [Customer Service screen's Pmt Modes tab] *section in Customer Service chapter.*

# 8.9 Customer Service screen's Deficiency tab

The Deficiency screen enables you to record information about deficiency accounts i.e. accounts that are no longer collectable. You can create and track specific details on the status of the charged-off account for timely follow-up and analysis. You can also track each stage of the deficiency process based on its follow-up date and record information using the Details and Tracking sections.

The **Add** button enables you to create a new deficiency record with different start and end dates. You can also use the **Deficiency Details** screen to view the deficiency information. The **Current** field in the **Deficiency Details** section indicates the current bankruptcy details.

> **Note**
>
> To view the balance of a charged off account, click the **Transaction History** tab on Customer Service screen, then click **Balances**. On the Account Details screen's Balance Group section, click **Deficiency**. For more information on Deficiency Balance, see Balances sub tab section in this chapter.

**To enter deficiency details for an account**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Deficiency** tab.
3. In the **Deficiency Detail** section, select the deficiency record you want to work with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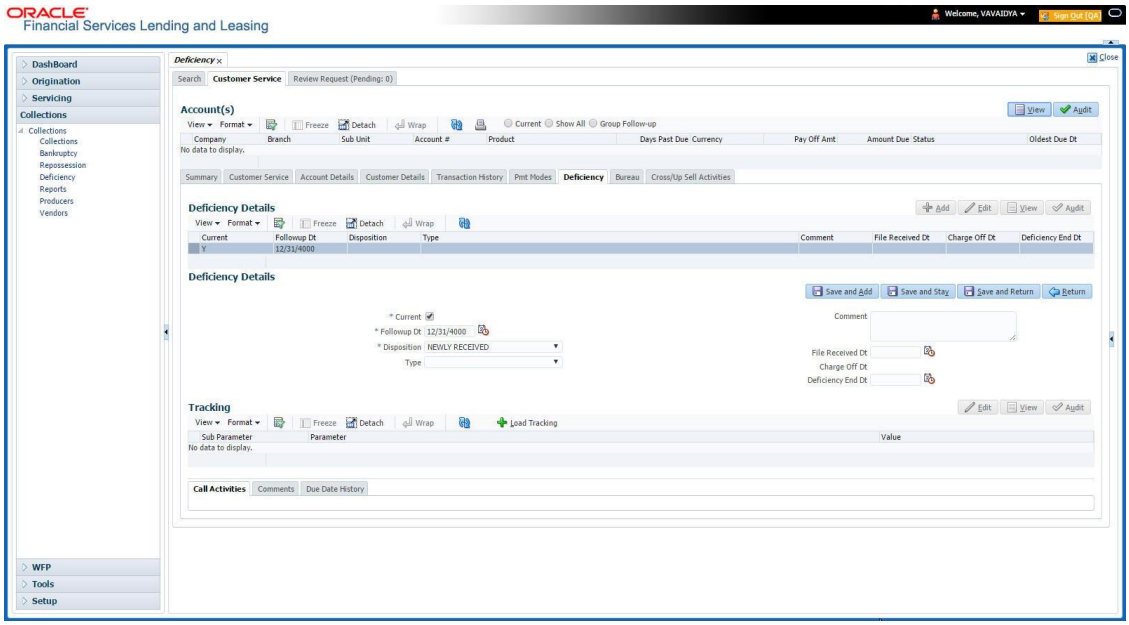
-or-

4. Click **Add** to refresh the Deficiency screen to create a new record.

**Figure 8-9 Customer Service screen's Deficiency tab**




*For details on this screen refer* Customer Service screen's Deficiency tab *section in* ***Customer Service*** *chapter.*

# 8.10 Customer Service screen's Collateral tab

The Collateral screen displays information regarding any assets associated with an account. Collateral can be a vehicle, home, or something else, such as household goods. The Collateral screen contains the **Home** and **Seller** sub tabs. The Collateral tab appears only for the secured loan accounts.

**To view the collateral details**

1. Open the **Customer Service** screen and load the account you want to work with.
2. Click **Collateral** tab. The system displays the following screen:


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**Figure 8-10 Collateral - Vehicle - Loan**

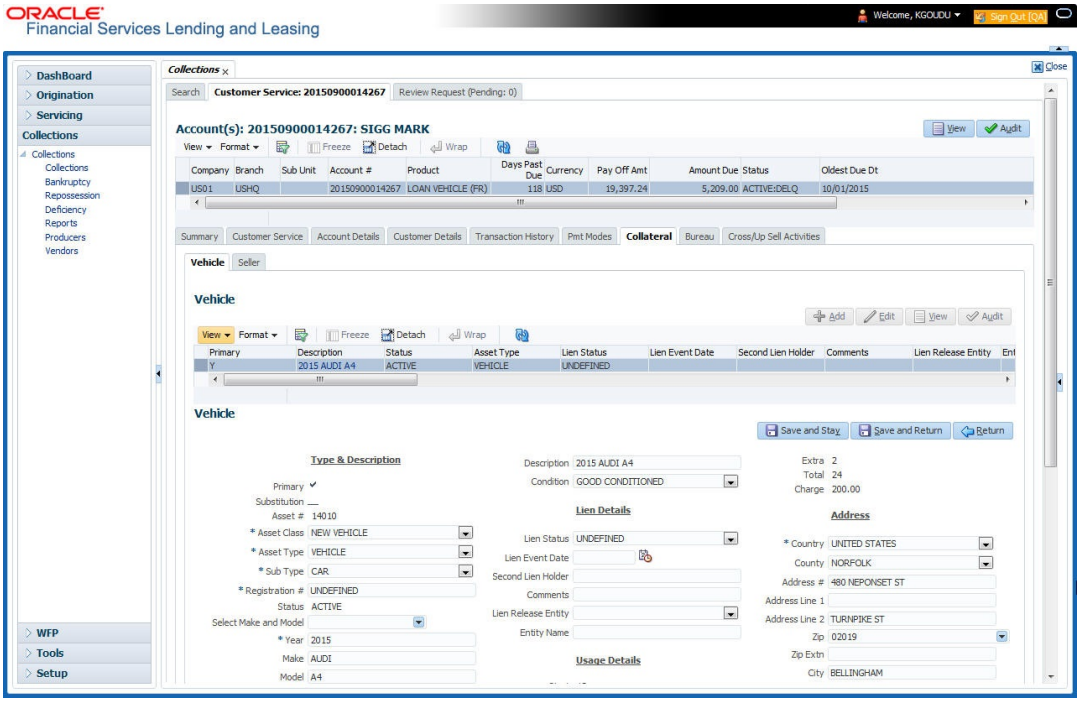


**Figure 8-11 Collateral - Vehicle - Lease**

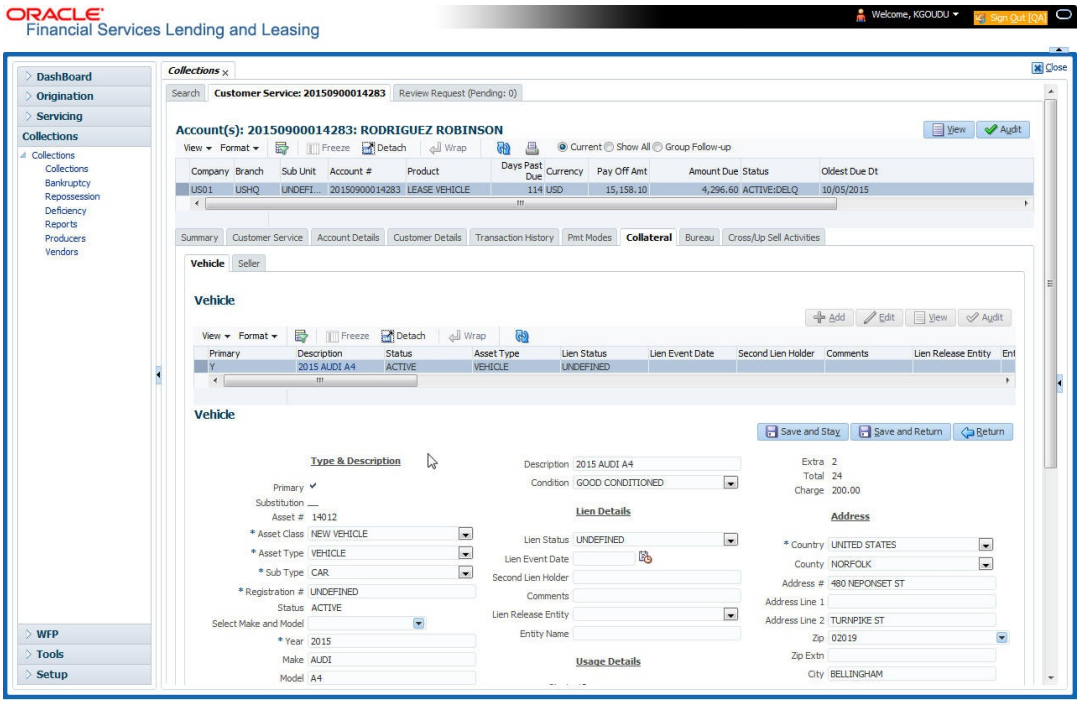



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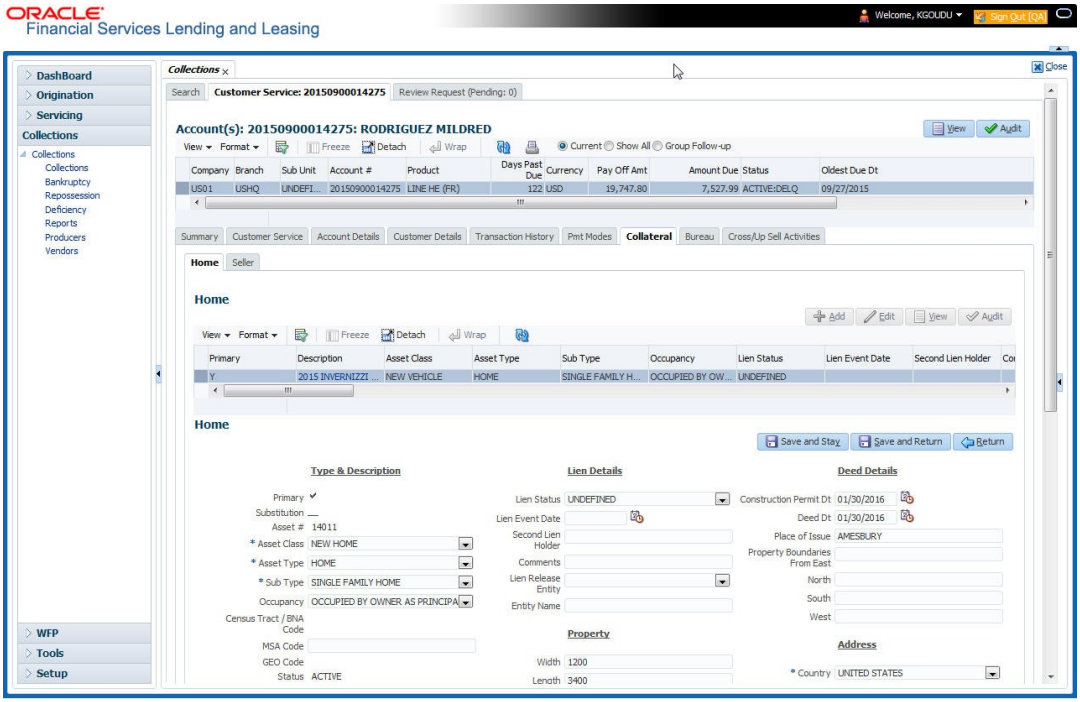
**Figure 8-12 Collateral - Vehicle - Line**




- If the account's collateral is a vehicle, **Collateral** screen opens at the **Vehicle** tab.
- If the account's collateral is a home, **Collateral** screen opens at the **Home** tab.
- If the account's collateral is neither a vehicle nor a home, **Collateral** screen opens at the **Other** Collateral.

*For details on this screen refer* Customer Service screen's Collateral tab *section in* ***Customer Service*** *chapter.*

# 8.11 Customer Service screen's Bureau tab

The Customer Service screen Bureau screen enables you to view credit bureau reports associated with account that were pulled during LoanLine of creditLease servicing for the account. You can also use the Bureau screen to create and pull additional credit bureau reports and view the results as a text only file.

**To view an existing credit bureau report**

1. Open the **Customer Service** screen and load the account you want to work with.
2. On the Customer Service link bar, click **Bureau**.


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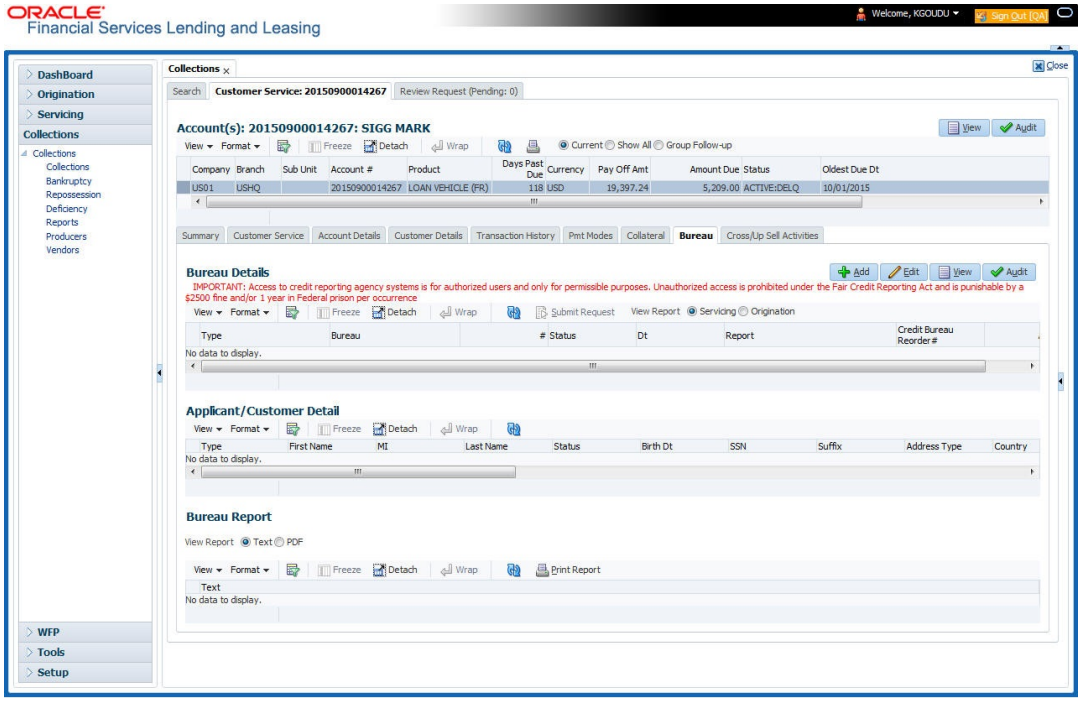
**Figure 8-13 Bureau Details**




*For details on this screen refer* Customer Service screen's Collateral tab *section in* ***Customer Service*** *chapter.*

# 8.12 Review Request

The Review Requests screen is primarily a work flow tool used to flag an ApplicationAccount for the attention of another Oracle Financial Services Lending and Leasing user and ask for review / feedback. It allows the system users to send and receive requests (including e-mail) commenting on a specific ApplicationAccount. The Review Request tab supports iterative review of selected ApplicationAccount and also to process the review with multiple reviewers.

> **Note**
>
> You can complete the below tasks for an Account Review Request using Review Request tab in the Customer Servicing screen.To complete the below mentioned tasks for an Application Review Request, use Review Request tab available in the Origination (Application Entry, Underwriting and Funding) screens.

In this chapter, you will learn how to compete the following tasks:

- Filter and View Review Requests
- Create and Send Review Request
- Reviewing a Request
- Responding to Review Request
- Reassign Review Request
- E-mailing Review Request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- Closing Review Request
- Complete Review Request
- Filter and View Review Requests
- Create and Send Review Request
- Reviewing a Request
- Responding to Review Request
- Reassign Review Request
- E-mailing Review Request
- Closing Review Request
- Complete Review Request
- Filter and View Review Requests
- Create and Send Review Request
- Reviewing a Request
- Responding to Review Request
- Reassign Review Request
- E-mailing Review Request
- Closing Review Request
- Complete Review Request
- Filter and View Review Requests
- Create and Send Review Request
- Reviewing a Request
- Responding to Review Request
- Reassign Review Request
- E-mailing Review Request
- Closing Review Request
- Complete Review Request
- Filter and View Review Requests
- Create and Send Review Request
- Reviewing a Request
- Responding to Review Request
- Reassign Review Request
- E-mailing Review Request
- Closing Review Request
- Complete Review Request

## 8.12.1 Filter and View Review Requests

The Review Requests tab contains the following sections:

- Query Section


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- Action Section
- Email Section
- Comment History Section

### Query Section

The Query section enables you to filter records based on User and type of review requests using any of the following options:

The **User** drop-down lists your User ID along with your Supervisor ID if the same has been defined in User Definition screen (Setup > Administration > User > Users). If you are the supervisor, you can view all your subordinates User ID's along with yours for selection.

On selecting a particular User ID from the list, system displays all the requests which are created, reviewed, closed and completed by that user.

You can further filter the review request based on the following:

**Table 8-1 Query Section**

| Query Options | Descriptions |
|---|---|
| **Originator** | Displays the records of all the active review requests created by the selected User. |
| **Receiver** | Displays the records of all the active review requests received by the selected User. |
| **Both** | Displays all the review requests records created as well as reviewed by the selected User with the status other than **CLOSED** and **COMPLETED**. |
| **View All** | Displays all the review requests records created as well as reviewed by the selected User with all the statuses. |
| **Forwarded Only** | Displays all the review requests records which are forwarded by the selected User to another user for review. |

### Action Section

The **Action** section enables you to Send (create), Respond, Close, or Complete the review request.

**Table 8-2 Action Section**

| Action Options | Descriptions |
|---|---|
| **Open ApplicationAccount** | Displays the Application EntryCustomer Service screen with the ApplicationAccount details assigned for review. |
| **Send Request** | Sends a review request to another Oracle Financial Services Lending and Leasing user. |
| **Send Response** | Sends a response to a review request received from another Oracle Financial Services Lending and Leasing user. |
| **Close Request** | Changes the status of review request to **CLOSED** and can be viewed by selecting **View All** option in the **Query** section. |


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**Table 8-2 (Cont.) Action Section**

| Action Options | Descriptions |
|---|---|
| **Complete Request** | Changes the status of review request to **COMPLETED** and can be viewed by selecting **View All** option in the **Query** section. |
| **Remove Filter** | Removes the selected filters applied to narrow the view of review request. The option is available when a review request is accessed from DashBoard > My Pending Review Requests section. |

### Email Section

The **Email** section enables you to send an email to either originator or receiver of the review request if an email setup is configured. However, note that a review request cannot be responded or replied back from email recipient.

**Table 8-3 Email Section**

| Email Options | Descriptions |
|---|---|
| **Originator** | Sends an email of review request information to the person listed in the **Originator** column on Review Request page. |
| **Receiver** | Sends an email of review request to the person listed in the **Receiver** column on Review Request page. |

The **Review Requests** section in OriginationCustomer Service screen displays the following information for each record:

**Table 8-4 Review Requests**

| Fields | Descriptions |
|---|---|
| **Request #** | View the system generated review request number. The same can be used to query and track the review requests. |
| **Originator** | The user id of the review request originator. |
| **Priority** | The request priority: HIGH, NORMAL, or LOW. |
| **Receiver** | The recipient of the review request. |
| **ApplicationAccount #** | The ApplicationAccount number which needs review. |
| **ApplicationAccount Status** | The ApplicationAccount status of the request being reviewed. |
| **Applicant** | Applicant’s name in the review request. |
| **Phone** | Applicant’s phone number in the review request. |
| **Address** | Applicant’s address in the review request. |
| **Email** | Applicant’s email in the review request. |
| **Reason** | Stated reason in the review request. |


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**Table 8-4 (Cont.) Review Requests**

| Fields | Descriptions |
|---|---|
| **Status** | The current status of review request. Following status are tracked in this column:<br>WAITING FOR RESPONSE - when request is sent to reviewer<br>RETURN TO ORIGINATOR - when reviewer has responded to request<br>CLOSED - when the request is closed<br>COMPLETED - when the request is completed |
| **Date** | The date and time when the review request was created. |

**Table 8-5 Review Requests**

| Fields | Descriptions |
|---|---|
| **Request #** | View the system generated review request number. The same can be used to query and track the review requests. |
| **Originator** | The user id of the review request originator. |
| **Priority** | The request priority: HIGH, NORMAL, or LOW. |
| **Receiver** | The recipient of the review request. |
| **Phone** | Applicant's phone number in the review request. |
| **Address** | Applicant's address in the review request. |
| **Email** | Applicant's email in the review request. |
| **Status** | The current status of review request. Following status are tracked in this column:<br>WAITING FOR RESPONSE - when request is sent to reviewer<br>RETURN TO ORIGINATOR - when reviewer has responded to request<br>CLOSED - when the request is closed<br>COMPLETED - when the request is completed |
| **Date** | The date and time when the review request was created. |
| **Account #** | The Account number which needs review. |
| **Days Past Due** | Total number of days elapsed past the due date. |
| **Total Outstanding Balance** | Displays either **Account outstanding principal balance** for active accounts, or **Deficiency balance** for charge-off accounts. |
| **Customer** | Primary / Secondary (spouse) name associated to the account. |

### Comment History

The **Comment History** section displays the log of comments or additional information added by originator or receiver while creating or reviewing a request.


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During an iterative review, where there are multiple trails of communication exchanged between originator and receiver, the **Comment History** section tracks all the updates as individual records for reference.

The Comment History section also allows you to know the actually reviewer when an ApplicationAccount review request is forwarded to multiple reviewers and is reviewed or completed by second or third person other than the one assigned by originator.

In the Comment History section, you can view the following details of the selected review request:

**Table 8-6 Comment History**

| Comments From | Descriptions |
|---|---|
| **Type** | View the type of request and is indicated as REVIEW REQUEST by default as maintained in **COMMENT_TYPE_CD** lookup code. |
| **Sub Type** | View the sub type of request which can be ORIGINATOR, RECEIVER, or SYSTEM GENERATED as maintained in COMMENT_SUB_TYPE_CD lookup code.<br>Note: The sub type **SYSTEM GENERATED** is automatically posted by the system when the review request is forwarded to another user by the assigned reviewer. The same is also updated with a comment in the next column. |
| **Comment** | View the Originator's or Reviewer's comment.<br>SYSTEM GENERATED comments are posted in the format - REVIEW REQUEST: <Request #> FORWADED FROM <first assigned user id> TO <next assigned user id>. |
| **Comment By** | View the user who has posted the comment.<br>SYSTEM GENERATED comments are marked as **INTERNAL**. |
| **Comment Dt** | View the Date and time when the comment was posted. |

## 8.12.2 Create and Send Review Request

The review request tab primarily allows you to flag an ApplicationAccount for the attention of another OFSLL user through a request asking for review / feedback. While doing so, you can either choose to send it to the reviewer immediately on creating the request or only create the request and later send for review.

**To Create and Send Review Request**

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.


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**Figure 8-14 Review Request-Add**

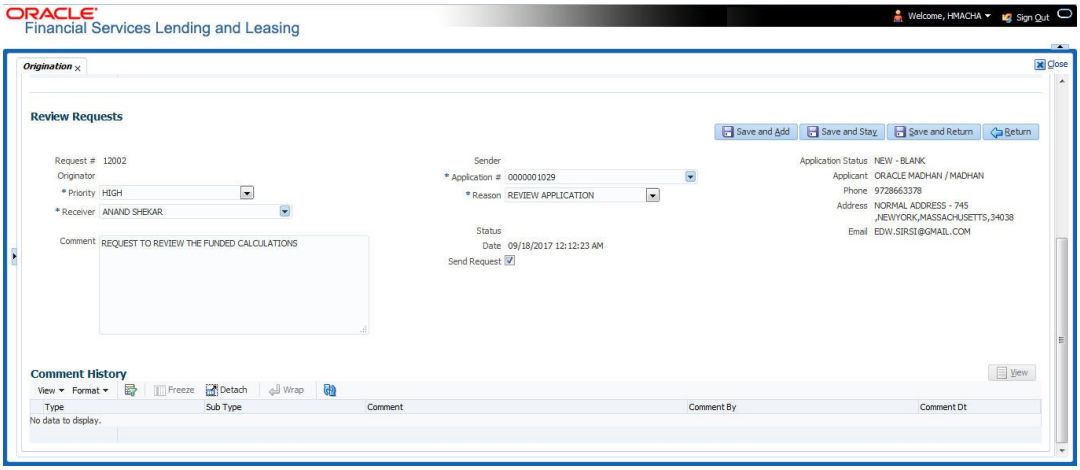
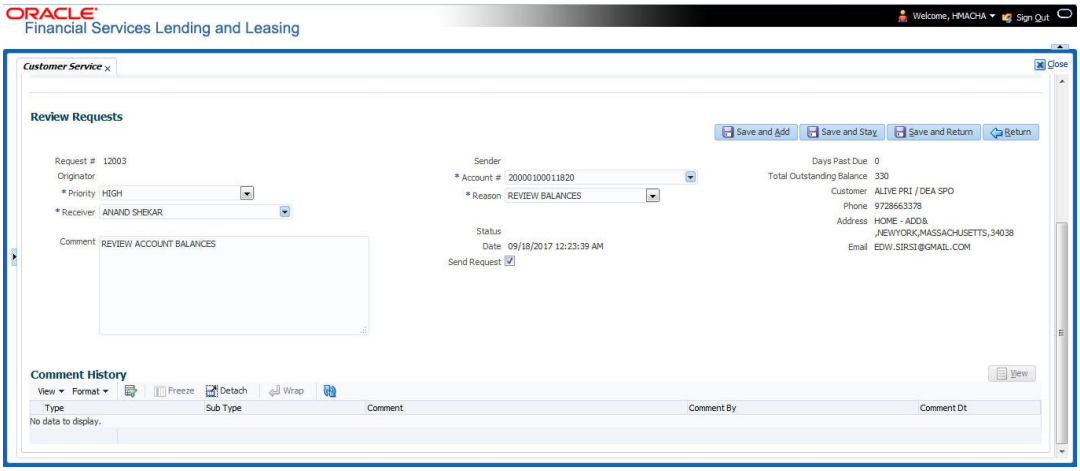



**Figure 8-15 Review Request-Add**




2. In the Review Requests section, select **Originator**.
3. Click **ADD**. You can also perform any of the Basic Operations mentioned in Navigation chapter. A brief description of the fields are given below:

**Table 8-7 Review Requests**

| In this field | View this |
|---|---|
| **Request #** | View the system generated request number. |
| **Originator** | View the requester's user ID auto generated by system upon creating the request. |
| **Priority** | Select the priority of review request as High, Normal, or Low from the drop-down list. This helps the reviewer to prioritize the request while responding but does not affect the order in which messages are sent or received. |
| **Receiver** | Select the user ID of the reviewer from the drop-down list. |


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**Table 8-7 (Cont.) Review Requests**

| In this field | View this |
|---|---|
| **Comment** | Specify additional details for review (if any) which can be sent to the reviewer along with the review request. |
| **Sender** | View the user ID of previous reviewer, if a request has been forwarded to another reviewer.<br>Note: A forwarded review request can only be viewed in the review request tab by filtering user ID of previous reviewer and selecting **Forwarded only** check box. |
| **ApplicationAccount #** | Select the ApplicationAccount to be reviewed from the drop-down list. The following fields are auto-populated based on selection:<br>Days Past Due<br>Total Outstanding Balance<br>Customer<br>Application Status<br>Applicant<br>Phone<br>Address<br>Email |
| **Reason** | Select the purpose for request from drop-down list. |
| **Status** | View the status of review request auto updated by system upon creating the request. |
| **Date** | View the date and time when the request was created. System appends the current date by default. |
| **Send Request** | (Optional) Select this check box to send it to reviewer immediately on creating the request.<br>However, if the request still need changes, retain the check box unselected and proceed to create the request. The same can later be sent for review by selecting **Send Request** option from the action section. |

4. Perform any of the Basic Actions mentioned in Navigation chapter.

   The review request(s) appear on the recipient's **My Pending Review Request** window in DashBoard and also on the **Review Request** tab header with (Pending: <count of unseen requests>). The status of request is updated as WAITING FOR RESPONSE.

## 8.12.3 Reviewing a Request

When you receive a review request, the system notifies you by creating an entry in **My Pending Review Requests By Priority** section in Dashboard with the number of unseen messages. Clicking on the ApplicationAccount # link opens the Review Request tab.


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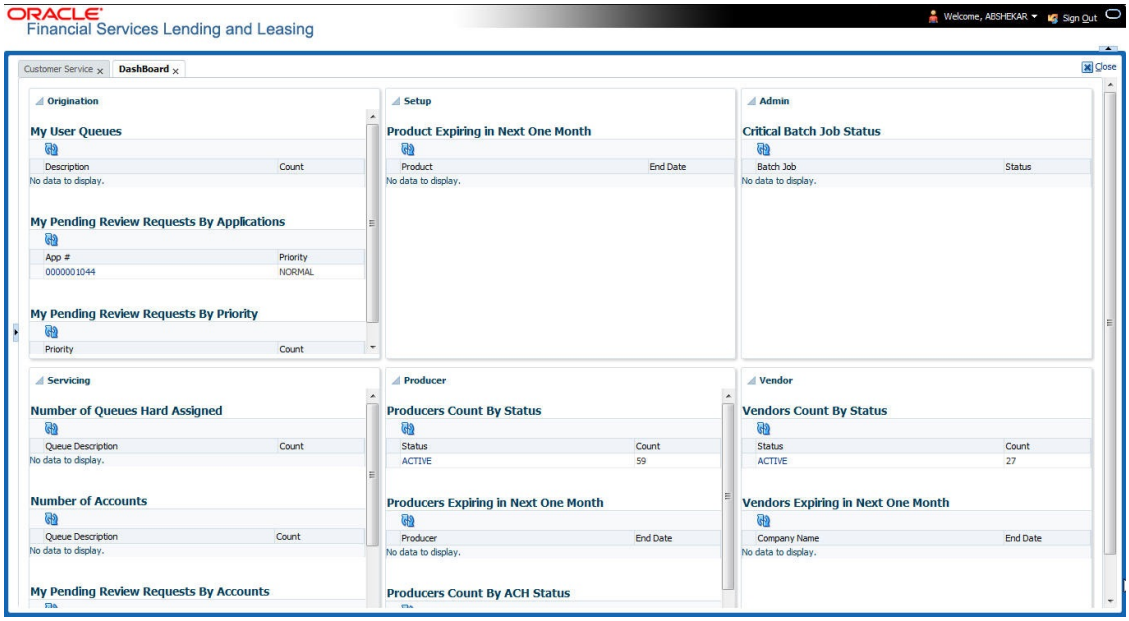
**Figure 8-16 Review Request-DashBoard**




## To review requests

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.

**Figure 8-17 Review Requests**

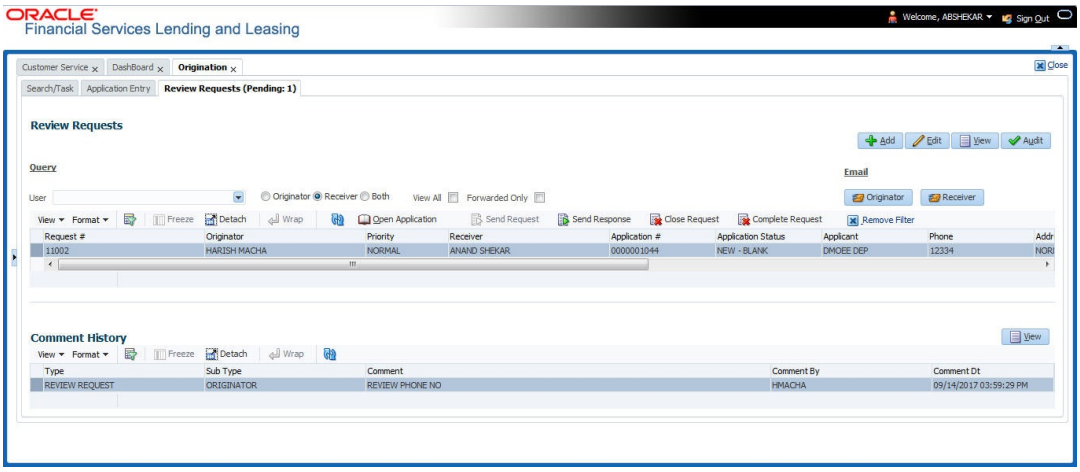




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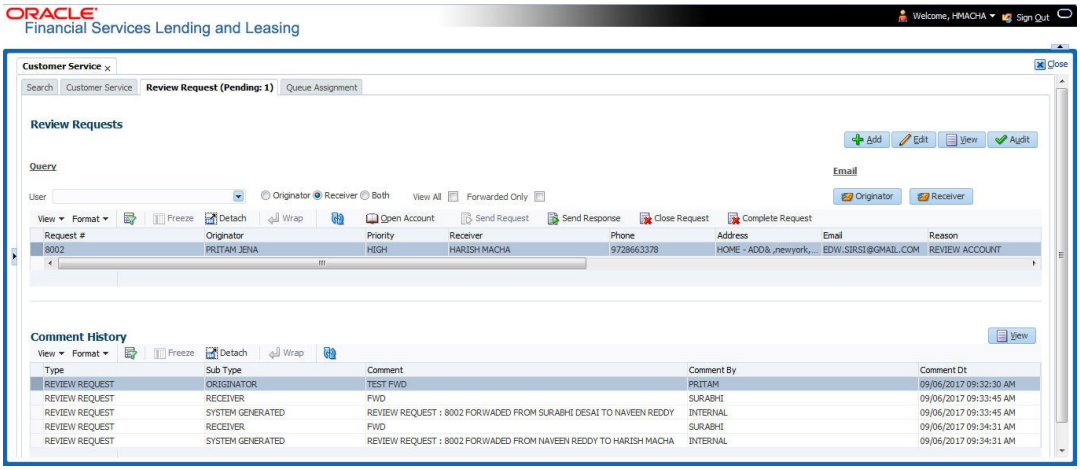
**Figure 8-18 Review Requests**




2. In the Query section, click **Receiver**. System displays all open review request you have received.
3. Click **Open ApplicationAccount**. The ApplicationAccount details are displayed in Application EntryCustomer Service > Summary tab.
4. Review the details in particular to the details specified in the comment (if any).

## 8.12.4 Responding to Review Request

On completing the review, you can Send Response detailing the feedback of your review. It is ideally recommended to send a response back to the originator by providing your views on the review as a comment. The details are recorded in the **Comment History** section as reference.

However, system also allows your forward the same request to another reviewer in case of additional clarifications.

**To respond to review request**

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.
2. In the Query section, click **Receiver**. System displays all open review request you have received.
3. In the Review Request section, select the record that you have reviewed. Click **Edit**.


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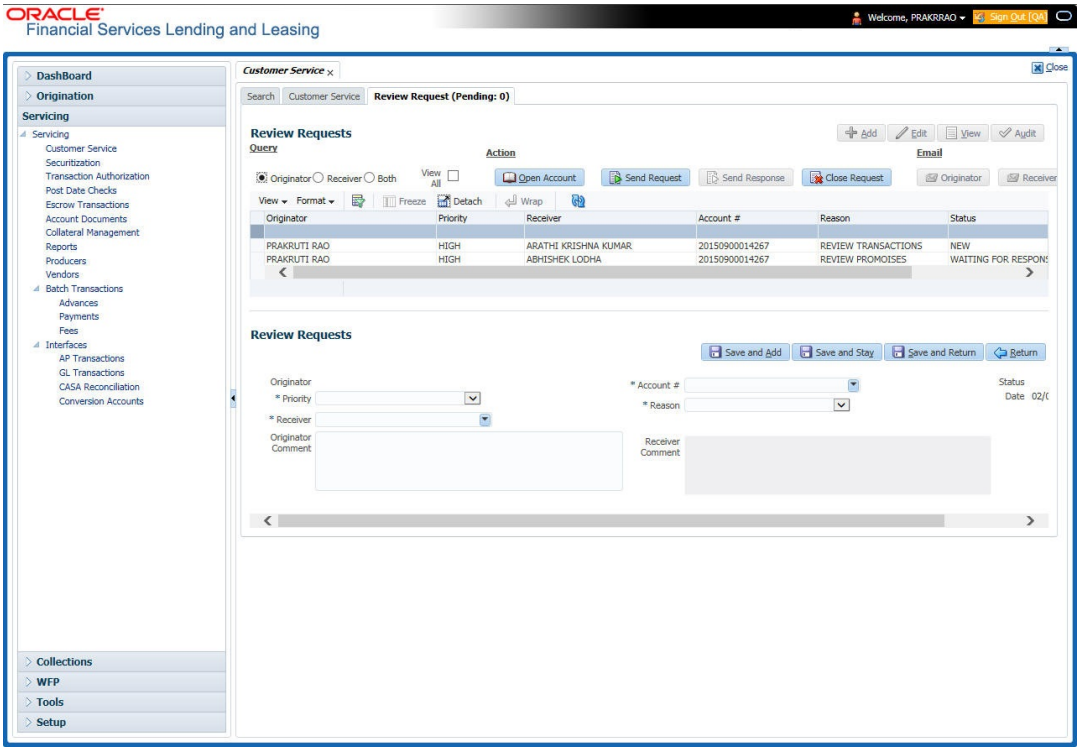
**Figure 8-19 Review Request-View**




Specify your review response in the **Comment** field. Select the **Send Request** check box to send the review response immediately to originator. In case of any further changes, retain the check box unselected and save the details. The response is not sent and the same can later be sent to originator by selecting the record and clicking on **Send Response** option from the action section.

The details are updated in Review Request tab and status of request is updated as RETURN TO ORIGINATOR.

## 8.12.5 Reassign Review Request

While reviewing a request, system also facilitates you to reassign (i.e. forward) the review request to another user for review. In such a case, you become the **Sender** and the assigned user will be the reviewer of the request. The request can further move to other reviewers if required.

When the request is reassigned or forwarded to another reviewer, the actual originator can still track the status of request by selecting user ID in Query section. As a **Sender**, you can view the reassigned review requests by selecting the **Forwarded Only** check box in Query section. Also, on reassigning or forwarding a review request, system automatically posts a comment in **Comment History** section in the format - REVIEW REQUEST: <Request #> FORWADED FROM <first assigned user id> TO <next assigned user id> with Sub Type as **SYSTEM GENERATED** and Comment By as **INTERNAL**.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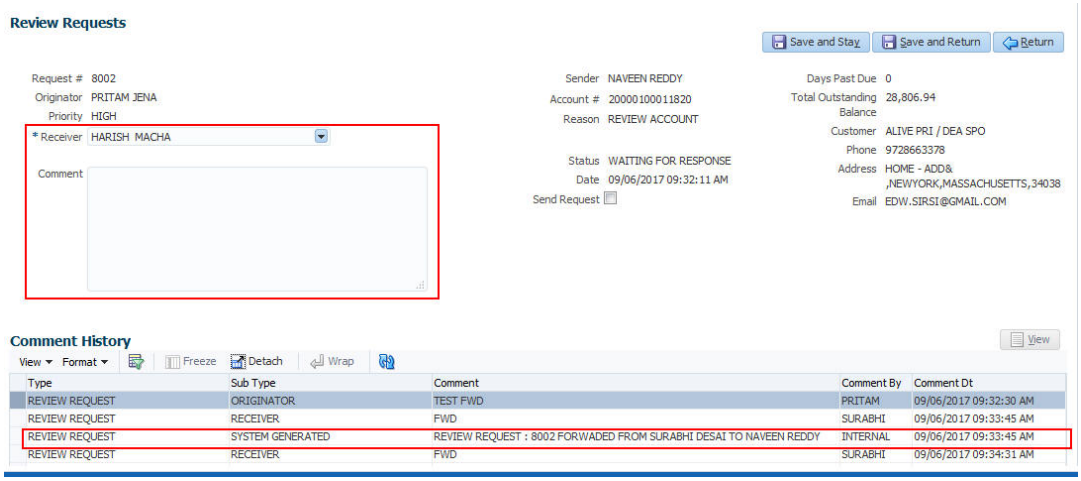
> **Note**
>
> It is recommended to limit the reassignment of review request since tracking the request status becomes difficult.

**To reassign review request**

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.
2. In the Query section, click **Receiver**. System displays all open review request you have received.
3. In the Review Request section, select the record that you have reviewed and click **Edit**.

**Figure 8-20 Review Requests-Reassign**




4. Select the required reviewer from **Receiver** drop down list.
5. (Optional) Specify the reason for reassignment in the **Comment** field. The same is tracked in **Comment History** section.
6. Select the **Send Request** check box to reassign review request immediately on update. In case of any further changes, retain the check box unselected and save the details. The reassignment can later be completed by selecting the record and clicking on **Send Response** option from the action section.

The details are updated in Review Request tab and status of request is updated as WAITING FOR RESPONSE.

## 8.12.6 E-mailing Review Request

While system updates **My Pending Review Requests By Priority** section in the DashBoard to notify you about the new requests, you can also e-mail a review request to both the originator and a receiver, as applicable. The system will use e-mail address recorded for both the originator and receiver in Setup > Administration > User > User Definition section.

**To e-mail a review request**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1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.
2. In **Email** section, click **Originator** to send the message to the person listed in Originator field.

   -or-
3. Click **Receiver** to send it to the person listed in the Receiver field.

The system emails the details of selected record to e-mail address recorded in user setup.

## 8.12.7 Closing Review Request

You can close a review request you created at anytime, regardless of status. However, you can only close review requests that have your user id in the Originator field. When you close a review request, the system removes it from Review Request tab.

**To close a review request**

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.
2. Select the request you want to close in the Review Request section.
3. In the Action section, click **Close Request**.

The system assigns the request as CLOSED and removes it from your Review Request record. The closed review requests can be reviewed anytime by selecting **View All** in the Query section.

## 8.12.8 Complete Review Request

When a particular review request has completed the review process from reviewer with required changes and confirmation, the same can be marked as **COMPLETE** in the Review Request tab. However, you can complete a request only if you are the originator of the request. When you complete a review request, system removes it from Review Request tab.

**To complete a review request**

1. On the Oracle Financial Services Lending and Leasing Application home page, click Origination > Simple Application Entry / Application Entry / Underwriting / FundingServicing > Customer Service screen and select **Review Requests** tab.
2. Select the request you want to close in the Review Request section.
3. In the Action section, click **Complete Request**.

The system assigns the request as **COMPLETED** and removes it from your Review Request record. The completed review requests can be reviewed anytime by selecting **View All** in the Query section.


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# 9
# Remarketing

This section consists of the following topics:

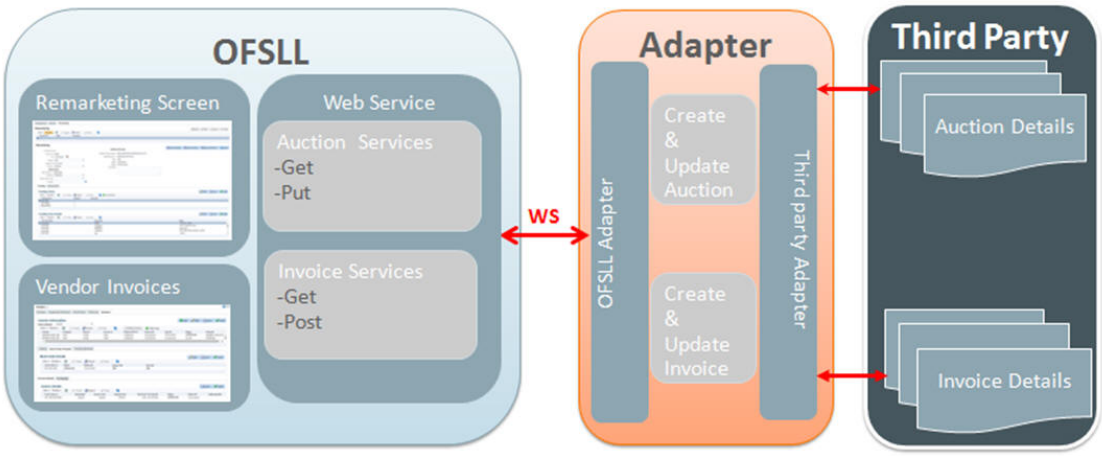
- Introduction
- Pre-requisites
- Navigation
- Assignment Allocation
- Remarketing Request
- Invoicing

## 9.1 Introduction

Remarketing in auto financing space refers to re-sell of customer asset(s) through auctioning. To recover bad debt, Auto-Lending institutions integrate with external auctioning service providers to manage vehicle remarketing portfolios of repossessed customer asset(s).

OFSLL provides a generic interface to support remarketing with middle layer integration between Auto Lending institutions and auctioning service providers. Starting from initiating a remarketing request till invoice validation, processing, status updates, and refunds tracking, all correspondence with the third party auctioning systems are handled within OFSLL.

**Figure 9-1 Remarketing**




Following are the stages of collateral remarketing:

- Assignment Allocation
  - Define Vendor Assignment Criteria
  - Vendor Assignment Allocation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- Remarketing Request
  - Interfacing Remarketing Details with Third Party Auctioning System
- Invoicing
  - Post Transaction
  - Business Rules for Invoice Validation

# 9.2 Pre-requisites

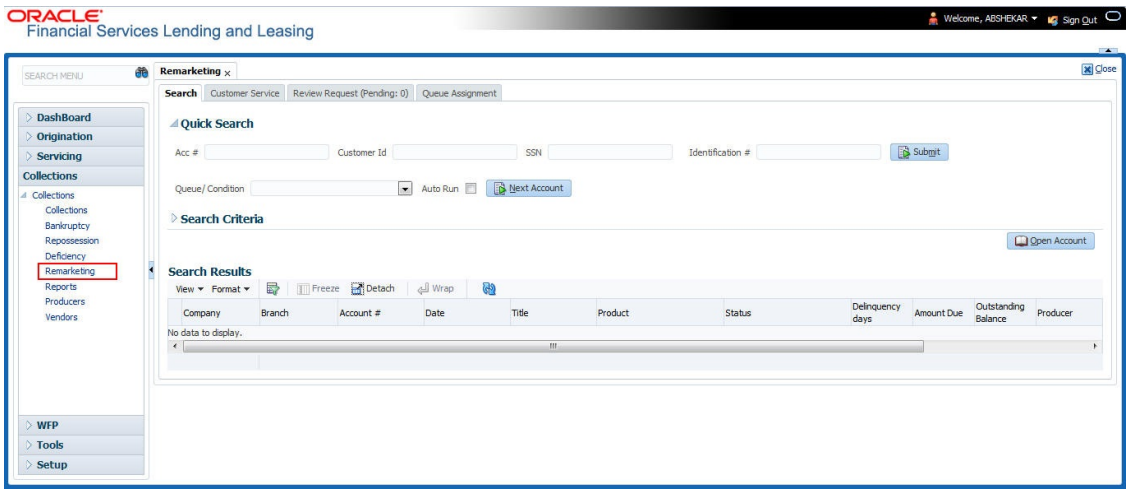
Following are the pre-requisites while working with Collateral Remarketing.

- A Lookup code GAI (GENERIC AUCTION INTERFACE) has to be available under VENDOR ASSIGNMENT CHANNEL CODES (VENDOR_ASG_CHANNEL_CD) in Setup > Administration > System > Lookups to identify all the channels used for third party auctioning system.
- A Lookup code REM (RE SALE) has to be available under VENDOR ASSIGNMENT TYPE CODES (VENDOR_ASG_TYPE_CD) in Setup > Administration > System > Lookups.
- The current and next status are to be defined in the cycle setup definition (COL_REMA_DISP_STATUS) in Setup > Administration > System > Collection cycles screen.

# 9.3 Navigation

The link to access remarketing screen is available under Collection module in the LHS menu.

**Figure 9-2 Remarketing - Navigation**




Click **Collections > Remarketing**. The page by default opens with Customer Service > **Search** tab. Search for the required account which is already repossessed using the search options. For more information on using Search, refer to Searching for an Account and Customer section.

On loading the account you want to work with, navigate to Customer Service > Repo/ Foreclosure > Remarketing tab.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# 9.4 Assignment Allocation

The first step in collateral remarketing is to define a Vendor assignment criteria and add vendors to the defined criteria using the Assignment Allocation screen.

This section consists of the following:

- Define Vendor Assignment Criteria
- Vendor Assignment Allocation

## 9.4.1 Define Vendor Assignment Criteria

A criteria here refers to the combination of options selected in **Vendor Assignment Criteria** section. Based on the criteria, system can filter and displays only those available vendors who provide remarketing service in that territory.

The below examples illustrate the vendor selection process in remarketing screen.

**Table 9-1 Example 1:**

| Vendor | Channel Sub Code | Work Order Type | Country | Repossession State | Sort Order | Vendor Selection for Remarketing |
|---|---|---|---|---|---|---|
| Vendor A | GAI | RE SALE | USA | Florida | 0 | Default selected |
| Vendor B | GAI | RE SALE | USA | Florida | 1 | Listed |
| Vendor C | GAI | RE SALE | USA | Florida | 2 | Listed |

**Table 9-2 Example 2:**

| Vendor | Channel Sub Code | Work Order Type | Country | Repossession State | Sort Order | Vendor Selection for Remarketing |
|---|---|---|---|---|---|---|
| Vendor A | GAI | RE SALE | USA | Florida | 0 | No Vendor is selected by default, but listed as per **Vendor creation sequence id** for selection. |
| Vendor B | GAI | RE SALE | USA | Florida | 0 | |
| Vendor C | GAI | RE SALE | USA | Florida | 0 | |

From the LHS menu, navigate to Collections > Vendors > Work Order > Assignment Allocation screen. Click **Add** in the Vendor Assignment Criteria section and specify the required field details.

The **Vendor Assignment Criteria** section by default consists of Channel, Work Order Type, Company and Branch fields for selection. For defining Remarketing criteria, select the Channel which has sub code as **GAI** and Work Order Type as **RE SALE**.


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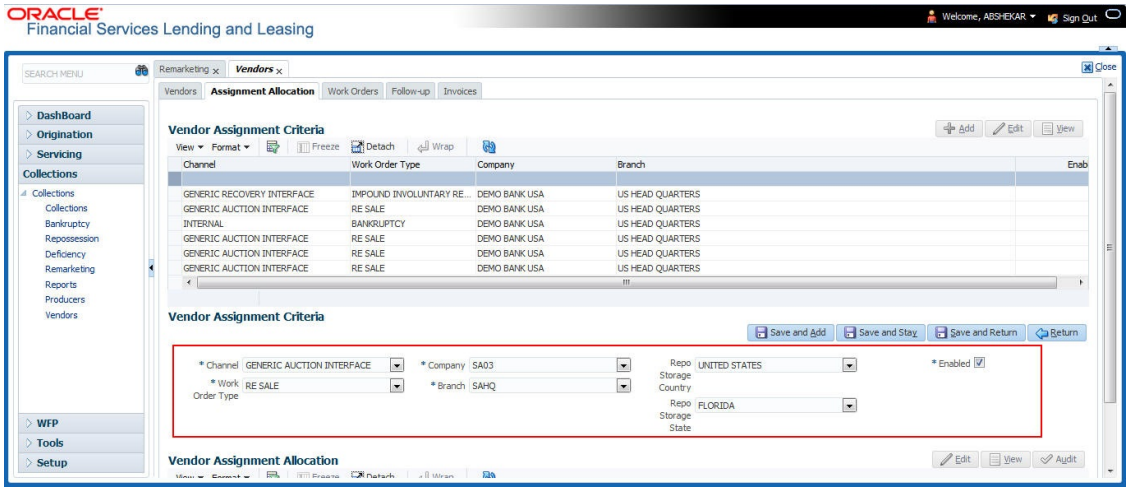
**Figure 9-3 Assignment Allocation**




On selection, two additional fields - **Repo Storage Country** and **Repo Storage State** are enabled for selection. Details in these two fields indicates the current location of the repossessed asset. This facilitates to identify vendor based on repossession (storage) - State and Country while creating remarketing request.

For more information on field selection, refer to Vendor Assignment Criteria section in Vendors chapter.

## 9.4.2 Vendor Assignment Allocation

In the Vendor Assignment Allocation section, you can add vendors to the defined Vendor Assignment Criteria. Unlike other vendor assignment criteria, on selecting a remarketing criteria, an **Add** button is enabled in **Vendor Assignment Allocation** header allowing you to add Vendor(s) and define the Sort order.

> **Note**
>
> For remarketing criteria (Channel sub code= ‘GAI’) system does not auto-populate the vendor list with Assigned Cases and % Allocation. Also the option to define the weightage for each vendor is disabled.


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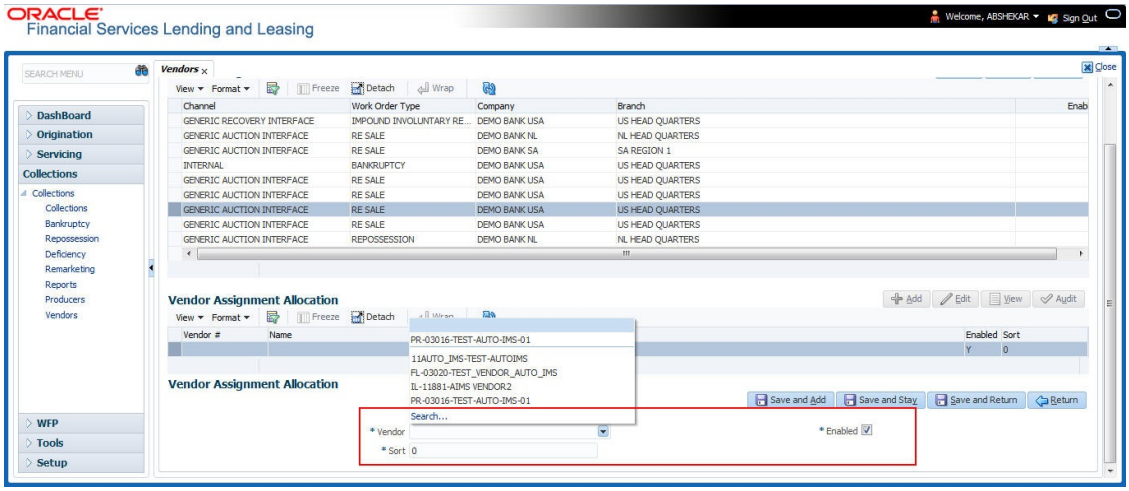
**Figure 9-4 Vendor Assignment Allocation**




The Vendor drop-down list is populated based on the selected Channel, Work Order Type, Company, and Branch. For every Vendor Assignment Criteria you can add a Vendor(s) and define the sort order irrespective of repossession State and Country.

# 9.5 Remarketing Request

Through the remarketing screen, you can trigger remarketing request and auto generate resale work orders. A collateral remarketing request is an instruction to the vendor of third party auctioning system to pick-up the repossessed asset from the storage location and proceed with auction.

In an integrated environment, a remarketing request to third party auctioning system is always triggered though a Work Order and contains the following details:

- Collateral details where you want to remarket the asset.
- Vendor who needs to be allocated for servicing the request.

To proceed with creating remarketing request, navigate to Customer Service > Repo/ Foreclosure > Remarketing tab and click **Add**.


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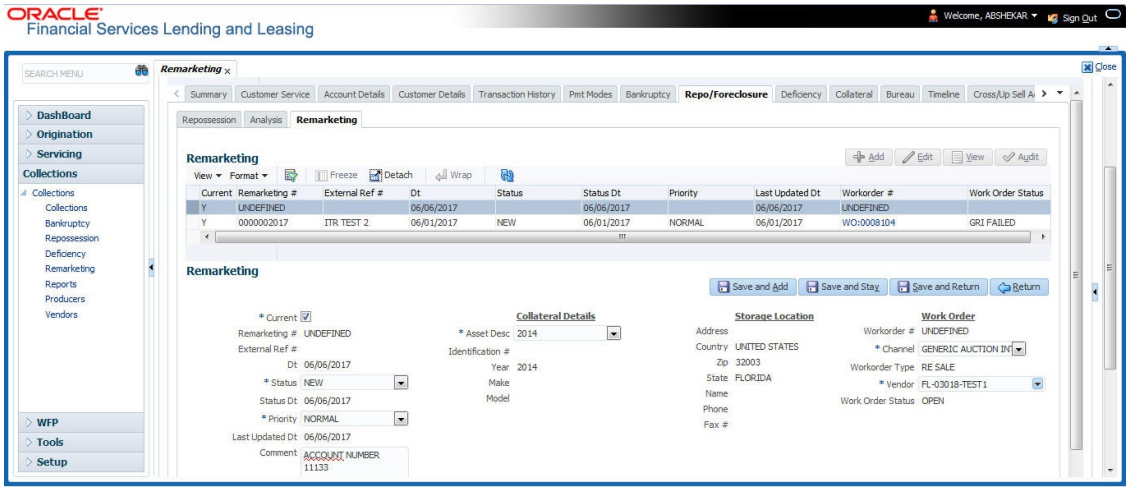
**Figure 9-5 Remarketing Request**




To record a remarketing request, populate the following details:

**Table 9-3 Remarketing Request**

| Field | Do this |
|---|---|
| **Current** | This check box is auto-selected and indicates if this is the current enabled collateral remarketing record in the account.<br>Though OFSLL support multiple auctions of single collateral, only one of them is enabled with current indicator for each collateral in an account. If a second record is added for same collateral, previous record is marked as **N** automatically indicating that there can only be one Current record at any give instance.<br>However, system does not allow to add remarketing record if the Collateral status is SOLD. |
| **Remarketing #** | Indicates OFSLL auto generated reference number for remarketing record. |
| **External Ref #** | Indicates remarketing external reference number generated in thirdparty auction interface. |
| **Dt** | Current date selected as Remarketing creation date. |
| **Status** | Indicates the current status of remarketing request which is NEW by default. The status is based on cycle setup defined in Remarketing Collection Cycle. For details on all the available status, refer to **Remarketing Status List** section. |
| **Status Dt** | Indicates the date when the status was last updated. |
| **Priority** | Select the Priority of remarketing request from the drop-down list. The available options are NORMAL (default), HIGH, and LOWER. |
| **Last Updated Dt** | Indicates the date when any of the remarketing attributes were last updated. |


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**Table 9-3 (Cont.) Remarketing Request**

| Field | Do this |
|---|---|
| **Comment** | Enter additional information, if any.<br>Note that during status changes (either done manually or auto), system auto updates a comment with old status in Status History tab. In case a comment is updated manually without any status changes, the same is not updated into Status History. |
| **Collateral Details**: Details of this section are auto updated from repossession tab. | |
| **Asset Desc** | Select the repossessed asset from the drop-down list. |
| **Identification #** | Indicates the collateral identification number. |
| **Year** | Indicates the year when the collateral was manufactured. |
| **Make** | Indicates the manufacturing company of the collateral. |
| **Model** | Indicates the collateral model. |
| **Storage Location**: Location where the repossessed asset is currently available. | |
| **Address** | Storage location address. |
| **Country** | Storage location Country. |
| **Zip** | Storage location zip code. |
| **State** | Storage location State. |
| **Name** | Contact person name at storage location. |
| **Phone** | Contact person contact number at storage location. |
| **Fax #** | Contact person fax number at storage location. |
| **Work Order**: Details of the work order for remarketing request. | |
| **Workorder #** | Indicates the work order number which is auto generated by the system. On successful work order creation, the same is enabled with a link and clicking on the same opens Vendors > Work Orders tab with details. |
| **Channel** | Select the remarketing channel from the drop-down list. This list consists of only those vendor channels with sub code **GAI**. |
| **Workorder Type** | Indicates the work order type as RE SALE. |
| **Vendor** | Select the vendor who should serve the remarketing request from the drop-down list. The list is populated based on storage location of the repossessed asset and vendors who provide auction service in that territory. System auto generates the list based on the defined Vendor Assignment Criteria. |
| **Work Order Status** | Indicates the current status of work order and by default is OPEN for new remarketing request. |

On updating all the required parameters, click **Save and Stay** or any of the Basic Actions mentioned in Navigation chapter.

On successful update, a Work Order with the specified details is created. The same can be viewed by clicking on the Workorder#.


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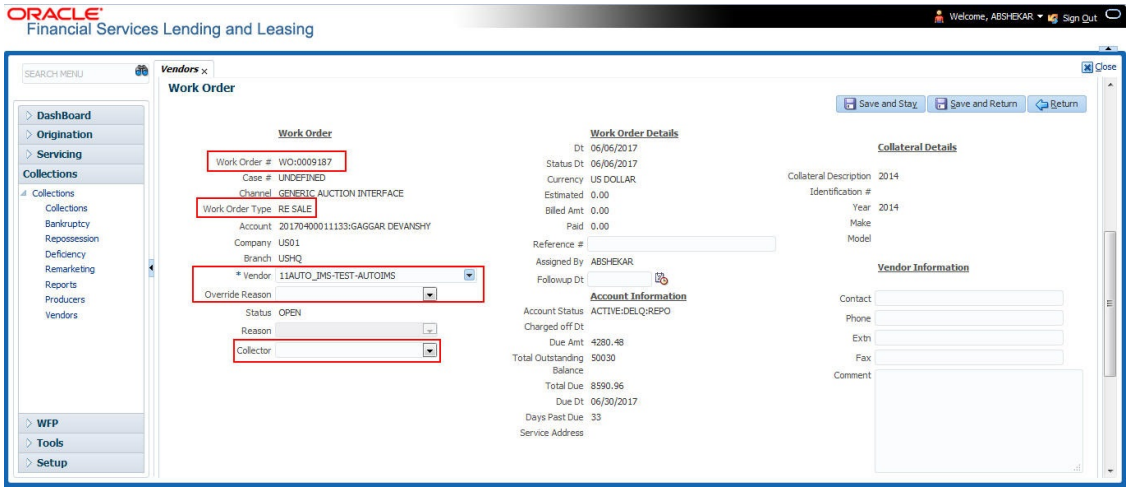
**Figure 9-6 Vendors - Work Order**




The Work Order screen allows you to change the selected Vendor, select **Override Reason** (if any) and also select the **Collector**. For more information on updating Work Order details, refer to Vendors > Work Orders section.

The Remarketing screen consists of the following sub tabs:

- Interfacing Remarketing Details with Third Party Auctioning System
- Remarketing Proceed Details
- Status History sub tab
- Tracking Attributes sub tab
- Expenses sub tab
- Refunds sub tab

## 9.5.1 Interfacing Remarketing Details with Third Party Auctioning System

The following types are interfaces are supported between OFSLL and third party auctioning system:

- JMS Notification
- Web Service Request / Response
- Remarketing Status List

### 9.5.1.1 JMS Notification

On every manual status change in collateral remarketing, a JMS (Java Message Service) notification is sent to third party auctioning system to act upon the notification.

For example, after the remarketing request is created with work order details, the same is to be registered in third party auctioning system for further action. A JMS notification is sent with status as **NEW** and subsequently when the status of Remarketing request is changed to **SEND TO AUCTION**, another notification is sent with this status.

However, it is upto the discretion of third party auctioning system to accept/reject and acknowledge the notifications. When accepted, an auction is created in third party auctioning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system and a reference number for the same is shared as acknowledgement. This is then appended to the remarketing request as External Ref # and status is updated as **AUCTION ACCEPTED**. The external reference number can be used for further interactions.

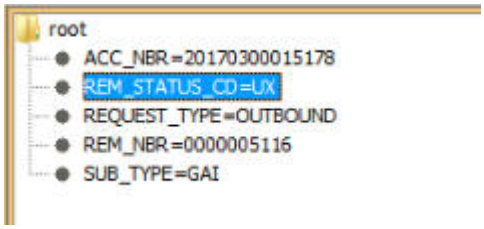
When there are subsequent changes to the existing remarketing request in OFSLL, the same is updated in Remarketing/ Work Orders screen and status of remarketing request is changed to **UPDATE TO AUCTION**. Another JMS notification is triggered for updating the details in third party auctioning system and response as either UPDATE ACCEPTED / REJECTED are tracked back into the system.

Similarly, if there are any changes to auction in third party auctioning system, the details are updated in OFSLL and the status of the remarketing is updated to **RECEIVED UPDATE**.

For details on all the available status, refer to Remarketing Status List section.

A sample instance of JMS notification is indicated below:

**Figure 9-7 JMS notification**




## 9.5.1.2 Web Service Request / Response

To support collateral remarketing, the following web services are hosted by OFSLL to interface with third party auctioning system:

- Get Remarketing - to receive latest remarketing details from OFSLL.
- Put Remarketing - to update remarketing request details from third party auctioning system into OFSLL.
- Get Invoice - to receive invoice details from OFSLL to third party auctioning system.
- Post Invoice - to create invoice details in OFSLL Vendors > Invoice screen.

For details about each web services with sample request and response files, refer to **Collection web services** document in OTN library. (http://docs.oracle.com/cd/E82458_01/webservice.htm).

## 9.5.1.3 Remarketing Status List

Following are the status available for collateral remarketing. Based on each status, there can be interaction between OFSLL and third party auctioning system. Ensure that the **Current** and **Next** status are defined in cycle setup definition (COL_REMA_DISP_STATUS) in Setup > Collection Cycles screen.

Note that the status indicated as (manual) in the below table are to be updated manually in OFSLL Remarketing screen.


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**Table 9-4 Remarketing Status List**

| Status | Description |
|---|---|
| NEW (Manual) | New remarketing request created in OFSLL. |
| SEND TO AUCTION (Manual) | Remarketing request sent from OFSLL to third party auctioning system. |
| AUCTION ACCEPTED | Response from third party auctioning system indicating that the remarketing request is accepted. |
| AUCTION REJECTED | Response from third party auctioning system indicating that the remarketing request is rejected. |
| UPDATE TO AUCTION (Manual) | Changes to remarketing request sent from OFSLL to update in third party auctioning system. |
| UPDATE ACCEPTED | Response from third party auctioning system indicating that the changes to remarketing request are accepted. |
| UPDATE REJECTED | Response from third party auctioning system indicating that the changes to remarketing request are rejected. |
| RECEIVED UPDATE | Response from third party auctioning system on updates to the remarketing request. |
| HOLD (Manual) | Hold remarketing request sent from OFSLL to third party auctioning system (Ex: payment/updates from customer). |
| HOLD ACCEPTED | Response from third party auctioning system indicating that Hold remarketing request is accepted. |
| HOLD REJECTED | Response from third party auctioning system indicating that Hold remarketing request is rejected. |
| VOID (Manual) | Void (decline) remarketing request sent from OFSLL to third party auctioning system. |
| VOID ACCEPTED | Response from third party auctioning system indicating that Void remarketing request is accepted. |
| VOID REJECTED | Response from third party auctioning system indicating that Void remarketing request is rejected. |
| REDEEM (Manual) | Redeem (pull back) remarketing request sent from OFSLL to third party auctioning system. |
| REDEEM ACCEPTED | Response from third party auctioning system indicating that Redeem remarketing request is accepted. |
| REDEEM REJECTED | Response from third party auctioning system indicating that Redeem remarketing request is rejected. |
| INVOICING | Implicit status updated in OFSLL on receiving Invoice from third party auctioning system. |
| INVOICE REJECTED | Implicit status updated in OFSLL if the Invoice received from third party auctioning system is rejected. |
| COMPLETED | Implicit status updated in OFSLL to indicate as remarketing complete. |


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## 9.5.2 Remarketing Proceed Details

Subsequent updates of collateral auctioning are tracked and updated in the Remarketing Proceed Details section against the remarketing request. This tab gives insight on individual collateral re-sale proceeds that are provided by the third party auctioning system and the total percentage of debt recovered for each asset re-sale.

Following are the Remarketing Proceed Details updated:

**Table 9-5 Remarketing Proceed Details**

| Remarketing Proceed Details | |
|---|---|
| **Sales** | Indicates the Gross Sales Amount. |
| **Expense** | Indicates the total expense incurred in sales. |
| **Refunds** | Indicates the Refunds arising post the sales. |
| **Net Proceeds** | Indicates the Gross Sale Amount (Total Expense + Total Refunds). |
| **Balance** | Indicates the Payoff Quote of Account when payment is posted. |
| **Net Gain/Loss** | Indicates the profit or loss of sales (Net Proceeds - Balance). |
| **Recovery %** | Indicates the total recovery percentage which is calculated as ((Net Proceeds - Balance) / Balance)x100 |

## 9.5.3 Status History sub tab

The Status History sub tab records all the status updates (both manual and auto) of a particular remarketing request.

This tab consists of the following details:

**Table 9-6 Status History sub tab**

| Field | View |
|---|---|
| **Status** | Previous status before the current update. |
| **User** | User who updated the status. |
| **Start Dt** | Status change start date. |
| **End Dt** | Status change end date. |
| **Comments** | Comments recorded in remarketing comments field. |

## 9.5.4 Tracking Attributes sub tab

Tracking attributes allows you track and update the details of each integration element between OFSLL and third party auctioning system, and notify the same with status change in the remarketing request along with a comment.

In the Tracking Attributes sub tab, you can load all the available tracking attributes and define the parameter value for various parameters listed.


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1. Click **Load Tracking** button and select the required parameter from the list.
2. Click **Edit** and update the required details.

### 9.5.5 Expenses sub tab

The Expenses sub tab records all the expenses received as part of Invoice. This tab consists of the following details:

**Table 9-7 Expenses sub tab**

| Field | View |
|---|---|
| **Expense-Type** | Work Order service name. |
| **Currency** | Expense currency. |
| **Amt** | Payment amount charged by vendor. |

### 9.5.6 Refunds sub tab

When customer has opted for an extended warranty or have insured the collateral and the same has been re-sold within the warranty period, then there is a refund to be paid to the customer. However, note that only the details of the refund are recorded in the system and the process of refunds settlement to customer account and accounting are to be handled manually.

In the Refunds sub tab, click **Add** and update the following details:

**Table 9-8 Refunds sub tab**

| Field | Do this |
|---|---|
| **Refund** | Select the type of refund from the drop-down list. |
| **Currency** | Select the refund currency from the drop-down list. |
| **Refund Amt** | Specify the refund amount to be paid to customer. |
| **Manual** | Checked by default indicating that all refunds are settled manually. |

Save the refund details clicking **Save and Stay** or any of the Basic Actions mentioned in Navigation chapter.

## 9.6 Invoicing

When a repossessed asset is sold by the third party auctioning system, an invoice is created in OFSLL (through POST INVOICE web service) with the total value of sale and the additional cost incurred.

For more information, refer Web Service Request / Response section.

Unlike other invoices where one invoice is generated for each asset, those received for Channel sub code ‘GAI’ will have details of multiple assets sold in any given auction. Hence the invoice would be on per-auction basis with details of all the vehicles auctioned.

The invoice received in OFSLL will have the following two components:

- Incoming payment (Proceed)- An amount generated for resale of the asset to be added into the system.


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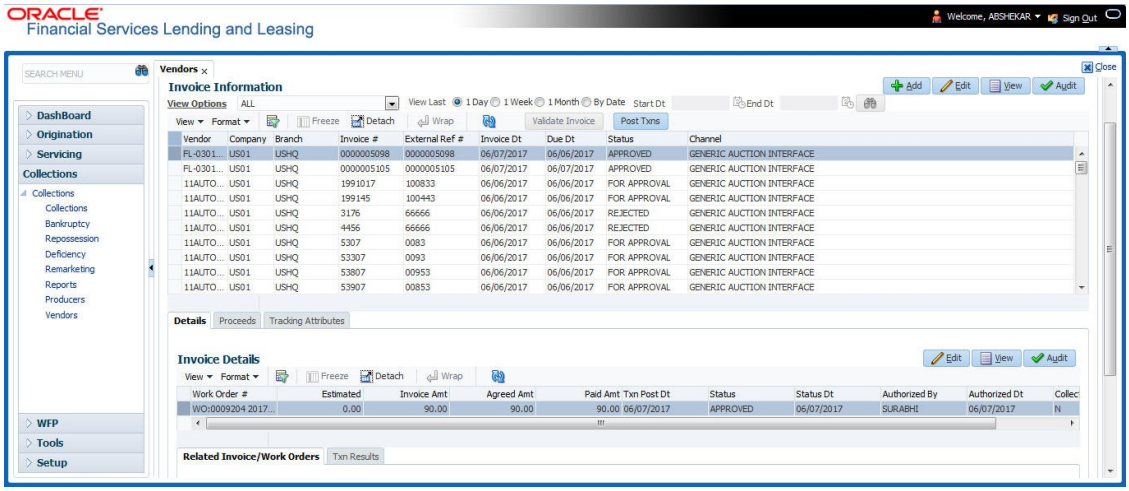
- Vendor Fees (Invoice Details) - Cost that the vendor has charged for the service such as service fee, vehicle repair and so on.

To view the invoice information, navigate to Collections > Vendors > Invoices tab.

**Figure 9-8 Vendors - Invoices**




On selecting an invoice received from channel sub code ‘GAI’, the invoice screen will have a rearrangement of following sub tabs:

- Details sub tab
- Proceeds sub tab
- Tracking Attributes sub tab

Before posting the invoice details, system auto validates the invoice information against specific pre-defined Business Rules. For more information on the Business Rules, refer to Business Rules for Invoice Validation section.

It is mandatory for every invoice to satisfy all the pre-defined business rules. Else, the invoice is either marked for approval or is rejected. However, auto-update of status is controlled by the **Current/Next** status definition defined in Cycle Setup screen and an invoice can also be rejected when cycle setup is not configured.

Post the validation, the invoice is categorized into the following status:

- FOR APPROVAL - Auto-update for manual approve/reject.
- APPROVED - Auto-update if auto validation succeeds.
- REJECTED - Auto-update if auto validation fails.
- IN PROCESS - Auto-update if transaction posting onto the account fails.

Note the following details in the invoice information screen:


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**Table 9-9 Invoice information**

| Field | View this |
|---|---|
| **Invoice Type** | PAYABLE or PAYMENT RECEIVED.<br>Indicates if the invoice is already paid or a payment to vendors is to be initiated from OFSLL. |
| **Funds Received Dt** | Indicates the date on which the invoice amount is received from third party auctioning system. This date is used to post payment transaction on the account from Invoice screen, when the status is APPROVED.<br>This field is also editable if the invoice type is PAYABLE. |
| **Total Gross Proceed Amt** | Indicates the total of Gross Proceed Amount recorded at each Work Order. |
| **Total Net Proceed Amt** | Indicates the total of Net Proceed Amount recorded at each Work Order. |
| **Total Expense Amt** | Indicates the total Invoice Amount at individual invoice details expenses. |
| **Actual Net Proceed Amt** | Indicate the difference in Total Gross proceed Amount - Total Net Expense Amount. |

For more information about other options available in Invoices screen, refer to Vendors chapter.

- Post Transaction
- Business Rules for Invoice Validation
- Details sub tab
- Proceeds sub tab
- Tracking Attributes sub tab

## 9.6.1 Post Transaction

Once the invoice details are approved, you can post a transaction for the approved invoice through the Invoice screen by clicking on **Post Txns** button. The button is enabled only for invoice with status APPROVED and IN PROCESS.

Before posting the transaction, verify the status of **Collectible** in Invoice Details section. During auto invoice validation, the Collectible field is automatically marked as **Y** if the same combination of a service and work order status matches with the state specific rule defined in Setup > Administration > System > Vendors > Invoice Rules tab.

If the Collectible field is **Y** then the transaction is posted as **Expense** onto the account based on the setup. Else, if the Collectible field is **N** accounting for the same needs to be manually handled.

On clicking **Post Txns** button in invoice screen, the following transactions are initiated:

1. Sale of Asset transaction - indicates the amount received after selling the asset. Also while posting this transaction, system calculates the Spread based on matching spread in Spread Matrix or from Contract Spread.


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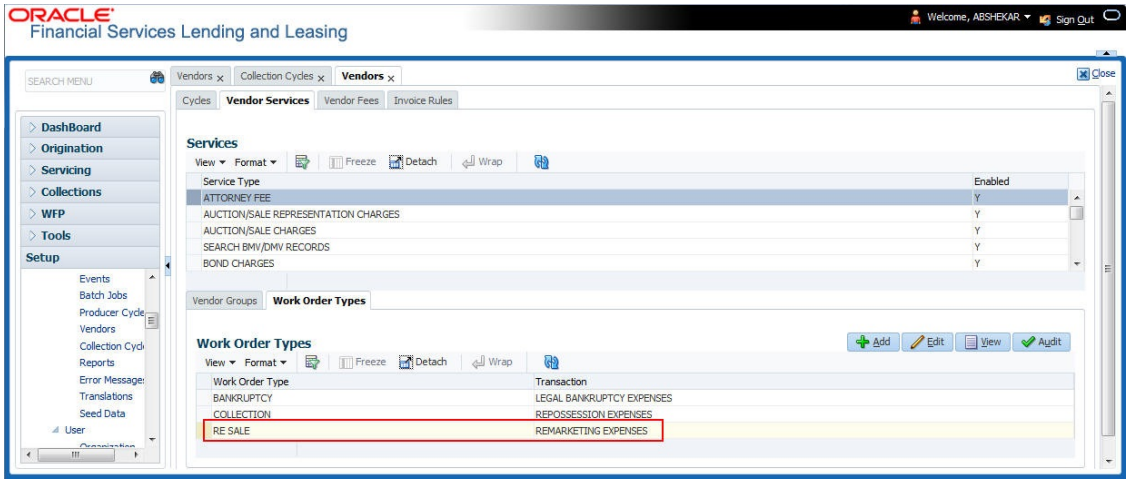
2. Expense transactions. indicates the additional charges incurred by vendor to sell the asset and corresponding association of those transactions which are in-turn posted on to the account.

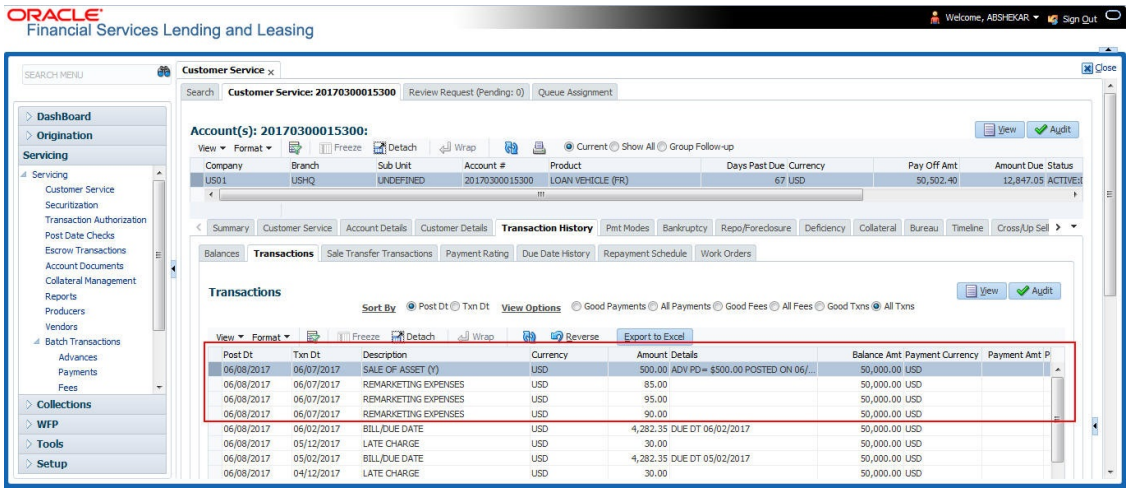
Depending on the Vendor Services setup defined in Setup > Administration > System > Vendors > Vendor Services > Work Order Types tab, specific transactions are posted. However, the same is configurable.

**Figure 9-9 Vendor Services**




All the transactions posed on the account are recorded and listed in the Collections > Customer Service > Transaction History > Transactions tab.

**Figure 9-10 Transactions**




> **Note**
>
> The posted transaction can be reversed in the Transactions tab, but this does not impact/ change the status of Invoice or Remarketing.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## 9.6.2 Business Rules for Invoice Validation

The pre-defined business rules facilitate to validate all incoming invoices. For all the invoices received for collateral remarketing should have an invoice type as **PAYMENT RECEIVED**.

Following are the pre-defined business rules in the system and every incoming invoice need to satisfy the below rules for auto updating the invoice status as APPROVED. Else, the same is marked FOR APPROVAL / REJECTED.

- **Rule 1**: Each work order that is part of the invoice should have the status as OPEN and Work Order type as RE SALE. Else, the invoice is updated as REJECTED.
- **Rule 2**: Validate invoice for the status of 'Collectible' in Vendors > Invoice tab > Invoice Details section.
  During invoice processing, if the combination of Service, Work Order Status and State matches with any of the state specific rule defined in Setup > Administration > System > Vendors > Invoice Rules tab, the **Collectible** check box is selected and invoice is allowed to process the next business rule.

  In case the above combination does not exist in Invoice Rules tab, the **Collectible** check box is NOT selected and the invoice is still allowed to process the next business rule.
- **Rule 3**: Validate invoice details based on Estimated and Invoiced amount and update the corresponding status in Invoice Details sections of Vendors screen.
  - If the Invoice Amount is **Less than or equal to** Estimated amount, the status of Invoice Details is updated to **APPROVED**.
  - If the Invoice Amount is **greater than** the Estimated amount, then the invoice details need manual approval and the status of Invoice is updated **FOR APPROVAL**.
- **Rule 4**: Validate Invoice Proceed based on the difference between Net and Gross Proceeds to sum of Invoice amount received at invoice details per work order.
  If the difference is zero, Proceed is auto APPROVED. Else, marked FOR APPROVAL.
- **Rule 5**: Based on the Invoice Details status and Invoice Proceed status, the status of Invoice, Work Order, and Remarketing are auto updated as indicated below:

**Table 9-10 Invoice Validation**

| Invoice details status | Invoice Proceed status | Invoice status | Work Order Status | Remarketing status |
|---|---|---|---|---|
| APPROVED | APPROVED | APPROVED | INVOICING | INVOICING |
| REJECTED | REJECTED | REJECTED | OPEN | INVOICE REJECTED |
| FOR APPROVAL | FOR APPROVAL | FOR APPROVAL | INVOICING | INVOICING |

In the above table, the status is updated based on the below consideration:

- APPROVED - if all the other status are APPROVED.
- REJECTED - if atleast one of the status is REJECTED.
- FOR APPROVAL - if atleast one of the status is FOR APPROVAL and the rest are APPROVED.


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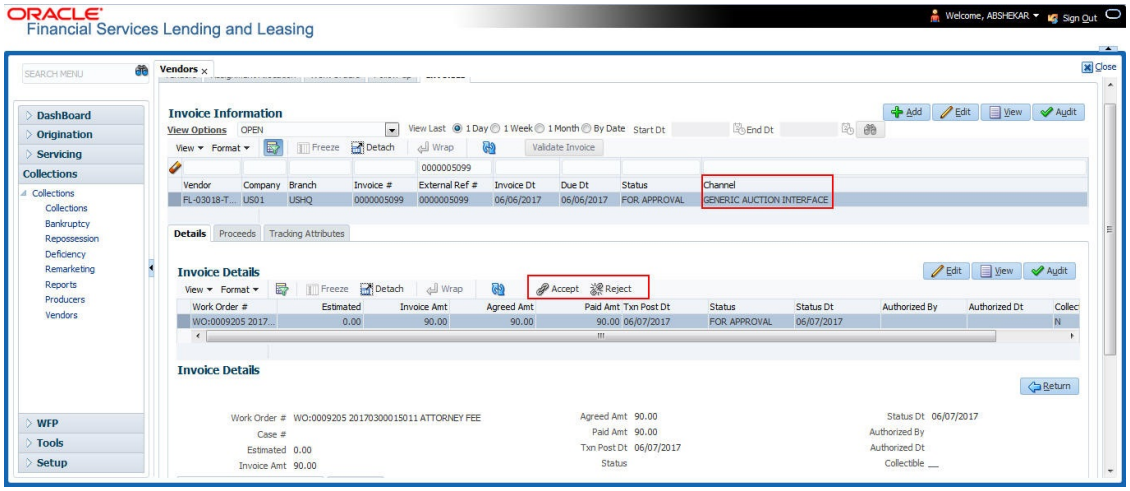
## 9.6.3 Details sub tab

The Details sub tab displays the Invoice details received from the third party auctioning system, and allows to Approve or Reject the invoice with status marked FOR APPROVAL. An invoice is auto-updated to status FOR APPROVAL based on the business rule validation.

**Figure 9-11 Details sub tab**




To Approve/Reject an invoice, ensure that you have the necessary access rights assigned to your login. Select the required invoice record and click **Accept** or **Reject** in the Invoice Details section. Click **Yes** to confirm the action and refresh to view the status updates.

## 9.6.4 Proceeds sub tab

The Proceeds sub tab helps the financial institutions to know the Net amount that remains in the account post the re-sale of all assets in the auction. The Proceed Details sub tab displays the following information:

- Work Order #
- Status
- Gross Amt
- Net Amt
- Fee Amt
- Authorized By
- Authorized Dt

The Net amount is the total amount paid by the third party auctioning system with the close of auction.

The following tabs are available under Proceed Details sub tab:

- Related Invoice/Work Orders
- Txn Results

The Transaction Results tab records all the errors (if any) for the posted transaction.


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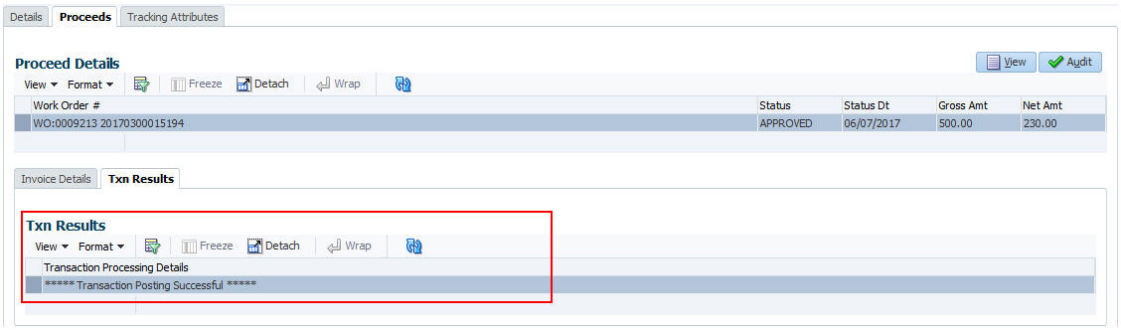
**Figure 9-12 Transaction Results**




## 9.6.5 Tracking Attributes sub tab

In the Tracking Attributes sub tab, you can load all the available tracking attributes and define the parameter value for various parameters listed. For more information, refer to Tracking Attributes sub tab section.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# 10
# Customer Credit Limit

Customer Credit Limit consists of the following sections:


- Introduction
- Search tab
- Customer/Business tab


## 10.1 Introduction

Customer Credit limit in general refers to the maximum amount of credit that a financial institution can extend to a prospective customer which can then be leveraged by an underwriter while funding an application.

In Oracle Financial Services Lending and Leasing, you can define the Customer Credit Limit during underwriting stage based on the customer credit worthiness or historical customer data. Using this limit, applications can be funded up to the credit limit amount allowed. However, application funding with or without customer credit limit is controlled based on the setup and applications can still be funded with the normal process when a particular customer is not allocated with any credit limit.

A customer credit limit facilitates for quick decisioning by an underwriter and also facilitates for auto approval of accounts on-boarded from external system with basic validations. While approving, underwriter has to ensure that the sum of utilizations should always be equal to the financed amount which can be distributed within applicants primary / secondary or business categories.

A minimum of one application has to be funded to define customer credit limit for funding subsequent applications and the defined information is updated into credit limit details. A credit limit once defined can further be increased from servicing module by posting the required transaction which is referenced in origination module during application funding.

On receiving a payment, the amount is reinstated to the credit limit balance which can be reused while funding next application. Similarly, the credit limit balance is also updated when account is moved to VOID status. On reversing a payment, the Total Utilization of credit limit is increased by the principal portion of the payment and decreased with the Available Amt field. Also, the Suspended and Hold amount fields are increased and decrease based on the respective transactions posted.

When two applications are being funded simultaneously (i.e. moving application to **Approved Funded** status), the utilization amount will be considered for first application while the second one will be on HOLD since there could be a difference in the available credit limit after funding. In such a case, you need to re-hash the application, fetch the details in Origination > Decision tab, (if required) increase credit limit from servicing module, and then proceed for funding.

While processing applications using Customer Credit Limit, the **Update Customer Info** (check box in applicant tab) and **Link to Existing Customer** (check box in contract tab) are selected by default for all the existing customers. This is to ensure the application details are propagated to customer accounts.



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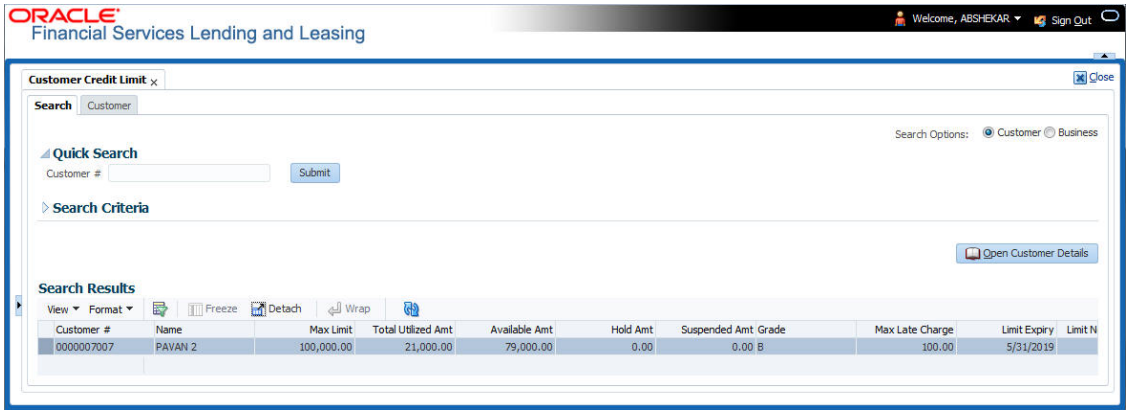
On funding a new application for an existing customer using customer credit limit, the details are updated into the existing customer details in the Servicing module. Also, while posting any monetary transaction that results in increase of account maturity date, system auto validates if the same is within the **Customer Credit Limit Expiry date** of any one or all of the customer(s) who contributed for funding the Account. In case it is greater, system displays an error indicating that the resulting Maturity date is greater than **Customer Credit Limit Expiry date** and does not allow to post the transaction.

**Navigating to Customer Credit Limit screen**

From the LHS menu, select Servicing > Customer Credit Limit. The screen by default opens with **Search** tab.

**Figure 10-1 Customer Credit Limit - Search**




Customer Credit Limit screen consists of the following tabs:

- Search
- Customer

# 10.2 Search tab

The Search tab available in Customer Credit screen facilitates to locate the Customer or Business applicant's details maintained in the system and consists of the following sections:

- Quick Search
- Search Criteria

**To search for a Customer/Business**

1. On the Oracle Financial Services Lending and Leasing home screen, click **Servicing > Customer Credit Limit** tab.
2. In the **Search Options**, select the option against Customer or Business to search for corresponding details.
3. Do one of the following:
   - In **Quick Search** section, specify the Customer or Business number and click **Submit**.
     -Or-
   - In the **Search Criteria** section, use **Comparison Operator** and **Value** columns to enter search criteria and click **Search**.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System displays the matching records in the **Search Results** section at the bottom of the screen.

4. Select the required record and click **Open Customer Details**. The details of that particular record is displayed in the adjacent Customer/Business tab. However, system displays the selected record details only for authorized users based on access/permissions defined in setup.

You can click **Reset Criteria** at any time to clear search parameter values.

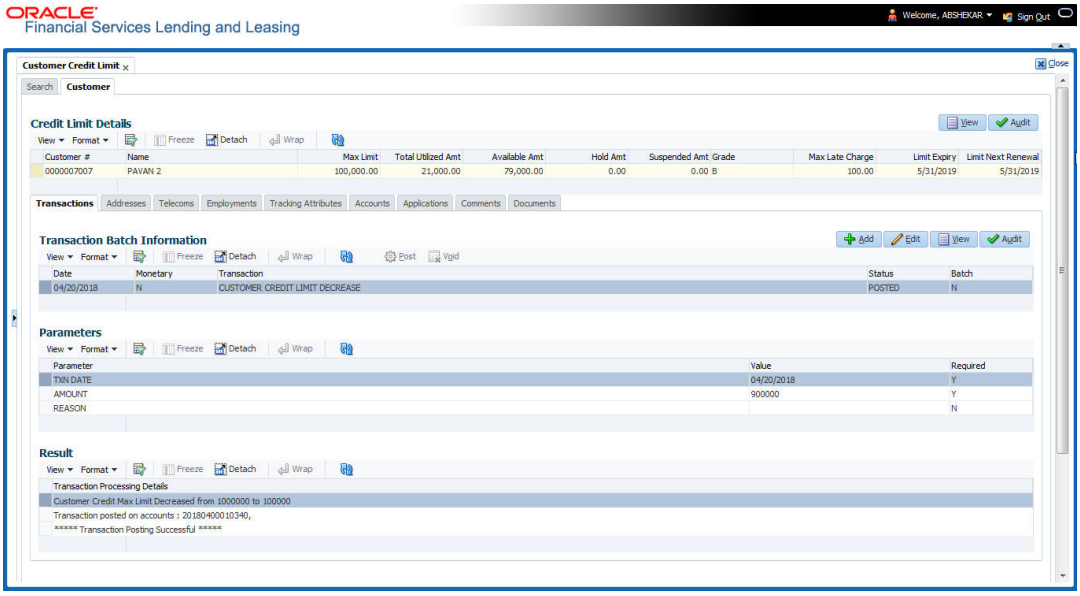
# 10.3 Customer/Business tab

The Customer / Business tab displays the Credit Limit Details that are recorded while funding the application.

**To view Customer/Business details**

1. Click Servicing > Customer Credit Limit screen
2. In the Search tab, search for the required customer/business applicant details and click **Open Customer Details**.

**Figure 10-2 Customer/Business details**




The following credit limit details of the Customer/ Business are as displayed:


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**Table 10-1 Credit limit details**

| Customer Details | Business details |
|---|---|
| Customer # (Customer ID is displayed in case of Individual Customer) | Business # (Business ID is displayed in case of Business Customer) |
| Name | Name |
| Max Limit | Max Limit |
| Total Utilized Amt | Total Utilized Amt |
| Available Amt | Available Amt |
| Hold Amt | Hold Amt |
| Suspended Amt | Suspended Amt |
| Grade | Grade |
| Max Late Charge | Max Late Charge |
| Limit Expiry | Limit Expiry |
| Limit Next Renewal | Limit Next Renewal |

The **Credit Limit Details** tab allows to capture additional details in the below sub tabs.

- Transactions sub tab
- Addresses sub tab
- Telecoms sub tab
- Employments sub tab
- Partners sub tab
- Affiliates sub tab
- Tracking Attributes sub tab
- Accounts sub tab
- Applications sub tab
- Comments sub tab
- Documents sub tab
- Master Account tab

## 10.3.1 Transactions sub tab

The Transactions sub tab allows you post the following non-monetary transactions to update the customer/business credit details in respective tabs.

- Customer Credit Limit Transactions:
  - Customer Credit Limit Increase
  - Customer Credit Limit Decrease
  - Decrease Customer Credit Limit HOLD
  - Increase Customer Credit Limit HOLD
  - Increase Customer Credit Limit SUSPEND
  - Decrease Customer Credit Limit SUSPEND
- Business Credit Limit Transactions:


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  - Business Credit Limit Increase
  - Business Credit Limit Decrease
  - Decrease Business Credit Limit HOLD
  - Increase Business Credit Limit HOLD
  - Increase Business Credit Limit SUSPEND
  - Decrease Business Credit Limit SUSPEND
- Customer/Business Credit Limit Maintenance
- Customer/Business Address Maintenance
- Customer/Business Telecom Maintenance
- Business Partners Maintenance
- Business Affiliates Maintenance

For information on how to post non-monetary transaction, refer to Creating Monetary and Non monetary Transactions section in Customer Service > Maintenance chapter.

For information on defining parameters for each of the above transactions, refer to Customer Credit Limit Transactions section in Appendix chapter.

## 10.3.2 Addresses sub tab

The Addresses sub tab allows you to maintain address information of the customer/business. This tab is similar to the Addresses sub tab in Customer Service screen's Customer Details tab. For information on updating the field details, refer to Addresses sub tab section.

On updating the address information in this tab, system automatically posts **ADD CUSTOMER ADDRESS PHONE** transaction to update the details into Customer Service screen's Customer Details > Addresses sub tab.

## 10.3.3 Telecoms sub tab

The Telecoms sub tab allows you to maintain Telecom information of the customer/business. This tab is similar to the Telecoms sub tab in Customer Service screen's Customer Details tab. For information on updating the field details, refer to Telecoms sub tab section.

On adding the Telecom information in this tab, system automatically posts **ADD CUSTOMER TELECOM** transaction and similarly during update, system posts **CUSTOMER TELECOM MAINTENANCE** transaction to update the details into Customer Service screen's Customer Details > Telecoms sub tab.

## 10.3.4 Employments sub tab

The Employments sub tab allows you to maintain employment information of the customer. This tab is similar to the Employment sub tab in Customer Service screen's Customer Details tab. For information on updating the field details, refer to Employments sub tab section.

On updating the Telecom information in this tab, system automatically posts **EMPLOYMENT ADDRESS MAINTENANCE** transaction to update the details into Customer Service screen's Customer Details > Employment sub tab.


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## 10.3.5 Partners sub tab

The Partners sub tab allows you to maintain business partner Information. This tab is similar to the Partners sub tab in Customer Service screen's Business Details tab. For information on updating the field details, refer to Partners sub tab section.

On adding the Partner information in this tab, system automatically posts **ADD BUSINESS PARTNER** transaction and similarly during update, system posts **BUSINESS PARTNERS MAINTENANCE** transaction to update the details into Customer Service screen's Customer Details > Partners sub tab.

## 10.3.6 Affiliates sub tab

The Affiliates sub tab allows you to maintain business affiliate information. This tab is similar to the Affiliates sub tab in Customer Service screen's Business Details tab. For information on updating the field details, refer to Affiliates sub tab section.

On updating the Affiliates information in this tab, system automatically posts **ADD BUSINESS AFFILIATES** transaction to add new affiliate details and **BUSINESS AFFILIATES MAINTENANCE** to update the existing affiliate details into Customer Service screen's Business Details > Affiliates sub tab.

## 10.3.7 Tracking Attributes sub tab

The Tracking Attributes sub tab allows you to add tracking attribute information to customer/business. This tab is similar to the Tracking Attributes sub tab in Customer Service screen's Customer Details tab. For information on updating the field details, refer to Tracking Attributes sub tab section.

## 10.3.8 Accounts sub tab

The Accounts sub tab allows you to view customer/business accounts information maintained in the system. This tab is similar to the Existing Accounts sub tab in Origination screen's Applicant tab. For information on the field details, refer to **Existing Accounts** section in Origination User Guides.

## 10.3.9 Applications sub tab

The Applications sub tab allows you to view customer/business applicant's information maintained in the system. The application details are fetched based on **Customer / Business number** and displays only non-funded applications with **Existing Customer flag = Y** in Origination > Applicant tab and **Link to existing customer flag = Y** in Contract tab. The following application details are displayed:

- App #
- Company
- Branch
- Date
- Title
- Product
- Status


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- Sub Status
- Collateral Description
- Identification #

> **Note**
>
> The Collateral Description and Identification # displayed here are populated from primary collateral details.

## 10.3.10 Comments sub tab

The Comments sub tab allows you add additional customer/business information as comments. Comments updated from Customer/Business > Comments tab are categorized with default Type as **Regular** and Sub type as **Customer/Business**.

For information on adding comments, refer to Customer Service > Comments sub tab section.

## 10.3.11 Documents sub tab

The Documents sub tab allows you to view the customer/business applicant's documents attached to a particular account. For detailed information about the usability of this tab, refer to Document Tracking sub tab section.

## 10.3.12 Master Account tab

The Master Account tab in Customer Credit Limit screen displays all the Customer / Business Master Accounts and its associated accounts maintained in the system.

Using the Master Account tab, you can generate a consolidated payoff quote for a selected combination of master and its associated accounts. You can also post account terminate transaction for lease accounts. For more information, refer to Consolidated Payoff Quote and Terminate Multi Account section.


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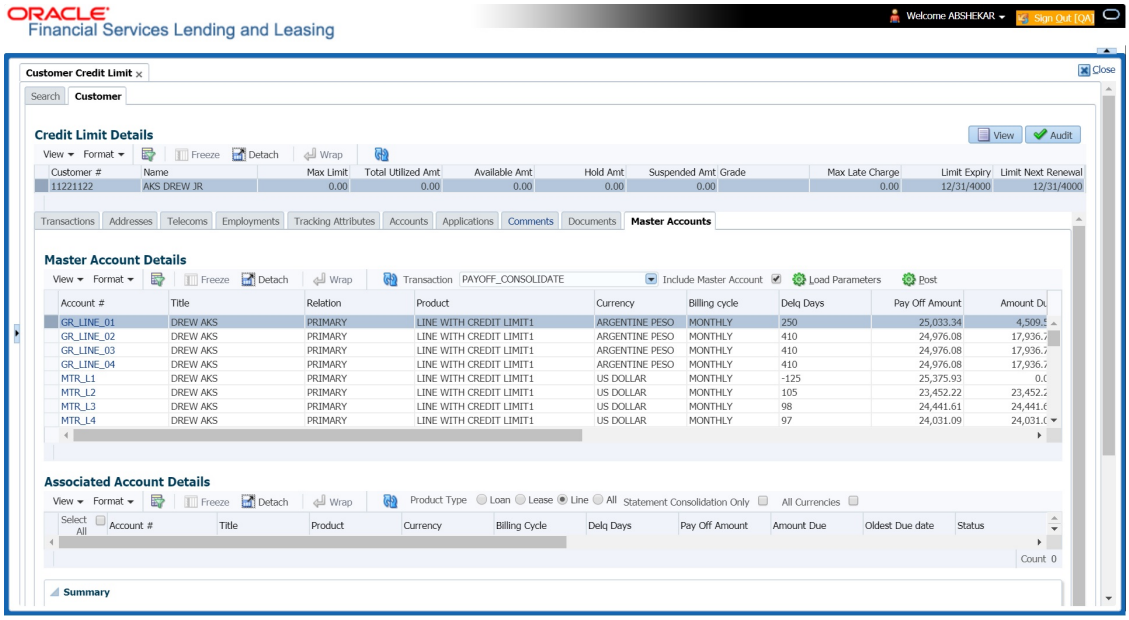
### Figure 10-3 Master Account




In the Master Account Details section, you can view the following information:

### Table 10-2 Master Account Details

| In this field | View this |
|---|---|
| **Account #** | The master account number.<br>Clicking on the hyperlink opens the respective account in Customer Servicing screen. |
| **Title** | The title of the account. |
| **Relation** | Customer's relationship to the account. |
| **Product** | The type of product associated with the account. |
| **Currency** | The disbursement currency. |
| **Billing Cycle** | **The billing frequency.** |
| **Delq Days** | The number of days the account has been delinquent. |
| **Pay Off Amount** | The total pay off amount on the account. |
| **Amount Due** | The total amount due on the account. |
| **Oldest Due Dt** | The oldest payment due date on the account. |
| **Status** | The status of the account. |
| **Asset Type** | The type of asset associated with the account. |
| **Asset Sub Type** | The asset sub type. |
| **Collateral Description** | Details of primary collateral associated with account.<br>In case of Home Collateral, no Collateral Description is displayed. |
| **Identification #** | The identification number of the asset. |
| **Company** | The portfolio company. |
| **Branch** | The portfolio branch. |


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**Table 10-2 (Cont.) Master Account Details**

| In this field | View this |
|---|---|
| **Product Type** | The product type of Master Account. |
| **Funding Type** | The funding type as either OPEN ENDED or CLOSED ENDED. |

This section consists of the following topics:

- Consolidated Payoff Quote
- Terminate Multi Account
- Associated Account Details

## 10.3.12.1 Consolidated Payoff Quote

You can generate a consolidated payoff quote for any combination of Master and its associated accounts which includes the consolidated amount owed on all selected accounts.

To generate a Consolidated Payoff Quote:

1. In the Master Account Details section, select the required Master Account and select **CONSOLIDATED PAYOFF QUOTE** option from the Transaction drop-down list.
2. Select **Include Master Account** check box to include the selected master account details for consolidated payoff quote.
3. In the Associated Account Details section, filter the list of accounts based on **Product Type**, **Statement Consolidation Only** and **All Currencies** options. Select the check box adjacent to required associated account. You can also choose **Select All** check box to select all the listed accounts. Note that, this check box column is enabled only on selecting an option from Transaction drop-down list.
4. Click **Load Parameters** in the Master Account Details section. System creates the transaction with default values in OPEN status. The same can be viewed in Transaction Batch Information tab. The selected accounts for consolidated payoff quote are indicated with comma separated values in ACCOUNT NUMBER parameter and can be edited accordingly.
5. Do one of the following:
   - Click **Post** in this tab to post the transaction with default values.
   - Edit the required parameters and then post the transaction in Transaction Batch Information tab. For information on updating transaction parameters, refer to Consolidated Payoff Quote section.

System automatically posts the Transaction on all selected individual accounts. On successfully posting, the Transaction Batch Information tab displays the following details of consolidated payoff quote for selected accounts:

- The TOTAL PAYOFF QUOTE IN section indicates currency-wise consolidation payoff quote i.e. if multiple accounts are selected for consolidation with different currencies, then consolidation is listed for accounts with same currency and subsequently for other/individual currencies.
- Subsequently, individual payoff quote is generated and displayed for each of the Associated account selected along with Master account payoff quote (if selected).


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## 10.3.12.2 Terminate Multi Account

You can terminate single or multiple lease accounts for any combination of Master and its associated accounts in a single transaction. During this process, either some or all assets leased under one master contract can be terminated. However, termination transaction is allowed only for Lease Closed-ended accounts only.

While initiating a lease contract termination transaction before the maturity date, system validates and allows termination only if either the Billed Term or Lease Amount Recovered % is met.

**To generate lease Terminate Multi Account transaction:**

1. In the Master Account Details section, select the required Master Account and select 'TERMINATE MULTI ACCOUNT' option from the Transaction drop-down list.
2. Select **Include Master Account** check box to terminate the selected master account also.
3. In the Associated Account Details section, filter the list of accounts based on **Product Type**, **Statement Consolidation Only** and **All Currencies** options. Select the check box adjacent to Lease Closed-ended account(s). You can also choose **Select All** check box to select all the listed accounts. Note that, this check box column is enabled only on selecting an option from Transaction drop-down list.
4. Click **Load Parameters** in the Master Account Details section. System creates the termination transaction with default values in OPEN status. The same can be viewed in Transaction Batch Information tab. The selected accounts for termination transaction are indicated with comma separated values in ACCOUNT NUMBER parameter and can be edited accordingly.
5. Do one of the following:
   - Click **Post** in this tab to post the transaction with default values.
   - Edit the required parameters and then post the transaction in Transaction Batch Information tab. For information on updating transaction parameters, refer to Terminate Single/Multi Lease Account(s) section.

System automatically posts the Transaction on all selected individual accounts. On successfully posting the transaction, a confirmation message is displayed in the Results section indicating the status of Success/Failed transaction(s) posted. In case of Failed transactions, the reason is indicated separately.

## 10.3.12.3 Associated Account Details

The **Associated Account Details** section displays all the accounts associated with the selected Master Account along with a summary of rolled-up balances for the accounts being displayed.

For detailed information, refer to Customer Service screen's Associated Accounts tab section.


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# 11
# Tools

Depending on the type of product you are working with during origination, the Tools screens enable you to calculate LoanLease and Vehicle value details.

Tools in the main menu are standalone and information calculated using them can only be viewed. They cannot be copied to the application / contract.

Whereas, Tools that appear as a sub-tab in Underwriting and Funding Tabs, allows you to import the contract values, do necessary calculations and copy the calculated values to the respective Contract / Decision tabs.

This section consists of the following topics:

- Loan Calculator
- Lease Calculator
- Vehicle Evaluator
- Depreciation Calculator

## 11.1 Loan Calculator

The Loan Calculator screen facilitates you to calculate various parameters. You can also define flexible repayment options, and generate amortization schedules.

This screen is similar to the Loan Calculator screen opened from Underwriting or Funding screens; however, calculators opened from Tools master tab are standalone and do not link calculations or loan information to any specific application.

This section consists of the following topics:

- Parameters
- Repayment Options
- Amortization Schedule
- Printing a Quote
- Copy Calculation to Contract or Decision tab

### 11.1.1 Parameters

The Parameters section allows you to calculate the payment amount, term, interest rate, loan amount, and blended rate. You can also generate a quote based on the details specified.

In the **Parameters** section, you can select the following parameters:

- Calculating Payments
- Calculating Interest Rates
- Calculating Term
- Calculating Loan Amount


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- Calculating Blended Rate

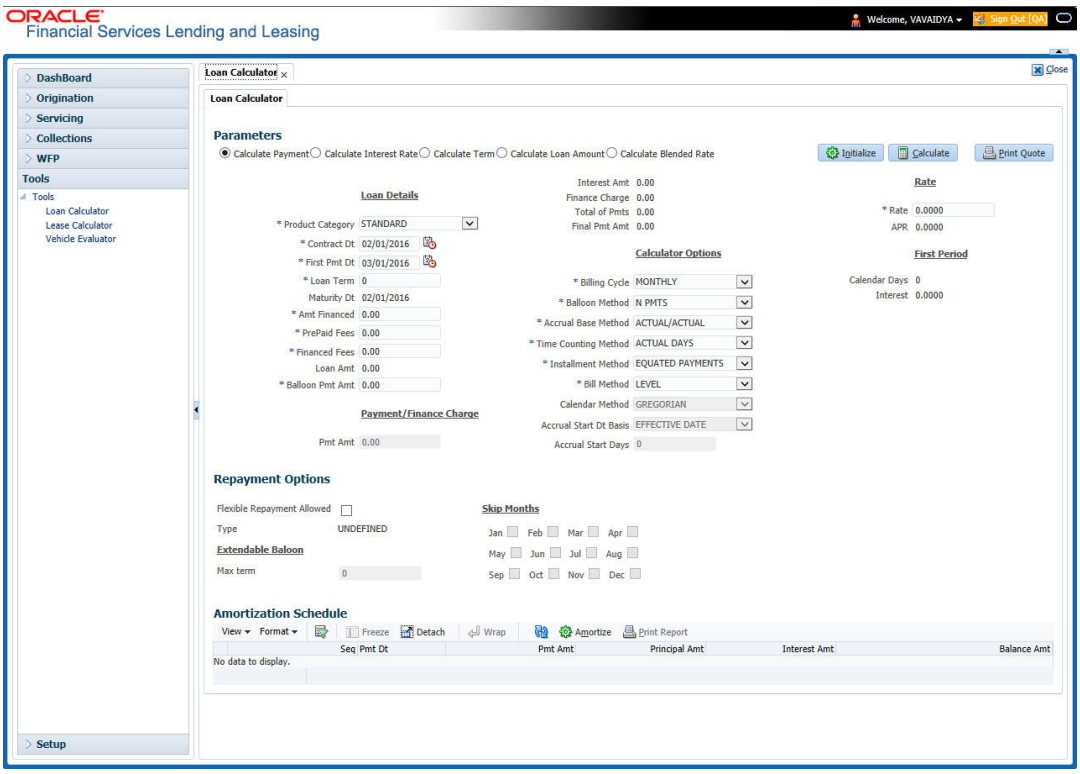
## 11.1.1.1 Calculating Payments

The **Calculate Payment** option on Loan Calculator screen calculates the standard payment based on information you provide, such as the amount financed, terms, interest rate and finance fee. You can click **Initialize** in **Loan Calculator** screen to clear (or 'refresh') the **Loan Calculator** screen at any time.

**To calculate a loan payment**

1. Click **Tools > Tools > Loan Calculator**.

**Figure 11-1 Loan Calculator**




2. Click **Initialize** and maintain the following fields.

**Table 11-1 Calculating Payments**

| Field | Do this |
|---|---|
| **Loan Details Section** | |
| **Product Category** | Select the category as Standard for conventional loan product and Islamic for the Islamic loan product. |
| **Contract Dt** | Specify the contract date. The system displays current date as the default value. |
| **First Pmt Dt** | Specify the first payment date. The system displays the date one month from today as default value. |
| **Loan Term** | Specify the number of payments. |


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**Table 11-1 (Cont.) Calculating Payments**

| Field | Do this |
|---|---|
| **Maturity Dt** | System automatically displays the maturity date based on the values entered for first payment date, term and billing cycle (i.e. Maturity Date = First Payment Date + Term (based on billing cycle). |
| **Amt Financed** | Specify the amount financed. |
| **Pre Paid Fees** | Specify the prepaid fees, if any exist. |
| **Financed Fees** | Specify the financed fees, if any exist. |
| **Loan Amt** | View the estimated loan amount: amount financed plus the prepaid fees. |
| **Balloon Pmt Amt** | Specify the balloon payment amount, if any exist. |
| **Payment/Finance Charge** | |
| **Pmt Amt** | View the payment amount. |
| **Interest Amt** | View the profit amount. |
| **Finance Charge** | View the finance charged. |
| **Total of Pmts** | View the payment amount. |
| **Final Pmt Amount** | View the final payment amount. |
| **Calculator Options** | |
| **Billing Cycle** | Select the payment frequency.<br>System supports **Biennial** (once every 2 years) and **Triennial** (once every 3 years) type of billing cycles. Based on BILL_CYCLE_ CD lookup, the billing cycle **frequency** can be defined. |
| **Balloon Method** | Select the balloon method. |
| **Accrual Base Method** | Select the accrual base. |
| **Time Counting Method** | Select the time counting method. |
| **Installment Method** | Select the installment method: EQUAL PAYMENTS or FINAL PAYMENT DIFFERS. For more information, see Installment method section in this chapter. |
| **Bill Method** | Select the billing method as either LEVEL, PERCENTAGE OF PRINCIPAL PLUS INTEREST, INTEREST ONLY, FIXED PRINCIPAL PLUS INTEREST, PERCENTAGE OF OUTSTANDING BALANCE. |
| **Calendar Method** | Select the calendar method as **Hijri** or **Gregorian** for this loan contract. This field will be enabled only if the product category is selected as Islamic. |
| **Accrual Start Dt Basis** | Select to define the start date from when the interest accrual is to be calculated for this instrument from the drop-down list.<br>**Note:**<br>If you select the Effective Date, then the interest is calculated from the Contract date + Start Days (indicated below).<br>If you select the Payment Date, then the interest is calculated based on (first payment date + Start Days (indicated below) minus one billing cycle). |


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**Table 11-1 (Cont.) Calculating Payments**

| Field | Do this |
|---|---|
| **Accrual Start Days** | Specify the number of grace days after which the interest accrual is to be calculated. Ensure that the number of grace days is less than first payment date. |
| **Rate** | |
| **Rate** | Specify the interest rate.<br>**Note**: For Islamic products this field is displayed as **Profit Rate**. |
| **APR** | View the system calculated the Annual Percentage Rate. |
| **First Period section** | |
| **Calendar Days** | View the number of calendar days between contract date and the first payment date. The calendar days will differ based on the calendar method selected. |
| **Interest** | View the profit accrued for the calendar days. |

3. Specify the required information and click **Calculate**.The system computes the standard loan payments with the details specified.

   **Installment Methods**

   - **Equal Payments**: If you select Equal Payment option, then the repayment amount will be equal for all installments including the final installment.
   - **Final Payment Differs**: If you select Final Payment Differs option, then the final repayment amount may be slightly more or less than the outstanding loan amount due to precise rounding calculations. The final payment amount will be equal to the outstanding loan amount.

   When completing Frequency fields, note the following:

   - Biweekly in the system means '**once every two weeks**' and not '**twice a week**'.
   - Bimonthly in the system means '**once every two months**' and not '**twice a month**'.

   For more information on frequency, see Appendix : Payment Amount Conversions section.

## 11.1.1.2 Calculating Interest Rates

The **Calculate Interest Rate** option back-calculates the interest rate and APR using the amount financed, standard payment and terms. It also provides the amortization schedule of the loan.

**To calculate an Interest Rate**

1. Click **Loan Calculator** tab.
2. In the **Parameters** section, select **Calculate Interest Rate**.
3. Specify the required information. (Refer the section **Calculating Loan Payment** in this chapter for more information).
4. After you specify all the required information click calculate. The system computes the payment change schedule.

   You can perform the following activities when the Interest Rate is calculated:

   - Creating an amortized schedule of payments (Applications screen)


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- Copying the Interest Rate Calculations to the Decision tab (underwriting)
- Copying the Interest Calculations to the Contract tab (funding)

### 11.1.1.3 Calculating Term

The Calculate Term option back-calculates the term and APR using the amount financed and standard payment. It also provides the amortization schedule of the loan.

**To calculate an Interest Rate**

1. Click **Loan Calculator** tab.
2. In the **Parameters** section, select **Calculate Term**. The system enables the required fields based on this selection.
3. Specify the required information. (Refer the section **Calculating Loan Payment** in this chapter for more information).
4. After you specify all the required information click **calculate**. The system computes the payment change schedule.

   You can perform the following activities when the term is calculated:

   - Creating an amortized schedule of payments (Applications screen)
   - Copying the term calculations to the Decision link (underwriting)
   - Copying the interest calculations to the Contract link (funding)

   The system will use this information during the funding process when you select an instrument.

### 11.1.1.4 Calculating Loan Amount

The **Calculate Loan Amount** option calculates loan affordability of a customer based on term, payment amount and the rate quoted.

**To calculate an Interest Rate,**

1. Click **Loan Calculator** tab.
2. In the **Parameters** section, select **Calculate Loan Amount**. The system enables the required fields based on this selection.
3. Specify the required information. (Refer the section **Calculating Loan Payment** in this chapter for more information).
4. After you specify all the required information click **calculate**. The system computes the payment change schedule.

   You can perform the following activities when the Interest Rate is calculated:

   - Creating an amortized schedule of payments (Applications)
   - Copying the loan amount calculations to the Decision link (underwriting)
   - Copying the loan amount calculations to the Contract link (funding)

### 11.1.1.5 Calculating Blended Rate

The **Blended Rate** option calculates a combined single rate (Blended Rate) for multiple amounts each of at different rates.

On selecting this option, system displays the **Advances** section to add multiple records to derive the blended rate. It also provides the amortization schedule of the loan.


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**To calculate an Blended Rate,**

1. Click **Loan Calculator** tab.
2. In the **Parameters** section, select **Calculate Blended Rate**. The system enables the Advances section.
3. Click **Add** and maintain the following details:

**Table 11-2 Calculating Blended Rate**

| Field | Do this |
|---|---|
| **Amt Financed** | Specify the financed amount. |
| **PrePaid Fees** | Specify the pre-paid fees. |
| **Financed Fees** | Specify the financed fees. |
| **Balloon Pmt Amt** | Specify the balloon payment amount. |
| **Rate** | Specify the rate. |
| **Payment Amt** | The system displays the calculated payment amount on clicking **Calculate** button. |
| **Interest Amt** | The system displays the calculated interest amount on clicking **Calculate** button. |
| **Action** | Click **add** button to add next contract details. |

4. Perform any of the Basic Actions mentioned in Navigation chapter.
5. Specify the required information. (Refer the section **Calculating Loan Payment** in this chapter for more information).
6. After you specify all the required information click **calculate**. The system computes the blended rate of contracts.

   You can perform the following activities when the Blended Rate is calculated:

   - Creating an amortized schedule of payments (Applications)
   - Copying the loan amount calculations to the Decision link (underwriting)
   - Copying the loan amount calculations to the Contract link (funding)

## 11.1.2 Repayment Options

If the calculation involves flexible repayment options, you can include the same through the following options:

**Table 11-3 Repayment Options**

| Option | Description |
|---|---|
| **Flexible Repayment Allowed** | Select the check box to include a flexible repayment schedule in calculation. On selection, the following sections are enabled.<br>• REPAYMENT SCHEDULE<br>• PAYMENT CHANGE SCHEDULE<br>• RATE SCHEDULE<br>Based on the selection of repayment type in the subsequent field, any or all of the above sections are enabled to define the required flexible repayment schedules. |


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**Table 11-3 (Cont.) Repayment Options**

| Option | Description |
|---|---|
| **Type** | Select any of the following repayment type that you want to use from the drop-down list.<br>• UNDEFINED<br>• SKIP PERIOD<br>• USER DEFINED<br>• GRADUATED PAYMENT<br>• EXTENDABLE BALLOON |

1. Depending on the repayment type selected, complete the following sections:
   - If you have selected the type as UNDEFINED (default), you can specify only the **Rate Schedule**' as explained in step 2.
   - If you have selected the type as SKIP PERIOD, select the months which you want to exclude in repayment schedule by selecting the adjacent check box.
   - If you have selected the type as USER DEFINED, click **Add** in **Repayment Schedule** section and specify the following information:

     **Table 11-4 Repayment Schedule**

     | Field | Do this |
     |---|---|
     | **Seq** | Specify the sequence number of the repayment schedule. |
     | **Pmt Amt** | Specify the repayment amount borrower agreed to pay during the schedule. |
     | **# of Payments** | Specify the number of payments borrower agreed to pay for stated repayment amount during this schedule. |
     | **Generated** | View if the repayment schedule is generated. |

   - If you have selected the type as GRADUATED PAYMENT, click **Add** in **Payment Change Schedule** section and specify the following information:

     **Table 11-5 Payment Change Schedule**

     | Field | Do this |
     |---|---|
     | **Seq** | Specify the sequence number in which the repayment is calculated. It prioritizes the calculation. |
     | **Option Type** | Select the repayment option type:<br>STEP UP, STEP DOWN and BULLET. |
     | **Frequency** | Select the frequency of payment. The default value is TERM. |
     | **Period** | Specify the loan period. |
     | **# of Adj.** | Specify the number of times the STEP UP, STEP DOWN or BULLET needs to happen. |


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**Table 11-5 (Cont.) Payment Change Schedule**

| Field | Do this |
|---|---|
| **Value** | Specify the value. For STEP DOWN, value ranges from 1 to 99. For STEP UP, value ranges from 1 to 990. For BULLET, value ranges from 1 to 99999999. |

- If you have selected the type as EXTENDABLE BALLOON, specify the maximum number of terms in the **Extendable Balloon** section.

2. If the calculation includes a promotion, complete the **Rate Schedule** section. Click **Add** and specify the following information:

**Table 11-6 Rate Schedule**

| Field | Do this |
|---|---|
| **Seq** | Specify the sequence number of the rate schedule. |
| **Rate** | Specify the repayment amount borrower agreed to pay during the schedule. |
| **Start Dt** | Specify the date on which the borrower agreed to make the first payment. |

3. After you specify all the required information click **calculate**. The system computes the payment change schedule and populates the Repayment Schedule section.
When you fund the loan application, the system copies repayment schedule information to the loan account on Customer Service screen where it appears in the Repayment Schedule section.

## 11.1.3 Amortization Schedule

You can use the calculated payment data to derive the Amortization Schedule.

Click **Amortize** in the **Amortization Schedule** section. The system generates an amortized schedule with the calculated data with the following headers:

**Table 11-7 Amortization Schedule**

| Field | View this |
|---|---|
| **Seq** | Payment number. |
| **Pmt Dt** | Payment date. |
| **Pmt Amt** | Payment amount. |
| **Principal Amt** | Component of the payment amount allocated towards reduction of the principal balance. |
| **Interest Amt** | Component of the payment amount allocated towards reduction of the interest balance. |
| **Balance Amt** | Remaining principal balance. |

You can click **Print Report** to extract a PDF version of the generated amortized schedule.


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## 11.1.4 Printing a Quote

You can generate a summarised report using the calculated loan details in the format of quote with charges, payment structure, financed amount allocation, and amortization scheduled.

In the Loan Calculator screen, click **Print Quote**. The system generates a PDF document to the default downloads repository consisting of the following information in the respective headers:

**Loan Details**

The Loan Details section consists of Contract Start Date, Contract End Date, First Payment Date, Total Loan Term, Rate, and Total Loan Amount (Inc. Fee).

**Payment/Finance Charge**

The Payment/Finance Charge section consists of Total Interest Amount, Finance Charge, Total Of Payments, and Balloon Payment Amount.

**Payment Structure**

The Payment Structure section consists of details based on the number of payments, billing cycle followed and the payment amount. The payment structure repeats based on the flexible repayment options defined.

**Financed Amount Allocation**

The Financed Amount Allocation section consists of total amount that can be financed at the specified rate. If there are multiple records included to derive blended rate, then the Financed Amount Allocation varies based on the total number records.

**Amortization Schedule**

The Amortization Schedule section consists of records in tabular format with the following details:

- Pmt No.
- Payment Date
- Scheduled Payment
- Principal
- Interest
- Ending Balance

## 11.1.5 Copy Calculation to Contract or Decision tab

Depending on the screen from where you have accessed the tools sub tab, you can copy the calculated values to either Contract or Decision tab.

If you are in Underwriting stage, you can copy the values to decision tab. Similarly during Funding stage, you can copy the values to contract tab.

1. Click **Initialize** and reset the calculator.
2. Click **Import values**. System displays basic values entered in previous tabs.
3. Select one of the following option “Calculate Payment / Interest Rate / Term / Loan Amount”“Calculate Payment/Calculate Rate/Calculate Residual Percent/Calculate Gross


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Capitalized Cost" and click **Calculate**. System displays calculated values based on selection.

Click **Copy** to Contract/Decision. The calculated details are copied to the respective fields in Contract/Decision tab.

# 11.2 Lease Calculator

The Lease Calculator screen facilitates you to calculate various lease parameters such as Payment, Interest Rate, Residual Percent, Gross Capitalized Cost, Term and Lease Amount. You can define flexible repayment options, repayment/rate schedule and generate amortization schedules.

This screen is similar to the Lease Calculator screen opened from Underwriting or Funding screens; however, calculators opened from Tools master tab are standalone and do not link calculations or lease information to any specific application.

Based on the type of lease calculation method, the following calculation parameters are available in Lease Calculator screen:

**Table 11-8 Lease Calculator**

| Lease Calculation Method | Calculation Parameters Available | To Calculate |
|---|---|---|
| **Rent Factor** | Calculate Payment | Base Payment |
| | Calculate Rate | Rate |
| | Calculate Residual Percent | Residual % |
| | Calculate Gross Capitalized Cost | Gross Capitalized Cost |
| **Interest Rate and Amortized** | Calculate Payment | Base Payment |
| | Calculate Interest Rate | Rate |
| | Calculate Term | Term |
| | Calculate Lease Amount | Gross Capitalized Cost |

> **Note**
>
> If you want to clear (or "refresh") the lease calculator at any time, click **Initialize** in the **Lease Calculator** section.

**To calculate a lease payment**

1. On the Oracle Lending and Leasing home screen, click **Tools > Tools > Lease Calculator**.


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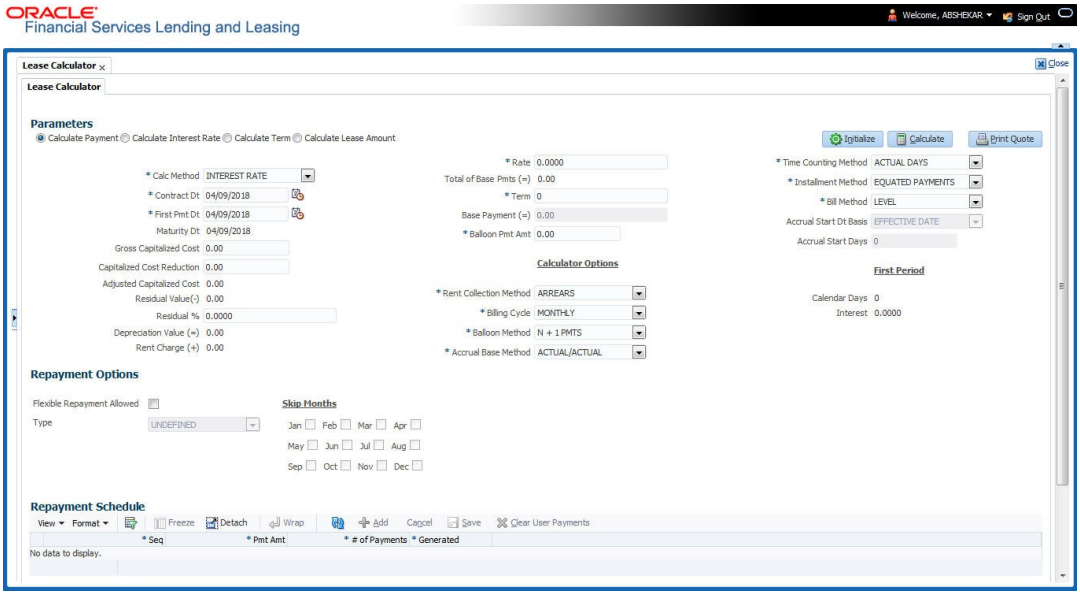
**Figure 11-2 Lease Calculator**




2. In the **Parameters** section, **Calculate Payment** option is selected by default and the lease calculation method as **Rent Factor**. Select the required calculation method and the calculation parameter to display the applicable fields in Lease Calculator screen.

3. In the **Lease Details** section, complete the following fields:

**Table 11-9 Lease Details**

| Field | Do this |
|---|---|
| Calc Method | Select the type of lease calculation method as one of the following:<br>• RENT FACTOR (selected by default)<br>• INTEREST RATE<br>• AMORTIZED<br>**Note**: Based on the above selection, some of the fields in Lease Calculator screen are either enabled or disabled, and if enabled some may be displayed in view only mode with default supported option. The same is detailed in respective fields. |
| Contract Dt | Enter the contract date. |
| First Pmt Dt | Enter the first payment date. Ensure that the payment date is later than the contract date.<br>**Note**: This field is disabled for **Rent Factor** type of lease calculation method and the value is defaulted from Contract Date. However, for **Interest Rate** type of lease calculation, this field is either editable or displayed in view mode based Rent Collection Method. |
| Maturity Dt | View the maturity date. |
| Maturity Dt Basis | View the basis of maturity date which is either Payment Date or Effective Date derived from Lease Contract setup. This defines the 'Lease Closing Date' value indicated below. |


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**Table 11-9 (Cont.) Lease Details**

| Field | Do this |
|---|---|
| Lease Closing Date | View the Lease Closing Date updated based on Maturity Dt Basis. |
| Gross Capitalized Cost | Enter the gross capitalized cost. |
| Capitalized Cost Reduction | Enter the capitalized cost reduction. |
| Adjusted Capitalized Cost | View the adjusted cap cost. |
| Residual Value (-) | View the residual value. |
| Residual% | Enter the residual percentage. |
| Depreciation Value (=) | View the asset depreciation value. |
| Rent Charge (+) | View the rent. |
| Rate | Enter the rate. |
| Rent Factor | View the rent factor.<br>**Note**: This field is displayed only if the lease calculation method is **Rent Factor**. |
| Total of Base Pmts (=) | View the total of payments. |
| Term | Enter the term. |
| Base Payment | View the base payment amount. |
| Balloon Pmt Amt | Specify the balloon payment amount.<br>**Note**<br>This field is displayed only if the lease calculation method is either **Interest Rate** or **Amortized**. For **Amortized** method, this field is disabled with default value as '0'. |
| Prorate Stub Pmt | This field is displayed only for **Amortized** lease calculation method and is disabled. The selected value is auto populated from Lease Contract Setup.<br>If check box is selected, indicates that the interest during stub/broken period is collected on prorated basis. Else, the interest is collected for the full amount applicable for the selected cycle. |
| **Calculator Options section**<br>**Note**: Except for Rent Collection Method (as Advance or Arrears), the other fields in this section are available only for **Interest Rate** type of lease calculation method and the default values are populated from Setup > Contract screen. Also the Rent Collection Method field is view only for **Rent Factor** calculation method. | |


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**Table 11-9 (Cont.) Lease Details**

| Field | Do this |
|---|---|
| Rent Collection Method | Select the applicable rent collection method from the drop-down list.<br>If the lease calculation method is selected as Rent Factor, the rent collection method is set to ADVANCE by default. For Interest Rate calculation method, you can either select ADVANCE or ARREARS.<br>In case of ADVANCE, the first payment date is displayed in view only mode and value is automatically populated from contract date. The first bill would be generated on contract date.<br>In case of ARREARS, you can specify the first payment date as future date (but not the contract date) and bill would be generated from first payment date. |
| Billing Cycle | Select the billing cycle frequency from the drop-down list. System displays the applicable billing cycle by default based on the product and the calculation method defined at Setup > Products screen. The editable nature of billing cycle is controlled by the system parameter UIX_BILL_CYCLE_ALLOWED_IND.<br>System supports **Biennial** (once every 2 years) and **Triennial** (once every 3 years) type of billing cycles. Based on BILL_CYCLE_CD lookup, the billing cycle **frequency** can be defined.<br>During **Term** calculation, the **Rate** field is always considered as per Year only. System displays an error to refine the input data if the calculation for Biennial term goes beyond 15 years and Triennial term goes beyond 10 years. For additional considerations of Biennial and Triennial term calculations (if any), refer to product release notes available at OTN library. |
| Balloon Method | If the lease calculation method is selected as Interest Rate, then the balloon payment method for accounts funded using this instrument is **N + 1 PMTS** by default. Amortization happens based on N+1 payments. |
| Accrual Base Method | Select the accrual method used to calculate interest accrual for this instrument from the drop-down list. |
| Time Counting Method | Select the time counting method used to calculate interest accrual for this instrument from the drop-down list. |
| Installment Method | For **Interest Rate** type of lease calculation method, the installment method by default is EQUATED PAYMENTS where-in, the installment amount is same for all billing cycle. |
| Bill Method | Select the billing method for accounts funded using this instrument from the drop-down list. |


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**Table 11-9 (Cont.) Lease Details**

| Field | Do this |
|---|---|
| Accrual Start Dt Basis | Select to define the start date from when the interest accrual is to be calculated for this instrument from the drop-down list.<br>**Note:**<br>If you select the Effective Date, then the interest is calculated from the Contract date + Start Days (indicated below).<br>If you select the Payment Date, then the interest is calculated based on (first payment date + Start Days (indicated below) minus one billing cycle). |
| Accrual Start Days | Specify the number of grace days after which the interest accrual is to be calculated. Ensure that the number of grace days is less than first payment date. |
| **First Period section** | |
| **Calendar Days** | View the number of calendar days between contract date and the first payment date. The calendar days will differ based on the calendar method selected. |
| **Interest** | View the profit accrued for the calendar days. |

4. In the **Lease Calculator** section, click **Calculate** to view the results. You can further proceed with below sections to define flexible repayment options, repayment/rate schedule and generate amortization schedules.

- Repayment Options
- Amortization Schedule
- Printing a Quote
- Copy Calculation to Contract or Decision tab

## 11.2.1 Repayment Options

If the calculation involves flexible repayment options, you can include the same through the following options:

> **Note**
>
> This section is not available for **Rent Factor** type of lease calculation method.


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**Table 11-10 Repayment Options**

| Option | Description |
|---|---|
| **Flexible Repayment Allowed** | Select the check box to include a flexible repayment schedule in calculation.<br>On selection, the **Payment Change Schedule** and **Rate Schedule** sections are displayed in addition to **Repayment Schedule** and **Amortization Schedule** sections.<br>**Note**<br>Flexible repayment is not supported for 'Stub/broken period' contracts. If the contract date leads to 'Stub/broken period' when Flexible Repayment option is selected, system displays an error. |
| **Type** | Select any of the following repayment type that you want to use from the drop-down list.<br>• UNDEFINED<br>• SKIP PERIOD<br>• USER DEFINED<br>• GRADUATED PAYMENT<br>will enable the months that can be selected for skipping payments, but not the maturity month and applicable only for MONTHLY PAYMENTS AND ARREARS METHOD. |

1. Depending on the repayment type selected, complete the following sections:
   - If you have selected the type as UNDEFINED (default), you can only amortize the payment schedule in respective section.
   - If you have selected the type as SKIP PERIOD, the **Skip Months** section is enabled and allows you to select the months which you want to exclude in repayment schedule by selecting the adjacent check box. However, you cannot exclude the maturity month and also this is applicable only for **Monthly** payments and **ARREARS** type of **Rent Collection Method**.
   - If you have selected the type as USER DEFINED, You can update **Repayment Schedule** or **Rate schedule** (explained in step 2 below) in the respective section. Click **Add** in **Repayment Schedule** section and specify the following information:

**Table 11-11 Repayment Schedule**

| Field | Do this |
|---|---|
| **Seq** | Specify the sequence number of the repayment schedule. |


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**Table 11-11 (Cont.) Repayment Schedule**

| Field | Do this |
|---|---|
| **Pmt Amt** | Specify the repayment amount borrower agreed to pay during the schedule. |
| **# of Payments** | Specify the number of payments borrower agreed to pay for stated repayment amount during this schedule. |
| **Generated** | View if the repayment schedule is generated. |

- If you have selected the type as GRADUATED PAYMENT, click **Add** in **Payment Change Schedule** section and specify the following information:

**Table 11-12 Payment Change Schedule**

| Field | Do this |
|---|---|
| **Seq** | Specify the sequence number in which the repayment is calculated. It prioritizes the calculation. |
| **Option Type** | Select one of the following repayment option type:<br>STEP UP<br>STEP DOWN<br>BULLET |
| **Frequency** | Select the frequency of payment. The default value is TERM. |
| **Period** | Specify the loan period. |
| **# of Adj.** | Specify the number of times the STEP UP, STEP DOWN or BULLET needs to happen. |
| **Value** | Specify the value.<br>For STEP DOWN, value ranges from 1 to 99<br>For STEP UP, value ranges from 1 to 990<br>For BULLET, value ranges from 1 to 99999999 |

2. If the calculation includes a promotion, complete the **Rate Schedule** section. Click **Add** and specify the following information:

**Table 11-13 Rate Schedule**

| Field | Do this |
|---|---|
| **Seq** | Specify the sequence number of the rate schedule. |
| **Rate** | Specify the repayment amount borrower agreed to pay during the schedule. |
| **Start Dt** | Specify the date on which the borrower agreed to make the first payment. |

3. After you specify all the required information click **Calculate**. The system computes the payment change schedule and populates the **Repayment Schedule** section.
When you fund the lease application, system copies repayment schedule information to the lease account on Customer Service screen where it appears in the Repayment Schedule section.


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## 11.2.2 Amortization Schedule

You can use the calculated payment data to derive the Amortization Schedule.

Click **Amortize** in the **Amortization Schedule** section. System generates an amortized schedule with the calculated data and based on the **Rent Collection Method** the first bill is generated with the following headers:

**Table 11-14 Amortization Schedule**

| Field | View this |
|---|---|
| **Seq** | Payment number. |
| **Pmt Dt** | Payment date. |
| **Pmt Amt** | Payment amount. |
| **Principal Amt** | Component of the payment amount allocated towards reduction of the principal balance. |
| **Interest Amt** | Component of the payment amount allocated towards reduction of the interest balance. |
| **Balance Amt** | Remaining principal balance. |

You can click **Print Report** to extract a PDF version of the generated amortized schedule.

## 11.2.3 Printing a Quote

You can generate a summarized report using the calculated lease details in the format of quote with lease details and charges.

In the Lease Calculator screen, click **Print Quote**. The system generates a PDF document to the default downloads repository consisting of the following information in the respective headers:

**Lease Details**

The Lease Details section consists of Contract Start Date, Contract End Date, First Payment Date, Total Lease Term, and Rate.

**Payment/Finance Charge**

The Payment/Finance Charge section consists of gross capitalized cost, adjusted capitalized cost, percentage of residual value, rent factor, base payment, and total of base payments including rental charges.

## 11.2.4 Copy Calculation to Contract or Decision tab

Depending on the screen from where you have accessed the tools sub tab, you can copy the calculated values to either Contract or Decision tab.

If you are in Underwriting stage, you can copy the values to decision tab. Similarly during Funding stage, you can copy the values to contract tab.

1. Click **Initialize** and reset the calculator.
2. Click **Import values**. System displays basic values entered in previous tabs.
3. Select one of the following option “Calculate Payment / Interest Rate / Term / Loan Amount”“Calculate Payment/Calculate Rate/Calculate Residual Percent/Calculate Gross


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Capitalized Cost" and click **Calculate**. System displays calculated values based on selection.

Click **Copy** to Contract/Decision. The calculated details are copied to the respective fields in Contract/Decision tab.

# 11.3 Vehicle Evaluator

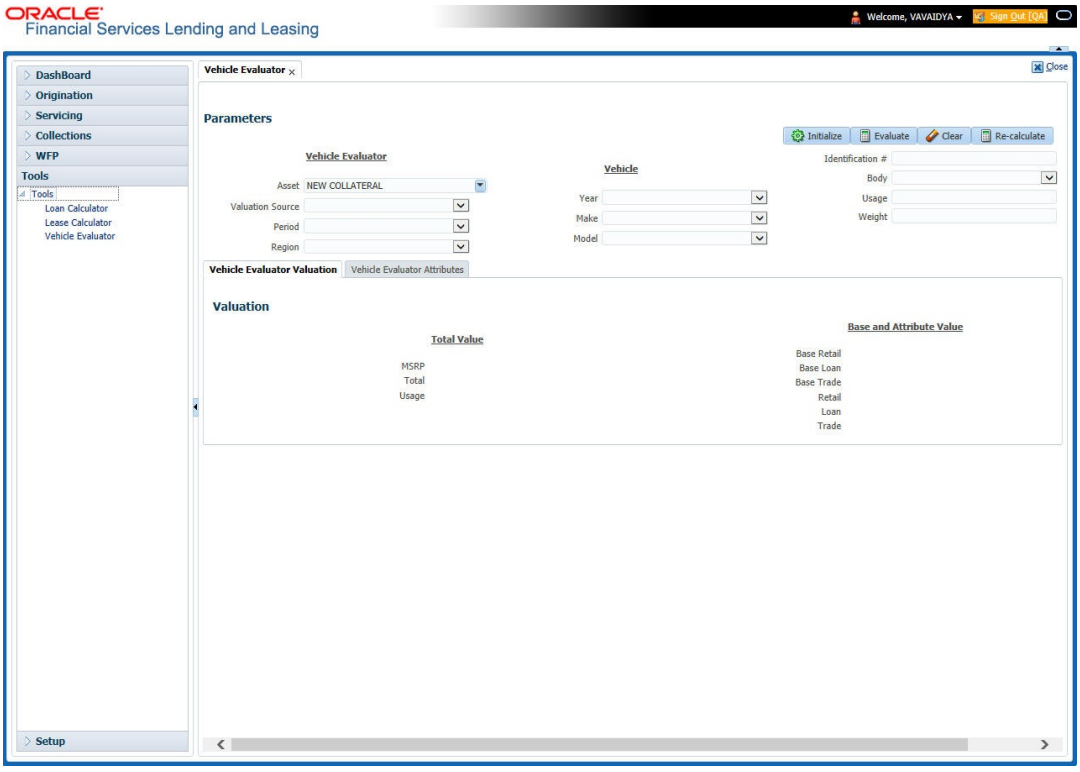
The Vehicle Evaluator screen allows you to calculate the value of a vehicle. You can use the Vehicle Evaluator screen to calculate the value of either a vehicle you are entering as the new collateral or vehicle currently listed as the application's collateral.

The Vehicle Evaluator screen can be cleared or refreshed at any time by clicking **Clear**.

**To calculate a vehicle value**

1. On the Oracle Financial Services Lending and Leasing home screen, click **Tools > Tools > Vehicle Evaluator**.

**Figure 11-3 Vehicle Evaluator**




2. In the **Vehicle Evaluator** section, use **Asset** field to select the vehicle you want to appraise. This can be either NEW COLLATERAL or a vehicle entered on the Collateral link.
3. In the **Vehicle Evaluator** section, click **Initialize**. The system completes **Valuation Source**, **Period** and **Region** fields.
4. If needed, you can change the default contents of the fields in **Vehicle Evaluator**.
5. **If you selected a vehicle from the Collateral link in step 3**, information from the Vehicle section appears in Vehicle section in Vehicle Evaluator screen.
6. **If you selected NEW COLLATERAL in step 3**, complete the **Identification #**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-or-
Complete the fields in the **Vehicle** section.

7. In the **Vehicle Evaluator** section, click **Evaluate**.
   - If you have specified the vehicle identification number, system searches for the value of that vehicle with that identification number, then completes Vehicle Evaluator screen with information about that exact match.
   - If you completed the **Vehicle** section, system searches for the value of a vehicle matching that description.
   - In either case, the system displays following information about the vehicle:
   - In the **Vehicle** section, view the returned information:

**Table 11-15 Vehicle information**

| Field | View this |
|---|---|
| **Year** | The asset year. |
| **Make** | The asset make. |
| **Model** | The asset model. |
| **Body** | The asset body style. |
| **Usage** | The asset usage or current mileage. |
| **Weight** | The asset weight. |

In the **Valuation (Total Value)** block, view the returned information:

**Table 11-16 Valuation (Total Value) block**

| Field | View this |
|---|---|
| **MSRP** | Manufacturer's suggested retail price value of the asset. |
| **Total** | Total value of the asset. |
| **Usage** | Adjusted usage value of the asset. |

In the **Base and Attribute Value** section, view the returned information:

**Table 11-17 Base and Attribute Valu**

| Field | View this |
|---|---|
| **Base Retail** | Total retail value of the asset. |
| **Base Loan** | Base loan value of the asset. |
| **Base Trade** | Base trade value of the asset. |
| **Retail** | Retail value of the asset attributes. |
| **Loan** | Loan value of the asset attributes. |
| **Trade** | Base trade value of the asset attributes. |

This section consists of the following topic:

- Attributes Tab


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## 11.3.1 Attributes Tab

In the **Attributes** section, view the following information:

**Table 11-18 Attributes**

| Field | View this |
|---|---|
| **Attribute** | Asset attribute. |
| **Retail** | Attribute retail value. |
| **Loan** | Attribute loan value. |
| **Trade** | Attribute trade value. |
| **Standard** | Standard indicator. If selected, indicates that the attribute is a standard. |
| **Package Incl** | If selected, indicates that the attribute is inclusive. |
| **Selected** | If selected, indicates that the attribute is selected. |

If you want to re-calculate the values using other data in **Total Value** and **Base and Attribute Value** section, do the following:

- Make the required changes to the desired parameters fields in Vehicle Evaluator and **Vehicle** sections.
- In the **Vehicle Evaluator** section, click **Recalculate**.
  The system updates the values in **Total Value** and **Base and Attribute Value** sections.

If you choose, use **Attributes** section to select or clear the **Selected** box for attributes of the vehicle. This automatically updates the values in Total Value and Base and Attribute Value sections. (**Note**: Attribute amounts within brackets reduce the amount in Totals field in the Total Value section).

**To copy the calculated value to the Collateral link**

You can copy the calculated value to Collateral link only if you have accessed the tools tab either from Underwriting or Funding Tab. Accessing Tools from the main menu does not support this option.

1. Complete the following steps in the section **To calculate a vehicle value**.
2. In the **Vehicle Evaluator** screen, click **Copy to Asset**.

The system uses calculations on the Vehicle Evaluator screen to complete Valuation sub screen on Collateral link. Any pre-existing collateral is no longer the primary collateral.

# 11.4 Depreciation Calculator

The Depreciation Calculator screen facilitates you to simulate depreciation calculation of an asset based on asset acquisition cost and using specific depreciation method, frequency and term. Further, you can view the depreciation amortization schedule based on calculation.

Depreciation Calculator is a standalone tab and information calculated here can only be viewed. They cannot be copied to the application / contract.
If you want to clear (or “refresh”) the Depreciation Calculator at any time, click **Initialize** in the Parameters section.

**To calculate an asset depreciation**


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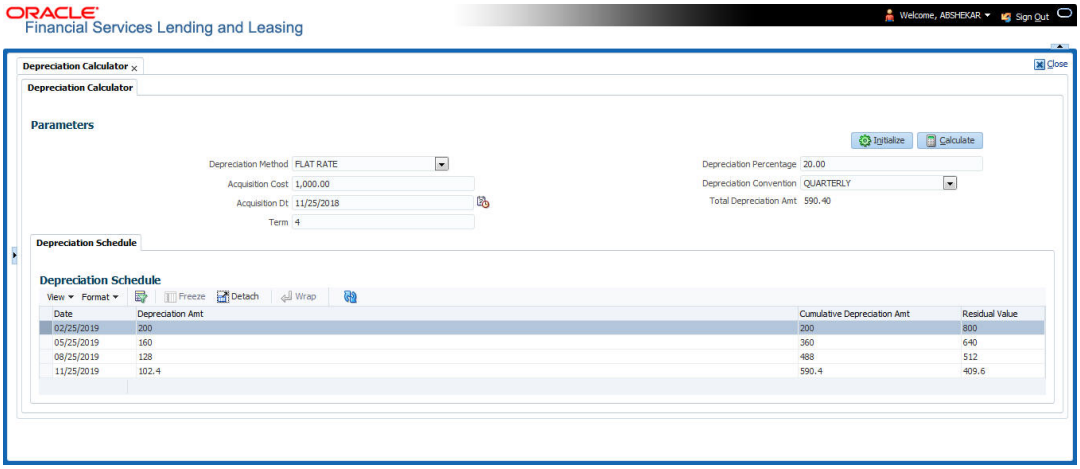
1. On the Oracle Lending and Leasing home screen, click **Tools > Tools > Depreciation Calculator**.

**Figure 11-4 Depreciation Calculator**




2. In the **Parameters** section, complete the following fields:

**Table 11-19 Parameters**

| Field | Do this |
|---|---|
| Depreciation Method | Select the asset depreciation method to be used for calculation as one of the following from the drop-down list.<br>• FLAT RATE: This method is used to depreciate the asset over a fixed time using a fixed rate. This method of calculation is similar to Written Down Value Method (Diminishing Balance Method / Reducing Installment Method).<br>• LIFE BASED: This method is used to depreciate the asset over a fixed time using the specified rates. This method of calculation is similar to Straight Line Method (Original Cost Method / Fixed Installment Method). On selecting this option, **Depreciation Rate Schedule** sub tab is enabled to define depreciation rates slab. |
| Acquisition Cost | Specify the asset acquisition cost. |
| Acquisition Dt | By default, current system date is selected as the asset acquisition date. You can modify the same using the adjoining calendar. Based on this date depreciation accounting is done and is calculated till the term specified. |
| Term | Specify the total term for depreciation calculation. |
| Depreciation Percentage | Specify the percentage of depreciation to be calculated during the above term. This option is not available for life based depreciation method. |


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**Table 11-19 (Cont.) Parameters**

| Field | Do this |
|---|---|
| Depreciation Convention | Select the frequency at which the asset depreciation is to be calculated from the drop-down list. |
| Total Depreciation Amt | The total depreciation amount is auto calculated and displayed on clicking **Calculate** button. |

3. In the **Parameters** section, click **Calculate** to view the results. System displays the total depreciation amount for the simulation values along with the **Depreciation Schedule** in below sub tab.
4. The **Depreciation Schedule** sub tab displays the following details:
   - Date - depreciation date for the selected cycle
   - Depreciation Amt - calculated depreciation amount for the cycle
   - Cumulative Depreciation Amt - calculated depreciation amount till date
   - Residual Value - residual value for the corresponding cycle calculated by Acquisition Cost - Cumulative Depreciation Amt
5. If you have selected LIFE BASED depreciation method, the **Depreciation Rate Schedule** sub tab is enabled to define depreciation rates slab. For more information, refer to **Depreciation Rate Schedule** section in setup guide.


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12

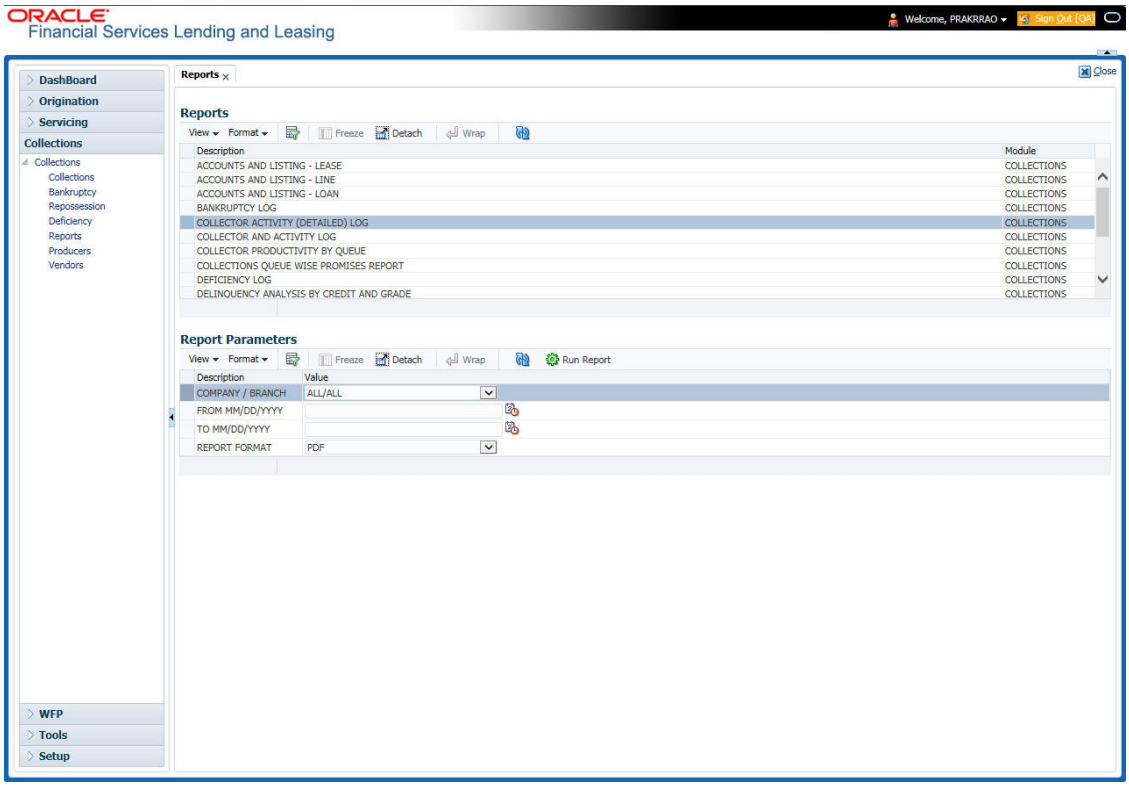
# Oracle Financial Services Lending and Leasing Reports

During day, or at end of the day, you may want to retrieve any information from several operations that were performed during the day in your financial institution. You can generate this information in the form of reports in Oracle Financial Services Lending and Leasing. You can specify the values in the Report Parameters section and generate a report using that information.

**Navigation to Reports**

On the Oracle Financial Services Lending and Leasing home page, click **Collections > Collections > Reports**.

**Figure 12-1 Reports**




This section consists of the following topics:

- Bankruptcy Log
- Collector Activity (Detailed) Log
- Collector Activity Log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- Collector Productivity by Queue
- Deficiency Log
- Delinquency Analysis by Credit and Grade
- Delinquency Analysis by Producer
- Delinquency Analysis by State
- Delinquency Log
- Non Monetary Txns Log
- Collection Queue Wise Promises Report
- Payment Promise Log
- Repossession/Foreclosure Log
- Accounts and Listing (Lease)


# 12.1 Bankruptcy Log

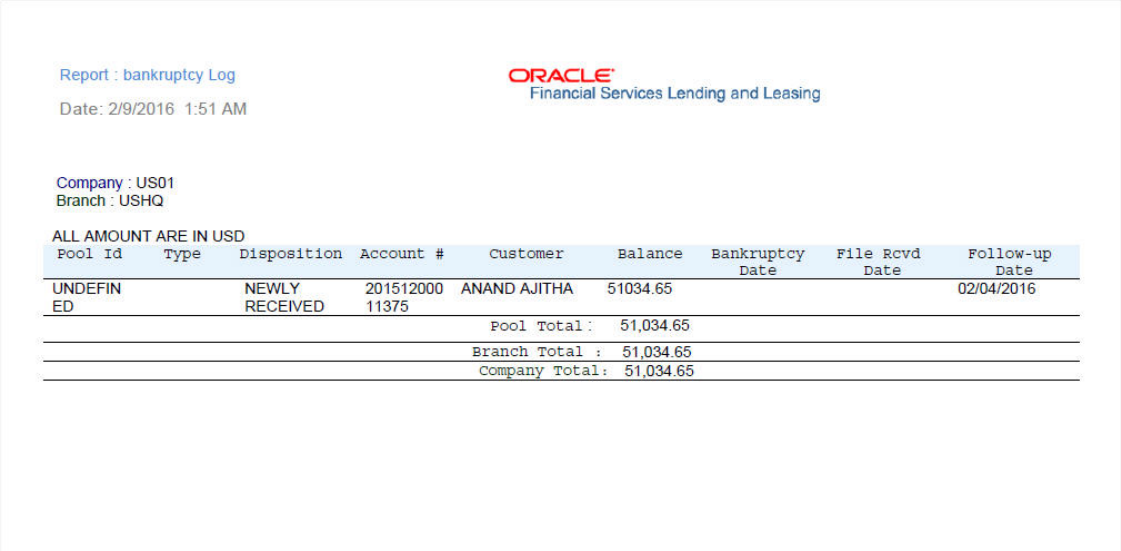
This collection report lists bankruptcy accounts.

**Parameters:**

- Company/Branch
- Report Format

**Example of the Bankruptcy Log report**

**Figure 12-2 Bankruptcy Log report**



Report : bankruptcy Log

Date: 2/9/2016 1:51 AM

ORACLE Financial Services Lending and Leasing

Company : US01
Branch : USHQ

ALL AMOUNT ARE IN USD

| Pool Id | Type | Disposition | Account # | Customer | Balance | Bankruptcy Date | File Rcvd Date | Follow-up Date |
|---|---|---|---|---|---|---|---|---|
| UNDEFIN ED | | NEWLY RECEIVED | 201512000 11375 | ANAND AJITHA | 51034.65 | | | 02/04/2016 |
| | | | | Pool Total : | 51,034.65 | | | |
| | | | | Branch Total : | 51,034.65 | | | |
| | | | | Company Total: | 51,034.65 | | | |

# 12.2 Collector Activity (Detailed) Log

This collection report lists collector activity details.

**Parameters:**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- Company/Branch
- From MM/DD/YYYY
- To MM/DD/YYYY

**Example of the Collector Activity (Detailed) Log report**

**Figure 12-3 Collector Activity (Detailed) Log report**

Report : Collector activity (Detailed) Log
Date: 2/9/2016 1:32 AM

ORACLE
Financial Services Lending and Leasing

Date From: 01/01/1800 To : 01/01/2048

Company: NL02
Branch: NLHQ
ALL AMOUNT ARE IN USD

| Date | Collector | Account # | Name | Call Type | Action Type | Result Type | Follow-up Dt | Promise Dt | Promise Amt | C |
|---|---|---|---|---|---|---|---|---|---|---|
| 12/17/2015 | SHASHANK SRIVASTAVA | 20120200010091 | SPARROW JACK / MARYY | I | CC | PP | 12/20/2015 | 12/17/2015 | 1,000.00 | N |
| | | Accounts Worked: 1 | Collector Activity count: | 1 | Collector Total: | | | | 1,000.00 | |
| | HARSHAL TEMGIRE | 20120200010091 | SPARROW JACK / MARYY | I | CC | PP | 12/20/2015 | 12/17/2015 | 1,000.00 | N |
| | | 20120200010091 | SPARROW JACK / MARYY | I | CC | PP | 12/27/2015 | 12/24/2015 | 1,000.00 | N |
| | | Accounts Worked: 2 | Collector Activity count: | 2 | Collector Total: | | | | 2,000.00 | |
| 12/23/2015 | NUTAN KHAIRNAR | 20120200010843 | LEWIS JERRY / JEAN | O | TB | PM | 12/26/2015 | 12/24/2015 | 2,000.00 | N |
| | | Accounts Worked: 1 | Collector Activity count: | 1 | Collector Total: | | | | 2,000.00 | |
| | | Date Count: 1 | Date Activity Count: | 1 | Date Total: | | | | 2,000.00 | |
| 12/19/2015 | VENKATESHWAR ULU ROUTHU | 20120200011635 | MOORE PREDRICK / CATHERINE | I | CC | CB | 12/22/2015 | | 0.00 | N |
| | | Accounts Worked: 1 | Collector Activity count: | 1 | Collector Total: | | | | 0.00 | |
| | | Date Count: 1 | Date Activity Count: | 1 | Date Total: | | | | 0.00 | |
| | | Branch Count: 5 | Branch activity Count: | 5 | Branch Total: | | | | 5,000.00 | |
| | | Company Count: 115 | Company activity count: | 115 | Company Total: | | | | 41,344.00 | |
| | | Grand Count: 132 | Grand activity count: | 132 | Grand Total: | | | | 57,367.00 | |

# 12.3 Collector Activity Log

This collection report lists collector.

**Parameters:**

- Company/Branch
- From MM/DD/YYYY
- To MM/DD/YYYY
- Account Number
- Department
- User Name
- Report Format

**Example of the Collector Activity Log report**


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**Figure 12-4 Collector Activity Log report**

Report : Collector Activity Log

ORACLE
Financial Services Lending and Leasing

Date: 2/9/2016 1:26 AM
From Date: 01/01/1800 To Date: 01/01/2048
Company: NL02
Branch: NLHQ
Department:ODD-01 ORIGINATION

| Date | Collector Name | Account | Call Type | Action Type | Result Type | Count | Comments |
|---|---|---|---|---|---|---|---|
| 01/19/2016 | SERVICE OFSLL | 20120400010114 | I | CC | HU | 5 | ACC_STATEMENT LETTER GENERATED. (CORRESPONDENCE: CNLNCE_STM_LTR_VR JOB REQUEST ID: 10078) |
| | SERVICE OFSLL | 20120400010114 | I | CC | HU | 1 | COLLECTION1 LETTER GENERATED. (CORRESPONDENCE: CNLNCE_COL_LTR1_VR JOB REQUEST ID: 10121) |
| | SERVICE OFSLL | 20120400010114 | I | CC | HU | 1 | COLLECTION2 LETTER GENERATED. (CORRESPONDENCE: CNLNCE_COL_LTR2_VR JOB REQUEST ID: 10128) |
| | SERVICE OFSLL | 20120400010114 | I | CC | HU | 1 | COLLECTION3 LETTER GENERATED. (CORRESPONDENCE: CNLNCE_COL_LTR3_VR JOB REQUEST ID: 10135) |
| | SERVICE OFSLL | 20120400010114 | I | CC | HU | 1 | WELCOME LETTER GENERATED. (CORRESPONDENCE: CNLNCE_WEL_LTR_VR JOB REQUEST ID: 6141) |
| | SHASHANK SRIVASTAVA | 20120400010114 | I | CC | HU | 1 | CUSTOMER CALLED-HUNG UP, CONTACTED: BROTHER-IN-LAW, NEXT FOLLOWUP DATE: 01/22/2016 |
| | | | | | Date Total: | 10 | |
| 12/17/2015 | HARSHAL TEMGIRE | 20120200010091 | I | CC | PP | 3 | CUSTOMER CALLED-PROMISE TO PAY, CONTACTED: ATTORNEY, PROMISES: $1,000.00 TO BE POSTED BY: 12/17/2015, NEXT FOLLOWUP DATE: 12/20/2015 |
| | HARSHAL TEMGIRE | 20120200010091 | I | CC | PP | 3 | CUSTOMER CALLED-PROMISE TO PAY, CONTACTED: ATTORNEY, PROMISES: $1,000.00 TO BE POSTED BY: 12/24/2015, NEXT FOLLOWUP DATE: 12/27/2015 |
| | KIRAN GOUDU | 20121000010174 | I | AT | PH | 1 | ATTORNEY/GENERAL TELEPHONED-PAYMENT IN HAND (STORE), CONTACTED: ANSWERING MACHINE, PROMISES: $4,324.00 TO BE POSTED BY: 12/17/2015, NEXT FOLLOWUP DATE: 12/20/2015 |
| | KIRAN GOUDU | 20121000010174 | I | AT | PH | 1 | CUSTOMER CALLED-PAYMENT IN HAND (STORE), CONTACTED: ANSWERING MACHINE, PROMISES: $1,000.00 TO BE POSTED BY: 12/17/2015, NEXT FOLLOWUP DATE: 12/20/2015 |
| | KIRAN GOUDU | 20121000010174 | I | AT | PH | 1 | CUSTOMER CALLED-PAYMENT IN HAND (STORE), CONTACTED: ANSWERING MACHINE, PROMISES: $1,000.00 TO BE POSTED BY: 12/24/2015, NEXT FOLLOWUP DATE: 12/27/2015 |
| | KIRAN GOUDU | 20121000010174 | I | CC | PH | 2 | ATTORNEY/GENERAL TELEPHONED-PAYMENT IN HAND (STORE), CONTACTED: ANSWERING MACHINE, PROMISES: $4,324.00 TO BE POSTED BY: 12/17/2015, NEXT FOLLOWUP DATE: 12/20/2015 |
| | KIRAN GOUDU | 20121000010174 | I | CC | PH | 2 | CUSTOMER CALLED-PAYMENT IN HAND (STORE), CONTACTED: ANSWERING MACHINE, PROMISES: $1,000.00 TO BE POSTED BY: 12/17/2015, NEXT FOLLOWUP DATE: 12/20/2015 |
| | KIRAN GOUDU | 20121000010174 | I | CC | PH | 2 | CUSTOMER CALLED-PAYMENT IN HAND (STORE), CONTACTED: ANSWERING MACHINE, PROMISES: $1,000.00 TO BE POSTED BY: 12/24/2015, NEXT FOLLOWUP DATE: 12/27/2015 |
| | KIRAN GOUDU | 20120200010091 | I | CC | PP | 3 | COLLATERAL INFORMATION UPDATED - COLLATERAL TYPE: HOME, |
| | | | | | Date Total: | 42 | |
| 12/30/2015 | NAGAVENKATA VINNAKOTI | 20120200010231 | I | AT | PH | 4 | ATTORNEY/GENERAL TELEPHONED-PAYMENT IN HAND (STORE), CONTACTED: ANSWERING MACHINE, PROMISES: $1,000.00 TO BE POSTED BY: 12/30/2015, NEXT FOLLOWUP DATE: 12/30/2015 |
| | SERVICE OFSLL | 20120200010231 | I | AT | PH | 52 | ACC_STATEMENT LETTER GENERATED. (CORRESPONDENCE: CNLSCE_STM_LTR JOB REQUEST ID: 10105) |
| | VARSHA VAIDYA | 20120200010231 | I | AT | PH | 2 | PAYOFF QUOTE PROVIDED TO FOR AMOUNT USD 8,500.00 VALID UPTO 12/31/2015 |
| | | | | | Date Total: | 58 | |
| | | | | | Department Total: | 146 | |
| | | | | | Branch Total: | 146 | |
| | | | | | Company: | 3375 | |

# 12.4 Collector Productivity by Queue

This collection report lists collector productivity sorted by queue.

**Parameters:**

- Company/Branch
- From MM/DD/YYYY
- To MM/DD/YYYY

**Example of the Collector Productivity by Queue report**


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**Figure 12-5 Collector Productivity by Queue report**

# 12.5 Deficiency Log

This collection report lists deficiencies.

**Parameters:**

- Company/Branch
- Report Format

**Example of the Deficiency Log report**


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**Figure 12-6 Deficiency Log report**

Report : Deficiency Log
Date: 2/9/2016 1:07 AM

ORACLE
Financial Services Lending and Leasing

Company: NL02
Branch: NLHQ
ALL AMOUNT ARE IN USD

| Pool ID | Type | Disposition | Account # | Customer/Product | Follow-Up Date | Charge-Off Date | File Rcvd Date | Balance |
|---|---|---|---|---|---|---|---|---|
| UNDEFINED | | NEWLY RECEIVED | 201202000 10091 | SPARROW JACK / MARYY/LOAN-UN | 02/16/2012 | 02/16/2012 | 03/10/2012 | 5011.65 |
| | | NEWLY RECEIVED | 201202000 10108 | DALE ALAN / JESSICA/LOAN-UN | 02/16/2012 | 02/16/2012 | 03/10/2012 | 5011.65 |
| | | NEWLY RECEIVED | 201201000 10315 | ANDERSON NEO / ANNA/LOAN-UN | 12/24/2015 | 12/24/2015 | 02/10/2012 | 8043.77 |
| | | NEWLY RECEIVED | 201201000 10688 | THORPE GRAHAM / LISA/LOAN-UN | 12/24/2015 | 12/24/2015 | 02/10/2012 | 8043.77 |
| | | NEWLY RECEIVED | 201201000 11412 | ANDERSON NEO / ANNA/LOAN-UN | 12/24/2015 | 12/24/2015 | 02/10/2012 | 8043.77 |
| | | NEWLY RECEIVED | 201201000 11420 | THORPE GRAHAM / LISA/LOAN-UN | 12/24/2015 | 12/24/2015 | 02/10/2012 | 8043.77 |
| | | NEWLY RECEIVED | 201202000 10463 | KEVIN ERNEST / JOSEPHINE/LOAN-UN | 12/24/2015 | 12/24/2015 | 03/10/2012 | 7983.58 |
| | | NEWLY RECEIVED | 201202000 10471 | POTTER HARRY / RUDY/LOAN-UN | 12/24/2015 | 12/24/2015 | 03/10/2012 | 7983.58 |
| | | NEWLY RECEIVED | 201202000 11544 | SPARROW JACK / MARYY/LOAN-UN | 12/24/2015 | 12/24/2015 | 03/10/2012 | 7983.58 |
| | | NEWLY RECEIVED | 201202000 11552 | DALE ALAN / JESSICA/LOAN-UN | 12/24/2015 | 12/24/2015 | 03/10/2012 | 7983.58 |
| | | NEWLY RECEIVED | 201202000 11560 | KEVIN ERNEST / JOSEPHINE/LOAN-UN | 12/24/2015 | 12/24/2015 | 03/10/2012 | 7983.58 |
| | | NEWLY RECEIVED | 201202000 11578 | POTTER HARRY / RUDY/LOAN-UN | 12/24/2015 | 12/24/2015 | 03/10/2012 | 7983.58 |
| | | NEWLY RECEIVED | 201203000 10321 | DICKENS GEORGE / BETH/LOAN-UN | 12/24/2015 | 12/24/2015 | 04/10/2012 | 7927.27 |
| | | NEWLY RECEIVED | 201203000 10826 | JULIAN BREDON / JULIANNE/LOAN-UN | 12/24/2015 | 12/24/2015 | 04/10/2012 | 7927.27 |
| | | NEWLY RECEIVED | 201203000 11692 | JULIAN BREDON / JULIANNE/LOAN-UN | 12/24/2015 | 12/24/2015 | 04/10/2012 | 7927.27 |
| Pool ID | Type | Disposition | Account # | Customer/Product | Follow-Up Date | Charge-Off Date | File Rcvd Date | Balance |
| | | RECEIVED | 11741 | VE | | | | |
| | | NEWLY RECEIVED | 201204000 10544 | SCHWARZ ALLAN / TRACY/LOAN-VE | 12/24/2015 | 12/24/2015 | 05/10/2012 | 15798.03 |
| | | NEWLY RECEIVED | 201204000 11865 | SAXTON MARTIN / CHELSEA/LOAN-VE | 12/24/2015 | 12/24/2015 | 05/10/2012 | 18630.61 |
| | | NEWLY RECEIVED | 201204000 11873 | SCHWARZ ALLAN / TRACY/LOAN-VE | 12/24/2015 | 12/24/2015 | 05/10/2012 | 15798.03 |
| | | NEWLY RECEIVED | 201204000 11899 | TETSUYA KOMURO / AKIRA/LOAN-SG | 12/24/2015 | 12/24/2015 | 07/10/2012 | 14993.07 |
| | | Pool Count: | 17 | | | | Pool Total: | 240,576.90 |
| | | Branch Count: | 17 | | | | Branch Total: | 240,576.90 |
| | | Company Count: | 33 | | | | Company Total: | 490,659.00 |

# 12.6 Delinquency Analysis by Credit and Grade

This collection report lists delinquency analysis sorted by credit grade.

**Parameters:**

- Company/Branch
- Producer

**Example of the Delinquency Analysis by Credit and Grade report**


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**Figure 12-7 Delinquency Analysis by Credit and Grade report**

Report : Delinquency Analysis By Credit Grade
Date: 2/9/2016 1:03 AM
Company: NL02 Product: ALL Grade: ALL
Branch: NLHQ

ORACLE Financial Services Lending and Leasing

ALL AMOUNT ARE IN USD

| Grade | Balance | # of Accounts 30 | 60 | 90+ | Total | Amount 30 | 60 | 90+ | Total | Percent of Amount 30 | 60 | 90+ | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| C GRADE | 53,348.05 | 0 | 0 | 9 | 9 | 0.00 | 0.00 | 53,005.51 | 53,005.51 | 0.000 | 0.000 | 99.358 | 99.358 |
| D GRADE | 17,814.81 | 0 | 0 | 3 | 3 | 0.00 | 0.00 | 17,730.63 | 17,730.63 | 0.000 | 0.000 | 99.527 | 99.527 |
| Branch Total: | 71,162.86 | 0 | 0 | 12 | 12 | 0.00 | 0.00 | 70,736.14 | 70,736.14 | 0.000 | 0.000 | 99.400 | 99.400 |
| Company Total: | 71,162.86 | 0 | 0 | 12 | 12 | 0.00 | 0.00 | 70,736.14 | 70,736.14 | 0.000 | 0.000 | 99.400 | 99.400 |
| Grand Total: | 53,348.05 | 0 | 0 | 9 | 9 | 0.00 | 0.00 | 53,005.51 | 53,005.51 | 0.000 | 0.000 | 99.358 | 99.358 |

Branch: NLR1

ALL AMOUNT ARE IN USD

| Grade | Balance | # of Accounts 30 | 60 | 90+ | Total | Amount 30 | 60 | 90+ | Total | Percent of Amount 30 | 60 | 90+ | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| C GRADE | 48,094.93 | 0 | 0 | 5 | 5 | 0.00 | 0.00 | 45,804.83 | 45,804.83 | 0.000 | 0.000 | 95.238 | 95.238 |
| Branch Total: | 48,094.93 | 0 | 0 | 5 | 5 | 0.00 | 0.00 | 45,804.83 | 45,804.83 | 0.000 | 0.000 | 95.238 | 95.238 |
| Company Total: | 48,094.93 | 0 | 0 | 5 | 5 | 0.00 | 0.00 | 45,804.83 | 45,804.83 | 0.000 | 0.000 | 95.238 | 95.238 |
| Grand Total: | 48,094.93 | 0 | 0 | 5 | 5 | 0.00 | 0.00 | 45,804.83 | 45,804.83 | 0.000 | 0.000 | 95.238 | 95.238 |

Company: US01 Product: ALL Grade: ALL
Branch: USHQ

ALL AMOUNT ARE IN USD

| Grade | Balance | # of Accounts 30 | 60 | 90+ | Total | Amount 30 | 60 | 90+ | Total | Percent of Amount 30 | 60 | 90+ | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| A GRADE | 803,516.04 | 1 | 8 | 2 | 11 | 8,563.61 | 133,608.21 | 49,639.72 | 191,811.54 | 1.066 | 16.628 | 6.178 | 23.872 |
| B GRADE | 76,950.44 | 1 | 0 | 4 | 5 | 1,684.00 | 0.00 | 16,677.75 | 18,361.75 | 2.188 | 0.000 | 21.673 | 23.862 |
| C GRADE | 70,311.80 | 0 | 0 | 6 | 6 | 0.00 | 0.00 | 66,958.10 | 66,958.10 | 0.000 | 0.000 | 95.230 | 95.230 |
| D GRADE | 19,397.24 | 0 | 0 | 1 | 1 | 0.00 | 0.00 | 5,209.00 | 5,209.00 | 0.000 | 0.000 | 26.854 | 26.854 |
| Branch Total: | 970,175.52 | 2 | 8 | 13 | 23 | 10,247.61 | 133,608.21 | 138,484.57 | 282,340.39 | 1.056 | 13.772 | 14.274 | 29.102 |
| Company Total: | 970,175.52 | 2 | 8 | 13 | 23 | 10,247.61 | 133,608.21 | 138,484.57 | 282,340.39 | 1.056 | 13.772 | 14.274 | 29.102 |
| Grand Total: | 803,516.04 | 1 | 8 | 2 | 11 | 8,563.61 | 133,608.21 | 49,639.72 | 191,811.54 | 1.066 | 16.628 | 6.178 | 23.872 |

Branch: USR1

| Grade | Balance | # of Accounts 30 | 60 | 90+ | Total | Amount 30 | 60 | 90+ | Total | Percent of Amount 30 | 60 | 90+ | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| C GRADE | 58,974.92 | 0 | 0 | 6 | 6 | 0.00 | 0.00 | 56,071.32 | 56,071.32 | 0.000 | 0.000 | 95.077 | 95.077 |
| Branch Total: | 58,974.92 | 0 | 0 | 6 | 6 | 0.00 | 0.00 | 56,071.32 | 56,071.32 | 0.000 | 0.000 | 95.077 | 95.077 |
| Company Total: | 58,974.92 | 0 | 0 | 6 | 6 | 0.00 | 0.00 | 56,071.32 | 56,071.32 | 0.000 | 0.000 | 95.077 | 95.077 |
| Grand Total: | 58,974.92 | 0 | 0 | 6 | 6 | 0.00 | 0.00 | 56,071.32 | 56,071.32 | 0.000 | 0.000 | 95.077 | 95.077 |

# 12.7 Delinquency Analysis by Producer

This collection report list delinquency analysis sorted by producer.

**Parameters:**

- Company/Branch
- Product
- Producer
- Report Format

**Example of the Delinquency Analysis by Producer report**


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**Figure 12-8 Delinquency Analysis by Producer report**

Report: Delinquency Analysis By Producer
Date: 10/11/2013 16:00 PM

ORACLE Financial Services Lending and Leasing

Company : TEST1 Product: ALL Producer: ALL
Branch : TEST

ALL AMOUNT ARE IN USD

| | | # of Accounts | | | | Amount | | | | Percent of Amount | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Name | Balance | 30 | 60 | 90+ | Total | 30 | 60 | 90+ | Total | 30 | 60 | 90+ | Total |
| MN-00001 H&R BLOCK | 63,032.94 | 0 | 0 | 1 | 1 | 0.00 | 0.00 | 7,335.46 | 7,335.46 | 0.00 | 0.00 | 11.64 | 11.64 |
| Branch Total: | 63,032.94 | 0 | 0 | 1 | 1 | 0.00 | 0.00 | 7,335.46 | 7,335.46 | 0.00 | 0.00 | 11.64 | 11.64 |
| Company Total: | 63,032.94 | 0 | 0 | 1 | 1 | 0.00 | 0.00 | 7,335.46 | 7,335.46 | 0.00 | 0.00 | 11.64 | 11.64 |

Company : US01 Product: ALL Producer: ALL
Branch : USHQ

ALL AMOUNT ARE IN USD

| | | # of Accounts | | | | Amount | | | | Percent of Amount | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Name | Balance | 30 | 60 | 90+ | Total | 30 | 60 | 90+ | Total | 30 | 60 | 90+ | Total |
| CA-00002 RANDYS AUTO SALES | 138,799.50 | 0 | 0 | 0 | 0 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| CA-00004 VOLKSWAGEN OF WOODLAND HIL | 206,781.96 | 2 | 1 | 0 | 3 | 17,098.14 | 1,492.38 | 0.00 | 18,590.52 | 8.27 | 0.72 | 0.00 | 8.99 |
| CA-00005 AUTO JUNGLE | 32,283.88 | 0 | 1 | 0 | 1 | 0.00 | 1,912.66 | 0.00 | 1,912.66 | 0.00 | 5.92 | 0.00 | 5.92 |
| CA-00006 SIMI VALLEY CHRYSLER JEEP DOD | 50,403.30 | 0 | 0 | 0 | 0 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Branch Total: | 428,268.64 | 2 | 2 | 0 | 4 | 17,098.14 | 3,405.04 | 0.00 | 20,503.18 | 3.99 | 0.80 | 0.00 | 4.79 |
| Company Total: | 428,268.64 | 2 | 2 | 0 | 4 | 17,098.14 | 3,405.04 | 0.00 | 20,503.18 | 3.99 | 0.80 | 0.00 | 4.79 |
| Grand Total: | 491,301.58 | 2 | 2 | 1 | 5 | 17,098.14 | 3,405.04 | 7,335.46 | 27,838.64 | 3.48 | 0.69 | 1.49 | 5.67 |

# 12.8 Delinquency Analysis by State

This collection report lists delinquency analysis sorted by credit state.

**Parameters:**

- Company/Branch
- Product
- State
- Report Format

**Example of the Delinquency Analysis by State report**


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**Figure 12-9 Delinquency Analysis by State report**

Report : Delinquency Analysis by State
Date: 2/9/2016 0:58 AM

ORACLE
Financial Services Lending and Leasing

Company: NL02 Product: ALL State: ALL
Branch: NLHQ
ALL AMOUNT ARE IN USD

| | | # of Accounts | | | | Amount | | | | Percent of Amount | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| State | Balance | 30 | 60 | 90+ | Total | 30 | 60 | 90+ | Total | 30 | 60 | 90+ | Total |
| DISTRICT OF COLUMBIA | 5,849.84 | 0 | 0 | 1 | 1 | 0.00 | 0.00 | 5,831.78 | 5,831.78 | 0.000 | 0.000 | 99.691 | 99.691 |
| FLORIDA | 5,849.84 | 0 | 0 | 1 | 1 | 0.00 | 0.00 | 5,831.78 | 5,831.78 | 0.000 | 0.000 | 99.691 | 99.691 |
| GEORGIA | 11,916.78 | 0 | 0 | 2 | 2 | 0.00 | 0.00 | 11,805.66 | 11,805.66 | 0.000 | 0.000 | 99.068 | 99.068 |
| ILLINOIS | 17,814.81 | 0 | 0 | 3 | 3 | 0.00 | 0.00 | 17,730.63 | 17,730.63 | 0.000 | 0.000 | 99.527 | 99.527 |
| NORTH CAROLINA | 17,720.79 | 0 | 0 | 3 | 3 | 0.00 | 0.00 | 17,591.61 | 17,591.61 | 0.000 | 0.000 | 99.271 | 99.271 |
| OHIO | 12,010.80 | 0 | 0 | 2 | 2 | 0.00 | 0.00 | 11,944.68 | 11,944.68 | 0.000 | 0.000 | 99.449 | 99.449 |
| Branch Total: | 71,162.86 | 0 | 0 | 12 | 12 | 0.00 | 0.00 | 70,736.14 | 70,736.14 | 0.000 | 0.000 | 99.400 | 99.400 |
| Company Total: | 71,162.86 | 0 | 0 | 12 | 12 | 0.00 | 0.00 | 70,736.14 | 70,736.14 | 0.000 | 0.000 | 99.400 | 99.400 |
| Grand Total: | 5,849.84 | 0 | 0 | 1 | 1 | 0.00 | 0.00 | 5,831.78 | 5,831.78 | 0.000 | 0.000 | 99.691 | 99.691 |

Branch: NLR1
ALL AMOUNT ARE IN USD

| | | # of Accounts | | | | Amount | | | | Percent of Amount | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| State | Balance | 30 | 60 | 90+ | Total | 30 | 60 | 90+ | Total | 30 | 60 | 90+ | Total |
| ILLINOIS | 25,228.03 | 0 | 0 | 3 | 3 | 0.00 | 0.00 | 24,027.13 | 24,027.13 | 0.000 | 0.000 | 95.240 | 95.240 |
| IOWA | 22,866.90 | 0 | 0 | 2 | 2 | 0.00 | 0.00 | 21,777.70 | 21,777.70 | 0.000 | 0.000 | 95.237 | 95.237 |
| Branch Total: | 48,094.93 | 0 | 0 | 5 | 5 | 0.00 | 0.00 | 45,804.83 | 45,804.83 | 0.000 | 0.000 | 95.238 | 95.238 |
| Company Total: | 48,094.93 | 0 | 0 | 5 | 5 | 0.00 | 0.00 | 45,804.83 | 45,804.83 | 0.000 | 0.000 | 95.238 | 95.238 |
| Grand Total: | 25,228.03 | 0 | 0 | 3 | 3 | 0.00 | 0.00 | 24,027.13 | 24,027.13 | 0.000 | 0.000 | 95.240 | 95.240 |

Company: US01 Product: ALL State: ALL
Branch: USHQ

# 12.9 Delinquency Log

This collection report lists delinquencies.

**Parameters:**

- Company/Branch
- Report Format

**Example of the Delinquency Log report**


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**Figure 12-10 Delinquency Log report**

Report : Delinquency Log
Date: 2/9/2016 0:55 AM

ORACLE
Financial Services Lending and Leasing

Company: US01
Branch: USHQ
ALL AMOUNT ARE IN USD

| Account # | Customer | Product | Last Pmt Dt | Last Pmt Amt | Next Due Dt | Oldest Due Dt | Dlq Amt | Followup | Balance |
|---|---|---|---|---|---|---|---|---|---|
| 20151200010012 | MADHU BOBBURI | LOAN-VE | | 0.00 | 02/01/2016 | 01/01/2016 | 2,193.30 | 01/25/2016 | 50,318.81 |
| 20150100011170 | ROBERT BOREN | LOC-HE | | 0.00 | 02/01/2016 | 03/01/2015 | 2,237.16 | 12/14/2015 | 22,553.74 |
| 20150200011343 | KARTHIK RAGHAVENDRA | LOAN-VE | | 0.00 | 02/01/2016 | 03/01/2015 | 32,512.48 | 12/14/2015 | 73,744.49 |
| 20150600011323 | SMITH JOHN | LEASE-HOME | 06/01/2015 | 436.00 | 02/01/2016 | 07/01/2015 | 2,616.00 | 12/12/2015 | 10,168.80 |
| 20150900014275 | RODRIGUEZ MILDRED | LOC-FR | | 0.00 | 02/21/2016 | 09/27/2015 | 7,527.99 | 01/30/2016 | 19,747.80 |
| 20150900013029 | TESTING SUBUNIT | LOAN-VE | | 0.00 | 02/01/2016 | 10/01/2015 | 17,127.24 | 01/04/2016 | 50,949.39 |
| 20150900014267 | SIGG MARK | LOAN-VE | | 0.00 | 03/01/2016 | 10/01/2015 | 5,209.00 | 01/30/2016 | 19,397.24 |
| 20150900014283 | RODRIGUEZ ROBINSON | LEASE-VE | 09/05/2015 | 1,074.15 | 03/05/2016 | 10/05/2015 | 4,296.60 | 01/30/2016 | 15,158.10 |
| 20151000011137 | K NAVIN | LEASE-VE | 10/12/2015 | 842.00 | 02/12/2016 | 11/12/2015 | 1,684.00 | 12/10/2015 | 9,322.00 |
| 20151000014107 | UNIT1 SUB | LOAN-VE | | 0.00 | 02/20/2016 | 11/20/2015 | 7,708.17 | 01/27/2016 | 30,471.68 |
| 20151000014115 | UNIT2 SUB | LOAN-VE | | 0.00 | 02/20/2016 | 11/20/2015 | 10,277.55 | 01/27/2016 | 40,609.89 |
| 20151000014131 | UNIT3 SUB | LOAN-VE | | 0.00 | 02/20/2016 | 11/20/2015 | 12,846.96 | 01/27/2016 | 50,747.36 |
| 20151000014165 | UNIT4 SUB | LOAN-VE | | 0.00 | 02/20/2016 | 11/20/2015 | 15,416.34 | 01/27/2016 | 60,884.83 |
| 20151000014173 | UNIT5 SUB | LOAN-VE | | 0.00 | 02/20/2016 | 11/20/2015 | 17,985.72 | 01/27/2016 | 71,022.31 |
| 20151000014181 | UNIT6 SUB | LOAN-VE | | 0.00 | 02/20/2016 | 11/20/2015 | 20,555.10 | 01/27/2016 | 81,159.78 |
| 20151000014199 | UNIT7 SUB | LOAN-VE | | 0.00 | 02/20/2016 | 11/20/2015 | 23,124.48 | 01/27/2016 | 91,297.25 |
| 20151000014214 | UNIT8 SUB | LOAN-VE | | 0.00 | 02/20/2016 | 11/20/2015 | 25,693.89 | 01/27/2016 | 101,434.72 |
| 20151100013231 | TESTING ACCOUNT SALE | LOAN-VE | | 0.00 | 02/18/2016 | 12/18/2015 | 8,563.61 | 01/18/2016 | 100,875.53 |
| | | | | Branch Count : 18 | | | | Branch Total : | 899,863.72 |
| | | | | Company Count: 18 | | | | Company Total: | 899,863.72 |

# 12.10 Non Monetary Txns Log

This collection report lists non monetary transactions.

**Parameters:**

- Company/Branch
- Account Number
- From MM/DD/YYYY
- To MM/DD/YYYY
- Report Format

**Example of the Non Monetary Txns Log report**


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**Figure 12-11 Non Monetary Txns Log report**

Report : Non-Monetary Transaction Log
Date: 2/8/2016 23:54 PM

ORACLE
Financial Services Lending and Leasing

From: 01/01/1800 To: 01/01/2048

Company: NL02
Branch: NLHQ

| Transaction | Account No | Title | Tnm Dt |
|---|---|---|---|
| ACH ONE TIME PHONE PAY | 20120200010108 | DALE ALAN / JESSICA | 01/06/2016 |
| | 20121000010174 | PETROV GLENN / YVONNE | 01/22/2016 |

Transaction Count: 2

Branch Count: 2

Branch: NLR1

| Transaction | Account No | Title | Tnm Dt |
|---|---|---|---|
| CUSTOMER STOP CORRESPONDENCE | 20120200010182 | SMITH EDWIN / KIM | 12/19/2015 |

Transaction Count: 1

| | | | |
|---|---|---|---|
| ACH ONE TIME PHONE PAY | 20120400011857 | GARCIA PETER / SHARON | 12/23/2015 |

Transaction Count: 1

Branch Count: 2
Company Count: 4

Company: US01
Branch: USHQ

| Transaction | Account No | Title | Tnm Dt |
|---|---|---|---|
| ACH ACCOUNT CREATION (SETUP) | 20120300010222 | HANSSON EVA / SAMUEL | 01/15/2016 |
| | 20150200010030 | KARTHIK RAGHAVENDRA | 12/24/2015 |
| | 20151000011054 | K NAVIN | 12/28/2015 |
| | 20151200011250 | HONEYSINGH YOYO | 12/12/2015 |
| | 20151200011333 | BROOK BROOK | 12/19/2015 |
| | 20151200012159 | ALTON ALTON | 12/24/2015 |

Transaction Count: 6

Branch: USR1

| Transaction | Account No | Title | Tnm Dt |
|---|---|---|---|
| ACH ONE TIME PHONE PAY | 20120100011446 | FLOWER ANDY / JEAN | 12/24/2015 |

Transaction Count: 1

| | | | |
|---|---|---|---|
| ACH ACCOUNT STOP | 20120100011446 | FLOWER ANDY / JEAN | 12/24/2015 |

Transaction Count: 1

| | | | |
|---|---|---|---|
| CUSTOMER MAINTENANCE | 20120200011586 | LEWIS JERRY / JEAN | 12/23/2015 |

Transaction Count: 1

Branch Count: 3
Company Count: 42
Grand Count: 46

# 12.11 Collection Queue Wise Promises Report

The collection report lists queue wise promise reports.

**Parameters:**

- Company/Branch
- From MM/DD/YYYY
- To MM/DD/YYYY
- Report Format
- Queue Name

**Example of the Collection Queue Wise Promise report**


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**Figure 12-12 Collection Queue Wise Promise report**

# 12.12 Payment Promise Log

The collection report lists payment promises.

**Parameters:**

- Company/Branch
- Collector
- From MM/DD/YYYY
- To MM/DD/YYYY
- Report Format

**Example of the Payment Promise Log report**


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**Figure 12-13 Payment Promise Log report**

Report : Payment Promise Log

Date: 2/8/2016 6:15 AM

ORACLE
Financial Services Lending and Leasing

Promise Date From: 01/01/1800 To: 01/01/2048

Company: NL02
Branch: NLHQ Collector : ALL
ALL AMOUNT ARE IN USD

| Collector | Date | Account # | Delinquency Category | Promise Amount | Collected Amount | Promise Count | Promise Kept | Promise Ratio |
|---|---|---|---|---|---|---|---|---|
| HARSHAL TEMGIRE | 12/17/2015 | 20120200010091 | 0 Days | 1,000.00 | 0.00 | 1 | Y | |
| | 12/24/2015 | 20120200010091 | 0 Days | 1,000.00 | 0.00 | 1 | Y | |
| | | | Collector Total : | 2,000.00 | | 2 | 2 | 100.00% |
| KIRAN GOUDU | 12/17/2015 | 20121000010174 | 180 Days | 1,000.00 | 0.00 | 1 | Y | |
| | 12/24/2015 | 20121000010174 | 180 Days | 1,000.00 | 0.00 | 1 | Y | |
| | | | Collector Total : | 2,000.00 | | 2 | 2 | 100.00% |
| | | | Branch Total : | 4,000.00 | | | | |

Branch: NLR1 Collector : ALL
ALL AMOUNT ARE IN USD

| Collector | Date | Account # | Delinquency Category | Promise Amount | Collected Amount | Promise Count | Promise Kept | Promise Ratio |
|---|---|---|---|---|---|---|---|---|
| POORNIMA THIYAGARAJAN | 01/12/2016 | 20120200010182 | 180 Days | 2,000.00 | 0.00 | 1 | Y | |
| | 01/19/2016 | 20120200010182 | 180 Days | 2,000.00 | 0.00 | 1 | Y | |
| | 01/26/2016 | 20120200010182 | 180 Days | 2,000.00 | 0.00 | 1 | Y | |
| | | | Collector Total : | 6,000.00 | | 3 | 3 | 100.00% |
| BARAN MANI | 01/24/2016 | 20120200010182 | 180 Days | 1,000.00 | 0.00 | 1 | Y | |
| | 12/24/2015 | 20120200010182 | 180 Days | 1,000.00 | 0.00 | 1 | Y | |
| | | | Collector Total : | 2,000.00 | | 2 | 2 | 100.00% |
| NUTAN KHAIRNAR | 12/30/2015 | 20120200010182 | 180 Days | 299.00 | 0.00 | 1 | Y | |
| | | | Collector Total : | 1,000.00 | | 1 | 1 | 100.00% |
| | | | Branch Total : | 4,000.00 | | | | |
| | | | Company Total : | 33,540.00 | | | | |
| | | | Grand Total : | 46,039.00 | | | | |

# 12.13 Repossession/Foreclosure Log

This collection report lists bankruptcy accounts.

**Parameters:**

- Company/Branch
- Report Format

**Example of the Repossession/Foreclosure Log report**


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**Figure 12-14 Repossession/Foreclosure Log report**

Report : Repossession/Foreclosure Log
Date: 3/14/2016 18:29 PM

ORACLE Financial Services Lending and Leasing

Company: US01
Branch: USHQ
ALL AMOUNT ARE IN USD

| Type | Disposition | Account # | Customer/Asset | Balance | Repo Forc Date | File Rcvd Date | Follow-up Date |
|---|---|---|---|---|---|---|---|
| | NEWLY RECEIVED | 20150600010169 | UNIT1 SUB 0 TOYOTA CAMRY | 51,373.78 | | | 03/04/2016 |
| | NEWLY RECEIVED | 20150600010169 | UNIT1 SUB | 51,373.78 | | | 03/04/2016 |
| | | Type Count: 2 | Type Total: | 102,747.56 | | | |
| | | Branch Count: 2 | Branch Total: | 102,747.56 | | | |
| | | Company Count: 2 | Company Total: | 102,747.56 | | | |
| | | Grand Count: 2 | Grand Total: | 102,747.56 | | | |

# 12.14 Accounts and Listing (Lease)

This report lists the accounts log.

**Parameters:**

- Company/Branch
- Account Status
- Report Format

**Figure 12-15 Example for Accounts and Listing report**

Report : Account Listing Log (Lease)
Date: 2/9/2016 4:53 AM

ORACLE Financial Services Lending and Leasing

Company: NL02
Branch: NLR1

| Status | Account # | Customer | Product | Effective Dt | Interest Bal | Principal Bal | Balance |
|---|---|---|---|---|---|---|---|
| ACTIVE | 20120200010752 | KARLSSON ANDRES / AUDREY | LEASE-VE | 02/10/2012 | | 6,292.04 | 6,606.54 |
| | 20120200011643 | KARLSSON ANDRES / AUDREY | LEASE-VE | 02/10/2012 | | 7,922.14 | 8,317.84 |
| | 20120300010595 | HIDEKI KAJI / AKIYE | LEASE-VE | 03/10/2012 | | 10,888.85 | 11,433.45 |
| | 20120300011791 | HIDEKI KAJI / AKIYE | LEASE-VE | 03/10/2012 | | 10,888.85 | 11,433.45 |
| | 20121000010215 | McCARTHY JIMMY / JENNIFER | LEASE-VE | 10/10/2012 | | 9,812.95 | 10,303.65 |
| | Status Count :5 | | | Status Total: 0.00 | | 45,804.83 | 48,094.93 |
| | Branch Count :5 | | | Branch Total: 0.00 | | 45,804.83 | 48,094.93 |
| | Company Count :5 | | | Company Total: 0.00 | | 45,804.83 | 48,094.93 |

Company: US01
Branch: USHQ

| Status | Account # | Customer | Product | Effective Dt | Interest Bal | Principal Bal | Balance |
|---|---|---|---|---|---|---|---|
| ACTIVE | 20120100010399 | GOMEZ HENRY / CHRISTY | LEASE-VE | 01/10/2012 | | 8,750.00 | 9,187.50 |
| | 20120100010406 | LEWIS LESLIE / JOHN | LEASE-VE | 01/10/2012 | | 11,180.40 | 11,739.35 |
| | 20120100011496 | GOMEZ HENRY / CHRISTY | LEASE-VE | 01/10/2012 | | 8,750.00 | 9,187.50 |
| | 20120100011503 | LEWIS LESLIE / JOHN | LEASE-VE | 01/10/2012 | | 11,180.40 | 11,739.35 |
| | 20120200010231 | YUTAKA OZAKA / AKANE | LEASE-VE | 02/10/2012 | | 0.00 | 0.00 |
| | 20120200011651 | YUTAKA OZAKA / AKANE | LEASE-VE | 02/10/2012 | | 9,166.50 | 9,624.90 |
| | 20121000010588 | BROWN PAUL / PAULA | LEASE-VE | 10/10/2012 | | 15,555.40 | 16,333.10 |
| | Status Count :7 | | | Status Total: 0.00 | | 56,071.32 | 58,974.92 |
| | Branch Count :7 | | | Branch Total: 0.00 | | 56,071.32 | 58,974.92 |
| | Company Count :25 | | | Company Total: 0.00 | | 349,897.75 | 356,485.85 |


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# 13
# Producer

Oracle Financial Services Lending and Leasing is capable to create and service direct as well as indirect LoanLine of creditLease. Indirect LoanLine of creditLease are generated through Producer Entities like Dealerships and Agents. It is essential to create and maintain such entities to enable incentive tracking and business development achieved through each entity.

Applications are sent to financial institutions indirectly through producer entities like dealers or agents on behalf of a customer. Specifying Producer details is mandatory while creating a application since the system associates a credit application with the producer entity which sent it, on the Application Entry, Underwriting, and Funding screens. When the credit application is approved and funded, the system associates the account with the producer entity.

When the credit application is approved and funded, system associates account with the producer.

The following three different status are defined for Producer Entities in OFSLL:

- Active: Only if Producer Status is Active, the application sourced through that Producer Entity can be funded.
- Inactive: If the Producer Status is Inactive, the application sourced through that Producer Entity cannot be funded.
- Temporary: If the Producer Status is Temporary, the application sourced through that Producer Entity can only be reviewed. However it cannot be funded.

The producers are paid for their participation, either:

- Up front during funding
  -or-
- Up front on a monthly basis
  -or-
- When the interest is earned
  -or-
- When the payment is received from customer based on the set up compensation plans.

The Producer screen contains pages that enable you to maintain and administer producer compensation, compensation payments, charge back plans, and chargeback parameters.

While setting up Producer entities it is also essential to setup the Producer Cycles under **Setup** in main menu. For more details, refer to **Configuring Lending and Leasing guides**.

While working with the Producer screen, you will primarily use the following sub tabs:

1. Payment Details
2. Compensation
3. Subvention
4. Transactions
5. Holdback/Loss Reserve
6. Tracking Attributes


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7. Statements
8. Contacts
9. Comments
10. Summary

The Producers screen completed during setup, can be used to view and maintain producer details.

The **Producers** screen consists of the following tabs:

- Producer Details tab
- Search Tab

# 13.1 Producer Details tab

The Producer details screen allows you to record or edit basic information about the producer. You can set up dealers or producers for a company and branch. You can also set up a default underwriter and a default collector for a producer. The system uses this information in the origination work flow to select a queue.

The producer number, name, contact information, company and branch to which the producer is associated with, federal tax number, status, and license information can be stored in this screen.

- Producer Details tab Extensibility
- Payment Details
- Compensation Plan
- Subvention
- Transactions
- Holdback/Loss Reserve
- Tracking Attributes
- Statements
- Contacts
- Comments
- Summary
- Title Status Summary

## 13.1.1 Producer Details tab Extensibility

The Producer Details tab is a customizable tab in OFSLL in which you can enable new user defined fields (UDFs), disable /rename existing fields, allow or restrict access to UDFs, nonmandatory fields and also set the field as mandatory/non-mandatory for user input.

To facilitate such customizations, during product installation/upgrade there are additional 20 **Custom** user defined fields provided by default along with **Base** fields with the below combination in main Producer Details tab and its sub tabs.

- 10 free text fields - **User Defined Field Char**
- 5 numeric fields - **User Defined Field Num**


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- 5 date fields - **User Defined Field Date**

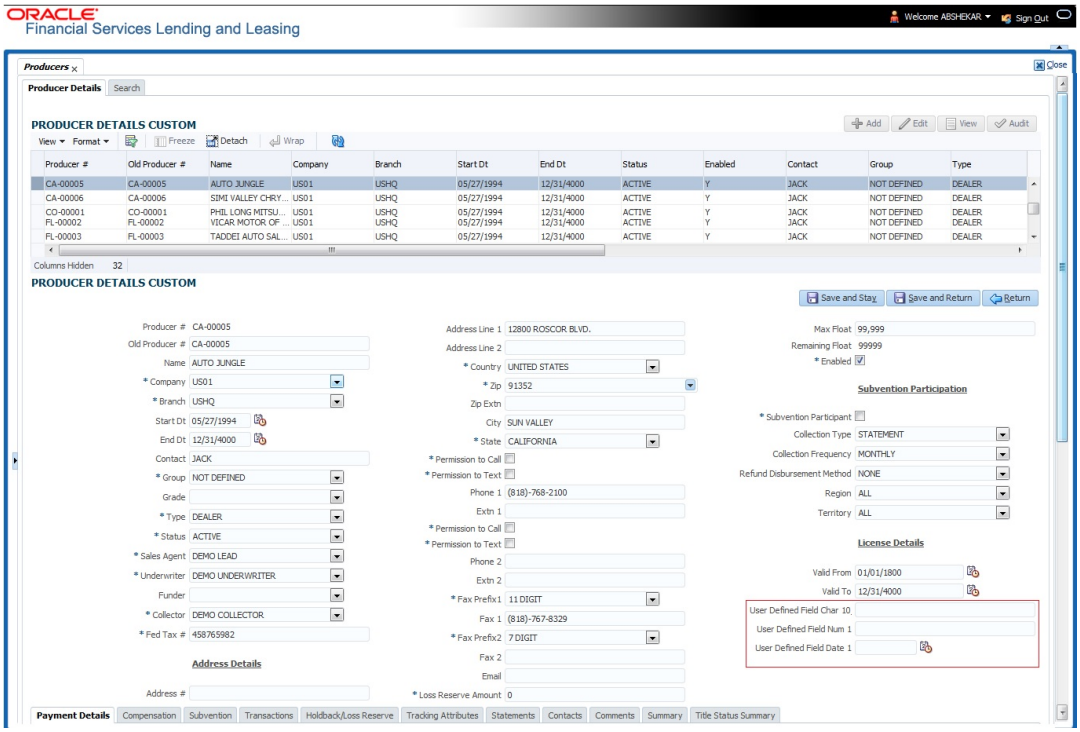
The above user defined fields, also referred to as **User Defined Fields** are to be basically enabled in Setup > Administration > User > Access > **Field Access Definition** tab and access is to be provided in **Security User Access Definition Details** sub tab for the field(s) to appear in Producer Details tab. The enabled fields can customized in the **Label Configuration** tab available in Setup > Administration > System > Label Configuration screen.

For detailed information, refer to appropriate sections in Setup Guides.

### Navigating to Producer Details

1. On the Oracle Financial Services Lending and Leasing home screen, click **CollectionOriginationServicing > CollectionOriginationServicing > Producers > Producer Details**.
2. The system displays the Producers screen.

**Figure 13-1 Producers**




### To set up the Producer

1. In the **Producer Details** section, perform any of the Basic Operations mentioned in Navigation chapter.
   A brief description of the fields is given below:

> **Note**
>
> Field names in the Producer Details section may vary depending on the customization and additional fields introduced. Populate the field details accordingly.


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**Table 13-1 Producer Details**

| Field | Do this |
|---|---|
| **Producer #** | Based on the system setup, either:<br>Specify the producer number<br>-or-<br>The system generates producer number.<br>Producer will be activated on the next system date (current system date + 1) and not on the start date. |
| **Old Producer #** | Specify the old producer number. |
| **Name** | Specify the producer name. |
| **Company** | Select the company from the drop-down list. |
| **Branch** | Select the branch from the drop-down list. |
| **Start Dt** | Select the producer start date by clicking on the adjoining Calendar icon. |
| **End Dt** | Select the producer end date by clicking on the adjoining Calendar icon. |
| **Contact** | Specify the producer contact. |
| **Group** | Select the producer contact group from the drop-down list. |
| **Grade** | Select the producer grade as per business processes from the dropdown list. The list consist of values which are used only for categorizing at the producer level and can be changed periodically as per business requirement. |
| **Type*** | Select the producer type from the drop-down list. The Group and Type fields help in setting up the pricing schemes on Pricing screen. |
| **Status** | Select the appropriate status from the drop-down list. The contents of this field can be linked to edits in LoanLine of creditLease origination cycle so that only applications from Producers whose status is **Active** can be funded. |
| **Sales Agent** | Select the sales agent associated with this producer from the drop-down list. |
| **Underwriter** | Select the default underwriter assigned to this producer from the drop-down list. Only users with a responsibility for an UNDERWRITER can be designated as underwriters for producers. |
| **Funder** | Select the users with responsibility as Funding Specialist, from the drop-down list. |
| **Collector** | Select the default collector or agent assigned to this producer from the drop-down list. (This will appear in the **Collector** field in **Delinquency Information** section of **Account Details** screen on the **Customer Service screen**). |
| **Fed Tax #** | Specify the federal tax identification number. If the organizational parameter UIX_HIDE_RESTRICTED_DATA is set to **Y**, this appears as a masked number; for example, XXXXX1234. |
| **Address section** | |


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**Table 13-1 (Cont.) Producer Details**

| Field | Do this |
|---|---|
| **Country** | Select the country code from the drop-down list. |
| **Address Line 1** | Specify address line 1 |
| **Address Line 2** | Specify address line 2 |
| **Zip** | Select the zip code from the drop-down list. |
| **Zip Extn** | Specify the extension of the zip code. |
| **City** | Specify the city. |
| **State** | Select the state from the drop-down list. |
| **Permission to call** | Check this box if customer has provided permission to contact through the specified phone number. When selected, system auto validates this option against the phone number specified. |
| **Permission to Text** | Check this box if customer has provided permission to contact through text message. |
| **Phone 1** | Specify phone number 1. |
| **Exnt 1** | Specify phone number 1 extension. |
| **Permission to call** | Check this box if customer has provided permission to contact through the specified phone number. When selected, system auto validates this option against the phone number specified. |
| **Permission to Text** | Check this box if customer has provided permission to contact through text message. |
| **Phone 2** | Specify phone number 2. |
| **Extn2** | Specify phone number 2 extension. |
| **Fax Prefix1** | Select fax prefix number 1 from the drop-down list. |
| **Fax1** | Specify fax number 1. |
| **Fax Prefix2** | Select fax prefix number 2 from the drop-down list. |
| **Fax2** | Specify fax number 2. |
| **E-Mail** | Specify the producer mail address. |
| **Loss Reserve Amount** | Specify the loss reserve amount |
| **Max Float** | Specify the value of maximum float allowed for the Producer.<br>A Float represents the application sourced by the producer that is Funded and awaiting **Title perfection** from the concerned authorities for marking lien. If you do not know the exact value but want to provide a maximum float, then specify the value as 99999. |
| **Remaining Float** | System automatically displays the available number of floats by calculating the remaining float value based on 'Max Float' and Title perfections under processing. |
| **Enabled** | Check this box to enable the product. |
| **Subvention Participation Details** | |
| **Subvention Participant** | Check this box to maintain the producer as subvention participant. |


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**Table 13-1 (Cont.) Producer Details**

| Field | Do this |
|---|---|
| **Collection Type** | Select the collection type from the drop-down list. |
| **Collection Frequency** | Select the collection frequency from the drop-down list. |
| **Refund Disbursement Method** | Select the refund disbursement method from the drop-down list. |
| **Region** | Select the region of producer from the drop-down list. |
| **Territory** | Select the territory of producer from the drop-down list. |
| **License Details** | |
| **Valid From** | Specify the date from when the producer's license is valid. |
| **Valid To** | Specify the date till when the producer's license is valid. |

2. Perform any of the Basic Actions mentioned in Navigation chapter.

> **Note**
>
> Oracle Financial Services Software recommends that you double-check the fax numbers (especially the 10 digit number) and email addresses you enter on this screen, since the system uses this information to send its system-generated underwriting decisions.

## 13.1.2 Payment Details

You can setup ACH as the payment mode for a dealer or producer on Payment Details sub screen. The Payment Details sub screen stores information regarding the payment mode, currency and producer's bank details, such as bank's name, routing number, account type, account number, BIC and IBAN. Once the details are updated the same has to be verified and approved in the payment details section before processing.

The dashboard of Oracle Financial Services Lending and Leasing displays all the producers whose payment details are either APPROVED or WAITING FOR APPROVAL in the **Producers Count By ACH Status** section. You can click on the respective links to view the details in **Producers** screen.

**To complete the Payment Details**

1. Click **CollectionOriginationServicing > CollectionOriginationServicing > Producers > Payment Details**.
2. In the **Payment Details** section, perform any of the Basic Operations mentioned in Navigation chapter.
   A brief description of the fields is given below:

**Table 13-2 Payment Details**

| Field | Do this |
|---|---|
| **Pmt Mode** | Select the payment mode from the drop-down list. |


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**Table 13-2 (Cont.) Payment Details**

| Field | Do this |
|---|---|
| **Bank** | Specify the ACH bank name. |
| **Start Dt** | Select ACH start date if payment mode is ACH. You can even select the date from adjoining Calendar icon. |
| **Routing #** | Specify the ACH bank routing number. |
| **Account Type** | Select the ACH bank account type from the drop-down list. |
| **Account #** | Specify the ACH bank account number. |
| **Currency** | View the currency of the Producer. System defaults the currency depending on the Company or Branch selected for the Producer. |
| **BIC** | Select the Business Identifier Code from the drop-down list. The list displays the BIC codes defined in the system. |
| **IBAN** | Specify the IBAN (International Bank Account Number). IBAN is used for identifying bank accounts across national borders with a minimal of risk of propagating transcription errors.<br>Ensure that value entered satisfies the check-digit validation based on modulo 97. On save, system automatically validates the IBAN number length based on country code, characters, white spaces, and checksum. Validation is also done during posting non-monetary transaction (ACH Maintenance).<br>You can maintain the IBAN length and other details required as per the country code in the user defined table (Setup > Administration > System > User Defined Tables).<br>**Note**: IBAN for 'NL' country code (IBAN_FORMAT_NL) is defined by default with length of IBAN as 18. |
| **Disbursement Currency** | Select the disbursement currency from the drop-down list. System defaults the currency depending on the Company or Branch selected for the Producer. |
| **Approval Detail section** - When the payment details are approved, system automatically populates the following fields with the approver details along with the status as **Approved**. However on subsequent update, the details are reset till further approval and status is changed to **Waiting for approval**. | |
| **Approved By** | View the user who has approved the payment details. |
| **Approved Dt** | View the date and time when the payment details were approved. |
| **Status** | View the status of producer payment details. |

Perform any of the Basic Actions mentioned in Navigation chapter.

### To Approve Payment Details

You can verify and approve the producer payment details defined by another user in the Producers > Payment Details section. You can either directly select the required record in the **Producers** screen or sort the list of payment details awaiting approval using the Dashboard.


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Before you proceed, ensure that you have approval rights assigned to your login. Else, contact your system administrator.

1. To access the payment details to be approved, do one of the following:
   - Click **CollectionOriginationServicing > CollectionOriginationServicing > Producers**.
   - Click Dashboard and navigate to **Producer** section. In the **Producers Count By ACH Status** sub section, click **WAITING FOR APPROVAL**. The payment details are sorted accordingly and displayed in **Producers** screen.
2. In the **Producer Details** section, select the required Producer. The payment details associated with the producer are displayed in the **Payment Details** section.
3. In the **Payment Details** section, click **Approve Payment Detail**.
   The payment details are approved and approver information is captured in Approval Detail section. Also on approval, the Dashboard counters in **Producers Count By ACH Status** section are updated.

## 13.1.3 Compensation Plan

The Compensation Plan sub screen displays information related to compensation and chargeback for the producer. It displays summaries as well as account level information. The data is gathered from relevant applications and accounts in the system that are approved and funded.

A brief description of the fields in the Compensation Plan sub screen is given below:

**Table 13-3 Compensation Plan**

| Field | View this |
|---|---|
| **Account/Application** | The account/application number and title. |
| **Compensation Plan** | The compensation plan defined for the producer. |
| **Upfront Amt** | The Upfront Amount defined for the producer. |
| **Remaining Amt** | The remaining amount for the producer. |
| **Total Amt** | The total amount defined for the producer. |

In the Loss Reserve section, view the loss reserve amount.

You can view additional details of the Compensation Plan, Chargeback Methods, and Compensation/Chargeback Amounts in the sub screen.

## 13.1.4 Subvention

The Subvention sub screen displays information related to Subvention Receivables for the producer. It displays summaries as well as account level information.

In the Subvention Receivables section, you can view the following details. A brief description of the fields is given below:

**Table 13-4 Subvention Receivables**

| Field | View this |
|---|---|
| **Subvention Participant** | The status of subvention participant. |
| **Collection Type** | The collection type defined for the subvention. |


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**Table 13-4 (Cont.) Subvention Receivables**

| Field | View this |
|---|---|
| **Collection Frequency** | The collection frequency defined for the subvention. |
| **Refund Disbursement Method** | The Refund Disbursement Method for the subvention. |
| **Receivable Amt(Open)** | The outstanding receivable amount for the subvention. |
| **Receivable Amt(Current)** | The current receivable amount for the subvention. |
| **Received Amt** | The received amount for the subvention. |
| **Netted Refund Amt** | The netted refund amount for the subvention. |
| **Net Receivable Amt** | The net receivable amount for the subvention. |
| **Payable Refund Amt** | The payable refund amount for the subvention. |

## 13.1.5 Transactions

The Transactions sub screen facilitates you to post the following types of transactions based on the selection in the action block.

- All transactions relating to Payment to / from Producers, Disbursements transactions from Holdback / Reserve, adjust/add Recourse amount from/to dealer reserve can be posted by selecting **Others** option in the action block.
- Subvention Receivables / Payments and adjustments can be posted by selecting **Subvention** option in the action block.

In the Transactions sub screen, you can sort the list of transactions to be displayed based on elapsed days by selecting the **View Last** option as 1 Day / 1 Week / 1 Month / By Date. When **By Date** is selected, you can specify a date range (within 3 months) in **Start Dt** and **End Dt** fields using the adjoining calendar and click **Search**.

Select **Others** or **Subvention** option, click **Add** and specify the following field information. A brief description of the fields is given below:

**Table 13-5 Transactions**

| Field | View this |
|---|---|
| **Effective Dt** | Select the Effective Date of the transaction from the calendar. |
| **Transaction** | Select the transaction from the drop down list. |
| **Amount** | Specify amount for the transaction. |
| **Reference** | Specify the transaction reference. |
| **Account #** | Select the account from the drop down list. |
| **Account Title** | View the account title information. |
| **Comment** | Specify additional details of the transaction if any. |

Click **Post** to post the transaction for processing.


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## 13.1.6 Holdback/Loss Reserve

The Holdback/Loss Reserve sub screen displays information related to Proceed Holdback and Loss Reserve for the producer.

**To view the Holdback/Loss Reserve**

1. Click **Producers > Holdback/Loss Reserve**.
2. In the Proceed Holdback section, you can view the account and Holdback amount details. In the Loss Reserve section, you can view Loss Reserve amount details.

## 13.1.7 Tracking Attributes

The Tracking Attributes sub screen allows you to link information to a producer who is not tracked in the system, by default, however is part of company's business practices.

**To complete the Tracking Attributes**

1. Click **CollectionOriginationServicing > CollectionOriginationServicing > Producers > Tracking Attributes**.
2. In the Tracking section, you can edit the **parameter** and **Value** details.
3. A brief description of the fields is given below:

**Table 13-6 Tracking Attributes**

| Field | View this |
|---|---|
| **Sub-Parameter** | View the sub-parameter details. |
| **Parameter** | View the parameter details. |
| **Value** | Enter the required value for the selected parameter. |

## 13.1.8 Statements

The Statements sub screen allows you to view the statements with information record against 'Others' or 'Subvention' in the particular tabs.

**To view the Statements**

1. Select **Others** or **Subvention** option and view the following details.
   A brief description of the fields is given below:

**Table 13-7 Statements**

| Field | View this |
|---|---|
| **Closing Dt** | The statement closing date. |
| **Generation Dt** | The statement generation date. |
| **Opening Balance** | Opening balance recorded in the statement. |
| **Current Balance** | Current balance recorded in the statement. |

2. In the **Statements Transactions** section, view the following information:


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**Table 13-8 Statements Transactions**

| Field | View this |
|---|---|
| **Effective Dt** | The statement transaction date. |
| **Transaction** | The statement transaction. |
| **Account** | The statement account number. |
| **Debit Amt** | The statement debit amount. |
| **Credit Amt** | The statement credit amount. |

## 13.1.9 Contacts

The Contacts sub screen allows you to record information regarding contacts associated with a producer, such as employees at a dealership.

**To complete the Contacts**

1. Click **CollectionOriginationServicing > CollectionOriginationServicing > Producers > Contacts** sub tab.
2. On the **Contacts** sub screen, perform any of the Basic Operations mentioned in Navigation chapter.
   A brief description of the fields is given below:

**Table 13-9 Contacts**

| Field | Do this |
|---|---|
| **Contact Type** | Select the producer contact type from the drop-down list. |
| **Name** | Specify the producer contact name. |
| **Phone** | Specify producer contact phone number. |
| **Extn** | Enter phone number extension. |
| **Fax** | Enter producer contact fax number. |
| **Enabled** | Check this box to indicate this is a current contact. |

3. Perform any of the Basic Actions mentioned in Navigation chapter.

## 13.1.10 Comments

The Comments sub screen allows you to view and enter comments regarding the producer.

**To enter a comment on the Comments**

1. Click **CollectionOriginationServicing > CollectionOriginationServicing > Producers > Comments** sub tab.
2. In the **Comments** section, perform any of the Basic Operations mentioned in Navigation chapter.
   A brief description of the fields is given below:

**Table 13-10 Comments**

| Field | Do this |
|---|---|
| **Comment** | Enter comment. |


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**Table 13-10 (Cont.) Comments**

| Field | Do this |
|---|---|
| **Comment By** | Displays user id. |
| **Comment Dt** | Displays comment date. |

3. Perform any of the Basic Actions mentioned in Navigation chapter.

## 13.1.11 Summary

The display only Summary sub screen allows you to view summary information regarding the producer.

**To view summary on the Summary**

1. Click **CollectionOriginationServicing > CollectionOriginationServicing > Producers > Summary** sub tab.
2. In the **Summary** section, view the following information.
   A brief description of the fields is given below:

**Table 13-11 Summary**

| Field | View this |
|---|---|
| **Year Month** | The year and month. |
| **Total Apps** | The application total status count. |
| **Approved** | The application approved status count. |
| **Conditioned** | The application conditioned status count. |
| **Rejected** | The application rejected status count. |
| **Withdrawn** | The application rejected status count. |
| **Funded** | The application withdrawn status count. |
| **Amount** | The application funded status total amount. |

## 13.1.12 Title Status Summary

The Title Status Summary screen displays the various stages of titles of assets for applications sourced by the producer. The details are available for specific periods based on elapsed days like last 1 Day / 1 Week / 1 Month or by a specific date range.

**To view Title Status Summary on the Summary**

1. Click **CollectionOriginationServicing > CollectionOriginationServicing > Producers > Title Status Summary** sub tab.
2. Sort the list of statuses to be displayed based on elapsed days by selecting the **View Last** option as 1 Day / 1 Week / 1 Month / By Date. When **By Date** is selected, you can specify a date range (within 3 months) in **Start Dt** and **End Dt** fields using the adjoining calendar and click **Search**. View the following field details.

**Table 13-12 Title Status Summary**

| Field | View this |
|---|---|
| **New Status** | Displays lien status as **New** |


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**Table 13-12 (Cont.) Title Status Summary**

| Field | View this |
|---|---|
| **Perfection Processing Status** | Displays lien status as either Sent for Perfection/ Sent for Re-perfection |
| **Perfected Status** | Displays if lien status has **Perfected Title** |
| **Release Processing Status** | Displays lien status as either Sent for Title Release/Re-sent for Title Release |
| **Released Status** | Displays lien status as either Service Requested/ Pending Delete |
| **Hold Release** | Displays lien Hold Release status. |
| **To be Released** | Displays lien status if **To be released** |
| **Closed Status** | Displays lien status if **Deleted** |
| **Exception Status** | Displays lien status as either Pending Lien Holder/ Pending DMV |
| **Lien Event Date** | Displays lien Event Date attached against each status. |

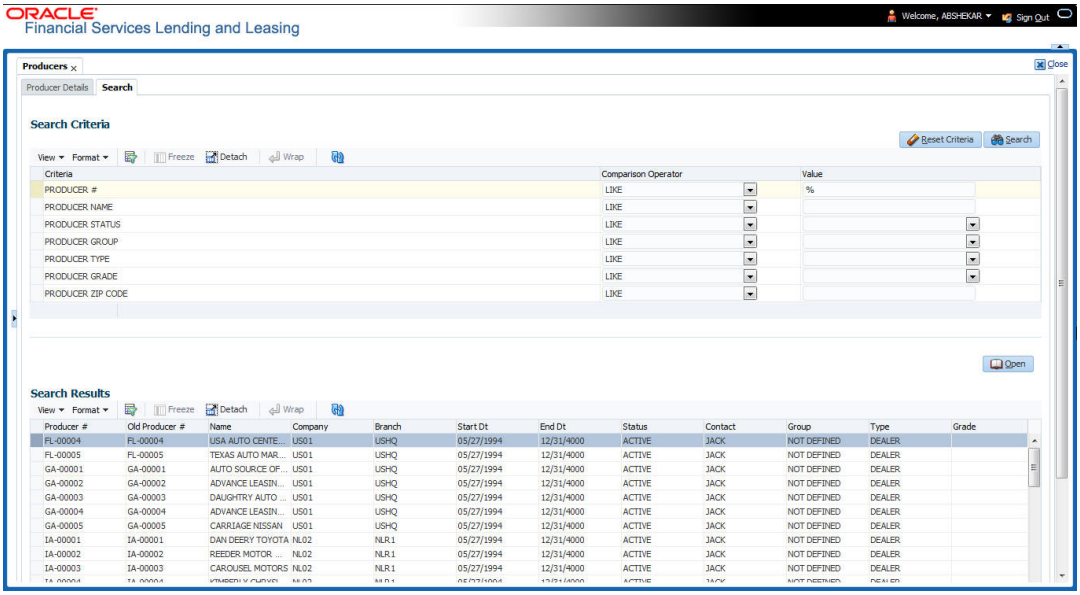
# 13.2 Search Tab

A Search tab is available on the Producers screen to help locate producer information such as producer number, name, status, group, type, grade, and zip code maintained in the system. This is the information that is used on the Producer Details screen.

**To search for a producer**

1. On the Oracle Financial Services Lending and Leasing home screen, click **CollectionOriginationServicing > CollectionOriginationServicing > Producers > Search** tab.

**Figure 13-2 Producers - Search**




2. In the **Search Criteria** section, use **Comparison Operator** and **Value** columns to enter search criteria you want to use to locate a producer.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3. Click **Search**.
   System displays the result in the **Search Results** section at the bottom of the screen with the following details:
   - Producer #
   - Old Producer #
   - Name
   - Company
   - Branch
   - Start Dt
   - End Dt
   - Status
   - Contact
   - Group
   - Type
   - Grade
4. Select the required record and click **Open**. The details of only that particular Producer is displayed in **Producer Details** tab. However, system displays the producer details only for authorized users based on access/permissions defined in setup.

   > **Note**
   >
   > When a single producer record is opened from Search tab, the **Producer Details** tab enables a **Remove Filter** option. Clicking on the same removes the filter criteria and displays all the producer records maintained in the system.

   You can click **Reset Criteria** at any time to clear **Comparison Operator** and **Values** columns on the Search Criteria section.


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# 14
# Vendors

During the life of an account, a financial institution might require the use of specialized services of a vendor for various purposes; for example, repossessing a vehicle, retaining an attorney for bankruptcy court proceedings or making field calls. With the system's Vendors screen, you can:

- Maintain vendor information
- Maintain services offered by the vendor
- Assign tasks to the vendors and subsequently track and process those tasks
- Charge vendor expenses to customers
- Enter and update invoices raised by the vendors
- Post vendor transactions
- Process vendor payments

Once an invoice has been presented for a service performed by a vendor, you can enter information on Vendor Management form and create a monetary transaction. You can then choose if the customer should pay any particular expense or not.

The Vendors screen allows you to set up vendor information. You can also use the copy feature to quickly create new vendors with the existing details. By default it will show current address but if the vendor receives escrow disbursement at an address which is different from current business address the information can be entered in Payment Details sub screen. Also, the Payment Details sub screen allows you to enter number of days prior to the due date by which payment to vendor must be processed.

**Navigating to Vendor Detail Screen**

1. On the Oracle Financial Services Lending and Leasing home screen, click **CollectionOriginationServicing > CollectionOriginationServicing > Vendors**.
2. The system displays the Vendor screen.

The details are grouped under the following tabs:

- Vendors tab
- Assignment Allocation
- Work Orders Tab
- Follow-up Tab
- Invoices Tab
- Search tab

## 14.1 Vendors tab

1. Click **CollectionOriginationServicing > CollectionOriginationServicing > Vendors > Vendors**. The details in the screen are grouped into the following tabs:
   - Payment Details


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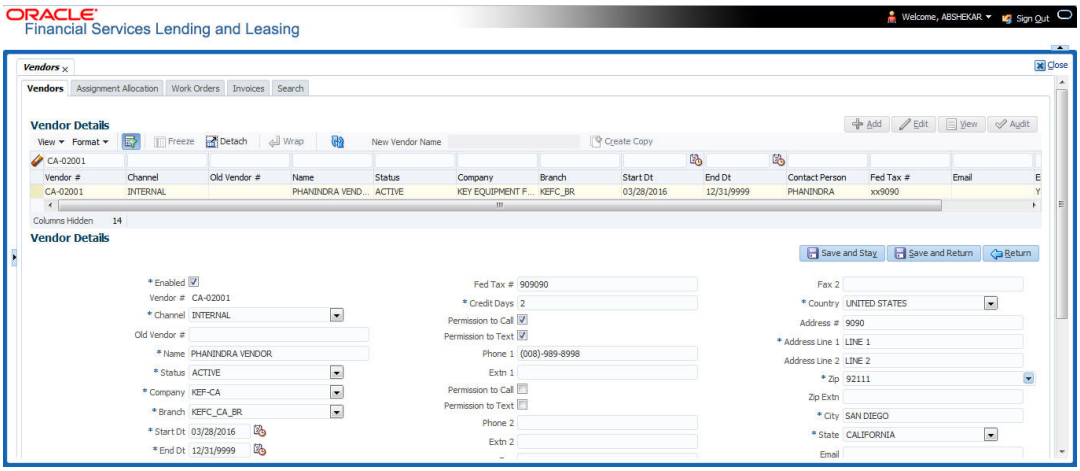
- Vendor Groups
- Tracking Attributes
- Comments

2. In the **CollectionOriginationServicing > CollectionOriginationServicing > Vendors > Vendors > Vendor Details** section, you can create or edit vendor details. While creating new, you can also use the copy feature to copy the existing details to new vendor. The copy option in the Vendor Details screen is controlled by the system defined parameter (UVN_VEN_NBR_SYS_GENERATED). Based on the valued defined for the parameter in Setup > Administration > System > System Parameter screen, you can copy the existing vendor details in the following ways:
   - If the value of the parameter is set to **Y** (default), specify a new name in **New Vendor Name** field and click **Create Copy**.
   - If the value of the parameter is set to **N**, specify a vendor number in **New Vendor #** field and click **Create Copy**.
3. Perform any of the Basic Operations mentioned in Navigation chapter.

**Figure 14-1 Vendors**




A brief description of the fields is given below:

**Table 14-1 Vendor Details**

| Field | Do this |
|---|---|
| **Enabled** | Check this box to enable the vendor. |


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**Table 14-1 (Cont.) Vendor Details**

| Field | Do this |
|---|---|
| **Vendor #** | The vendor number is either editable (default) or auto generated depending on the system parameter defined at setup screen.<br>System auto generates the vendor number when the following system parameter is set to **Yes** in Setup > Administration > System > System Parameter screen.<br>• Parameter: UVN_VEN_NBR_SYS_GENERATED<br>• Description: VENDOR NUMBER IS SYSTEM GENERATED |
| **Channel** | Select the vendor channel from the drop-down list. |
| **Old Vendor #** | Displays the old vendor number if exists. |
| **Name** | Specify the vendor name. |
| **Status** | Select the vendor status from the drop-down list. |
| **Company** | Select the vendor portfolio company from the drop-down list. |
| **Branch** | Select the vendor portfolio branch from the drop-down list. |
| **Start Dt** | Specify the vendor start date. You can select data even from the adjacent Calendar icon. |
| **End Dt** | Specify the vendor end date. You can select data even from the adjacent Calendar icon. |
| **Contact Person** | Specify the vendor contact name. |
| **Fed Tax #** | If available, enter the vendor federal tax identification number. If the organizational parameter UIX_HIDE_RESTRICTED_DATA is set to **Y**, this appears as a masked number; for example, XXXXX1234. |
| **Credit Days** | Specify the credit days for the vendor invoice. This number is used to check that Invoice Due Date is not more than the credit days from Invoice Date. |
| **Permission to Call** | Check this box if customer has provided permission to contact through the specified phone number. When selected, system auto validates this option against the phone number specified. |
| **Permission to Text** | Check this box if customer has provided permission to contact through text message. |
| **Phone 1** | Specify primary phone number. |
| **Extn 1** | Specify the primary phone extension. |
| **Permission to Call** | Check this box if customer has provided permission to contact through the specified phone number. When selected, system auto validates this option against the phone number specified. |
| **Permission to Text** | Check this box if customer has provided permission to contact through text message. |
| **Phone 2** | Specify alternate phone number. |


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**Table 14-1 (Cont.) Vendor Details**

| Field | Do this |
|---|---|
| **Extn 2** | Specify the alternate phone's extension. |
| **Fax** | Specify the fax number. |
| **Fax 2** | Specify the fax number 2. |
| **Country** | Select the country code from the drop-down list. |
| **Address #** | Specify the vendor address. |
| **Address Line 1** | Specify address line 1. |
| **Address Line 2** | Specify address line 2. |
| **Zip** | Select the zip code from the drop-down list. |
| **Zip Extn** | Specify the extension of the Zip code. |
| **City** | Specify the city. |
| **State** | Select the state from the drop-down list. |
| **Email** | Specify the email address. |

4. Perform any of the Basic Actions mentioned in Navigation chapter.

This section consists of the following topics:

- Payment Details
- Vendor Groups
- Tracking Attributes
- Comments

## 14.1.1 Payment Details

Click **CollectionOriginationServicing > CollectionOriginationServicing > Vendors > Vendors > Vendor Details > Payment Details**. The Payment Details sub tab allows you to set up automatic clearing house information for vendors.

On the **Payment Details** sub tab, perform any of the Basic Operations mentioned in Navigation chapter.

A brief description of the fields is given below:

**Table 14-2 Payment Details**

| Field | Do this |
|---|---|
| **Remittance section** | |
| **Country** | Select the country code from the drop-down list. |
| **Address Line 1** | Specify address line 1. |
| **Address Line 2** | Specify address line 2. |
| **Zip** | Specify zip code from the drop-down list. |
| **Zip Extn** | Specify extension of the zip code. |
| **City** | Specify city. |
| **State** | Select state from the drop-down list. |
| **Pre-Process Days** | Specify the remittance pre-process days. This is the number of days prior to due date by which payment to the vendor must be processed. |


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**Table 14-2 (Cont.) Payment Details**

| Field | Do this |
|---|---|
| **Currency** | View the currency attached to vendor. |
| **Payment Details section** | |
| **Mode** | Select the mode of payment from the drop-down list. |
| **Bank** | Specify the ACH bank. |
| **Start Dt** | View ACH start date. |
| **Routing #** | Specify the bank routing number. |
| **Account Type** | Select the account type from the drop-down list. |
| **Account #** | Specify the account number. If the organizational parameter UIX_HIDE_RESTRICTED_DATA is set to **Y**, this appears as a masked number; for example, XXXXX1234. |
| **BIC** | Select the Business Identifier Code from the drop-down list. The list displays the BIC codes defined in the system. |
| **IBAN** | Specify the IBAN (International Bank Account Number). IBAN is used for identifying bank accounts across national borders with a minimal of risk of propagating transcription errors.<br>Ensure that value entered satisfies the check-digit validation based on modulo 97. On save, system automatically validates the IBAN number length based on country code, characters, white spaces, and checksum. Validation is also done during posting non-monetary transaction (ACH Maintenance).<br>You can maintain the IBAN length and other details required as per the country code in the user defined table (Setup > Administration > System > User Defined Tables).<br>**Note**: IBAN for **NL** country code (IBAN_FORMAT_NL) is defined by default with length of IBAN as 18. |
| **Disbursement Currency** | Select the disbursement currency for vendor payment from the drop-down list. The list displays all the available currencies applicable to the vendor. |

Perform any of the Basic Actions mentioned in Navigation chapter.

## 14.1.2 Vendor Groups

Click **CollectionOriginationServicing > CollectionOriginationServicing > Vendors > Vendors > Vendor Details > Vendor Groups**. The Vendors Groups allows you to set up vendor groups.

On the **Vendor Groups** section, perform any of the Basic Operations mentioned in Navigation chapter.

A brief description of the fields is given below:


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**Table 14-3 Vendor Groups**

| Field | Do this |
|---|---|
| **Sort** | Specify sort sequence. |
| **Group** | Select the vendor type to which the vendor belongs from drop-down list, based on services provided by the vendor. |
| **Enabled** | Check this box to enable the vendor service. |

Perform any of the Basic Actions mentioned in Navigation chapter.

## 14.1.3 Tracking Attributes

Click **CollectionOriginationServicing > CollectionOriginationServicing > Vendors > Vendors > Vendor Details > Tracking Attributes**. The Tracking Attributes allows you to load tracking attributes and define the parameter value for various parameters listed.

On the **Tracking Attributes** sub tab, perform any of the Basic Operations mentioned in Navigation chapter.

A brief description of the fields is given below:

**Table 14-4 Tracking Attributes**

| Field | Do this |
|---|---|
| **Sub-Parameter** | View the Sub-Parameter. |
| **Parameter** | View the listed Parameter. |
| **Value** | Specify the required parameter value. By default, NA is displayed. |

Perform any of the Basic Actions mentioned in Navigation chapter.

## 14.1.4 Comments

Click **CollectionOriginationServicing > CollectionOriginationServicing > Vendors > Vendors > Vendor Details > Comments**. The Comments sub tab allows you to add comments and also view comments posted through AP interface.

On the **Comments** sub tab, perform any of the Basic Operations mentioned in Navigation chapter.

A brief description of the fields is given below:

**Table 14-5 Comments**

| Field | Do this |
|---|---|
| **Comment** | View or add the required comment. |
| **Comment By** | System automatically selects the logged in user details. |
| **Comment Dt** | System automatically displays the current date. |

Perform any of the Basic Actions mentioned in Navigation chapter.


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# 14.2 Assignment Allocation

The Assignment Allocation tab allows you to define criteria for selecting a specific vendor to execute a work order. A criteria here refers to a combination of a Channel, Work Order Type, Company and Branch associated to a vendor. If the same combination or criteria is selected during work order creation, system selects a specific vendor or highest weighted vendor in the list by default for the work order.

Click **CollectionOriginationServicing > CollectionOriginationServicing > Vendors > Assignment Allocation**. The details are grouped under two sections:

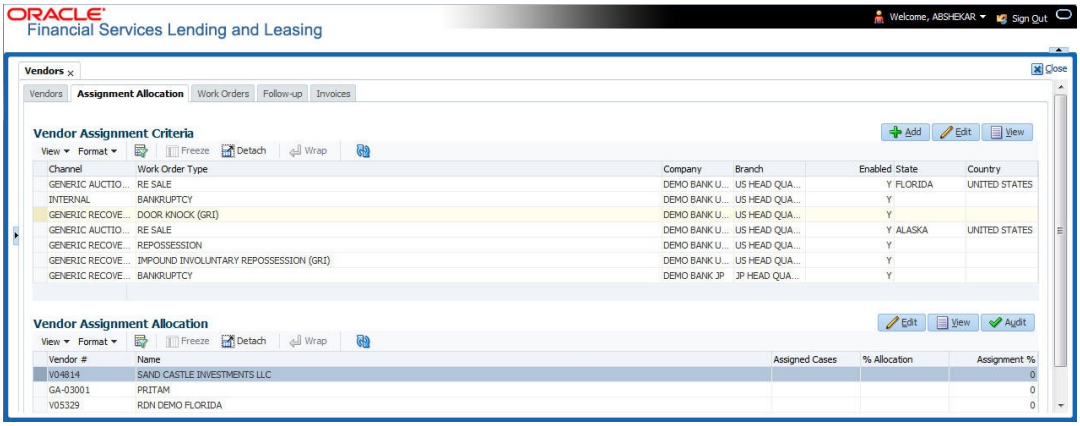
- Vendor Assignment Criteria
- Vendor Assignment Allocation

## 14.2.1 Vendor Assignment Criteria

In the Vendor Assignment Criteria section, you can define the criteria used for vendor selection.

1. In the **CollectionOriginationServicing > CollectionOriginationServicing > Vendors > Work Order > Assignment Allocation**, perform any of the Basic Operations mentioned in Navigation chapter.

**Figure 14-2 Vendor Assignment Criteria**




A brief description of the fields is given below:

**Table 14-6 Vendor Assignment Criteria**

| Field | Do this |
|---|---|
| **Channel** | Select the OFSLL interfaced channel from the drop-down list.<br>If the channel is selected as **GENERIC RECOVERY INTERFACE**, the work order is processed through an external system. For more information, refer to Appendix chapter - **Generic Recovery Interface (GRI)**. |


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**Table 14-6 (Cont.) Vendor Assignment Criteria**

| Field | Do this |
|---|---|
| **Work Order Type** | Select the work order type from the drop-down list. |
| **Repo Storage Country** | This field is available only if the channel is selected as **GENERIC AUCTION INTERFACE**. Select the Country where the repossessed asset is currently stored from the drop-down list. |
| **Repo Storage State** | This field is available only if the channel is selected as **GENERIC AUCTION INTERFACE**. Select the State where the repossessed asset is currently stored from the drop-down list. |
| **Company** | Select the Company from the drop-down list. |
| **Branch** | Select the company's Branch from the drop-down list. |
| **Enabled** | Check this box to enable the vendor assignment criteria. |

2. Perform any of the Basic Actions mentioned in Navigation chapter.

## 14.2.2 Vendor Assignment Allocation

In the Vendor Assignment Allocation section, system fetches the list of vendors qualifying the combination of channel, work order, company and branch selected and allows you to define the weightage for each vendor in percentage.

By default, the allocated assignment percentage for each vendor is **0**. During subsequent update, the total of assignment percentage allocation for all vendors should be equal to **100**. A vendor with the highest weightage is selected by default during work order creation.

For **GENERIC AUCTION INTERFACE** related Vendor Assignment Criteria, you can add vendors to the defined criteria from **Vendor Assignment Allocation** section. For more information, refer to **Remarketing** chapter in Collections User Guide.

1. In the **CollectionOriginationServicing > Collection Origination Servicing > Vendors > Work Order > Assignment Allocation**, perform any of the Basic Operations mentioned in Navigation chapter.

**Table 14-7 Vendor Assignment Allocation**

| Field | Do this |
|---|---|
| **Vendor #** | View the Vendor number. The same is either specified manually or system generated in the Vendors tab. |
| **Name** | View the name of the vendor. |
| **Assigned Cases** | View the total number of cases assigned to the vendor. |
| **% Allocation** | View the percentage of total cases assigned to the vendor. |
| **Assignment %** | Specify the percentage allocation value (out of 100) for each vendor. However, ensure that the total of all assignment % is equal to **100**. |

2. Perform any of the Basic Actions mentioned in Navigation chapter.


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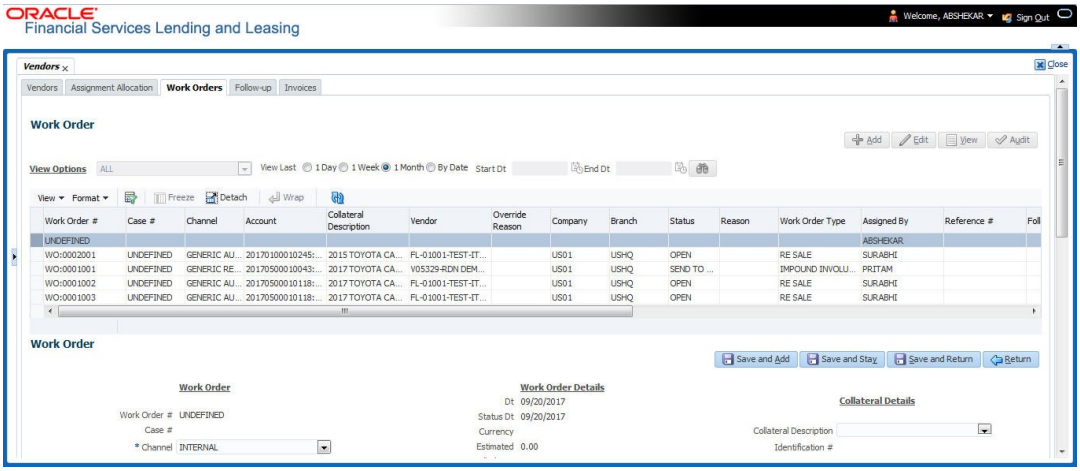
# 14.3 Work Orders Tab

The Work Orders link allows you to assign an account to a vendor for a service that the vendor provides, view the history of work order changes and define tracking attributes.

1. Click **CollectionOriginationServicing > CollectionOriginationServicing > Vendors > Work Order**. The details are grouped under three tabs:
   - Services
   - Work Order History
   - Tracking Attributes
2. In the CollectionOriginationServicing > CollectionOriginationServicing > Vendors > Work Order > Work Order, sort the list of work orders based on status using the **View Options** drop- down list. You can further sort the list of work orders based on elapsed days by selecting the **View Last** option as 1 Day / 1 Week / 1 Month / By Date. When **By Date** is selected you can specify a date range (within 3 months) in **Start Dt** and **End Dt** fields using the adjoining calendar and clicking **Search**.
3. Perform any of the Basic Operations mentioned in Navigation chapter.

**Figure 14-3 Work Orders**




A brief description of the fields is given below:

**Table 14-8 Work Orders**

| Field | Do this |
|---|---|
| **Work Order #** | Displays the work order number. |
| **Case #** | Displays the case number received from third party vendor interface. |


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**Table 14-8 (Cont.) Work Orders**

| Field | Do this |
|---|---|
| **Channel** | Select the OFSLL interfaced channel from the drop-down list.<br>If the channel is selected as **GENERIC RECOVERY INTERFACE**, the work order is processed through an external system. For more information, refer to Appendix chapter - Appendix :Generic Recovery Interface (GRI). |
| **Work Order Type** | Select the work order type from the drop-down list. |
| **Account** | Select account number for the work order from the drop-down list. |
| **Company** | Displays the company name based on the account selected. |
| **Branch** | Displays the branch based on the account selected. |
| **Vendor** | Select vendor who will service the work order from the drop-down list. The list of vendors are displayed based on the selected Channel, Work Order Type, and Account. |
| **Override Reason** | In case of vendor re-assignment, select the appropriate override reason for the selected Vendor. |
| **Status** | Select the work order status from the drop-down list.<br>If the status is selected as **SEND TO GRI**, the work order is processed through an external system. For more information, refer to Appendix chapter - Appendix :Generic Recovery Interface (GRI). |
| **Reason** | This field is enabled only if the status of work order is selected as PENDING ON HOLD, RLRELEASED, or PENDING CLOSE. You can select the appropriate reason from the drop-down list. |
| **Collector** | Select the Collector from the drop-down list. The list displays all the users defined with **Collector** responsibility. |
| **Work Order Details section** | |
| **Dt** | Displays the date when work order was created. |
| **Status Dt** | Displays the last work order status-change date. |
| **Currency** | Displays the vendor company currency based on the vendor selected. |
| **Estimated** | Displays the estimated amount, which is the sum of all the services added to the work order. |
| **Billed** | Displays amount billed by the vendor for the work order. |
| **Paid** | Displays amount paid to the vendor for the work order. |
| **Reference #** | Specify vendor reference details if any. |
| **Assigned By** | Displays the user who created/assigned the work order to vendor. |


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**Table 14-8 (Cont.) Work Orders**

| Field | Do this |
|---|---|
| **Followup Dt** | Select the subsequent follow-up date from adjoining calendar. |
| **Account Information section** - System displays the following information depending on the account selected for the work order in **Work Order** section. | |
| **Account Status** | Displays the status of the account. |
| **Charged off Dt** | Displays the date when the account was charged off. |
| **Due Amt** | Displays the due amount to be paid to the account. |
| **Total Outstanding Balance** | Displays either **Account outstanding principal balance** for active accounts, or **Deficiency balance** for charge-off accounts. |
| **Total Due** | Displays the total of all dues pending on the account. |
| **Due Dt** | Displays the last elapsed due date on the account. |
| **Days Past Due** | Displays the total number of days elapsed past due date. |
| **Service Address** | Displays the combined details of Customer/ Business, Address Type and Address based on the account selected. For Business account only business address is populated. You can also select the required service address from the drop-down list only while creating work order details (i.e. when status = New).<br>**Note**: When selecting the service address for an external interfaced channel (i.e. changing primary address), ensure to select the secondary address only. Else, system displays an error message. |
| **Collateral Details section** - This section displays the asset details associated with the work order. | |
| **Collateral Description** | System displays the primary collateral associated with the account by default. You can also select the collateral from the drop-down list. The list displays all the assets associated with the account. |
| **Identification #** | Displays the identification number of the asset. |
| **Year** | Displays the manufacturing year of the asset. |
| **Make** | Displays the asset's manufacturing company. |
| **Model** | Displays the asset's model. |
| **Vendor Information section** | |
| **Contact** | Specify the vendor contact for the work order. |
| **Phone** | Specify the vendor contact phone for the work order. |
| **Extn** | Specify the vendor contact phone extension for the work order. |
| **Fax** | Specify the vendor contact fax for the work order. |
| **Comment** | Specify any comments regarding the work order. |


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**Table 14-8 (Cont.) Work Orders**

| Field | Do this |
|---|---|
| **Vendor Messages section** - This section is displayed only when the selected channel is **GENERIC RECOVERY INTERFACE** and allows you to add specific communication or instructions as a message to the vendor. | |
| **Vendor Msg Type** | Select the type of vendor message from the drop-down list. |
| **Vendor Msg** | Specify additional information that is to be communicated to the external interface. |

4. Perform any of the Basic Actions mentioned in Navigation chapter.

This section consists of the following topics:

- Services
- Work Order History
- Tracking Attributes

## 14.3.1 Services

In the **CollectionOriginationServicing > CollectionOriginationServicing > Vendors > Work Order > Services**, perform any of the Basic Operations mentioned in Navigation chapter.

Click **Load Services** button in the Services section header to load all the services associated with the selected combination of **Work Order Type** and **vendor (Vendor Group)**.

A brief description of the fields is given below:

**Table 14-9 Services**

| Field | Do this |
|---|---|
| **Service #** | Specify an unique service number for the work order. |
| **Service** | Select the service type from the drop-down list (required). |
| **Currency** | System defaults the currency defined in work order which is the vendor currency. |
| **Estimated** | System defaults the Estimated cost of the service offered by the vendor as defined in vendor administration setup screen (Setup > Administration > System > Vendors > Vendor Fees > Vendor Service Fee Definition).<br>However, you can also modify the estimated value to the required amount. |
| **Billed Amt** | Displays amount billed by the vendor for the service. |
| **Paid Amt** | Displays amount paid to the vendor for the service. |
| **Status** | Select the status from the drop-down list. |
| **Status Dt** | Displays the last service status change date. |

Perform any of the Basic Actions mentioned in Navigation chapter.


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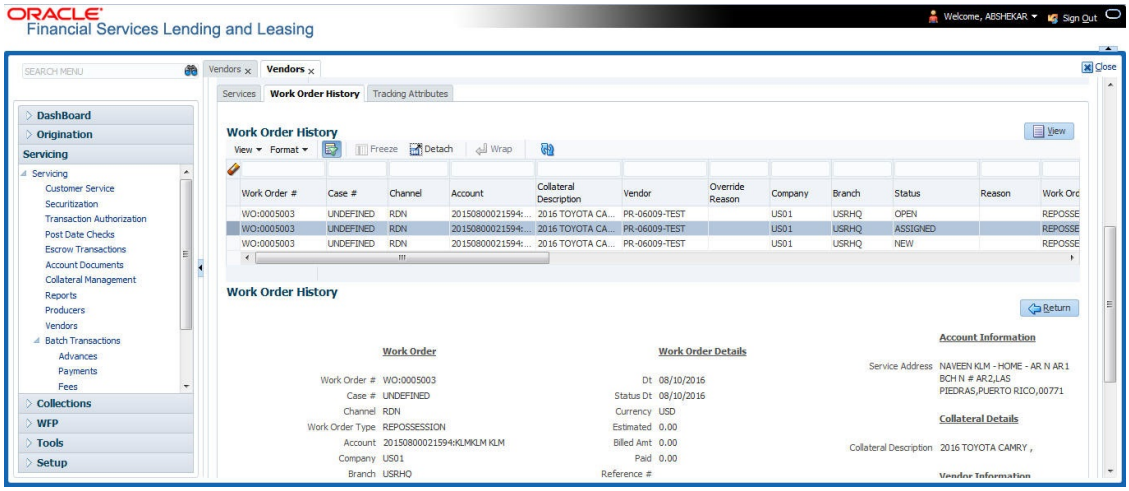
## 14.3.2 Work Order History

The Work Order History sub tab displays the details of the selected work orders in the sequence of the changes done i.e. last change details appear as the first record.

In the Work Order History section, select the required work order and click **View**.

**Figure 14-4 Work Order History**




## 14.3.3 Tracking Attributes

Click **CollectionOriginationServicing > CollectionOriginationServicing > Vendors > Work Order > Tracking Attributes**. The Tracking Attributes allows you to load tracking attributes and define the parameter value for various parameters listed.

On the **Tracking Attributes** sub tab, perform any of the Basic Operations mentioned in Navigation chapter.

A brief description of the fields is given below:

**Table 14-10 Tracking Attributes**

| Field | Do this |
|---|---|
| **Sub-Parameter** | View the Sub-Parameter. |
| **Parameter** | View the listed Parameter. |
| **Value** | Specify the required parameter value. By default, NA is displayed. |

Perform any of the Basic Actions mentioned in Navigation chapter.

# 14.4 Follow-up Tab

The Work Orders link lists the work orders that are not complete and hence require follow-up.

1. Click **CollectionOriginationServicing > CollectionOriginationServicing > Vendors > Follow-up** tab. The details are grouped into two: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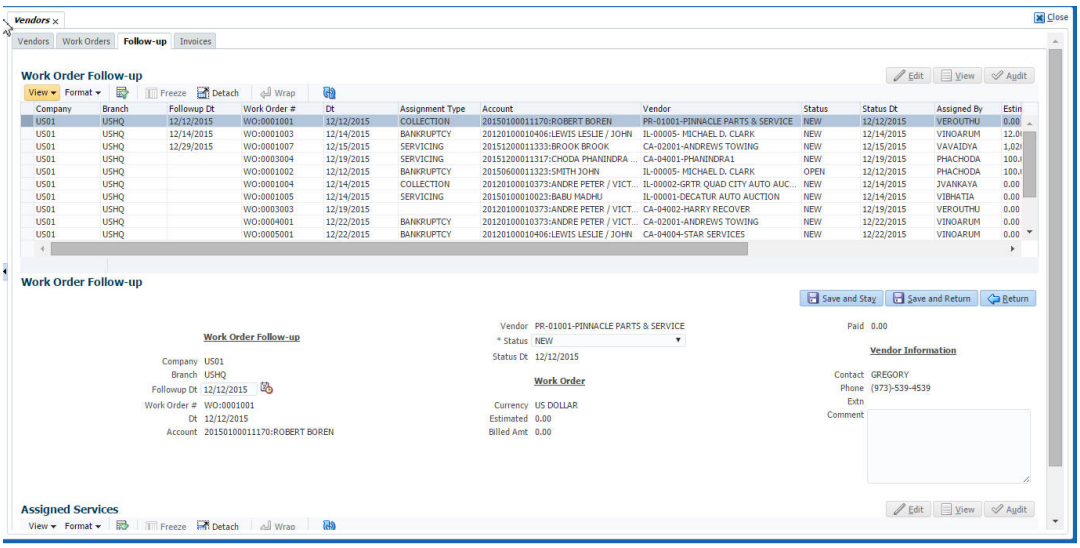
- Work Order Follow-up
- Assigned Services

2. In the **CollectionOriginationServicing > CollectionOriginationServicing > Vendors > Follow-up > Work Order Follow-up**, perform any of the Basic Operations mentioned in Navigation chapter except for creating a new record.

**Figure 14-5 Follow-up**




A brief description of the fields is given below:

**Table 14-11 Follow-up**

| Field | Do this |
|---|---|
| **Company** | Displays the vendor company. |
| **Branch** | Displays the vendor branch. |
| **Followup Dt** | Specify the next follow-up date. You can even select the date from adjoining Calendar icon. |
| **Work Order #** | Displays the work order number. |
| **Dt** | Displays the work order date. |
| **Account** | Displays the account associated with the work order. |
| **Vendor** | Displays the vendor associated with the work order. |
| **Status** | Select the work order status from the drop-down list. |
| **Status Dt** | Displays the last work order status change date. |
| **Work Order section** | |
| **Currency** | Displays the currency for the work order. |
| **Estimated** | Displays the estimated amount, which is the sum of all the services added to the work order. |
| **Billed Amt** | Displays amount billed by the vendor for the work order. |


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**Table 14-11 (Cont.) Follow-up**

| Field | Do this |
|---|---|
| **Paid** | Displays amount paid to the vendor for the work order. |
| **Vendor Information section** | |
| **Contact** | Displays the vendor contact name. |
| **Phone** | Displays the vendor contact phone number. |
| **Extn** | Displays the vendor contact phone number's extension. |
| **Comment** | Specify a comment. |

3. Perform any of the Basic Actions mentioned in Navigation chapter.

This section consists of the following topic:

- Assigned Services

## 14.4.1 Assigned Services

In the **CollectionOriginationServicing > CollectionOriginationServicing > Vendors > Follow-up > Assigned Service**, perform any of the Basic Operations mentioned in Navigation chapter except for creating a new record. A brief description of the fields is given below:

**Table 14-12 Assigned Services**

| Field | Do this |
|---|---|
| **Services** | Displays the service provided by the vendor. |
| **Currency** | Select currency for the vendor from the drop-down list. |
| **Estimated** | Specify the estimated amount for the service. |
| **Billed Amt** | Specify amount billed by the vendor for the service. |
| **Paid** | Specify amount paid to the vendor for the service. |
| **Status** | Select the service status from the drop-down list. |
| **Status Dt** | Specify the last service status change date. You can even select the date from the adjoining Calendar icon. |

Perform any of the Basic Actions mentioned in Navigation chapter.

# 14.5 Invoices Tab

In the invoice tab of vendors screen, you can define invoices and process them along with internally generated and externally received invoices. Invoice processing involves validating the invoice information either manually or through an automated process.

Manual validation involves verifying the invoice information, accepting or rejecting the details, updating the invoice status and indicating if the invoiced amount is Collectible.

Auto validation is supported for invoices which are in **OPEN** status and generated internally (i.e. channel = Internal). During auto validation, the invoice details are verified against specific business rules defined in the system and corresponding status update and collectible indicator is updated accordingly.


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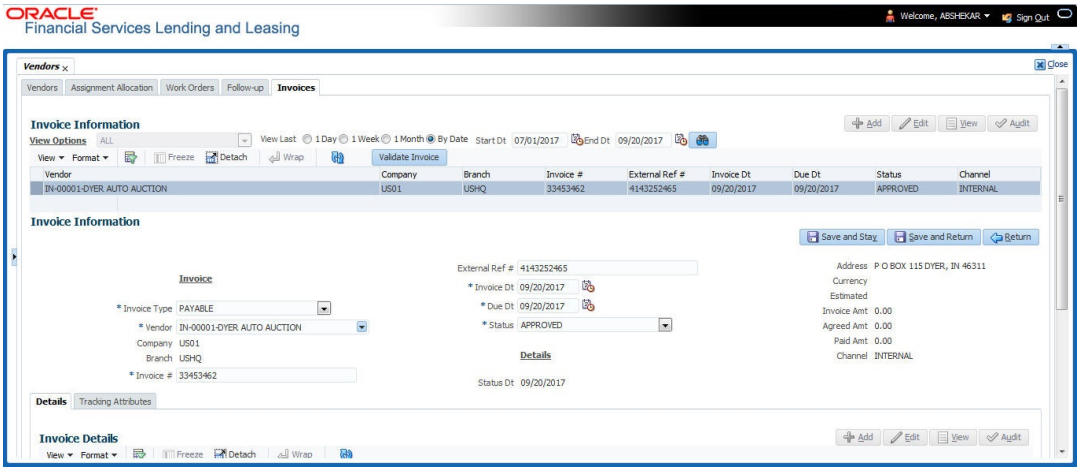
However, other invoices received from externally interfaced channel would get auto validated with specific business rules when they are received and corresponding status is appended to the invoice while listing in the Invoice Information section.

Post the validation, invoices may still have difference in estimated and invoiced amount. Such invoices are marked with status **FOR APPROVAL** and requires to be manually approved.

Further in the Invoices tab, you can define Tracking Attributes, Payment Schedules and view the Related Invoice/Work Orders (if any) in the system.

1. Click **CollectionOriginationServicing > CollectionOriginationServicing > Vendors > Invoices** tab. The details are grouped into following sections:
   - Details
     - Payment Schedules sub tab
     - Related Invoice/Work Orders sub tab
   - Tracking Attributes
2. In the **CollectionOriginationServicing > CollectionOriginationServicing > Vendors > Invoices > Invoice Information**, sort the list of invoice based on status using the **View Options** drop down list. You can further sort the list of invoice based on elapsed days by selecting the **View Last** option as 1 Day / 1 Week / 1 Month / By Date. When **By Date** is selected you can specify a date range (within 3 months) in **Start Dt** and **End Dt** fields using the adjoining calendar and clicking **Search**.
3. Perform any of the Basic Operations mentioned in Navigation chapter.

**Figure 14-6 Invoices**




A brief description of the fields is given below:

**Table 14-13 Invoice Information**

| Field | Do this |
|---|---|
| **Vendor** | Select the vendor name for whom the invoice is to be created. |
| **Company** | Displays the vendor portfolio company. |
| **Branch** | Displays the vendor portfolio branch. |


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**Table 14-13 (Cont.) Invoice Information**

| Field | Do this |
|---|---|
| **Invoice #** | Specify the invoice number.<br>The invoice number should be unique for every vendor. In case the Invoice # already exists for Vendor, system displays a warning message. |
| **External Ref #** | Specify the reference number which can be used for invoice tracking.<br>For invoice received from external system, this field is auto populated with the reference number generated in external interfaced system. |
| **Invoice Dt** | Specify the invoice date. You can even select the date from the adjoining Calendar icon. |
| **Due Date** | Select the due date. You can even select the date from the adjoining Calendar icon. |
| **Status** | Select the invoice status from the drop-down list. |
| **Details section** | |
| **Status Dt** | Displays the last invoice status change date. |
| **Address** | Displays the vendor address. |
| **Currency** | Select the currency from the drop-down list. |
| **Estimated** | Displays the total estimated amount of all the invoices defined in **Invoice Details** sub tab. |
| **Invoice Amt** | Displays the total invoice amount. |
| **Agreed Amt** | Displays the total agreed amount. |
| **Paid Amt** | Displays the total paid amount. |
| **Channel** | Displays the Channel as **Internal** for manually defined or internally generated invoice and **Generic Recovery Interface (GRI)** for externally generated invoice. |

4. Perform any of the Basic Actions mentioned in Navigation chapter.

This section consists of the following topics:

- Auto Validate Invoice
- Invoice Details sub tab
- Accept/Reject Invoice details
- Payment Schedules sub tab
- Related Invoice/Work Order Details sub tab
- Tracking Attributes sub tab
- Business Rules

## 14.5.1 Auto Validate Invoice

You can auto validate the invoice details in the Invoice Information section for those invoice which are in **OPEN** status. Auto validation with system defined business rules ensure that every approved invoice comply to required processing standards and helps to quickly proceed with further action.


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1. In the **CollectionOriginationServicing > CollectionOriginationServicing > Vendors > Invoices > Invoice Information**, sort the list of invoice with status as **OPEN** from the **View Options** drop down list.
2. Select the required invoice form the list and click **Validate Invoice** button on the Invoice Information section header.

The invoice details are validated and the status of the invoice is updated based on validation. For more information on validations, refer to Business Rules section.

## 14.5.2 Invoice Details sub tab

1. In the **CollectionOriginationServicing > CollectionOriginationServicing > Vendors > Invoices > Invoice Details**, perform any of the Basic Operations mentioned in Navigation chapter.
   A brief description of the fields is given below:

**Table 14-14 Invoice Details**

| Field | Do this |
|---|---|
| **Work Order** | Select the work order from the drop-down list. This list displays the generated work orders. Each work order name is defined in the format which consists of work order number, account number, service number and service name. |
| **Case #** | System displays the Case number only if there is a Case number is associated for the selected work order. |
| **Estimated** | Displays the estimated cost of selected work order as defined in Vendors > Work Order > Services section. |
| **Invoice Amt** | Specify the invoice amount. |
| **Agreed Amt** | Specify the agreed amount. |
| **Paid Amt** | Displays the paid amount. |
| **Txn Post Dt** | Specify transaction effective date. You can even select the date from the adjoining Calendar icon. |
| **Status** | Select the status from the drop-down list. |
| **Status Dt** | Displays the last status change date. On edit, system updates the current date by default. |
| **Authorized By** | Displays the name of the user who verified (accepted/rejected) the invoice details. |
| **Authorized Dt** | Displays the date when the invoice details were verified. |
| **Collectible** | Check this box to indicate if the agreed amount is collectible from the customer. When checked, the collectible amount is posted as an expense on the customer account.<br>During auto invoice validation, this check box is automatically selected if the same combination of a service and work order status matches with the state specific rule defined in Setup > Administration > System > Vendors > Invoice Rules tab. |

2. Perform any of the Basic Actions mentioned in Navigation chapter.


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## 14.5.3 Accept/Reject Invoice details

In the Invoice Details sub section, you can accept or reject the details of those invoices which are in **FOR APPROVAL** status. This status is updated during invoice processing and when there is difference in estimated and invoiced amount which needs manual approval.

1. In the **CollectionOriginationServicing > CollectionOriginationServicing > Vendors > Invoices > Invoice Details**, select the required invoice record.
2. Click **Accept** or **Reject** in the Invoice Details section header and click **Yes** to confirm the action.
3. Click Refresh button to view the status update.

On Accepting or Rejecting the invoice details, the **Authorized By** and **Authorized Dt** fields are auto updated with user name and current date. Also the status of Invoice information and Payment Schedules are updated as either **CLOSE** or **REJECTED** respectively. However, auto update of status is controlled by the **Current/Next** status defined in Cycle Setup screen.

If the status of a particular invoice is updated from **APPROVED** to **CLOSE**, system generates a payment requisition record for payment processing.

## 14.5.4 Payment Schedules sub tab

1. In the **CollectionOriginationServicing > CollectionOriginationServicing > Vendors > Invoices > Invoice Details > Payment Schedules**, you can maintain the payment schedules information. Perform any of the Basic Operations mentioned in Navigation chapter.
   A brief description of the fields is given below:

**Table 14-15 Payment Schedules**

| Field | Do this |
|---|---|
| **Currency** | System displays the vendor currency. |
| **Payment Amt** | Specify the actual payment amount for the invoice. |
| **Status** | Select the payment status from the drop-down list. |
| **Payment Dt** | Select the payment date from the adjoining calendar. |
| **Payment Reference** | (Optional) Specify reference details for the payment if any. |
| **Payable Id** | View the auto-generated payable ID which is the requisition ID in the AP Transaction screen. |
| **Payment Id** | View the Requisition ID generated during AP transaction. |
| **Disbursement Currency** | View the vendor disbursement currency. However, you can select the vendor payment disbursement currency from the drop-down list. |
| **Account Currency** | View the currency of the account selected at in **Invoice Details** sub tab. |


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**Table 14-15 (Cont.) Payment Schedules**

| Field | Do this |
|---|---|
| **Amount in Account Currency** | View the Invoice Currency amount equivalent of the Account Currency. System displays the **Amount in Account Currency** by converting Vendor Currency value to Account Currency and considering the exchange rate as per the scheduled payment date. |

2. Perform any of the Basic Actions mentioned in Navigation chapter.

## 14.5.5 Related Invoice/Work Order Details sub tab

1. In the **CollectionOriginationServicing > CollectionOriginationServicing > Vendors > Invoices > Invoice Details > Related Invoice/Work Order Details**, view the following details.
A brief description of the fields is given below:

**Table 14-16 Related Invoice/Work Order Details**

| Field | Do this |
|---|---|
| **Invoice #** | View the invoice number for the work order. |
| **Invoice Status** | View the status of invoice generated for the work order. |
| **Status Dt** | View the date on which the status of invoice is recorded. |
| **Currency** | View the currency in which the invoice is generated. |
| **WO Estimated Amt** | View the estimated amount for the work order. |
| **WO Agreed Amt** | View the vendor agreed amount for the work order. |
| **WO Paid Amt** | View the amount paid for the work order. |

## 14.5.6 Tracking Attributes sub tab

1. In the **CollectionOriginationServicing > CollectionOriginationServicing > Vendors > Invoices > Tracking Attributes**. The Tracking Attributes allows you to load tracking attributes and define the parameter value for various parameters listed.
On the **Tracking Attributes** sub tab, perform any of the Basic Operations mentioned in Navigation chapter.

   A brief description of the fields is given below:

**Table 14-17 Tracking Attributes**

| Field | Do this |
|---|---|
| **Sub-Parameter** | View the Sub-Parameter. |
| **Parameter** | View the listed Parameter. |
| **Value** | Specify the required parameter value. By default, NA is displayed. |

Perform any of the Basic Actions mentioned in Navigation chapter.


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## 14.5.7 Business Rules

Business rules facilitate to auto validate invoices and approve only those which comply to the invoice processing requirements in OFSLL. Business Rules are always validated on Invoice information, Invoice details and payment schedules which are in **OPEN** status.

Business rule validation for Invoices created or generated internally can be performed in the Vendors > Invoices tab and external invoices are auto validated before listing in Invoices tab.

For invoices received from external system, following pre-validation checks are also performed before validating with the business rules.

- A duplicity check is performed based on External Reference number to ensure that there are no two invoices with same details. In case the external reference number of new and existing invoice in the system are same, the status is auto updated as **Rejected** and invoice is not processed further.
- When the payment for a **Service** in work order is already paid and the same work order is again received with a new external reference number, system validates the **Paid** status and if **Yes**, would auto update the invoice status as **Rejected**.

Following business rules are defined in the system for invoice validation. During the process, if any of the business rule validation fails, system stops the validation process and updates the status of Invoice as **Rejected**.

**Rule 1**

Every work order should have a specific closure status corresponding to the type of work order defined. Accordingly, an invoice generated for that work order should comply with any of the following combination of **Work order Type** and **Work Order status**.

**Table 14-18 Rule 1**

| Work Order Type | Work Order Status |
|---|---|
| Door Knock | Completed |
| Involuntary Repossession | Repossessed |
| Voluntary Repossession | Repossessed |
| Impound Involuntary | Repossessed |
| Impound Voluntary | Repossessed |
| Involuntary Repossession | Closed |
| Voluntary Repossession | Closed |
| Impound Involuntary | Closed |
| Impound Voluntary | Closed |
| Skip Investigation | Repossessed |
| Skip Investigation | Closed |

**Rule 2**

Validate invoice for the status of **Collectible** check box in Vendors > Invoice tab > Invoice Details section.

During invoice processing, if the combination of Service, Work Order Status and State matches with any of the state specific rule defined in Setup > Administration > System > Vendors > Invoice Rules tab, the **Collectible** check box is selected and invoice is allowed to process the next business rule.


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In case the above combination does not exist in Invoice Rules tab, the **Collectible** check box is NOT selected and the invoice is still allowed to process the next business rule.

**Rule 3**

Validate invoice based on Estimated and Invoiced amount and updated the corresponding status in Invoice Information, Invoice Details and Payment Schedules sections of Vendors screen.

- If the Invoice Amount is **Less than or equal** to Estimated amount, the invoice is approved and the status of Invoice Details and Payment Schedules is updated to **APPROVED**.
- If the Invoice Amount is **greater than** the Estimated amount, then the invoice needs manual approval and the status of Invoice Details and Payment Schedules is updated to **FOR APPROVAL**.

An invoice status in Invoice Information section is auto updated to **APPROVED** if both Invoice Details and Payment Schedules have the same status. Else, if status is rejected in either of the sections, the status of invoice is also updated as **REJECTED** in Invoice Information section without allowing further edits on the same.

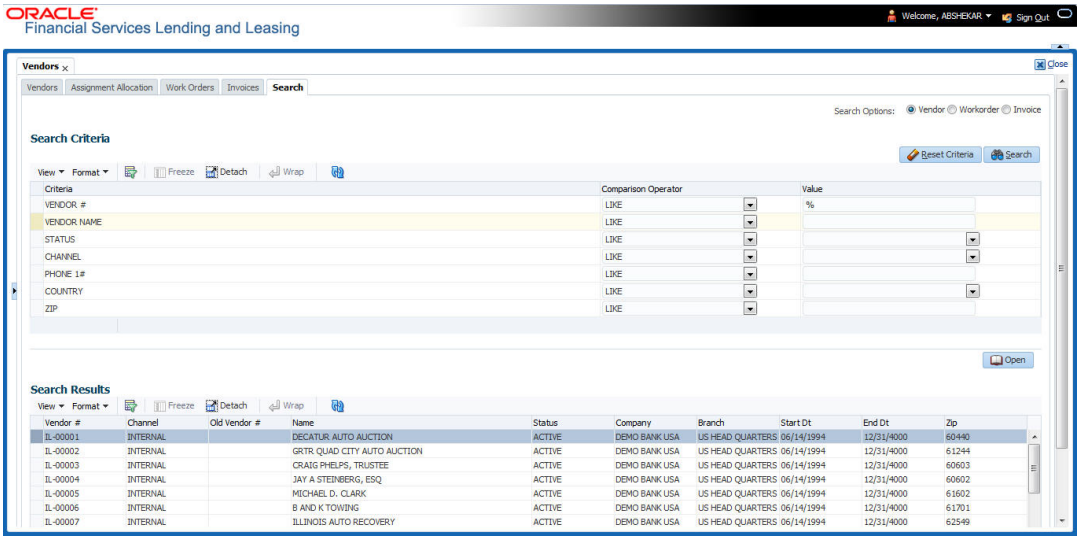
# 14.6 Search tab

A Search tab is available on the Vendors screen to help locate the details of a Vendor, Workorder, and/or an Invoice information maintained in the system. This is the information that is used in the respective tabs of Vendors screen.

**To search for a Vendor/Workorder/Invoice**

1. On the Oracle Financial Services Lending and Leasing home screen, click **CollectionOriginationServicing > CollectionOriginationServicing > Vendors > Search** tab.

**Figure 14-7 Search**




2. In the **Search Options**, select the option against Vendor or Workorder or Invoice.
3. In the **Search Criteria** section, use **Comparison Operator** and **Value** columns to enter search criteria you want to use to locate a producer.
4. Click **Search**.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System displays the result in the **Search Results** section at the bottom of the screen with the following details:

**Table 14-19 Search Results**

| Vendor Details | Workorder details | Invoice details |
|---|---|---|
| Vendor # | Work order # | Vendor |
| Channel | Case # | Company |
| Old Vendor # | Channel | Branch |
| Name | Account | Invoice # |
| Status | Collateral Desc | External Ref # |
| Company | Vendor | Invoice Dt |
| Branch | work order Dt | Due Dt |
| Start Dt | Company | Status |
| End Dt | Branch | Channel |
| Zip | Status | |
| | Reason | |
| | Workorder Type | |

5. Select the required record and click **Open**. The details of only that particular Vendor / Workorder / Invoice is displayed in the respective tab of Vendors screen. However, system displays the selected record details only for authorized users based on access/ permissions defined in setup.

> **Note**
>
> When a single producer record is opened from Search tab, the Vendors / Work Orders / Invoices tab enables a **Remove Filter** option. Clicking on the same removes the filter criteria and displays all the corresponding records maintained in the system.

You can click **Reset Criteria** at any time to clear **Comparison Operator** and **Values** columns on the Search Criteria section.


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A

# Appendix : Transaction Parameters

The Customer Service screen's Maintenance sub tab enables you to post an array of monetary and nonmonetary transactions for any given account. The transactions that are available depend on responsibility of the Oracle Financial Services Lending and Leasing user,nature of account, and whether the account is a LoanLine of creditLease.

Appendix A: This appendix catalogs the baseline transaction codes and parameters available on Customer Service screen's Maintenance sub tab. Instructions on how to use the Maintenance sub tab are located in Customer Service chapter of this User Guide.


- Monetary Transactions
- Nonmonetary Transactions
- Processing SCRA
- Black Book Interface


## A.1 Monetary Transactions

This section catalogs the transaction codes and parameters required to complete the following monetary tasks for LoanLine of creditLease:

- Apply, adjust, or waive servicing expenses
- Adjust or waive late charges
- Adjust or waive non-sufficient funds
- Apply, adjust, or waive repossession expenses
- Apply, adjust, or waive bankruptcy expenses
- Apply or adjust phone pay fees
- Apply, adjust, or cancel financed insurance
- Change an index/margin rate
- Generate a payoff quote
- Generate backdated payoff quote
- Payoff an account
- Charge-off an account/Do Not Charge-Off an account
- Close an account
- Adjust, charge-off, or waive the advance/principal balance
- Adjust the interest balance
- Stop interest accrual
- Indicate a borrower as ON or OFF active military duty
- Change Due Date of an account
- Change Term



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- Refunding the payment
- Apply, adjust, or waive an extension fee
- Change payment amount
- Adjust or waive a prepayment penalty
- Adjust or waive an escrow payment
- Reschedule an escrow payment
- Adjust or waive a payoff quote fee
- Place an account in a nonperforming condition
- Reverse a nonperforming condition
- Reschedule precomputed LoanLine of creditLease to interest bearing LoanLine of creditLease
- Account Settlement Transaction
- Account Acceleration
- Trading of Accounts - Monetary Transactions
- Billing Cycle Change
- Capitalization Maintenance
- Cycle Based Late Fee Adjustment / Waiver
- Fee Consolidation Maintenance
- Accrual and First Payment Date Maintenance
- Change profit rate
- Non Refund GL
- ACH Fee Maintenance
- Change Lease Payment Amount
- Lease Extension
- Change Lease Term
- Lease Security Deposit Adjustment
- Lease Fee Usage Adjustments
- Evergreen Lease Transaction
- Lease Rental/Damage Fee Adjustments


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**Note**

- While posting any monetary transaction that results in increase of account maturity date, system auto validates if the same is within the 'Customer Credit Limit Expiry date' of any one or all of the customer(s)/business who contributed for funding the Account. In case it is greater, system displays an error indicating that the resulting Maturity date is greater than 'Customer Credit Limit Expiry date' and does not allow to post the transaction.
- OFSLL does not allow to post any monetary transaction on/or prior to the status change date. However, in case if the ACH gets the payment return file with NSF (no-sufficient funds) payment status - where the account status is **PAID OFF**, system automatically reverses the PAID OFF status and posts the NSF transaction on account.

- Servicing Expenses
- Late Charges
- Non-sufficient Fund Fees
- Repossession Expenses
- Bankruptcy Expenses
- Phone Pay Fees
- Financed Insurances
- Index/Margin Rates
- Payoff Quotes
- Backdated Payoff Quotes
- Account Paidoff
- Account Charge Off
- Account Closure
- Advance (Principal) Balance
- Interest
- Interest Accrual
- Active Military Duty
- Active Military Duty (For Lease)
- Due Date Change
- Change Term
- Payment Refund Transaction
- Extensions
- Payment Amount
- Prepayment Penalty
- Escrow Payment
- Escrow balance refund
- Pay Off Quote Fee


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- Nonperforming Accounts
- Convert a Precomputed (PC) LoanLine of creditLease into a Simple Interest (SI) LoanLine of creditLease
- Account Settlement Transaction
- Account Acceleration
- Change Lease Payment Amount
- Lease Extension
- Change Lease Term
- Lease Security Deposit Adjustment
- Lease Fee Usage Adjustments
- Evergreen Lease Transaction
- Lease Rental/Damage Fee Adjustments
- Trading of Accounts - Monetary Transactions
- Billing Cycle Change
- Capitalization Maintenance
- Cycle Based Late Fee Adjustment / Waiver
- Fee Consolidation Maintenance
- Accrual and First Payment Date Maintenance
- Pre Bill Days Change
- Lease Residual Maintenance

## A.1.1 Servicing Expenses

Service expenses are any expenses incurred to service an account; for example, employing a courier to send documents, such as payoff quotes or balance statements. Servicing expenses appear in the Other Due field on the Dues section of the Account Details screen of the Customer Service screen. This is the first screen to appear on the Customer Service when you load an account.


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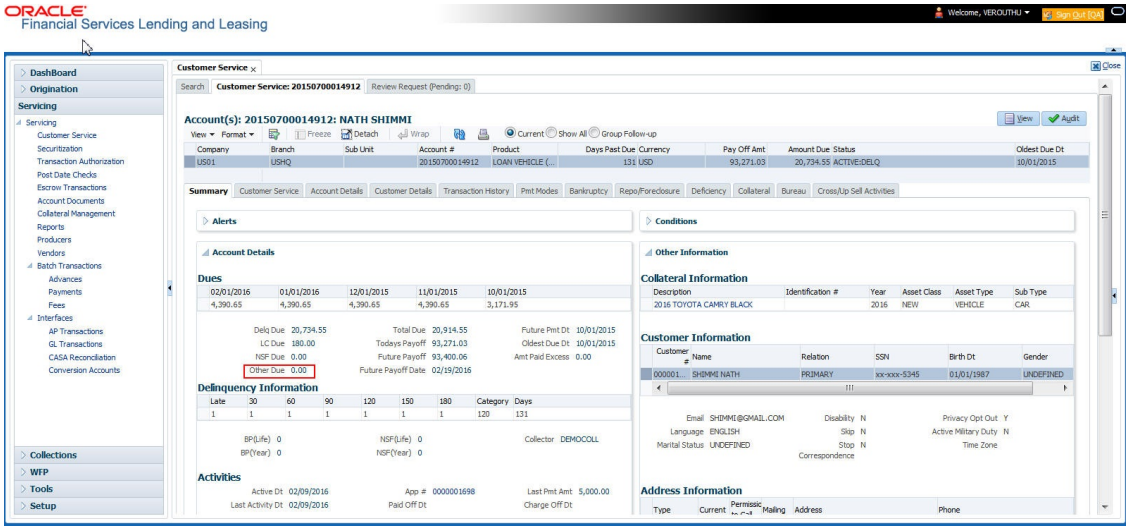
## Figure A-1 Servicing Expenses




## Figure A-2 Servicing Expenses

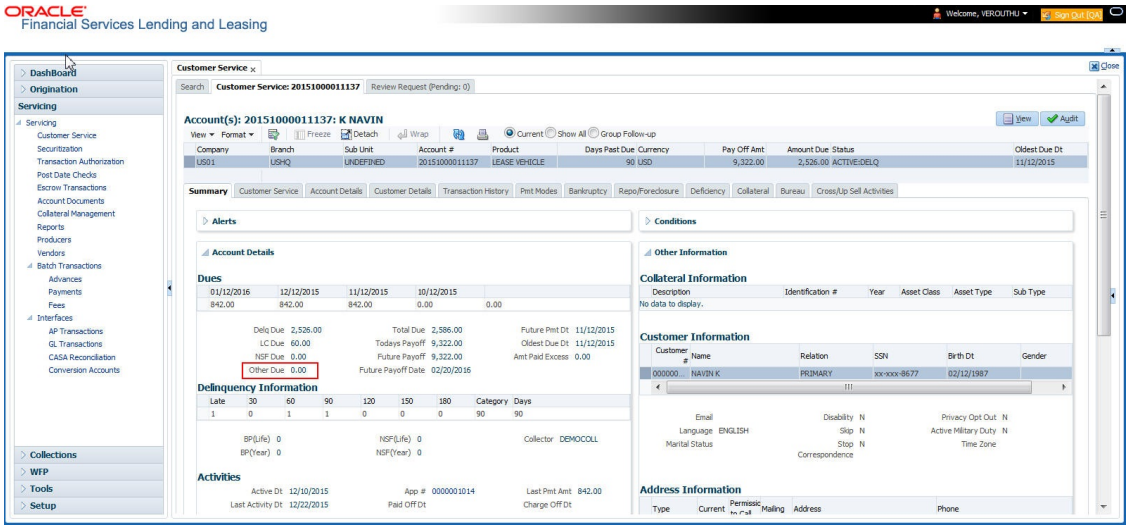




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**Figure A-3 Servicing Expenses**

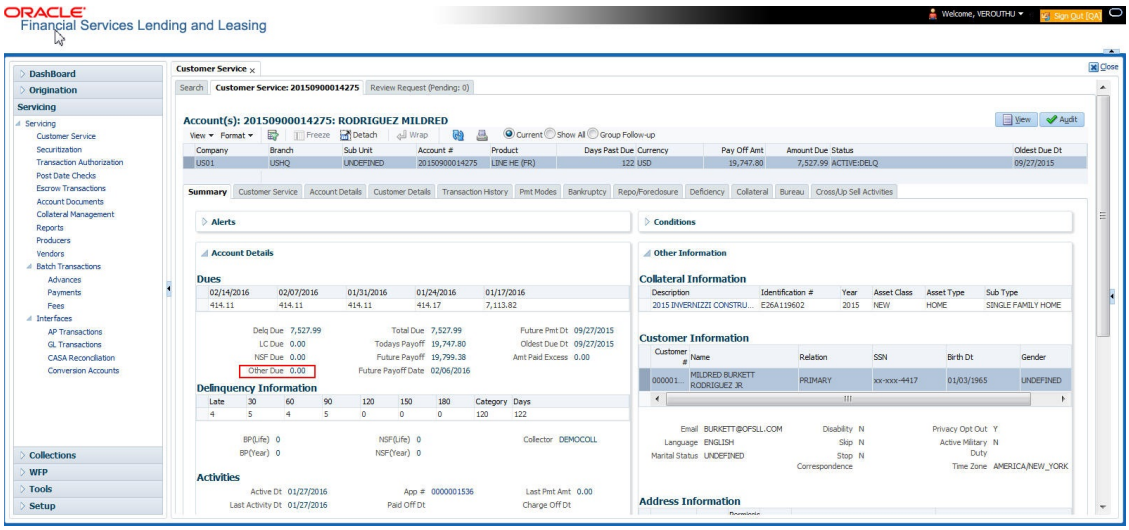


**Table A-1 To post a servicing expense**

| Transaction | Parameters |
|---|---|
| Servicing Expenses | Txn Date Amount |

**Table A-2 To adjust a servicing expense**

| Transaction | Parameters |
|---|---|
| Adjustment To Servicing Expenses - Add | Txn Date Amount |
| Adjustment To Servicing Expenses - Subtract | Txn Date Amount |

**Table A-3 To waive a servicing expense**

| Transaction | Parameters |
|---|---|
| Waive Servicing Expenses | Txn Date Amount |

## A.1.2 Late Charges

Late charges occur when payment is not made within the grace period or by the day after payment is due. The due date is determined by the contract.

Late charges appear in LC Due field on the Dues section of Summary tab of the Customer Service screen. This is the first screen to appear on the Customer Service screen when you load an account.


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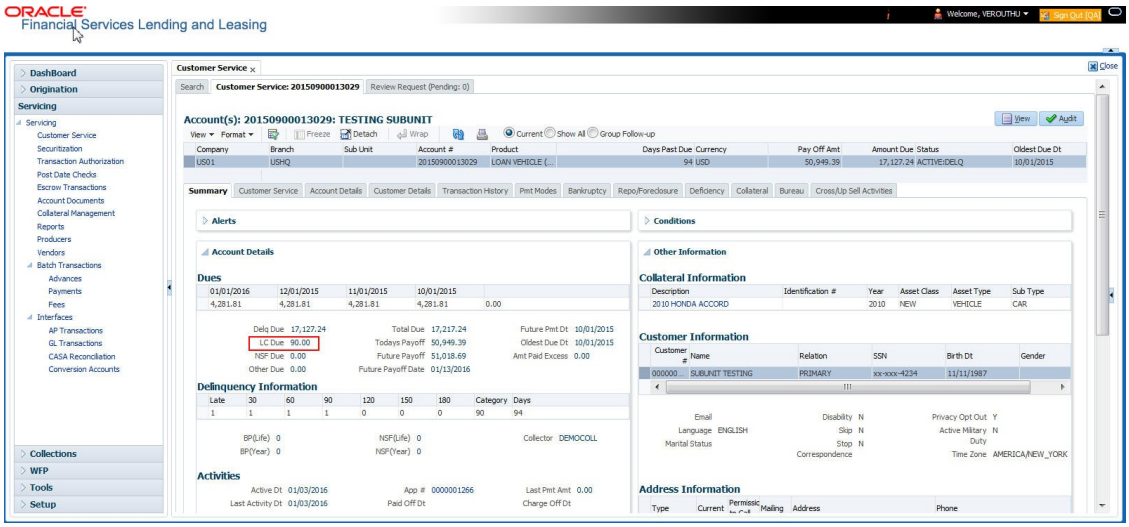
## Figure A-4 Late Charges




## Figure A-5 Late Charges

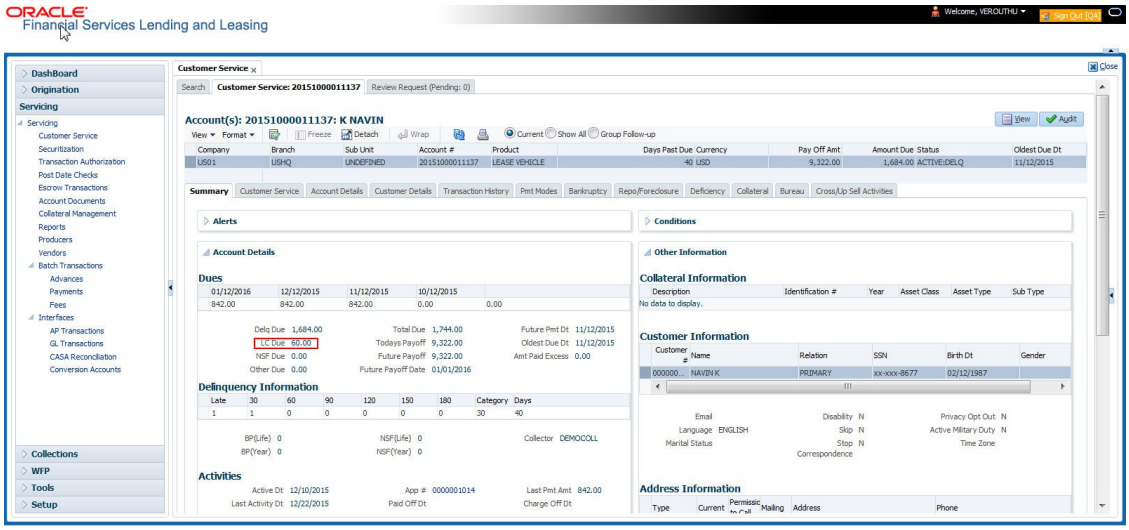




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**Figure A-6 Late Charges**

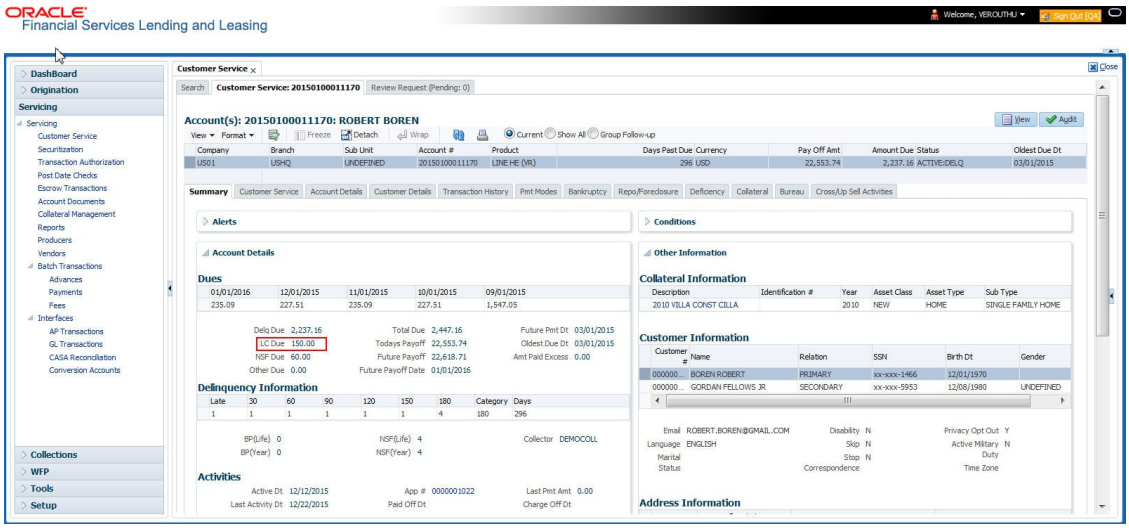


**Table A-4 To adjust a late charge**

| Transaction | Parameters |
|---|---|
| Adjustment To Late Charge - Add | Txn Date Amount |
| Adjustment To Late Charge - Subtract | Txn Date Amount |

**Table A-5 To waive a late charge**

| Transaction | Parameters |
|---|---|
| Waive Late Charge | Txn Date Amount |

## A.1.3 Non-sufficient Fund Fees

Non-sufficient fund fees are posted when a payment does not cover the amount owed. The fee that the system automatically applies to an account is recorded during setup.

Non-sufficient fund fees appear in the NSF Due field on the Dues section of Summary tab of Customer Service screen. This is the first screen to appear on the Customer Service screen when you load an account.


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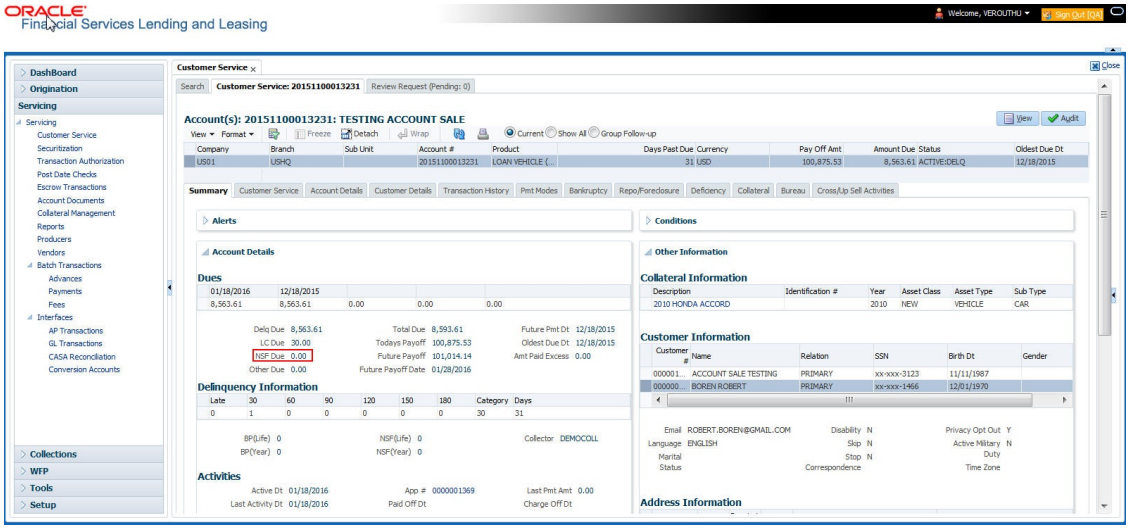
## Figure A-7 Non-sufficient Fund Fees




## Figure A-8 Non-sufficient Fund Fees

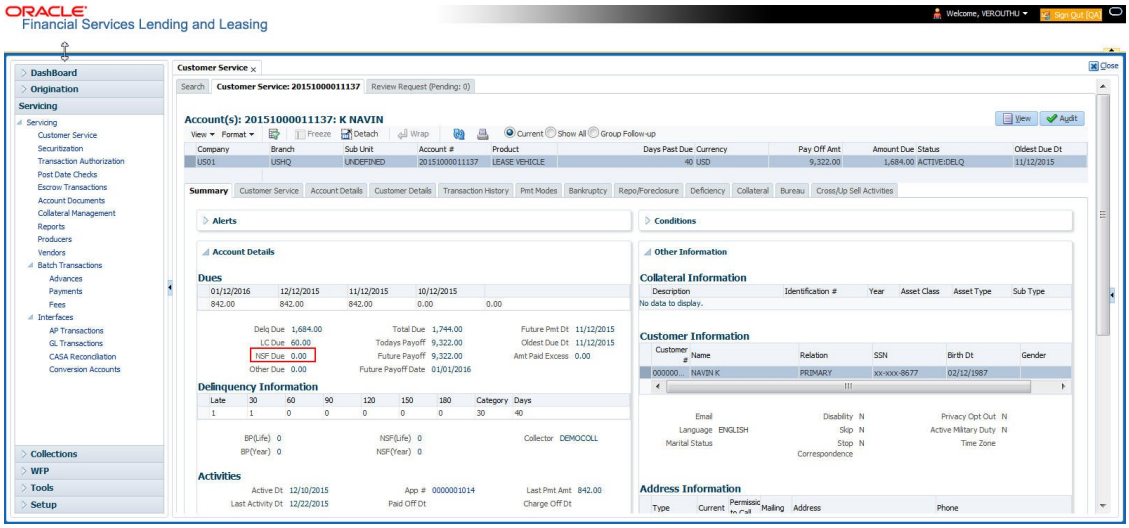




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**Figure A-9 Non-sufficient Fund Fees**

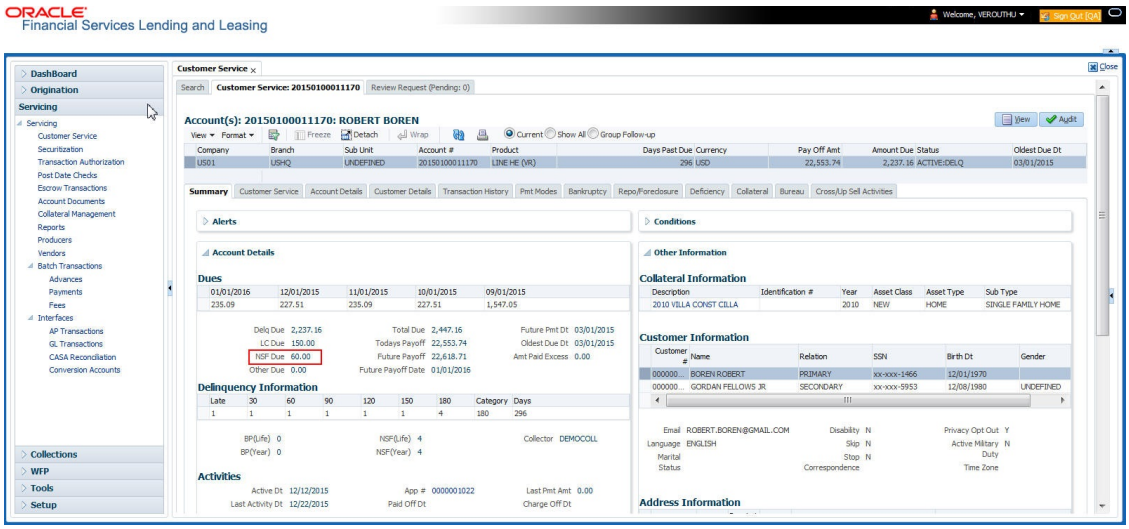


**Table A-6 To adjust a non-sufficient funds**

| Transaction | Parameters |
|---|---|
| Adjustment To Non-sufficient Fund Fee - Add | Txn Date Amount |
| Adjustment To Non-sufficient Fund Fee - Subtract | Txn Date Amount |

**Table A-7 To waive a non-sufficient funds**

| Transaction | Parameters |
|---|---|
| Waive Non-sufficient Fund Fee | Txn Date Amount |

## A.1.4 Repossession Expenses

Repossession expenses include any costs incurred while obtaining the asset, including legal fees or storage costs.

Repossession expenses appear in Other Due field on the Dues section of the Summary tab of Customer Service screen. This is the first screen to appear on the Customer Service screen when you load an account.


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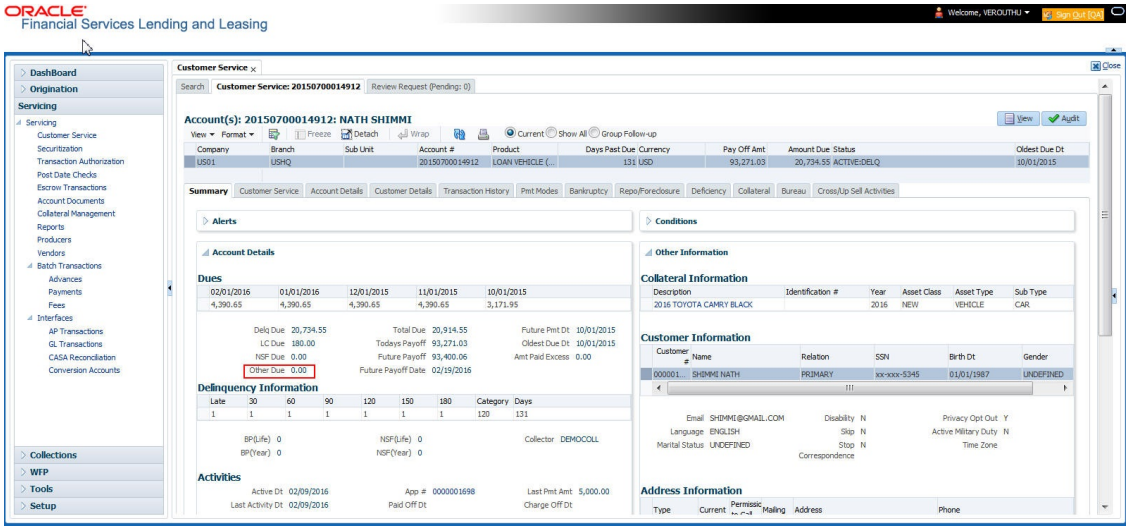
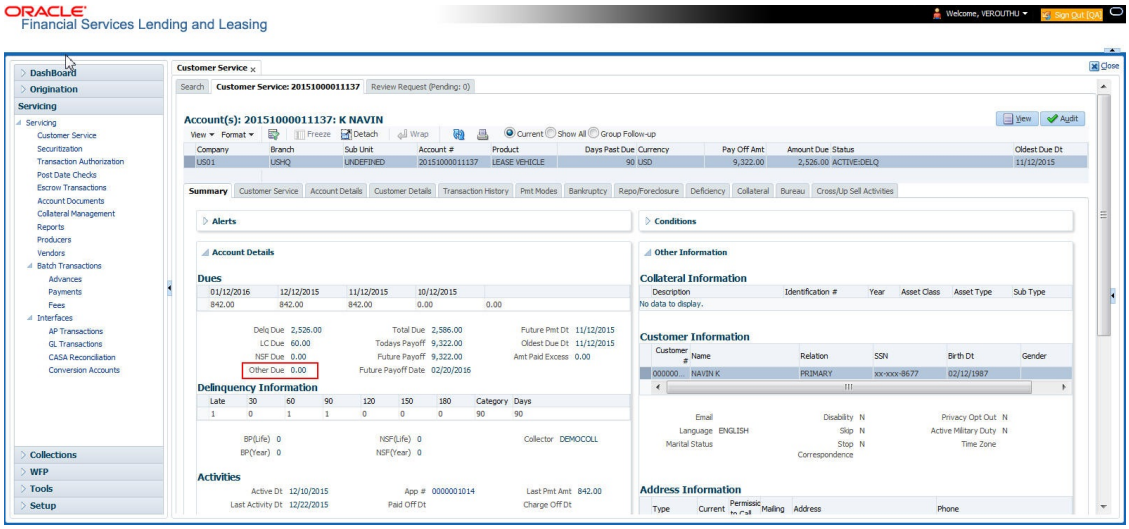
## Figure A-10 Repossession Expenses




## Figure A-11 Repossession Expenses





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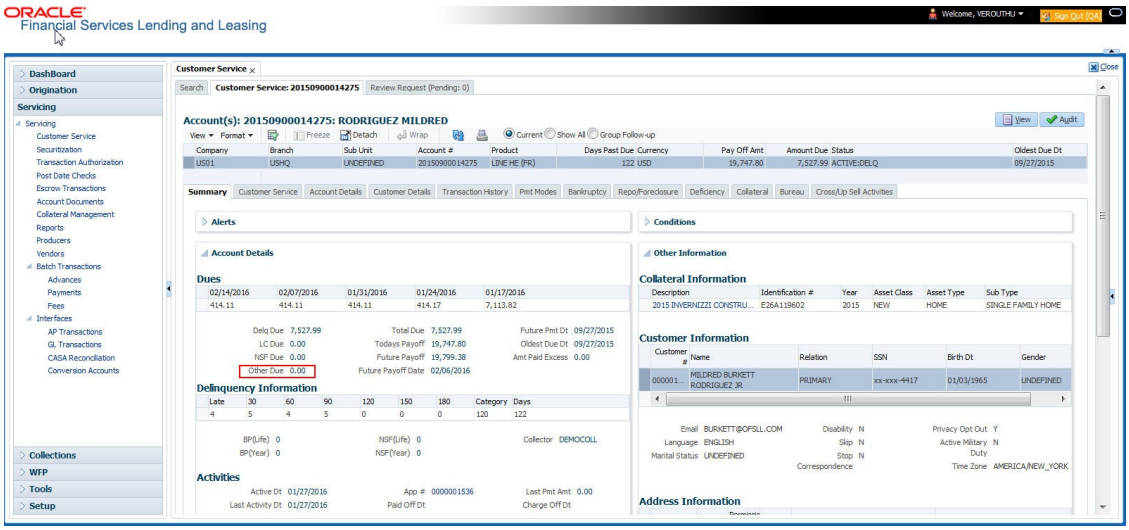
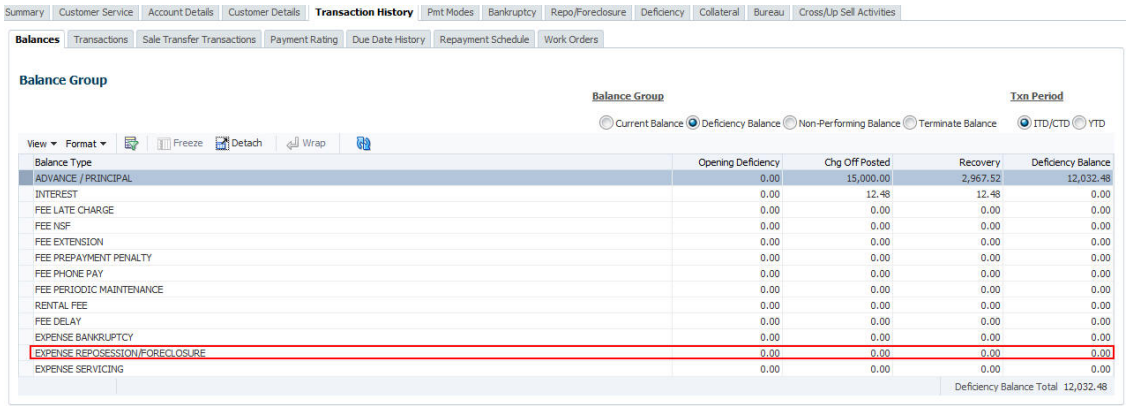
### Figure A-12 Repossession Expenses




The adjustments will also appear in the corresponding column of Customer Service screen's Account Balances screen for EXPENSE REPOSSESSION/FORECLOSURE Balance Type-- Waived, Charged Off, Adjusted (-), or Adjusted (+) -- depending on which of the following transactions you perform.

### Figure A-13 To post a repossession expense




### Table A-8 Repossession expense

| Transaction | Parameters |
|---|---|
| Repossession Expenses | Txn Date Amount |

### Table A-9 To adjust a repossession expense

| Transaction | Parameters |
|---|---|
| Adjustment To Repossession Expenses - Add | Txn Date Amount |
| Adjustment To Repossession Expenses - Subtract | Txn Date Amount |


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**Table A-10 To waive a repossession expense**

| Transaction | Parameters |
|---|---|
| Waive Repossession Expenses | Txn Date Amount |

## A.1.5 Bankruptcy Expenses

Bankruptcy expenses include any costs incurred when an account holder declares bankruptcy, such as legal fees or additional collection costs.

Bankruptcy expenses appear in the Other Due field on the Dues section of Summary tab of Customer Service screen. This is the first screen to appear on the Customer Service screen when you load an account.

**Figure A-14 Bankruptcy Expenses**

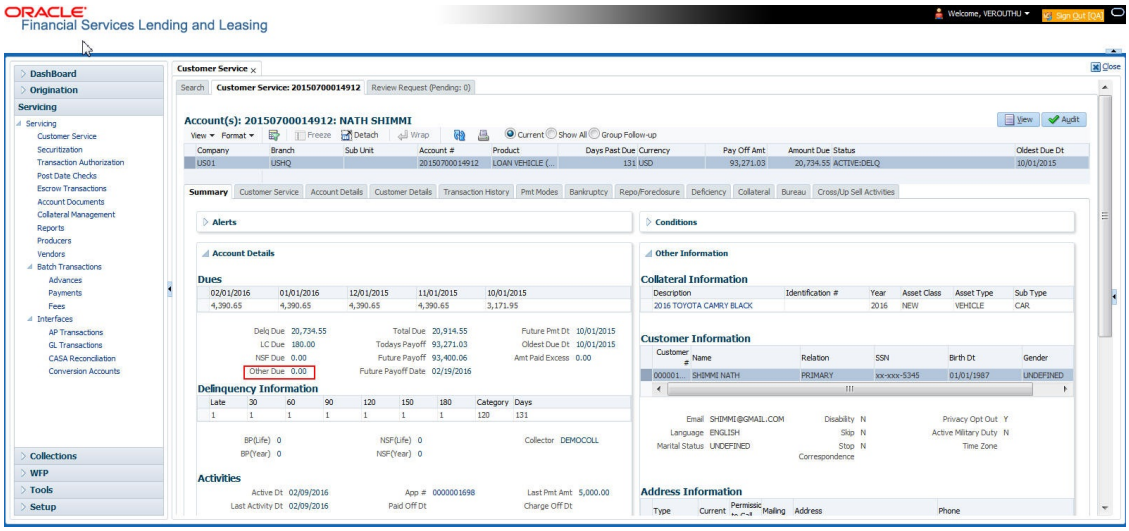
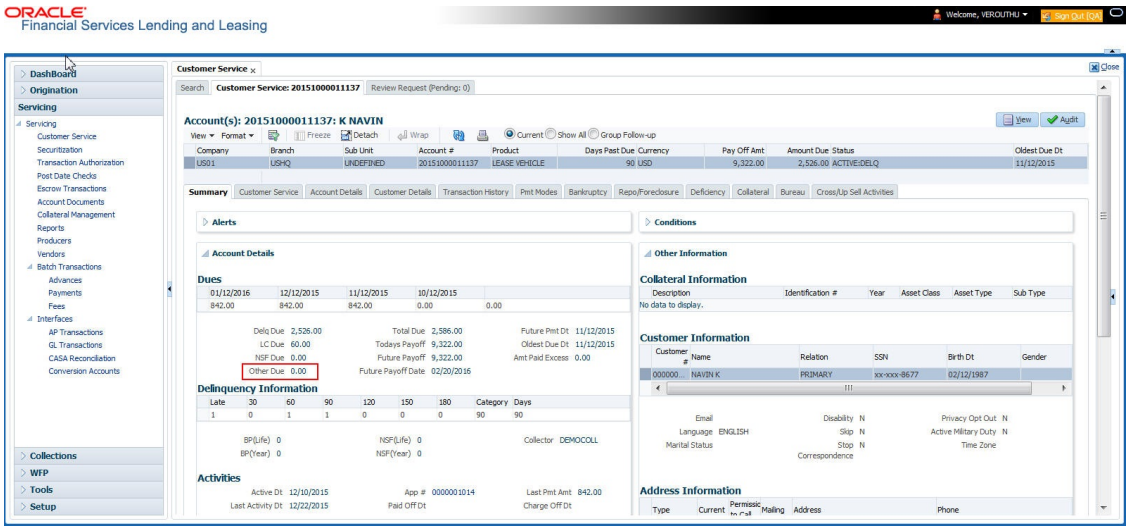



**Figure A-15 Bankruptcy Expenses**





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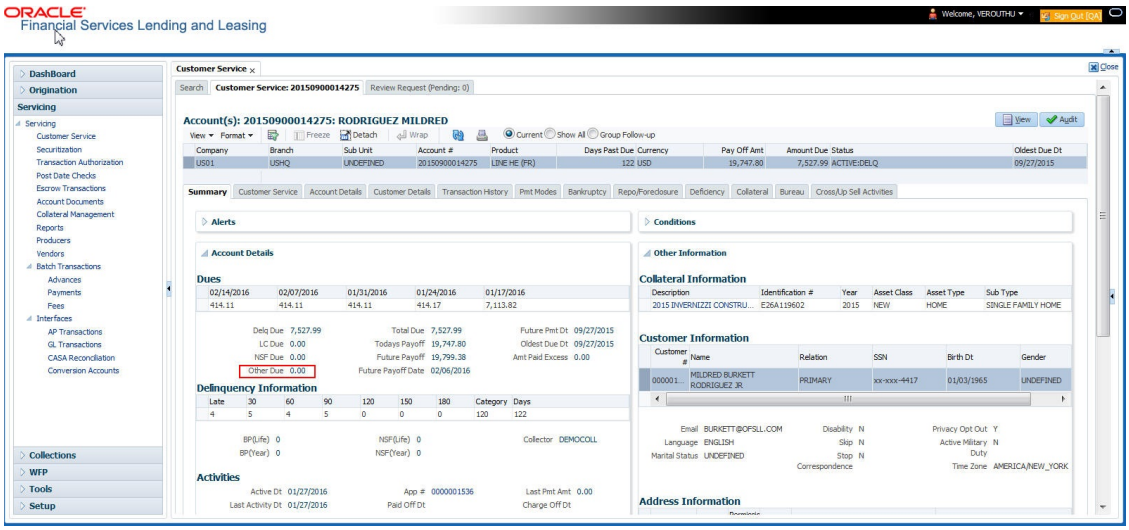
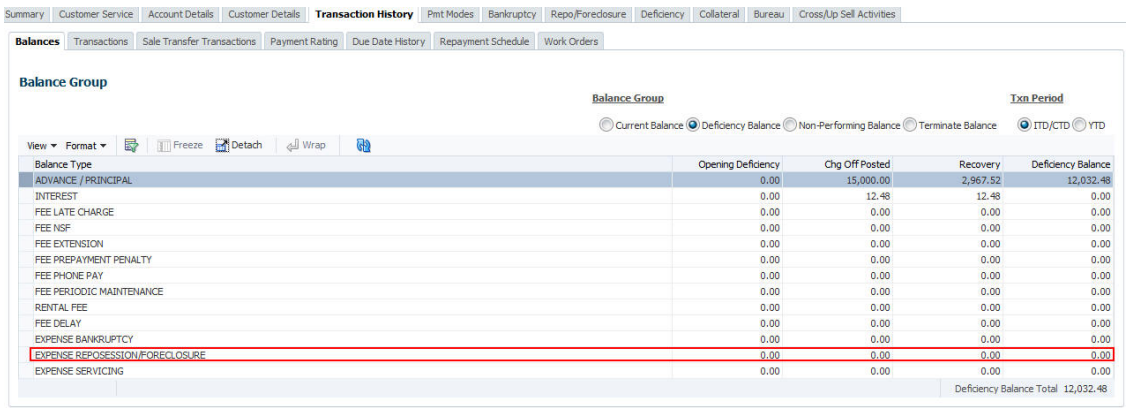
### Figure A-16 Bankruptcy Expenses




The adjustments will also appear in the corresponding column of Customer Service screen's Account Balances screen for EXPENSE BANKRUPTCY Balance Type-- Waived, Charged Off, Adjusted (-), or Adjusted (+) -- depending on which of the following transactions you perform.

### Figure A-17 To post a bankruptcy expense




### Table A-11 Bankruptcy Expenses

| Transaction | Parameters |
|---|---|
| Legal Bankruptcy Expenses | Txn Date Amount |

### Table A-12 To adjust a bankruptcy expense

| Transaction | Parameters |
|---|---|
| Adjustment To Bankruptcy Expenses - Add | Txn Date Amount |
| Adjustment To Bankruptcy Expenses - Subtract | Txn Date Amount |


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**Table A-13 To waive a bankruptcy expense**

| Transaction | Parameters |
|---|---|
| Waive legal Bankruptcy Expenses | Txn Date Amount |

## A.1.6 Phone Pay Fees

Phone pay fees are where a borrower calls the lender and arranges for a debit to their checking or savings account to make a payment on a LoanLine of creditLease account.

Phone pay fees appear in Other Due field on Dues section of the Summary tab of Customer Service screen. This is the first screen to appear on the Customer Service screen when you load an account.

**Figure A-18 Phone Pay Fees**

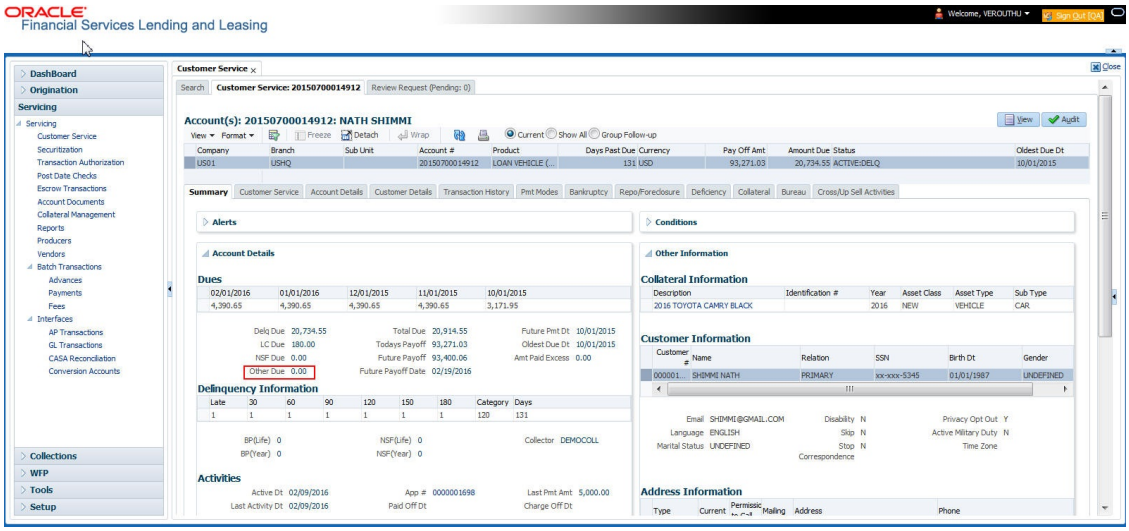


**Figure A-19 Phone Pay Fees**

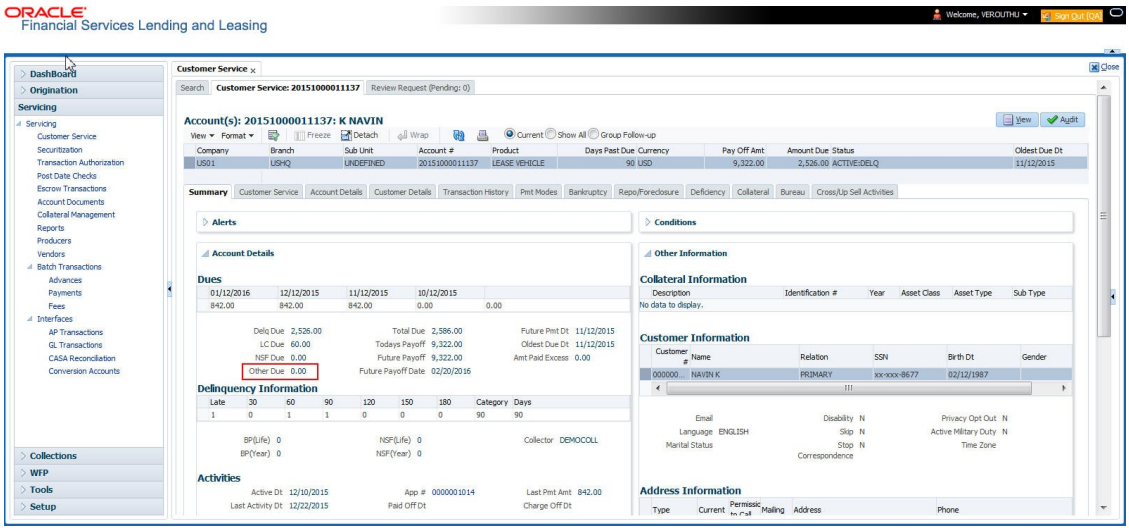



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**Figure A-20 Phone Pay Fees**

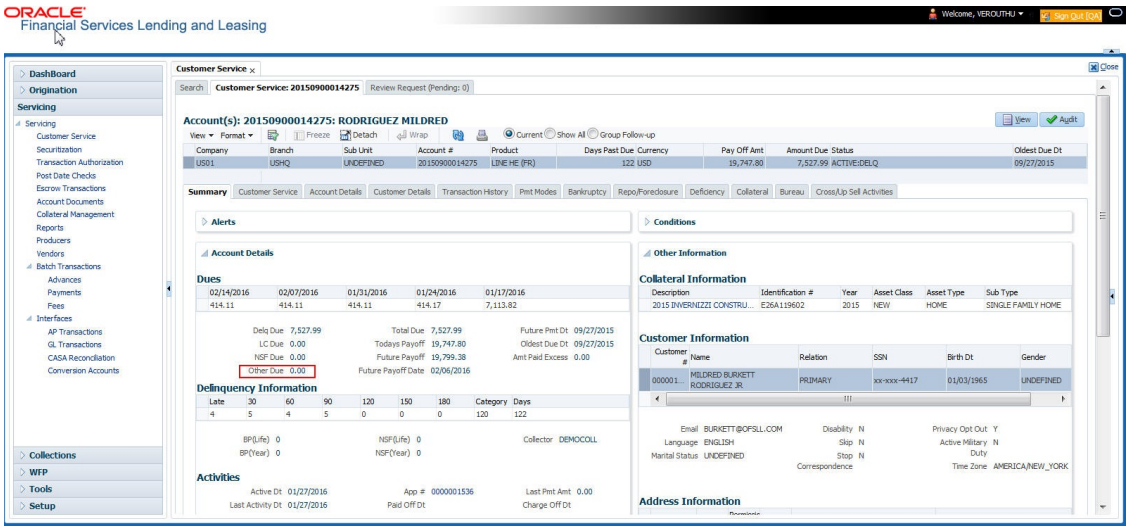


**Table A-14 To adjust a phone pay fee**

| Transaction | Parameters |
|---|---|
| Adjustment to Phone Pay Fee - Add | Txn Date Amount |
| Adjustment to Phone Pay Fee - Subtract | Txn Date Amount |

**Table A-15 To waive a phone pay fee**

| Transaction | Parameters |
|---|---|
| Waive Phone Pay Fee | Txn Date Amount |

# A.1.7 Financed Insurances

In this section, you can do the following:

- Insurance Addition
- Insurance Rebate Quote
- Insurance Cancellation
- Insurance Modification

## A.1.7.1 Insurance Addition

You can add financed insurance to an existing account with the INSURANCE ADDITION transaction. This transaction adds insurance premium amount to advance/principal balance on the LoanLine of creditLease and adjusts the LoanLine of creditLease receivables accordingly. The transaction also triggers the process to re-compute repayment amount for LoanLine of creditLease. After you post the transaction LoanLine of creditLease will be billed for newly computed payment amount and will be considered for delinquencies and fees calculations based on information on the Contract link's Contract screen. The newly added A-22insurance information can be viewed on Customer Service drop-down link's Insurances link.


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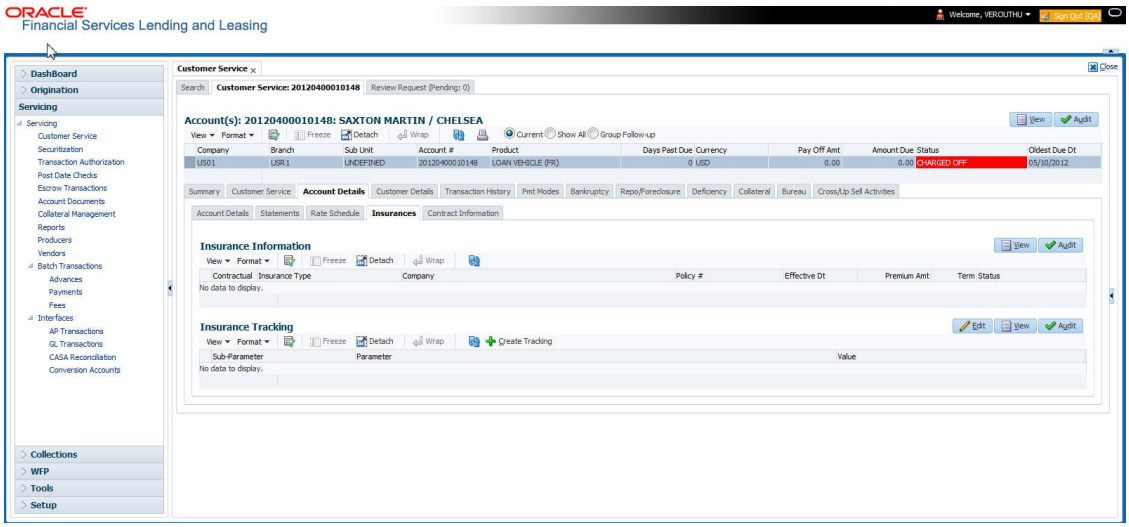
## Figure A-21 Insurance Addition




## Figure A-22 Insurance Addition

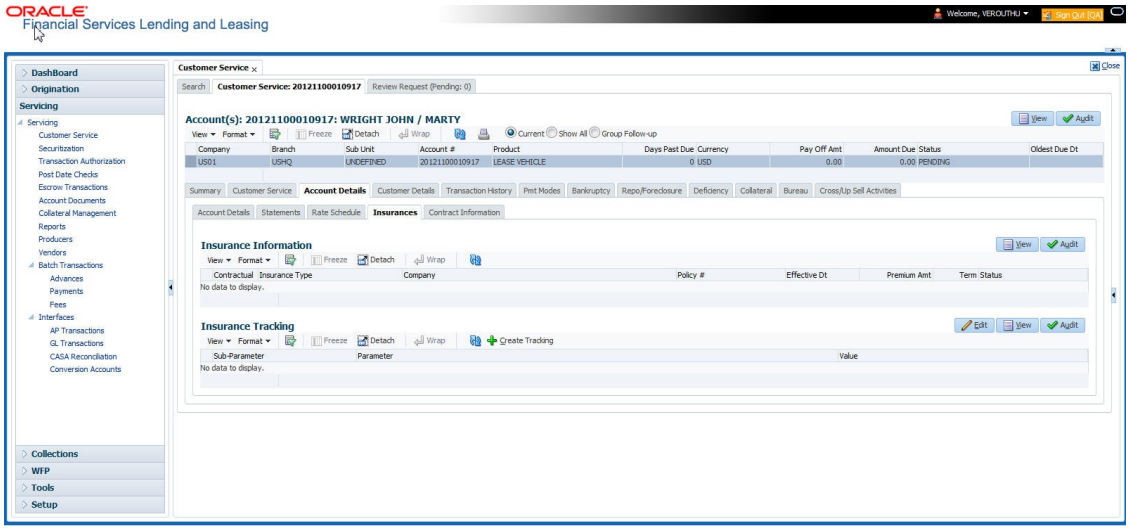




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**Figure A-23 Insurance Addition**

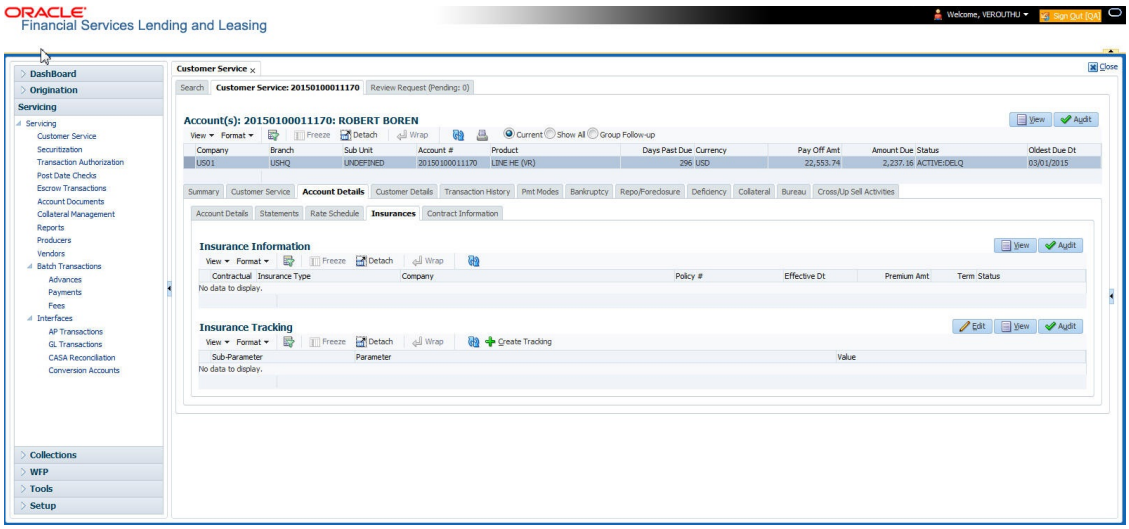


**Table A-16 To add financed insurance**

| Transaction | Parameters |
|---|---|
| Insurance addition | Txn Date |
| | Insurance Type |
| | Single/Joint |
| | Insurance Mode |
| | Insurance Plan |
| | Company Name |
| | Phone #1 |
| | Extn #1 |
| | Phone #2 |
| | Extn #2 |
| | Policy # |
| | Policy Effective Date |
| | Premium Amount |
| | Expiration Date |
| | Primary Beneficiary |
| | Secondary Beneficiary |
| | Comment |

## A.1.7.2 Insurance Rebate Quote

OFSLL supports the option to generated an insurance rebate quote to derive the rebate amount for all the active funded Insurances before canceling an Insurance.

You can generate a rebate quote by posting the monetary transaction ‘COMPUTE INSURANCE REBATE QUOTE’ on an existing account in the Customer Service > Maintenance screen.


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**Figure A-24 Insurance Rebate Quote**

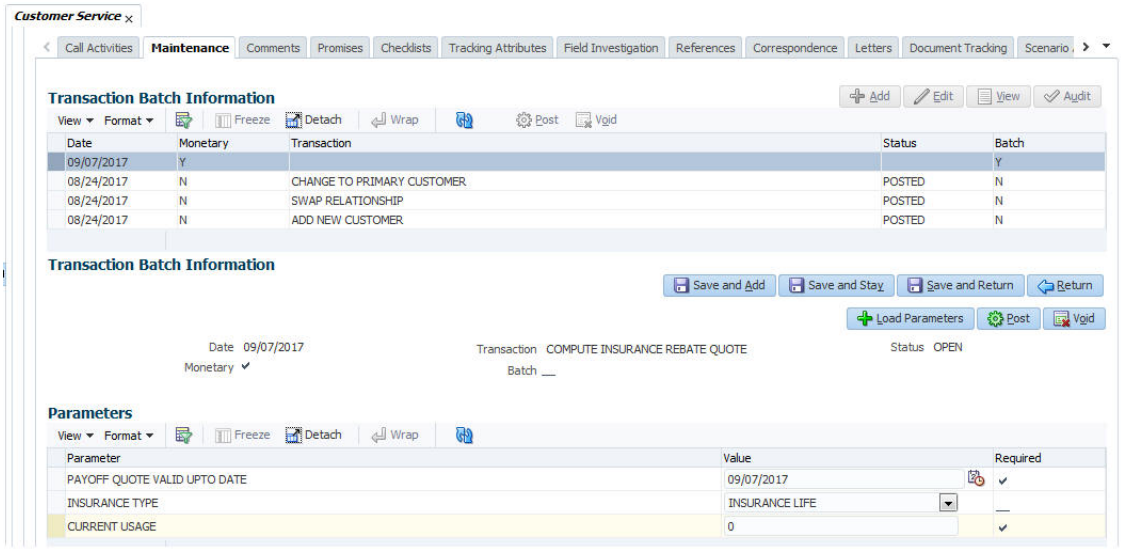


**Table A-17 Insurance Rebate Quote**

| Transaction | Parameters |
|---|---|
| COMPUTE INSURANCEREBATE QUOTE (Lease) | PAYOFF QUOTE VALID UPTO DATE |
| | INSURANCE TYPE |
| | CURRENT USAGE |

The same transaction can also be posed to generate a backdated / future dated Insurance Rebate quote.

Note the following:

- If you enter a value for **Current Usage** parameter (instead of leaving it as zero), system computes the rebate amount using the Pro Rata (Mileage) method. However system also calculates the rebate amount using **Refund Calculation Method** and considers the minimum value out of both.
- Insurance Rebate quote can also be generated on premium amount for funded insurance (specified in Origination > Funding > Contract > Insurances) while originating LoanLease applications.

The Rebate amount is displayed in Results section of Maintenance screen.

## A.1.7.3 Insurance Cancellation

You can cancel financed insurance on an existing account with the INSURANCE CANCELLATION transaction. When you post this transaction, the system computes premium refund amount based on the refund method associated with insurance item.

**Table A-18 To cancel a financed insurance**

| Transaction | Parameters |
|---|---|
| Insurance Cancellation | Txn Date |


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**Table A-18 (Cont.) To cancel a financed insurance**

| Transaction | Parameters |
|---|---|
| | Insurance Type |
| | Policy Effective Date |
| | Insurance Refund Amount |
| | Cancellation Reason |
| | Current Usage |

If you enter a value for INSURANCE REFUND AMOUNT parameter, the system overrides calculated refund amount and adjusts advance/principal balance and LoanLine of creditLease receivables accordingly. The INSURANCE CANCELLATION transaction re-computes the repayment amount for LoanLine of creditLease based on remaining balances. After posting the transaction, LoanLine of creditLease will be billed for newly computed payment amount according information on the Contract tab's Contract sub tab. The insurance cancellation information can be viewed on the Contract link's Insurances sub screen.

Also if you enter a value for **Current Usage**, system computes the rebate amount using the Pro Rata (Mileage) method. However system also calculates the rebate amount using **Refund Calculation Method** and considers the minimum value out of both.

### A.1.7.4 Insurance Modification

You may rectify possible errors resulting from incorrect information entered on the INSURANCE ADDITION transaction (such as an incorrect premium account) with the monetary transaction INSURANCE MODIFICATION.

When you post the INSURANCE MODIFICATION transaction, Oracle Financial Services Lending and Leasing re-computes the repayment amount using new premium amount and adjusts advance/principal balance on LoanLine of creditLease and LoanLine of creditLease receivables.

**Table A-19 To modify financed insurance information**

| Transaction | Parameters |
|---|---|
| Insurance Modifications | Txn Date |
| | Insurance Type |
| | Policy Effective Date |
| | Premium Amount |

## A.1.8 Index/Margin Rates

You can change the current Index Rate type (i.e. Prime Rate or Flat Rate) and increase or decrease or even replace the current Margin Rate of a variable rate LoanLine of creditLease up to the required basis points using the INDEX / MARGIN RATE CHANGE monetary transaction. However, changing the depreciation rate or margin rate is supported only for **Interest Rate** type of lease calculation method.


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**Table A-20 To change an index/margin rate**

| Transaction | Parameters |
|---|---|
| INDEX / MARGINRATE CHANGE | TXN DATE - Select the date from adjoining calendar. |
| | INDEX - Select from the drop-down list as either Prime Rate or Flat Rate. |
| | MARGIN RATE - Specify the Margin Rate. |
| | REASON - Specify additional information (if any). |
| | TXNS ADJUSTMENT TYPE - Select one of the following transaction adjustment type from the drop-down list:<br>ACTUAL - Select this option to replace the existing Margin Rate with the current specified Margin Rate.<br>INCREASE - Select this option to add the current specified Margin Rate to the existing Margin Rate.<br>DECREASE - Select this option to reduce the current specified Margin Rate from the existing Margin Rate. However, note that reduction is permitted only up to existing Margin Rate and system displays an error if the current specified Margin Rate is greater than the existing Margin Rate. |
| | AUTO POST CHANGE PAYMENT - Select either YES or NO from the drop-down list.<br>If there is a change in Margin Rate and this option is selected as YES, then system automatically posts CHANGE PAYMENT AMOUNT transaction along with RATE CHANGE transactions on the account. Behavior of the CHANGE PAYMENT transaction follows the RATE CHANGE batch job behavior.<br>If there is a change in Margin Rate and this option is selected as NO, then system posts only RATE CHANGE transactions on the account.<br>However note that this indicator is applicable to accounts funded with products of type **Interest Bearing Loans** and Reschedule Method as **Change Payment**. |

On clicking **Post** system posts RESCHEDULE_INDEX monetary transaction to change the Index and Margin Rates. However, note that the **Auto Post Change Payment** transaction changes the payment amount **only if** the new calculated amount is greater than the old value.

For lease accounts, any rate changes (either variable rate or transaction posting rate) are controlled by the limits (values) defined for **Payment Caps** and **Rate Cap & Adjustments** in Setup > Lease Contract screen.

On successful posting of transaction, the counters in Account Details and Summary screen are updated. Also a letter of intimation is generated for correspondence by the scheduled batch LCSTXN_BJ_121_01 (LETTER FOR LEASE MONETARY TXNS) which consists of rescheduled lease contract terms indicating Transaction Date, old and new Index Rate, Margin Rate and Reason.


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You can also reverse the rate change by posting **Rate Change Reversal** transaction and revert to old rate. If there are any payment(s) received before reversal, the same is adjusted to due buckets based on due amount. However, on reversal letter is not generated and has to be manually intimated.

## A.1.9 Payoff Quotes

A payoff quote is the amount still owed on account or amount needed to satisfy the LoanLine of creditLease. It can be generated anytime and may be requested during a call from a customer, dealer, or insurance agent. A payoff quote can either be generated for current or future date, but not on a back date.

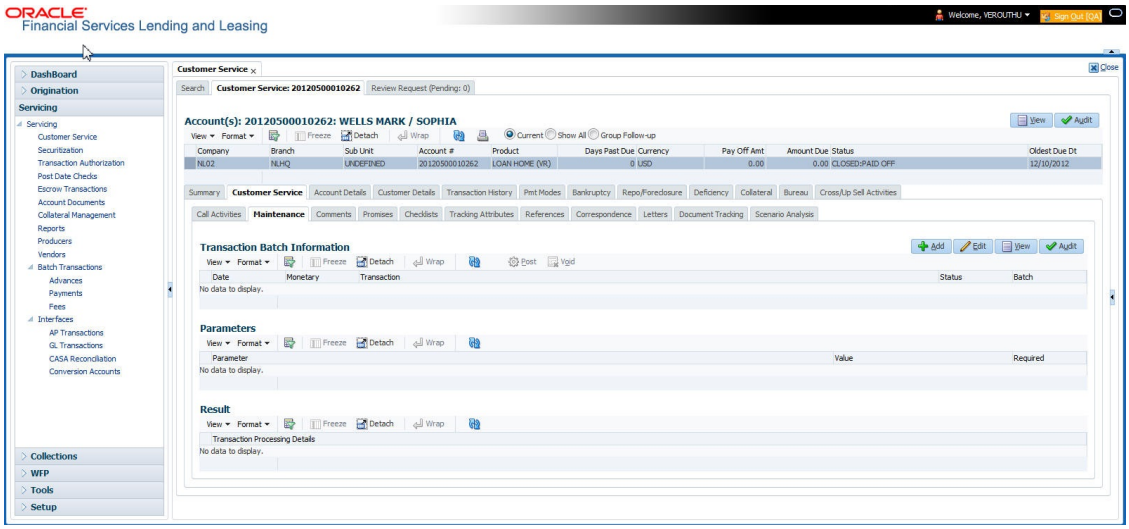
You can post payoff quote during the life of a Rental/Usage Rental Lease based on following conditions:

- If payoff quote is posted before maturity date, system calculates the early closure charges till the payoff valid up-to date using the available base Rental Charge Matrix.
- If payoff quote is posted after last due date or maturity date, system calculates the unbilled rental charges till the payoff valid up-to date using the available excess Rental Charge Matrix. Similarly, for usage based lease contracts, system calculates unprocessed usage history records and displays the amount in Unbilled Usage Charges.

The new balances types are displayed in the transaction result section.

The transaction processing details and new balances after posting payoff quote appears in Results section of Maintenance screen.

**Figure A-25 Payoff Quotes**





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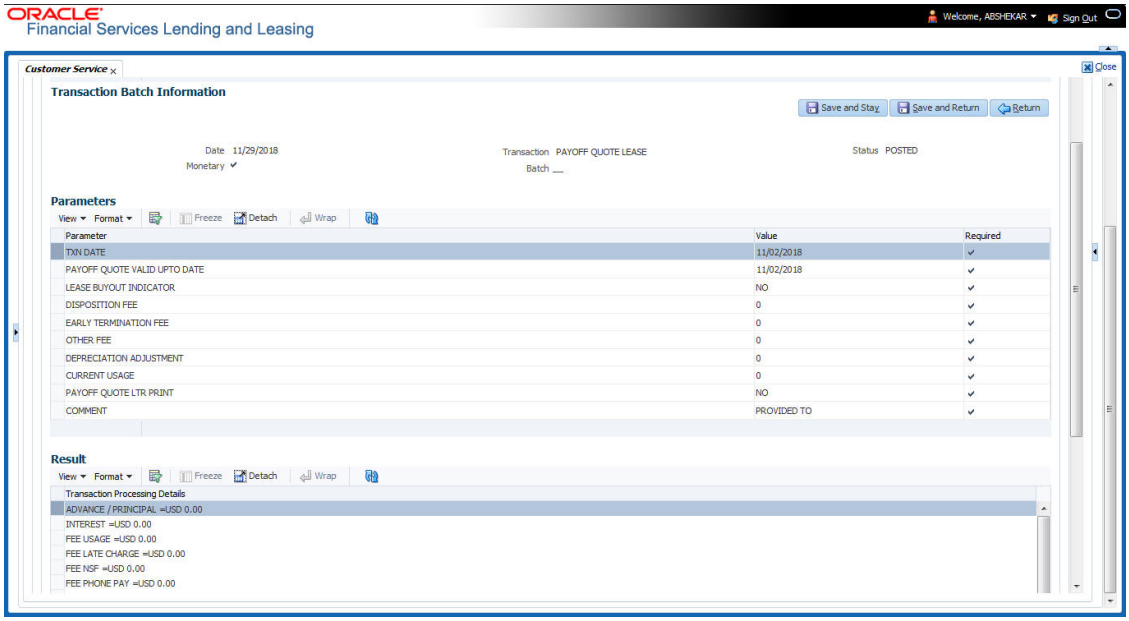
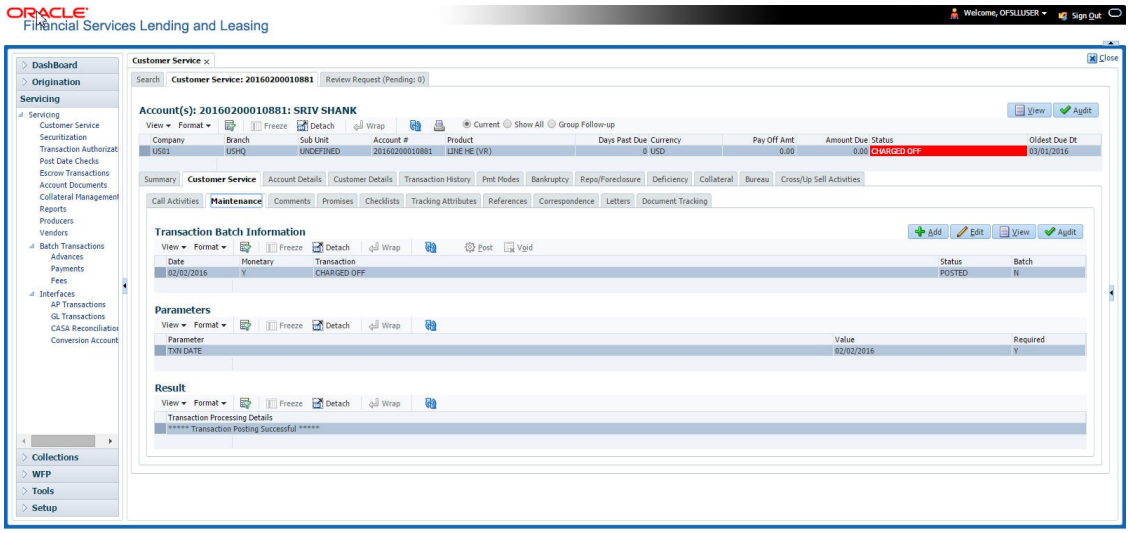
## Figure A-26 Payoff Quotes




## Figure A-27 Payoff Quotes




## Table A-21 To generate a payoff quote for an account

| Transaction | Parameters |
|---|---|
| PAYOFF QUOTE | TXN DATE |
| | PAYOFF QUOTE VALID UPTO DATE |
| | ASSESS PAYOFF QUOTE FEE |
| | PAYOFF QUOTE LTR PRINT |
| | COMMENT |


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**Table A-22 To generate a payoff quote for an account**

| Transaction | Parameters |
|---|---|
| PAYOFF QUOTE LEASE | TXN DATE |
| | PAYOFF QUOTE VALID UPTO DATE |
| | LEASE BUYOUT INDICATOR |
| | DISPOSITION FEE |
| | EARLY TERMINATION FEE |
| | OTHER FEE |
| | DEPRECIATION ADJUSTMENT |
| | CURRENT USAGE |
| | ASSESS PAYOFF QUOTE FEE |
| | PAYOFF QUOTE LTR PRINT |
| | COMMENT |

## A.1.10 Backdated Payoff Quotes

OFSLL supports generating a backdated payoff quote to identify the total balance amount owed on account to satisfy the Loan as of a specific bankruptcy petition file date. Backdated Payoff quote can be generated anytime in the system and may be requested during a call from a customer, dealer, or insurance agent or a government official.

To generate Backdated Payoff quote, post the below monetary transaction by specifying the bankruptcy date or any other date which is before the current system date.

**Table A-23 Backdated Payoff Quotes**

| Transaction | Parameters |
|---|---|
| BACKDATED PAYOFF QUOTE | Payoff Quote Valid Up To Date |
| | Assess Payoff Quote Fee |
| | Payoff Quote Ltr Print |
| | Comment |

The Backdated payoff quote appears in Results section of Maintenance screen.

## A.1.11 Account Paidoff

An account is automatically paid off or marked for payoff processing by the system with a batch transaction when the account balance is $0.00. You can also manually payoff an account with the Maintenance screen. You can also pay off an account using the Consumer Lending (Advance and Payment) form. For more information, see the **Advances** and **Payments** sections in Batch Transaction chapter in Servicing user guide.

When you payoff an account, the system changes the account's status to PAID OFF. The date the account was paid off appears in Activities section's Paid Off Dt field on Account Details screen.


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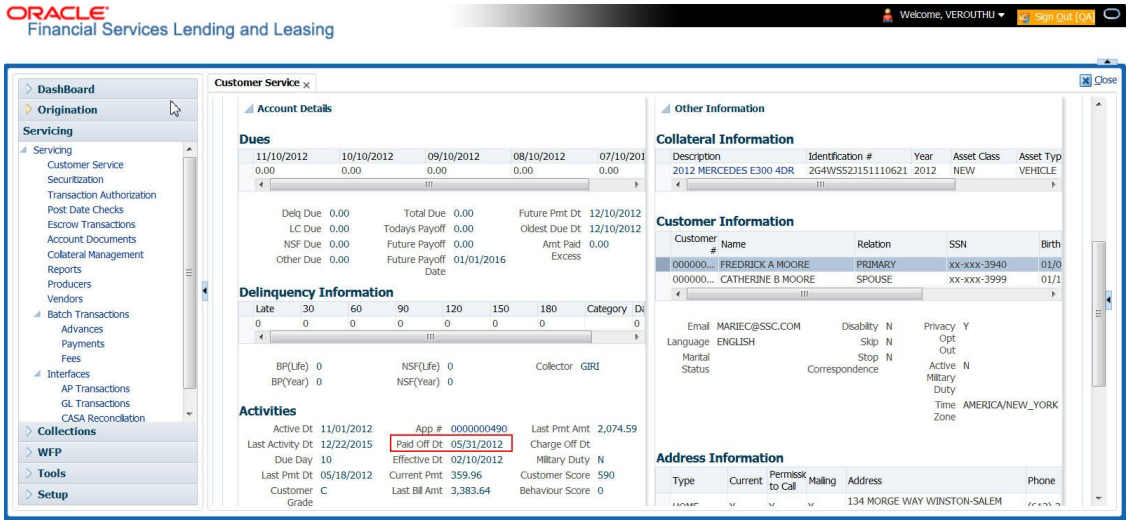
**Figure A-28 Account Paidoff**




The system also notes the amount of the principal that was waived when account was paid off in the Waived column on Account Balances screen.

**Table A-24 To pay off an account**

| Transaction | Parameters |
|---|---|
| Paid off | Txn Date |

If you reverse the payoff payment using Customer Service form, then the pay-off is automatically reversed. The system changes the account's status from PAID OFF to ACTIVE when you refresh the account.

## A.1.12 Account Charge Off

Charging off an account refers to when a lender decides to take a loss on an account, signalling that attempts to recover the LoanLine of creditLease have failed. In calculating a charge off, the system considers the total compensation amount (up front compensation plus remaining compensation amount). It is different from the waive off process since a waive off is a concession offered to the customer on payment of some component, such as a late fee. The repayment of the original LoanLine of creditLease still continues in waive off process.

When you charge off account, the system changes the status to CHARGED OFF. The balance on the account appears on Customer Service form's Balance screen when you choose Deficiency Balance in the Balance Group section.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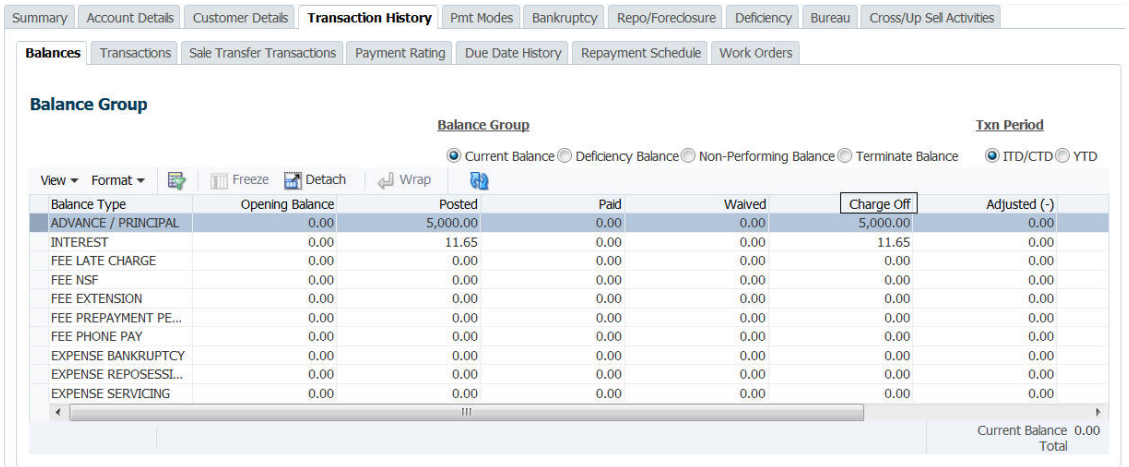
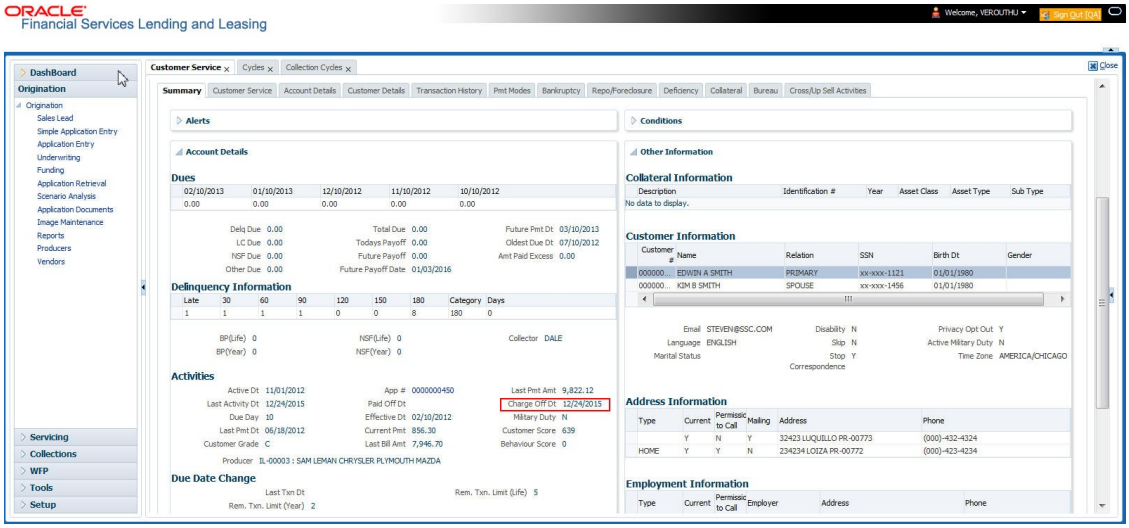
### Figure A-29 Account Charge Off




The date of the charge off appears on Account Details screen in Activity section's Chargeoff Dt field.

### Figure A-30 Account Charge Off




However, you can select the **Do Not Auto Charge Off** condition to ignore few account conditions, for the charge-off processing batch job. When an account is marked with the condition DO NOT CHARGE OFF, then batch job will not pick the account for charge off processing.

You can add **Do Not Auto Charge Off** condition in addition to the already existing condition.

You can post CHARGED OFF transaction on the entire hierarchy of Associated/Linked Accounts along with the Master Account i.e. if CHARGED OFF is initiated from an Associated/ Linked account, system can post CHARGED OFF on all ACTIVE associated/linked accounts in the hierarchy along with the Master Account.

However, note that you can post CHARGED OFF on Master Account only if Associated Accounts are in TRADED, VOID, TERMINATE, PAID, and CHGOFF status.


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**Table A-25 To charge off an account**

| Transaction | Parameters |
|---|---|
| Charged Off | TXN DATE |
| | PROCESS MASTER ACCOUNT |
| | PROCESS SAME PRODUCT TYPE AND FUNDING TYPE ACCOUNTS |
| | PROCESS MASTER ASSOCIATED ACCOUNTS |
| | PROCESS SAME SALES ORDER NBR ACCOUNTS |

While posting the transaction,

- If PROCESS MASTER ACCOUNT is selected as **YES**, then CHARGE OFF transaction is automatically posted to corresponding Master Account. If selected as **No**, then CHARGE OFF transaction is posted to current account and its Linked account.
- If Master Account has multiple Linked and Associated Accounts with status TRADED, VOID and Account Close Indicator =N, then system displays an error indicating **Invalid status for Associated Accounts**.
- If PROCESS SAME PRODUCT TYPE AND FUNDING TYPE ACCOUNTS is selected as **Yes**, then CHARGE OFF transaction is automatically posted to accounts belonging to same product type and selecting **No** posts the transaction to ALL accounts. However, this parameter has no relevance if the **Process to Master Account** is not set to **Y**.
- If PROCESS MASTER ASSOCIATED ACCOUNTS is selected as **Yes**, then CHARGE OFF transaction is automatically posted to all Associated Accounts under the Master Account and selecting **No** posts extension only to current account.
- If PROCESS SAME SALES ORDER NBR ACCOUNTS is selected as **YES**, then transaction is automatically posted to all corresponding account(s) which are having the same Sales Order number as that of current account where this transaction is being posted. However before posting, system considers the value defined for other parameters. See section, Processing with Combination of Transaction Parameters.

Note that during reversal of a CHARGED OFF transaction on hierarchy of Associated/Linked Accounts, ensure that Master Account is in ACTIVE status. Else, system restricts posting Reversal of a CHARGED OFF transaction for an Associated Account and displays an error indicating ‘CHARGED OFF cannot be reversed - Master Account must be in ACTIVE status’.

## A.1.13 Account Closure

The system automatically closes an account when its status changes from ACTIVE status to PAID or VOID. It is manually closed if it has status as CHARGE OFF. Accounts marked as CLOSED are not processed and after a period of time are purged from Oracle Financial Services Lending and Leasing.


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**Figure A-31 Account Closure**

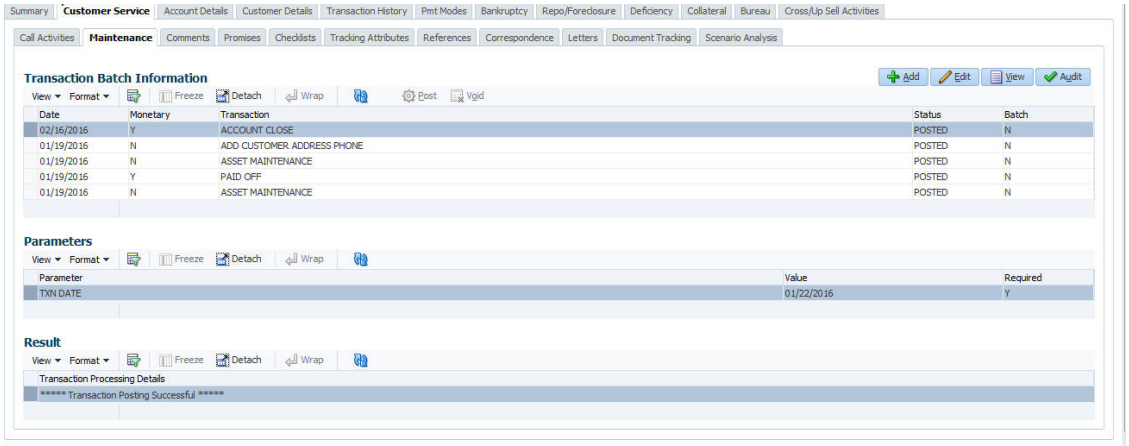


**Table A-26 To close an account**

| Transaction | Parameters |
|---|---|
| Account Close | Index Txn Date |

# A.1.14 Advance (Principal) Balance

The advance (or principal) balance is posted automatically when you fund the contract on Funding screen. You are not allowed to post the advance with Customer Service screen. However, you can waive, charge off or adjust the advance or principal.

The adjustments will appears in the corresponding column of Customer Service screen's Account Balances sub tab for ADVANCE / PRINCIPAL Balance Type -- Waived, Charged Off, Adjusted (-), or Adjusted (+) -- depending on which of the following transactions you perform.

**Figure A-32 Advance (Principal) Balance**

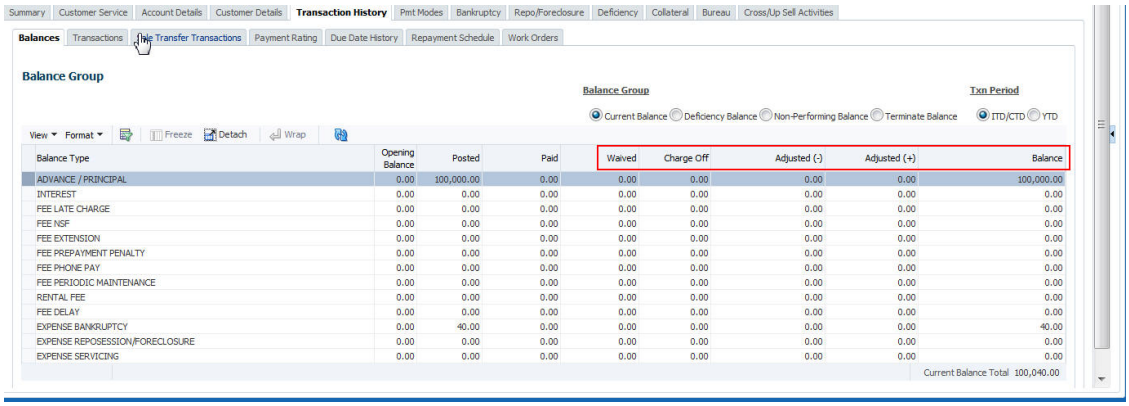



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**Table A-27 To adjust the advance/principal balance**

| Transaction | Parameters |
|---|---|
| Adjustment To Advance/Principal - Add | Txn Date Amount |
| Adjustment To Advance/Principal - Subtract | Txn Date Amount |

**Table A-28 To charge off the advance/principal balance**

| Transaction | Parameters |
|---|---|
| Chgoff Advance/Principal | Txn Date Amount |

**Table A-29 To waive the advance/principal balance**

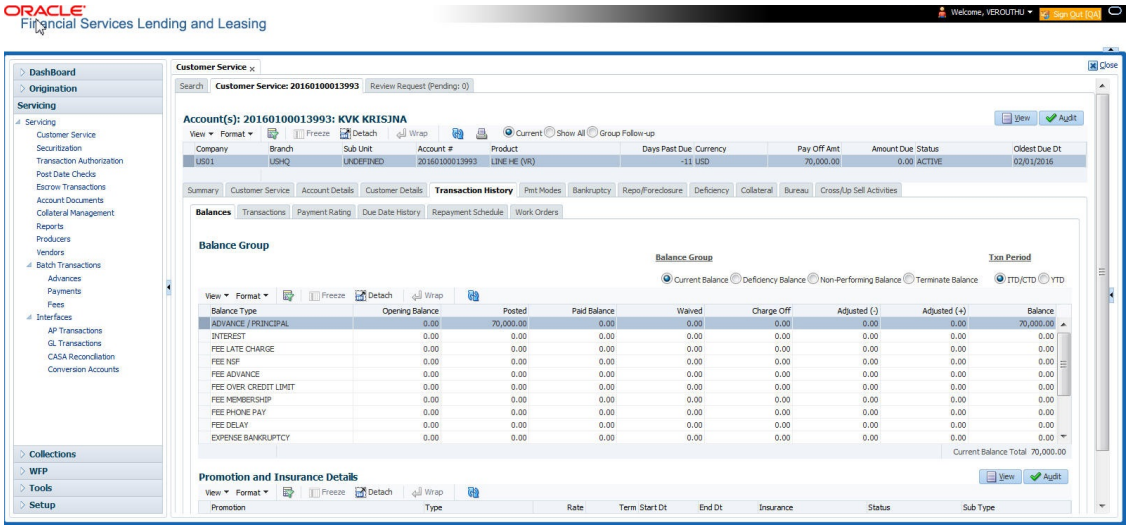
| Transaction | Parameters |
|---|---|
| Waive Advance/Principal | Txn Date Amount |

## A.1.15 Interest

The interest is accrued or posted automatically when you post the payment on Advance screen's Advance Entry tab. You cannot post the interest in the Customer Service screen; however, you can adjust or waive interest.

The adjustments will appears in the corresponding column of Customer Service form's Account Balances screen for INTEREST Balance Type-- Waived, Adjusted (-), or Adjusted (+) -- depending on which of the following transactions you perform.

**Figure A-33 Interest**





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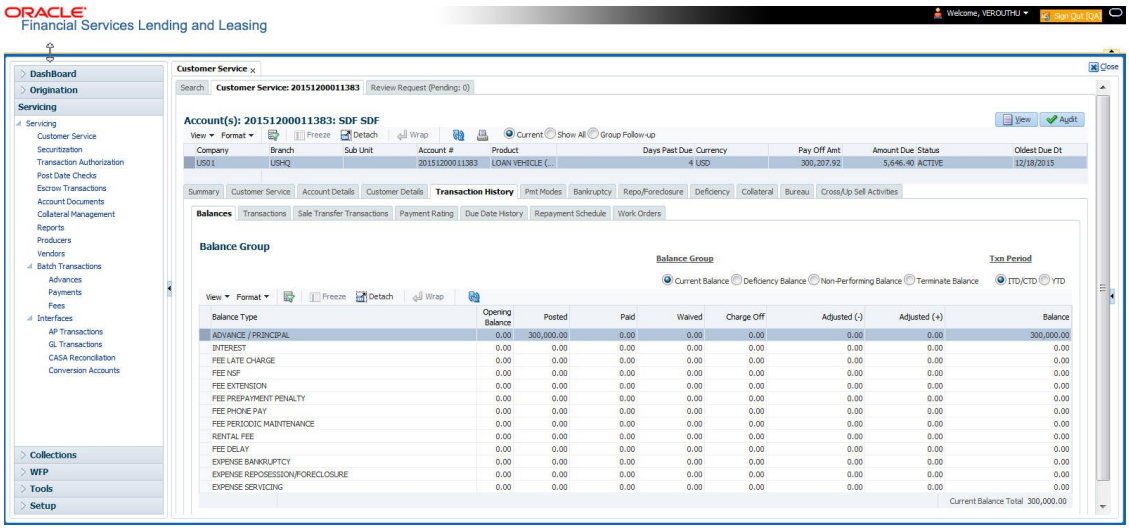
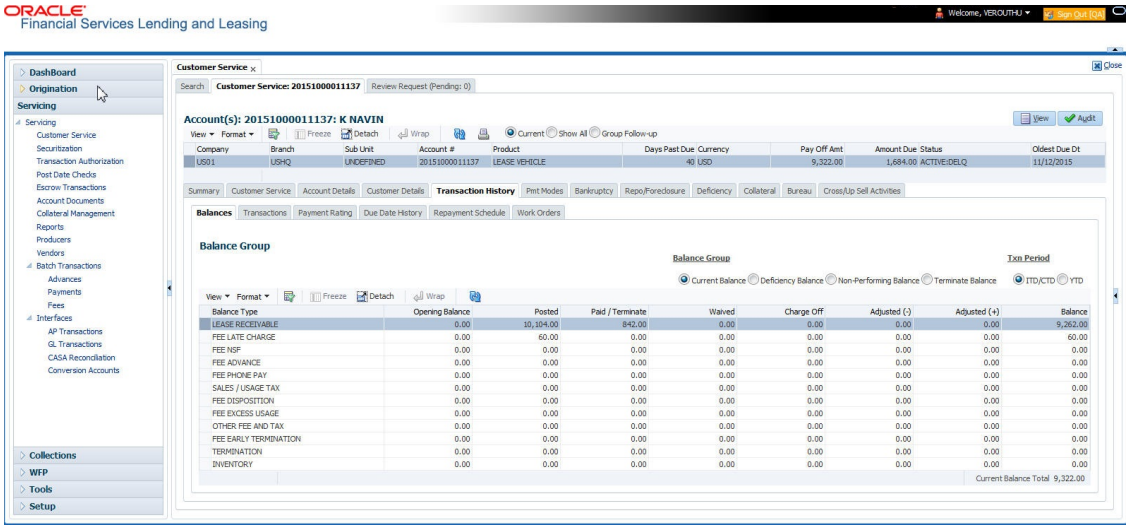
## Figure A-34 Interest




## Figure A-35 Interest




## Table A-30 To adjust the interest

| Transaction | Parameters |
|---|---|
| Adjustment To Interest - Add | Txn Date Amount |
| Adjustment To Interest - Subtract | Txn Date Amount |

## Table A-31 To waive the interest

| Transaction | Parameters |
|---|---|
| Waive Interest | Txn Date Amount |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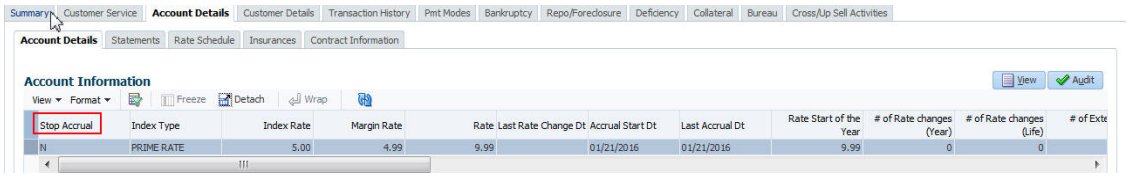
# A.1.16 Interest Accrual

You can start or stop interest accrual on a LoanLine of creditLease.

On the LoanLine of creditLease Details screens, Stop Accrual box is selected in Interest and Accruals section.

**Figure A-36 Interest Accrual**




To remove Stop Accrual indicator, post the start ACCURAL transaction.

**Table A-32 To start interest accrual for an account**

| Transaction | Parameters |
|---|---|
| Start Accrual | Txn Date |

On successfully posting 'Start Accrual' transaction, system does the following:

- Closes 'Stop Accrual' condition and 'Stop Billing' condition if it is OPEN on the account.
- Start billing from the date of last bill that is supposed to generate (Catch-up).
- Generate separate bills and statements for each billing cycle progressively from the point where it was not generated.

**Table A-33 To stop interest accrual and billing for an account**

| Transaction | Parameters |
|---|---|
| Stop Accrual | Txn Date |
| | STOP BILLING<br>By default the value is N. |

When stop accrual transactions is posted, system ensures the following:

- Suspend billing
- Revenue recognition stops and resumes after billing has resumed and from where it had stopped
- Non-accrual or re-accrual transactions are not posted to affect maturity date.
- If non-accrual transaction is posted in middle of billing cycle, the contract is flagged for non-accrual from next billing cycle.


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**Table A-34 System behavior during Stop Account Stop billing**

| Product | Accrual Type | Stop Accrual | Stop Billing | Stop TAM (outcome) | Stop Billing (outcome) |
|---|---|---|---|---|---|
| Loan/Lease | IBL | Y | Y | Y | Y |
| Loan/Lease | Amortized | Y | N | Y | N |
| Loan/Lease | Amortized | Y | Y | Y | Y |

## A.1.17 Active Military Duty

The Servicemembers Civil Relief Act of 2003 (SCRA), formerly known as the Soldiers and Sailors Civil Relief Act of 1940 (SSCRA), is a federal law that gives military members some important rights as they enter active duty military service. The law is designed for active duty military personnel and reservists (and their spouse -- if applicable for joint credit accounts) to receive, as a result of military service economic hardship(s), an interest rate reduction (currently at 6.000%) for certain consumer and mortgage-related debt that was incurred prior to entering military service, for the period of time that the servicemember is on active duty. Under the law, the term's interest includes service charges, renewal charges, fees, or any other charges (except bona fide insurance) with respect to an obligation or liability. The law also provides protection against certain legal actions during the term of active duty military service. The SCRA function is currently available in the system for simple interest LoanLine of credit.

Any account that has been identified under SCRA requirements as eligible for the allowable benefits of active military duty for its primary borrower/spouse will have a new interest rate calculation based upon the 6.000% limit set by the SCRA. However, this change is subject to exception in case of accounts that already have an interest rate less than 6.000%. In such cases, the original interest rate that is less than 6.000% will continue.

**To indicate that a borrower is on active military duty**

**Table A-35 Borrower On Military Duty**

| Transaction | Parameters |
|---|---|
| Borrower On Military Duty | Txn Date |
| | Borrowers Relation With Account |
| | Active Duty Order Reference |

After you post this transaction, the Military Duty box (Account Details screen Activities section) and Active Military Duty box (Customer Details screen Military Service section) are selected. Oracle Financial Services Lending and Leasing changes the condition of the account to ON ACTIVE DUTY. Details of the transaction appear in the Military Services section on Customer Details screen.


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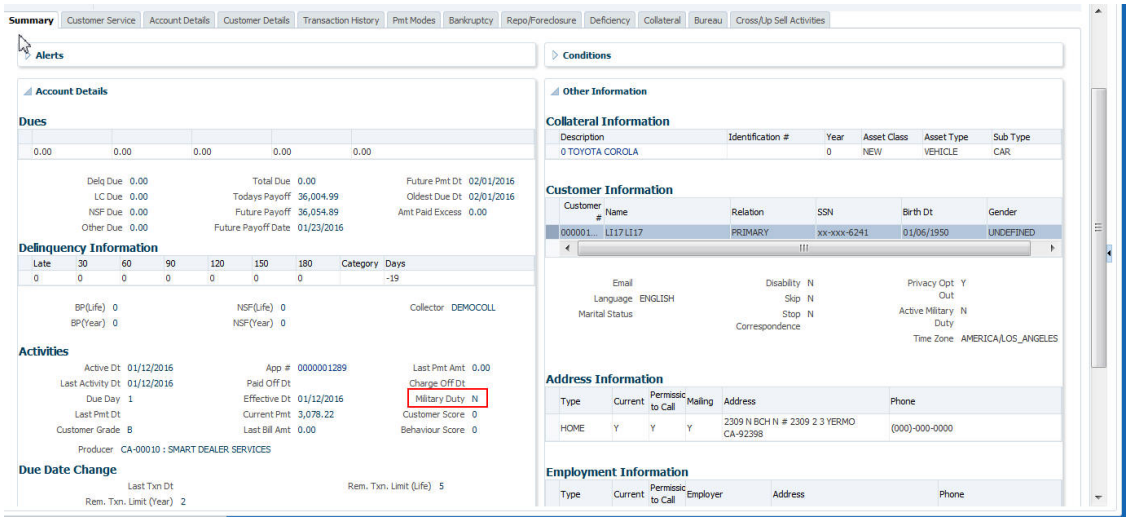
**Figure A-37 Active Military Duty**




If the interest rate was greater than 6%, Oracle Financial Services Lending and Leasing will change the rate to 6% and adjust the payment accordingly. The CHANGE PAYMENT AMOUNT and RATE CHANGE transactions on the Transactions screen.

While posting an SCRA transaction for a borrower who is on **Active Military Duty**, system processes a lower payment amount regardless of prior payment history.

**To indicate the payment parameters when the borrower is on active military duty**

**Table A-36 Borrower on Military Duty**

| Transaction | Parameters |
|---|---|
| Borrower On Military Duty, Parameter Name - CUST_ON_MLTRY_DUTY | Txn Date |
| | Borrowers Relation With Account |
| | Active Duty Order Reference |
| | Payment Calculation Method |
| | Rate |
| | Override Rate |

The Payment Calculation Method has the following options in drop-down list for selection:

- **Outstanding Balance & Term** - System calculates the new payment amount using Outstanding Principal, SCRA Rate, Remaining Term.
- **Contract Balance & Term** - System calculates the new payment amount using Contract principal, SCRA Rate, Contract Term.


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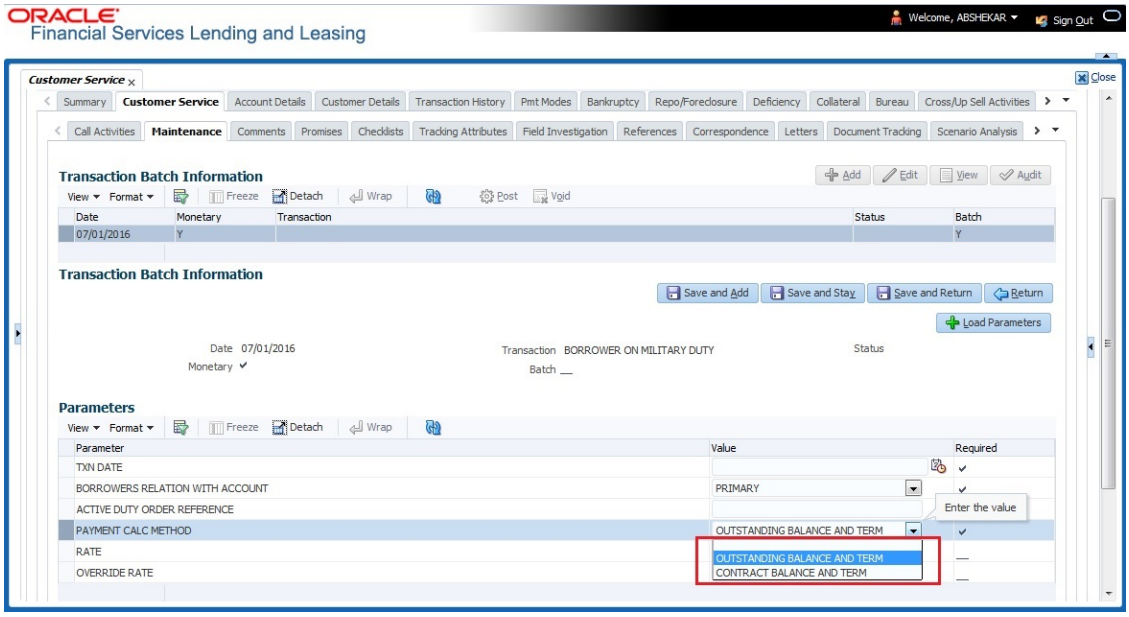
**Figure A-38 Active Military Duty**




> **Note**
>
> If the borrower is delinquent during the life of loan, any outstanding balance would be paid along with last installment amount.

### OFF-Military Duty

If the borrower is off-military duty, the transaction ‘BORROWER OFF MILITARY DUTY’ is posted to restores the interest and installment amount for the remaining term of the loan.

**To indicate that a borrower is no longer on active military duty**

**Table A-37 BORROWER OFF MILITARY DUTY**

| Transaction | Parameters |
|---|---|
| BORROWER OFF MILITARY DUTY | TXN DATE |
| | BORROWERS RELATION WITH ACCOUNT |
| | SCRA OFF PAYMENT CALC METHOD |

To adjust the contracted interest rate and Payment Amount, the SCRA off Payment Calculation Method has the following options in drop-down list for selection:

- Restore Account Payment - System restores contract interest rate and installment amount.
  - Remaining balance (if any) after **Restore to Account Payment** is adjusted to the last installment amount as a balloon payment.
  - In case if a **Rate Change** transaction is posted on account before posting **On Military Duty** transaction, system calculates the remaining payment amount as per the changed interest rate and not the contract rate.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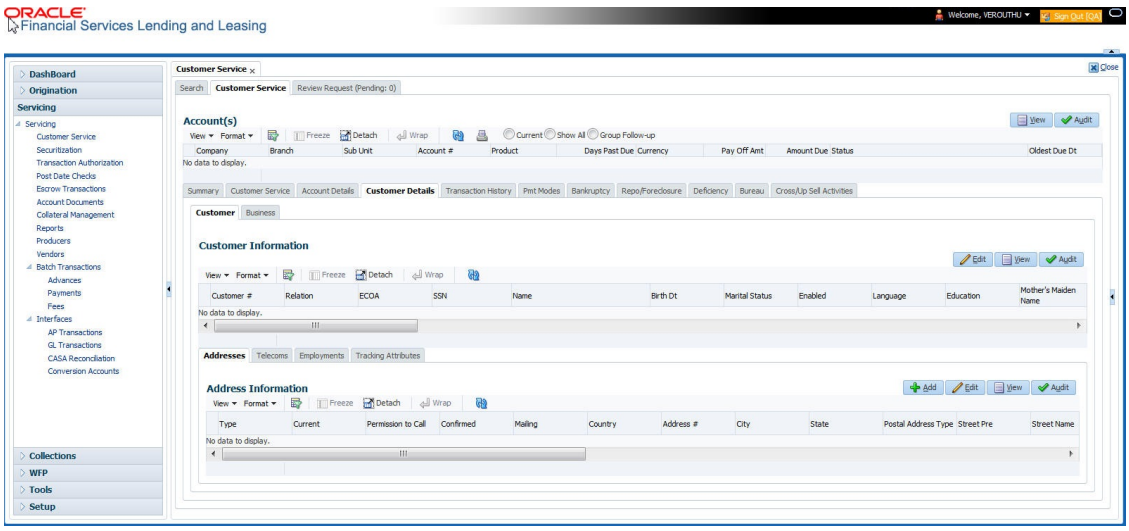
- Calculate New Payment - System recalculates the payment amount using contract interest rate.

After you post this transaction, the Military Duty box (Account Details screen Activities section) and Active Military Duty box (Customer Details screen Military Service section) are de-selected. Oracle Financial Services Lending and Leasing changes the condition of the account to OFF ACTIVE DUTY.

**Figure A-39 OFF Military Duty**




# A.1.18 Active Military Duty (For Lease)

The Servicemembers Civil Relief Act of 2003 (SCRA), formerly known as the Soldiers and Sailors Civil Relief Act of 1940 (SSCRA), is a federal law that gives military members some important rights as they enter active duty military service. The law also provides protection against certain legal actions during the term of active duty military service. The SCRA function is currently available in the system for Lease.

For lease accounts, on posting the SCRA transaction - BORROWER ON MILITARY DUTY(FOR LEASE), there is no change on the interest rate. On successfully posting the transaction, the following conditions are posted on the account:

- DO NOT CHARGE OFF
- DO NOT TERMINATE
- DO NOT REPOSSESS

**Table A-38 To indicate that a borrower is on active military duty**

| Transaction | Parameters |
|---|---|
| BORROWER ON MILITARY DUTY(FOR LEASE) | Txn Date |
| | Borrowers Relation With Account |
| | Active Duty Order Reference |

After you post this transaction, the Military Duty box (Account Details screen Activities section) and Active Military Duty box (Customer Details screen Military Service section) are selected. Oracle Financial Services Lending and Leasing changes the condition of the account to ON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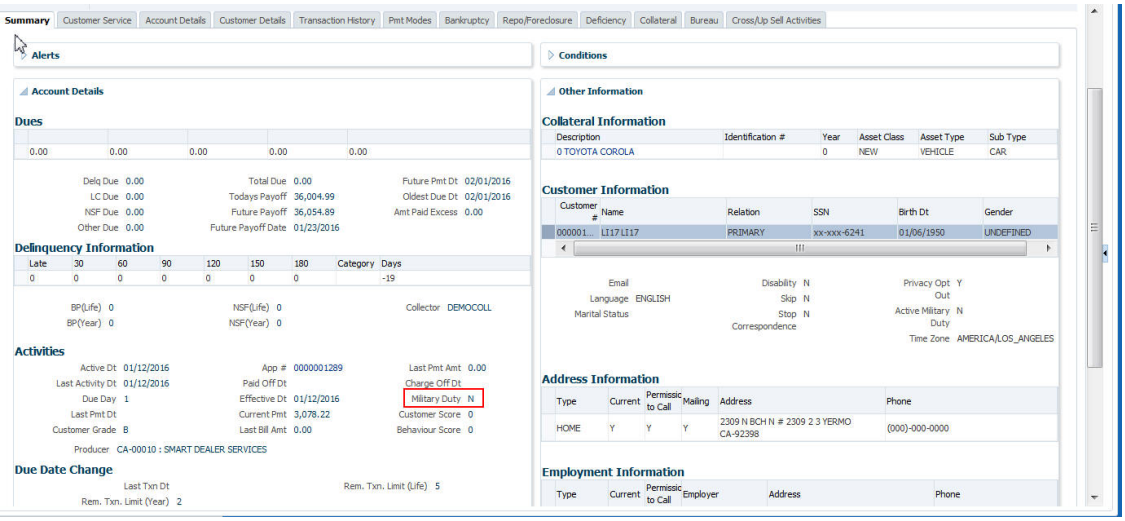
ACTIVE MILITARY. Details of the transaction appear in the Military Services section on Customer Details screen.

**Figure A-40 Active Military Duty (For Lease)**




### OFF-Military Duty (For Lease)

If the borrower is off-military duty, the transaction ‘BORROWER OFF MILITARY DUTY’ is posted to restore the interest and instalment amount for the remaining term.

**Table A-39 To indicate that a borrower is no longer on active military duty**

| Transaction | Parameters |
|---|---|
| BORROWER OFF MILITARY DUTY(FOR LEASE) | TXN DATE |
| | BORROWERS RELATION WITH ACCOUNT |

After you post this transaction, the Military Duty check box (in Account Details screen Activities section) and Active Military Duty check box (in Customer Details screen Military Service section) are de-selected. Also the release date (i.e date when released from military duty) is updated in Customer Details screen. Oracle Financial Services Lending and Leasing changes the condition of the account to OFF ACTIVE DUTY.

## A.1.19 Due Date Change

You can change the due date of an account. When it is changed, the system determines next bill date, as well as the next due date. The DUE DATE CHANGE transaction does not allow next billing date to change such that it is less than the current billing date. The due date change transaction has been extended to change the default ACH due day, provided that the account due day and ACH due day match.

If a late fee is no longer applicable because of this due day change, Oracle Financial Services Lending and Leasing will automatically remove the fee.

The new due day appears in Activities section Due Day field on the Account Details screen.


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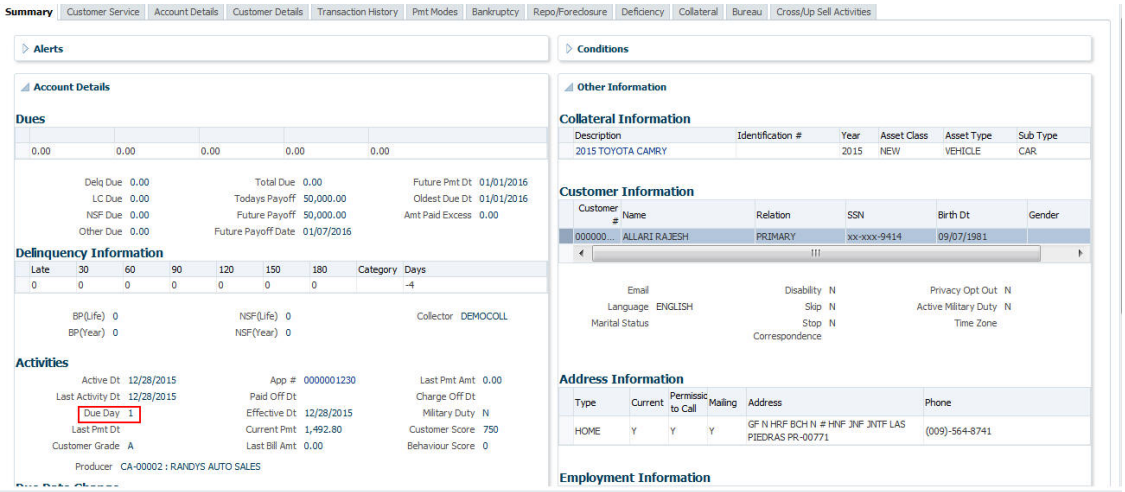
**Figure A-41 Due Date Change**




The system also notes change on LoanLine of creditLease Details screens in Extn and Due Dates section's # of Due Day Changes (Year), # of Due Day Changes (Life) and Due Day Chg Dt fields.

**Table A-40 To change a due date**

| Transaction | Parameters |
|---|---|
| Due Date Change | Txn Date |
| | Due day |
| | Due Date |
| | ACH DUE DATE CHANGE |
| | PROCESS MASTER ASSOCIATED ACCOUNTS<br>Select either Yes or No from the drop-down list. Selecting **Yes** posts the transaction to Master Account and Associated Accounts and selecting **No** on master account displays an error and rolls-backs all the changes.<br>**Note:** System does not allow to post the transaction if this parameter is selected as **NO** and the Statement Consolidation option at account level is set to **Y**. |
| | PROCESS SAME PRODUCT TYPE AND FUNDING TYPE ACCOUNTS<br>Select either Yes or No from the drop-down list. Selecting **Yes** posts the transaction on accounts belonging to same product type and selecting **No** posts the transaction to ALL accounts. |
| | CAPITALIZATION START DATE (INCLUDING GRACE DAYS)<br>When due date change is being posted on an account for which balance capitalization is enabled, select the next capitalization date from the adjoining calendar which by default includes the CAP GRACE DAYS before triggering the balance capitalization. |


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**Table A-40 (Cont.) To change a due date**

| Transaction | Parameters |
|---|---|
| | PROCESS SAME SALES ORDER NBR ACCOUNTS<br>If selected as **YES**, then transaction is automatically posted to all corresponding account(s) which are having the same Sales Order number as that of current account where this transaction is being posted.<br>However before posting, system considers the value defined for other parameters. See section, Processing with Combination of Transaction Parameters. |

This section consists of the following topics:

- Override Due Date Change
- Reverse an Override Due Date Change

## A.1.19.1 Override Due Date Change

You can override the contract 'Due Date' of an account to mark-up the due days limit to the required standard business rules by posting the following monetary transaction.

**Table A-41 To override a due date change**

| Transaction | Parameters |
|---|---|
| DUE DATE CHANGE OVERRIDE | TXN DATE |
| | DUE DAY |
| | DUE DATE |
| | ACH DUE DATE CHANGE |
| | PROCESS MASTER ASSOCIATED ACCOUNTS<br>Select either **Yes** or **No** from the drop-down list. Selecting **Yes** posts the transaction to Master Account and Associated Accounts and selecting **No** on master account displays an error and rolls-backs all the changes.<br>**Note:** System does not allow to post the transaction if this parameter is selected as **NO** and the Statement Consolidation option at account level is set to **Y**. |
| | PROCESS SAME PRODUCT TYPE AND FUNDING TYPE ACCOUNTS<br>Select either **Yes** or **No** from the drop-down list. Selecting **Yes** posts the transaction on accounts belonging to same product type and selecting **No** posts the transaction to ALL accounts. |


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**Table A-41 (Cont.) To override a due date change**

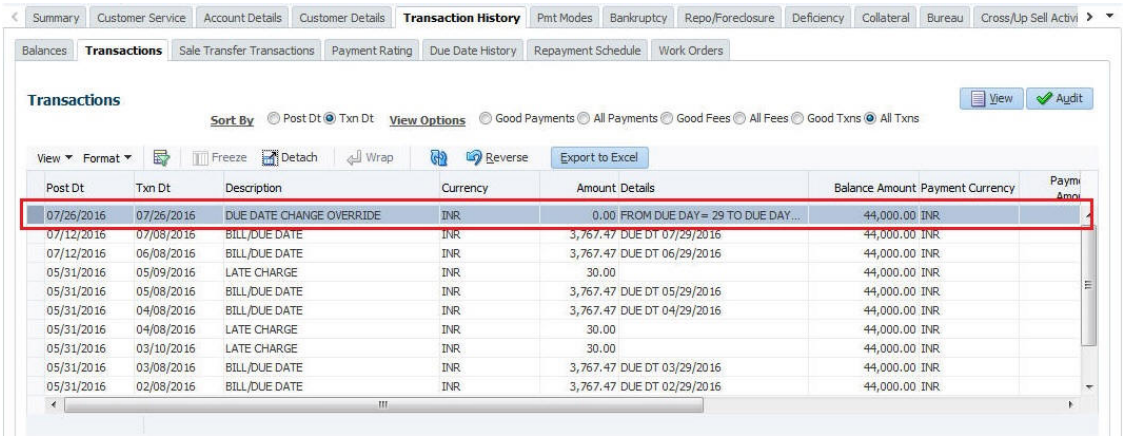
| Transaction | Parameters |
|---|---|
| | CAPITALIZATION START DATE (INCLUDING GRACE DAYS)<br>When due date change is being posted on an account for which balance capitalization is enabled, select the next capitalization date from the adjoining calendar which by default includes the CAP GRACE DAYS before triggering the balance capitalization. |
| | PROCESS SAME SALES ORDER NBR ACCOUNTS<br>If selected as **YES**, then transaction is automatically posted to all corresponding account(s) which are having the same Sales Order number as that of current account where this transaction is being posted.<br>However before posting, system considers the value defined for other parameters. See section, Processing with Combination of Transaction Parameters. |

On posting the transaction system ignores the following Due Day contract parameters:

- Max Due Day Change/Yr
- Max Due Day Change/Life
- Max Due Day Change Days
- Due Day Min
- Due Day Max

On successful posting of the transaction, system automatically increases the number on counters (i.e. number of times due date change permitted) for **Max Due Day Change/Yr** and **Max Due Day Change/Life**. The transaction is displayed in Customer Service > Transaction History > Transactions screen.

**Figure A-42 Override Due Date Change**





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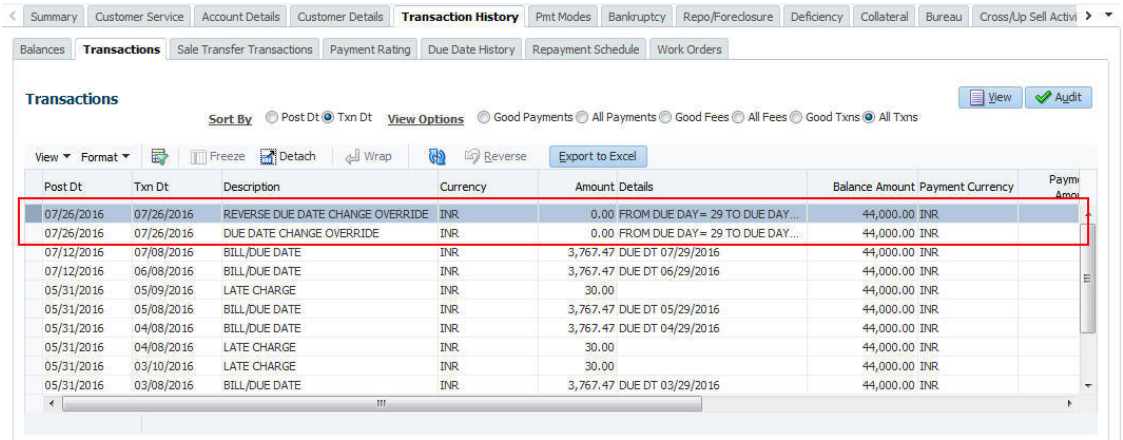
## A.1.19.2 Reverse an Override Due Date Change

When a posted **Due Date Change Override** transaction contains error or non desired results, you can reverse the same in Customer Service > Transaction History > Transactions screen.

Select the Due Date Change Override transaction and click **Reverse**.

**Figure A-43 Reverse an Override Due Date Change**




On successful posting of the transaction, system reverts (decreases) the change in the number on counters (i.e. number of times due date change permitted) for **Max Due Day Change/Yr** and **Max Due Day Change/Life**.

## A.1.20 Change Term

You can change the term of a loan account by posting the ‘CHANGE TERM’ monetary transaction in Customer Service > Maintenance > Transaction Batch Information. When the term is changed, system auto calculates and updates the Term and Maturity date as indicated below:

- New Term is calculated from ACC_DUE_DT_NEXT onwards. (Say, New Terms)
- Number of terms is calculated from Contract date to ACC_DUE_DT_NEXT (Say, Passed Terms).
- Updates ACC_TERM_CUR with sum of PASSED TERMS + NEW TERMS.
- Updates ACC_MATURITY_DT_CUR with sum of ACC_DUE_DT_NEXT + NEWTERMS.

**Table A-42 To change the term**

| Transaction | Parameters |
|---|---|
| CHANGE TERM | TXN DATE |
| | PAYMENT AMOUNT |
| | BALLOON PAYMENT AMOUNT |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# A.1.21 Payment Refund Transaction

Payment refund transactions allows you to refund excess payment received from the customer during life of the LoanLine of creditLease. The Payment Refund transaction is posted at the maintenance screen in servicing. The refund is posted only when the refund amount is equal to Payment amount. Else an error message is displayed.

**Figure A-44 Payment Refund Transaction**

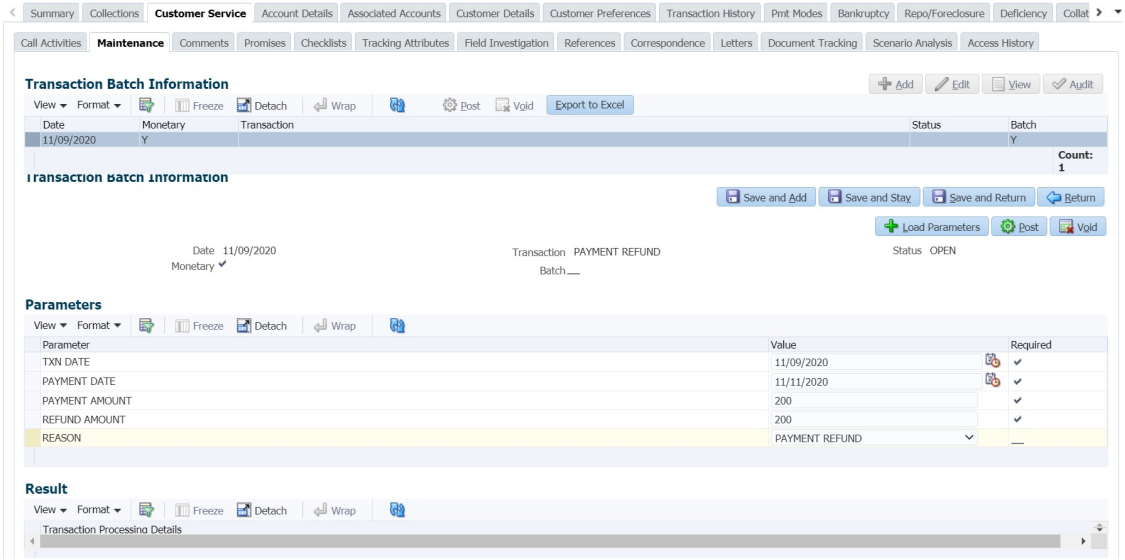


**Table A-43 To refund the payment amount**

| Transaction | Parameters |
|---|---|
| PAYMENT REFUND (PMT_RF) | TXN DATE<br>Select the transaction date from adjoining calendar. |
| | PAYMENT DATE<br>Select the payment posted date from adjoining calendar. |
| | PAYMENT AMOUNT<br>Specify the payment amount received on the account. |
| | REFUND AMOUNT<br>Specify the payment amount to be refunded. |
| | REASON<br>Select the appropriate reason code from the drop-down list. The list is populated based on the look-up code TXN_REASON_CD (SUB CODE USED FOR REASON GROUP). |

Note that except **Reason** all the other parameters are mandatory for posting payment refund transaction. However, system validates for appropriate reason code when auto-posted from Payment Maintenance screen.


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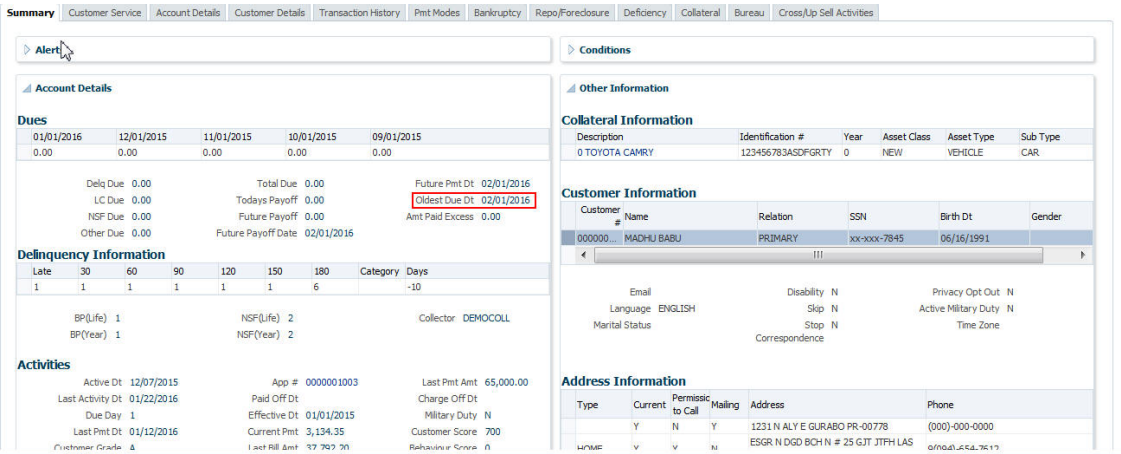
On successfully posting the transaction, the payment refund details are recorded in Customer Service > Transaction History > Transactions tab.

## A.1.22 Extensions

Extension transactions allow you to extend a LoanLine of credit by moving the balances to future date. Extensions can either be based on **Unpaid** due date or on Oldest due date. An extension fee may be assessed when an account receives an extension. In case of precomputed Loan, this is generally done to recoup the interest lost.

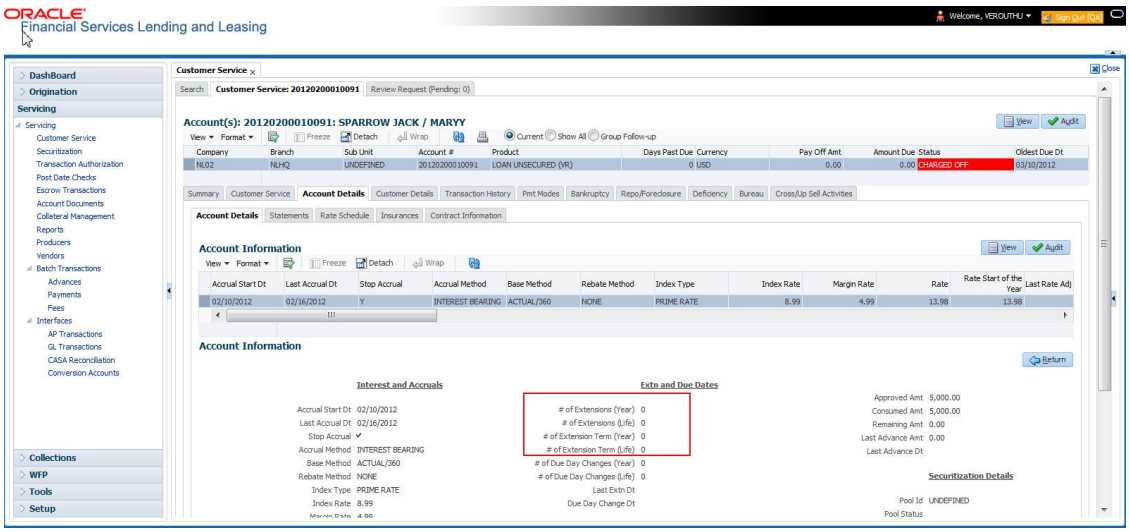
The system adjusts due date on Dues section's Oldest Due Dt field on Account Details screen to reflect the extension.

**Figure A-45 Extensions**




It also notes the change with an entry on the LoanLine of credit Details screen in the Extn and Due Dates section's # of Extensions (Year), # of Extensions (Life), # of Extension Term (Year), # of Extension Term (Life) fields.

**Figure A-46 Extensions**





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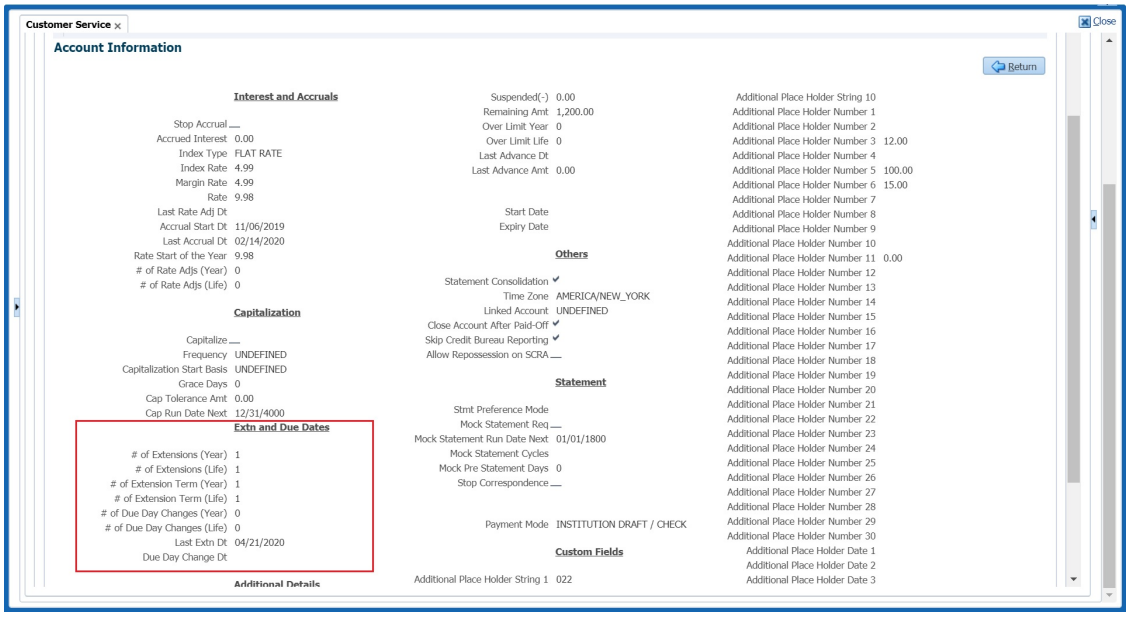
## Figure A-47 Extensions




## Table A-44 To apply an extension

| Transaction | Parameters |
|---|---|
| EXTENSION | TXN DATE<br>Select the extension transaction date from adjoining calendar. |
| | EXTENSION TERM<br>Specify the required extension term in months. |
| | REASON<br>Select the reason for extension from the drop-down list. |
| | STOP ACCRUAL<br>Select either **YES** or **NO** from drop-down list to stop the interest accrual on the account. |
| | PROCESS MASTER ASSOCIATED ACCOUNTS<br>Select either **Yes** or **No** from the drop-down list. Selecting **Yes** posts the extension transaction to Master Account and Associated Accounts and selecting **No** posts extension only to current account. |
| | PROCESS SAME PRODUCT TYPE AND FUNDING TYPE ACCOUNTS<br>Select either **Yes** or **No** from the drop-down list. Selecting **Yes** posts the transaction on accounts belonging to same product type and selecting **No** posts the transaction to ALL accounts. |


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**Table A-44 (Cont.) To apply an extension**

| Transaction | Parameters |
|---|---|
| | EXTENSION BASIS<br>Select one of the following option as the basis for posting the extension from the drop-down list.<br>OLDEST DUE DATE -To post extension considering the oldest unpaid due date. Any paid due buckets is not altered and original due dates are retained.<br>UNPAID DUES - To post extension considering only the unpaid due buckets. Here the unpaid due dates are moved by adding the terms represented in the transaction. Unpaid dues are those for which Payment =N in Due Date History and may also include the partially paid amount (i.e. paid amount - tolerance amount). |
| | CAPITALIZATION START DATE (INCLUDING GRACE DAYS)<br>When extension is being posted on an account for which balance capitalization is enabled, select the next capitalization date from the adjoining calendar which by default includes the CAP GRACE DAYS before triggering the balance capitalization. |
| | PROCESS SAME SALES ORDER NBR ACCOUNTS<br>If selected as **YES**, then transaction is automatically posted to all corresponding account(s) which are having the same Sales Order number as that of current account where this transaction is being posted.<br>However before posting, system considers the value defined for other parameters. See section, Processing with Combination of Transaction Parameters. |

While posting an extension, ensure that the minimum number of required payments, as defined at contract level is met. Else, system displays an error message on verification. Also while posting subsequent extension transactions, ensure that the minimum gap requirement between two extensions is satisfied.

**Table A-45 To adjust an extension fee**

| Transaction | Parameters |
|---|---|
| ADJUSTMENT TO EXTENSION FEE - ADD | TXN DATE AMOUNT |
| ADJUSTMENT TO EXTENSION FEE - SUBTRACT | TXN DATE AMOUNT |

**Table A-46 To waive an extension fee**

| Transaction | Parameters |
|---|---|
| WAIVE EXTENSION FEE | TXN DATE AMOUNT |


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This section consists of the following topic:

- Extension Override

## A.1.22.1 Extension Override

You can post ‘EXTENSION OVERRIDE’ transaction when you want the system to bypass extension validations which are defined at contract level.

Note the following:

- You can post a ‘EXTENSION OVERRIDE’ transaction only if you are authorized.
- There are no validations done when an extension override transaction is posted.
- Backdating an extension is allowed and also while backdating, system validates for the number of payments as of Transaction date.
- If ‘EXTENSION OVERRIDE’ transaction is posted on a backdated transaction which has ‘TXN Date’ appearing before the transaction extension date, then all the transactions from the date of previous extension will be reversed and re-posted. Here again, no validation rules are checked.
- You can post an ‘EXTENSION OVERRIDE’ transaction on seriously delinquent Loan accounts (for IBL and pre-compute loans and not for amortized loans). On posting the transaction the following changes are done:
  - The Due buckets in Customer Service > Summary > Account Details > Dues section are moved from **Oldest Due Date**.
  - In the Customer Service > Account(s) section, the fields **Days Past Due** and **Amount Due** are updated based on revised **Oldest Due Date**.

**Table A-47 To apply an extension override**

| Transaction | Parameters |
|---|---|
| OVERRIDE | TXN DATE<br>Select the extension transaction date from adjoining calendar. |
| | EXTENSION TERM<br>Specify the required extension term in months. |
| | PROCESS MASTER ASSOCIATED ACCOUNTS<br>Select either **Yes** or **No** from the drop-down list. Selecting **Yes** posts the extension transaction to Master Account and Associated Accounts and selecting **No** posts extension only to current account. |
| | PROCESS SAME PRODUCT TYPE AND FUNDING TYPE ACCOUNTS<br>Select either **Yes** or **No** from the drop-down list. Selecting **Yes** posts the transaction on accounts belonging to same product type and selecting **No** posts the transaction to ALL accounts. |


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**Table A-47 (Cont.) To apply an extension override**

| Transaction | Parameters |
|---|---|
| | EXTENSION BASIS<br>Select one of the following option as the basis for posting the extension from the drop-down list.<br>OLDEST DUE DATE -To post extension considering the oldest unpaid due date. Any paid due buckets is not altered and original due dates are retained.<br>UNPAID DUES - To post extension considering only the unpaid due buckets. Here the unpaid due dates are moved by adding the terms represented in the transaction. Unpaid dues are those for which Payment = N in Due Date History and may also include the partially paid amount (i.e. paid amount - tolerance amount). |
| | CAPITALIZATION START DATE (INCLUDING GRACE DAYS)<br>When extension is being posted on an account for which balance capitalization is enabled, select the next capitalization date from the adjoining calendar which by default includes the CAP GRACE DAYS before triggering the balance capitalization. |
| | PROCESS SAME SALES ORDER NBR ACCOUNTS<br>If selected as **YES**, then transaction is automatically posted to all corresponding account(s) which are having the same Sales Order number as that of current account where this transaction is being posted.<br>However before posting, system considers the value defined for other parameters. See section, Processing with Combination of Transaction Parameters. |

## A.1.23 Payment Amount

You can change the current payment amount of an account. The new payment amount has to be calculated manually as Oracle Financial Services Lending and Leasing does not perform any checks on the new payment amount.

If the transaction is backdated, due amounts for the affected periods are re-calculated. While delinquency data could potentially change, prior statements are not to be changed. The next ACH (if applicable) does not reflect changed payment amount if the account has already been billed at time of posting the transaction. Payments will be re-applied causing changes to account balances and late fees may be assessed (if applicable).

After you post the transaction, the new payment amount appears on Account Details screen in Current Pmt field of the Activities section.


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**Figure A-48 Payment Amount**

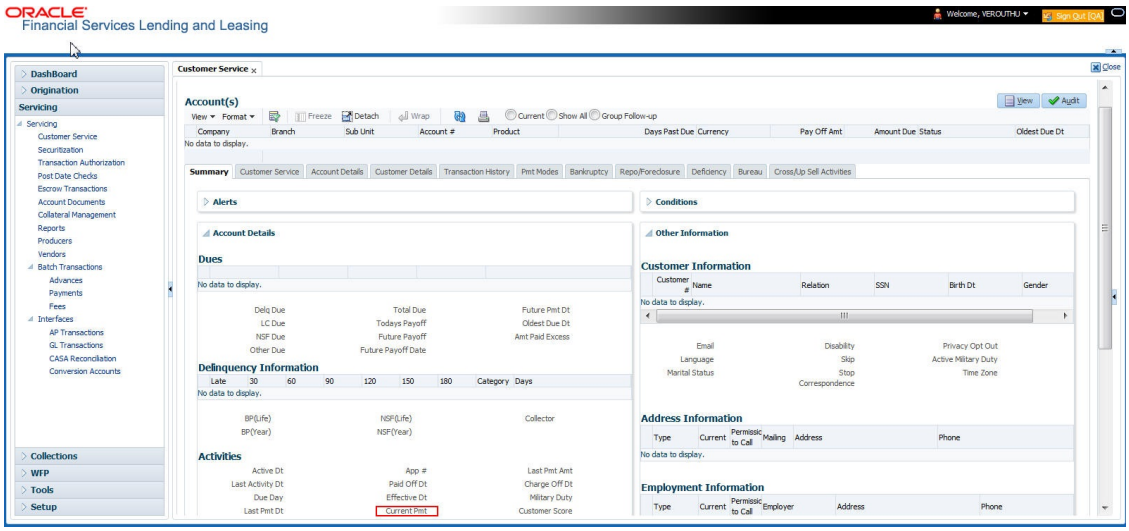


**Table A-48 To change the payment amount**

| Transaction | Parameters |
|---|---|
| Change Payment Amount | Txn Date |
| | Payment Amount |
| | Payment Auto Computer |
| | Indicator |

# A.1.24 Prepayment Penalty

A prepayment penalty is typically applied automatically by Oracle Financial Services Lending and Leasing if the account is paid off prematurely.

The following transactions allow you to adjust or waive the prepayment penalty fee. The adjustments will appears in the corresponding column of Customer Service screen's Account Balances screen for FEE PREPAYMENT PENALTY Balance Type-- Waive, Adjusted (-), or Adjusted (+) -- depending on which of the following the transactions you perform.


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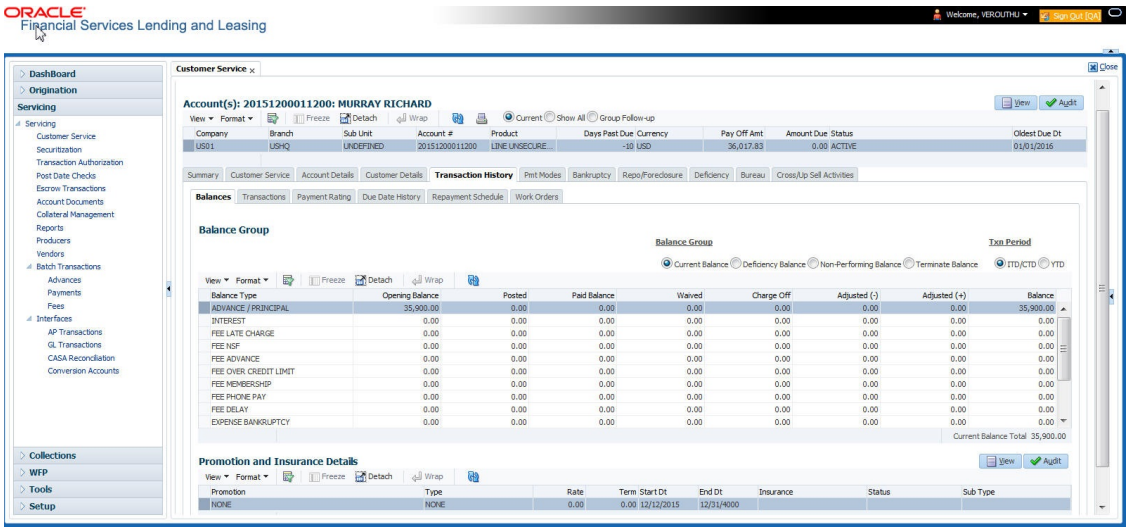
## Figure A-49 Prepayment Penalty




## Figure A-50 Prepayment Penalty

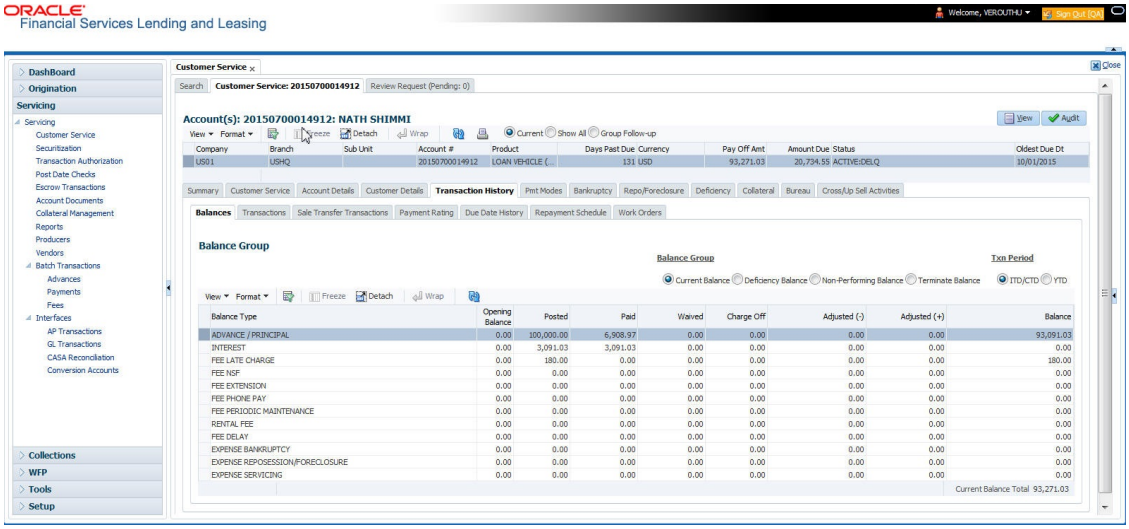




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**Figure A-51 Prepayment Penalty**

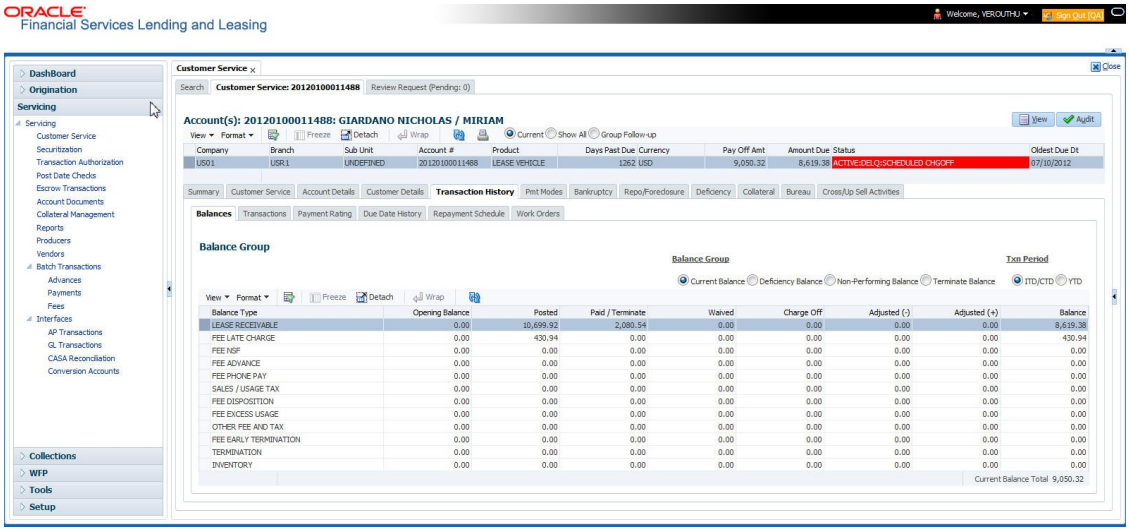


**Table A-49 To adjust a prepayment penalty**

| Transaction | Parameters |
|---|---|
| Adjustment Prepayment Penalty - Add | Txn Date Amount |
| Adjustment Prepayment Penalty - Subtract | Txn Date Amount |

**Table A-50 To waive a prepayment penalty**

| Transaction | Parameters |
|---|---|
| Waive Prepayment Penalty | Txn Date Amount |

# A.1.25 Escrow Payment

The following monetary transactions allow you to specify escrow payment to be billed to the customer each month. Rescheduling an escrow payment enables you to change the payment rate (and hence rate and term) and define when change will begin. The **txn date** parameter is when the new agreement starts.

The following transactions allow you to adjust or waive the escrow advance.

The adjustments will appears in the corresponding column of Customer Service screen's Account Balances screen for ESCROW ADVANCE Balance Type-- Waive, Adjusted (-), or Adjusted (+) -- depending on which of the following transactions you perform.

**Table A-51 To adjust escrow advance**

| Transaction | Parameters |
|---|---|
| Adjustment to escrow advance - add | Txn Date Amount |
| Adjustment to escrow advance - subtract | Txn Date Amount |


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**Table A-52 To waive escrow advance**

| Transaction | Parameters |
|---|---|
| Waive Escrow Advance | Txn Date Amount |

**Table A-53 To reschedule an escrow payment**

| Transaction | Parameters |
|---|---|
| Reschedule Escrow Payment | Txn Date Amount |

## A.1.26 Escrow balance refund

If an account is paid off resulting in a positive (greater than $0) escrow balance or the last item being escrowed is removed resulting in a positive (greater than $0) escrow balance, then Oracle Financial Services Lending and Leasing refunds the escrow and creates a check requisition.

## A.1.27 Pay Off Quote Fee

The PAYOFF QUOTE transaction on Maintenance screen includes the required parameter ASSESS PAYOFF QUOTE FEE. If you select **Y**, Oracle Financial Services Lending and Leasing assesses a payoff quote fee on Customer Service form's Balances screen for Balance Type FEE PAYOFF QUOTE. The amount of the payoff quote fee is based on contract setup.

The following transactions allow you to adjust or waive the pay off quote fee.

The adjustments will appears in the corresponding column of Customer Service form's Balances screen for FEE PAYOFF QUOTE Balance Type-- Waive, Adjusted (-), or Adjusted (+) -- depending on which of the following transactions you perform.

**Figure A-52 Pay Off Quote Fee**

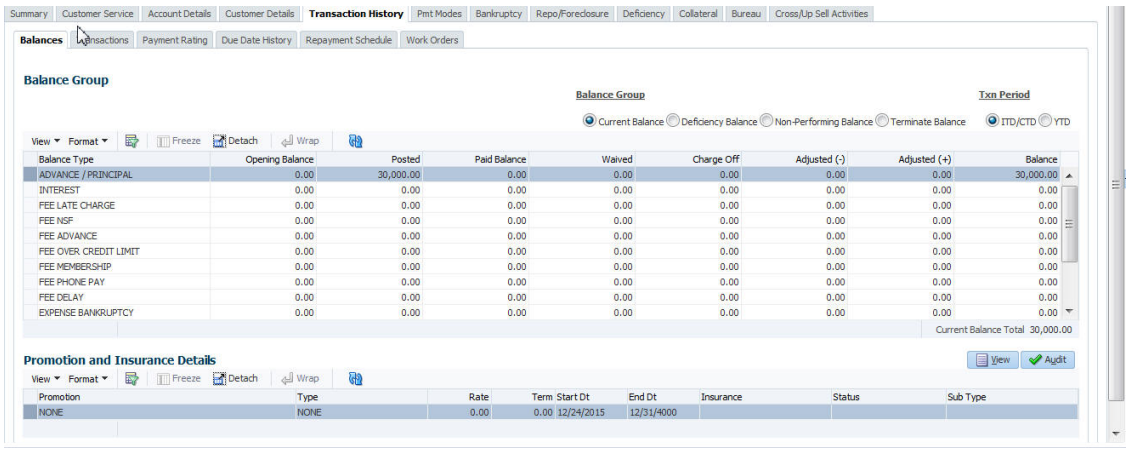



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**Table A-54 To adjust a pay off quote fee**

| Transaction | Parameters |
|---|---|
| Adjustment to Payoff Quote Fee - Add | Txn Date Amount |
| Adjustment to Payoff Quote Fee - Subtract | Txn Date Amount |

**Table A-55 To waive a pay off quote fee**

| Transaction | Parameters |
|---|---|
| Waive Payoff Quote Fee | Txn Date Amount |

## A.1.28 Nonperforming Accounts

LoanLine of creditLease accounts can be placed in a nonperforming, or non accrual, condition. Once an account is set to a nonperforming condition, the system makes the following modifications and accounting entries:

- After the transaction date, Oracle Financial Services Lending and Leasing assesses no late charge to this account.
- Stops general ledger entries for interest accrual.
- Transfers the existing principal balance on this account to the Non-Performing Balance Group on Customer Service form's Balance screen.
- Charges the unearned dealer compensation back to the dealer.
- Treats payments posted to this account as it does with a normal account; however, the general ledger entries for allocation of these amounts towards principal and interest will go towards the nonperforming balance.

The system's general ledger (GL) is set up for the above items. There will be no impact on balances of the account (principal, interest, fee and expense) as a result of the above transactions.

**Table A-56 To place an account in a nonperforming condition**

| Transaction | Parameters |
|---|---|
| Account Non Performing | Txn Date |
| | Non Performing Description |

The following transaction removes nonperforming condition on an account and reverses the nonperforming transactions explained above. General ledger entries for interest accrual, stopped during non accrual stage, resume.

**Table A-57 To reverse a nonperforming condition**

| Transaction | Parameters |
|---|---|
| Resume Account Performing | Txn Date |


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## A.1.29 Convert a Precomputed (PC) LoanLine of creditLease into a Simple Interest (SI) LoanLine of creditLease

When converting a precomputed LoanLine of creditLease into a simple interest LoanLine of creditLease, Oracle Financial Services Lending and Leasing assumes the following default values:

- Accrual Calculation Method - interest bearing (simple interest)
- Maturity Date - Computed from the term and next payment due date
- Monthly Payment Amount - Computed from the interest rate, new principal balance, accrual start date, and term.
- All balances other than the Note balance are carried over to simple interest LoanLine of creditLease.

The resulting **new** simple interest LoanLine of creditLease will have the same account number with details entered/computed above.

**CAUTION**: The converting a precomputed LoanLine of creditLease into a simple interest LoanLine of creditLease transaction can be performed only by closing the nonperforming condition.

**Table A-58 To reschedule precomputed LoanLine of creditLease to interest bearing LoanLine of creditLease**

| Transaction | Parameters |
|---|---|
| Reschedule Pre-Compute LoanLine of creditLease to Interest Bearing LoanLine of creditLease | Txn Date |
| | Reschedule Payment Start Date |
| | Amount |
| | Rate |
| | Term |

## A.1.30 Account Settlement Transaction

A delinquent account can be settled when the lender agrees for a specific **settlement amount** with the borrower. Here the **settlement amount** is the net amount agreed for settlement between both the parties. If the borrower makes that payment within the **Good through date**, lender would consider that corresponding account is paid off / closed even if actual payment is less than the actual outstanding balance.

Note that, system does not allow to post account settlement transaction on **Charged Off** accounts. Similarly when **Account Settlement Transaction** is in force, system does not allow to charge-off the account.

**Table A-59 To post an account settlement transaction**

| Transaction | Parameters |
|---|---|
| ACCOUNT SETTLEMENT | TXN DATE |
| | EFFECTIVE DATE |
| | GOOD THROUGH DATE |
| | AGREED SETTLEMENT AMOUNT |


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**Table A-59 (Cont.) To post an account settlement transaction**

| Transaction | Parameters |
|---|---|
| | COMMENT |

Here, the transaction date can be back dated but the effective Date for the settlement need to be the current date or a future date.

On posting the transaction successfully, the new account condition **Account Under Settlement** is updated with end date as **Good Through Date**.

- On **Good Through Date** if the settlement amount is partially or not honoured, system automatically closes the **Account Under Settlement** condition posted on the account and also remove the settlement details posted on the account.
- In case the entire settlement amount is received on or before the **Good Through Date**, on executing the **Account Settlement Processing** batch on that day, system closes the **Account Under Settlement** condition. The **Settlement Information** in Customer Service Summary screen and Account Details screen is retained to indicate the last settlement information that lead to the PAIDOFF status of the account.
- **Paid Off** transaction is automatically posted so that account balance will be updated as zero.
- System ignores the Write-off Tolerance amount to post Paid-Off transaction and outstanding balances will be waived.

The **Settlement Information** is updated in following screens:

- Customer Service > Summary > Account Details > Settlement Information
- Customer Service > Account Details

If required, this settlement monetary transaction can also be reversed from the **Payment Maintenance** screen by clicking the **Reverse** button.

## A.1.31 Account Acceleration

OFSLL supports accelerating a fraudulent loan account for immediate settlement for both pre-compute and non-pre-compute loans. During account acceleration, the loan maturity date is moved to the specified date (either current date or back date) and appropriate transactions are posted for Principal and Interest Adjustment calculations.

Before posting an account acceleration transaction, refer to Appendix - Account Acceleration chapter for detailed information on the process and operational changes on accelerated account.

You can accelerate only those accounts which are in **ACTIVE** status and post the transaction either manually in the Customer Service > Maintenance screen or through Web Service (generic post transaction service).


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**Figure A-53 Account Acceleration**

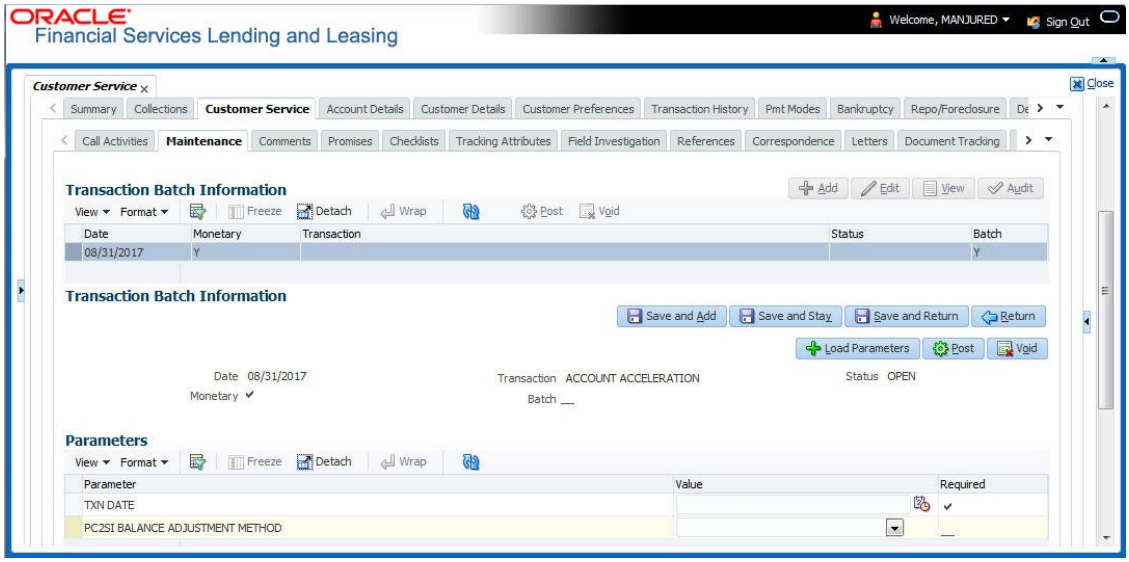


**Table A-60 To post an account acceleration transaction**

| Transaction | Parameters | Description |
|---|---|---|
| ACCOUNT ACCELERATION | TXN DATE | Select the date from which the acceleration is effective on the account. The same can either be the current date or a back date (up to **contract date** or **account back date** whichever is higher) but not a future date.<br>The selected date will be the acceleration start date and the new maturity date of the account.<br>In case of pre-compute loan accounts, the same date is used for the following actions:<br>• As the effective date for PC (pre-compute) to SI (simple interest) conversion.<br>• As the date for calculating the account finance charge rebate. |


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**Table A-60 (Cont.) To post an account acceleration transaction**

| Transaction | Parameters | Description |
|---|---|---|
| | PC2SI BALANCE ADJUSTMENT METHOD | For 'Pre-Compute' accounts, select one of the following parameter from the drop-down list. The values in this list are populated based on the lookup code 'PC2SI_BAL_METHOD_CD (PC2SI BALANCE ADJUSTMENT METHOD CODES)'<br>• PRINCIPAL FIRST<br>• INTEREST FIRST<br>For details on how the PC to SI conversion calculation is done based on above selection, refer to Appendix - Account Acceleration chapter.<br>For **Non-Pre-Compute** accounts, select the parameter value as **Undefined**. Else, system displays an error on selecting any other value as **Balance Adjustment Method mandatory for Pre-Compute a/c**. |

On posting the transaction, there are certain pre-defined validations preformed before proceeding with the transaction. Also, on successfully posting the transaction there are certain operational changes on the accelerated account and common actions / implications on posting of transaction (PC or Non PC Account Types).

**Reversing Account Acceleration**

Acceleration applied on an account can be reversed if required so that the account is reinstated to its previous status. However, the reversal is to be triggered immediately after posting the transaction such that the post maturity interest accruals, fee/expenses posting, and customer payments posting are not initiated.

However during reversal of an account acceleration, there are some changes are performed on the account and the same is detailed in Appendix - Account Acceleration chapter.

**Table A-61 To reverse an account acceleration transaction**

| Transaction | Parameters |
|---|---|
| **ACCOUNT_ACCELERATION_REV** | Txn Date |

## A.1.32 Change Lease Payment Amount

During the servicing stage of lease account, you can change the payment amount by posting **LEASE CHANGE PAYMENT AMOUNT** monetary transaction and generate new repayment schedule. However, note that changing the payment amount is supported only for **Interest Rate** type of lease calculation method.


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While posting this transaction, you can either allow system to auto compute the new payment amount or specify the new payment amount for reschedule.

- To auto compute the new payment amount, specify the value of **Payment Auto Compute Indicator** parameter as **Y**. System ignores the other parameter values if specified in **Balloon Payment Amount** or **Payment Amount**.Else, specify the value of **Payment Auto Compute Indicator** parameter as **N** and enter the value for new **Payment Amount**. Here system validates the value in **Balloon Payment Amount** and displays an error indicating that 'Balloon amount should be zero for override payment change'.

**Figure A-54 Change Lease Payment Amount**

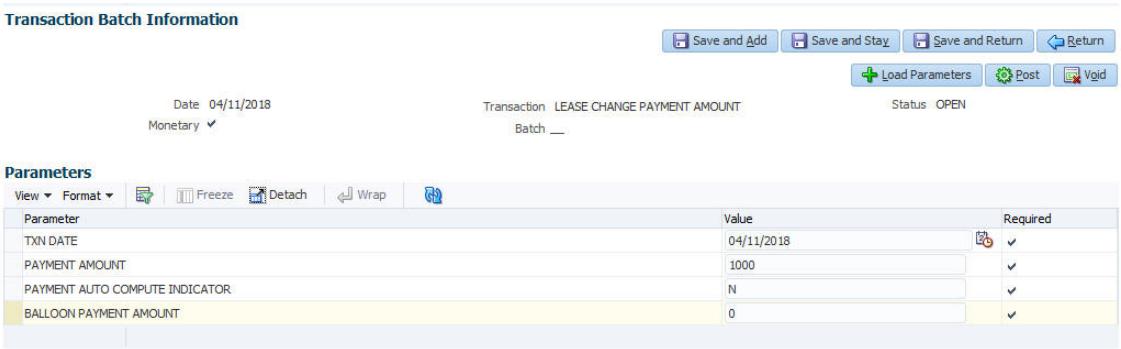


**Table A-62 To change the payment amount**

| Transaction | Parameters |
|---|---|
| **CHANGE PAYMENT AMOUNT** | TXN DATE |
| | PAYMENT AMOUNT |
| | PAYMENT AUTO COMPUTE INDICATOR |
| | TERM |
| | BALLOON PAYMENT AMOUNT |

On successful posting of the transaction, a letter of intimation is generated for correspondence by the scheduled batch LCSTXN_BJ_121_01 (LETTER FOR LEASE MONETARY TXNS) which consists rescheduled lease contract terms indicating Transaction Date, old and new Payment Amount and Balloon Payment Amount.

You can also reverse the payment amount change and revert the payment to old amount. If there are any payment(s) received before reversal, the same is adjusted to due buckets accordingly. However, on reversal letter is not generated and has to be manually intimated.

## A.1.33 Lease Extension

During the lease period or after the end of a lease term, you can extend the lease contract by posting **LEASE EXTENSION** transaction. Based on the transaction posting date i.e. either on or before the current maturity date, the lease term is extended immediately and a comment is posted on the account indicating **Term extended before/after maturity date**.

Lease extension is allowed within and up to the current available residual % value of the asset and is validated against the following extension limits (values) defined in Setup > Contract screen before allowing for extension.


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- Max Extn Period / Life
- Max # Extn /Life
- Minimum # Payments

Note that, lease extension is allowed only for **Interest Rate** type of lease calculation method and for accounts in active status. However, lease extension is not allowed in the following conditions:

- If residual value is already included in final statement
- If extension posting date is before the maturity date
- If **Estimated Life** of asset is less than extension period
- If the residual value is ZERO

**Figure A-55 Lease Extension**

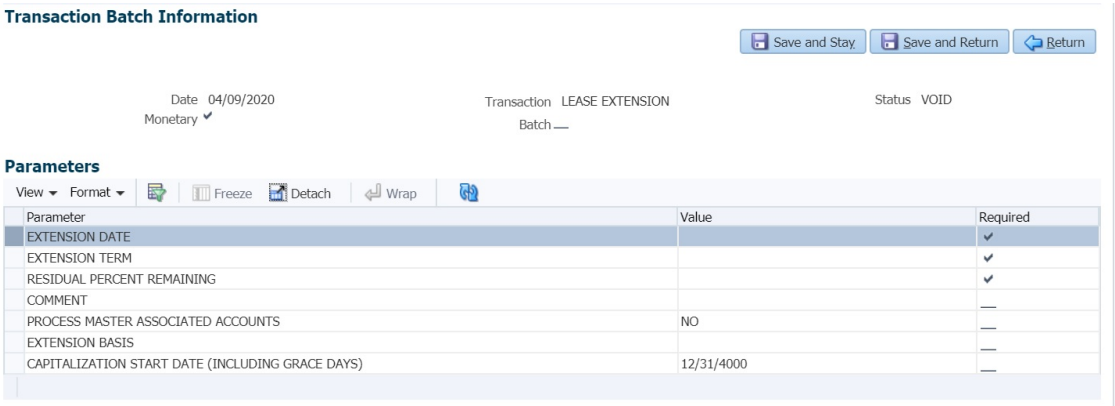


**Table A-63 To extend lease contract**

| Transaction | Parameters |
|---|---|
| **LEASE EXTENSION** | EXTENSION DATE |
| | EXTENSION TERM |
| | RESIDUAL PERCENT REMAINING |
| | COMMENT |
| | PROCESS MASTER ASSOCIATED ACCOUNTS<br>Select either **Yes** or **No** from the drop-down list. Selecting **Yes** posts the extension transaction to Master Account and Associated Accounts and selecting **No** posts extension only to current account. |


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**Table A-63 (Cont.) To extend lease contract**

| Transaction | Parameters |
|---|---|
| | EXTENSION BASIS<br>Select one of the following option as the basis for posting the extension from the drop-down list.<br>OLDEST DUE DATE -To post extension considering the oldest unpaid due date. Any paid due buckets is not altered and original due dates are retained.<br>UNPAID DUES - To post extension considering only the unpaid due buckets. Here the unpaid due dates are moved by adding the terms represented in the transaction.<br>Unpaid dues are those for which Payment = N in Due Date History and may also include the partially paid amount (i.e. paid amount - tolerance amount). |
| | CAPITALIZATION START DATE (INCLUDING GRACE DAYS)<br>When extension is being posted on an account for which balance capitalization is enabled, select the next capitalization date from the adjoining calendar which by default includes the CAP GRACE DAYS before triggering the balance capitalization. |

While posting the above transaction, specify the current transaction posting date in Extension date, duration of extension in Extension Term, the percentage of residual value is being utilized for extension in Residual Percent Remaining and additional information or justification for extension in Comment. System validates and displays an error if the residual percent remaining does not match with system maintained data.

On successful posting of transaction, new maturity date is updated on the account and new repayment schedule is generated. Also the counters in Account Details and Summary screen are updated.

A letter of intimation is generated for correspondence by the scheduled batch LCSTXN_BJ_121_01 (LETTER FOR LEASE MONETARY TXNS) which consists of Extension Date, First Pmt Date, Term, Lease Expiry Date, and Residual %.

You can also reverse the lease extension and system automatically reverses the bills generated after the old maturity date. However, on reversal letter is not generated and has to be manually intimated.

## A.1.34 Change Lease Term

During the lease period, you can change the maturity date of a lease account and either increase or decrease the lease term by posting '**LEASE CHANGE TERM**' transaction in Customer Service > Maintenance > Transaction Batch Information section.

**LEASE CHANGE TERM** transaction can either be a future or backdated and depends on the payment amount and residual percentage of remaining amount.


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> **Note**
>
> The option to change lease term is allowed only for **Interest Rate** type of lease calculation method and for accounts in active status. However, changing lease term does not impact delinquency status of the account except for back dated transactions.

**Figure A-56 Change Lease Term**

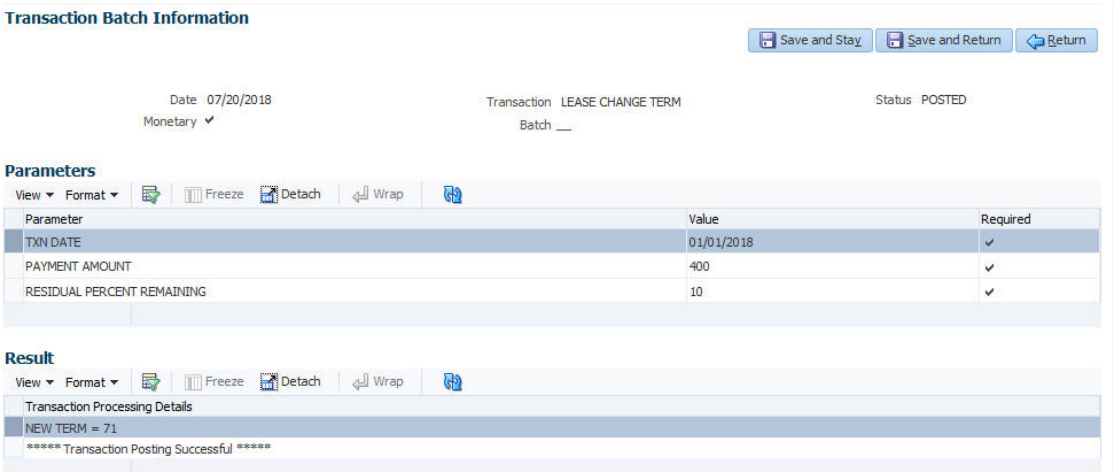


**Table A-64 To change lease term**

| Transaction | Parameters |
|---|---|
| **LEASE CHANGE TERM** | TXN DATE |
| | PAYMENT AMOUNT |
| | RESIDUAL PERCENT REMAINING |

While posting the above transaction,

- Specify the current transaction posting date in Txn Date field. You can also post a backdated transaction by specifying a previous date but not beyond first the billing date.
- Specify the payment amount and the percentage of remaining residual amount as indicated below:
  - To decrease lease term, the payment amount should be greater than the billing amount and residual % should be greater than the system maintained data.
  - To increase lease term, the payment amount should be lesser than the billing amount and residual % should be lesser than the system maintained data.

However, lease term can also be changed by maintaining the residual % as zero.

On successfully posting the transaction, the new lease term is calculated between **Due Dt Next** and **New Maturity Dt** and is displayed in the **Results** section. Also the new term and other details are updated on the account and new repayment schedule is generated.

The following screens are updated with lease term change:

- Servicing > Customer Service > Scenario Analysis tab


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- Servicing > Customer Service > Transaction History > Transactions tab, **Details** column is updated with new lease term.
- Servicing > Customer Service > Transaction History > Repayment Schedule tab, the repayment schedule details are updated.
- Servicing > Customer Service > Summary screen > Account Details > Dues section, the **Remaining Term**, **Paid Term** and **Amt Paid Excess** fields are updated.
- Servicing > Customer Service > Summary screen > Account Details > Account Information section, the **Term** and **Maturity Dt** fields are updated.
- Servicing > Account Details > Account Information section, the following fields are updated - **Depreciation Value**, **Residual Value**, **Residual %**, **Rent Charge**, **Billed Term**, **Total Term**, **Paid Term** and **Maturity Dt**.

You can also reverse this transaction in Transaction History > Transactions tab and system automatically reverses the bills generated (if any) post the lease term change.

## A.1.35 Lease Security Deposit Adjustment

As part of the collection activity, the security deposit amount paid upfront during the lease contract can be used to adjust the arrears on the account by posting the **Security Deposit Adjustment** transaction.

**Table A-65 To Adjust Lease Security Deposit**

| Transaction | Parameters |
|---|---|
| **SECURITY DEPOSIT ADJUSTMENT** | TXN DATE |
| | AMOUNT (should be less than or equal to security deposit amount) |
| | COMMENT |

Before posting the transaction, ensure that the security deposit balance is adequate to adjust the arrears. Else, system displays a validation error indicating **Insufficient Security Deposit** amount to adjust.

On posting the transaction, system adjusts the balances based on either spread matrix or the spread defined at contract. On successful posting of transaction, the **Security Deposit** amount is adjusted on the account as a payment and **Late Fee** (if any) will be eligible for reversal. The 'Results' section displays the status of transaction and indicates previous and current Security Deposit Amount on the account.

A letter of intimation is generated for correspondence by the scheduled batch LCSTXN_BJ_121_01 (LETTER FOR LEASE MONETARY TXNS) which consists of Transaction Date, Security Deposit Amount before and after adjustment, and comments if any.

You can also reverse the security deposit adjustment by posting **Security Deposit Adjustment Reverse** transaction and system automatically reverses the balance of transaction amount to the **Security Deposit Amount**. However, on reversal letter is not generated and has to be manually intimated.

## A.1.36 Lease Fee Usage Adjustments

After calculating the lease fee usage if there are any differences which needs to be corrected (increase/decreased) to the fee usage amount, you can post the following two types of lease transactions to adjust fee usage balance accordingly.


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- Adjustment to Fee Usage - ADD
- Adjustment to Fee Usage - SUBTRACT

**Figure A-57 Lease Fee Usage Adjustments**

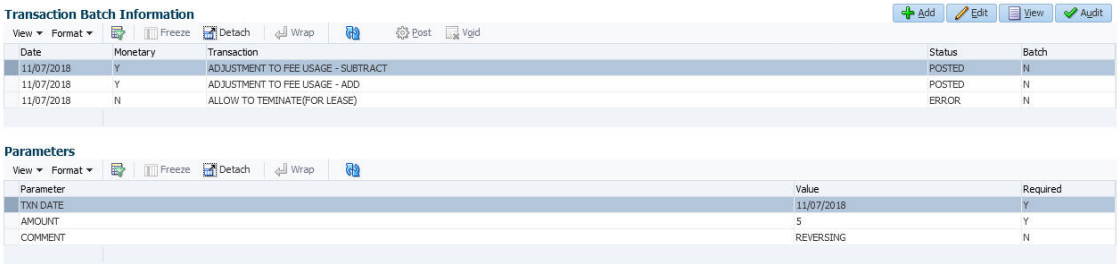


**Table A-66 To Add Lease Fee Usage**

| Transaction | Parameters |
|---|---|
| **ADJUSTMENT TO FEE USAGE -ADD** | TXN DATE |
| | AMOUNT (Fee Usage amount that needs to be added) |
| | COMMENT |

**Table A-67 To Subtract Lease Fee Usage**

| Transaction | Parameters |
|---|---|
| **ADJUSTMENT TO FEE USAGE -SUBTRACT** | TXN DATE |
| | AMOUNT (Fee Usage amount that needs to be subtracted) |
| | COMMENT |

For more information on how OFSLL handles lease calculation and billing, refer to Appendix - Usage Based Leasing chapter.

## A.1.37 Evergreen Lease Transaction

Evergreen lease in OFSLL refers to a type of lease contract between customer and financial institution in which the customer can use an asset which is still in working condition and agrees to pay a minimum lease amount for a specific term, even if the residual value of asset becomes zero.

This lease amount is a mutually agreed value by both the parties and does not specifically include depreciation cost of asset or the interest component.

For example, if an Evergreen Lease contract is agreed for Lease Payment Amount of $5 and Term of 36 months, the billing is done for lease receivables as follows:


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**Table A-68 Evergreen Lease contract**

| Cycle | Lease Receivable without Payment | Lease Receivable with Monthly Payment | Term | Remaining Term |
|---|---|---|---|---|
| 0 | 0 | 0 | 0 | 36 |
| 1 | 5 | 5 | 1 | 35 |
| 2 | 10 | 5 | 2 | 34 |
| 3 | 15 | 5 | 3 | 33 |
| N | N x Lease Payment Amount | Lease Payment Amount | 4 | 32 |

Similar to any other lease contract, even in Evergreen Lease the customer is billed for the agreed payment amount until the lease maturity date and lease receivable is updated based on the billing. Other transactions such as late fee, lease payoff and termination are processed as usual.

You can define Evergreen Lease contract in OFSLL by posting EVER GREEN LEASE monetary transaction in Servicing > Customer Service > Maintenance screen at anytime i.e. Before / On / After the account maturity date.

> **Note**
>
> Evergreen Lease in OFSLL is supported only for INTEREST RATE type of lease calculation method.

If evergreen lease transaction is posted on existing lease account, the lease account is extended up to the term specified and is billed as per the agreed **Payment Amount** for extended term. Also the **Rate** and **Residual %** of the existing lease are updated to **0** and existing balances are closed by either posting an adjustment minus transaction to the account or collecting the payment from customer.

**Figure A-58 Evergreen Lease Transaction**

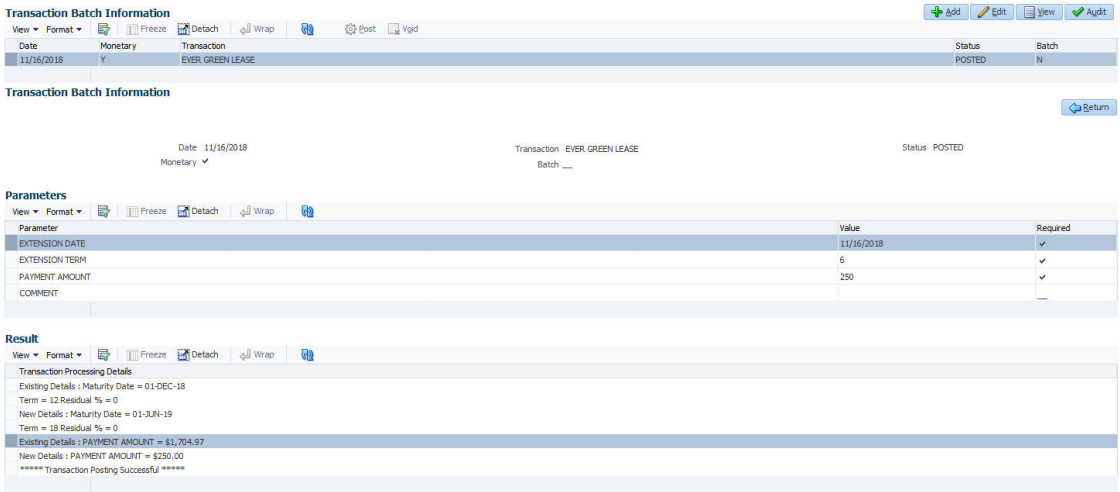



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**Table A-69 To post ever green lease transaction**

| Transaction | Parameters |
|---|---|
| **EVER GREEN LEASE** | EXTENSION DATE |
| | EXTENSION TERM |
| | PAYMENT AMOUNT |
| | COMMENT |

While posting the above transaction,

- Specify the extension date as either current transaction posting date or a future date. However, system does not allow to post a backdated transaction.
- Specify the extension term which is agreed term between customer and financial institution.
- Specify the payment amount which is rental amount for asset usage.
- Specify additional details (if any) in comment field.

On successfully posting the transaction, the **Results** section displays the details of old and new Maturity Date, Term, Payment Amount and the Residual % is set as zero. The lease receivables are updated with new amount (calculated as New Payment Amount x Term) in Servicing > Balances tab and new repayment schedule is generated.

A new Evergreen lease condition is posted on the account on the effective date of Evergreen Lease as indicated below:

**For Amortized Method of Lease (Advance & Arrears)**

- Evergreen Transaction is posted on 'Lease Closing Date' - Pre bills Days + Evergreen Grace Days
- Condition is posted on Lease Closing Date + Evergreen Grace Days

**For IBL Method (Advance & Arrears)**

- Evergreen Transaction is posted on 'Maturity Date' - Pre bills Days + Evergreen Grace Days
- Condition is posted on Maturity Date + Evergreen Grace Days

You can also reverse the Evergreen Lease Transaction in Servicing > Customer Service >Transaction History tab and system automatically reverses the Payment Amount, Term and other existing lease contract details (if any).

System restricts posting the following transactions after posting evergreen lease transaction:

- Lease Change Term transaction - LS_CHANGE_TERM
- Lease Extension transaction - LS_EXTENSION
- Lease Change Payment Amount transaction - LS_CHANGE_PMT_AMT
- Business Credit Limit Maintenance transaction - BUS_CRLMT_MAINT
- Lease SCRA transaction - CUST_ON_MLTRY_DUTY
- Index / Margin Rate Change transaction - RESCHEDULE_INDEX
- Customer Credit Limit Maintenance transaction - CUS_CRLMT_MAINT
- Rate Change transaction - RATE_CHANGE


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The following screens are updated on posting Evergreen Lease transaction:

- Servicing > Customer Service tab, the details of **Days Past Due**, **Pay Off Amt**, **Amount Due**, **Status** and **Oldest Due Dt** fields are updated and the amount fields are reset to **0**.
- Servicing > Summary screen changes:
  - Conditions section - Account Condition, Condition Start Dt, and Followup Dt fields are updated.
  - Account Details > Dues section - fields are reset to zero, term and other fields are updated accordingly.
  - Delinquency Information section - details are cleared since there is no delinquency and balances are written-off.
  - Account Information section - the Contract Dt, Adjusted Cap Cost, Term, Rate and Maturity Dt fields are updated.
- Servicing > Account Details > Account Information, the 'Rent Charge' and Additional Details section fields - Total Term, Paid Term and Maturity Dt are updated.
- Servicing > Customer Service > Scenario Analysis tab, Term, Payment Amount and other details are auto populated.
- Servicing > Customer Service > Transaction History tab changes:
  - Transactions tab - Description, Amount and Term fields are updated.
  - Repayment Schedule tab is updated with new schedule based on term.
  - Due Date History tab - existing details (dues) are cleared and new record is created only after first billing.

## A.1.38 Lease Rental/Damage Fee Adjustments

After calculating the lease rental fee if there are any rental adjustments or charge which needs to be posted to the account balances (Contract setup > Balances sub tab), you can post the following types of lease monetary transactions.

- ADJUSTMENT TO RENTAL CHARGE - ADD
- ADJUSTMENT TO RENTAL CHARGE - SUBTRACT
- ADJUSTMENT TO DAMAGE CHARGE - ADD
- ADJUSTMENT TO DAMAGE CHARGE - SUBTRACT

**Table A-70 To post the above transactions**

| Transaction | Parameters |
|---|---|
| **ADJUSTMENT TO RENTAL/DAMAGE CHARGE - ADD/SUBTRACT** | TXN DATE |
| | AMOUNT (amount that needs to be updated) |
| | COMMENT |

For more information on how OFSLL handles Rental calculation and billing, refer to **Rental Agreement** section in Origination User Guide.

## A.1.39 Trading of Accounts - Monetary Transactions

Following are the monetary transactions involved while processing Trading of Accounts. These processes are either posted automatically by external origination system or need to be posted


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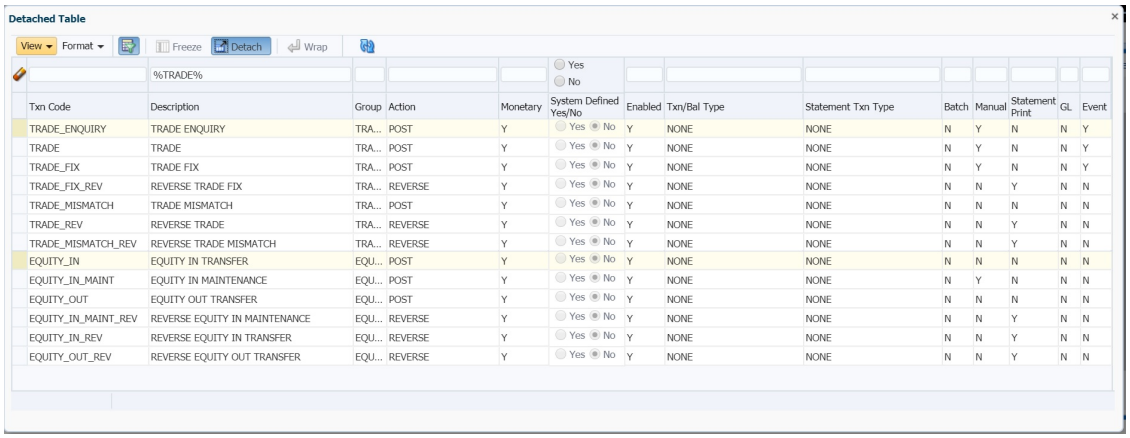
manually in Servicing > Customer Service > Maintenance screen. For information about how Trading of Accounts is processed in OFSLL, refer to **Appendix: Trading of Accounts** chapter in Servicing user guide.

**Figure A-59 Trade Transactions**



Detached Table

View Format Freeze Detach Wrap

%TRADE%

| Txn Code | Description | Group | Action | Monetary | System Defined Yes/No | Enabled | Txn/Bal Type | Statement Txn Type | Batch | Manual | Statement Print | GL | Event |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| TRADE_ENQUIRY | TRADE ENQUIRY | TRA... | POST | Y | Yes No | Y | NONE | NONE | N | Y | N | N | Y |
| TRADE | TRADE | TRA... | POST | Y | Yes No | Y | NONE | NONE | N | Y | N | N | Y |
| TRADE_FIX | TRADE FIX | TRA... | POST | Y | Yes No | Y | NONE | NONE | N | Y | N | N | Y |
| TRADE_FIX_REV | REVERSE TRADE FIX | TRA... | REVERSE | Y | Yes No | Y | NONE | NONE | N | N | Y | N | N |
| TRADE_MISMATCH | TRADE MISMATCH | TRA... | POST | Y | Yes No | Y | NONE | NONE | N | N | N | N | N |
| TRADE_REV | REVERSE TRADE | TRA... | REVERSE | Y | Yes No | Y | NONE | NONE | N | N | Y | N | N |
| TRADE_MISMATCH_REV | REVERSE TRADE MISMATCH | TRA... | REVERSE | Y | Yes No | Y | NONE | NONE | N | N | Y | N | N |
| EQUITY_IN | EQUITY IN TRANSFER | EQU... | POST | Y | Yes No | Y | NONE | NONE | N | N | N | N | N |
| EQUITY_IN_MAINT | EQUITY IN MAINTENANCE | EQU... | POST | Y | Yes No | Y | NONE | NONE | N | Y | N | N | N |
| EQUITY_OUT | EQUITY OUT TRANSFER | EQU... | POST | Y | Yes No | Y | NONE | NONE | N | N | N | N | N |
| EQUITY_IN_MAINT_REV | REVERSE EQUITY IN MAINTENANCE | EQU... | REVERSE | Y | Yes No | Y | NONE | NONE | N | N | Y | N | N |
| EQUITY_IN_REV | REVERSE EQUITY IN TRANSFER | EQU... | REVERSE | Y | Yes No | Y | NONE | NONE | N | N | Y | N | N |
| EQUITY_OUT_REV | REVERSE EQUITY OUT TRANSFER | EQU... | REVERSE | Y | Yes No | Y | NONE | NONE | N | N | Y | N | N |

This section consists of the following topics:

- Trade Enquiry Transaction
- Trade Transaction
- Equity Out Transfer Transaction
- Equity In Transfer Transaction
- Trade Fix Transaction
- Equity in Maintenance Transaction

## A.1.39.1 Trade Enquiry Transaction

Trade Enquiry monetary transaction is posted by external origination system to validate if an Account can be traded. This transaction provides details of total available Trade Equity of an Account for a Specific Validation Date. However, the Trade Amount computation is configurable using User Defined Parameters defined in Setup > Administration > User Defined Parameters screen.

**Table A-71 To post Trade Enquiry transaction**

| Transaction | Parameters |
|---|---|
| **TRADE ENQUIRY** | TXN DATE |
| | TRADE ENQUIRY VALID UPTO DATE |
| | TRADE ENQUIRY LTR PRINT |
| | COMMENT |

While posting the transaction,

- If TRADE ENQUIRY VALID UPTO DATE is specified, then system calculates Accrued Interest on account till the date specified.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- If TRADE ENQUIRY LTR PRINT is selected as ‘YES’, then a Trade Enquiry Letter with specific format is generated. The value of parameters in the letter are fetched from variables defined in the configuration.

On posting this transaction, system displays the response based on configurable calculation parameter definition defined for **Trade Equity** (ACC_EQUITY_AMT) in User Defined Parameters screen. Only those definitions with valid selection criteria are consider for processing.

On processing the transaction, the Result section displays the following information:

- A set of pre-defined details such as:
  - ACCOUNT NUMBER
  - MASTER ACCOUNT NUMBER (if associated)
  - ACCOUNT CURRENCY
- System derived values from User Defined Parameters configuration > Formula Variables.
- System derived interest value if the definition contains Accrued Interest as Formula Variable which is calculated based on TRADE ENQUIRY VALID UPTO DATE as similar to payoff quote.
- System derived final composite Trade Equity value and displays based on the description provided for Target Parameter.

On successful posting the transaction, a comment is posted on the Account indicating ACCOUNT TRADE EQUITY PROVIDED TO FOR AMOUNT USD <AMOUNT> VALID UPTO <DATE>.

## A.1.39.2 Trade Transaction

Trade monetary transaction is posted by external origination system to Trade and transfer equity from an existing (old) Account to new Account. This transaction implicitly posts Equity-In transfer and Equity-Out transfer transactions on new and old accounts respectively.

Following are the different types of Trade transactions supported:

**Table A-72 Trade Transactions**

| Type | Description |
|---|---|
| Upgrade | In this case, one existing (old) Account is upgraded to new Account. |
| Split | In this case, one existing (old) Account is upgraded to multiple new Accounts. |
| Combine | In this case, multiple old Accounts are upgraded to one new Account. |


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**Figure A-60 Trade Transactions**

| ACC1 | | | |
|---|---|---|---|
| SNO | From Account | To Account | Equity Transfer |
| 1 | ACC1 | ACC2 | 10000 |

| ACC2 - Upgrade | | | |
|---|---|---|---|
| SNO | From Account | To Account | Equity Transfer |
| 1 | ACC1 | ACC2 | 10000 |
| 2 | ACC2 | ACC3 | 13000 |
| 3 | ACC2 | ACC4 | 17000 |

| ACC3- Split | | | |
|---|---|---|---|
| SNO | From Account | To Account | Equity Transfer |
| 1 | ACC2 | ACC3 | 13000 |
| 2 | ACC3 | ACC5 | 13000 |

| ACC4 - Split | | | |
|---|---|---|---|
| SNO | From Account | To Account | Equity Transfer |
| 1 | ACC2 | ACC4 | 17000 |
| 2 | ACC4 | ACC5 | 17000 |

| ACC5 - Combine | | | |
|---|---|---|---|
| SNO | From Account | To Account | Equity Transfer |
| 1 | ACC3 | ACC5 | 13000 |
| 2 | ACC4 | ACC5 | 17000 |

**Table A-73 To post Trade transaction**

| Transaction | Parameters |
|---|---|
| **TRADE** | TXN DATE |
| | PROCESS MASTER ACCOUNT |
| | PROCESS LINKED ACCOUNT |
| | VALIDATE COMMON CUSTOMER |
| | COMMENT |

While posting the transaction,

- If PROCESS MASTER ACCOUNT is selected as **YES**, then Trade transaction is automatically posted to corresponding Master Account.
- If PROCESS LINKED ACCOUNT is selected as **YES**, then Trade transaction is automatically posted to corresponding Linked Accounts.
- If VALIDATE COMMON CUSTOMER is selected as **YES** then system validates for a common customer between existing (old) and new account. If not, displays an error.

Note the following:

- Before processing actual trade transaction, Trade Equity is computed and updated in ACC_EQUITY_AMT.
- If Trade transaction is posted on Accounts where Trade Equity is zero, then system considers those as **Non-Equity Based** accounts.
- As part of Trade process if Trade Eligible flag is set to **N** for an Asset, then that particular Asset Status is marked as **ACTIVE**. Else, asset status is updated to INACTIVE.

Trade transaction will be posted **Only if** the resultant value of following 3 are similar:

- Sum of Equity in itemization of new Accounts
- Sum of Trade Equity of existing (old) Accounts


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- Sum of Equity Transfer Amount in Trade Details

In case of mismatch in any one of above, Trade transaction is not posted and instead TRADE MISMATCH transaction is automatically posted by the system with same transaction parameters on the existing (old) account along with a condition - EQUITY MISMATCH DURING TRADE.

In addition,

- During the Trade transaction, a linked Equity Out Transfer Transaction is posted on existing (old) Account to transfer Equity to new account.
- Adjustment minus transaction is posted for all open balances on traded (old) Account to mark the outstanding amount as zero.

On successfully posting of Trade transaction,

- A Comment is posted on existing (old) account in the format ACCOUNT TRADED ON <DATE> WITH TOTAL TRADE EQUITY <VALUE> WITH <TRADE FIX REASON> AND <COMMENT>
- Account status is updated as TRADED.

## A.1.39.3 Equity Out Transfer Transaction

**Equity Out Transfer** monetary transaction is automatically posted by the system to transfer Equity from existing (old) account to new account created as part of trade.

**Table A-74 Equity Out transaction parameters**

| Transaction | Parameters |
|---|---|
| EQUITY OUT TRANSFER | TXN DATE |
| | ACCOUNT NBR |
| | AMOUNT |
| | COMMENT |
| | TRADE TYPE |

On successfully posting the transaction, the **Equity Out** field is updated in Account Details >Trade Details screen and a comment is posted on the existing (old) account in the format ACCOUNT EQUITY OUT TRANSFERRED ON <DATE> TO ACCOUNT NUMBER<ACCOUNT NUMBER> WITH VALUE <VALUE>, < TRADE TYPE > AND <COMMENT>.

## A.1.39.4 Equity In Transfer Transaction

**Equity In Transfer** monetary transaction is automatically posted by the system to update Equity to new account created as part of trade.

**Table A-75 Equity In transaction parameters**

| Transaction | Parameters |
|---|---|
| **EQUITY IN TRANSFER** | TXN DATE |
| | ACCOUNT NBR |
| | AMOUNT |
| | COMMENT |
| | TRADE TYPE |


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On successfully posting the transaction, the **Equity In** field is updated in Account Details > Trade Details screen and a comment is posted on the existing (old) account in the format ACCOUNT EQUITY IN RECEIVED ON <DATE> FROM ACCOUNT NUMBER <ACCOUNT NUMBER> WITH VALUE <VALUE>, <TRADE TYPE> AND <COMMENT>.

### A.1.39.5 Trade Fix Transaction

You can rectify the equity mismatch for a failed Trade transaction and process the Equity transfer by posting TRADE FIX monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.

**Table A-76 To post Trade Fix transaction**

| Transaction | Parameters |
|---|---|
| **TRADE FIX** | TXN DATE |
| | PROCESS MASTER ACCOUNT |
| | PROCESS LINKED ACCOUNT |
| | VALIDATE COMMON CUSTOMER |
| | TRADE FIX REASON |
| | COMMENT |

This transaction is processed in the same workflow as similar to Trade Transaction. Refer to Trade Transaction for details. In addition, you need to select the TRADE FIX REASON from the drop-down list while posting the transaction.

On successfully posting the transaction, a comment is posted on existing (old) account in the format ACCOUNT TRADED ON <DATE> WITH TOTAL TRADE EQUITY <VALUE> WITH <TRADE TYPE>, <TRADE FIX REASON> AND <COMMENT>.

### A.1.39.6 Equity in Maintenance Transaction

You can override the **Equity In** adjustments that are received in new account after Trade transaction by posting EQUITY IN MAINTENANCE monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.

**Table A-77 To post Equity in Maintenance transaction**

| Transaction | Parameters |
|---|---|
| **EQUITY IN MAINTENANCE** | TXN DATE |
| | AMOUNT |
| | COMMENT |

On successfully posting the transaction, the value specified in **Amount** field is updated to **Equity In** field in Trade Details sub tab of Account Details screen and a comment is postedon existing (old) account in the format ACCOUNT EQUITY IN MAINTAINED ON <DATE>WITH VALUE <VALUE>, <REASON> AND <COMMENT>.

## A.1.40 Billing Cycle Change

You can change the billing cycle/statement of a LoanLine of creditLease at any point of time during servicing by posting RESCHEDULE BILL CYCLE monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.


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Note the following before posting the transaction:

- The **Billing Cycle Change** transaction creates significant impact in the system since it impacts the schedule, dues and sensitive account data on account. Hence it is recommended to be posted with careful consideration and OFSLL is not responsible for any impact/mismatch resulting out of this change.
- The **Billing Cycle Change** transaction can be posted for both Open-Ended and Close-Ended Loans (Vehicle, Home Loan, and Unsecured), Lease and Line of Credit.
- The **Billing Cycle Change** transaction is applicable for all methods like IBL (Interest Bearing Loans) and Amortized Loans.
- The **Billing Cycle Change** transaction is **not** applicable for Pre-compute Loans and for **Rent Factor Method** of lease accounts.
- In case of any error while posting the transaction, system rolls-back all the changes on the account. Refer to OFSLL Release notes available in OTN library for additional information on **Billing Cycle Change** transaction validations.

**Table A-78 To post Billing Cycle Change transaction**

| Transaction | Parameters |
|---|---|
| **RESCHEDULE BILL CYCLE** | TXN DATE |
| | PROCESS MASTER ASSOCIATED ACCOUNTS<br>Select either **Yes** or **No** from the drop-down list. Selecting **Yes** posts the transaction to Master Account and Associated Accounts. |
| | NEW BILLING<br>Select the billing frequency from drop-down list. |
| | PROCESS SAME PRODUCT TYPE AND FUNDING TYPE ACCOUNTS<br>Select either **Yes** or **No** from the drop-down list. Selecting **Yes** posts the transaction on accounts belonging to same product type and selecting **No** posts the transaction to ALL accounts.<br>However, this parameter has no relevance if the **Process to Master Account** is not set to **Y**. |
| | PRE BILL DAYS<br>Specify the pre-bill days on account.<br>System displays an error if the PRE BILL DAYS is retained as zero **0** (default value). |
| | DUE DAY MIN<br>Specify the minimum due day to mark-up the due days limit on account to the required standard business rules.<br>System displays an error if the DUE DAY MIN is retained as zero **0** (default value). |
| | DUE DAY MAX<br>Specify the maximum due day to mark-up the due days limit on account to the required standard business rules.<br>System displays an error if the DUE DAY MAX is retained as zero **0** (default value). |


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**Table A-78 (Cont.) To post Billing Cycle Change transaction**

| Transaction | Parameters |
|---|---|
| | MAX DUE DAY CHANGE DAYS<br>Specify the total number of times due date change is permitted) on account. System performs a compatibility check for selected billing cycle.<br>System displays an error if the MAX DUE DAY CHANGE DAYS is retained as zero **0** (default value). |
| | RESCHEDULE PAYMENT START DATE<br>Select the rescheduled/next payment date from the adjoining calendar. Ensure the date selected is not less than **Last Due Date** (Current Due Date). |
| | PAYMENT AMOUNT<br>If payment amount is specified, then system computes billing change calculation considering system parameter. This is applicable for individual accounts.<br>Retaining as **0** (default) allows system to auto-compute new payment amount during billing change calculation. Required for Master accounts.<br>This field has no relevance for line accounts. |
| | TERM<br>Enter the number of payments. System displays an error if the term is retained as zero **0** (default value).<br>This field has no relevance for line accounts. |
| | RESIDUAL PERCENT REMAINING<br>Specify a value of residual percentage to be accounted in billing. This should not be greater than Account Residual percentage. This is mandatory to be specified if Maturity date is changed for Lease account. |
| | LATE CHARGE GRACE DAYS<br>Specify the number of grace days allowed during billing change calculation. Retaining as **0** (default) does not make any changes on account. |
| | LEASE EARLY TEMINATION<br>Specify the amount to be paid for early termination. Retaining as **0** (default) does not make any changes on account. |
| | COMMENTS |

For detailed information on above fields validation, computation of other transactions, **Billing Cycle Change** transaction validations, refer to OFSLL Release notes available in OTN library.

While posting the transaction:

- System allows **Next Due date** after Current Due Date.
- The **Next Billing Date** is computed after Current Due Date i.e. Next Due Date - Pre Bill Days.


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- System allow backdating of this transaction till last due date.
- The **Paid Term** is auto-computed considering the back dated payments (if any).

On successfully posting the transaction, system updates the billing changes to current/master account as defined and internally posts Due Date Change, Change Payment Amount, and Change Term transactions for new billing cycle to be established.

**Billing Cycle Change Reversal**

Reversal of **Reschedule Bill Cycle** is allowed with following restrictions:

- System changes **Account back dated date** as date of posting of transaction and hence no monetary transaction is allowed to post on or before that date. This implies, system does not allow to reverse the **Reschedule billing transaction** on same date.
- System does not allow to reverse the transaction, if any monetary transaction is posted (except payoff quote), after posting reschedule billing transaction. User is expected to reverse the monetary transaction manually, to reverse the reschedule billing transaction.

## A.1.41 Capitalization Maintenance

Capitalization maintenance helps to define the capitalization parameters to capitalize the corresponding account balances to principal balance based on specific frequency. For example, you can capitalize the accumulated Interest or Late Fees to principal balance of the account.

During servicing, you can either enable and define new capitalization parameters for an account or modify / disable the pre-defined capitalization parameters at any point by posting CAPITALIZATION MAINTENANCE monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.

However, note that capitalization is supported only for **Active** Accounts.

**Table A-79 To post Capitalization Maintenance transaction**

| Transaction | Parameters |
|---|---|
| **CAPITALIZATION MAINTENANCE** | TXN DATE |
| | CAPITALIZE<br>Select either **YES** or **NO** (default) from drop-down list. |
| | BALANCE<br>Select the type of balance to be capitalized from the drop-down list. Selecting ALL (default) capitalizes all the balances maintained for the account. |
| | FREQUENCY<br>Select the required capitalization frequency from the drop-down list. The list contains the following types of frequency:<br>• Based on specific intervals such as Monthly, Quarterly, Annual and so on.<br>• Based on contract Billing Frequency, Billing Date, or Due date.<br>• Specifically on every Month End.<br>**Note:** Selecting Balance Frequency option here has no relevance for capitalization. |


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**Table A-79 (Cont.) To post Capitalization Maintenance transaction**

| Transaction | Parameters |
|---|---|
| | CAP GRACE DAYS<br>Specify the grace days allowed in the frequency (minimum 0, maximum 31) before capitalizing the balances to account. This is also the deciding factor for executing the capitalization batch job which is based on Capitalization Frequency + Grace Days.<br>However, note that Grace Days are not accounted for Month End type of capitalization frequency and is ignored even if specified. |
| | CAP TOLERANCE AMT<br>Specify the capitalization tolerance amount which is the minimum amount to qualify for capitalization. Any amount less than this is not considered for capitalization of balances.<br>This helps to avoid capitalization of nominal or decimal amounts.<br>**Note:** There is no specific accounting maintained for non-capitalized decimals with reference to setup. |
| | CAPITALIZE AMT TILL DATE<br>Select either **YES** or **NO** (default) from the drop-down list.<br>Yes - to capitalize the balance amount till date and continue capitalization based on defined parameters.<br>No - to capitalize the balance amount till date and stop capitalization.<br>**NOTE:** This parameter is useful only when the capitalization preference is changed from **Y** to **N** during servicing, by posting **Capitalization Maintenance** transaction and if the capitalization was enabled during origination. For other combinations, this parameter is ignored for processing. |
| | CAPITALIZATION START DATE (INCLUDING GRACE DAYS)<br>Select the next capitalization date from the adjoining calendar which by default includes the CAP GRACE DAYS before triggering the balance capitalization. |

On successfully posting the transaction, system deducts the corresponding balance amount and adds to Advance / Principal or Lease receivable balance based on the defined frequency.

Accordingly, as part of capitalization process two transactions are posted on the account and the same can be viewed in Customer Service > Transaction History > Transactions tab. Also, two entries are posted in Customer Service > Balances tab indicating the balance deduction in Capitalized (-) column and principal addition in Capitalized (+) column respectively.


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# A.1.42 Cycle Based Late Fee Adjustment / Waiver

Late fee is the amount charged when payment is not made within the grace period or by the day after payment is due. The due date is determined by the contract.

Accordingly, the Cycle Based Late Fee Adjustment / Waiver is required to be done when such late fee corrections are to be posted on the account. This can be done during servicing by posting the following types of monetary transactions in Customer Service > Maintenance >Transaction Batch Information section.

**Figure A-61 Cycle Based Fee**

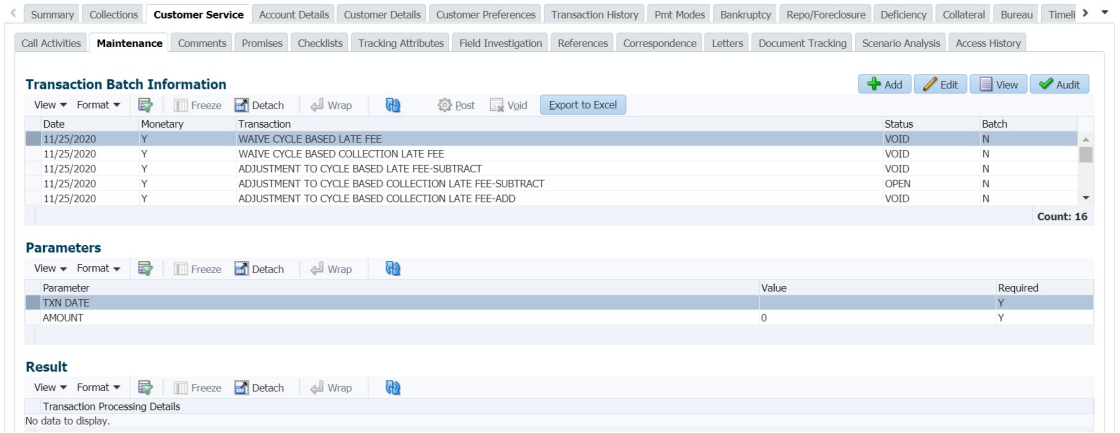


**Table A-80 To post Adjustment / Waive Maintenance transaction**

| Transaction | Parameters |
|---|---|
| **ADJUSTMENT TO CYCLE BASED COLLECTION LATE FEE- ADD**<br>**ADJUSTMENT TO CYCLE BASED COLLECTION LATE FEE - SUBTRACT**<br>**WAIVE CYCLE BASED COLLECTION LATE FEE**<br>**ADJUSTMENT TO CYCLE BASED LATE FEE - ADD**<br>**ADJUSTMENT TO CYCLE BASED LATE FEE - SUBTRACT**<br>**WAIVE CYCLE BASED LATE FEE** | TXN DATE<br>Select the transaction date from adjoining calendar.<br>AMOUNT<br>Specify the amount to be adjusted / waived on the account. |

# A.1.43 Fee Consolidation Maintenance

You can update and maintain Fee Consolidation to an Account during Servicing and Collection stage by posting FEE CONSOLIDATION MAINTENANCE monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.


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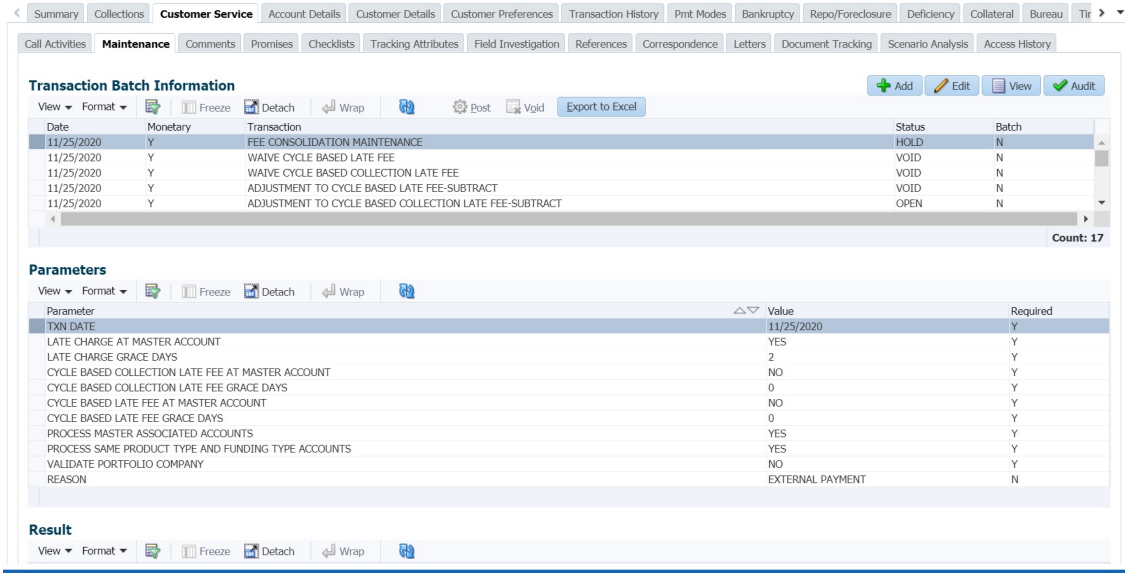
**Figure A-62 Fee Consolidation Maintenance**




Before posting the transaction, note that:

- The fields are updated only if the value of parameters is greater than zero.
- Transaction is allowed to be posted only those accounts which are linked to Master Account (Including Master Account).
- When Fee Consolidation at Master Account flags are checked, system validates if respective fee balance(s) are available at Master and Associated account or not. Balance validations is enforced only when both Master and Associated accounts have **Fee at Master Account flag = Y**.
- If the Account's billing Cycle is Monthly, Weekly, Bi-Weekly, Semi-Monthly, system validates if Late fee Grace Days > 28. Else displays an error.
- If late fee consolidation at Master is Y on Master account, then system validates if Associated Account has same respective fee grace days and fee cycle. Else displays an error.

While posting the fee consolidation on executing the scheduled batch jobs, the processing is done based on following matrix:

**Table A-81 Fee Consolidation Maintenance**

| Flag | Master Account (M1) | Associated Account (A1) | Action |
|---|---|---|---|
| Late Charge at Master Account | Y | Y | Loop through Master and Associated Accounts, Post Late Charge at Master Account and a Zero amount Late Charge transaction at Associated Account. |


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**Table A-81 (Cont.) Fee Consolidation Maintenance**

| Flag | Master Account (M1) | Associated Account (A1) | Action |
|---|---|---|---|
| | Y | N | Loop through Master and Associated Accounts to find out that there are no Associated Account with fee at master flag = Y. Then consider only the Master Account Due Amount to calculate fee According to Fee calculation Method. |
| | N | N | Don’t loop through Master and Associated, Post Late Charge at Master and Associated Based on the Fee Configuration at respective account >Contracts. |
| | N | Y | Don’t loop through Master and Associated, Post Late Charge at Master and Associated Based on the Fee Configuration at respective account >Contracts. |

**Table A-82 To post Fee Consolidation Maintenance transaction**

| Transaction | Parameters |
|---|---|
| **FEE CONSOLIDATION MAINTENANCE** | TXN DATE<br>Select the transaction date from adjoining calendar. |
| | LATE CHARGE AT MASTER ACCOUNT<br>Select either **Yes** or **No** from the drop-down list. Selecting **Yes** allows system to consolidate the late charge assessment at master account level. |
| | LATE CHARGE GRACE DAYS<br>Specify the number of grace days allowed before late charge is assessed on the account. |
| | CYCLE BASED COLLECTION LATE FEE AT MASTER ACCOUNT<br>Select either **Yes** or **No** from the drop-down list. Selecting **Yes** allows system to consolidate the cycle based collection late fee assessment at master account level. |


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**Table A-82 (Cont.) To post Fee Consolidation Maintenance transaction**

| Transaction | Parameters |
|---|---|
| | CYCLE BASED COLLECTION LATE FEE GRACE DAYS<br>Specify the number of grace days allowed before cycle based fee is assessed on the account. This field is enabled only if the Cycle Based Collection Late Fee option is checked above. |
| | CYCLE BASED LATE FEE AT MASTER ACCOUNT<br>Select either **Yes** or **No** from the drop-down list. Selecting **Yes** allows system to consolidate cycle based late fee assessment at master account level. |
| | CYCLE BASED LATE FEE GRACE DAYS<br>Specify the number of grace days allowed before cycle based late fee is assessed on the account. |
| | PROCESS MASTER ASSOCIATED ACCOUNTS<br>Select either **Yes** or **No** from the drop-down list. Selecting **Yes** posts the transaction to Master Account and all Associated Accounts. |
| | PROCESS SAME PRODUCT TYPE AND FUNDING TYPE ACCOUNTS<br>Select either **Yes** or **No** from the drop-down list. Selecting **Yes** posts the transaction on accounts belonging to same product type and selecting **No** posts the transaction to ALL accounts. |
| | VALIDATE PORTFOLIO COMPANY<br>Select either **Yes** or **No** from the drop-down list to indicate the system to validate if the current selected Account and Master Account belongs to the same portfolio company.<br>System does not allow to post the transaction if this option is selected as **Yes** and the portfolio company is found to be different for both accounts during validation. |
| | REASON<br>Selected the appropriate reason code for posting this transaction from the drop-down list. |

On posting the transaction, system updates the respective indicators under **Fee Consolidation** header in Customer Service > Contract screen.

## A.1.44 Accrual and First Payment Date Maintenance

For any specific reason if the interest Accrual Start Date and First Payment Date defined at contract level are not as per the required date, you can adjust the same during the serving stage of an account by posting ACCRUAL AND FIRST PAYMENT DATE CHANGE monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.

However, this transaction is allowed to be posted only on accounts, where there is **No Billing, no Transactions** other than Active Transaction posted on account.


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**Table A-83 To adjust the Accrual Start Date and First Payment Date transaction**

| Transaction | Parameters |
|---|---|
| **ACR_FIRST_PMT_DT_CHANGE (ACCRUAL AND FIRST PAYMENT DATE CHANGE)** | TXN DATE<br>Select the transaction date from the adjoining calendar. |
| | ACCRUAL START DATE<br>Select the accrual start date from the adjoining calendar. Ensure that the Start Date is greater than contract date and less than or equal to First Payment date. |
| | NEW FIRST PAYMENT DATE<br>Select the new first payment date from the adjoining calendar. Ensure that the First Payment Date is not less than **Accrual Start Date**. |

On successfully posting the transaction, the Results section displays both old and new Accrual Start Date along with old and new First Payment Date.

## A.1.45 Pre Bill Days Change

You can change the pre bill days of a LoanLine of creditLease account at any point of time during servicing by posting PRE BILL DAYS CHANGE monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.

**Table A-84 To post Pre Bill Days Change transaction**

| Transaction | Parameters |
|---|---|
| **PRE BILL DAYS CHANGE (PBDCHANGE)** | TXN DATE<br>Select the transaction date from adjoining calendar. System allows to select only GL date (backdating and reversals are not allowed). |
| | PRE BILL DAYS<br>Specify the number of pre-bill days on account.<br>System displays an error if the PRE BILL DAYS is retained as zero **0** (default value). |


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**Table A-84 (Cont.) To post Pre Bill Days Change transaction**

| Transaction | Parameters |
|---|---|
| | PROCESS MASTER ASSOCIATED ACCOUNTS<br>Select either **Yes** or **No** from the drop-down list.<br>Selecting **Yes** posts the pre bill days transaction to Master Account and Associated Accounts.<br>Selecting **No**, the pre bill days transaction is posted as follows:<br>• If the current Account is Non-master and linked to a Master Account and Statement Consolidation flag = Y, system shows an error message and shouldn't allow to post the transaction.<br>• If the current Account is Non-master and linked to a Master Account and Statement Consolidation flag = N, the system will allow to post this transaction.<br>• If the current Account is master and Statement Consolidation flag = Y, system show an error message and will not allow to post the transaction.<br>• If the current Account is Master Account and Statement Consolidation flag = N, the system will allow to post this transaction.<br>• If the current Account is not link to any master account, the system will allow to post this transaction. |
| | PROCESS STATEMENT CONSOLIDATED ACCOUNTS<br>By default the selection is **Yes** and if the same is retained, the pre bill days transaction is posted as follows:<br>• If the Account where Pre Bill Days Maintenance is being initiated has Statement Consolidation Flag as N, then system ignores the parameter.<br>• If the Account where Pre Bill Days Maintenance is being initiated has Statement Consolidation Flag as Y, then system validates and processes accounts with Statement Consolidation Y considering the other transaction parameter values.<br>If the selection is **No**, this parameter value is ignored while posting pre bill days transaction to accounts. |

On successfully posting the transaction, system updates the pre bill days on the account and following information is displayed in 'Results' section - [BEFORE] Prebill Days = <old prebill days> [AFTER] Prebill Days = <new prebill>. In case of any validation is not successful, the transaction is reversed.


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### A.1.46 Lease Residual Maintenance

When a contract is in Evergreen Lease terms and if the 'Auto Post and Renew' option enabled in Contract setup screen **Evergreen Details** section , system allows to renew the contract automatically for specific terms without any intervention. During renewal, the asset value is reduced based on the percentage indicated in **Residual Reduction %**.

The **Residual Reduction %** can further be updated during the serving stage of an account by posting LEASE RESIDUAL MAINTENANCE (LS_RESIDUAL_MAINT) monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.

> **Note**
>
> This transaction can be posted to only reduce and not to increase the residual value of the asset.

**Table A-85 To adjust the Residual Percent**

| Transaction | Parameters |
|---|---|
| **RESIDUAL MAINTENANCE (LS_RESIDUAL_MAINT)** | TXN DATE<br>Select the transaction date from the adjoining calendar. |
| | RESIDUAL PERCENT<br>Specify a percentage value to indicate how much residual value has to be reduced while posting Evergreen transaction. You can specify numerical value up to 2 decimal with minimum as zero and maximum of 100. |
| | COMMENT<br>Additional information, if any. |

On successfully posting the transaction, the Residual value is reduced and there is no impact on repayment schedule or amortization schedule of the lease account.

## A.2 Nonmonetary Transactions

This section catalogues the transaction codes and parameters required to complete the following nonmonetary tasks for LoanLine of creditLease:

- Update a customer’s/Business name
- Maintain customer details
- Mark a customer/business as a skipped debtor
- Mark a customer as deceased
- Change a customer’s Privacy Opt-Out indicator
- Stop Customer/Business correspondence
- Modify financed insurance information
- ACH Maintenance


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- Reprint a statement (batch only)
- Add or stop servicing of accounts with post dated checks as a repayment method
- Stop an ACH for an account
- Add ACH bank
- Cancel or adjust an ESC
- Apply a refund payment to an ESC
- Cancel insurance (or reverse the insurance cancellation)
- Add new escrow insurance details
- Add new escrow tax details
- Change insurance annual disbursement
- Change insurance disbursement plan
- Change escrow indicators of insurance
- Change insurance expiration date
- Change insurance maturity date
- Change tax annual disbursement
- Change tax disbursement plan
- Change escrow indicators of tax
- Resume escrow analysis
- Resume escrow disbursements
- Stop escrow analysis
- Stop escrow disbursements
- Refund or adjust insurance
- Adjust Dealer Compensation
- Add / Modify Account Contact References
- Account Statement Preference Mode
- Cure Letter Date Maintenance
- Change Leased Asset Usage
- Lease Early Termination
- Allow to Terminate Active Military Duty Accounts (For Lease)
- Recourse Details Maintenance
- Sub Unit Account Transfer
- Customer Credit Limit Transactions
- Add Existing Customer to Account
- Add/Update Business Customer Details
- Rescission Account
- Add Asset to Account
- Customer / Business Credit Score Update
- Master Account Maintenance


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- Master Account - Statement Consolidation Indicator Maintenance
- Add Existing Business to Account
- Add Business Phone Details
- Confirm Customer / Business address
- Trading of Accounts - Non-Monetary Transactions
- Bankruptcy Reporting Indicator
- Collateral Maintenance
- Account Contract Maintenance
- Account Payment Mode Maintenance
- Add Balance to Account
- Linked Account Maintenance
- Mock Statement Maintenance
- Skip Credit Bureau Reporting Maintenance
- Repossession Maintenance
- Evergreen Lease Maintenance
- Stop Correspondence at Account Level
- Consolidated Payoff Quote
- Terminate Single/Multi Lease Account(s)
- Add New Customer
- Add/Update customer Address
- Agreement Number Maintenance
- Sale Order Number Maintenance
- Customer/Business Name Maintenance
- Customer Details Maintenance
- Skipped Customers/Business
- Mark Customer as Deceased
- Privacy Opt-Out Indicator
- Customer/Business Correspondence (stopping)
- Financed Insurance (modifying)
- ACH Maintenance
- Stop an ACH
- Statement Reprinting (batch only)
- Add ACH Bank
- Post Dated Checks
- Coupon Book Maintenance (batch only)
- Extended Service Contract (ESC)
- Insurance Maintenance


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- Escrow Information and Maintenance
- Escrow Analysis Disbursements
- Insurance Payment Maintenance
- Adjust Dealer Compensation
- Add / Modify Account Contact References
- Account Statement Preference Mode
- Cure Letter Date Maintenance
- Recourse Details Maintenance
- Sub Unit Account Transfer
- Change Leased Asset Usage
- Lease Early Termination
- Allow to Terminate Active Military Duty Accounts (For Lease)
- Customer Credit Limit Transactions
- Add Existing Customer to Account
- Add/Update Business Customer Details
- Rescission Transaction to Void Account
- Add Asset to Account
- Customer / Business Credit Score Update
- Master Account Maintenance
- Master Account - Statement Consolidation Indicator Maintenance
- Add Existing Business to Account
- Add Business Phone Details
- Customer/Business Address Confirmation
- Trading of Accounts - Non-Monetary Transactions
- Bankruptcy Reporting Indicator
- Collateral Maintenance
- Account Contract Maintenance
- Account Payment Mode Maintenance
- Add Balance to Account
- Linked Account Maintenance
- Mock Statement Maintenance
- Skip Credit Bureau Reporting Maintenance
- Repossession Maintenance
- Evergreen Lease Maintenance
- Stop Correspondence at Account Level
- Consolidated Payoff Quote
- Terminate Single/Multi Lease Account(s)
- Add New Customer


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- Add/Update customer Address
- Agreement Number Maintenance
- Sales Order Number Maintenance
- Customer / Business Number Update
- Periodic Fee Maintenance
- Passthrough Maintenance

## A.2.1 Customer/Business Name Maintenance

You can update and change a customer's or Business name.

**Table A-86 To update a customer's name**

| Transaction | Parameters |
|---|---|
| **Customer Name Maintenance** | Txn Date |
| | Relation Type Code |
| | Customer First Name |
| | Customer Middle Name |
| | Customer Last Name |
| | Customer Generation |
| | Code |

**Table A-87 To update business name**

| Transaction | Parameters |
|---|---|
| **BUSINESS NAME MAINTENANCE** | Txn Date |
| | BUSINESS NAME |
| | LEGAL NAME |

Here, the legal name is register name of the business and can be the business name itself.

The new details appear throughout the system; for example, in Customer Service screen's Customer(s) section and Customer Details screen's Customer section.


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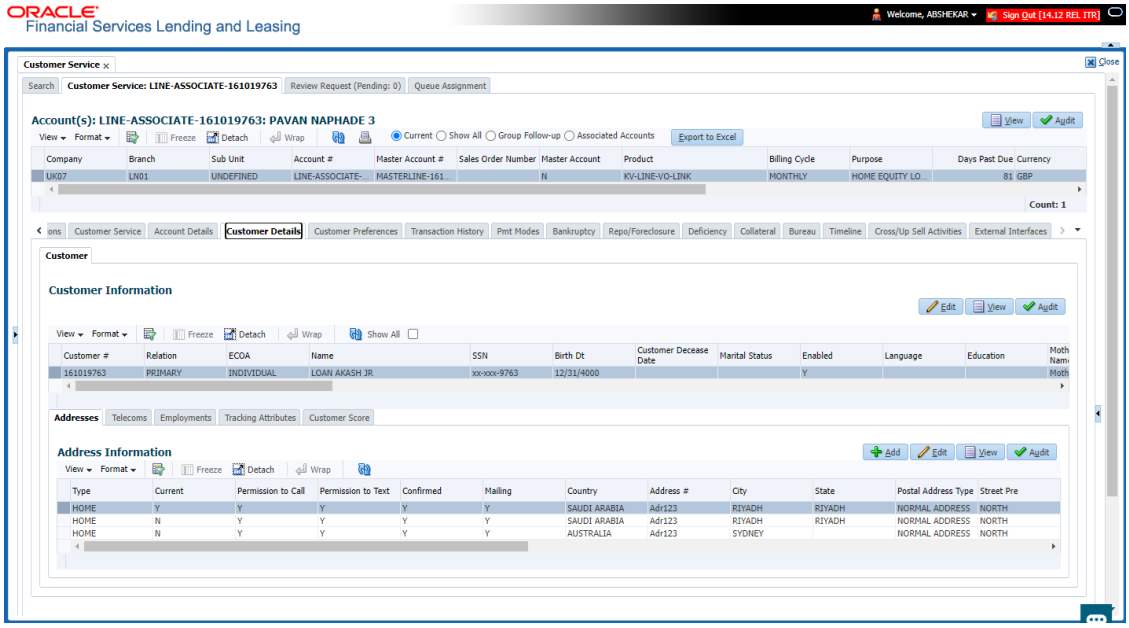
## Figure A-63 Customer/Business Name Maintenance




## Figure A-64 Customer/Business Name Maintenance

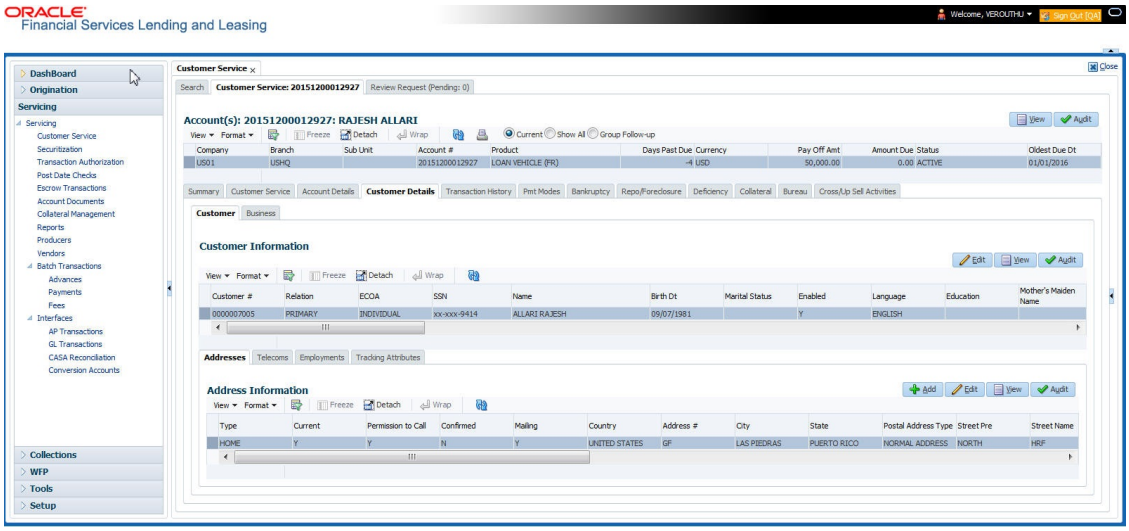




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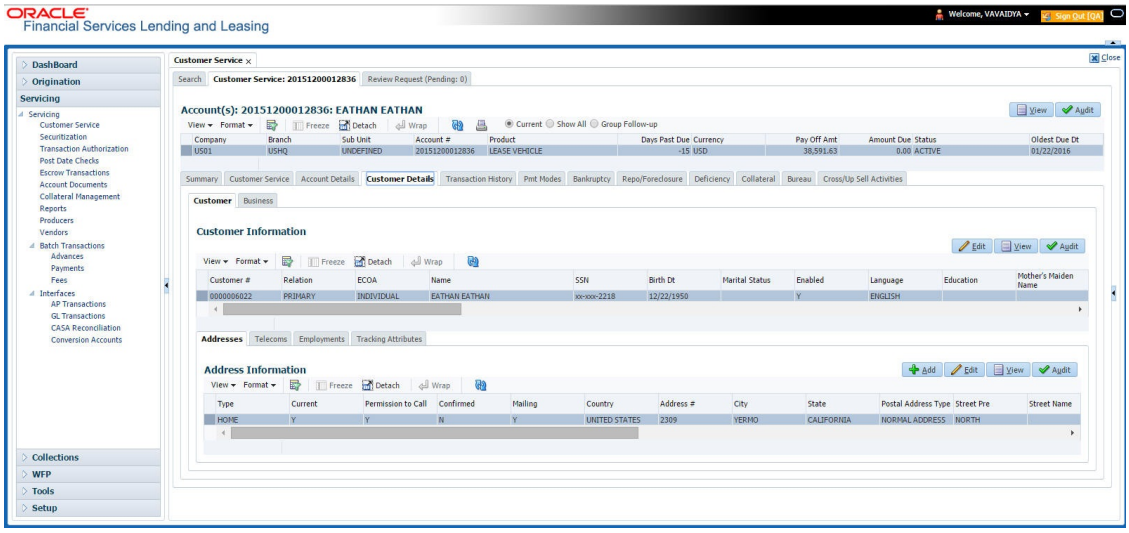
**Figure A-65 Customer/Business Name Maintenance**




## A.2.2 Customer Details Maintenance

You can update and change the following details regarding a customer: social security number, marital status, disability indicator, driving license number, number of dependants, and email address.

**Table A-88 To change other details about a customer**

| Transaction | Parameters |
|---|---|
| **Customer Maintenance** | Txn Date |
| | Relation Type Code |
| | Customer SSN |
| | Customer Marital Status Code |
| | Customer Disability Indicator |
| | Customer Driving License Number |
| | Customer Number of Dependents |
| | Customer Email Address 1 |
| | Customer Birth Date |
| | Customer Gender Code |
| | Customer Language Code |
| | Customer Driving Licence State Code |
| | Customer Time Zone |
| | Payment Hierarchy |

> **Note**
>
> The payment hierarchy is auto-populated by the system based on new/existing customer details and the same can be modified. For more information, refer to Payment Hierarchy field details in Customer sub tab section.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The new details appear throughout the system.

## A.2.3 Skipped Customers/Business

When a customer/business cannot be located, the system enables you to mark that customer/business as **skipped** (as in, “the customer/business is a skipped debtor”) Marking a customer/Business as skipped indicates that the customer’s/business whereabouts are unknown.

**Table A-89 To mark a customer as “skipped”**

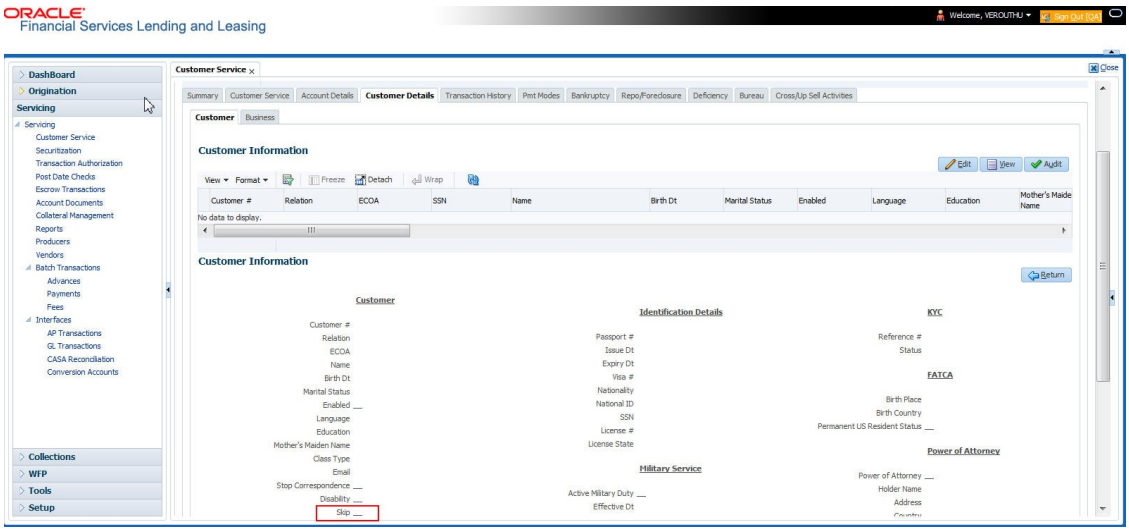
| Transaction | Parameters |
|---|---|
| **Customer Skip** | Txn Date |
| | Relation Type Code |
| | Customer Skip Indicator |

**Table A-90 To mark a business as “skipped”**

| Transaction | Parameters |
|---|---|
| **Business Skip** | Txn Date |
| | Business Skip Indicator |

The Skip box is selected on the Customer Service screen’s Customer/Business Details tab.

**Figure A-66 Skipped Customers/Business**




To remove the Skip indicator, follow the above procedure and update the CUSTOMER/BUSINESS SKIP INDICATOR as **NO**.

## A.2.4 Mark Customer as Deceased

You can mark a particular customer as deceased by posting a non-monetary transaction. Marking a customer as deceased indicates that the **Account holder is deceased** and this condition is posted on the account and an Alert is populated in Comments tab and Summary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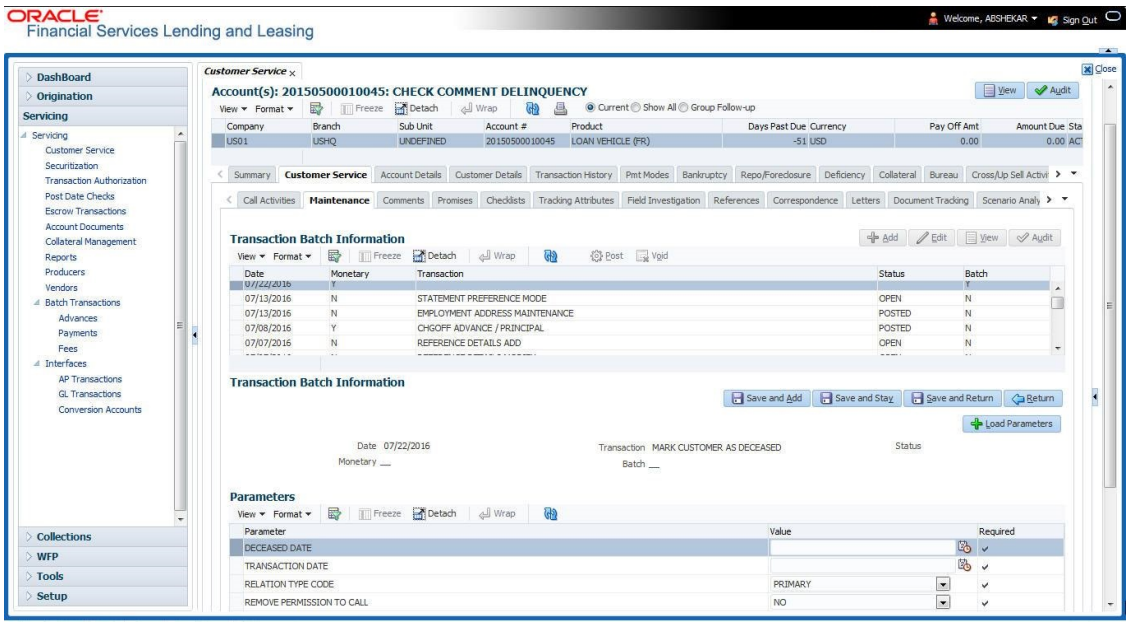
tab. Also when a particular customer is marked as deceased, you can change the permission to call the customer as **No** on all accounts and contacts where the customer is attached.

**Table A-91 To mark a customer as "deceased"**

| Transaction | Parameters |
|---|---|
| **MARK CUSTOMER AS DECEASED** | DECEASED DATE |
| | TRANSACTION DATE |
| | RELATION TYPE CODE |
| | REMOVE PERMISSION TO CALL |

**Figure A-67 Mark Customer as Deceased**




You can select the **Deceased Date** and **Transaction Date** (last transaction date) from the adjoining calendar. Select the **Relation Type Code** and **Remove Permission To Call** (as **Yes**) from the drop-down list.

System identifies all the related accounts based on Customer ID and marks **the customer deceased date** on all accounts (primary or joint holder) held by the customer. If the transaction is successful, a confirmation message is displayed in the Results section displaying all the customer accounts on which this status is posted. Also a comment is posted on all accounts when the **Permission to Call** status is changed.

The Customer Deceased Date is also indicated on the Customer Details screen's Military Service section.


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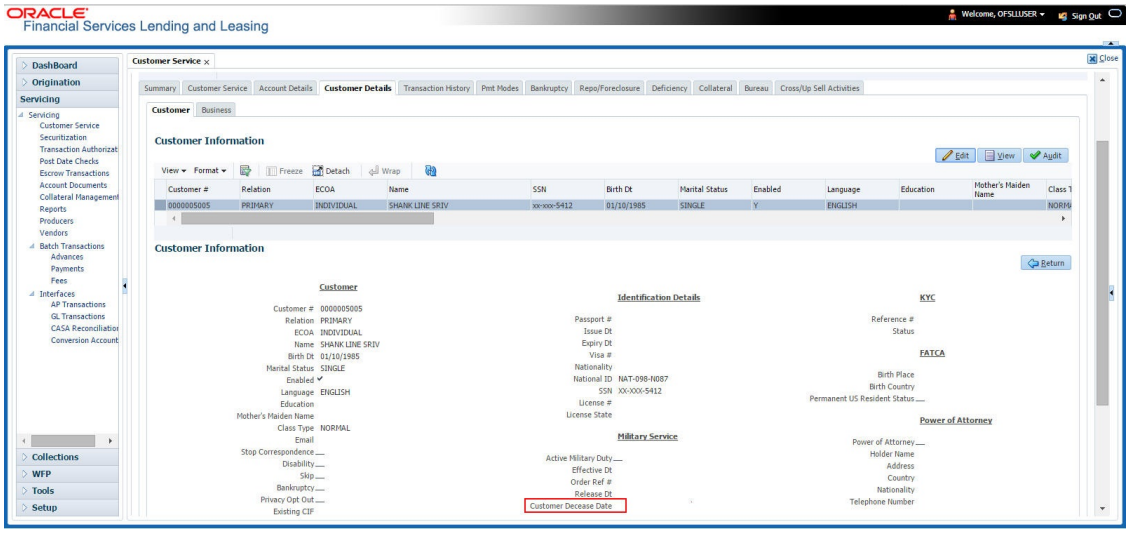
**Figure A-68 Mark Customer as Deceased**




# A.2.5 Privacy Opt-Out Indicator

You can change the customer's/Business Privacy information sharing preference (Opt-Out indicators) along with other choice indicators of Insurance, Share Credit and Marketing preferences by posting the following nonmonetary transaction parameter.

**Customer:**

Transaction Code: CUS_PRIVACY_INFO

Description: CUSTOMER OPT-OUT PREFERENCES (PRIVACY OPT-OUT)

**Table A-92 To change the customer's privacy opt-out indicators**

| Transaction | Parameters |
|---|---|
| **Customer Privacy Info Sharing Preference** | Transaction Date |
| | Relation Type Code |
| | Privacy Optout |
| | Insurance Optout |
| | Share Credit Optout |
| | Marketing Optout |

**Business:**

Transaction Code: BUS_PRIVACY_INFO

Description: BUSINESS OPT-OUT PREFERENCES (PRIVACY OPT-OUT)

**Table A-93 To change the business privacy opt-out indicators**

| Transaction | Parameters |
|---|---|
| **BUSINESS OPT-OUT PREFERENCES (PRI-VACY OPT-OUT)** | Transaction Date |
| | Privacy Optout |


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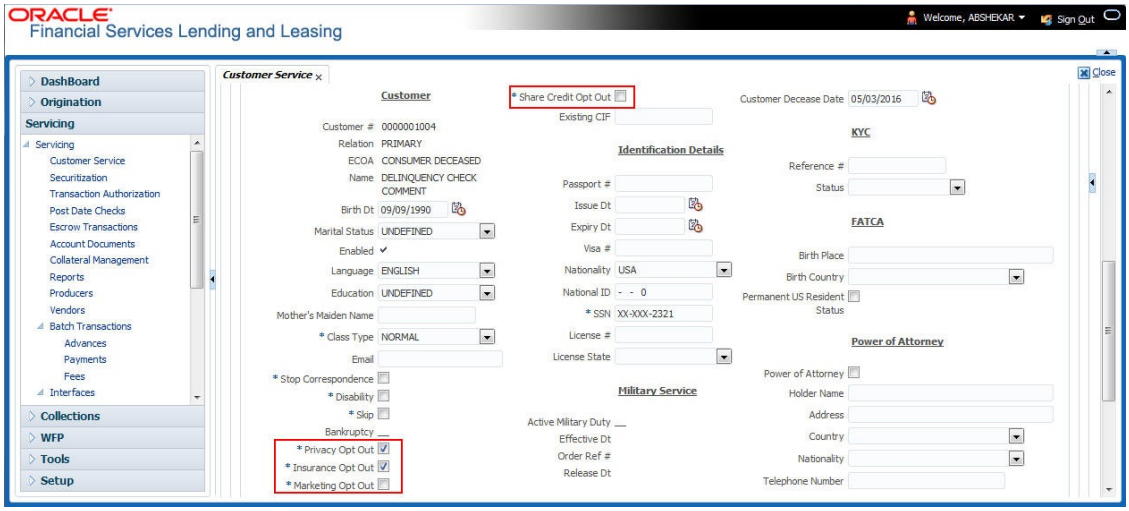
**Table A-93 (Cont.) To change the business privacy opt-out indicators**

| Transaction | Parameters |
|---|---|
| | Insurance Optout |
| | Share Credit Optout |
| | Marketing Optout |

The customer's Privacy information sharing preferences are updated on the Customer Service screen's Customer/Business Details tab.

**Figure A-69 Privacy Opt-Out Indicator**




To remove the customer's Privacy information sharing preferences, follow above procedure. However, you can also type **N** in the CUSTOMER STOP CORRESPONDENCE INDICATOR parameter.

## A.2.6 Customer/Business Correspondence (stopping)

You can choose at any time to stop correspondence to a customer/business. When you do so, the customer/business will receive no correspondence of any kind from the system.

There is also a provision to stop correspondence at individual account level. For more information, refer Stop Correspondence at Account Level section.

**Table A-94 To stop correspondence with a customer**

| Transaction | Parameters |
|---|---|
| **Customer Stop Correspondence** | Txn Data |
| | Relation Type Code |
| | Customer Stop Corr Indicator |


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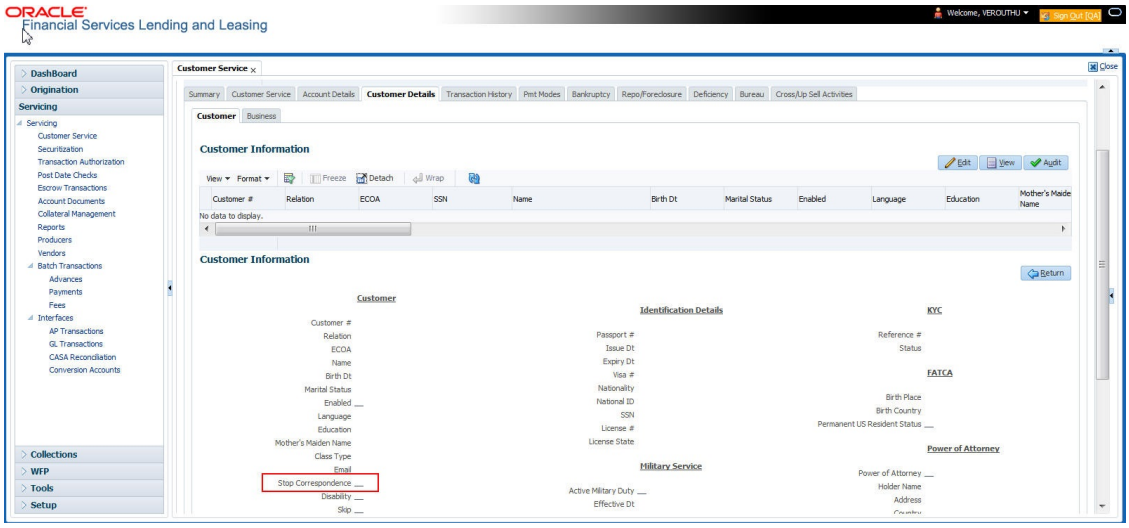
**Table A-95 To stop correspondence with a business**

| Transaction | Parameters |
|---|---|
| **Business Stop Correspondence** | Txn Data |
| | Business Stop Corr Indicator |

The Stop Correspondence box is selected on the Customer Service screen's Customer/ Business Details tab.

**Figure A-70 Stop Correspondence**




To remove the Stop Correspondence indicator, follow the above procedure and update the CUSTOMER/BUSINESS STOP CORR INDICATOR as **NO**.

## A.2.7 Financed Insurance (modifying)

You can change other insurance details entered on the INSURANCE ADDITION transaction with nonmonetary INSURANCE DETAILS MODIFICATION transaction. The changed insurance information can be viewed on Customer Service screen's Insurances screen.

> **Note**
>
> In case any issues on existing LoanLine of creditLease accounts, you can back port this functionality. Contact your account manager.

**Table A-96 Insurance Modification**

| Transaction | Parameters |
|---|---|
| **Insurance Modification** | Txn Date |
| | Effective Date |
| | Insurance Type |


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**Table A-96 (Cont.) Insurance Modification**

| Transaction | Parameters |
|---|---|
| | Policy Effective Date Company Name |
| | Phone # 1 |
| | Extn # 1 |
| | Phone # 2 |
| | Extn # 2 |
| | Policy # |
| | Expiration Date |
| | Primary Beneficiary |
| | Secondary Beneficiary |
| | Refund Amount Received |
| | Full Refund Received |
| | Comment |

## A.2.8 ACH Maintenance

The ACH maintenance transaction is for updating the existing ACH Banks details and not to define a new Ach Bank. The transaction is effective provided the ACH account no, ACH routing no, account type are matching with the existing Ach Banks details. On successful posting, the confirmation number will be generated.

**Table A-97 To update the existing ACH bank details**

| Transaction | Parameters |
|---|---|
| **ACH Maintenance and NEW ACH MAINTENANCE and ACH ONE TIME PHONE PAY** | ACH Account Number |
| | ACH Account Type Code |
| | ACH Payment Frequency Code |
| | ACH Status Code |
| | ACH Bank Name |
| | Bank City |
| | Bank State |
| | ACH Bank Routing Number |
| | ACH Reference Number |
| | Payment Mode |
| | Name as it Appears on Account |
| | ACH Default Indicator |
| | ACH End Date |
| | ACH Payment Amount |
| | ACH Payment Amount Excess |
| | ACH Payment Day |
| | Phone Pay Fee |
| | ACH Fee Indicator |
| | ACH Start Date |
| | Debit Date |


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**Table A-97 (Cont.) To update the existing ACH bank details**

| Transaction | Parameters |
|---|---|
| | Txn Date |

Note that for an active Recurring ACH record, ensure that the payment mode is selected as AUTOPAY and for an AUTO PAY type of Payment Mode, ensure that at least one active ACH record exist.

This information appears in the ACH section of the Account Details screen.

**Figure A-71 ACH Maintenance**

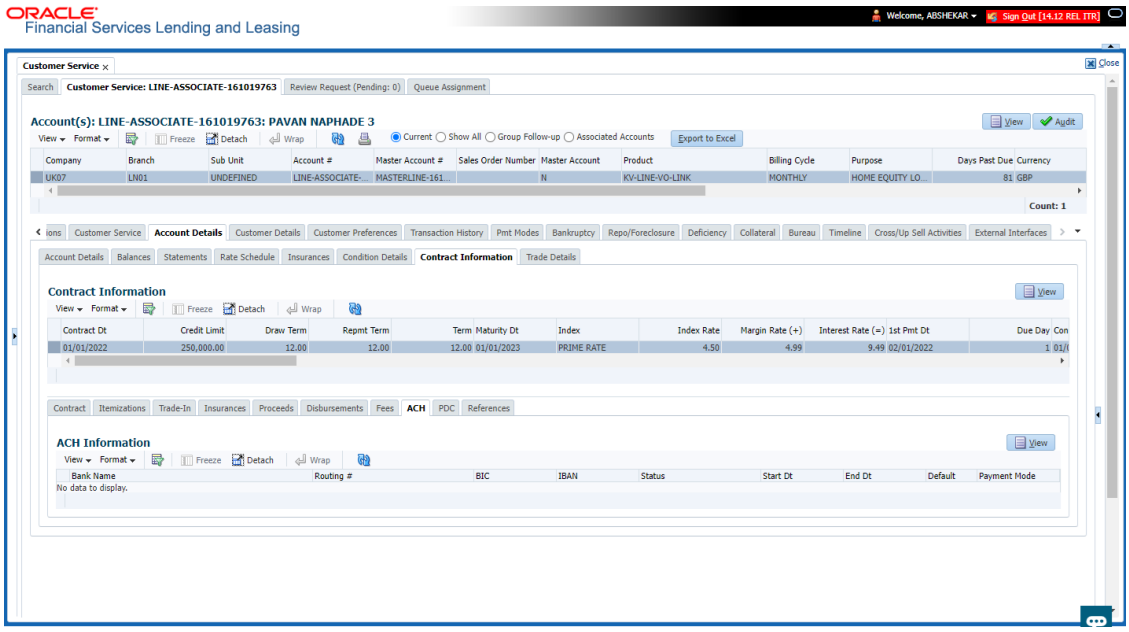


**Figure A-72 ACH Maintenance**

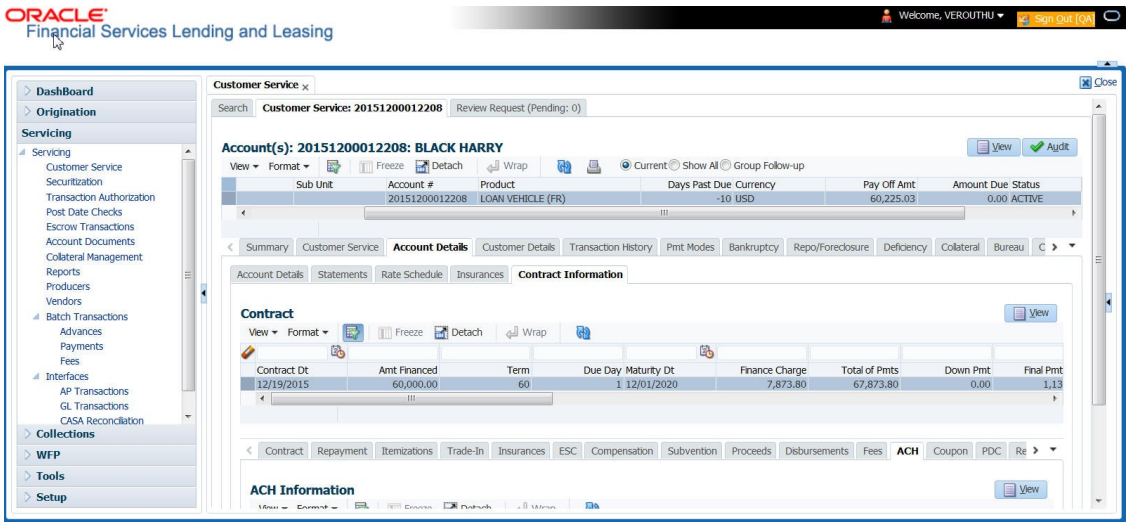



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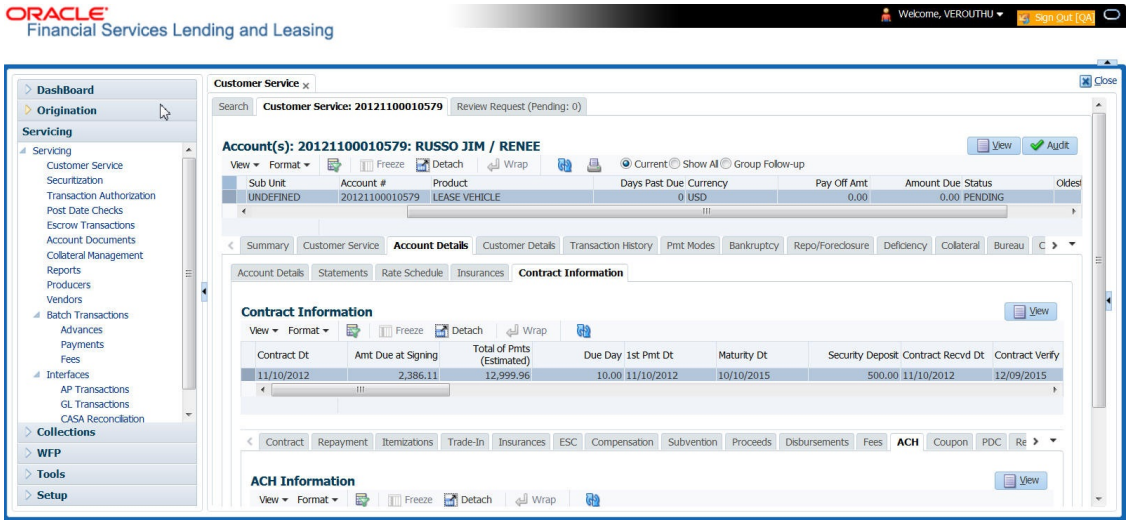
**Figure A-73 ACH Maintenance**




# A.2.9 Stop an ACH

**Table A-98 To stop an ACH for an account**

| Transaction | Parameters |
|---|---|
| **Stop ACH Maintenance** | Txn Date |

Oracle Financial Services Lending and Leasing clears the information on the ACH section of the Account Details screen.

# A.2.10 Statement Reprinting (batch only)

You can reprint a statement of account activity by defining the starting and closing dates included within the statement.

**Table A-99 To reprint a statement**

| Transaction | Parameters |
|---|---|
| **Statement Reprint Maintenance** | Txn Date |
| | Statement Closing Date |

# A.2.11 Add ACH Bank

You can add a new ach bank. This enables the customer to make a single payment from more than one bank or monthly payments from different banks. On successful posting, the confirmation number will be generated.


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**Figure A-74 Add ACH Bank**

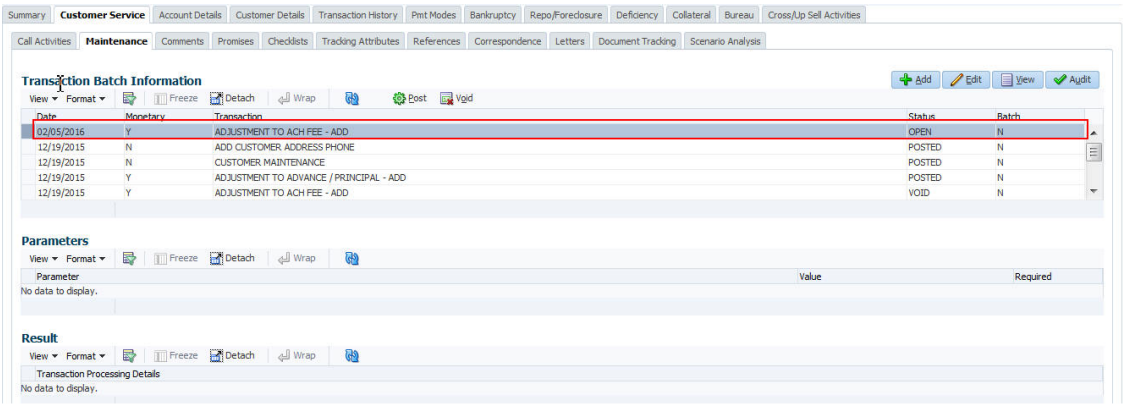


**Table A-100 To add a new ACH bank**

| Transaction | Parameters |
|---|---|
| **ADD ACH BANK** | ACH Account Number |
| | ACH Account Type Code |
| | ACH Payment Frequency Code |
| | ACH Status Code |
| | ACH Bank Name |
| | ACH Bank Routing Number |
| | ACH Default Indicator |
| | ACH End Date |
| | ACH Payment Amount |
| | ACH Payment Amount Excess |

## A.2.12 Post Dated Checks

You can add or stop servicing of accounts with PDC as a repayment method.

The POST DATED CHEQUE MAINTENANCE transaction enables you to switch an account to the post dated check method of repayment.

**Table A-101 To add post dated checks as a method of repayment**

| Transaction | Parameters |
|---|---|
| **Post Dated Cheque Maintenance** | Txn Date |
| | PDC Type |
| | pdc Check Number |
| | pdc Check Date |
| | pdc No Of Checks |
| | pdc Check Amount |
| | pdc Bank Routing Number |
| | pdc Account Type |
| | pdc Account Number |
| | pdc Bank Name |


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**Table A-101 (Cont.) To add post dated checks as a method of repayment**

| Transaction | Parameters |
|---|---|
| | pdc Bank Branch Name |
| | pdc Docket Code |
| | pdc Comments |
| | pdc Frequency |

The STOP POST DATED CHEQUE MAINTENANCE transaction stops processing the payments on an account using Post dated checks. Once this transaction is posted, status of all PDCs attached to a LoanLine of creditLease account changes to VOID, indicating that the PDCs are of no use.

**Table A-102 To stop post dated checks as a method of repayment**

| Transaction | Parameters |
|---|---|
| **Stop Post Dated Cheque Maintenance** | Txn Date |

## A.2.13 Coupon Book Maintenance (batch only)

In reordering coupon books, you will need supply the first date of new coupons, the new coupon start number, and number of new coupons to order.

**Table A-103 To re-order coupon book (batch only)**

| Transaction | Parameters |
|---|---|
| **Coupon Book Maintenance** | Txn Date |
| | Coupon First Payment Date |
| | Coupon Start Number Coupon Count |

To cancel the coupon book re-order before it is processed in the nightly batch, choose **Void**.

## A.2.14 Extended Service Contract (ESC)

You can apply, cancel, or adjust a payment to an extended service contract.

**Table A-104 To cancel or adjust an ESC**

| Transaction | Parameters |
|---|---|
| **Warranty Maintenance** | Txn Date |
| | Insurance/Warranty Cancel Indicator |
| | Insurance/Warranty Cancel Date |
| | Insurance/Warranty Remaining Term |
| | Insurance/Warranty Refund Amount Estimate |
| | Insurance/Warranty Refund Amount Received |
| | Insurance/Warranty |
| | Full Refund Received Indicator |


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**Table A-104 (Cont.) To cancel or adjust an ESC**

| Transaction | Parameters |
|---|---|
| | Insurance/Warranty Itemization Code |

**Table A-105 To apply a refund payment to an ESC**

| Transaction | Parameters |
|---|---|
| **Warranty Payment Maintenance** | Txn Date |
| | Insurance/Warranty Refund Amount Received |
| | Insurance/Warranty |
| | Itemization Code |
| | Insurance/Warranty Full Refund Received Indicator |

> **Note**
>
> A Warranty Refund transaction posted or reversed on the Maintenance screen should be matched with a payment posting or reversal.

## A.2.15 Insurance Maintenance

**Table A-106 To cancel insurance (or reverse the insurance cancellation)**

| Transaction | Parameters |
|---|---|
| **Insurance Maintenance** | Txn Date |
| | Insurance/Warranty Cancel Indicator |
| | Insurance/Warranty Cancel Date |
| | Insurance/Warranty Remaining Term |
| | Insurance/Warranty Refund Amount Estimate |
| | Insurance/Warranty Refund Amount Received |
| | Insurance/Warranty Full Refund Received Indicator |
| | Insurance/Warranty |
| | Itemization Code |

The above refers to the account insurance and not asset or collateral insurance. For example, **Credit Life and Disability**.

## A.2.16 Escrow Information and Maintenance

The following non monetary transactions allow you to add a new tax or insurance escrow to an account.


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**Table A-107 To add new escrow insurance details**

| Transaction | Parameters |
|---|---|
| **New Escrow Insurance Details** | Escrow Type |
| | Escrow Sub Type |
| | Vendor # |
| | Escrow Required (y/n) |
| | Escrow Opt out (y/n) |
| | Annual Disbursement Amount |
| | Disbursement Rule |
| | Transaction Date |
| | Reference Account # |
| | Insurance Policy # |
| | Expiration Date |
| | Maturity Date |
| | Coverage Type |
| | Coverage Term |
| | Coverage Amount |
| | Reason |
| | Reference |

**Table A-108 To add new escrow tax details**

| Transaction | Parameters |
|---|---|
| **New Escrow Tax Details** | Escrow Type |
| | Escrow Sub Type |
| | Vendor # |
| | Escrow Required (y/n) |
| | Escrow Opt out (y/n) |
| | Annual Disbursement Amount |
| | Disbursement Rule |
| | Transaction Date |
| | Reference Account # |
| | Property Tax Type |
| | Reason |
| | Reference |

The following non monetary transactions allow you to update any of the escrow information regarding an existing tax and insurance.

**Table A-109 To change insurance annual disbursement**

| Transaction | Parameters |
|---|---|
| **Change Insurance Annual Disbursement** | Escrow Type |
| | Escrow Sub Type |
| | Vendor # |


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**Table A-109 (Cont.) To change insurance annual disbursement**

| Transaction | Parameters |
|---|---|
| | Transaction Date |
| | Annual Disbursement |
| | Amount |
| | Reason |
| | Reference |

**Table A-110 To change insurance disbursement plan**

| Transaction | Parameters |
|---|---|
| **Change Insurance Disbursement Plan** | Escrow Type |
| | Escrow Sub Type |
| | Vendor # |
| | Transaction Date |
| | Disbursement Rule |
| | Reason |
| | Reference |

**Table A-111 To change escrow indicators of insurance**

| Transaction | Parameters |
|---|---|
| **Change Escrow Indicators of Insurance** | Escrow Type |
| | Escrow Sub Type |
| | Vendor # |
| | Transaction Date |
| | Escrow Required (y/n) |
| | Escrow Opt Out (y/n) |
| | Reason |
| | Reference |

**Table A-112 To change insurance expiration date**

| Transaction | Parameters |
|---|---|
| **Change Insurance Expiration Date** | Escrow Type |
| | Escrow Sub Type |
| | Vendor # |
| | Transaction Date |
| | Expiration Date |
| | Reason |
| | Reference |


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**Table A-113 To change insurance maturity date**

| Transaction | Parameters |
|---|---|
| **Change Insurance Maturity Date** | Escrow Type |
| | Escrow Sub Type |
| | Vendor # |
| | Maturity Date |
| | Reason |
| | Reference |

**Table A-114 To change tax annual disbursement**

| Transaction | Parameters |
|---|---|
| **Change Tax Annual Disbursement** | Escrow Type |
| | Escrow Sub Type |
| | Vendor # |
| | Transaction Date |
| | Annual Disbursement Amount |
| | Reason |
| | Reference |

**Table A-115 To change tax disbursement plan**

| Transaction | Parameters |
|---|---|
| **Change Tax Disbursement Plan** | Escrow Type |
| | Escrow Sub Type |
| | Vendor # |
| | Transaction Date |
| | Disbursement Rule |
| | Reason |
| | Reference |

**Table A-116 To change escrow indicators of tax**

| Transaction | Parameters |
|---|---|
| **Change Escrow Indicators of Tax** | Escrow Type |
| | Escrow Sub Type |
| | Vendor # |
| | Transaction Date |
| | Escrow Required (y/n) |
| | Escrow Opt Out (y/n) |
| | Reason |
| | Reference |


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## A.2.17 Escrow Analysis Disbursements

The following nonmonetary transactions allow you to resume and stop escrow analysis and disbursements.

**Table A-117 To resume escrow analysis**

| Transaction | Parameters |
|---|---|
| **Resume Escrow Analysis** | Transaction Date |
| | Reason |
| | Reference |

**Table A-118 To resume escrow disbursements**

| Transaction | Parameters |
|---|---|
| **Resume Escrow Disbursements** | Transaction Date |
| | Reason |
| | Reference |

**Table A-119 To stop escrow analysis**

| Transaction | Parameters |
|---|---|
| **Stop Escrow Analysis** | Transaction Date |
| | Reason |
| | Reference |

**Table A-120 To stop escrow disbursements**

| Transaction | Parameters |
|---|---|
| **Stop Escrow Disbursements** | Transaction Date |
| | Reason |
| | Reference |

## A.2.18 Insurance Payment Maintenance

**Table A-121 To refund or adjust insurance**

| Transaction | Parameters |
|---|---|
| **Insurance Payment Maintenance** | Txn Date |
| | Insurance/Warranty Refund Amount Received |
| | Insurance/Warranty |
| | Itemization Code |
| | Insurance/Warranty For Full Refund Received |


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> **Note**
>
> The insurance refund posted or reversed on the Maintenance screen should be matched by a payment posting or reversal.

## A.2.19 Adjust Dealer Compensation

The following two nonmonetary transactions allows you to adjust dealer compensation (add/subtract) in servicing stage itself for **Upfront and Upfront Month end methods**.

**Table A-122 Adjust Dealer Compensation**

| Transaction | Parameters |
|---|---|
| **ADJUSTMENT TO COMPENSATION AMOUNT - ADD** | COMPENSATION ADJUSTMENT AMOUNT |
| | COMMENTS |

**Table A-123 Adjust Dealer Compensation**

| Transaction | Parameters |
|---|---|
| **ADJUSTMENT TO COMPENSATION AMOUNT - SUBTRACT** | COMPENSATION ADJUSTMENT AMOUNT |
| | COMMENTS |

## A.2.20 Add / Modify Account Contact References

The following two nonmonetary transactions allows you to either add or update contact references associated with an account.

- REF_STATUS_NEW - To add contact reference to an account
- REF_STATUS_MAINT - To modify contact reference attached to the account

**Table A-124 Parameters to Add contract references:**

| Transaction | Parameters |
|---|---|
| Add contract references | TRANSACTION DATE |
| | RELATIONSHIP TYPE CODE |
| | NAME |
| | COUNTRY CODE |
| | ADDRESS 1 |
| | ADDRESS 2 |
| | ZIP CODE |
| | CITY CODE |
| | STATUS CODE |
| | YEARS |
| | MONTHS |
| | PHONE # 1 |
| | EXTENSION PHONE # 1 |
| | PERMISION TO CALL IND #1 |


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**Table A-124 (Cont.) Parameters to Add contract references:**

| Transaction | Parameters |
|---|---|
| | PHONE # 2 |
| | EXTENSION PHONE # 2 |
| | PERMISION TO CALL IND #2 |
| | COMMENT |

**Table A-125 Parameters to Modify contract references:**

| Transaction | Parameters |
|---|---|
| Modify contract references | TRANSACTION DATE |
| | REFERENCE # |
| | RELATIONSHIP TYPE CODE |
| | NAME |
| | COUNTRY CODE |
| | ADDRESS 1 |
| | ADDRESS 2 |
| | ZIP CODE |
| | CITY CODE |
| | STATUS CODE |
| | YEARS |
| | MONTHS |
| | PHONE # 1 |
| | EXTENSION PHONE # 1 |
| | PERMISION TO CALL IND #1 |
| | PHONE # 2 |
| | EXTENSION PHONE # 2 |
| | PERMISION TO CALL IND #2 |
| | COMMENT |

## A.2.21 Account Statement Preference Mode

You can post the following nonmonetary transactions to define the account statement preference mode as either EMAIL or PHYSICAL.

- Transaction Code: ACC_STMT_PREFERENCE_MODE
- Description: STATEMENT PREFERENCE MODE

**Table A-126 Account Statement Preference Mode**

| Transaction | Parameters |
|---|---|
| **ACCOUNT STATEMENT PREFERENCE MODE** | TRANSACTION DATE |
| | STATEMENT PREFERENCE MODE |


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## A.2.22 Cure Letter Date Maintenance

You can post the following nonmonetary transactions to update **Cure Letter** details such as Start and Expiry date to the corresponding account. The posted details can be viewed in Customer Service > Account Details > Account Information tab.

- Transaction Code: CURE_LETTER_MAINT
- Description: CURE LETTER DATE MODIFY

**Table A-127 Cure Letter Date Maintenance**

| Transaction | Parameters |
|---|---|
| **CURE LETTER DATE MODIFY** | START DATE |
| | EXPIRY DATE |

## A.2.23 Recourse Details Maintenance

You can post the following nonmonetary transactions to change existing recourse information such as changing recourse type preference from Partial to Full or vice versa, recourse reason, percentage of recourse allowed or flat amount.

- Transaction Code: RECOURSE_MAINT
- Description: RECOURSE DETAILS MAINTENANCE

**Table A-128 Recourse Details Maintenance**

| Transaction | Parameters |
|---|---|
| **RECOURSE DETAILS MAINTENANCE** | TRANSACTION DATE |
| | RECOURSE TYPE |
| | RECOURSE REASON |
| | MAX RECOURSE % |
| | RECOURSE AMOUNT |

## A.2.24 Sub Unit Account Transfer

Post the following transaction to transfer account from one Sub Unit to other.

ACC_SUBUNIT_XFER

System automatically triggers a monetary transaction internally to tag the **New Sub Unit** to respective account. On successful transaction posting, a record added in **Transaction History**.

**Table A-129 Sub Unit Account Transfer**

| Transaction | Parameters |
|---|---|
| **ACCOUNT SUB UNIT TRANSFER** | AMORTIZED BALANCE TRANSFER |
| | COMMENTS |
| | SALE TRANSFER EFFECTIVE DATE |


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**Table A-129 (Cont.) Sub Unit Account Transfer**

| Transaction | Parameters |
|---|---|
| | SUB UNIT CODE |

**Sub Unit Account Transfer - Reversal**

Post the following transaction to transfer to reverse an account from one Sub Unit to other.

ACC_SUBUNIT_XFER_VOID

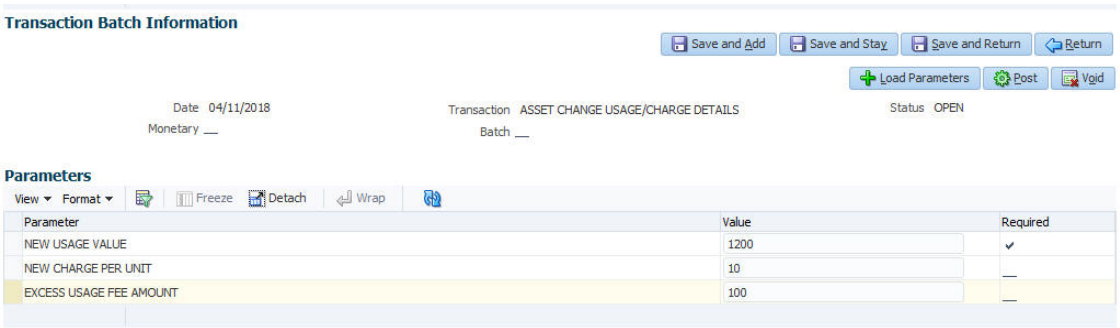
**Table A-130 Sub Unit Account Transfer - Reversal**

| Transaction | Parameters |
|---|---|
| **VOID ACCOUNT SUB UNITTRANSFER** | COMMENTS |
| | SALE TRANSFER EFFECTIVE DATE |

## A.2.25 Change Leased Asset Usage

OFSLL facilitates to change the asset usage details of a lease account to new usage details and charge for the additional usage requested. However, note that this facility is applicable only for vehicle lease.

**Figure A-75 Change Leased Asset Usage**




Changes to asset usage of collateral for a lease account can be updated into the system by posting the following transaction:

**Table A-131 To change asset usage**

| Transaction | Parameters |
|---|---|
| **ASSET CHANGE USAGE/CHARGE DETAILS** | NEW USAGE VALUE |
| | NEW CHARGE PER UNIT |
| | EXCESS USAGE FEE AMOUNT |

While posting the above transaction, specify the New Usage Value in kilometres and New Charge applicable for every unit extended. In the Excess Usage Fee Amount, you can include one-time fees that can be charged on the account for facilitating change usage. Based on the fee amount specified here, system posts a monetary transaction **FUSG_ADJ_PLUS–**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**ADJUSTMENT TO EXCESS USAGE FEE - ADD** as adjustment to excess usage fee balance. However transaction is not posted if no value is specified.

On successful posting of transaction, the 'Charge' and 'Total' fields are updated with new details in both Customer Service > Collateral tab and Servicing > Collateral Management screen.

## A.2.26 Lease Early Termination

During the lease contract period, you can choose to terminate the lease account before the contract maturity date. OFSLL supports lease termination for both **Interest Rate** and **Rent Factor** type of lease calculated accounts and allows to post the following types of non-monetary transactions:

This section consists of the following topics:

- Check Early Termination
- Account Early Termination

### A.2.26.1 Check Early Termination

Before terminating a lease contract, you can check if the account is eligible for early termination and if eligible, the amount that has to be paid for early termination by posting the **Check Early Termination Allowed** transaction. When early termination is not allowed and termination transaction is posted, system displays an error on validation indicating **Minimum criteria for early termination is not met**.

**Table A-132 To check for early termination**

| Transaction | Parameters |
|---|---|
| **CHECK EARLY TERMINATION ALLOWED** | TXN DATE (Current or future date) |

On successful posting of the transaction, the **Result** section indicates if early termination is allowed or not.

- If allowed, the amount to be paid for early termination is indicated. For **Rent Factor** method, it is the Lease Receivable Amount and for **Interest Rate** Method, it is the Lease Receivable Amount + Interest/Rent Amount.
- If disallowed, the reason for the same is indicated.

### A.2.26.2 Account Early Termination

To terminate a lease contract before maturity, you can post the **Account Early Termination** transaction.

**Table A-133 To early terminate lease contract**

| Transaction | Parameters |
|---|---|
| **ACCOUNT EARLY TERMINATION** | TXN DATE (Current or future date) |
| | TERMINATE ALLOWED IND (Yes or No) |
| | TERMINATE BILLED TERM (Minimum number of bills to be generated) |


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**Table A-133 (Cont.) To early terminate lease contract**

| Transaction | Parameters |
|---|---|
| | MIN AMT RECOVERD PER (Percentage of minimum amount to be recovered (Depreciation + Rent Charge i.e. Lease Receivable Amount + Interest) |

When posting the transaction, if **Terminate Allowed Indicator** is changed from **No** to **Yes**, ensure that the Billed Term and Minimum Amount Recovered Percentage is greater than zero.

On successful posting of the transaction, the **Result** section indicates the status and other details such as Allowed to Terminate, Billed Term and Lease Amount Recovered.

On posting any of the above transaction successfully, a letter of intimation is generated for correspondence by the scheduled batch LCSTXN_BJ_121_01 (LETTER FOR LEASE NON-MONETARY TXNS) with the updated details.

## A.2.27 Allow to Terminate Active Military Duty Accounts (For Lease)

For lease accounts if the borrower is on active military duty and the monetary transaction - **Active Military Duty (For Lease)** is posted, system automatically posts **DO NOT TERMINATE** condition along with the other conditions on the account. When this condition is active, account cannot be terminated since termination transaction is not allowed to be posted.

To override the above **DO NOT TERMINATE** condition (only if posted) and capture customer request to terminate Active Military Duty Accounts, you can post the following non-monetary transaction:

**Table A-134 To allow terminating Active Military Duty Accounts**

| Transaction | Parameters |
|---|---|
| **ALLOW TO TERMINATE (FOR LEASE)** | TXN DATE (Current or future date) |
| | COMMENTS (additional information, if any) |

On successful posting of the transaction, the **DO NOT TERMINATE** condition is closed on account and the condition close date is updated in **Condition History** tab. The **Result** section indicates the transaction processing details.

## A.2.28 Customer Credit Limit Transactions

In Oracle Financial Services Lending and Leasing, you can define Customer Credit Limit based on the customer credit worthiness or historical customer data and using this limit, applications can be funded up to the credit limit amount allowed.

The defined credit limit details can further be changed by posting appropriate non-monetary transaction. The **Transactions** sub tab available in Servicing > Customer Credit Limit screen's > Customer/Business tab allows you to post a set of non-monetary transactions to update specific customer credit limit details on the account. However, the same transactions can also be posted from Customer Service > Maintenance tab.


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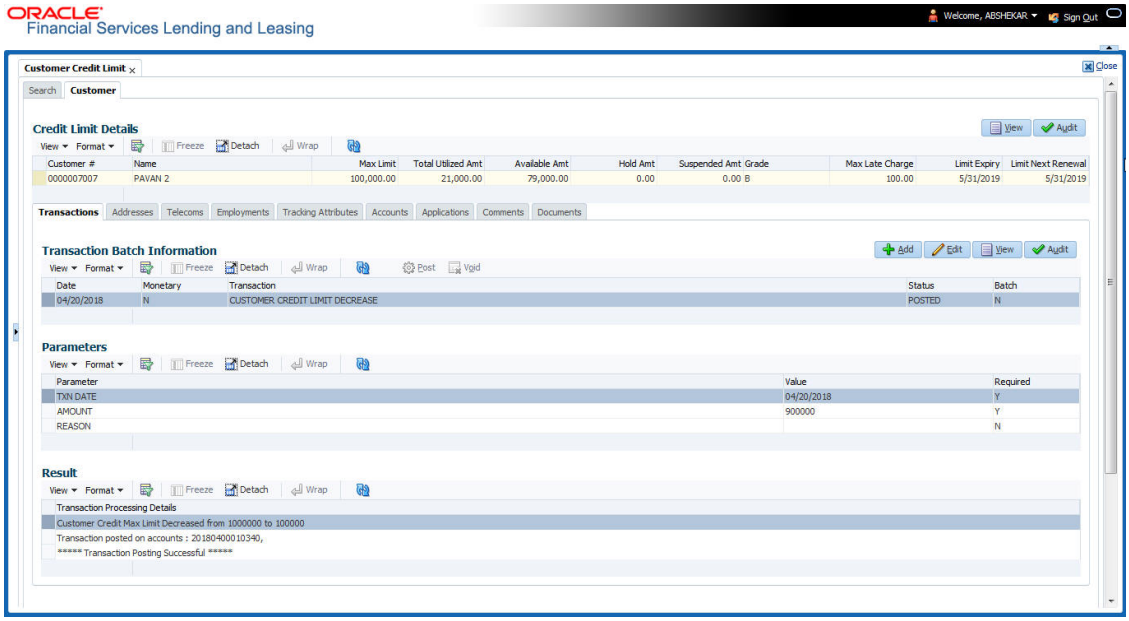
**Figure A-76 Customer Credit Limit Transactions**




This section consists of the following topics:

- Customer Credit Limit Transactions
- Business Credit Limit Transactions
- Customer/Business Credit Limit Maintenance
- Customer/Business Address Maintenance
- Customer/Business Telecom Maintenance
- Business Partners Maintenance
- Business Affiliates Maintenance

## A.2.28.1 Customer Credit Limit Transactions

To update the customer credit limit details, post the following transactions:

**Table A-135 Customer Credit Limit Details**

| Purpose | Transaction Code | Transaction Description |
|---|---|---|
| To increase the customer Max limit field by given amount. | CUS_CRLMT_INCREASE | CUSTOMER CREDIT LIMIT INCREASE |
| To decrease the customer Max limit field by given amount. | CUS_CRLMT_DECREASE | CUSTOMER CREDIT LIMIT DECREASE |
| To move given transaction amount from Hold amount to Customer Max limit field. | CUS_CRLMT_HOLD_DECREASE | DECREASE CUSTOMER CREDIT LIMIT HOLD AMOUNT |
| To move given transaction amount from customer Max limit to HOLD amount field. | CUS_CRLMT_HOLD_INCREASE | INCREASE CUSTOMER CREDIT LIMIT HOLD AMOUNT |


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**Table A-135 (Cont.) Customer Credit Limit Details**

| Purpose | Transaction Code | Transaction Description |
|---|---|---|
| To move the given transaction amount from Max Limit field to suspended amount field. | CUS_CRLMT_SUSPEND_INCREASE | INCREASE CUSTOMER CREDIT LIMIT SUSPEND AMOUNT |
| To move the given transaction amount from suspended field to Max Limit amount field | CUS_CRLMT_SUSPEND_DECREASE | DECREASE CUSTOMER CREDIT LIMIT SUSPEND AMOUNT |

For the above transactions, following parameters are to be defined:

- Date: The transaction date
- Amount: Amount to increase / decrease credit limit, Hold and Suspend.
- Reason: Additional information if any.

On successful posting of the transaction, a comment is posted indicating the amount increased / decreased from old value to new value.

## A.2.28.2 Business Credit Limit Transactions

To update the business credit limit details, post the following transactions:

**Table A-136 Business Credit Limit Transactions**

| Purpose | Transaction Code | Transaction Description |
|---|---|---|
| To increase the business Max limit field by given amount. | BUS_CRLMT_INCREASE | BUSINESS CREDIT LIMIT INCREASE |
| To decrease the business Max limit field by given amount. | BUS_CRLMT_DECREASE | BUSINESS CREDIT LIMIT DECREASE |
| To move given transaction amount from Hold amount to business Max limit field. | BUS_CRLMT_HOLD_DECREASE | DECREASE BUSINESS CREDIT LIMIT HOLD AMOUNT |
| To move given transaction amount from business Max limit to HOLD amount field. | BUS_CRLMT_HOLD_INCREASE | INCREASE BUSINESS CREDIT LIMIT HOLD AMOUNT |
| To move the given transaction amount from Max Limit field to suspended amount field. | BUS_CRLMT_SUSPEND_INCREASE | INCREASE BUSINESS CREDIT LIMIT SUSPEND AMOUNT |
| To move the given transaction amount from suspended field to Max Limit amount field | BUS_CRLMT_SUSPEND_DECREASE | DECREASE BUSINESS CREDIT LIMIT SUSPEND AMOUNT |

For the above transactions, following parameters are to be defined:

- Date: The transaction date
- Amount: Amount to increase / decrease credit limit, Hold and Suspend.
- Reason: Additional information if any.

On successful posting of the transaction, a comment is posted indicating the amount increased / decreased from old value to new value.


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## A.2.28.3 Customer/Business Credit Limit Maintenance

To adjust the Grade, Late Charge, or Limit Expiry details of a defined credit limit, you can post 'CUSTOMER/BUSINESS CREDIT LIMIT MAINTENANCE' transaction:

**Table A-137 Customer/Business Credit Limit Maintenance**

| Transaction | Parameters |
|---|---|
| **CUS_CRLMT_MAINT** or **BUS_CRLMT_MAINT** | TXN DATE |
| | GRADE |
| | MAX LATE CHARGE RATE |
| | LIMIT EXPIRY DATE |
| | LIMIT NEXT RENEWAL DATE |

On successful posting of the transaction, a comment is posted indicating the amount increased / decreased from old value to new value.

## A.2.28.4 Customer/Business Address Maintenance

To add/update Customer/Business address details into the following tabs, you can post 'ADD CUSTOMER/BUSINESS ADDRESS PHONE' transaction.

- Servicing > Customer Service > Customer details tab > Customer/Business >Addresses sub tab
- Servicing > Customer Credit Limit > Customer/Business > Addresses sub tab

Also, note that if the address details are added or updated directly from the above tabs, system automatically posts the below transaction.

**Table A-138 Customer/Business Address Maintenance**

| Transaction | Parameters |
|---|---|
| **CUS_ADR_PH_ MAINT** or **BUS_ADR_PH_MAINT** | TXN DATE |
| | ADR ADDRESS TYPE CODE |
| | ADR PHONE |
| | ADR MAILING INDICATOR |
| | ADR POSTAL ADDRESS TYPE CODE |
| | ADR ADDRESS NUMBER |
| | ADR STREET PRE TYPE CODE |
| | ADR STREET NAME |
| | ADR STREET TYPE CODE |
| | ADR STREET POST TYPE CODE |
| | ADR APARTMENT NUMBER |
| | ADR ADDRESS2 |
| | ADR CITY |
| | ADR STATE CODE |
| | ADR ZIP |
| | ADR ZIP EXTENSION |
| | ADR COUNTRY CODE |


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**Table A-138 (Cont.) Customer/Business Address Maintenance**

| Transaction | Parameters |
|---|---|
| | ADR COMMENT |
| | ADR CENSUS TRACT/BNA CODE |
| | ADR MSA CODE |
| | PERMISSION TO CALL IND |
| | PERMISSION TO TEXT IND |

## A.2.28.5 Customer/Business Telecom Maintenance

To add Customer/Business Telecom details into the following tabs, you can post 'ADD CUSTOMER TELECOM / ADD BUSINESS TELECOM' transaction.

To update Customer / Business Telecom details into the following tabs, you can post CUSTOMER TELECOM MAINTENANCE / BUSINESS TELECOM MAINTENANCE transactions.

- Servicing > Customer Service > Customer details tab > Customer/Business > Telecoms sub tab
- Servicing > Customer Credit Limit > Customer/Business > Telecoms sub tab

Also, note that if the Telecom details are added or updated directly from the above tabs, system automatically posts the below transaction.

**Table A-139 Customer/Business Telecom Maintenance**

| Transaction | Parameters |
|---|---|
| **ADD CUSTOMER TELECOM CUS_NEW_TEL**<br>or<br>**ADD BUSINESS TELECOM BUS_NEW_TEL**<br>**CUSTOMER TELECOM MAINTENANCE CUS_TEL_MAINT**<br>or<br>**BUSINESS TELECOM MAINTENANCE BUS_TEL_MAINT** | TXN DATE |
| | RELATION TYPE CODE (Applicable for Customer Telecom) |
| | TELECOM TYPE |
| | TELECOM PHONE |
| | CURRENT INDICATOR |
| | TELECOM PHONE EXTENSION |
| | PERMISSION TO CALL IND |
| | PERMISSION TO TEXT IND (Applicable for Business Telecom) |
| | BEST CALL START TIME |
| | BEST CALL START TIME PERIOD |
| | BEST CALL END TIME |
| | BEST CALL END TIME PERIOD |
| | TELECOM TIME ZONE |
| | BEST DAY TO CALL |

On successfully posting the transaction, a confirmation message is displayed in Result section and the phone details are updated to Customer Service > Customer/Business Details screen. This also serves as primary communication for business if the **Permission to Call Indicator** is **Yes**.


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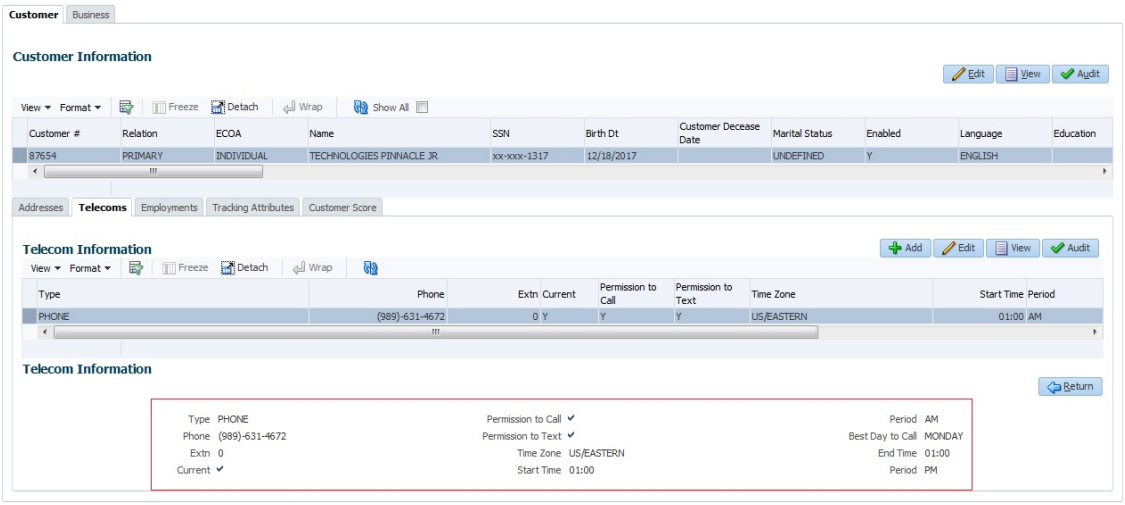
**Figure A-77 Customer/Business Telecom Maintenance**




## A.2.28.6 Business Partners Maintenance

To add/maintain business partner details into the following tabs, you can post ‘ADD BUSINESS PARTNERS’ or ‘BUSINESS PARTNERS MAINTENANCE’ transactions.

- Servicing > Customer Service > Customer details tab > Customer/Business > Partners sub tab
- Servicing > Customer Credit Limit > Customer/Business > Partners sub tab

Also, note that if the business partner details are added or updated directly from the above tabs, system automatically posts the below transaction.

**Table A-140 Business Partners Maintenance**

| Transaction | Parameters |
|---|---|
| **BUS_PAR_ADD** or **BUS_PAR_MAINT** | Permission to Call |
| | Permission to Text |
| | Customer # |
| | First Name |
| | MI |
| | Last Name |
| | Suffix |
| | SSN |
| | Birth Dt |
| | Birth Place |

## A.2.28.7 Business Affiliates Maintenance

To add/maintain business affiliates details into the following tabs, you can post ‘ADD BUSINESS AFFILIATES’ or ‘BUSINESS AFFILIATES MAINTENANCE’ transactions.

- Servicing > Customer Service > Customer details tab > Customer/Business > Affiliates sub tab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- Servicing > Customer Credit Limit > Customer/Business > Affiliates sub tab

Also, note that if the Affiliates details are added or updated directly from the above tabs, system automatically posts the below transaction.

**Table A-141 Business Affiliates Maintenance**

| Transaction | Parameters |
|---|---|
| **BUS_AFF_ADD** or **BUS_AFF_MAINT** | Organization Type |
| | Legal Name |
| | Name of the Business |
| | Tax ID # |
| | Ownership (%) |

## A.2.29 Add Existing Customer to Account

You can attach an existing customer details maintained in the system to an account by posting 'ADD EXISTING CUSTOMER' non-monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.

While posting the transaction, you can add a customer linked to another account but with different SSN and Relationship type other than the existing relation mapped to the account. However, system does not allow to attach those Customer details which are marked as either **Deceased** or **Bankrupt**.

**Table A-142 To add existing customer**

| Transaction | Parameters |
|---|---|
| **ADD EXISTING CUSTOMER** | TXN DATE |
| | CUSTOMER NUMBER |
| | RELATION TYPE CODE |
| | COMMENTS |

The transaction date has to be the current system date and is auto populated by default. Enter the Customer Number and select the Relation Type Code from the drop-down list. You can specify additional information (if any) as a comment and click **Post**.

On successfully posting the transaction, a confirmation message is displayed in Result section. Also, if a second customer is added to a single customer account, the **joint** check box is selected indicating it as joint account thereafter.

> **Note**
>
> Customer addition to GRI linked accounts are to be handled manually. Also if there is a **Customer Credit Limit** defined on the account, the credit limit share of newly added customer has to be defined.

## A.2.30 Add/Update Business Customer Details

You can add new business details to an account and/or update the existing business details by posting the following non monetary transactions:


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- NEW BUSINESS MAINTENANCE
- BUSINESS MAINTENANCE

Adding or Updating Business details is also supported from Customer Details > Business tab. While posting the above non monetary transactions, you can define the parameters either by selecting from the drop-down list/calendar or specifying the details in free text field. For more information, refer Business sub tab section.

New business details can be added even after an account is created and is usually done in case when the existing business is taken over by another business. When you add new business or update existing details and save the record, the same becomes the current/ primary business of the customer and the current indicator is set to **Y** by default.

**Table A-143 To add new business details**

| Transaction | Parameters |
|---|---|
| **NEW BUSINESS MAINTENANCE** | TXN DATE |
| | ORGANIZATION TYPE |
| | BUSINESS TYPE |
| | BUSINESS CATEGORY |
| | BUSINESS NAME |
| | LEGAL NAME |
| | TAX ID# |
| | START DATE |
| | CURR NO OF EMPLOYEES |
| | NUMBER OF EMPLOYEES |
| | CONTACT PERSON |
| | BANK NAME |
| | BUSINESS BANK ACCOUNT NUMBER |
| | AVG CHECKING BALANCE |
| | NUMBER OF LOCATIONS |
| | MANAGEMENT SINCE |
| | PAYMENT HIERARCHY |
| | BUSINESS TIME ZONE |
| | BUSINESS SKIP INDICATOR |
| | BUSINESS STOP CORR INDICATOR |
| | BUSINESS ENABLED INDICATOR |
| | PRIVACY OPTOUT |
| | BUSINESS EMAIL ADDRESS1 |

**Note**

The above transaction is supported only for Business accounts and if the same is posted on to a non-business account, system displays an error as **Cannot link/add business details to Individual Account**.


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**Table A-144 To update existing business details**

| Transaction | Parameters |
|---|---|
| **BUSINESS MAINTENANCE** | TXN DATE |
| | ORGANIZATION TYPE |
| | BUSINESS TYPE |
| | BUSINESS NAME |
| | LEGAL NAME |
| | TAX ID# |
| | START DATE |
| | CURR NO OF EMPLOYEES |
| | NUMBER OF EMPLOYEES |
| | CONTACT PERSON |
| | BANK NAME |
| | BUSINESS BANK ACCOUNT NUMBER |
| | AVG CHECKING BALANCE |
| | NUMBER OF LOCATIONS |
| | MANAGEMENT SINCE |
| | CATEGORY CODE |
| | PAYMENT HIERARCHY |
| | BUSINESS TIME ZONE |
| | REASON CODE |

On successfully posting the transaction, a confirmation message is displayed in Result section and the details are populated in Customer Details > Business tab.

## A.2.31 Rescission Transaction to Void Account

You can void an account immediately after funding or even during the Servicing stage due to unforeseen circumstances by posting **ACC_RESCISSION** - RESCISSION ACCOUNT non-monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.

The statuses for which the transaction is supported depends on the setup configuration which includes the access for REVERSE button in transaction history for ACTIVE transaction.

However, note that:

- You can void accounts in PENDING status created as part of Account On-Boarding. For more information refer **Pending Account Creation** in Interface chapter of Servicing user guides.
- You cannot void an account which is already in Void status.
- Recession transaction cannot be posted on TRADED/VOID Accounts. If Master account has any accounts with these status, the system stops posting this transaction.
- While posting the transaction on any Account hierarchy, system refers to the look-up code ACC_STATUS_CD (ACCOUNT STATUS CODES). Transaction posting can sometime be ignored or result in error based on the look-up subcode i.e. if lookup for PAIDOFF status is ERROR, and if the picked account in hierarchy is in PAIDOFF status, then system displays error as 'Invalid status for associated accounts (SYS-SYS-SYS-TNM-002184)'.


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- However, if data is not maintained in the look-up for status then system posts the transaction on that account with the other existing validations. For example if look-up does not have ACTIVE or CHARGEOFF status, system picks all the Accounts including ACTIVE/CHARGEOFF status and post Rescission transaction.

**Table A-145 To rescission a customer linked account**

| Transaction | Parameters |
|---|---|
| **ACC_RESCISSION (RESCISSION ACCOUNT)** | TXN DATE<br>Select the transaction date as the current system date from the adjoining calendar. |
| | PROCESS MASTER ACCOUNT<br>If selected as **YES**, then rescission transaction is automatically posted to corresponding Master account. If selected as **No**, then rescission transaction is automatically posted to current account and its Linked Account(s). |
| | REASON CODE<br>Select the Reason Code as one of the following from the drop-down list:<br>• TRADE<br>• GRADE<br>• STATUTORY RESCISSION<br>• LATE RESCISSION |
| | COMMENTS<br>Provide additional information as comments (if any). |
| | PROCESS LINKED ACCOUNTS<br>If selected as **YES**, then rescission transaction is automatically posted to current account and its Linked Account(s). |
| | PROCESS MASTER ASSOCIATED ACCOUNTS<br>If selected as **YES**, then rescission transaction is automatically posted to corresponding Master account and its associated account(s).<br>However before posting, system considers the value defined for other parameters. See section, Processing with Combination of Transaction Parameters. |
| | PROCESS ALL ACCOUNTS BASED ON THE SALES ORDER NUMBER<br>If selected as **YES**, then rescission transaction is automatically posted to void all corresponding account(s) which are having the same Sales Order number as that of current account where this transaction is being posted.<br>However before posting, system considers the value defined for other parameters. See section, Processing with Combination of Transaction Parameters. |


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**Table A-145 (Cont.) To rescission a customer linked account**

| Transaction | Parameters |
|---|---|
| | PROCESS ALL ACCOUNTS BASED ON THE AGREEMENT NUMBER<br>If selected as **YES**, then rescission transaction is automatically posted to void all corresponding account(s) which are having the same Agreement number as that of current account where this transaction is being posted. However, Reversal of the transaction is to be done at each individual account.<br>Before posting, system considers the value defined for other parameters. See section, Processing with Combination of Transaction Parameters. |

This section consists of the following topic:

- Processing with Combination of Transaction Parameters

## A.2.31.1 Processing with Combination of Transaction Parameters

Refer to the below table to know how system processes the rescission transaction with the combination of above parameters.

**Table A-146 Rescission Transaction to Void Account**

| PROCESS MASTER ASSOCIATED ACCOUNTS | PROCESS SAME SALES ORDER ACCOUNTS | PROCESS SAME AGREEMENT NUMBER ACCOUNTS | PRIORITY |
|---|---|---|---|
| N | N | Y | Transaction is posted to accounts which are having same agreement number.<br>If there is no Agreement # found on account where this transaction is posting, system displays an error. |
| N | Y | N | Transaction is posted to accounts which are having same Sales Order number. |
| Y | Y | Y | Transaction is posted to accounts based on Process Master Associated Accounts parameter ignoring the other two parameters. |
| Y | N | N | Transaction is posted to accounts based on Process Master Associated Accounts parameter. |


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**Table A-146 (Cont.) Rescission Transaction to Void Account**

| PROCESS MASTER ASSOCIATED ACCOUNTS | PROCESS SAME SALES ORDER ACCOUNTS | PROCESS SAME AGREEMENT NUMBER ACCOUNTS | PRIORITY |
|---|---|---|---|
| Y | Y | N | Transaction is posted to accounts based on Process Master Associated Accounts parameter ignoring the Process Same Sales Order Accounts parameter. |
| Y | N | Y | Transaction is posted to accounts based on Process Master Associated Accounts parameter ignoring the Process Same Agreement #Accounts parameter. |
| N | Y | Y | Transaction is posted to all those accounts having same Sales Order number and same Agreement number. |

Click **Post**.

On posting the transaction, system posts **REVERSE ACTIVE** transaction along with following changes:

- Account status is marked as VOID in Transaction History > Transactions tab
- Corresponding Application status is marked as VOID
- All the Good Transactions on to the account are reversed.

A comment is posted on rescission account in the format RESCINDED ON <DATE> FOR THE <REASON> AND <COMMENT>.

> **Note**
>
> If rescission transaction is posted on Traded accounts, system automatically performs certain actions on existing (old) account and new accounts. For more information, refer to **Trade Reversal/Rescission and Charge-off of Account** section in Appendix: Trading of Accounts chapter.

## A.2.32 Add Asset to Account

In addition to swap the asset linked to an account, you can add non primary Asset/Collateral to an Account during Servicing and Collection stage by posting **ADD NEW ASSET** non- monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.

Any collateral with status NEW, INACTIVE and RELEASED can be added through this transaction and the status of the Asset is set ACTIVE by default. If there is already an asset


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associated to an account or if this is the first one, the new asset is added with Primary indicator as **N** which can to be manually changed in Servicing > Customer Service > Collateral > Vehicle tab.

**Table A-147 To add asset to account**

| Transaction | Parameters |
|---|---|
| **ADD NEW ASSET** | NEW ASSET NUMBER |
| | COMMENTS |

While posting the transaction, you need to specify the New Asset Number. Enter additional details (if any) as Comments and select the Reason Code from the drop-down list. Click **Post**.

On successfully posting the transaction, a confirmation message is displayed and a comment is posted on the account indicating **NEW COLLATERAL ADDED - ASSET NBR:XXX,PRIMARY IND: N**. You can view and further updated the asset details in Servicing > Customer Service > Collateral > Vehicle tab.

## A.2.33 Customer / Business Credit Score Update

You can regularly update and store the credit score of a Customer and Business accounts maintained in the system by posting CUSTOMER CREDIT SCORE UPDATE and BUSINESS CREDIT SCORE UPDATE non-monetary transactions in Customer Service > Maintenance > Transaction Batch Information section.

Customer/Business Credit Score is a numeric summary of credit history compiled by the three major credit bureaus - Equifax, Trans Union, and Experian. This is obtained during Credit bureau pull and is one of the indicator for a Customer/Business account in the entire credit report.

> **Note**
>
> On posting **CUSTOMER CREDIT SCORE UPDATE** transaction on any customer account, system automatically posts the transaction to all the linked accounts of that customer.

**Table A-148 To update customer/business score**

| Transaction | Parameters |
|---|---|
| **CUSTOMER CREDIT SCORE UPDATE**<br>**CUS_CREDIT_SCORE_MAINT**<br>or<br>**BUSINESS CREDIT SCORE UPDATE**<br>**BUS_CREDIT_SCORE_MAINT** | TXN DATE<br>Select the transaction date from adjoining calendar. |
| | SCORE RECIEVED DATE<br>Select the date when the score was received from credit bureau. |
| | RELATION TYPE CODE (Applicable only for customer score update)<br>Select the account relation type from the drop-down list. The list displays only those relationship types which are attached to account and are enabled (excluding deceased customer relations). |


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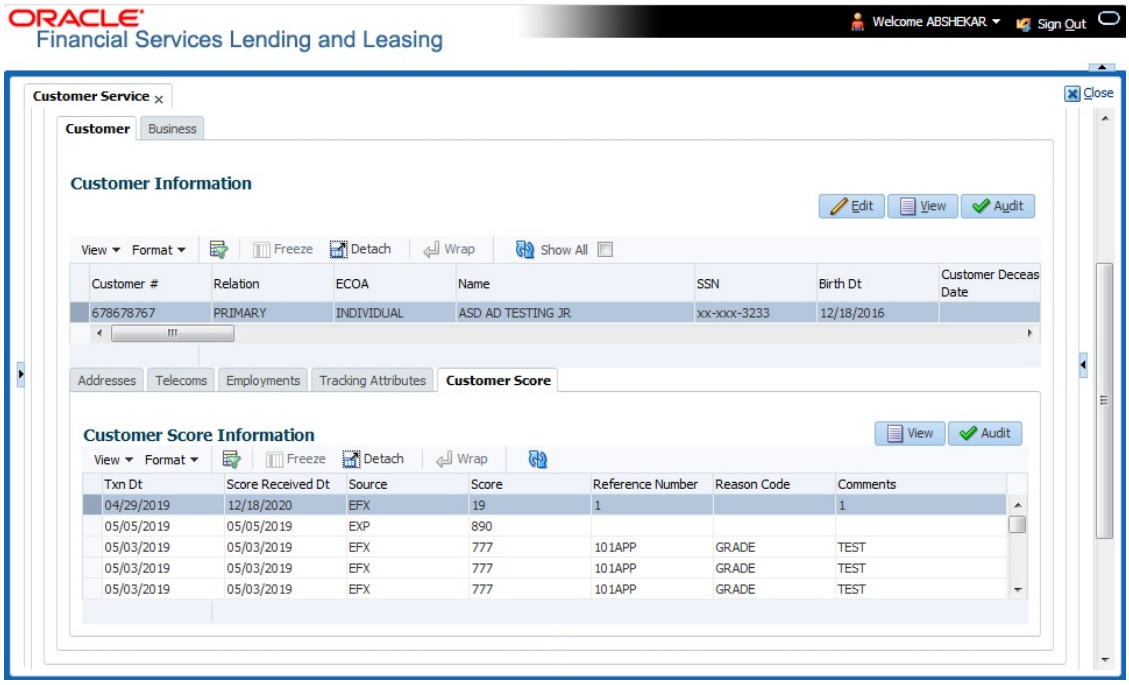
**Table A-148 (Cont.) To update customer/business score**

| Transaction | Parameters |
|---|---|
| | SOURCE CODE<br>Select the credit bureau from where the customer/business credit score is received from the drop-down list. The list is populated based on the values maintained in CRB_SOURCE_CD look-up code. |
| | SCORE<br>Enter the customer/business credit score value. |
| | REFERENCE NUMBER<br>Enter the reference number associated with the credit score. |
| | REASON CODE<br>Select the reason for posting this transaction from the drop-down list. |
| | COMMENTS<br>Additional information if any. |

On successfully posting the transaction, a confirmation message is displayed in Result section and the record is captured in Customer Service > Customer Details > Customer/Business > Customer/Business Score tab.

**Figure A-78 Customer / Business Credit Score Update**





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## A.2.34 Master Account Maintenance

While funding an application in Origination, there is option to categorize the current application to be considered as **Master Account** or link the current application to another existing master account in the system after funding. The selected option in Origination > Funding screen are propagated to Servicing. In Servicing, you can further maintain the linking of associated accounts to Master Account with following option:

- Link/attach an account to Master Account
- Moved a linked account from one Master Account to other
- Remove/de-link an account from Master Account

The above actions can be performed by posting **MASTER ACCOUNT MAINTENANCE**(ACC_MASTER_ACCOUNT_MAINT) non-monetary transaction from Customer Service >Maintenance > Transaction Batch Information section.

**Table A-149 To post Master Account Maintenance transaction**

| Transaction | Parameters |
|---|---|
| **MASTER ACCOUNT MAINTENANCE**<br>**ACC_MASTER_ACCOUNT_MAINT** | TXN DATE<br>Select the transaction posting date from the adjoining calendar. |
| | ACCOUNT NUMBER<br>Enter the account number which is to be Attached / Moved / Remove to/from a Master Account.<br>Ensure that the current customer is linked to that account. System displays an error if there is a mismatch or an invalid account number is entered. |
| | MASTER ACCOUNT NUMBER<br>Enter the Master Account number to which the current account is to be linked. |
| | MASTER ACCOUNT MAINTENANCE ACTION TYPE<br>Select the action type to be performed from the drop-down list. You can select ADD / UPDATE / REMOVE to modify linking of current account to / from selected Master Account.<br>VALIDATE COMMON CUSTOMER<br>Select either **Yes** or **No** from the drop-down list to indicate the system to validate if there are any common customers between the current selected Account and Master Account.<br>System does not allow to post the transaction if this option is selected as **Yes** and there are no common customer found during validation. |


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**Table A-149 (Cont.) To post Master Account Maintenance transaction**

| Transaction | Parameters |
|---|---|
| | VALIDATE BILLING CYCLE AND DUE DATE<br>Select either **Yes** or **No** from the drop-down list to indicate the system to validate if the current selected Account and Master Account have the same Billing Cycle and Due Day.<br>System does not allow to post the transaction if this option is selected as **Yes** and the Billing Cycle and Due Day is found to be different during validation. |
| | VALIDATE PORTFOLIO COMPANY<br>Select either **Yes** or **No** from the drop-down list to indicate the system to validate if the current selected Account and Master Account belongs to the same portfolio company.<br>System does not allow to post the transaction if this option is selected as **Yes** and the portfolio company is found to be different for both accounts during validation. |
| | PROCESS LINKED ACCOUNTS<br>Select either **Yes** or **No** from the drop-down list.<br>If the parameters is set to **Y** while posting the transaction from Master/Linked/Associated Account(s), then based on the Maintenance Action Type parameter selected as Add / Update / Remove, system Adds, Updates, or Removes the Master Account # to Associated Account and its Linked Account respectively.<br>On posting the transaction a comment is posted in Linked Account indicating 'MASTER ACCOUNT # ADDED/REMOVED or UPDATED FROM {OLD MASTER ACCOUNT #} TO {NEW MASTER ACCOUNT #}'.<br>**Note:** This parameter has no significance if the other parameter **Process Master Associated Accounts** is set to **Y** since system already processes all the Associated Accounts of the Master Account (Assuming Linked Account is also one of the associated account of Master).<br>PROCESS MASTER ASSOCIATED ACCOUNTS<br>Select either **Yes** or **No** from the drop-down list. Selecting **Yes** posts the transaction to Master Account and Associated Accounts and selecting **No** posts the transaction to Current Account. |
| | PROCESS SAME PRODUCT TYPE AND FUNDING TYPE ACCOUNTS<br>Select either **Yes** or **No** from the drop-down list. Selecting **Yes** posts the transaction to associated accounts where Product Type is equal to Current Account Product Type where this transaction is posted and selecting **No** posts the transaction to all the Accounts under a Master Account. |


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**Table A-149 (Cont.) To post Master Account Maintenance transaction**

| Transaction | Parameters |
|---|---|
| | REASON CODE<br>Selected the appropriate reason code for posting this transaction from the drop-down list. |
| | COMMENTS<br>Additional information (if any). |

On successfully posting the transaction, a comment is posted on all involved accounts i.e. Master Account and Associated Account. For **Add** transaction new Master Account # is updated and for **Update** transaction, the existing Master Account # is replaced with Account# provided in Transaction Parameters.

In case of an error, the transaction is rolled-back from all the accounts.

> **Note**
>
> If the primary customer of Master Account or linked account is deceased, on replacing the next primary account-relation, the accounts under decease customer have to be updated to new customer Master Accounts manually.

## A.2.35 Master Account - Statement Consolidation Indicator Maintenance

While funding an application in Origination, there is a **Statement Consolidation** option to indicate if the system needs to generate consolidated billing statement at Master Account level along with details of all the associated accounts with same billing cycle and due day. If selected in Origination > Funding screen, the same option is propagated to Servicing.

The Statement Consolidation indicator can also be changed in Servicing to either **Yes** or **No** by posting ‘STATEMENT CONSOLIDATION INDICATOR MAINTENANCE’ (ACC_STMT_CONSOLIDATE_MAINT) non-monetary transaction in Customer Service >Maintenance > Transaction Batch Information section to facilitate consolidated statement generation at Master Account level.

**Table A-150 To update Statement Consolidation indicator**

| Transaction | Parameters |
|---|---|
| **STATEMENT CONSOLIDATION INDICATOR MAINTENANCE**<br>**ACC_STMT_CONSOLIDATE_MAINT** | TXN DATE<br>Select the transaction posting date from the adjoining calendar. |
| | STATEMENT CONSOLIDATION INDICATOR<br>Select either **Yes** or **No** from the drop-down list to update the Statement Consolidation indicator flag in Customer Service > Account Details > Other section. |


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**Table A-150 (Cont.) To update Statement Consolidation indicator**

| Transaction | Parameters |
|---|---|
| | PROCESS MASTER ASSOCIATED ACCOUNTS<br>Select either **Yes** or **No** from the drop-down list. Selecting **Yes** posts the transaction to Master Account and Associated Accounts and selecting **No** posts the transaction to Current Account. |
| | PROCESS SAME PRODUCT TYPE AND FUNDING TYPE ACCOUNTS<br>Select either **Yes** or **No** from the drop-down list. Selecting **Yes** posts the transaction to associated accounts where Product Type is equal to Current Account Product Type where this transaction is posted and selecting **No** posts the transaction to all the Accounts under a Master Account. |
| | REASON CODE<br>Selected the appropriate reason code for posting this transaction from the drop-down list. |
| | COMMENTS<br>Additional information (if any). |

On successfully posting the transaction, the Statement Consolidation indicator is updated in Customer Service > Account Details, **Others** section.

## A.2.36 Add Existing Business to Account

You can attach an existing business details maintained in the system to an account by posting **ADD EXISTING BUSINESS** non-monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.

While posting the transaction, you need to enter the existing Business number which is previously not mapped to any account in the system. However, system does not allow to attach those business details which are marked as **Bankrupt**.

**Table A-151 To add existing business**

| Transaction | Parameters |
|---|---|
| **ADD EXISTING BUSINESS** | TXN DATE |
| | EXISTING BUSINESS NUMBER |

The transaction date has to be the current system date. On successfully posting the transaction, a confirmation message is displayed in Result section.

## A.2.37 Add Business Phone Details

You can update phone details an existing business account maintained in the system to an account by posting **BUSINESS PHONE MAINTENANCE** non-monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.


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**Table A-152 To add business phone details**

| Transaction | Parameters |
|---|---|
| **BUSINESS PHONE MAINTENANCE** | TXN DATE |
| | ADDRESS PHONE |
| | ADDRESS TYPE |
| | PERMISSION TO CALL IND |

On successfully posting the transaction, a confirmation message is displayed in Result section and the phone details are updated to Customer Service > Business Details screen. This also serves as primary communication for business if the **Permission to Call Indicator** is **Yes**.

## A.2.38 Customer/Business Address Confirmation

You can confirm a Customer/Business address that is updated in the system as verified by posting CUSTOMER ADDRESS CONFIRMATION / BUSINESS ADDRESS CONFIRMATION non-monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.

**Table A-153 To confirm customer / business address**

| Transaction | Parameters |
|---|---|
| **CUSTOMER ADDRESS CONFIRMATION (CUS_CON_ADR_MAINT)** | TXN DATE |
| or | RELATION TYPE CODE (Applicable for Customer address) |
| **BUSINESS ADDRESS CONFIRMATION (BUS_CON_ADR_MAINT)** | ADR ADDRESS TYPE CODE or ADDRESS TYPE |
| | CONFIRMED ADDRESS INDICATOR |

On successfully posting the transaction, a confirmation message is displayed in Result section and the **Confirmed** field is checked in Customer Service > Customer/Business Details > Address Information section.

## A.2.39 Trading of Accounts - Non-Monetary Transactions

Following are the non-monetary transactions involved while processing Trading of Accounts.

- Add / Update Trade Details Transaction
- Trade Reversal
- Rescission Transaction to Void Account

### A.2.39.1 Add / Update Trade Details Transaction

If a Trade transaction has failed during Equity Validation, the same can be manually corrected by adding or updating entries into Trade Details Table and adjust the **Equity Transfer Amount** in existing (old) account maintained in the system. This can be done by posting **ADD/UPDATE TRADE DETAILS** non-monetary transaction in Customer Service > Maintenance >Transaction Batch Information section.


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**Table A-154 To add entries to Trade Details Table**

| Transaction | Parameters |
|---|---|
| **ADD TRADE TRANSACTION DETAILS** or **UPDATE TRADE DETAILS** | TXN DATE |
| | AMOUNT |
| | ACCOUNT NUMBER |
| | TRADE TYPE |
| | COMMENTS |

While posting the above transaction, ensure that a valid Destination account or Target (new) account number is entered. For more details on Trade Type, refer to Trade Transaction section.

On successfully posting the transaction, a confirmation message is displayed in Result section and a comment is posted on the account in the following format - TRADE DETAILS ADDED/ UPDATED ON <DATE> WITH TO <ACCOUNT NBR>, TRADE AMOUNT <VALUE>, TRADE TYPE AS <TRADE TYPE> AND <COMMENT>.

## A.2.39.2 Trade Reversal

You can reverse the Trade transaction updates on existing (old) account or Source account which contributed to multiple Equity Out (Split) or one-to-one (Upgrade) in OFSLL by posting **TRADE REVERSAL** non-monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.

**Table A-155 To reverse a Trade**

| Transaction | Parameters |
|---|---|
| **TRADE REVERSAL** | TXN DATE |
| | REASON CODE |
| | COMMENTS |

While posting the above transaction, select the Reason Code as STATUTORY RESCISSION or LATE RESCISSION from the drop-down list.

On successfully posting the transaction, a set of changes are done to traded accounts. Refer to **Trade Reversal/Rescission and Charge-off of Account** section in Appendix - Trading of Accounts chapter.

## A.2.39.3 Rescission Transaction to Void Account

You can void an account immediately after funding or even during the Servicing stage due to unforeseen circumstances by posting **ACC_RESCISSION** - RESCISSION ACCOUNT non-monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.

The statuses for which the transaction is supported depends on the setup configuration which includes the access for REVERSE button in transaction history for ACTIVE transaction.

However, note that:


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- You can void accounts in PENDING status created as part of Account On-Boarding. For more information refer **Pending Account Creation** in Interface chapter of Servicing user guides.
- You cannot void an account which is already in Void status.
- Recession transaction cannot be posted on TRADED/VOID Accounts. If Master account has any accounts with these status, the system stops posting this transaction.
- While posting the transaction on any Account hierarchy, system refers to the look-up code ACC_STATUS_CD (ACCOUNT STATUS CODES). Transaction posting can sometime be ignored or result in error based on the look-up subcode i.e. if lookup for PAIDOFF status is ERROR, and if the picked account in hierarchy is in PAIDOFF status, then system displays error as 'Invalid status for associated accounts (SYS-SYS-SYS-TNM-002184)'.
- However, if data is not maintained in the look-up for status then system posts the transaction on that account with the other existing validations. For example if look-up does not have ACTIVE or CHARGEOFF status, system picks all the Accounts including ACTIVE/CHARGEOFF status and post Rescission transaction.

**Table A-156 To rescission a customer linked account**

| Transaction | Parameters |
|---|---|
| **ACC_RESCISSION (RESCISSION ACCOUNT)** | TXN DATE<br>Select the transaction date as the current system date from the adjoining calendar. |
| | PROCESS MASTER ACCOUNT<br>If selected as **YES**, then rescission transaction is automatically posted to corresponding Master account. If selected as **No**, then rescission transaction is automatically posted to current account and its Linked Account(s). |
| | REASON CODE<br>Select the Reason Code as one of the following from the drop-down list:<br>• TRADE<br>• GRADE<br>• STATUTORY RESCISSION<br>• LATE RESCISSION |
| | COMMENTS<br>Provide additional information as comments (if any). |
| | PROCESS LINKED ACCOUNTS<br>If selected as **YES**, then rescission transaction is automatically posted to current account and its Linked Account(s). |
| | PROCESS MASTER ASSOCIATED ACCOUNTS<br>If selected as **YES**, then rescission transaction is automatically posted to corresponding Master account and its associated account(s).<br>However before posting, system considers the value defined for other parameters. See section, Processing with Combination of Transaction Parameters. |


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**Table A-156 (Cont.) To rescission a customer linked account**

| Transaction | Parameters |
|---|---|
| | PROCESS ALL ACCOUNTS BASED ON THE SALES ORDER NUMBER<br>If selected as **YES**, then rescission transaction is automatically posted to void all corresponding account(s) which are having the same Sales Order number as that of current account where this transaction is being posted.<br>However before posting, system considers the value defined for other parameters. See section, Processing with Combination of Transaction Parameters. |
| | PROCESS ALL ACCOUNTS BASED ON THE AGREEMENT NUMBER<br>If selected as **YES**, then rescission transaction is automatically posted to void all corresponding account(s) which are having the same Agreement number as that of current account where this transaction is being posted. However, Reversal of the transaction is to be done at each individual account.<br>Before posting, system considers the value defined for other parameters. See section, Processing with Combination of Transaction Parameters. |

This section consists of the following topic:

- Processing with Combination of Transaction Parameters

## A.2.40 Bankruptcy Reporting Indicator

You can categorize a particular customer or a business account as bankrupt in OFSLL by posting **CUSTOMER / BUSINESS BANKRUPTCY REPORTING INDICATOR** non-monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.

Marking a customer/business as **Bankrupt** indicates that the particular customer/business cannot repay the debts and this condition is posted on the account and an Alert is populated in Summary tab.

Before posting the transaction, system validates if the existing customer's/business bankruptcy indicator is set as **Y**. If yes, an error is displayed and transaction is not allow to post.


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**Figure A-79 Bankruptcy Reporting Indicator**

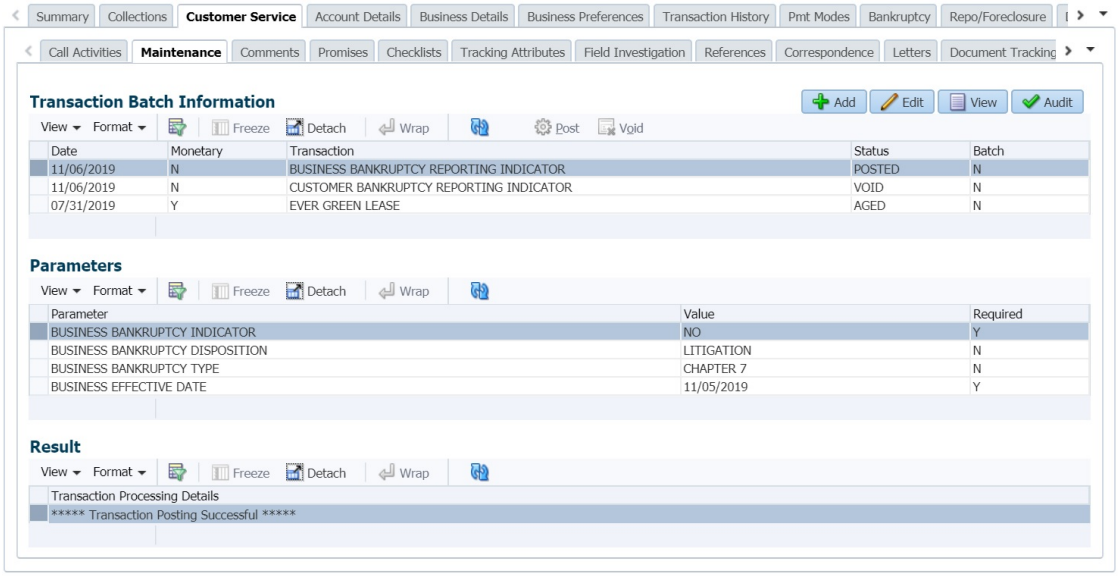


**Table A-157 To mark a Customer Account as Bankrupt**

| Transaction | Parameters |
|---|---|
| **CUSTOMER BANKRUPTCY REPORTING INDICATOR** | BANKRUPTCY INDICATOR |
| | RELATION TYPE CODE |
| | BANKRUPTCY DISPOSITION |
| | BANKRUPTCY TYPE |
| | EFFECTIVE DATE |

**Table A-158 To mark a Business Only Account or SME Account as Bankrupt**

| Transaction | Parameters |
|---|---|
| **BUSINESS BANKRUPTCY REPORTING INDICATOR** | BUSINESS BANKRUPTCY INDICATOR |
| | BUSINESS BANKRUPTCY DISPOSITION |
| | BUSINESS BANKRUPTCY TYPE |
| | BUSINESS EFFECTIVE DATE |

On successfully posting the transaction, system identifies all the related accounts based on Customer ID/Business and marks **Bankruptcy Indicator** as **Y** on all accounts (primary or joint holder) held by the customer. A confirmation message is displayed in the Results section.

## A.2.41 Collateral Maintenance

You can update and maintain asset/collateral details associated to an Account during Servicing and Collection stage by posting **ASSET MAINTENANCE** non-monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.

On posting the transaction, the asset details are updated in Customer Service > Collateral > Home/Vehicle/Others tab and Servicing > Collateral Management > Collateral Details screen.


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**Table A-159 To post Asset Maintenance to an account**

| Transaction | Parameters |
|---|---|
| **ASSET MAINTENANCE** | TXN DATE |
| | ASSET NUMBER |
| | ASSET CLASS |
| | ASSET TYPE |
| | ASSET SUB TYPE |
| | REGISTRATION NUMBER |
| | MAKE |
| | MODEL |
| | ESTIMATED LIFE |
| | COUNTRY CODE |
| | ZIP |
| | STATE CODE |
| | ADDRESS NUMBER |
| | ADDRESS1 |
| | ADDRESS2 |
| | REASON CODE |
| | COMMENTS |
| | ASSET EXCHANGE INDICATOR |
| | ASSET SHIPMENT DATE |
| | ASSET BLOCK INDICATOR |
| | ASSET IDENTIFICATION NUMBER |

While posting the transaction, ensure the following:

- The Txn Date and Asset Number are mandatory and need to be specified.
- The transaction date should be current system date by default since system does not allow to post back dated or future dated transaction.
- Specify the registered Asset number. Else, system displays an error indicating **Asset #:<Asset nbr> does not exist for this account**.
- Specify the Asset Class as per HOME/VEHICLE/OTHER_ASSET_CLASS_CD look-up type.
- The Asset Type and Asset Sub Type should match the Collateral Type of Asset # as defined in Setup > Asset Types > Asset Sub Type screen.
- The Registration number provided for Asset # should be of Collateral Type as **HOME**.
- The Zip code entered is validated based on Country code defined in Setup > Zip Codes screen.
- In ASSET EXCHANGE INDICATOR, select **Yes** or **No** from drop-down list to indicate if the asset is created as exchange to an old asset. This is applicable only for Vehicle and Home collateral.
- In ASSET SHIPMENT DATE, select the date from adjoining calendar.
- In ASSET BLOCK INDICATOR, select **Yes** or **No** from drop-down list to indicate if this asset is blocked to a particular account. This is applicable only for Vehicle and Home collateral.


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- In ASSET IDENTIFICATION NUMBER, specify the asset identification number.

On successfully posting the transaction, a confirmation message is displayed in the Results section and collateral details are updated to the account.

## A.2.42 Account Contract Maintenance

You can update and maintain Contract Information at Account level during Servicing and Collection stage by posting **ACCOUNT CONTRACT MAINTENANCE** non-monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.

By default, the contract information in Customer Service screen's Contract sub tab is populated from Origination screen on funding the application and is a display only version of the same information found on the Funding screen's Contract screen.

This transaction can be posted on all Product Type, Status and Conditions. On posting, the same does not restructure the account based on the account fields update. Also, no calculations are performed as a result of posting of this transaction.

**Table A-160 To post Contract updates to an account**

| Transaction | Parameters |
|---|---|
| **ACCOUNT CONTRACT MAINTENANCE** | TXN DATE |
| | AMOUNT FINANCED |
| | APPLICATION CHANNEL |
| | DISBURSED LOAN AMOUNT |
| | TOTAL DOWN PAYMENT AMOUNT |
| | TOTAL SALES PRICE |
| | CONTRACT RCVD DATE |
| | CONTRACT VERIFIED BY |
| | CONTRACT VERIFIED DATE |
| | COMMENTS |
| | REASON CODE |

For more information on above fields, refer to **Contracts** tab section in Funding chapter of Origination User Guide.

On successfully posting the transaction, a confirmation message is displayed in the Results section and contract details are updated to the account in Customer Service > Account Details > Contract Information tab.

## A.2.43 Account Payment Mode Maintenance

You can update the type of repayment mode to indicate if it is **Autopay/Direct Debit or not** by posting **ACCOUNT PAYMENT MODE MAINTAINANCE** non-monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.

**Table A-161 To post repayment mode on an account**

| Transaction | Parameters |
|---|---|
| **ACCOUNT PAYMENT MODE MAINTAINANCE** | TXN DATE |
| | PAYMENT MODE |


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While posting the transaction, select the PAYMENT MODE as one of the following:

- INSTITUTION DRAFT / CHECK
- AUTOPAY (ACH)
- AUTOPAY (CREDIT CARD)
- AUTOPAY (DEBIT CARD)
- POST DATED CHECKS

Note the following:

- For an active Recurring ACH record, ensure that the payment mode is selected as AUTOPAY.
- For an AUTO PAY type of Payment Mode, ensure that at least one active ACH record exist and for CHECK type of Payment Mode, there are NO active ACH records.

On successfully posting the transaction, a confirmation message is displayed in the Results section and Payment Mode option is updated to account in Customer Service > Account Details > Account Details tab.

## A.2.44 Add Balance to Account

While posting specific type of transaction on account to update the balances and if the respective balance is not available at account, system displays an error. In such cases, you can add the specific type of balance to the account at runtime by posting ‘ADD BALANCE TO AN ACCOUNT’ non-monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.

**Figure A-80 Add Balance to Account**

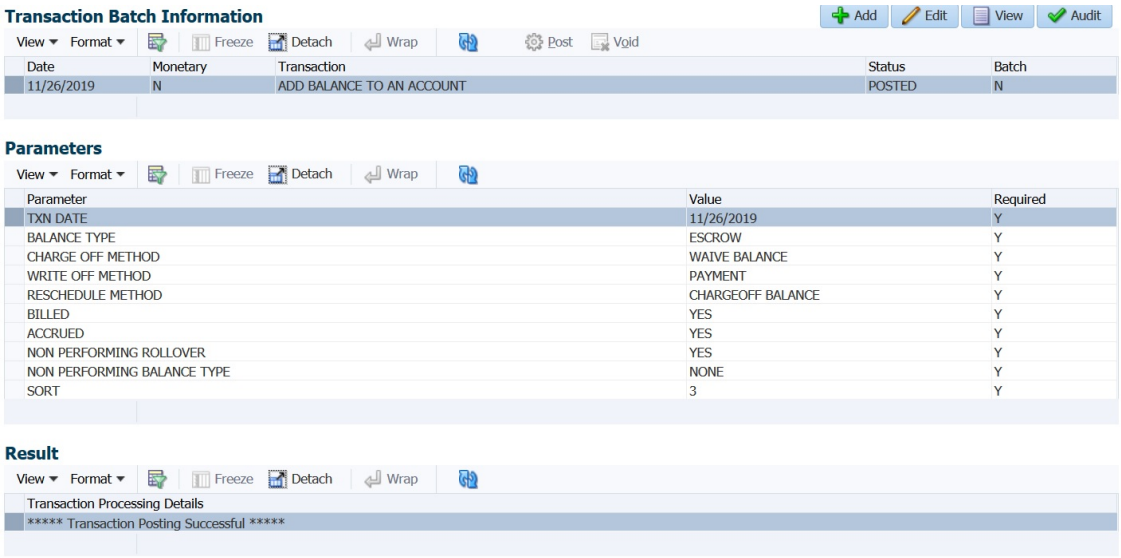


**Table A-162 To add balance to an account**

| Transaction | Parameters |
|---|---|
| **ADD BALANCE TO AN ACCOUNT** | TXN DATE |


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**Table A-162 (Cont.) To add balance to an account**

| Transaction | Parameters |
|---|---|
| | BALANCE TYPE |
| | CHARGE OFF METHOD |
| | WRITE OFF METHOD |
| | RESCHEDULE METHOD |
| | BILLED |
| | ACCRUED |
| | NON PERFORMING ROLLOVER |
| | NON PERFORMING BALANCE TYPE |
| | SORT |

All the parameters indicated above are mandatory and can be selected from the drop-down list. While posting the transaction, system validates the following and in case of mismatch, does not allow to post the transaction:

- If the Balance Type is already loaded, system displays and error indicating **Balance already available**.
- If the Balance Type does not match with the defined list of codes in TXN_TYPE_CD look-up, system displays an error indicating **Balance Type Doesn't Exist**.
- If the Balance Type matches with look-up code but the Product Type is not configured for the balance type in Transaction Codes setup, system displays an error indicating **Balance Type not mapped to Product type**.

On successfully posting the transaction, a confirmation message is displayed in the Results section and Balance is updated to account in Customer Service > Transaction History > Balances tab.

## A.2.45 Linked Account Maintenance

You can link another account to the current account during servicing and have one-to-one mapping between both by posting ‘LINKED ACCOUNT MAINTENANCE’ non-monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.

This transaction helps to link accounts which are funded separately and also to maintain (add/update/remove) details of the current account.

**Table A-163 To post linked account maintenance**

| Transaction | Parameters |
|---|---|
| **LINKED ACCOUNT MAINTENANCE** | TXN DATE<br>Select the transaction posting date from the adjoining calendar. |
| | LINKED ACCOUNT NUMBER<br>Enter the account number which is to be Attached / Moved /Remove to/from the Current Account.<br>Ensure that the current customer is linked to that account. System displays an error if there is a mismatch or an invalid account number is entered. |


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**Table A-163 (Cont.) To post linked account maintenance**

| Transaction | Parameters |
|---|---|
| | LINKED ACCOUNT MAINTENANCE ACTION TYPE<br>Select the action type to be performed from the drop-down list. You can select ADD / UPDATE / REMOVE to modify linking of current account to / from selected Linked Account. |
| | VALIDATE COMMON CUSTOMER<br>Select either **Yes** or **No** from the drop-down list to indicate the system to validate if there are any common customers between the current selected Account and Linked Account.<br>System does not allow to post the transaction if this option is selected as **Yes** and there are no common customer found during validation.<br>VALIDATE BILLING CYCLE AND DUE DATE<br>Select either **Yes** or **No** from the drop-down list to indicate the system to validate if the current selected Account and Linked Account have the same Billing Cycle and Due Day.<br>System does not allow to post the transaction if this option is selected as **Yes** and the Billing Cycle and Due Day is found to be different during validation. |
| | VALIDATE PORTFOLIO COMPANY<br>Select either **Yes** or **No** from the drop-down list to indicate the system to validate if the current selected Account and Linked Account belongs to the same portfolio company.<br>System does not allow to post the transaction if this option is selected as **Yes** and the portfolio company is found to be different for both accounts during validation. |
| | REASON CODE<br>Selected the appropriate reason code for posting this transaction from the drop-down list. |
| | COMMENTS<br>Additional information (if any). |

On successfully posting the transaction, both the accounts are interlinked and system updates the **Linked Account** field with Account # provided in transaction parameter.

Also a comment is posted on all involved accounts i.e. Master Account and Associated Account. For **Add** transaction new Master Account # is updated and for **Update** transaction, the existing Master Account # is replaced with Account # provided in Transaction Parameters.

## A.2.46 Mock Statement Maintenance

Generating a Mock Statement helps to mock the asset billing process with a future date and to get an upfront statement indicating future dues of Master and Associated Accounts. In **Vacation Ownership** industry, such statements are required to forecast future dues based on current **Timeshare** holdings.


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In Servicing, the Mock Statement preferences displayed in Customer Service > Account Details tab and Contract Information tab are propagated from Origination > Contract screen and are displayed in **View** mode.

You can update the Mock Statement generation preferences at Master Account level by posting **MOCK STATEMENT MAINTENANCE TRANSACTION FOR MASTER ACCOUNT**non-monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.

This transaction can be posted only from Master Account. In case this transaction is used to deselect the option **Mock Statement Req** to **No**, system refreshes the other fields making them **Null** and **Read-Only**.

**Table A-164 To Post Mock Statement Maintenance to Master Account**

| Transaction | Parameters |
|---|---|
| **MOCK STATEMENT MAINTENANCE TRANSACTION FOR MASTER ACCOUNT** | TXN DATE<br>Select the transaction posting date from adjoining calendar. |
| | MOCK STATEMENT REQUIRED IND<br>Select this check box to indicate if the account is to be included in Mock statement Generation. |
| | MOCK STATEMENT DATE<br>Select the start month of Mock Statements period using the adjoining calendar. |
| | MOCK CYCLES<br>Select the total number of billings (between 1-12) that are to be generated post Mock Statement Start Date. |
| | MOCK PRE BILL DAYS<br>Specify the number of Pre bill days for Mock Statements generation. |

While generating Mock Statement, system considers the **Mock Statement Date** and **Pre Bill Days** to generate the next Mock Statement Run Date. In case the Mock Statement Next Run Date is less than Contract Date or GL Date which does not match the criteria, system moves the Mock Start Date to same month of next year.

For example,

If Contract date = 6/1/2018

First Payment Date = 7/1/2018

Mock Start Month = July

Mock Start Date = 7/1/2018 (Derived based on Start Month)

Mock Pre Statement days = 60

Mock Statement Run Date Next = 7/1/2018 - 60 days = 5/2/2018 which is Less than Contract Date.

Here the **Mock Statement Start Date** is moved to 7/1/2019 so that Mock Statement Run Date Next = 7/1/2019 - 60 days = 5/2/2019


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On successfully posting the transaction, a confirmation message is displayed in the Results section indicating the **Transaction Processing Details** and when the transaction Posting occurs.

The batch job TXNMDT_BJ_100_01 (MOCK BILLING/DUE DATES PROCESSING) available in SET-TPE batch job set generates the future dues/balances based on the parameters defined in the criteria. This batch job is a prerequisite run for the mock statements to get generated.

The batch job OMSPRC_BJ_100_01 (MASTER ACCOUNT CUSTOMER MOCK STATEMENT GENERATION) available in SET-ODD2 batch job set generates Mock Statements based on Mock Statement Details.

While processing, the batch job picks only those accounts with **Mock Statement Req = Y** and **Master Account Flag = Y**. This batch job is run on **Mock Statement Run Date Next** and generates the number of dues based on **Mock Statement Cycles**.

The structure of the Mock Statement generated is controlled based on Record and Column definitions maintained in the data file MASTER_ACCOUNT_MOCK_STATEMENT (MASTER ACCOUNT CUSTOMER MOCK STATEMENT) defined in Setup > Administration > System> Data Files screen's Output tab.

## A.2.47 Skip Credit Bureau Reporting Maintenance

The Skip Credit Bureau Reporting Maintenance allows you to selectively exclude or include a particular account from being reported to credit bureau. This is required in Timeshare Business where there is no need to report the due/Maintenance accounts to credit Bureau.

As per the Product setup, if an account is funded with option Yes / No to **Skip Credit Bureau**reporting in Metro-II batch job process, the same can be changed during servicing stage by posting **SKIP CREDIT BUREAU REPORTING MAINTENANCE** non-monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.

However, Skip Credit Bureau Reporting also depends on Stop Bureau condition posted on the account.

**Table A-165 To update skip credit bureau reporting option on an account**

| Transaction | Parameters |
|---|---|
| **SKIP CREDIT BUREAU REPORTING MAINTENANCE** | SKIP CREDIT BUREAU REPORTING |

Select **YES** or **NO** from the drop-down list.

On successfully posting the transaction, a confirmation message is displayed in the Results section and **Skip Credit Bureau Reporting** option is updated in Customer Service > Account Details > Account Information section.

## A.2.48 Repossession Maintenance

When SCRA borrower is on military duty, asset repossession cannot be done on the account. However, in case the SCRA borrower voluntarily offers financial institution to repossess the asset, the same can be updated in the system by posting **REPOSSESSION MAINTENANCE** non-monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.


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The REPOSSESSION MAINTENANCE allows to modify the option **Allow Repossession on SCRA** to **Y** or **N** in Customer Service > Account Details tab > Others section. By default, this check box is not selected indicating that system does not allow REPOSSESSION for SCRA enabled accounts. If the options is set **Y**, system allows to post REPOSSESSION condition on SCRA Accounts using Call Activity or any other ways available.

Note that REPOSSESSION MAINTENANCE transaction can be posted only if customer is on military duty where SCRA indicator = Y. Else, system displays an error message indicating **Transaction not allowed, if customer is not in military duty**. In case of joint applicants, at least one of the customer attached to account is to be on SCRA duty and SCRA flag = Y to post the transaction.

**Table A-166 To post voluntary repossession maintenance**

| Transaction | Parameters |
|---|---|
| **REPOSSESSION MAINTENANCE** | TXN DATE |

Select the transaction posting date from adjoining calendar.

On successfully posting the transaction, a confirmation message is displayed in the Results section indicating the date on which the transaction is posted. Also the **Allow Repossession on SCRA** check box is updated in Customer Service > Account Details tab > Others section.

## A.2.49 Evergreen Lease Maintenance

When a lease account is eligible to be renewed to ever green lease, system can automatically put the account to Evergreen mode on maturity date + grace days on running the schedule batch job TXNEGC_BJ_121_01 (POST MATURITY EVER GREEN TRANSACTION PROCESSING). However for this to happen, you need to define a set of parameters which helps system to decide on the account eligibility before posting the transaction.

The Evergreen Lease Maintenance transaction helps to maintain evergreen lease parameters at individual account level. You can either define new parameters or update the pre-defined contract level parameters on ACTIVE accounts by posting EVER GREEN MAINTENANCE non-monetary transaction in Customer Service > Maintenance >Transaction Batch Information section.

Note that, a lease account can be manually converted to Evergreen lease by posting **Evergreen Lease Transaction** monetary transaction and Evergreen Lease in OFSLL is supported only for INTEREST RATE type of lease calculation method.

**Table A-167 To post Evergreen Maintenance**

| Transaction | Parameters |
|---|---|
| **EVER GREEN MAINTENANCE** | TXN DATE<br>Select the transaction date from adjoining calendar. |
| | EVERGREEN AUTO POST ON MATURITY IND<br>Select either **YES** or **NO** from the drop-down list to allow system to auto post evergreen lease transaction on maturity date + evergreen grace days.<br>**Note:** On selecting this check box, the **Auto Include Residual Value** option is disabled. |


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**Table A-167 (Cont.) To post Evergreen Maintenance**

| Transaction | Parameters |
|---|---|
| | EVERGREEN NO OF UNPAID BILLS<br>Specify a value. Auto renewal of contract to evergreen lease is allowed only when actual number of unpaid bills is greater than the specified value. |
| | EVERGREEN UNPAID BILLS PERCENTAGE<br>Specify the percentage (0 - 100) of total unpaid bills remaining for system to consider for auto renewal of contract to evergreen lease.<br>System uses the greater of these two values i.e. Number of Unpaid Bills and Unpaid Bills % |
| | EVERGREEN PAYMENT AMOUNT METHOD<br>Select one of the following payment amount method from drop-down list which is to be accounted for billing on auto renewal of contract to evergreen lease. This is the rental amount for asset usage.<br>• % on Maturity Bill - Percentage of lease payment amount as on maturity<br>• Fixed Amount - Fixed lease amount |
| | EVERGREEN VALUE<br>Specify the value to derive the asset usage billing amount based on any of the above Payment Amount Method. |
| | EVERGREEN GRACE DAYS<br>Specify the total number of grace days allowed after maturity for system to consider for auto renewal of contract to evergreen lease |
| | EVERGREEN EXTENSION TERM<br>Specify the new extension term which is the agreed term between customer and financial institution.<br>This term is mapped to extension term of EVER GREEN LEASE monetary transaction. |
| | RESIDUAL REDUCTION PERCENTAGE<br>Specify a percentage value to indicate how much residual value has to be reduced while posting Evergreen transaction. You can specify numerical value up to 2 decimal with minimum as zero and maximum of 100. |

This transaction is posted **Only** after contract date and before maturity date + grace days (i.e. the transaction date > Contract Date and Transaction Date <= Maturity Date + Ever Green Grace Days).

On successfully posting the transaction, a confirmation message is displayed in the Results section indicating the date on which the transaction is posted. The details are updated to Account Information screen and overrides the existing parameters (if any) propagated from Origination on funding the account.


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When Evergreen lease transaction is posted on existing lease account and on renewal, the lease account is extended up to the term specified and is billed as per the agreed **Payment Amount** for extended term. Also the **Rate** and **Residual %** of the existing lease are updated to **0** and existing balances are closed by either posting an adjustment minus transaction to the account or collecting the payment from customer.

If there is any change required in payment amount after the contract is renewed to ever green mode, post LS_CHANGE_PMT_AMT (Lease Change Payment Amount) transaction to update the Payment Amount.

However, if required an Evergreen lease contract can be terminated anytime once evergreen billing has been started.

## A.2.50 Stop Correspondence at Account Level

All the active customer/business accounts in Oracle Financial Services Lending and Leasing are enabled to receive correspondence by default. However, if required you can choose to stop the correspondence from the system.

Apart from stopping correspondence to all accounts at customer/business level as done by posting Customer/Business Correspondence (stopping) non-monetary transaction, you can choose to stop the correspondence to a particular customer account and continue the correspondence to remaining accounts. On doing so, that particular account is excluded from ODD batch job and does not receive correspondence of any kind such as letters or monthly statements from the system.

If **Customer Stop Correspondence** is already posted on the account, system does not allow to post **Account Stop Correspondence** and displays an error indicating **Customer Stop Correspondence** is already posted on the account.

Individual account level correspondence can be stopped by posting ACCOUNT STOP CORRESPONDENCE (ACC_STOP_CORR_MAINT) non-monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.

**Table A-168 To stop account correspondence**

| Transaction | Parameters |
|---|---|
| **ACCOUNT STOP CORRESPONDENCE (ACC_STOP_CORR_MAINT)** | TXN DATE<br>Select the transaction date from adjoining calendar. |
| | ACCOUNT STOP CORR INDICATOR<br>Select either **YES** or **NO** from the drop-down list to toggle account correspondence. |
| | PROCESS MASTER ASSOCIATED ACCOUNTS<br>Select either **Yes** or **No** from the drop-down list. Selecting **Yes** posts the transaction to Master Account and Associated Accounts and selecting **No** posts the transaction to Current Account. |
| | PROCESS SAME PRODUCT TYPE AND FUNDING TYPE ACCOUNTS<br>Select either **Yes** or **No** from the drop-down list. Selecting **Yes** posts the transaction on its Master Account and Associated accounts belonging to the same product and funding type. Selecting **No** posts the transaction to Master and all its associated accounts. |


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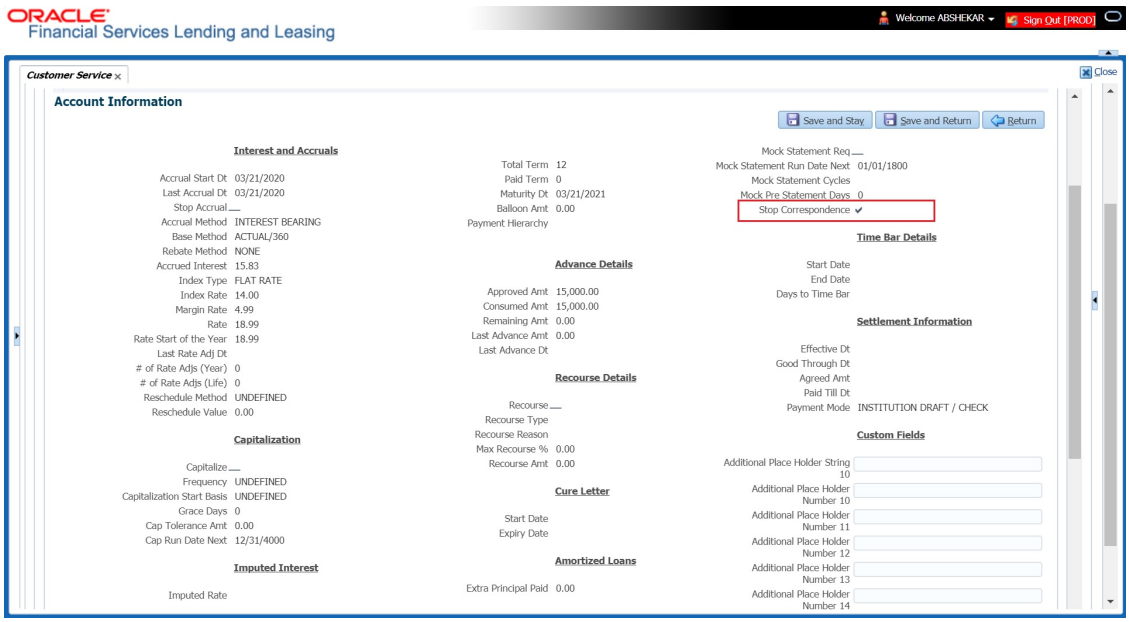
**Table A-168 (Cont.) To stop account correspondence**

| Transaction | Parameters |
|---|---|
| | STATEMENT CONSOLIDATION INDICATOR<br>Select either **Yes** or **No** from the drop-down list to update the Statement Consolidation indicator flag in Customer Service >Account Details > Other section.<br>Selecting **Yes** along with PROCESS MASTER ASSOCIATEDACCOUNTS = Y, posts the transaction to Master and all the Associated accounts having Statement Consolidation = Y.<br>On, selecting **No** along with PROCESS MASTER ASSOCIATED ACCOUNTS = Y, system ignores statement consolidation flag and posts the transaction to Master and all the Associated accounts. |
| | REASON CODE<br>Select the reason for posting this transaction from the drop-down list. |
| | COMMENTS<br>Specify additional information (if any). |

On successfully posting the transaction, a confirmation message is displayed in the Results section indicating the date on which the transaction is posted and the **Stop Correspondence** check box is selected in the Customer Service screen's Account Information screen.

**Figure A-81 Stop Correspondence at Account Level**





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> **Note**
>
> - If a Master account has stop correspondence as **Yes**, then new accounts on-boarded with Statement Consolidation Flag Y will also have stop correspondence as **Yes**. Same is the case when an Associate account is moved/Swapped from Master Account.
> - If individual account level **Stop Correspondence** exists then such account is excluded from Master Account/Customer level Statement consolidation.

To remove the Stop Correspondence indicator, follow the above procedure and update the **ACCOUNT STOP CORR INDICATOR** as **NO**.

## A.2.51 Consolidated Payoff Quote

You can generate a consolidated payoff quote for any combination of Master and its associated accounts which includes the consolidated amount owed on all selected accounts. A payoff quote can either be generated for current or future date, but not on a back date.

However, you can also generate a payoff quote for individual account. For information on how to generate a payoff quote on individual account, refer to Payoff Quotes section.

Consolidated Payoff Quote can be generated anytime by posting CONSOLIDATED PAYOFF QUOTE (PAYOFF_CONSOLIDATE) non-monetary transaction in Servicing > Customer Credit Limit > Transactions tab.

**Table A-169 To generate Consolidated Payoff Quote**

| Transaction | Parameters |
|---|---|
| **CONSOLIDATED PAYOFF QUOTE** | TXN DATE<br>Select the transaction date from adjoining calendar. |
| | PAYOFF QUOTE VALID UPTO DATE<br>Select the date till when the payoff quote is valid from adjoining calendar. System calculates Accrued Interest on account till the date specified. |
| | PAYOFF QUOTE LTR PRINT<br>Select either **YES** or **NO** from drop-down list. If selected as **YES**, then a Payoff Quote Letter with specific format is generated. The value of parameters in the letter are fetched from variables defined in the configuration. |
| | COMMENTS<br>Specify additional information (if any). |
| | ACCOUNT NUMBER<br>Specify the required accounts separated by comma. This can have a combination of both Master and its Associated accounts. |
| | LEASE BUYOUT INDICATOR<br>This parameter is applicable for Lease Account only. Select either **YES** or **NO** from drop-down list to indicate if the lease contract is available for buyout option. |


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On successfully posting the transaction, a confirmation message is displayed in the Results section indicating the date on which the transaction is posted along with below details:

- The TOTAL PAYOFF QUOTE IN section indicates currency-wise consolidation payoff quote i.e. if multiple accounts are selected for consolidation with different currencies, then consolidation is listed for accounts with same currency and subsequently for other/ individual currencies.
- Subsequently, individual payoff quote is generated and displayed for each of the Associated account selected along with Master account payoff quote (if selected).

## A.2.52 Terminate Single/Multi Lease Account(s)

You can terminate single or multiple lease accounts for any combination of Master and its associated accounts in a single transaction. During this process, either some or all assets leased under one master contract can be terminated. However, termination transaction is allowed only for Lease Closed-ended accounts only.

While initiating a lease contract termination transaction before the maturity date, system validates and allows termination only if either the Billed Term or Lease Amount Recovered % is met.

Single/Multi Lease Account(s) Termination transaction can be generated anytime by posting TERMINATE MULTI ACCOUNT (TERMINATE_MULTI) non-monetary transaction in Servicing > Customer Credit Limit > Transactions tab.

**Table A-170 To generate Single/Multi Lease Account(s) Termination transaction**

| Transaction | Parameters |
|---|---|
| **TERMINATE MULTI ACCOUNT** | TXN DATE<br>Select the transaction date from adjoining calendar. |
| | LEASE BUYOUT INDICATOR<br>Select either **YES** or **NO** from drop-down list to indicate if the lease contract is available for buyout option. |
| | ACCOUNT NUMBER<br>Specify the required accounts separated by comma. This can have a combination of both Master and its Associated accounts. |
| | COMMENTS<br>Specify additional information (if any). |

On successfully posting the transaction, a confirmation message is displayed in the Results section indicating the status of Success/Failed transaction(s) posted. In case of Failed transactions, the reason is indicated separately.

## A.2.53 Add New Customer

During the servicing stage of an account, you can add customer details into the system by posting ADD NEW CUSTOMER transaction in Customer Service > Maintenance > Transaction Batch Information section.


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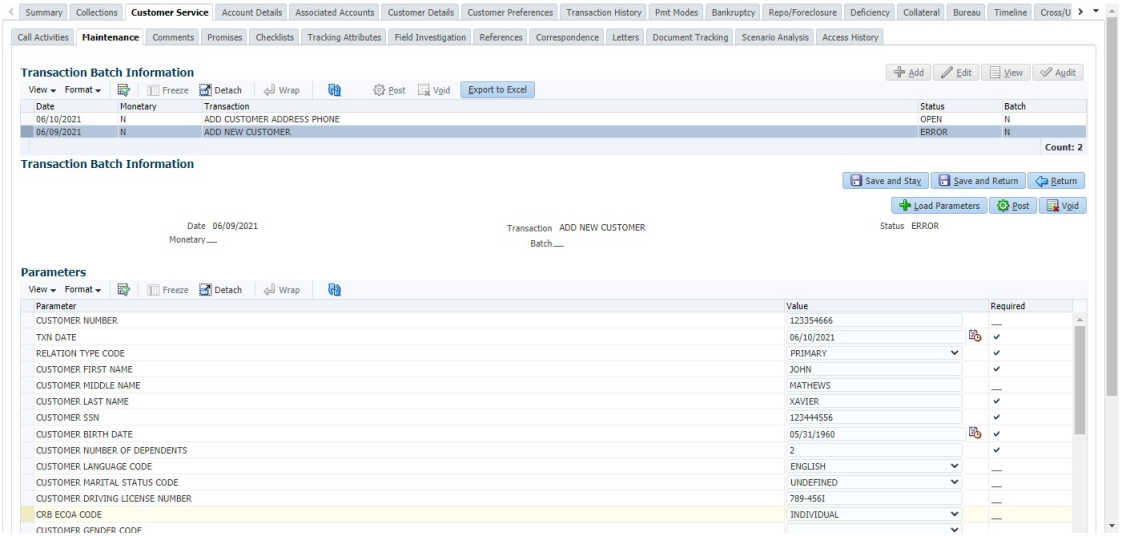
**Figure A-82 Add New Customer**




Before creating the transaction, ensure that ADD NEW CUSTOMER transaction is enabled in Transaction Codes setup screen and is allowed to post based on your user privileges.

While adding, you can also set the customer relation as primary to the account by selecting the appropriate RELATION TYPE CODE. Once added, the same becomes the current/primary customer and the current indicator is set to **Y** by default. Also the address details of an existing current/primary account is updated to new customer details. However, if there is a different address to be updated, the same can be done by posting ADD CUSTOMER ADDRESS PHONE non-monetary transaction.

**Table A-171 To add customer details**

| Transaction | Parameters |
|---|---|
| **ADD NEW CUSTOMER (CUS_ADD_MAINT)** | CUSTOMER NUMBER<br>Specify the new customer number. |
| | TXN DATE<br>Select the transaction posting date from the adjoining calendar. |
| | RELATION TYPE CODE<br>Select the account relation type (Primary, Spouse, and so on) from the drop-down list which are attached to account. |
| | CUSTOMER FIRST NAME<br>Specify the first name of the customer. |
| | CUSTOMER MIDDLE NAME<br>Specify the middle name of the customer. |
| | CUSTOMER LAST NAME<br>Specify the last name of the customer. |
| | CUSTOMER SSN<br>Specify customer's social security number. |


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**Table A-171 (Cont.) To add customer details**

| Transaction | Parameters |
|---|---|
| | CUSTOMER BIRTH DATE<br>Specify customer's birth date from adjoining calendar. |
| | CUSTOMER NUMBER OF DEPENDENTS<br>Specify the number of dependents for the customer. |
| | CUSTOMER LANGUAGE CODE<br>Select the customer language code from the drop-down list. |
| | CUSTOMER MARITAL STATUS CODE<br>Select the customer marital status from drop-down list. |
| | CUSTOMER DRIVING LICENSE NUMBER<br>Specify the customer driving license number. |
| | CRB ECOA CODE<br>Select the credit bureau's Equal Credit Opportunity Act code from where the customer credit score is received from the drop-down list. |
| | CUSTOMER GENDER CODE<br>Select the customer gender code from the drop-down list. |
| | CUSTOMER DISABILITY INDICATOR<br>Select the customer disability indicator as either **Yes** or **No** from the drop-down list. |
| | CUSTOMER SKIP INDICATOR<br>Select the customer skip indicator as either **Yes** or **No** from the drop-down list. |
| | CUSTOMER STOP CORR INDICATOR<br>Select the customer stop correspondence indicator as either **Yes** or **No** from the drop-down list. |
| | CUSTOMER CLASS TYPE CODE<br>Select the customer class type code from the drop-down list. |
| | CUSTOMER ENABLED INDICATOR<br>Select the customer enabled indicator as either **Yes** or **No** from the drop-down list. |
| | CUSTOMER CHRISTIAN NAME<br>Specify the customer Christian name. |
| | CUSTOMER FULL NAME<br>Specify customer's full name. |
| | PRIVACY OPTOUT<br>Select the customer's privacy opt out indicator as either **Yes** or **No** from the drop-down list. |


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**Table A-171 (Cont.) To add customer details**

| Transaction | Parameters |
|---|---|
| | CUSTOMER PASSPORT NUMBER<br>Specify the customer's passport number. |
| | CUSTOMER PASSPORT ISSUE DATE<br>Select the customer's passport issue date from adjoining calendar. |
| | CUSTOMER PASSPORT EXPIRY DATE<br>Select the customer's passport expiry date from adjoining calendar. |
| | CUSTOMER NATIONAL ID<br>Specify the customer national id. |
| | VISA NUMBER<br>Specify customer visa number. |
| | NATIONALITY CODE<br>Select the nationality code from the drop-down list. |
| | PAYMENT HIERARCHY<br>Specify the payment hierarchy code. |
| | CATEGORY CODE<br>Select the customer category code from the drop-down list. |

On successfully posting the transaction, a confirmation message is displayed in Result section and the details are populated in Customer Service > Customer Details tab.

## A.2.54 Add/Update customer Address

You can update the address details of an existing customer details maintained in the system by posting ADD CUSTOMER ADDRESS PHONE transaction in Customer Service > Maintenance > Transaction Batch Information section.


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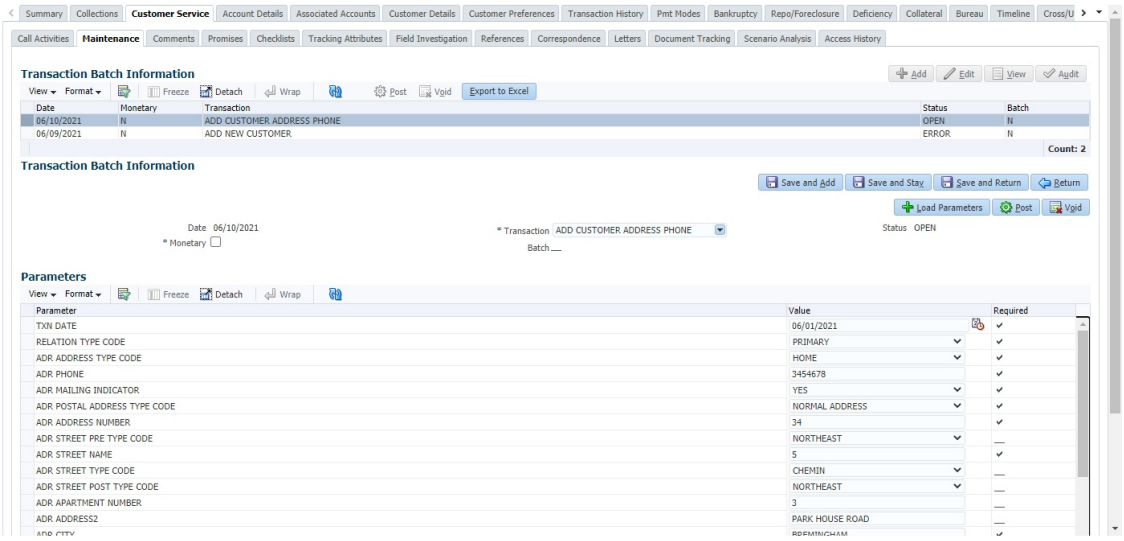
### Figure A-83 Add/Update customer Address




Before creating the transaction, ensure that ADD CUSTOMER ADDRESS PHONE transaction is enabled in Transaction Codes setup screen and is allowed to post based on your user privileges.

### Table A-172 To add/update customer details

| Transaction | Parameters |
|---|---|
| **ADD CUSTOMER ADDRESS PHONE (CUS_ADR_PH_MAINT)** | TXN DATE<br>Select the transaction posting date from the adjoining calendar. |
| | RELATION TYPE CODE<br>Select the relation to which the address is being updated from the drop-down list. |
| | ADR ADDRESS TYPE CODE<br>Select the address type from the drop-down list. |
| | ADR PHONE<br>Specify the phone number. |
| | ADR MAILING INDICATOR<br>Select the mailing indicator as either **Yes** or **No** from the drop-down list. |
| | ADR POSTAL ADDRESS TYPE CODE<br>Select the postal address type from the drop-down list. |
| | ADR ADDRESS NUMBER<br>Specify the address number. |
| | ADR STREET PRE TYPE CODE<br>Select the street name prefix type from drop-down list. |


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**Table A-172 (Cont.) To add/update customer details**

| Transaction | Parameters |
|---|---|
| | ADR STREET NAME<br>Specify the street name. |
| | ADR STREET TYPE CODE<br>Select the street type from the drop-down list. |
| | ADR STREET POST TYPE CODE<br>Select the street post type from the drop-down list. |
| | ADR APARTMENT NUMBER<br>Specify the apartment number. |
| | ADR ADDRESS2<br>Specify the additional address details. |
| | ADR CITY<br>Specify the city. |
| | ADR STATE CODE<br>Select the state from the drop-down list. |
| | ADR ZIP<br>Select the zip code from the drop-down list. |
| | ADR ZIP EXTENSION<br>Specify the extension of the zip code. |
| | ADR COUNTRY CODE<br>Select the country code from the drop-down list. |
| | ADR COMMENT<br>Specify additional details (if any) as comment. |
| | ADR CENSUS TRACT/BNA CODE<br>Specify the Census Tract or Block Numbering Area code. |
| | ADR MSA CODE<br>Specify the metropolitan statistical area (MSA) code. |
| | PERMISSION TO CALL IND<br>Select the permission to call indicator as either **Yes** or **No** from the drop-down list. |

On successfully posting the transaction, a confirmation message is displayed in Result section and the details are populated in Customer Service > Customer Details > Address Information sub tab.

## A.2.55 Agreement Number Maintenance

During the serving stage of an account, you can move the agreement number from one account to another and/or perform other maintenance activities such as add/update or remove the agreement number. This agreement number helps to group all those accounts with a particular agreement number.


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You can add/update or remove the agreement number associated to an account by posting AGREEMENT_NUMBER_MAINT (AGREEMENT NUMBER MAINTENANCE) non-monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.

**Table A-173 To add/update/remove agreement number**

| Transaction | Parameters |
|---|---|
| **AGREEMENT_NUMBER_MAINT (AGREEMENT NUMBER MAINTENANCE)** | AGREEMENT #<br>Specify the new or revised agreement number which is to be associated to the account.<br>To remove existing agreement number, specify the value as NULL. |
| | TXN DATE<br>Select the transaction posting date from the adjoining calendar. |

On successfully posting the transaction, a confirmation message is displayed in Result section and the agreement number is populated in both Account Details > Account Information and Contract Information tab.

## A.2.56 Sales Order Number Maintenance

Sales Order Number is an unique number created to capture the sale of Products & Services specifically in ERP systems. In OFSLL, a Sales Order Number may be associated to multiple Accounts which in-turn helps to group all those accounts with the same sales order number.

If Sales Order Number is not associated to an account while funding or if the same is updated as Null or blank, you can add/update/remove the Sales Order Number to the account by posting SALES_ORDER_MAINT(SALES ORDER NUMBER MAINTENANCE) non-monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.

**Table A-174 To add/update/remove Sales Order Number**

| Transaction | Parameters |
|---|---|
| **SALES_ORDER_MAINT (SALES ORDER NUMBER MAINTENANCE)** | TXN DATE<br>Select the transaction posting date from the adjoining calendar. |
| | SALES ORDER NBR<br>Specify the unique Sales Order Number which is to be associated to the account. You can enter a unique alpha-numeric number up to 80 characters. |

On successfully posting the transaction, a confirmation message is displayed in Result section and the Sales Order Number is populated to Customer Service > Account(s) header section.

## A.2.57 Customer / Business Number Update

During account on-boarding, if the Customer / Business number associated to the account is not actual one or a dummy number is provided, the same can be updated later during servicing stage of the account. Accordingly, you can update the Customer / Business number maintained in the system by posting CUSTOMER NUMBER MAINTENANCE or BUSINESS NUMBER


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MAINTENANCE non-monetary transactions in Customer Service > Maintenance > Transaction Batch Information section.

**Table A-175 To update customer/business number**

| Transaction | Parameters |
|---|---|
| **CUSTOMER NUMBER MAINTENANCE**<br>**CUS_NBR_MAINT**<br>or<br>**BUSINESS NUMBER MAINTENANCEBUSINESS BUS_NBR_MAINT** | TXN DATE<br>Select the transaction date from adjoining calendar. |
| | EXISTING CUSTOMER / BUSINESS NUMBER<br>Specify the Customer / Business number that is already associated with the account. System validates and displays an error if the provided number does not match to the existing number in the system. |
| | CUSTOMER / BUSINESS NUMBER<br>Specify the new/actual Customer / Business number that is to be updated to the account. System validates and displays an error if the provided number already exists in the system. |
| | COMMENTS<br>Additional information if any. |

On successfully posting the transaction, a confirmation message is displayed in Result section and the record is captured in Customer Service > Customer/Business Details > Customer/ Business Information section.

## A.2.58 Periodic Fee Maintenance

Fee Periodic Maintenance is configured to an account at the begining of the contract. This can further be updated i.e. periodic fee posting on the account can be started/ stopped during the servicing stage of the account by posting **PERIODIC_FEE_MAINTENANCE** - PERIODIC FEE MAINTANENCE non-monetary transaction in Customer Service > Maintenance > Transaction Batch Information section.

This transaction helps to post new recurring fee on the account and does not support to change any frequency or calculation type of existing fee record. In such cases, system displays an error indicating 'Fee Type code is already existing on account and parameters cannot be changed'.

**Table A-176 PERIODIC FEE MAINTANENCE**

| Transaction | Parameters |
|---|---|
| **PERIODIC_FEE_MAINTENANCE** - PERIODIC FEE MAINTANENCE | TXN DATE<br>Select the transaction date as the current system date from the adjoining calendar. |
| **PERIODIC_FEE_MAINTENANCE** - PERIODIC FEE MAINTANENCE | PMF TYPE CD<br>Select the type of Periodic Maintenance Fee from the drop-down list. |
| **PERIODIC_FEE_MAINTENANCE** - PERIODIC FEE MAINTANENCE | FEE CALCULATION METHOD<br>Select the Fee calculation method from the drop-down list. The list is displayed based on the values maintained in FEE_CALC_METHOD_CD' lookup. |


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**Table A-176 (Cont.) PERIODIC FEE MAINTANENCE**

| Transaction | Parameters |
|---|---|
| **PERIODIC_FEE_MAINTENANCE** - PERIODIC FEE MAINTANENCE | FEE MINIMUM AMOUNT<br>Specify the minimum fee amount to be posted on the account. |
| **PERIODIC_FEE_MAINTENANCE** - PERIODIC FEE MAINTANENCE | FEE MAXIMUM AMOUNT<br>Specify the maximum fee amount to be posted on the account. |
| **PERIODIC_FEE_MAINTENANCE** - PERIODIC FEE MAINTANENCE | FEE PERCENTAGE<br>Specify the percentage fee amount to be posted on the account. |
| **PERIODIC_FEE_MAINTENANCE** - PERIODIC FEE MAINTANENCE<br>**PERIODIC_FEE_MAINTENANCE** - PERIODIC FEE MAINTANENCE | Specify the transaction amount from where the periodic fee is applicable. This field is applicable only for Loan product.<br>TRANSACTION AMOUNT FROM<br>GROSS CAPITALIZED COST FROM<br>Specify the minimum value of gross capitalization cost. This field is applicable only for Lease product. |
| **PERIODIC_FEE_MAINTENANCE** - PERIODIC FEE MAINTANENCE | POST MATURITY FEE INDICATOR<br>Specify the post maturity fee indicator as either **Yes** or **No** from the drop-down list. This field is applicable only for Lease product. |

On posting the transaction, if the fee system updates the Fee definition record in Setup > Contract > Fee definition section.

- If the Periodic fee definition is already exist on account, system will set the run date next of fee as DT_MAX. This implies, recurring fee calculation will be stopped on the account.
- If the periodic fee definition is not available or stopped; system will define new fee on account and system will start charging recurring fee from next applicable cycle.

## A.2.59 Passthrough Maintenance

'Passthrough' in financial term refers to a portion of a payment made to a vendor for specific service. This amount is basically collected by lessor from a lessee and is passed to vendor.

During the servicing stage of a lease contract, you can maintain and update the vendor passthrough details associated with the contract. Passthrough is available only for Lease Amortized type of contracts. Following types of maintenance are supported:

- Passthrough Definition
- Passthrough Vendor Change

**Passthrough Definition** - You can add new passthrough fee during servicing stage of a lease contract by posting PASSTHROUGH DEFINITION (PASSTHROUGH_DEFINITION) non-monetary transaction in **Customer Service > Maintenance > Transaction Batch Information** section. Before posting the transaction ensure that Passthrough is enabled for the fee balance and Recurring fee is already defined on this account. If not, use the 'Periodic Maintenance Fee' transaction to define new recurring 'Periodic Maintenance Fee'.


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**Table A-177 PASSTHROUGH DEFINITION**

| Transaction | Parameters |
|---|---|
| **PASSTHROUGH DEFINITION** - PASSTHROUGH_DEFINITION | TXN DATE<br>Select the transaction date as the current system date from the adjoining calendar. |
| | BALANCE TYPE<br>Select the required account balance that is enabled for vendor passthrough from the drop-down list. The list displays all the 'FPMF (Fee Periodic Maintenance Fee)' balances attached to the contract fee type.<br>**Note**<br>System displays an error if the 'balance type' selected is not enabled for passthrough or if the 'balance type' selected is already attached to account to calculate passthrough. |
| | PASS THRU DISBURSEMENT TYPE<br>Select the type of passthrough disbursement type as either **Billing date** or **Full Fee Receipt** from the drop-down list.<br>**Note**<br>System supports only Full Passthrough and not Partial. |
| | PASSTHROUGH PERCENT<br>Specify the passthrough percentage to be processed. |
| | RETAINING BALANCE TYPE<br>Select the lessor retention balance type from the drop-down list. The list displays all the balances attached to the contract for selection. |
| | ORIGINAL VENDOR NUMBER<br>Select the vendor who is to be associated to the lease contract. |
| | COMMENTS<br>Additional information (if any). |


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On posting the transaction, system attaches new passthrough fee and sets the disbursement % to the selected vendor.

**Passthrough Vendor Change** - You can change the associated 'Vendor' to the lease contract during the servicing stage by posting PASSTHROUGH VENDOR CHANGE (PASSTHROUGH_VENDOR_CHANGE) non-monetary transaction in **Customer Service > Maintenance > Transaction Batch Information** section. However, note that only one vendor change is allowed in a passthrough fee definition at one time.

**Table A-178 PASSTHROUGH DEFINITION**

| Transaction | Parameters |
|---|---|
| **PASSTHROUGH VENDOR CHANGE** - PASSTHROUGH_VENDOR_CHANGE | TXN DATE<br>Select the transaction date as the current system date from the adjoining calendar. |
| | BALANCE TYPE<br>Select the required account balance that is enabled for vendor passthrough from the drop-down list. The list displays all the 'FPMF (Fee Periodic Maintenance Fee)' balances attached to the contract fee type.<br>**Note**<br>System displays an error if the 'balance type' selected is not enabled for passthrough or if the 'balance type' selected is already attached to account to calculate passthrough. |
| | ORIGINAL VENDOR NUMBER<br>Select the initial/current vendor associated to the lease contract from the drop-down list.<br>**Note**<br>System displays an error if the Original Vendor number or Retaining Vendor number does not existing or is not active. |
| | REPLACEMENT VENDOR<br>Select the new vendor to be associated to the lease contract from the drop-down list. |
| | COMMENTS<br>Additional information (if any). |


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On posting the transaction, system updates the new Vendor number to process the passthrough payments.

# A.3 Processing SCRA

SCRA (Servicemembers Civil Relief Act) is a United States federal law that protects soldiers, sailors, airmen, Marines, Coast Guardsmen, commissioned officers in the Public Health Service and National Oceanic and Atmospheric Administration, from being sued for payment defaults.

The system is facilitated to be compliant with these SCRA laws. The following features are supported:

- Interest Rate Limitation, Prevention of Acceleration of Principal during Borrower's Military Duty
- Fees, Bankruptcy & Deferment rules applicable during Military Duty by the Account holder/ Borrower
- Reverting to pre-SCRA terms when Account holder/Borrower is OFF Military Duty
- Validations with respect to Account holder/Borrower reporting Military Duty and
- Validations with respect to Guarantor being on Military Duty.

To be compliant with the above SCRA features, you can setup;

- Transaction Posting checks
- Related configurations OFF MILITARY DUTY through a transaction which will revert to original contractual terms for payment amount, interest rate and term.
- Post the **OFF MILITARY DURY** date, if payment is missed as per contracted billing cycle, delinquency fee transaction is posted separately.

However, delinquency fees will not be applied for period of Borrower's Military duty.

This section consists of the following topic:

- Setting up Interest Rate for SCRA

## A.3.1 Setting up Interest Rate for SCRA

You can define different interest rate which will be an input parameter for the ON ACTIVE MILITARY DUTY transaction. The system enables you to override default rate values with the values you define. However, if the values are not overridden, then system will pick the transaction from system parameter TPE_SCRA_DEFAULT_INTEREST_RATE.

The system will apply lowest rate between contract and system default interest rate. However, you can indicate to override the Rate with one entered in the transaction input parameter.

Access to the transaction and availability of the Override and Rate parameters are setup in Transaction Codes Access Grid and Parameters, respectively.

When the transaction is under BORROWER ON ACTIVE MILITARY DUTY status, the system facilitates setting up and validating the following:

- While posting On Military Duty transaction, provides flexibility to choose the Fee to be applicable through Fee Assessment Access Grid, based on **On Military Duty account** condition created in the account.
- You can not initiate Foreclosure / Repossession activities on active military duty accounts.


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- The monthly payment amount must not exceed the existing payment amount.
- During deferment period, enables you to define **NO Interest to be charged** by defining **Stop Accrual** to the **EXTENSION transaction** for the same terms of Extension. A batch job re-starts Interest Accrual, once the system posts comments for the same.

Once the OFF MILITARY DUTY transaction is posted on account, system facilitates setting up and validating the following:

- The contractual terms are returned once the SCRA condition is removed. That is, the payment amount, terms, and interest rate must revert to their pre-SCRA state. Thus, resulting in a balloon payment at the end of LoanLine of creditLease.
- To extend On Military Duty benefits, you can perform any of the following:
  - OFF Military Duty transaction must not be posted
  - If already posted, OFF Military Duty transaction must be REVERSED
  - Close current Military Duty by posting the OFF transaction and then opening a new Duty period by posting the On Military Duty Transaction. Ensure not to overlap the periods.

**Note the following for new accounts created on SCRA**

If a borrower is on **Active Military Duty** for an existing account and the same customer ID is used to create a new account, system by default does not provide SCRA benefits by updating the SCRA Interest Rate. Instead the account is created with Contract Interest Rate.

For SCRA Interest Rate to be effective on new account, the **Borrower on Military Duty** transaction has to be posted explicitly. For more details, refer to **Active Military Duty (For Lease)** in Monetary Transactions section.

# A.4 Black Book Interface

The system performs collateral valuation for all the active accounts at a set frequency. However, valuation is not performed for collaterals with account status <ACTIVE> and Asset Status <ACTIVE> and <PRIMARY>.

The source for the above valuation is Black book or any other Collateral Evaluator agency. These valuation details are stored for each collateral in Collateral tables. If an account has multiple collaterals, then the valuation details must be stored for each collateral.

You can run **BLACK BOOK INTERFACE** batch to perform valuation for active accounts and active collaterals. This batch job performs the following:

- Validates for current valuation in the Black Book interface tables and gets the latest valuation.
- After getting the valuation updates the collateral valuation with source as Source setup.
- Loads Black Book values.

The system date is saved as Valuation Date along with other valuation details during batch run. Once the batch is run, black book values will load process to Oracle Valuation section.


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B

# Appendix : Payment Amount Conversions

The following table contains the calculations Oracle Financial Services Lending and Leasing uses to convert different payment frequencies (weekly, biweekly, semi monthly, and so on) to standard monthly values for installment accounts.

**Table B-1 Term Payments**

| Payment Frequency | Scheduled Monthly Income Amount |
|---|---|
| **D = Deferred** | Zero fill |
| **P = Single payment LoanLine of CreditLease** | Zero fill |
| **W = Weekly (due every week)** | Multiple by 4.33 |
| **B = Biweekly (due every two weeks)** | Multiple by 2.16 |
| **E = Semi-monthly (due twice a month)** | Multiple by 2 |
| **M = Monthly (due every month)** | As given |
| **L = Bimonthly (due every two months)** | Divide by 2 |
| **Q = Quarterly (due every three months)** | Divide by 3 |
| **T = Triannually (due every four months)** | Divide by 4 |
| **S = Semi-annually (due twice a year)** | Divide by 6 |
| **Y = Annually (due every year)** | Divide by 12 |


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C

# Appendix :Generic Recovery Interface (GRI)

This section consists of the following topics:


- Introduction
- Create Case
- Update Case
- Case Comments
- Hold Case
- Reopen Case
- Reassign Case
- Close Case
- Case Updates Received via FireHose WebService
- Case Repossession
- Case Invoice


## C.1 Introduction

In general, a Generic Recovery Interface (GRI) is a platform to connect Oracle Financial Services Lending and Leasing (OFSLL) with any third party recovery system. This integration facilitates auto lending institutions to repossess non-performing assets and recover them through a network of third party vendor managed systems.

Accordingly, in an integrated system a particular account in OFSLL can be assigned to a vendor (third party) through GRI for recovery services. Depending on each stage of the process, OFSLL triggers appropriate web service requests to create and update the details into the third party system. Subsequently, the acknowledged details and case updates are retrieved into the corresponding work order(s) and account(s) in OFSLL.

Also the system parameter `GRI_WEBSERVICE_LOG_IND` when enabled, logs all the GRI related web service communications between OFSLL and external interfaced system. The same can be viewed in Dashboard > System Monitor > Database Server Log Files tab by selecting **Interfaces** view option.

Following type of web service requests are supported:

- Create Case
- Update Case
- Case Comments
- Hold Case
- Reopen Case
- Reassign Case
- Close Case



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- Case Updates Received via FireHose WebService
- Case Repossession
- Case Invoice
- Pre-requisites

## C.1.1 Pre-requisites

Following are the pre-requisites while working with third party integrated system:

- Ensure that **Cycle** setup (Setup > Vendors> Cycles tab) is defined for the Work Order, where channel is selected as **Generic Recovery Interface**. Also if the system is defined to automatically post any specific conditions on account, you need to maintain the Action and Result Code.
- Ensure that Vendor Fees (Setup > Vendors > Vendor Fees tab) defaults the **Estimated Amount**.
- Ensure that the Work Order Types are mapped consistently and are in sync between OFSLL and third party system. The following table lists the Work Order Types maintained in the system.

**Table C-1 Work Order Types**

| Work Order Type | Description |
|---|---|
| DRK | DOOR KNOCK (GRI) |
| IIR | IMPOUND INVOLUNTARY REPOSSESSION (GRI) |
| VRP | VOLUNTARY REPOSSESSION (GRI) |
| IVR | IMPOUND VOLUNTARY REPOSSESSION (GRI) |
| SKP | SKIP TRACE (GRI) |
| IRP | INVOLUNTARY REPOSSESSION (GRI) |

- Ensure that the details of Vendors, Collectors and Service types are mapped consistently and are in sync between OFSLL and third party system.
- Define Invoice Rules (Setup > Vendors > Invoice Rules tab) that are applicable to each Vendor Service with appropriate Work Order Status, Close Reason, and State combinations. This ensures that the **Collectible** flag is set to **Y** for selected invoice during processing.

# C.2 Create Case

Once a non-performing account is identified in OFSLL, the details are to be registered in the third party system for further action. Using the Work Orders tab (Vendors > Work Orders tab), you can create a work order with the identified account details and selecting the channel as Generic Recovery Interface (GRI).

Note that, system does not allow to create a work order during the following conditions:

- If there is already a case created with the same work order type which is active on the account. On updating the details and clicking **Save**, system displays an error message as '**Active Work Order with same Order Type already exists on account**'.


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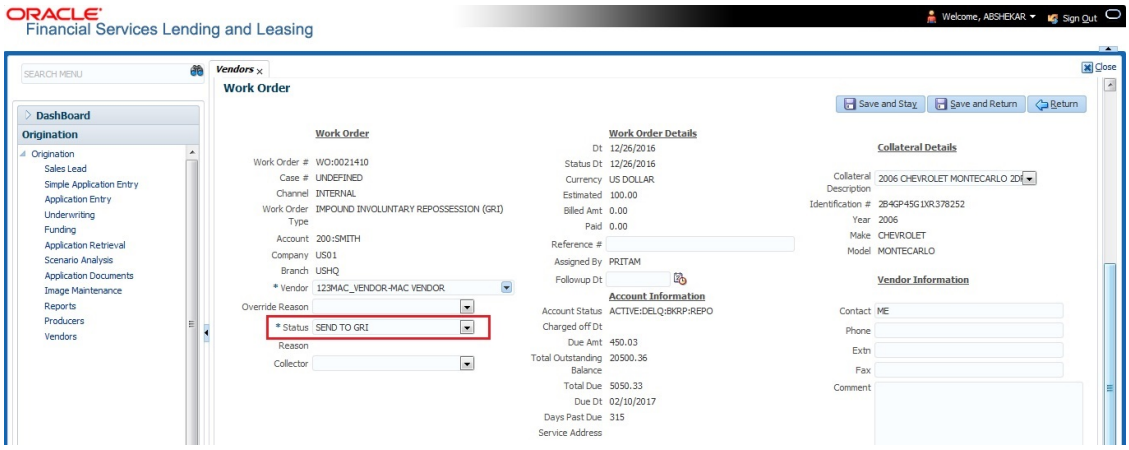
- If a CURE letter is issued on an account and the same is in-force. If the case creation date is before the cure letter expiry date, then system displays an error message as '**Cure Letter Issued and Active. Cannot create work order**'.

For information on creating a work order, refer to section Vendors > Work Orders tab.

When the **Channel** is selected as GENERIC RECOVERY INTERFACE, the Work Orders tab enables **Vendor Messages** section to specify additional details that are required by the third party vendors to act upon the case. For more information, refer to Case Comments section.

After the work order details are created, the same needs to be registered as a case in third party system by updating the status. Accordingly, when the Status of Work Order is selected as **SEND TO GRI**, the **add Case()** web service is initiated to create a case in third party system.

**Figure C-1 Vendors - Work Order**




The **add Case()** web service request consists of the following Case details to be registered in third party system:

- Primary Customer
- Secondary Customer (Based on the sequence)
- Address Details
- Account Details
- Collateral Details

When the web service request is successful, the response would contain the new case number created in third party system. The case # is then appended to the work order and the status is changed from **SEND TO GRI** to **ASSIGNED**. Also a comment is posted on the corresponding account in Customer Service > Comments tab, with the following details:

- Type = SYSTEM GENERATED
- Sub Type = INBOUND FROM INTERFACE
- Comment = [Case No]: "NEW CASE CREATED"
- Comment By = "INTERNAL"
- Comment Dt = Comment Posted date


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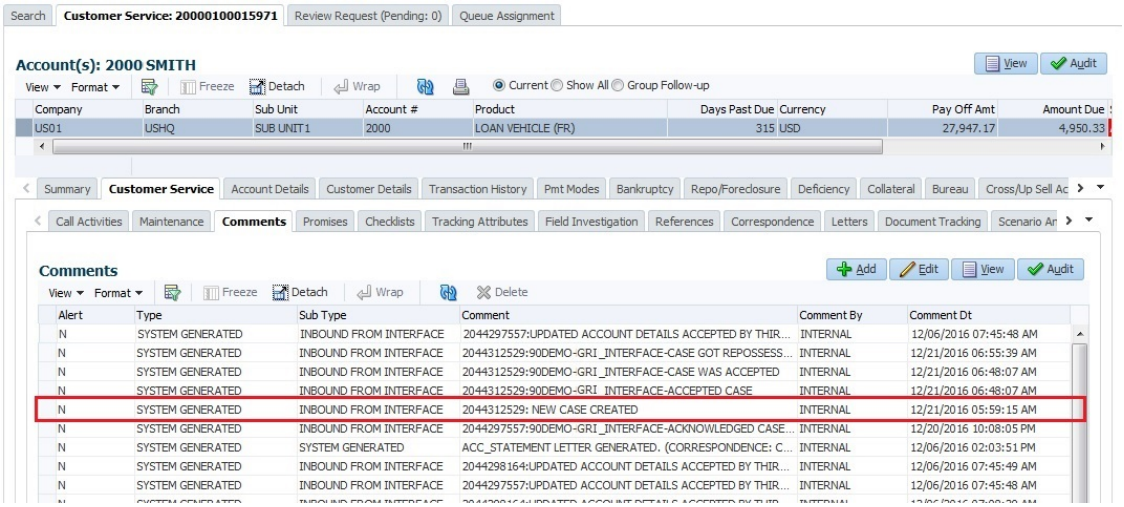
**Figure C-2 Create Case**




In case of an error in the web service response received from third party system, the status of work order is changed from **SEND TO GRI** to **GRI FAILED** and a comment is posted on the corresponding account in Customer Service > Comments tab, with the following details:

- Type = SYSTEM GENERATED
- Sub Type = INBOUND FROM INTERFACE
- Comment = "<<Error Message>>"
- Comment By = "INTERNAL"
- Comment Dt = Comment Posted date

> **Note**
>
> Error in web service response can also arise when a work order type is not mapped between the two systems and a case creation request is sent to third party system.

# C.3 Update Case

Once the details of a work order has been registered as a case in third party system, there can be subsequent updates in the details of the mapped account arising due to mismatch in account details, change in address, collateral and so on. These changes need to be incrementally updated into the third party system and are done through the following web services which are triggered when corresponding details are updated.

**Table C-2 Update Case**

| Web Service | Type of change in mapped account |
|---|---|
| updateCaseAccountInfo() | When Account details are updated. |
| updateCaseAddress() | When Address details are updated. |
| updateCaseCollateral() | When Collateral details are updated. |
| updateCaseDebtor() | When Primary Customer details are updated. |


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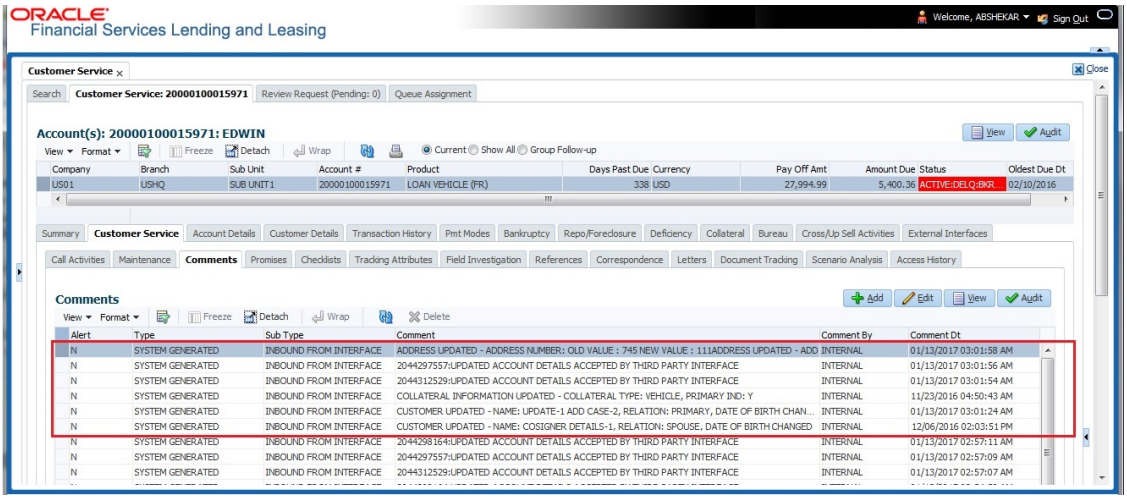
**Table C-2 (Cont.) Update Case**

| Web Service | Type of change in mapped account |
|---|---|
| updateCaseCosigner() | When Secondary Customer details are updated.<br>Secondary Customer can also be the next customer type defined in the sequence. |

The update web service request consists of the modified field details that are to be updated in third party system.

**Figure C-3 Update Case**




If the web service request is successful, the modified details are updated into the case in third party system. Also a comment is posted on the corresponding account in Customer Service > Comments tab, with the following details:

- Type = SYSTEM GENERATED
- Sub Type = INBOUND FROM INTERFACE
- Comment = “CASE NO: <<UPDATED ACCOUNT DETAILS ACCEPTED BY THIRD PARTY INTERFACE>>”
- Comment By = “INTERNAL”
- Comment Dt = Comment Posted date and time.

In case of an error in the web service response received from third party system, case details are not updated and the following details are posted as a comment against the account.

- Type = SYSTEM GENERATED
- Sub Type = INBOUND FROM INTERFACE
- Comment = “CASE NO: <<UPDATED ACCOUNT DETAILS NOT UPDATED IN THIRD PARTY INTERFACE>>”
- Comment By = “INTERNAL”
- Comment Dt = Comment Posted date and time.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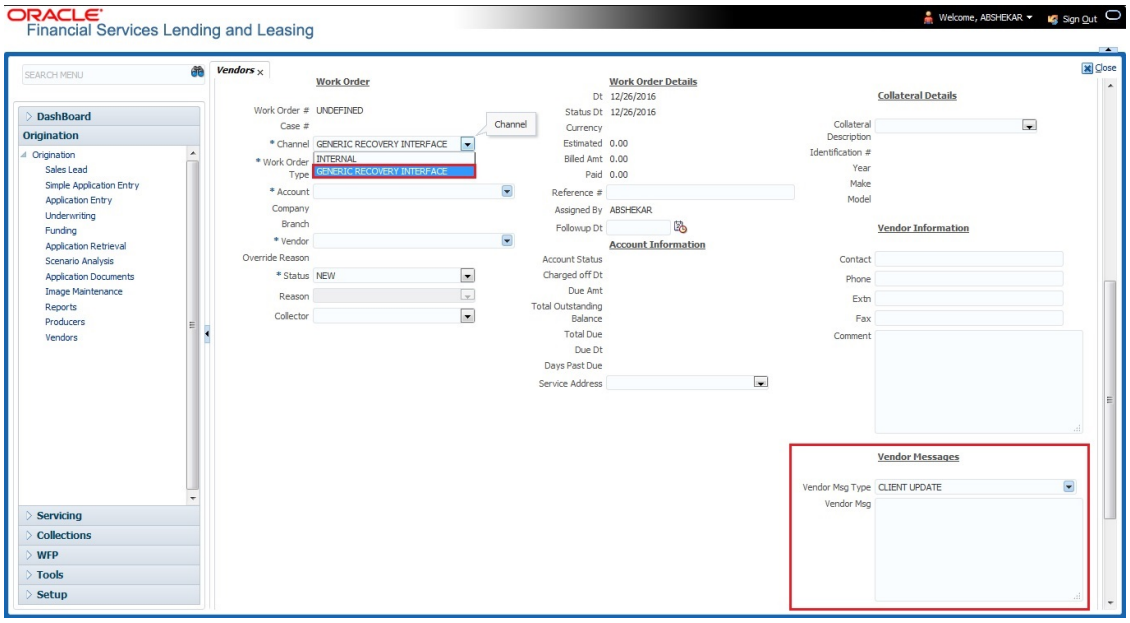
# C.4 Case Comments

Case comments refers to additional details provided in the **Vendor Messages** section of Work Orders tab that are required by the third party vendors to act upon the case.

The **Vendor Messages** section can be updated after the case has been created in third party system and serves as a communication channel between the integrated system.

**Vendor Messages** section is available in the Work Orders tab only when the **Channel** is selected as GENERIC RECOVERY INTERFACE and by default, the Vendor Message Type is selected as **CLIENT UPDATE**.

**Figure C-4 Case Comments**




Accordingly, in the **Vendor Messages** section when the details of Vendor Message Type and Vendor Message are updated for a work order, system triggers **addCaseUpdate()** to update the same details in the third party system.

An outbound comment is posted on the corresponding account in Customer Service > Comments tab, with the following details and the update details are also captured as a record in Work Order History tab.

- Type = SYSTEM GENERATED
- Sub Type = OUTBOUND TO INTERFACE
- Comment = “[Case No]: <<Vendor Msg Text >>”
- Comment By = “USER”
- Comment Dt = Comment Posted date


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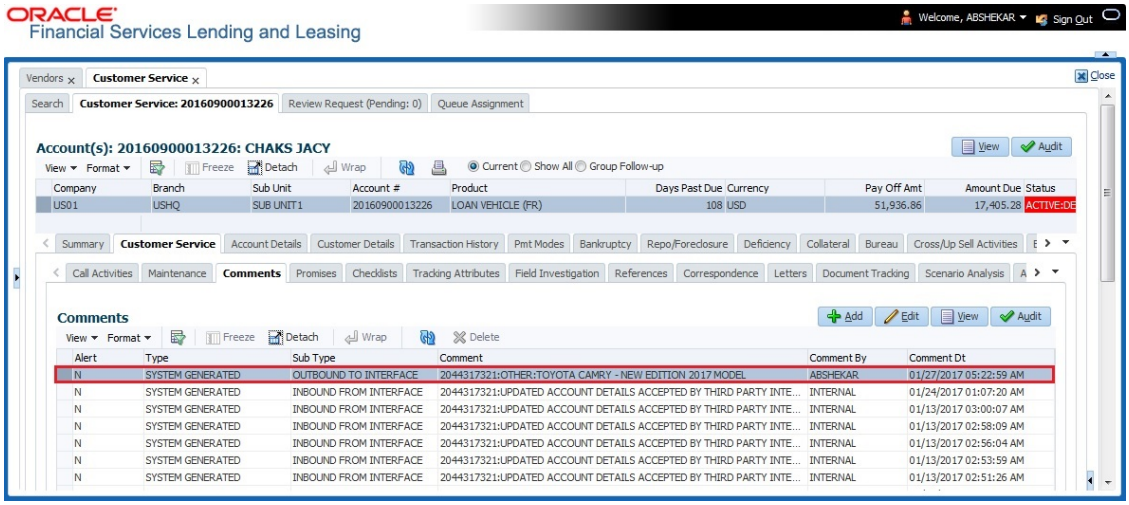
**Figure C-5 Case Comments**




# C.5 Hold Case

A particular work order or case which is already scheduled for repossession can undergo a status change when a payment is received (either full outstanding due or partial) on the nonperforming account associated with the work order.

Also, an automatic case status change can happen on work order for an account based on Delinquency Days. Whenever the delinquency days falls below certain number of days as defined in system parameter `GRI_DLQ_DAYS_AUTO_STATUS_CHG` (DELINQUENCY DAYS FOR AUTOMATIC CASE STATUS CHANGE), system auto updates the case status as **PENDING ON HOLD/ON HOLD** on running the batch job SET-GRI (RDNDLQ_BJ_100_01-AUTOMATIC CASE STATUS CHANGE).

Accordingly, when the status of a work order is changed to **PENDING ON HOLD** in Work Orders screen, system triggers **holdCase()** web service request to update the status of corresponding mapped case in third party system. This ensures that a work order in hold status is not processed further with third party vendor managed systems.

For information on updating the work order details, refer to section Vendors > Work Orders tab.


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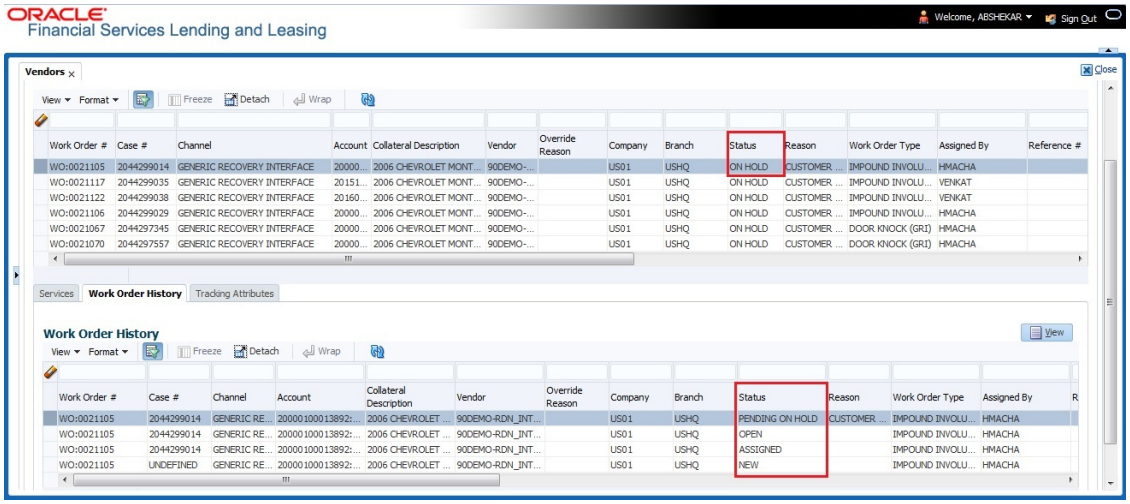
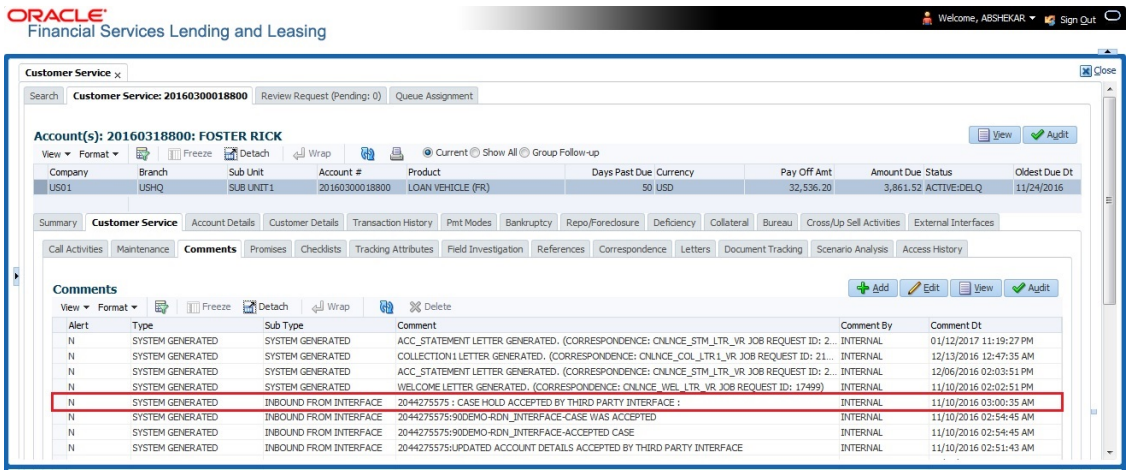
**Figure C-6 Work Orders**




If the web service request is successful, a comment is posted on the corresponding account in Customer Service > Comments tab, with the following details:

- Type = SYSTEM GENERATED
- Sub Type = INBOUND FROM INTERFACE
- Comment = “CASE NO: <<CASE HOLD REQUEST ACCEPTED BY THIRD PARTY INTERFACE (Reference No)>>”
- Comment By = “INTERNAL”
- Comment Dt = Comment Posted date.

**Figure C-7 Hold Case**




In case of an error in the web service response received from third party system, following details are posted as a comment against the account with an alert flag and the status of Work Order is not changed.

- Alert = Y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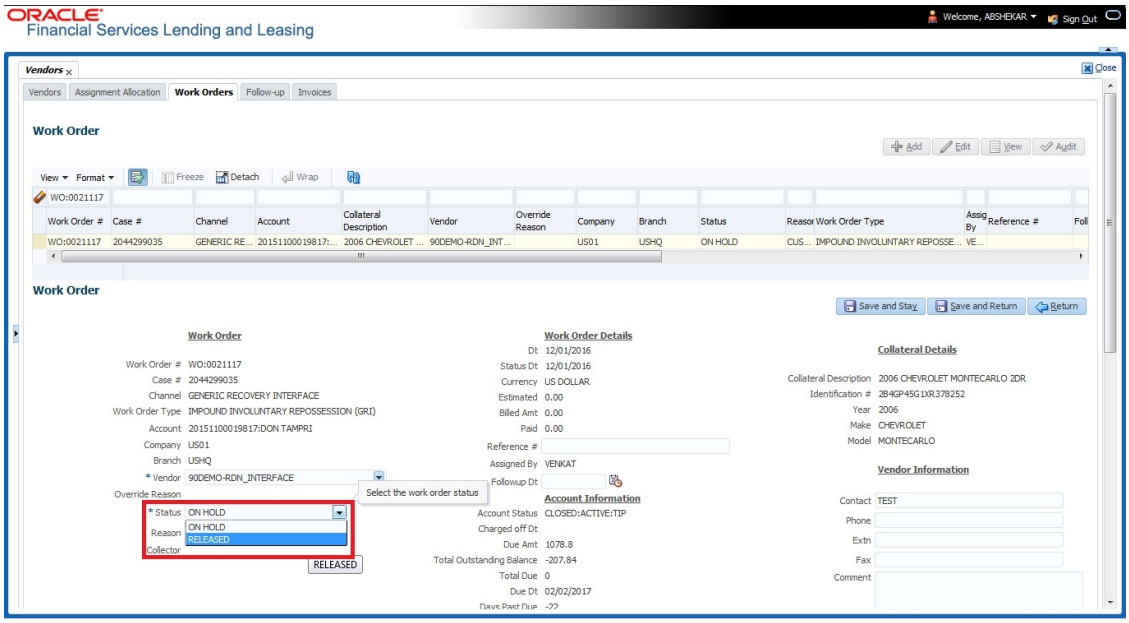
- Type = SYSTEM GENERATED
- Sub Type = INBOUND FROM INTERFACE
- Comment = “CASE NO: <<CASE HOLD REQUEST NOT UPDATED IN THIRD PARTY INTERFACE>>”
- Comment By = “INTERNAL”
- Comment Dt = Comment Posted date.

# C.6 Reopen Case

When the status of a work order is updated from **ON HOLD** to **RELEASED** in Work Orders screen, system triggers **reopenCase()** web service request to update the status of corresponding mapped case in third party system.

This ensures that a work order in hold status is processed further with third party vendor managed systems.

**Figure C-8 Work Orders**




The processing update of REOPEN case request at the third party system is tracked separately through a FIREHOSE web service scheduled at specific interval using a batch process. For more information, refer Case Updates Received via FireHose WebService section.

If the web service request is successful, a comment is posted on the corresponding account in Customer Service > Comments tab, with the following details:

- Type = SYSTEM GENERATED
- Sub Type = INBOUND FROM INTERFACE
- Comment = “CASE NO: <<CASE REOPEN UPDATED IN THIRD PARTY INTERFACE>>”
- Comment By = “INTERNAL”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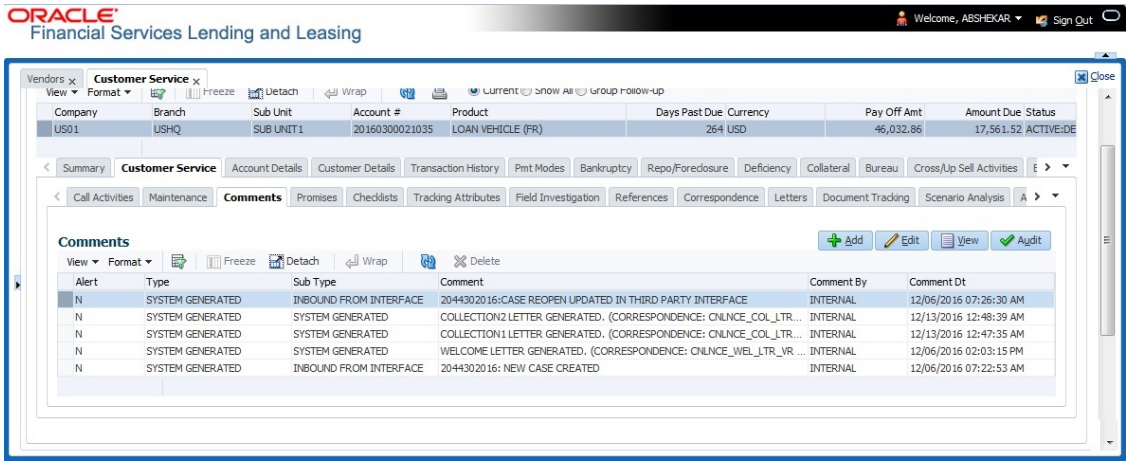
- Comment Dt = Comment Posted date

**Figure C-9 Reopen Case**




In case of an error in the web service response received from third party system, following details are posted as a comment against the account with an alert flag and the status of Work Order is not changed.

- Alert = Y
- Type = SYSTEM GENERATED
- Sub Type = INBOUND FROM INTERFACE
- Comment = “CASE NO: <<CASE REOPEN REQUEST NOT UPDATED IN THIRD PARTY INTERFACE>>”
- Comment By = “INTERNAL”
- Comment Dt = Comment Posted date

# C.7 Reassign Case

A particular work order or case which is already scheduled for repossession in third party system can be reassigned to a different vendor due to delay in action, response, status updates or any such conditions.

Accordingly, when a case is reassigned to a different vendor, the change is processed for update in third party system depending on the current case status maintained across systems as indicated below:

**Table C-3 Reassign Case**

| Scenario | OFSLL Work Order Status | GRI Case Status | Case Reassignment Update |
|---|---|---|---|
| 1 | Send to GRI | NEW FROM CLIENT | Case is assigned to new Vendor. |


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**Table C-3 (Cont.) Reassign Case**

| Scenario | OFSLL Work Order Status | GRI Case Status | Case Reassignment Update |
|---|---|---|---|
| 2 | Open | Open | Existing case is closed (i.e. status is updated as **PENDING REASSIGN/ CLOSE**) and new case is created and assigned to new Vendor. |

Also, system automatically updates the work order status to **PENDING REASSIGN/CLOSE** based on the days defined in the lookup code VEN_REASSIGN_DAYS_CD (VENDOR REASSIGNMENT DAYS CODES). If the case status is OPEN for specific number of days as maintained in the sub code of the above lookup code, system auto updates the case status as **PENDING REASSIGN/CLOSE** on running the batch job SET-GRI (RDNVNA_BJ_100_01 - AUTOMATIC VENDOR REASSIGNMENT).

Accordingly, when a case is reassigned, system triggers **reassignCase()** web service request for reassigning the case to new vendor in third party system. Depending on the case status, the case is either directly assigned to new vendor, or a new case is created with new vendor by closing the existing case.

- If Case status is **NEW FROM CLIENT** in GRI, the case is reassigned to new vendor in GRI and no New CASE is created in OFSLL.
- If Case status is **OPEN** in GRI, the case is updated to **Pending on Close** status in GRI, new case is created in OFSLL with New Case # and assigned to new Vendor.

If a new case is created in third party system due to vendor reassignment, then the web service response will include the new case number. Subsequently, when a close confirmation is received on the existing case as part of case status update from FIREHOSE web service response, the work order in OFSLL is closed (status = **CLOSE**) and new work order is created with new case number, new assigned vendor and previous work order account details.

Note the following:

- New work order is created in OFSLL only if the **reassignCase()** web service response consists of new case number created in third party system.
- If the web service response is successful but does not contain a case #, then the case is directly assigned to new vendor in third party system.

A comment is posted on the corresponding account in Customer Service > Comments tab, with the following details:

- Type = SYSTEM GENERATED
- Sub Type = INBOUND FROM INTERFACE
- Comment = NEW CASE NO: “<<CASE REASSIGNMENT REQUEST ACCEPTED BY THIRD PARTY INTERFACE >>”
- Comment By = “INTERNAL”


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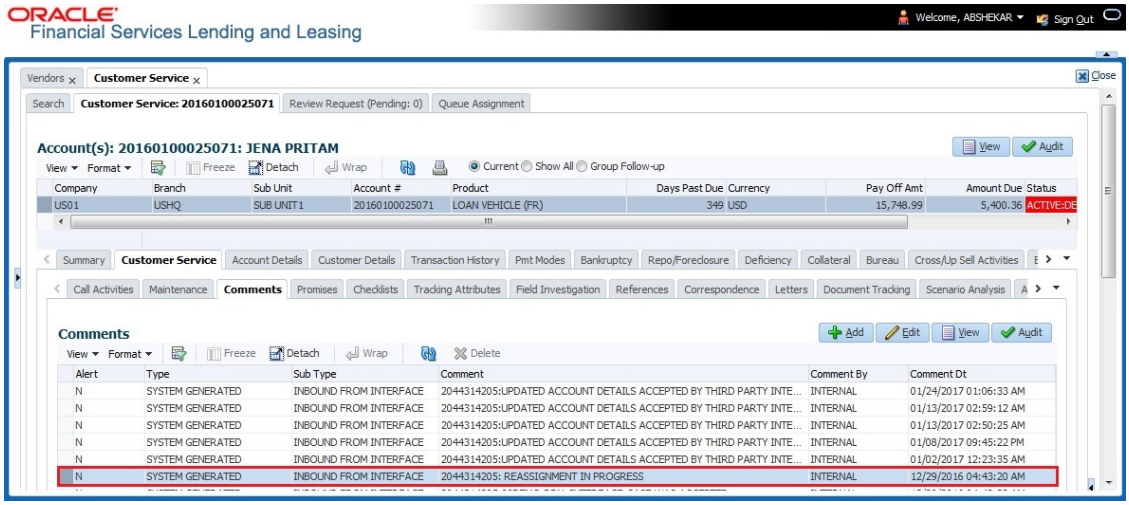
**Figure C-10 Reassign Case**




In case of an error in the web service response received from third party system, following details are posted as a comment against the account and the work status is not updated nor a new work order is created with new assigned vendor.

- Type = SYSTEM GENERATED
- Sub Type = INBOUND FROM INTERFACE
- Comment = CASE NO: “<<CASE REASSIGNMENT REQUEST NOT UPDATED IN THIRD PARTY INTERFACE >>”
- Comment By = “INTERNAL”
- Comment Dt = Comment Posted date

# C.8 Close Case

A particular work order or case which is already scheduled for repossession can be closed after validating the preceding status and subsequently a repossession may not be required on the account mapped to the work order.

Accordingly, when the status of a work order is changed to **PENDING CLOSE** in Work Orders screen, system triggers **closeCase()** web service request to update the status of corresponding mapped case in third party system. This ensures that the work order is not processed further with third party vendor managed systems.


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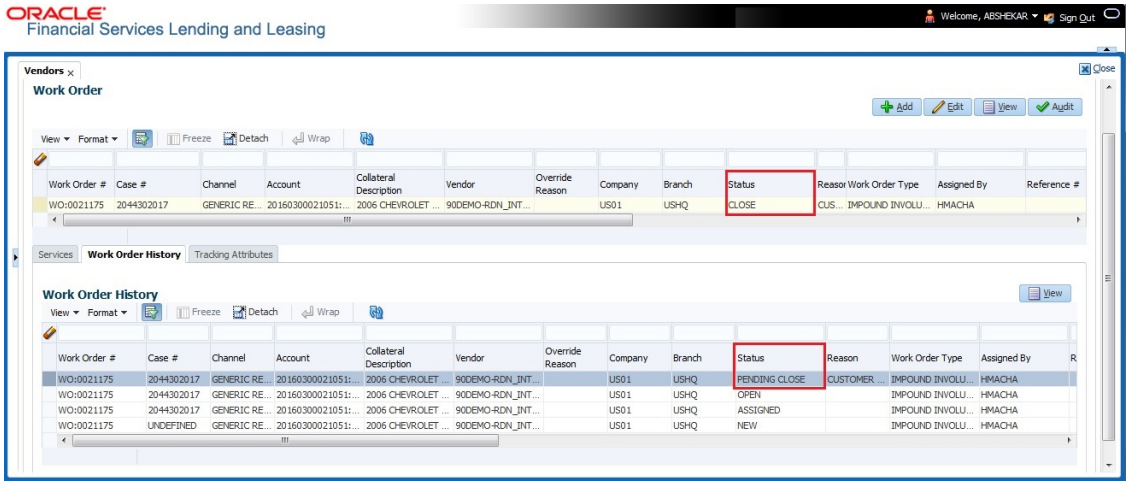
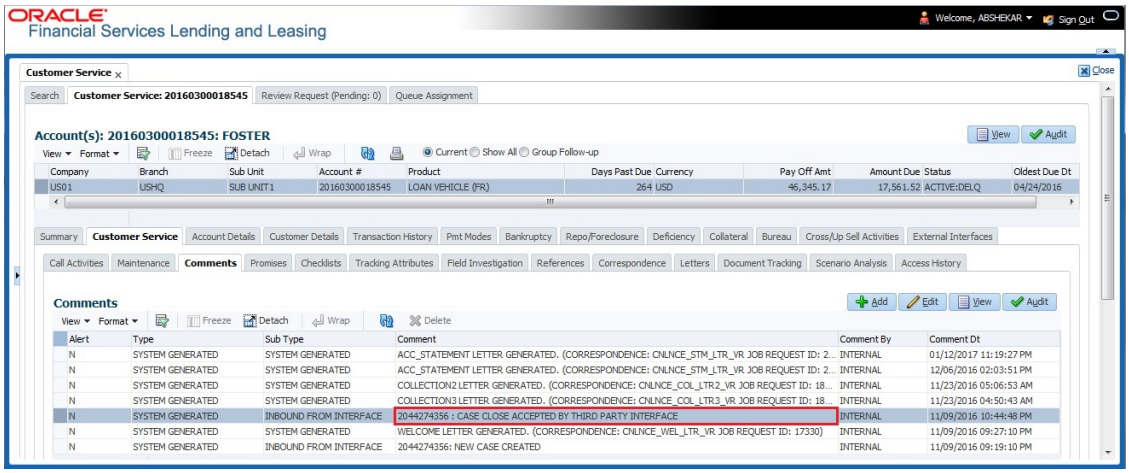
**Figure C-11 Work Order**




If the web service request is successful, a comment is posted on the corresponding account in Customer Service > Comments tab, with the following details:

- Alert = N
- Type = SYSTEM GENERATED
- Sub Type = INBOUND FROM INTERFACE
- Comment = CASE NO: “<<CASE CLOSE REQUEST ACCEPTED BY THIRD PARTY INTERFACE >>”
- Comment By = “INTERNAL”
- Comment Dt = Comment Posted date

**Figure C-12 Close Case**




In case of an error in the web service response received from third party system, following details are posted as a comment against the account with an alert flag and the status of Work Order is not changed.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- Alert = Y
- Type = SYSTEM GENERATED
- Sub Type = INBOUND FROM INTERFACE
- Comment = CASE NO: “<<CASE CLOSE REQUEST NOT UPDATED IN THIRD PARTY INTERFACE >>”
- Comment By = “INTERNAL”
- Comment Dt = Comment Posted date

# C.9 Case Updates Received via FireHose WebService

Retrieving case status updates from the third party system is through a FIREHOSE web service response received into OFSLL through a pull service. Each response is channelled through an individual Event ID and Event Type.

A FIREHOSE web service **getGriFireHose** - scheduled at specific interval using batch (GRIFRH_BJ_100_01) retrieves the case updates. This response consists of case activities recorded in third party system between specific intervals (based on Max event ID).

Note that, the FIREHOSE web service response always contains specific Event Type Code from the third party system which are updated in the database and inturn is validated for appropriate action in OFSLL. The table below indicates the list of Event Type and the corresponding action updated in the system.

**Table C-4 Event Type and Description**

| Event Type | Event Description | Action |
|---|---|---|
| 600 | ACCEPTED CASE | Change Work order status to **OPEN** |
| 601 | DECLINED CASE | Change Work order status to **DECLINED** |
| 602 | ACKNOWLEDGED CLOSE | Change Work order status to **CLOSE** |
| 603 | ACKNOWLEDGED HOLD | Change Work order status to **ON HOLD** |
| 300 | CASE WAS REPOED | Change Work order status to **REPOSSESSED**<br>And<br>Trigger **getRepossessionDetails()** web service to get repossession details and update in Servicing > **Repo/Foreclosure** tab. |
| 302 | CASE COMPLETED | Change Work order status to **COMPLETED** |
| 200 | FIRST UPDATE ADDED CUSTOM | Post the received update as **Inbound Comment** from Interface in Servicing >Customer Service >Comments tab. |
| 201 | UPDATE EDITED | Post the received update as **Inbound Comment** from Interface in Servicing >Customer Service >Comments tab. |


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**Table C-4 (Cont.) Event Type and Description**

| Event Type | Event Description | Action |
|---|---|---|
| 203 | UPDATE UNHIDDEN | Post the received update as **Inbound Comment** from Interface in Servicing >Customer Service >Comments tab. |
| 811 | INVOICE SENT TO CLIENT | Call the **getCaseInvoiceData()** web service and create the invoices in OFSLL. |
| 1300 | CR ADDED | Update **Condition Report Status = Y** and Condition Report Recd Dt = Event Received Date |

Based on the web service response received from third party system, the status updates are posted onto corresponding work order(s) and account(s) in OFSLL.

For example, if the FIREHOSE web service response consists of the Event Type **600**, it indicates that the case is accepted by the assigned vendor in third party system and status of the work order is to be updated to **OPEN** in OFSLL. Also a comment is posted on the corresponding account in Customer Service > Comments tab, with the following details:

- Type = SYSTEM GENERATED
- Sub Type = INBOUND FROM INTERFACE
- Comment = "[Case No]: <<[Vendor] ACCEPTED CASE>>"
- Comment By = "INTERNAL"
- Comment Dt = Comment Posted date and time

> **Note**
>
> Work order status change is permitted only if the previous status matches with the defined cycle setup (Setup > Products > Cycles). Else, update is not allowed and comment is posted on the account with the message **Work Order Status Update failed due to mismatch of previous status**.

# C.10 Case Repossession

When a case has been repossessed, the status of the case is updated by the assigned vendor in third party system. The case status is then retrieved through a FIREHOSE web service scheduled at specific interval using a batch process.

On receiving the case status update as **REPOSSESSED** (i.e. Event Type 300) from FIREHOSE web service response, system triggers **getRepossessionDetails()** web service request to fetch the repossession details and update the status of corresponding mapped work order and account in OFSLL.

If the web service request is successful and repossession details are received as part of the response, the status of the work order is updated in Work Orders tab and a comment is posted on the corresponding account in Customer Service > Comments tab, with the following details:

- Type = SYSTEM GENERATED


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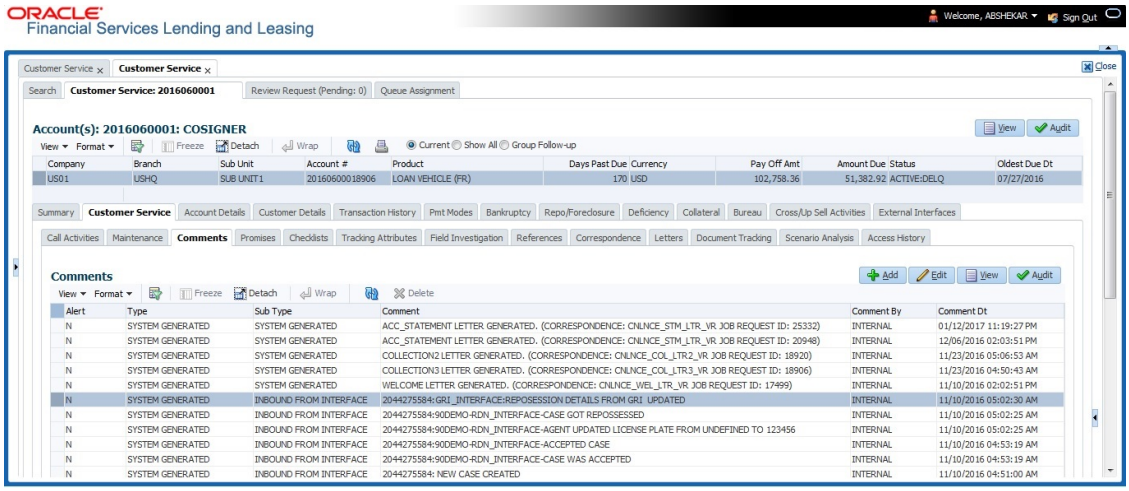
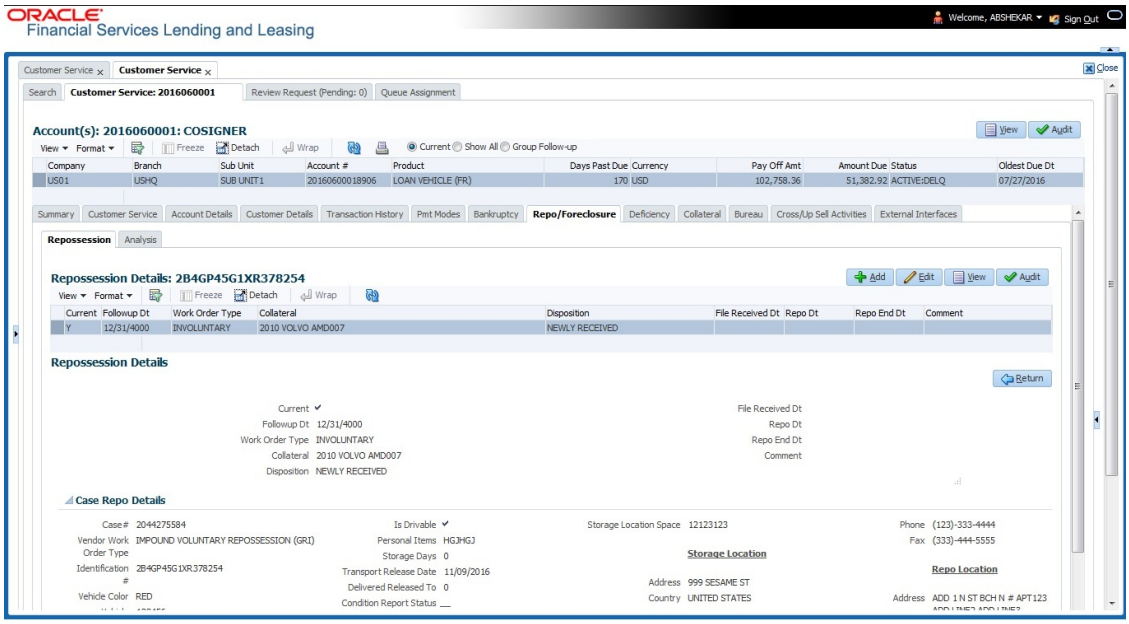
- Sub Type = INBOUND FROM INTERFACE
- Comment = “[Case No]: <<[Vendor]: REPO DETAILS RECEIVED FROM THIRD PARTY INTERFACE >>”
- Comment By = “INTERNAL”
- Comment Dt = Comment Posted date and time

### Figure C-13 Case Repossession




The Repossession details are also updated in Repo/Foreclosure tab of Customer Service screen.

### Figure C-14 Repossession details





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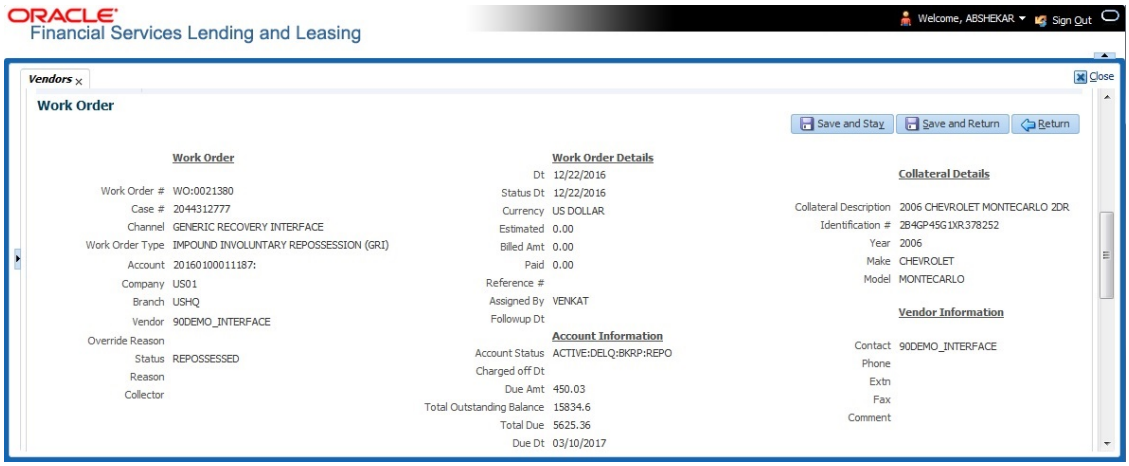
# C.11 Case Invoice

When a case has been repossessed, an invoice with the actual cost incurred for repossession and the details of the asset repossessed are updated in the third party system by the assigned vendor.

Subsequently, when the case status update is received as **REPOSSESSED** (i.e. Event Type 300) from FIREHOSE web service response, system triggers **getCaseInvoiceData()** web service request to retrieve the invoice and asset details from the third party system.

**Figure C-15 Work Order**




If the web service request is successful and repossession details are received as part of the response, the details are updated in Vendors > Invoices tab and a comment is posted on the corresponding account in Customer Service > Comments tab, with the following details:

- Type = SYSTEM GENERATED
- Sub Type = INBOUND FROM INTERFACE
- Comment = “[Case No]: <<[Vendor]: INVOICE RECEIVED FROM THIRD PARTY INTERFACE >>”
- Comment By = “INTERNAL”
- Comment Dt = Comment Posted date and time


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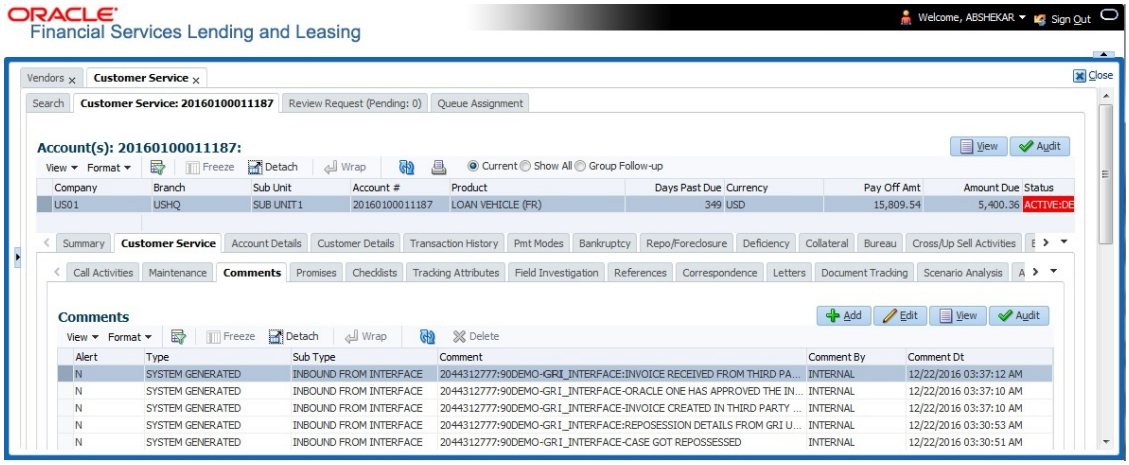
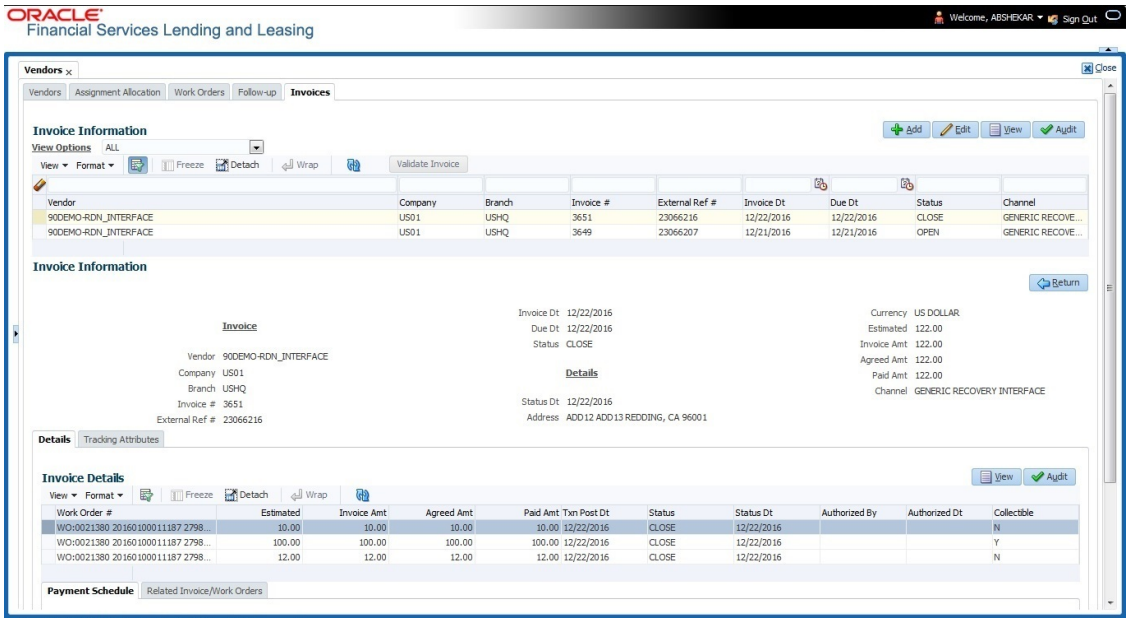
**Figure C-16 Case Invoice**




The details of the invoice in the web service response are captured in Vendors > Invoice Information tab with invoice details and Payment Schedule. By default, the status of the invoice is **OPEN** to update the payment details.

**Figure C-17 Invoice Information**




System auto validates the invoice details which are received from third party system with specific business rules before creating a record in the Invoice Information tab. Hence the **Validate Invoice** button in the Information tab is disabled for invoice records from external channel (Generic Recovery Interface) and the details are marked as view only.

For more information on business rules and working with Invoices tab, refer to Vendors chapter.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# D

# Appendix : Lease Sales and Usage Tax

This section consists of the following topics:


- Introduction
- Internal Lease Tax Calculation
- External Lease Tax Calculation
- Manual Lease Tax Calculation


## D.1 Introduction

In general, **Sales Tax** is a tax paid to a governing body for the sales of certain goods and services. Similarly, Lease sales tax is the tax collected either on the total up-front lease price or during the lease period.

The sales tax for lease depends on the state and county where the asset is registered and every country has a governing body to collect, monitor and regulate Sales and Usage Tax collection. Depending on the country, the rules to collect sales and usage tax can be controlled by individual State or generalized across states. However, in most of the regions the Sales and Usage tax collection process is categorized as indicated below:

**Table D-1 Tax collection type**

| Category | Tax collection type |
|---|---|
| Upfront | This type of tax is collected while funding the lease application and a customer has the flexibility to include the tax amount as part of Lease Receivables. |
| Stream | This type of tax is collected as part of the Customer Service and tax is estimated during billing process, fee assessment and so on. The opening balances are updated and calculated tax is indicated in customer statements. |
| Exemption | If a customer is eligible for tax exemption during a period of time, an exemption certificate is issued by tax authorities to confirm and exclude the allowed tax components. |

OFSLL supports recording, calculating, billing and collecting lease sales and usage tax and provides multiple options to process the calculation internally or through an external third-party vendor like **Vertex O Series**.

Following are the methods by which you can record and calculate lease tax:



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**Table D-2 Methods to calculate lease tax**

| Method | Description |
|---|---|
| Internal | In this method, you can use the Origination and Servicing modules to calculate lease sales tax based on setup parameters. |
| External / Vertex | In this method, you can use the external integrated lease tax compliance applications like Vertex to calculate Sales and Usage Tax. Here, you need to only configure the required components in OFSLL which quantify for tax calculation and outsource the actual tax calculation to Vertex. |
| Manual | In this method, you can calculate the lease tax externally and only update the details into OFSLL Origination and Customer Service modules. |

Based on the value defined in the Company parameter `XSL_TAX_INTERFACE` (SALES TAX INTERFACE), OFSLL determines the method selected for sales tax calculation.

Lease Sales and Usage tax can either be origin based or destination based. Origin based tax or production tax is levied where goods or services are produced. Destination based tax or consumption tax are levied where goods and services are consumed.

During the lease tax calculation, below are the address reference used to refer Source and Destination address.

- Source Address refers to the Producer Address
- Destination Address refers to the Asset Address

OFSLL supports two Sales Tax Modes (UPFRONT and CYCLE) and two Tax Methods (PURCHASE_PRICE and PAYMENT_STREAM) to determine if the Sales and Usage Tax has to be collected during Origination or Customer Service. Based on state specific rules, the tax details are updated in respective modules with the following combination:

- If a Lease contract is configured as UPFRONT/ PURCHASE_PRICE, then Sales and Usage Tax is collected during Origination process.
- If a Lease contract is configured as CYCLE/ PAYMENT_STREAM, then Sales and Usage Tax is collected during Customer Service as part Bill/Due generation.

This document contains the following sections:

- Internal Lease Tax Calculation
- External Lease Tax Calculation
- Manual Lease Tax Calculation

# D.2 Internal Lease Tax Calculation

In this method, the lease sales and usage tax details are updated and computed within OFSLL using the Setup, Origination and Customer Service modules.

This section contains the following details:

- Sales Tax Setup
- Sales Tax Calculation at Origination


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- Sales Tax Calculation at Customer Service

## D.2.1 Sales Tax Setup

The Sales Tax screen facilitates to capture tax rules for Origination and Customer Service using itemizations or transactions.

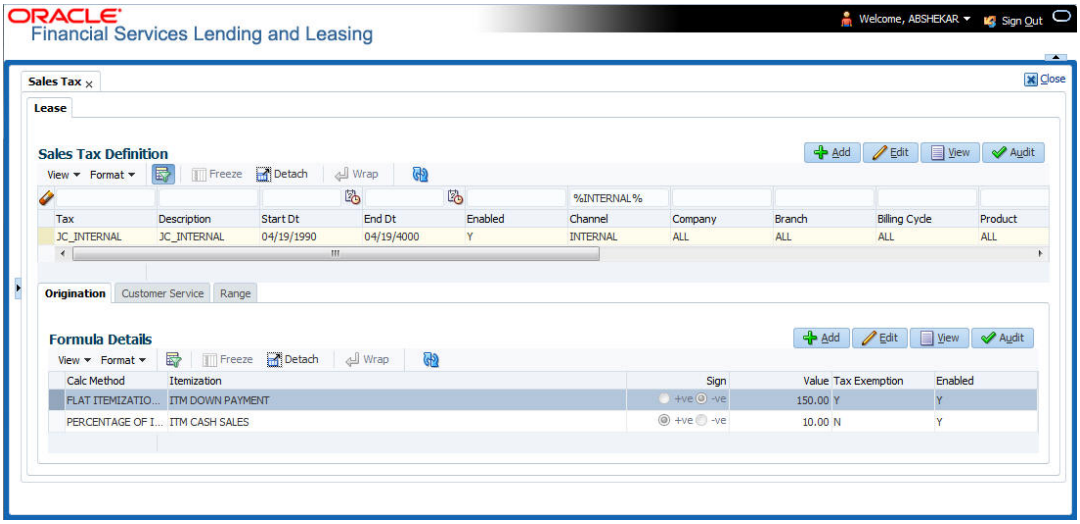
This section contains the following details:

- To setup sales tax
- Origination
- Customer Service
- Range

### D.2.1.1 To setup sales tax

1. Navigate to **Setup > Administration > System > Sales Tax** screen.

**Figure D-1 Sales Tax**




2. In the **Sales Tax Definition** section, click **Add**. You can also perform any of the Basic Operations mentioned in Navigation chapter. A brief description of the fields are given below:

**Table D-3 Sales Tax Definition**

| Field | Description |
|---|---|
| Tax | Specify a unique value to identify the tax rule definition. |
| Description | Specify a description for the tax rule. |
| Start Dt | Select the start date for tax rule definition from the adjoining calendar. |
| End Dt | Select the end date for tax rule definition from the adjoining calendar. |
| Enabled | Check this box to enable the tax rule definition. |


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**Table D-3 (Cont.) Sales Tax Definition**

| Field | Description |
|---|---|
| **Selection Criteria** section | |
| Channel | Select the method to calculate lease tax as either Internal or External (Vertex) from the drop-down list. The list is populated based on values maintained in **TAX_CHANNEL_CD** lookup code. |
| Company | Select the portfolio company from the drop-down list. |
| Branch | Select the portfolio branch from the drop-down list. |
| Billing Cycle | Select the frequency of billing cycle from the drop-down list. The list is populated based on values maintained in **LEASE_BILL_CYCLE_CD** lookup code. |
| Product | Select the product to which the sale tax rule is applicable from the drop-down list. |
| Asset Class | Select the asset class from the drop-down list. |
| Asset Type | Select the asset type from the drop-down list. The list is populated with all enabled Asset Types. |
| Sub Type | Select the asset sub type from the drop-down list. |
| Asset Make | Select the asset make from the drop-down list. |
| Asset Model | Select the asset model from the drop-down list. |
| Age | Specify the age of the asset. |
| **Source Address** section - This section facilitates to record the location details where asset is manufactured. | |
| Country | Select the country from the drop down list. The list is populated based on values defined in **COUNTRY_CD** lookup code. |
| Zip From | Select the zip code from where the territory starts from the drop down list. |
| Zip To | Select the zip code up to where the territory ends from the drop down list. |
| City | Select the city from the drop-down list. |
| State | Select the state from the drop-down list. |
| County | Select the county from the drop-down list. The list is populated based on values defined in COUNTY_CD lookup code. |
| **Destination Address** section - This section facilitates to record the location details where asset is sold. | |
| Country | Select the country from the drop down list. The list is populated based on values defined in **COUNTRY_CD** lookup code. |
| Zip From | Select the zip code from where the territory starts from the drop down list. |
| Zip To | Select the zip code up to where the territory ends from the drop down list. |
| City | Select the city from the drop-down list. |
| State | Select the state from the drop-down list. |


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**Table D-3 (Cont.) Sales Tax Definition**

| Field | Description |
|---|---|
| County | Select the county from the drop-down list. The list is populated based on values defined in COUNTY_CD lookup code. |

3. Perform any of the Basic Actions mentioned in Navigation chapter.

## D.2.1.2 Origination

The Origination tab of Sales Tax screen facilitates to capture details for **upfront** tax calculation during Origination which is based on Purchase Price, Itemization/Lease Payment amount, and Total of Lease Payments.

1. Navigate to **Setup > Administration > System > Sales Tax > Origination** tab.
2. In the **Formula Details** section, click **Add**. You can also perform any of the Basic Operations mentioned in Navigation chapter. A brief description of the fields are given below:

**Table D-4 Formula Details**

| Field | Description |
|---|---|
| Calc Method | Select the lease tax calculation method as one of the following from the drop-down list. The list is populated based on SALES_TAX_INT_AMT_CD lookup code for Internal calculation method and SALES_TAX_EXT_AMT_CD lookup code for Vertex.<br>• **Lease Payment Amount**: fixed tax on lease installment amount<br>• **Total of Lease Payment**: fixed tax on total lease amount<br>• **Flat Itemization**: fixed tax amount charged for configured itemizations<br>• **Percentage of Itemization Amount**: fixed tax percentage charged for configured itemizations<br>• **Purchase Price Amount**: fixed tax on purchase price of asset retail valuation.<br>Refer to example Illustration - Upfront Tax Calculation below for information on calculation methods. |
| Itemization | Select the required itemization from the drop-down list. You can define multiple itemization for the selected calculation method to determine sales tax.<br>**Note**: This field is available only if the calculation method is either FLAT ITEMIZATION AMOUNT or PERCENTAGE OF ITEMIZATION AMOUNT. |


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**Table D-4 (Cont.) Formula Details**

| Field | Description |
|---|---|
| Sign | Select **+ve** option (default) if the calculated sales tax amount is to be added to the lease application or **-ve** option if a tax rebate is given on the lease application.<br>**Note**: This field is displayed only for Internal sales tax calculation method. |
| Value | Based on the calculation method selected, specify either amount or percentage of tax to be calculated.<br>**Note**: This field is displayed only for Internal sales tax calculation method. |
| Tax Exemption | Check this box to indicate if the tax formula can be exempted from sales tax calculation for lease applications having valid exemption details. Else, sales tax is assessed for lease application using this tax formula.<br>**Note**: This check box is displayed only for Internal sales tax calculation method. |
| Enabled | Check this box to enable the tax formula. |

3. Perform any of the Basic Actions mentioned in Navigation chapter.

**Illustration - Upfront Tax Calculation**

The table below is an illustration on how upfront tax is determined for different calculation methods:

**Table D-5 Upfront tax calculation**

| Payment Amt | Total Amt | MSRP | Item Amt | Calc Method | Tax % | Tax Amt | Payment Amt | Total Amt |
|---|---|---|---|---|---|---|---|---|
| $558.17 | $20,093.72 | $20,000 | $20,000 | Purchase Price | 5% | NA | $558.17 | $21,093.72 |
| $558.17 | $20,093.72 | $20,000 | $20,000 | Percent of Itm Amt | 5% | NA | $558.17 | $21,093.72 |
| $558.17 | $20,093.72 | $20,000 | $20,000 | Flat of Itm Amt | - | $1,000 | $558.17 | $21,093.72 |
| $558.17 | $20,093.72 | $20,000 | $20,000 | Lease Payment Amt | 5% | NA | $586.08 | $21098.83 |
| $558.17 | $20,093.72 | $20,000 | $20,000 | Total of Lease Payment Amt | 5% | NA | $558.17 | $21098.41 |

## D.2.1.3 Customer Service

The Customer Service tab of Sales Tax screen facilitates to capture details for **Stream** tax calculation when Bill/Due date or Late Charge transactions are posted, and also to estimate tax for Payoff Quote lease on unpaid lease amount.

1. Navigate to **Setup > Administration > System > Sales Tax > Customer Service** tab.


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2. In the **Formula Details** section, click **Add**. You can also perform any of the Basic Operations mentioned in Navigation chapter. A brief description of the fields are given below:

**Table D-6 Formula Details**

| Field | Description |
|---|---|
| Calculation Method | Select the lease tax calculation method as one of the following from the drop-down list. The list is populated based on SALES_TAX_INT_AMT_CD lookup code for Internal calculation method and SALES_TAX_EXT_AMT_CD lookup code for Vertex.<br>• **Flat Transaction Amount** - fixed tax amount charged for configured transactions.<br>• **Percentage of Transaction Amount** - fixed tax percentage charged for configured transactions.<br>** Refer to the illustrated example for information on calculation methods. |
| Txn Code | Select the transaction code from the drop-down list. The list is populated with the following values based on SALES_TAX_TXNS_CD lookup code.<br>• Bill/Due date<br>• Late Charge<br>• Payoff Quote lease<br>Refer to example Illustration - Stream Tax Calculation below for information on how tax is calculated based on combination of calculation method and transaction code. |
| Sign | Select **+ve** option (default) if the calculated sales tax amount is to be added to the lease account or **-ve** option if a tax rebate is given on the lease account.<br>**Note**: This field is displayed only for Internal sales tax calculation method. |
| Value | Based on the calculation method selected, specify either amount or percentage of tax to be calculated.<br>**Note**: This field is displayed only for Internal sales tax calculation method. |
| Tax Exemption | Check this box to indicate if the tax formula can be exempted from sales tax calculation for lease accounts having valid exemption details. Else, sales tax is assessed for lease account using this tax formula.<br>**Note**: This check box is displayed only for Internal sales tax calculation method. |
| Enabled | Check this box to enable the tax formula. |

3. Perform any of the Basic Actions mentioned in Navigation chapter.

### Illustration - Stream Tax Calculation

The table below is an illustration on how stream tax is calculated with the combination of calculation method and transaction code selected.


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**Table D-7 Stream tax calculation**

| Txn Code | Calc Method | Tax % | Tax Amt | Txn Amt | Total Txn Amt |
|---|---|---|---|---|---|
| BILL/DUE DATE | Percentage of Transaction Amt | 5% | - | $558.17 | $586.08 |
| BILL/DUE DATE | Flat Transaction Amt | - | $100 | $558.17 | $658.17 |
| LATE CHARGE | Percentage of Transaction Amt | 5% | - | $20 | $21 |
| LATE CHARGE | Flat Transaction Amt | - | $5 | $20 | $25 |

## D.2.1.4 Range

The Range tab of Sales Tax screen facilitates to define range (gradual increase in tax rate) for tax calculation based on different charges levied for Product/Service.

For example if the cost of the vehicle is less than or equal to $20,000 then Sales and Usage Tax slab is 20% and if the cost is greater than $20,000 then slab is 30%. To facilitate this, below configuration should be maintained in the system.

**Table D-8 Origination**

| Calculation Method | Itemization | Sign | Value | Enabled |
|---|---|---|---|---|
| PERCENTAGE OF ITEMIZATION AMOUNT | ITM CASH SALES | + | 100 | Y |

**Table D-9 Range**

| Amount From | Percentage | Enabled |
|---|---|---|
| 20000 | 20 | Y |
| 20001 | 30 | Y |

**To define Range for Sales tax calculation**

1. Navigate to **Setup > Administration > System > Sales Tax > Range** tab.
2. In the **Range Details** section, click **Add**. You can also perform any of the Basic Operations mentioned in Navigation chapter. A brief description of the fields are given below:

   **Table D-10 Range Details**

   | Field | Description |
   |---|---|
   | Amt From | Specify the minimum amount from which tax has to be determined. |
   | Percent | Specify the percentage of tax to be calculated based on amount. |
   | Enabled | Check this box to enable the range. |

3. Perform any of the Basic Actions mentioned in Navigation chapter.


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# D.2.2 Sales Tax Calculation at Origination

The sales and usage tax details defined in setup are used to calculate tax in Origination Decision / Contract screen.

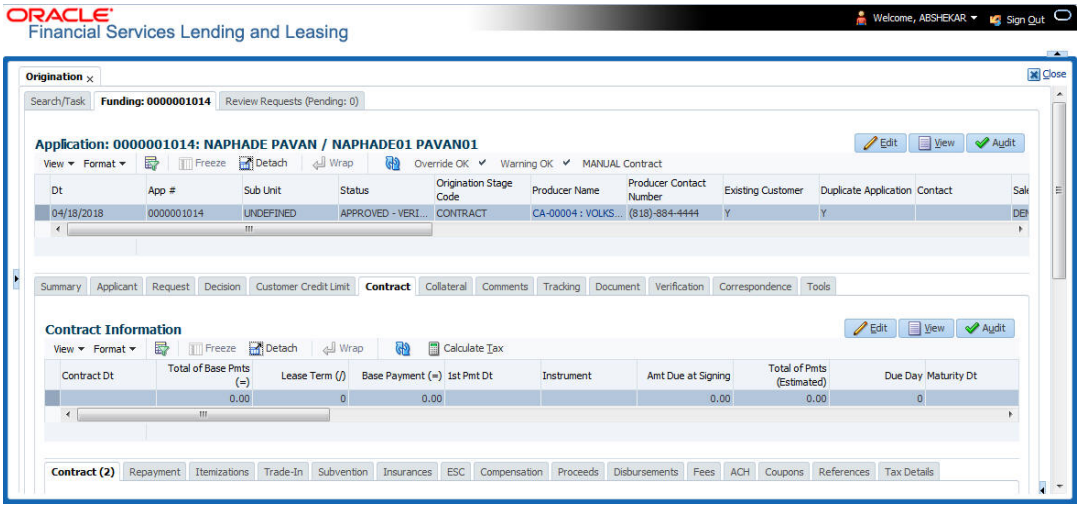
This section contains the following details:

- Calculate Tax in Decision/Contract tab
- Exempt Sales Tax in Decision/Contract tab
- Attach Sales Tax Exemption Certificate
- Generate Lease Sale and Usage Tax Report

## D.2.2.1 Calculate Tax in Decision/Contract tab

1. Navigate to **Origination > Underwriting / Funding > Decision/Contract** screen.

**Figure D-2 Calculate Tax in Decision/Contract tab**




2. Click **Calculate Tax** button. Based on the setup details, system calculates the sales tax for **Upfront** and **Stream** category in the following way:
   - If Sales Tax Mode and Tax Method is UPFRONT/ PURCHASE_PRICE, the Sales and Usage Tax is calculated and updated into the itemization **Cash Sale tax** (ITM_CSH_SALES_TAX). On Funding, the tax amount calculated during origination will be part of Lease Receivable based on itemization adjustments.
   - If Sales Tax Mode and Tax Method is CYCLE/ PAYMENT_STREAM, the Sales and Usage Tax is calculated and updated into the Contract fields - **Estimated Sales Tax** and **Sales Tax** to record the estimated tax amount and percentage. However, this data is not propagated to Account.

## D.2.2.2 Exempt Sales Tax in Decision/Contract tab

The **Tax Details** sub tab in Decision/Contract tab facilitates to record tax exemption details. If exemption details are provided for the application, all the tax details marked with Exemption Indicator **Y** in setup are exempted for this application.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Since the **Tax Details** sub tab is available in both Decision and Contract tabs, you can choose to define sales tax exemption either during Decisioning or Funding. However, exemption selected during decisioning will be applicable on funding if no changes are made.

1. Navigate to **Origination > Underwriting / Funding > Decision/Contract > Tax Details** sub tab.
2. Click **Edit**. You can also perform any of the Basic Operations mentioned in Navigation chapter. A brief description of the fields are given below:

**Table D-11 Exempt Sales Tax in Decision/Contract tab**

| Field | Description |
|---|---|
| Exemption | Check this box to indicate that application is eligible for tax exemption Else, all the sales tax defined in setup are applicable for the application.<br>**Note**: Sales tax exemption is eligible only if the exemption option is checked in both Origination (Tax Details tab) and Setup screen (Setup > Administration > System > Sales Tax screen). |
| Exemption Start Dt | Select the exemption start date from the adjoining calendar. |
| Exemption End Dt | Select the exemption end date from the adjoining calendar. This field is enabled on selecting the exemption start date. |
| Reason | Select the exemption reason from the drop-down list. This field is enabled only if **Exemption** check box is selected. |
| Tax Code | View the tax code applied for this application. |

3. Perform any of the Basic Actions mentioned in Navigation chapter.

## D.2.2.3 Attach Sales Tax Exemption Certificate

For every sales tax exemption, you can provide a proof of verification by attaching the exemption certificate to the application. However, validating the authenticity of the certificate is not handled in OFSLL.

To attach sales tax certificate to an application, you need to first upload the document into the system through **Application Documents** screen and attached it to the application through Application > Document tab.

1. From the LHS menu, click **Origination > Application Documents** link.
2. In the Document Maintenance > Action section, select **Attach Document (Client)** option.
3. In **Select Document** section, browse for the file location and **Upload**.
4. In **Document Details** section, select the uploaded document and click **Edit**.
   - Select Document Sub Type as **Tax Exemption Proof** from the drop-down list.
   - Similarly update other details of Document Type, Application #, and select the **Attach** check box.
   - Click **Save and Return** and in Document Details section, click **Post**.
5. Navigate to **Origination > Underwriting / Funding** and select the lease application.


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6. Click **Document** tab. In **Application Document Details** section, select the uploaded document and click **Upload**.
7. (Optional) You can also edit the document details before upload by adding additional information as comments.

The sales tax exemption certificate is linked to the application. For more information on the process of document upload, refer to **Application Documents** chapter in the User Guide.

### D.2.2.4 Generate Lease Sale and Usage Tax Report

After the sales tax details are calculated, you can retrieve the information to view the sales tax amount recorded during calculation and actual tax collected after funding, by generating **Sales usage tax (Lease)** report. This report can be generated for all applications with Sales Tax Mode and Tax Method **UPFRONT/ PURCHASE_PRICE**.

In the report, the tax recorded before funding is referred as **Quotation Tax Amt** and actual tax recorded for the application is referred as **Invoice Tax Amt**. Since this is a system generated report, any difference in these amount are to be manually updated into the account.

1. From the LHS menu, click **Origination > Reports** link.
2. In the **Reports** section, filter report with description **SALES USAGE TAX - LEASE**.
3. In the **Report Parameters** section, select/specify the required parameters and click **Run Report**.

The report is generated in the selected format with the details as indicated below. For detailed information on report generation process, refer to **Reports** chapter in User Guide.

**Figure D-3 Reports - Origination - Sales Tax**

Report : Sales usage tax (Lease)
Date: 4/25/2018 18:53 PM

ORACLE
Financial Services Lending and Leasing

Month / Year From: 04/25/2018 To: 04/26/2018
Company:US01
Branch:USHQ
ALL AMOUNT ARE IN USD

| Application # | Funding Dt | Quotation Tax Amt | Invoice Tax Amt |
|---|---|---|---|
| 0000001304 | 25/04/2018 | 600.00 | 0.00 |
| 0000001324 | 25/04/2018 | 3,350.00 | 3,350.00 |
| Branch Count: 2 | Branch Total: | 3,950.00 | Branch Total: 3,350.00 |
| Company Count: 2 | Company Total: | 3,950.00 | Company Total: 3,350.00 |
| Total Count: 2 | Grand Total: | 3,950.00 | Grand Total: 3,350.00 |

## D.2.3 Sales Tax Calculation at Customer Service

The sales and usage tax details defined in Setup > Sales Tax > Customer Service tab are used to calculate sales tax for **Stream** accounts. OFSLL records sales tax by posting Sales / Use Tax transaction which in-tun updates the Sales / Usage Tax balance on the account.

This section contains the following details:

- Calculate Tax in Customer Service
- Exempt Sales Tax in Customer Service
- Attach Sales Tax Exemption Certificate
- Sales tax in Account Statement
- Generate Lease Sale and Usage Tax Report


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## D.2.3.1 Calculate Tax in Customer Service

1. For the calculation method defined in setup as either **Flat Transaction Amount** or **Percentage of Transaction Amount**, the scheduled batch job posts the following type of transactions:

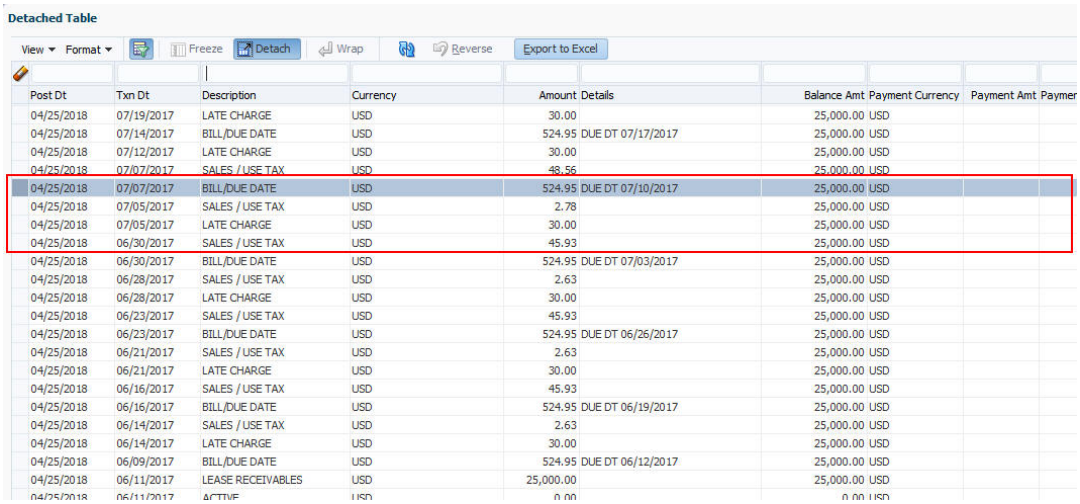
**Table D-12 Type of transactions**

| Transaction Code | Batch Job | Transaction |
|---|---|---|
| Bill/Due Date | TXNDDT_BJ_100_01 BILLING/DUE DATES PROCESSING | DDT<br>BILL/DUE DATE |
| Late Charge | TXNLTC_BJ_100_01 LATE CHARGE PROCESSING | FLC<br>LATE CHARGE |

- Along with the above transaction, system automatically posts **SALES / USE TAX** linking transaction to determine and update the tax component separately.
- For accounts with tax exemption, sales tax will not be calculated and link transaction is not posted.
- In case of reversal, if the parent transaction is reversed then corresponding child **SALES / USE TAX** tax transaction will also be reversed.

2. On successfully posting the transaction, the details are updated on to the customer account in **Customer Service > Transaction History > Transactions** tab.

**Figure D-4 Transaction History**




| Post Dt | Txn Dt | Description | Currency | Amount | Details | Balance Amt | Payment Currency | Payment Amt | Paymer |
|---|---|---|---|---|---|---|---|---|---|
| 04/25/2018 | 07/19/2017 | LATE CHARGE | USD | 30.00 | | 25,000.00 | USD | | |
| 04/25/2018 | 07/14/2017 | BILL/DUE DATE | USD | 524.95 | DUE DT 07/17/2017 | 25,000.00 | USD | | |
| 04/25/2018 | 07/12/2017 | LATE CHARGE | USD | 30.00 | | 25,000.00 | USD | | |
| 04/25/2018 | 07/07/2017 | SALES / USE TAX | USD | 48.56 | | 25,000.00 | USD | | |
| 04/25/2018 | 07/07/2017 | BILL/DUE DATE | USD | 524.95 | DUE DT 07/10/2017 | 25,000.00 | USD | | |
| 04/25/2018 | 07/05/2017 | SALES / USE TAX | USD | 2.78 | | 25,000.00 | USD | | |
| 04/25/2018 | 07/05/2017 | LATE CHARGE | USD | 30.00 | | 25,000.00 | USD | | |
| 04/25/2018 | 06/30/2017 | SALES / USE TAX | USD | 45.93 | | 25,000.00 | USD | | |
| 04/25/2018 | 06/30/2017 | BILL/DUE DATE | USD | 524.95 | DUE DT 07/03/2017 | 25,000.00 | USD | | |
| 04/25/2018 | 06/28/2017 | SALES / USE TAX | USD | 2.63 | | 25,000.00 | USD | | |
| 04/25/2018 | 06/28/2017 | LATE CHARGE | USD | 30.00 | | 25,000.00 | USD | | |
| 04/25/2018 | 06/23/2017 | SALES / USE TAX | USD | 45.93 | | 25,000.00 | USD | | |
| 04/25/2018 | 06/23/2017 | BILL/DUE DATE | USD | 524.95 | DUE DT 06/26/2017 | 25,000.00 | USD | | |
| 04/25/2018 | 06/21/2017 | SALES / USE TAX | USD | 2.63 | | 25,000.00 | USD | | |
| 04/25/2018 | 06/21/2017 | LATE CHARGE | USD | 30.00 | | 25,000.00 | USD | | |
| 04/25/2018 | 06/16/2017 | SALES / USE TAX | USD | 45.93 | | 25,000.00 | USD | | |
| 04/25/2018 | 06/16/2017 | BILL/DUE DATE | USD | 524.95 | DUE DT 06/19/2017 | 25,000.00 | USD | | |
| 04/25/2018 | 06/14/2017 | SALES / USE TAX | USD | 2.63 | | 25,000.00 | USD | | |
| 04/25/2018 | 06/14/2017 | LATE CHARGE | USD | 30.00 | | 25,000.00 | USD | | |
| 04/25/2018 | 06/09/2017 | BILL/DUE DATE | USD | 524.95 | DUE DT 06/12/2017 | 25,000.00 | USD | | |
| 04/25/2018 | 06/11/2017 | LEASE RECEIVABLES | USD | 25,000.00 | | 25,000.00 | USD | | |
| 04/25/2018 | 06/11/2017 | ACTIVE | USD | 0.00 | | 0.00 | USD | | |

3. For the calculation method defined in setup as **Payoff Quote Lease**, on posting this transaction system calculates the tax on unpaid Lease Receivables and displays the Sales / Usage Tax due bucket with the total of current outstanding and future dues.


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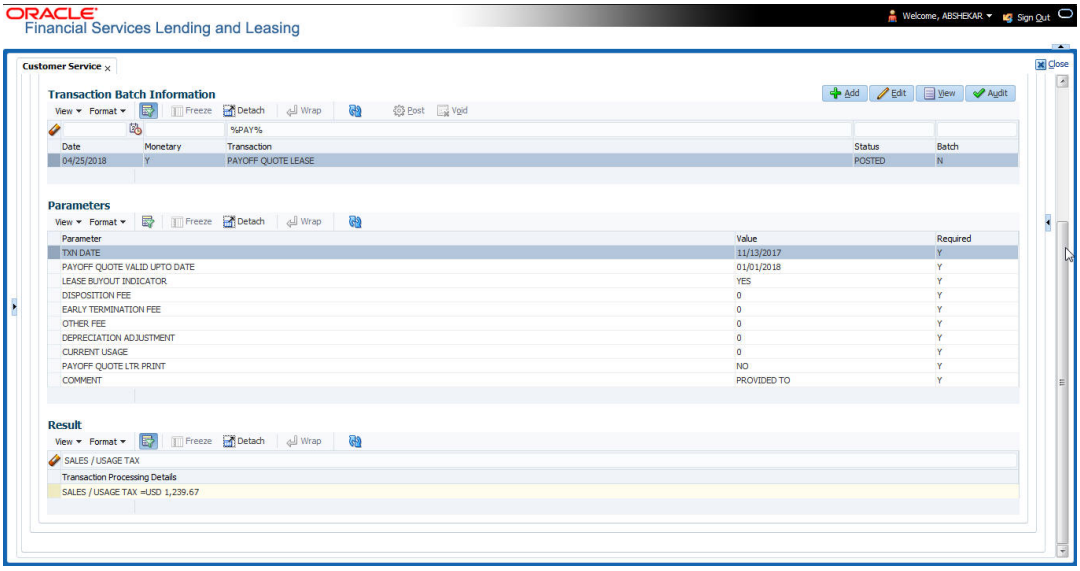
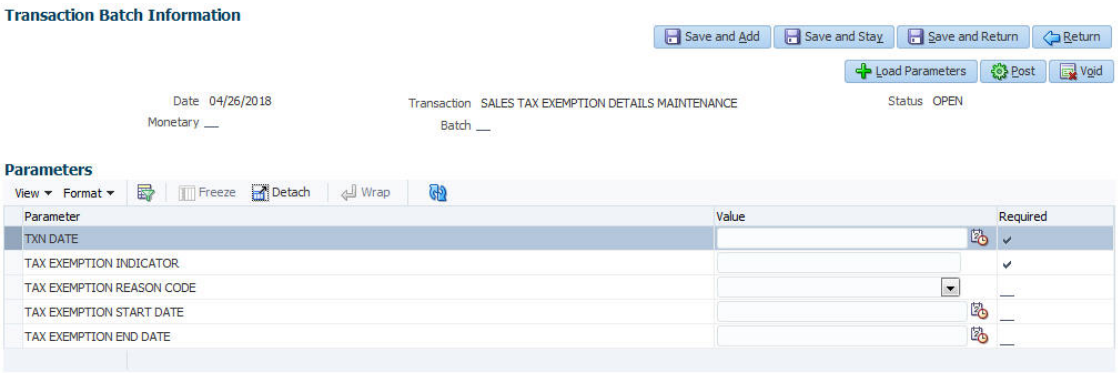
**Figure D-5 Maintenance - SalesTax**




## D.2.3.2 Exempt Sales Tax in Customer Service

If exemption details are provided in Origination, system automatically propagates the same to Customer Service account. You can update exemption details during Customer Service for an account by posting a non-monetary **SALES TAX EXEMPTION DETAILS MAINTENANCE** transaction.

**Figure D-6 Sales Tax Exemption Details Maintenance**




For information on populating the parameter values, refer to Exempt Sales Tax in Decision/ Contract tab section.

On successfully posting the transaction, the exemption details are updated in **Servicing > Customer Service > Account Details > Tax Details** tab.

## D.2.3.3 Attach Sales Tax Exemption Certificate

For every sales tax exemption, you can provide a proof of verification by attaching the exemption certificate to the account. However, validating the authenticity of the certificate is not handled in OFSLL.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To attach sales tax certificate to an application, you need to first upload the document into the system through **Account Documents** screen and attached it to the application through Customer Service > Document Tracking tab.

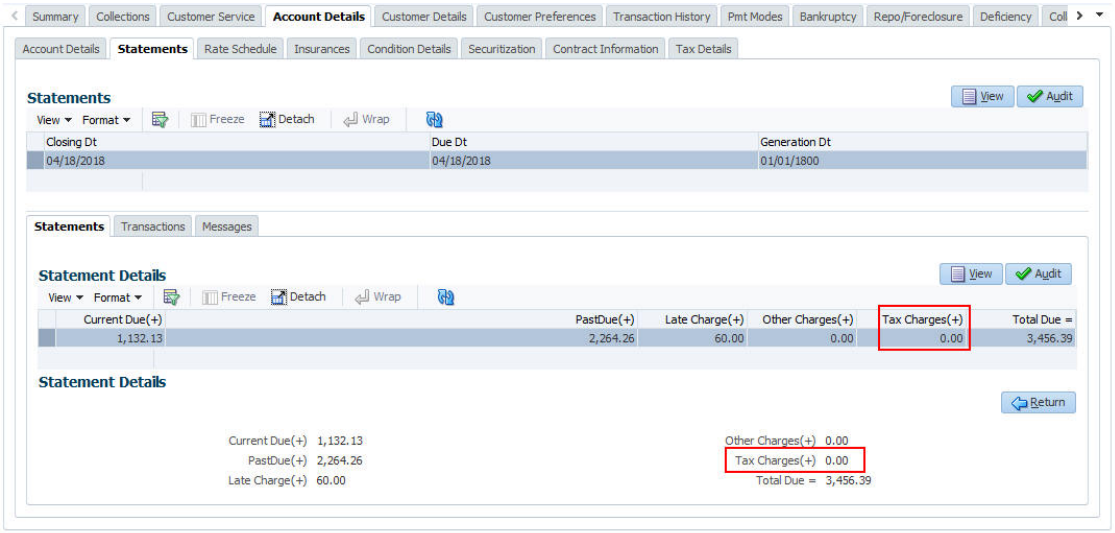
1. From the LHS menu, click Servicing > Account Documents link.
2. In the Document Maintenance > Action section, select **Attach Document (Client)** option.
3. In **Select Document** section, browse for the file location and **Upload**.
4. In **Document Details** section, select the uploaded document and click **Edit**.
   - Select Document Sub Type as **Tax Exemption Proof** from the drop-down list.
   - Similarly update other details of Document Type, Account #, and select the **Attach** check box.
   - Click **Save and Return** and in Document Details section, click **Post**.
5. Navigate to **Servicing > Customer Service > Document Tracking** tab and select the lease application.
6. Click **Document** tab. In **Account Document Details** section, select the uploaded document and click **Upload**.
7. (Optional) You can also edit the document details before upload by adding additional information as comments.

The sales tax exemption certificate is linked to the application. For more information on the process of document upload, refer to **Account Documents** chapter in User Guide.

## D.2.3.4 Sales tax in Account Statement

The sales and usage tax calculated on the account is captured in **Servicing > Customer Service > Account Details > Statements** tab so that the customer is updated about lease sales tax amount levied on the account. Updating the sales tax details in **Statement Details** section is done through a scheduled batch job.

**Figure D-7 Sales tax in Account Statement**





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### D.2.3.5 Generate Lease Sale and Usage Tax Report

After the sales tax details are calculated, you can retrieve the information to view the sales tax amount recorded on the account, by generating **Sales usage tax (Lease)** report. This report can be generated for all accounts with Sales Tax Mode and Tax Method **CYCLE/ PAYMENT_STREAM**.

1. From the LHS menu, click **Servicing > Reports** link.
2. In the **Reports** section, filter report with description **SALES USAGE TAX - LEASE**.
3. In the **Report Parameters** section, select/specify the required parameters and click **Run Report**.

The report is generated in the selected format with the details as indicated below. For detailed information on report generation process, refer to **Reports** chapter in User Guide.

**Figure D-8 Servicing Reports - SalesTax**

Report : Sales usage tax (Lease)
Date: 4/26/2018 6:16 AM

ORACLE
Financial Services Lending and Leasing

Month/Year From: 04/26/2018 To: 04/27/2018
Company: US01
Branch: USHQ
ALL AMOUNT ARE IN USD

| Account # | Transaction Dt | Transaction Code | Tax Amt |
|---|---|---|---|
| 20171100013429 | 01/02/2018 | BILL/DUE DATE | 152.51 |
| 20171100013429 | 01/03/2018 | BILL/DUE DATE | 152.51 |
| 20171100013429 | 04/01/2018 | BILL/DUE DATE | 152.51 |
| 20171100013429 | 07/12/2017 | BILL/DUE DATE | 152.51 |
| 20171100013429 | 08/02/2018 | BILL/DUE DATE | 152.51 |
| 20171100013429 | 09/11/2017 | BILL/DUE DATE | 152.51 |
| 20171100013429 | 11/01/2018 | BILL/DUE DATE | 152.51 |
| 20171100013429 | 14/12/2017 | BILL/DUE DATE | 152.51 |
| 20171100013429 | 15/02/2018 | BILL/DUE DATE | 152.51 |
| 20171100013429 | 16/11/2017 | BILL/DUE DATE | 152.51 |
| 20171100013429 | 18/01/2018 | BILL/DUE DATE | 152.51 |
| 20171100013429 | 21/12/2017 | BILL/DUE DATE | 152.51 |
| 20171100013429 | 22/02/2018 | BILL/DUE DATE | 152.51 |
| 20171100013429 | 23/11/2017 | BILL/DUE DATE | 152.51 |
| 20171100013429 | 25/01/2018 | BILL/DUE DATE | 152.51 |
| 20171100013429 | 28/12/2017 | BILL/DUE DATE | 152.51 |
| 20171100013429 | 30/11/2017 | BILL/DUE DATE | 152.51 |

| | | | |
|---|---|---|---|
| Branch Count: | 17 | Branch Total: | 2,592.67 |
| Company Count: | 17 | Company Total: | 2,592.67 |
| Total Count: | 17 | Grand Total: | 2,592.67 |

# D.3 External Lease Tax Calculation

In this method, the lease sales and usage tax details are computed in an external integrated system called Vertex® - Indirect Tax for Leasing and on a successfully tax computation, the sales tax details are updated into OFSLL setup, Origination and Customer Service modules.

Vertex® Indirect Tax for Leasing facilitates with tax calculation solutions to address the needs of leasing software vendors and their enterprise customers within the equipment and vehicle leasing industries. Vertex Leasing leverages the Vertex O Series platform and automates the taxability and ongoing maintenance of rental and leasing rules.

This section contains the following details:

- OFSLL Vertex Integration
- Setup changes
- Changes in Origination Module
- Changes in Customer Service Module


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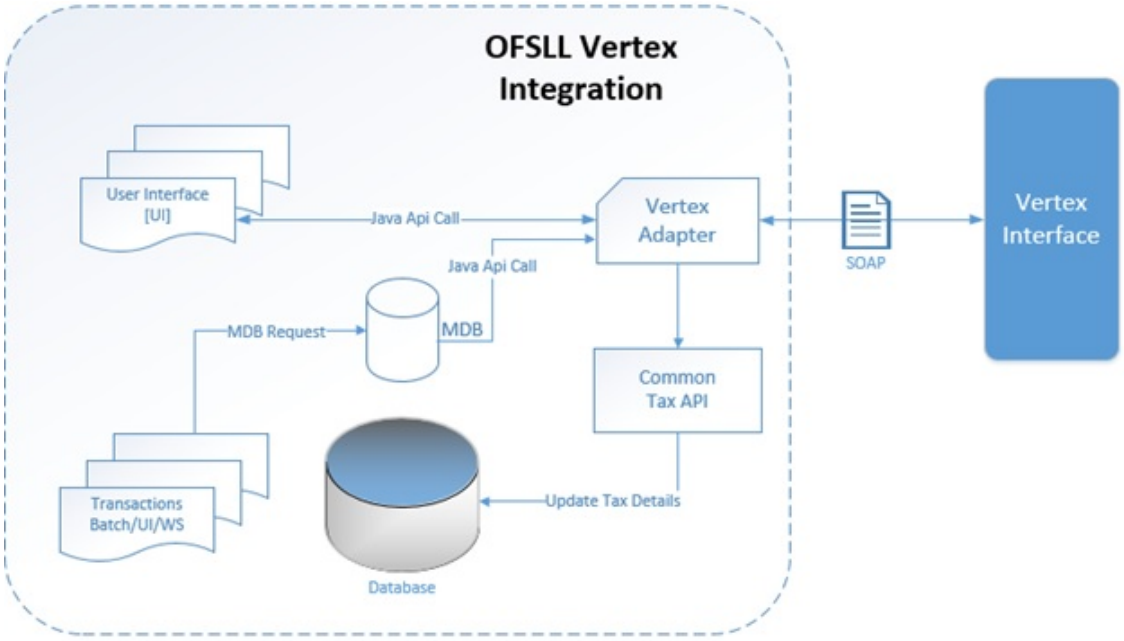
- Limitations of Vertex integration

## D.3.1 OFSLL Vertex Integration

The below image indicates Vertex integration with OFSLL and the associated components.

**Figure D-9 OFSLL Vertex Integration**




A brief description of the integrated components are provided below:

**Vertex Adapter** - This adapter is used to receive OFSLL interface data and create Vertex Specific SOAP Request/Response. Vertex provides **FlexibleFields** to exchange implementation specific customization data. These fields are mapped to PL/SQL custom fields in Vertex Adapter and can be customized during implementation. However, this is Vertex specific adapter and has to be replaced specifically to support other Tax Vendor.

**Common Tax API** - When Vertex Adapter receives a response, OFSLL uses Common Tax API to update Sale and Usage Tax details. This adapter contains exit point and can be used to update Tax details from External System.

**MDB Interface** - To support Vertex interface new message types, following services are added:

- QUOTATION_SERVICE
- INVOICE_SERVICE
- CREATE_CERTIFICATE_SERVICE
- CUSTOMER_SERVICE

Also the existing error queue [OFSLL_OUTBOUND_Q] is enhanced to record Vertex interface error messages during the integration.

For more details on integration, refer to OFSLL technical documentation. During the process of integration, there observed discrepancies are noted. Refer to Limitations of Vertex integration section for details.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> **Note**
>
> During Origination, all Vertex interface calls are handled through user interface and on Funding/Customer Service, these calls are made from database using MDB flow.

Following Vertex services are used in OFSLL with the integration. For detail information, refer Vertex O Series documentation.

**Table D-13 Vertex services**

| Service | Description |
|---|---|
| Quotation Request | It is used to estimate the Tax of the proposed Lease Contract. This service is triggered by OFSLL to estimate tax during Decision/Contract and Lease Payoff Quote. |
| Invoice Request | It is used to bill the Tax for the Lease Contract. This service is triggered by OFSLL to record tax during Funding and Lease transaction posting. |
| Delete Request | It is used to reverse Vertex Invoice request. Every Vertex Invoice request trigged from OFSLL use **transactionId** to stamp OFSLL internal transaction reference. This internal transaction id is used by this service to reverse Vertex Invoice request based on OFSLL reversal. |
| Create Customer Request | It is used to register a Customer. |
| Create Certificate Request | It is used to upload Tax Exception Certificate Id for Customer. |

## D.3.2 Setup changes

To enable Vertex integration, the company parameter `XSL_TAX_INTERFACE` has to be updated as **VERTEX** and the system parameter `VTX_OUTBOUND_URL` needs to be updated with valid Vertex URL.

Also, in the system parameter `VTX_VERSION` (VERTEX VERSION), the Parameter Value has to be updated with the version of Vertex being used. For example, V8S is used for version 8. Based on this value, system configures the required API changes automatically.

The sales tax information recorded in OFSLL **Setup > Administration > System > Sales Tax** screen is exchanged with Vertex interface through vertex adapter using SOAP Request/ Response.

For information on recording sales tax rules in setup, refer to Sales Tax Setup section.

## D.3.3 Changes in Origination Module

Since the process of sales tax collection is handled from external system, the information received from Vertex are only updated into the respective tables in OFSLL. The same is available in the UI as detailed in Sales Tax Calculation at Origination section.

To load exemption certificate into OFSLL, follow the same process as detailed for internal sale tax calculation method using in **Origination > Underwriting / Funding > Document** tab. To upload sales tax exemption certificate to vertex, click **Upload** button in the Application documents tab.


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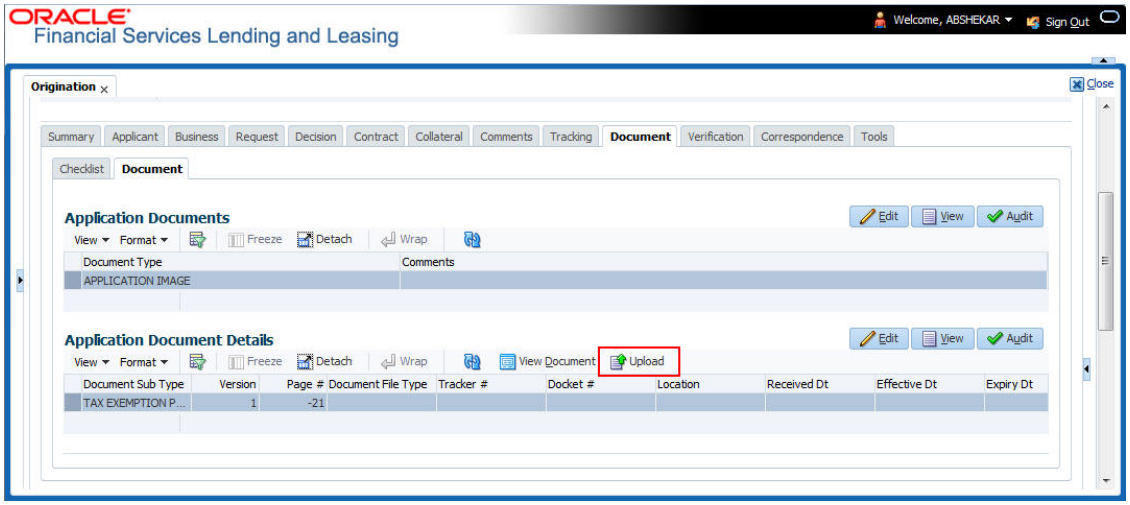
**Figure D-10 Upload exemption certificate**



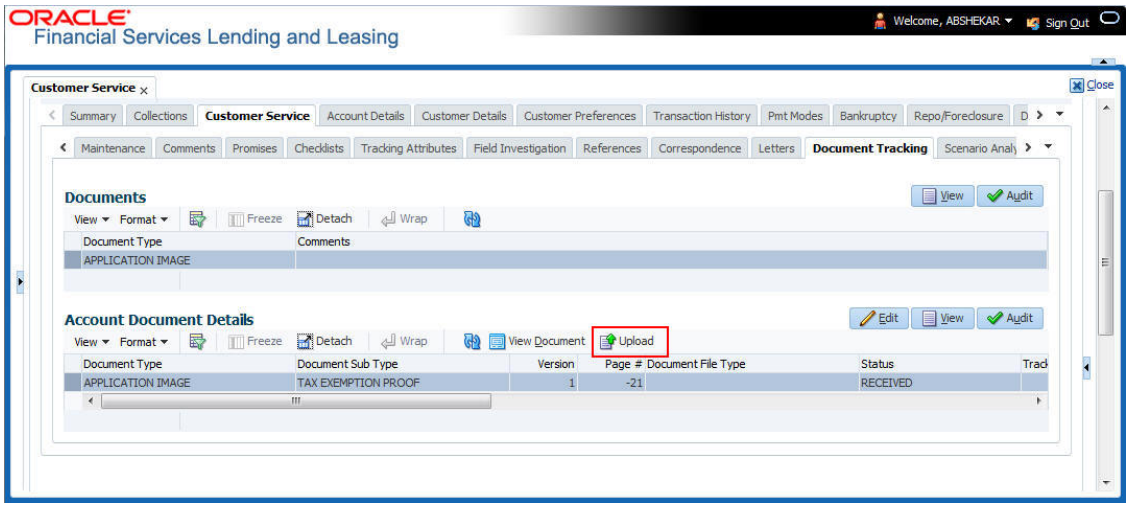

On successful upload, a **Tax Exemption Certificate ID** is updated in to the system and the **Upload** button is disabled.

## D.3.4 Changes in Customer Service Module

The sales tax calculation process is similar to the internal method as detailed in Sales Tax Calculation at Customer Service section except that the Sales/Usage Tax - link transactions is posted only on receiving the tax details from Vertex. This transaction will be posted after posting the main transaction.

To load exemption certificate into OFSLL, follow the same process as detailed for internal sale tax calculation method using in **Servicing > Customer Service > Document Tracking** tab. To upload sales tax exemption certificate to vertex, click **Upload** button in the Account Document Details section tab.

**Figure D-11 Upload exemption certificate**





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On successful upload, a **Tax Exemption Certificate ID** is updated in to the system and the **Upload** button is disabled.

## D.3.5 Limitations of Vertex integration

Following are the limitation noticed with Vertex integration:

- Use of **TABLE** value for company parameter `XSL_TAX_INTERFACE` is deprecated and replaced with **INTRENAL** for consistency.
- Existing data of SALES_TAX has to be revisited before and after upgrade. This table is enhanced to support multiple criteria.
- Current solution does not support Sales and Usage Tax calculation for multiple assets as part of Origination and Customer Servicing.
- OFSLL currently supports to capture only following three transactions for Sales and Usage Tax calculation - BILL/DUE, LATE FEE and PAYOFF QUOTE. This is not a finite list of transaction. Based on different implementation specification system can facilitate addition of multiple transactions. Any requirement of additional transaction should be requested to product team, based on analysis support will be provided.
- Existing use of **Setup > Products > Contract > Itemizations > Taxable Indicator** is depreciated and can rely on new Lease Origination Sales and Usage Tax Setup.
- As part of current release, OFSLL does not provide support for CASH basis of Sales and Usage Tax calculation.
- When uploading tax Exemptions Certificate to Vertex, OFSLL calls Vertex Create Customer service followed by Create Certificate. Due to any internal error if OFSLL is unable to complete Vertex Create Certificate request, OFSLL will enter into a dead lock mode and will try to call Create Customer followed by Create Certificate which will fail as customer already exist in Vertex. This has to be operationally handled based on messages in the error queue.
- Care should be taken to disable **Calculate Tax** tax button in Decision for Stream based Lease application.
- Vertex use Imposition codes to identify multiple tax rules that can be levied on application/account. OFSLL records all the tax details into single itemization/transaction amount. Split of tax details should be gathered outside the system using Vertex **transactionId** stored in SALES_USAGE_TAX_DETAILS [SUD_ID].
- Adjustment, Void, Charge off and Wave of tax balance based on parent transaction has to be handled manually.
- For manual transactions posted from User Interface/Web Service that are requesting for Vertex Tax update, a delay of 30 seconds is introduced to get response from Vertex. If response is received in the due time, transaction will be posted with Vertex tax data else transaction will be marked as Error and user is requested to repost the transaction based on Vertex interface availability.
- In current release, we are unable to support re-triggering of failed transaction during Vertex integration. Support will be added in future.
- Vertex Address cleansing is currently out of scope of this release. Address cleansing adapter has to be written to interact with Vertex and get source and destination address updated before using based OFSLL-Vertex integration.
- Sale and Usage Tax is not part of Bill/Due amount. Care should be taken to disable billed indicator Setup **Products** Contract Lease.


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- Currently Vertex tax data is not getting updated in Lease **Customer Service Account Details** Statements [Tax Charges (+)]. This bug will be fixed in future release.
- Tax calculation support for API and Account On-boarding will be added in subsequent patch release.

# D.4 Manual Lease Tax Calculation

In this method, the Lease Sales and Usage tax are computed manually and only the calculated details are recorded into OFSLL Setup, Origination, and Customer Service modules. For information on updating the details in the respective modules, refer to Internal Lease Tax Calculation section.

Since OFSLL interface only supports to record and display the information, validating and processing the same has to be done outside the system.


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E

# Appendix : Usage Based Leasing

This section consists of the following topics:


- Introduction
- Pre-requisites
- Usage Based Leasing Workflow


## E.1 Introduction

The Usage based leasing option extends OFSLL support of lease functionality and facilitates to charge the asset usage fee for the customer not at the time of the Termination/Payoff Quote but based on the actual usage as per the defined Cycle (i.e. Daily, Weekly, Monthly and so on). Also for usage based lease contracts, customer has option to pay the minimum monthly lease payment and the usage fee based on the actual usage.

Whenever customer sends asset usage details to OFSLL, the details are categorized to applicable rate slabs, for tiered and not-tiered types and based on usage methods (i.e. rollover/advance) and charge matrix, the usage fee is calculated and charged on to the account. The same is communicated to the customer through account statement.

In such type of billing, customers would benefit by being charged only when they use a product or service, rather than having to buy something outright.

Consider the following example of a company which leases a photocopying machine. The monthly billing amount consists of two components - a flat rate (rental) that covers the fixed costs and a fee for usage charge (such as 1 cent per copy). Here, Usage is billed based on total number of units utilized from last bill to current billing date and customer pays the following two components:

- Lease Rental Payment
- Usage-based Charge component (included in the monthly bill)

## E.2 Pre-requisites

- To support usage based leasing, ensure that all the basic setup of defining Usage Details, Usage Charge Matrix in Asset Types screen is done and the lease Agreement Type is selected appropriately in Products, Pricing and Contract setup screens.
- When usage details are to be processed through File Upload, ensure that the file received from external system contains all the required information for mapping to respective fields in Usage History screen.

## E.3 Usage Based Leasing Workflow

Consider the below image which indicates the complete usage based leasing workflow supported in the system. A brief detailing of the same is provided below.



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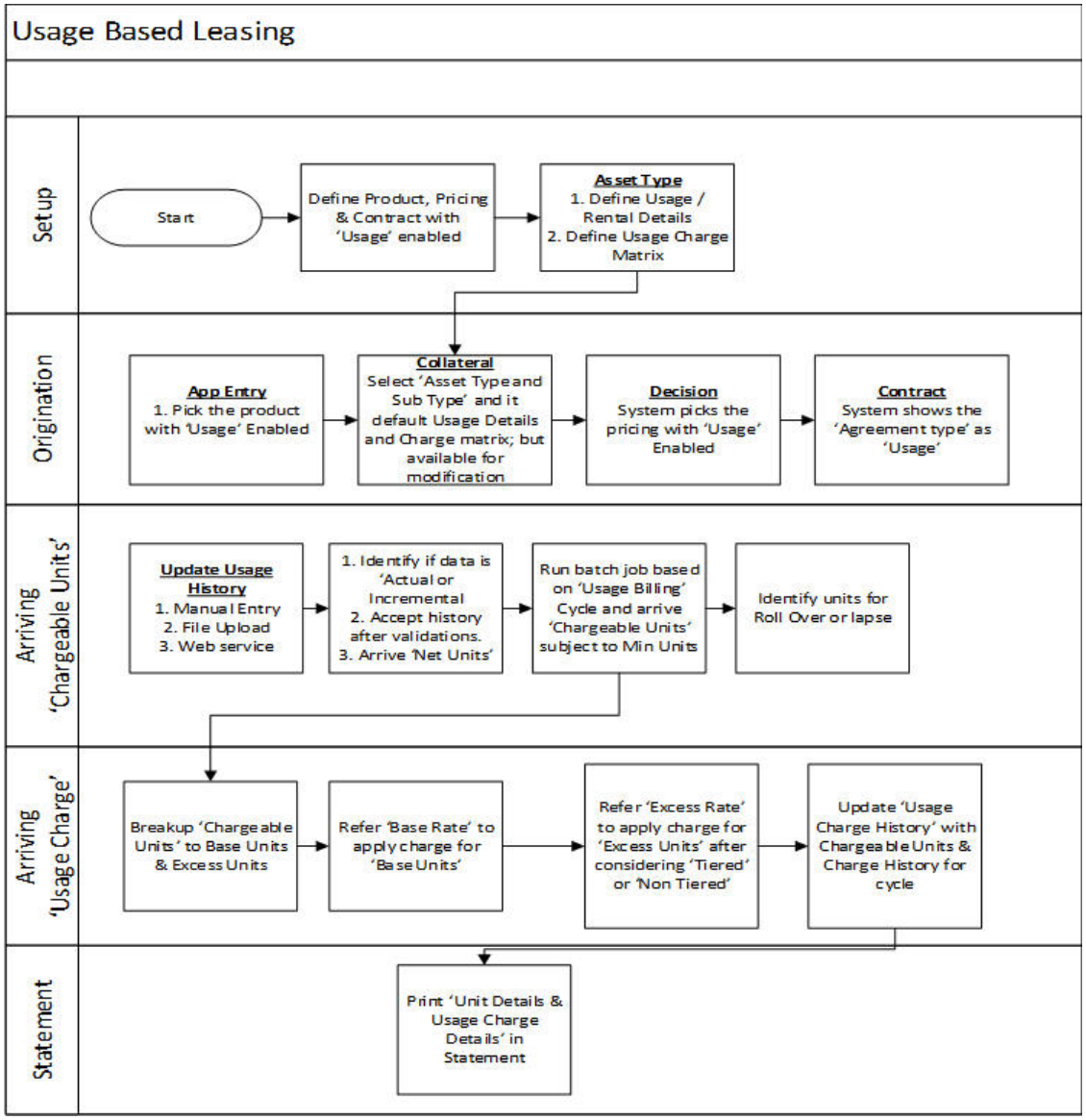
**Figure E-1 Usage Based Leasing Workflow**




- The process starts from defining usage based parameter (agreement type) in Setup > Products, Pricing, and Contract screens.
- In Setup > Asset Types screen, you can define the **Usage Details** and **Usage Charge Matrix** which are used to classify the incoming data for charging and billing calculation.
- In Origination > Collateral screen, select the usage based leasing application, select asset type, sub type, and load the usage details from setup. The details are allowed to be modified here. In Decisioning stage, system picks the pricing with Usage details and during Contract, the application is funded with lease usage agreement type.
- In Servicing, the chargeable units for usage is derived from the details populated in Customer Service > Collateral tab > **Usage History** section. The details can be populated by File upload or through web services. The chargeable units are categorized based on Usage Details and Charge Matrix defined in Setup > Asset types screen.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- On receiving the usage data from external system, the same is validated if it is Actual or Incremental data and also accounts for Rollover - yes/no and Advance - yes/no type of combinations supported to derive the net chargeable units (subject to minimum units consumed). The same is discussed in subsequent section.
- The chargeable units are further classified into Base and Excess consumed units, and charge is applied based on Charge Matrix as per TIERED and NON TIRED category. This data is populated into Servicing > Collateral >Usage Summary tab.
- Based on **Usage / Rental Cycle**, system runs the Usage billing batch job to calculate and post the usage fee on the account as per the billing cycle. While generating the account statement, the usage details are explicitly indicated along with charges of the same.
- Lease Usage Calculation
- Lease Usage Methods
- Tiered and Non Tiered Usage Calculation
- Lease Usage Batch Jobs
- Lease Usage Account Statement
- Elastic Usage Term

## E.3.1 Lease Usage Calculation

- Min Usage - indicates the minimum units to be considered as **Chargeable Units**. During calculation, the Chargeable Units = Net Units, subject to **Min Usage**.
- Max Usage - indicates that usage is to be charged as **Base** value for the given billing cycle. Any usage units beyond **Max Usage** should be charged based on **Calculation Method** as either Tiered (based on multiple rate slabs) or Non-Tiered (applicable slab at total usage volume).
- Discount % - based on discount %, system calculates the applicable discount units on **Gross - Non chargeable Units** to arrive Net Usage in **Usage History** tab.

## E.3.2 Lease Usage Methods

Following image indicates four types of asset usage lapse / rollover combinations supported:


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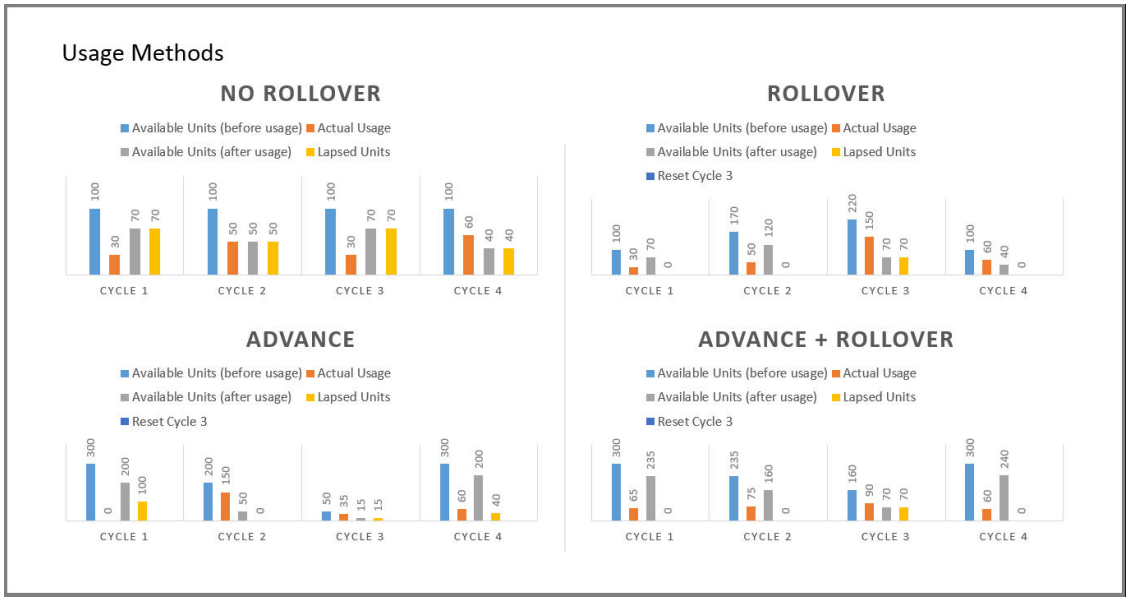
**Figure E-2 Lease Usage Methods**




As per the above usage methods, usage units billing is accounted as indicated below:

> **Note**
>
> The usage lapse / rollover is subject to maximum usage as defined for a Collateral.

- Non-Rollover Usage - This option indicates that non utilized units in current cycle will be lapsed.
- Rollover Usage - This option indicates that non utilized units from previous cycle is carried over and added as **base** units to next cycle incrementally.
- Rollover & Advance Usage - This option indicates that system bills the customer at the base rate, considering the usage available for the life of account and includes the non utilized units from the previous cycle.
- Advance Usage - This option indicates that system bills the customer at the base rate, considering the usage available for the life of account. Here non utilized previous units will be lapsed.

The Rollover / Advance is accounted for fixed reset period. For example, if Contract starts at Jan and rollover is set to 3 months for a monthly usage billing cycle, the rollover resets at end of 3rd month and from April new rollover set starts.

## E.3.3 Tiered and Non Tiered Usage Calculation

Consider the following type of charge matrix defined:


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**Table E-1 Tiered and Non Tiered Usage Calculation**

| Rate Chart | From Units | To Units |
|---|---|---|
| Base | 0 | 1 |
| Base | 30 | 2 |
| Base | 75 | 3 |
| Cycle Excess | 0 | 4 |
| Cycle Excess | 50 | 5 |
| Life Excess | 0 | 6 |
| Life Excess | 50 | 7 |

On receiving the following type of usage data from customer, the chargeable units are derived based on lapse and rollover rules. The chargeable units are charged based on Tiered and Non Tiered preference indicated for a collateral. The sample usage calculation is as indicated below:

Base Units:76, Cycle Excess:51, and Life Excess=65

**Tiered Calculation**

Base Charge = (29*1)+(45*2)+(2*3) = 125

Cycle Excess Charge=(49*4)+(2*5)=206

Life Excess Charge=(49*6)+(16*7)=406

Total Charge=125+206+406=737

**Non Tiered Calculation**

Base Charge =(76*3) = 228

Cycle Excess Charge=(51*5)=255

Life Excess Charge=(65*7)=455

Total Charge=228+255+455=938

## E.3.4 Lease Usage Batch Jobs

Following two batch jobs are provided for usage based leasing:

**To upload usage details**

Batch job set - SET-IFP (INPUT FILE PROCESSING)

Batch job - IUHPRC_BJ_100_01 (ASSET USAGE HISTORY FILE UPLOAD)

This process uploads asset usage details into the system. To do so, place the usage details file in `iuh` folder available under input > ifp > iuh directory and run the batch job.

**For billing usage details**

Batch job set - SET-TPE (Transaction Processing Engine)

Batch job - TXNUSG_BJ_100_01 (Usage Charge Processing)


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This process is used to derive the billing amount to be charged for Lease Usage/Rental based asset for consumed units which is calculated by the applicable charge matrix and posts lease usage/rental fees on account.

## E.3.5 Lease Usage Account Statement

The Statements tab in **Customer Service > Account Details** tab displays the **Fee Usage Charge(+)** that is posted to lease usage account. On generating a report of lease account, the Fee Usage Charges are indicated as separate line item.

**Figure E-3 Lease Usage Account Statement**

Account Statement

ORACLE
Financial Services Lending and Leasing

DEMO BANK USA

**STATEMENT OF ACCOUNT**
USAGE PMT REVERSAL 3
ADF N BCH N # FJ
DG
AGUADILLA PR 00604

| | | |
|---|---|---|
| Statement Date | 09/19/2018 | |
| Account Number | 20180800010677 | |
| Payment Due By | 10/10/2018 | |
| Maturity Date | 08/10/2020 | |
| Current Balance | | $21,200.00 |
| Current Amount Due | | $1,035.65 |
| Past Due Amount | | $0.00 |
| Late Charges | | $0.00 |
| Other Charges | | $0.00 |
| Fee Usage Charges | | $560.00 |
| **Please Pay This Amount** | | |
| Pay Off Date | 10/08/2018 | |
| Pay Off Amount | | $22,084.10 |

Send Inquiries To:
DEMO BANK USA
LINE1
LINE2
MINNEAPOLIS MN
55344 7255

**Phone:**
##########

## E.3.6 Elastic Usage Term

The Elastic Usage Term in OFSLL refers to a system predicted value to indicate customer about the remaining term to reach the asset usage life as per current usage pattern.

The Elastic Usage Term is available in Collateral > Usage Summary tab and is calculated by the following methods:

- Actual Usage - Elastic Term is calculated based on Usage Factor
- Average Usage - Elastic Usage Term is calculated based on Average Usage


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