

Collections  
Oracle FLEXCUBE Universal Banking  
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# 1 About this Manual

## 1.1 Introduction

This user manual is designed to help you quickly get acquainted with the Collections (CN) module of Oracle FLEXCUBE.

The manual gives you an overview of the CN module, and takes you through the various steps involved in processing to track the collection process after the particular loan is delinquent.

You can obtain information specific to a particular field by placing the cursor on the relevant field, and striking <F1> on the keyboard.

## 1.2 Audience

This manual is intended for the following User/User Roles:

| Role                                  | Function  |
|---------------------------------------|---|
| Back office clerk                     | Input functions for contracts                   |
| Back office managers/officers         | Authorization functions                         |
| Product Managers                      | Product definition and authorization            |
| End of Day operators                  | Processing during End of Day/ Beginning of Day. |
| Financial Controller/Product Managers | Generation of reports                           |

### 1.2.1 Organization

This manual is organized into the following chapters:

|                  |   |
|------------------|---|
| <b>Chapter 1</b> | <i>About this Manual</i> gives information on the intended audience. It also lists the various chapters covered in this User Manual |
| <b>Chapter 2</b> | <i>Collections - An Overview</i> is a snapshot of the features that the module provides.  |
| <b>Chapter 3</b> | <i>Collection Maintenance</i> explains at length how to maintain the details of the collection queue in Oracle FLEXCUBE.            |
| <b>Chapter 4</b> | <i>Product - Products</i> describes the procedure to define attributes specific to collections product in Oracle FLEXCUBE.          |
| <b>Chapter 5</b> | <i>Contract – Contract</i> describes the processing of collections module   |
| <b>Chapter 6</b> | <i>Batch Processing –</i> Different phases of batch processing is covered in this chapter   |
| <b>Chapter 7</b> | <i>Annexure - Accounting Entries and Advices</i> for collection module are listed here  |

**Chapter 8**

*Reports* – Reports provide a list of reports that can be generated in this module and also explains their contents.

**1.2.2 Related Documents**

You may need to refer to any or all of the User Manuals while working on the Collections (CN) module:














- CL
- Leasing
- Mortgage

**1.2.3 Conventions Used in this Manual**

Important information is preceded with the  symbol.

**1.2.4 Glossary of Icons**

This User Manual may refer to all or some of the following icons.

| Icons   | Function  |
|---|-----------|
|  | New       |
|  | Copy      |
|  | Save      |
|  | Delete    |
|  | Unlock    |
|  | Print     |
|  | Close     |
|  | Re-open   |
|  | Reverse   |
|  | Template  |
|  | Roll-over |
|  | Hold      |
|  | Authorize |

| Icons   | Function   |
|---|------------|
|  | Liquidate  |
|  | Exit       |
|  | Sign-off   |
|  | Help       |
|  | Add row    |
|  | Delete row |

*Refer the Procedures User Manual for further details about the icons.*

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## 2 Collections – An Overview

### 2.1 Introduction

Loans module is supported for operational procedures of a Loan. The collection module is used to support the later stage of a loan cycle related to records of collecting a defaulted loan. In normal scenario collections process can be done through the collection department within the bank or it can be outsourced to an external agent

Collection module in Oracle FLEXCUBE helps you to track the process of collecting by external agent or department in the bank itself. Depending upon success or failure factors of agent and customer credit rating existing agent can be replaced by another agent. You can pay the fee to the collection agent for enabling the payment by customer.

There are various stages or events in the entire collection process. Collections module can cater to the needs of the collection functionality once the asset becomes default. This module is integrated to other modules like Retail Lending, Leasing and Mortgage facilities provided by the bank.

#### 2.1.1 Processing Collections

The processing of collection module is briefed here in different stages.

During the batch processing of retail lending module, the defaulted loans are extracted and updated in a table. The details in this table are taken to CN/collections module and queue numbers are assigned.

While assigning queues an agent group or an agent is assigned to process the collection of the defaulted asset product with a collection reference number. In case of any issues you can manually assign agent later and generate the collection reference number.

The default action record is assigned at the interaction data for the newly created Collection references i.e. the action code that appears first in the Action –Result –Next Action mapping. New interaction for the records is displayed for which the next action date is due. The stage is updated after verifying the authorization.

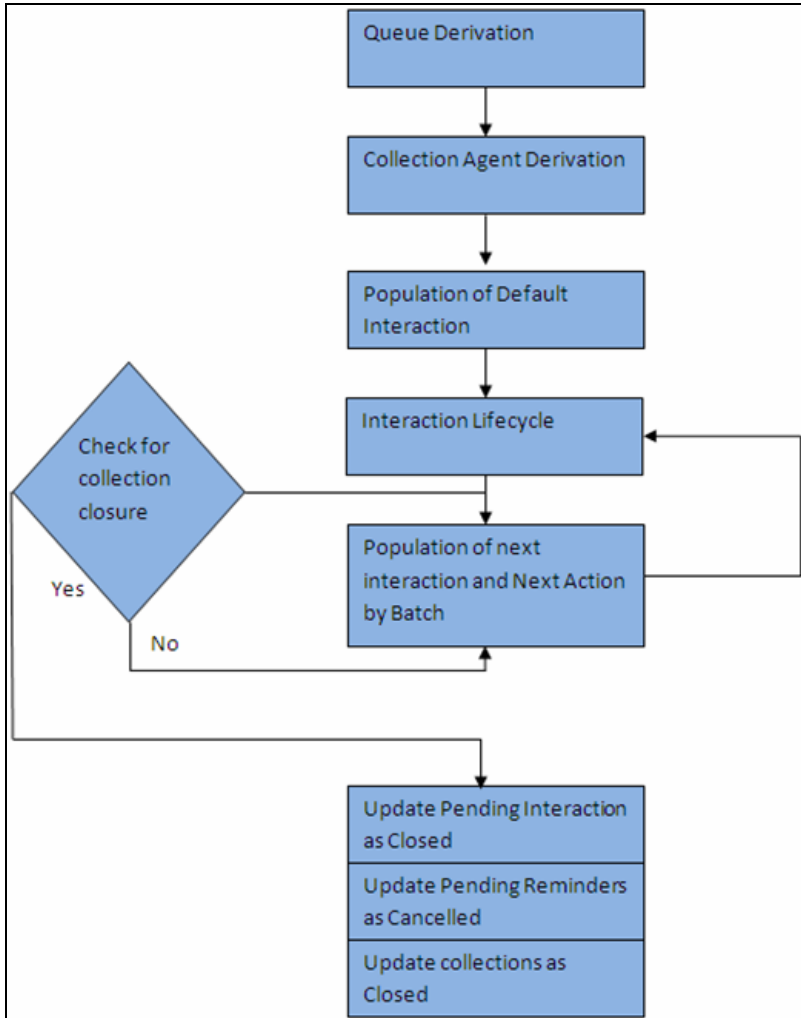
PTP (Promise to Pay) charge processing happens after verifying the dates have been honored or not. For broken promise, a charge is calculated on the basis amount.

System checks for collection closure and if it is not closed, Reminder messages are generated during the BOD or EOD batch run. CNMS event is fired in the Collection references wherever applicable. The corresponding batch function ID is CNDREMSG.

Closure of pending interaction and cancellation of pending reminders happens later and thus the collection interaction is marked as closed.

## 2.1.2 Collection Process flow Diagram

The entire process of collection is represented in the below flow chart.



The collection process are described more clearly in the rest of the chapters.



## 3 Maintenances and Operations

### 3.1 Introduction

Your bank may have certain maintenance to track the collection process. Few of the maintenances are done in the common maintenance of Oracle FLEXCUBE and some are exclusively for the collection module.

This chapter provides details on all specific maintenances required for tracking collection process.

#### 3.1.1 Maintaining Collection Action Codes

The collection agent has to perform certain actions as a part of collection process. Oracle FLEXCUBE identifies these actions as action codes. Following factory shipped action code is available in the system:

- REMINDERMSG - If a reminder message is to be sent to the customer, this action code can be used as the next action.

You can maintain additional actions performed by the agent in the 'Actions Codes' screen. These actions might require approval before the action can be executed in the interactions screen which can also be maintained here.

You can invoke this screen by typing 'CNDACTCD' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows the 'ACT\_COD' window. At the top, there are two input fields: 'Action Code \*' and 'Description \*'. To the right of these is a checkbox labeled 'Approval Required'. Below the input fields is a section titled 'Approvers Allowed' which contains a table with three columns: 'Serial Number', 'Approver Id', and 'Name'. The table is currently empty. At the bottom of the window, there is a 'Fields' section with labels for 'Maker', 'Checker', 'Date Time:', 'Mod No', 'Record Status', and 'Authorization Status'. An 'Exit' button is located in the bottom right corner.

You can maintain the action codes and the details of approver who approves that action here.

### **Action Code**

Specify the action code for the action you are maintaining. This code identifies a unique action in the system. You can devise a code consisting of a maximum of 20-alphanumeric characters as the action code.

### **Description**

Specify a description for the action code you are maintaining here. You can give a brief description in not more than 35 alphanumeric characters.

### **Approval Required**

Check this box to indicate that an approval is required to perform this action.

### **Approvers Allowed**

The list of valid approvers can be maintained here.

### **Approvers**

Select the approver from the list of approvers for the action code you are maintaining. System shows an error if you leave this field blank after selecting the approval required option.

The name of the approver gets displayed when you select the approver.

When you save the action code, system assigns serial incremental numbers in the order in which the approvers list appear in the multiple entry blocks.

Click add icon to add another approver to the action code being defined. To remove an approver from the list, click delete icon.



The user ids maintained here in the approver's list need to have access rights on the screens CNDCOLIN (Collection Interaction Screen) and CNDINTRQ (Interaction Approval Queue).

## **3.1.2 Viewing the Summary of Collection Action Codes**

You can view the summary of collection action in the 'Summary Action code' screen.

You can invoke this screen by typing 'CNSACTCD' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows a window titled 'Summary' with a search interface. At the top, there are four input fields: 'Authorization Status' (a dropdown menu), 'Record Status' (a dropdown menu), 'Action Code' (a text field with a search icon), and 'Description' (a text field with a search icon). Below these fields are 'Search' and 'Advanced' buttons. On the right side, there are 'Refresh' and 'Reset' buttons. A status bar below the search area shows '15' in a dropdown, navigation arrows, and '1 Of 1'. The main area contains a table with the following columns: a checkbox column, 'Authorization Status', 'Record Status', 'Action Code', 'Description', and 'Approval Required'. The table is currently empty. At the bottom right of the window is an 'Exit' button.

To view the summary of action codes, you can perform a search based on any of the following.

### **Authorisation Status**

Select the authorisation status of the action code as:

- Authorised
- Unauthorised

### **Action Code**

Select a valid action code from the list of action codes maintained.

### **Record Status**

Select the record status of the action code as:

- Open
- Closed

### **Description**

Select a valid description from the list of options available.

Click 'Search' button to view the records based on criteria you have selected. The following details of the record get displayed.

- Authorisation Status
- Record Status

- Action Code
- Description

### **3.1.3 Operations on Action Code Maintenance Record**

You can perform the following operations on action code maintenance record (if any function under the Actions Menu is disabled, it means that the function is not allowed for the record):

- Create and save a new record
- Authorize the record
- Query the details of a record
- Delete the record

*Refer to the manual on Common Procedures for details of these operations.*

### **3.1.4 Maintaining Collection Result Codes**

In Oracle FLEXCUBE, the collection results are maintained as collection result codes. All the standard result codes are available in the system. Following factory shipped action codes are available in the system.

- WAITING - This result code can be used in cases where the action does not yield a result immediately.
- PTP Policy – Promise to Pay Policy

You can maintain additional results in the 'Collection Interaction Result Set' screen. These result codes can be selected in the interaction screen during the action as per the result.

You can invoke this screen by typing 'CNDRESLT' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

| Fields  |  |            |  |                      |  |      |
|---------|--|------------|--|----------------------|--|------|
| Maker   |  | Date Time: |  | Mod No               |  |      |
| Checker |  | Date Time: |  | Record Status        |  | Exit |
|         |  |            |  | Authorization Status |  |      |

You can maintain the result codes and details here.

### **Result code**

Specify a result code for the action result you are maintaining. This code identifies a result uniquely in the system. You can devise a code consisting of a maximum of 20-alphanumeric characters.

### **Description**

Specify a description for the result code you are maintaining here. You can a brief description in not more than 35 alphanumeric characters.

## **3.1.5 Viewing the Summary of Collection Result Codes**

You can view the summary of collection result in the 'Summary Result code' screen.

You can invoke this screen by typing 'CNSRESLT' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows a software window titled "Summary". At the top, there are four search criteria: "Authorization Status" (a dropdown menu), "Record Status" (a dropdown menu), "Result Code" (a text input field with a search icon), and "Description" (a text input field with a search icon). Below these are "Search" and "Advanced" buttons, and "Refresh" and "Reset" buttons. A table below shows a single record with columns: "Authorization Status", "Record Status", "Result Code", and "Description". The table has a scrollbar on the right. At the bottom right is an "Exit" button.

To view the summary of result codes, you can perform a search based on any of the following.

#### **Authorisation Status**

Select the authorisation status of the result code as:

- Authorised
- Unauthorised

#### **Result Code**

Select a valid result code from the list of result codes maintained.

#### **Record Status**

Select the record status of the result code as:

- Open
- Closed

#### **Description**

Select a valid description from the list of options available.

Click 'Search' button to view the records based on criteria you have selected. The following details of the record get displayed.

- Authorisation Status
- Record Status

- Result Code
- Description

### **3.1.6 Operations on Result Code Maintenance Record**

You can perform the following operations on result code maintenance record (if any function under the Actions Menu is disabled, it means that the function is not allowed for the record):

- Amend the details of the record
- Authorize the record
- Copy the details of a record on to a new record
- Close the record
- Reopen the closed record
- Print the details of a record
- Delete the record

*Refer to the manual on Common Procedures for details of these operations.*

### **3.1.7 Maintaining Action Result and Next Action**

In Oracle FLEXCUBE you can maintain a next action for each possible action and its result. The action result and next action can be maintained in the 'Action-Result-Next Action Mapping' screen.

You can invoke this screen by typing 'CNDAXRSN' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

**Action-Result-Next Action Mapping**

Queue Id \*

**Action List**

| Serial Number | Action Code | Action Description |
|---------------|-------------|--------------------|
|               |             |                    |

**Action Results**

| Serial Number | Action Code | Result Code | Result Description |
|---------------|-------------|-------------|--------------------|
|               |             |             |                    |

**Possible Next Actions**

| Serial Number | Action Code | Result Code | Next Action Code | Next Action Description |
|---------------|-------------|-------------|------------------|-------------------------|
|               |             |             |                  |                         |

**Fields**

|         |            |                      |
|---------|------------|----------------------|
| Maker   | Date Time: | Mod No               |
| Checker | Date Time: | Record Status        |
|         |            | Authorization Status |

Exit

You maintain next action for the various results of a particular action here.

### Queue ID

Select a queue from the option list. The LOV displays all the queue ids maintained as collection queue in the 'Queue Maintenance' screen.

### Action ID

Select a valid action Id for the selected queue id from the option list. The description of the action id gets displayed along with this.

### Result code

Select a valid result code for the action you have selected for the queue. The description of the result id gets displayed.



### Next Action Description

Select a valid action for the selected combination of action and result. The description of the action gets displayed.

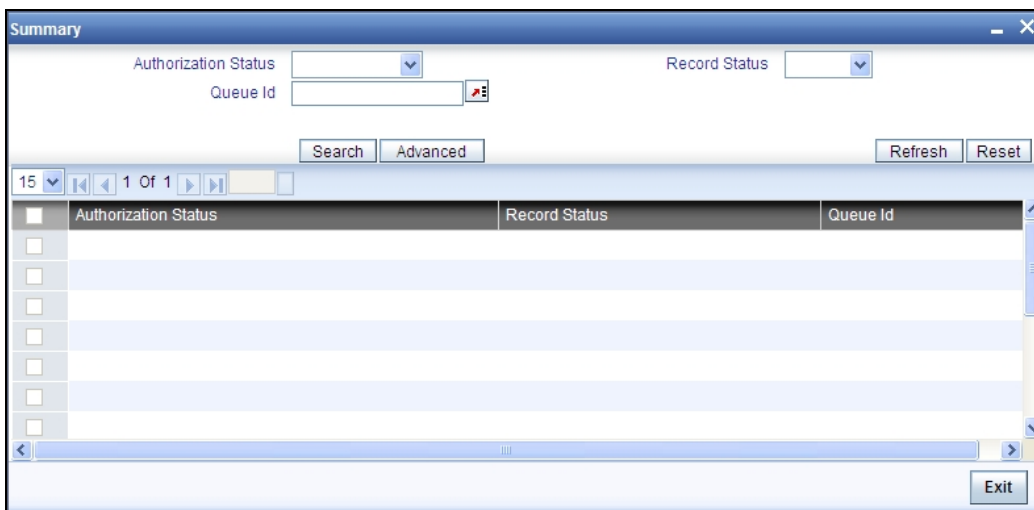
You can map multiple actions and results combination with multiple next action codes.

Select 'Add' from the Actions menu in the Application tool bar or click add icon to add another approver to the action code being defined. To remove a set of action result and next action from the list, Select 'Delete' from the Actions menu in the Application tool bar or click delete icon.

### 3.1.8 Viewing the Summary of Action-Result-Next Action

You can view the summary of action-result-next action in the 'Summary Action-Result-Next Action' screen.

You can invoke this screen by typing 'CNSAXRSN' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.



To view the summary of action-result-next action, you can perform a search based on any of the following.

#### Authorisation Status

Select the authorisation status of the result code as:

- Authorised
- Unauthorised

#### Record Status

Select the record status of the result code as:

- Open
- Closed

### **Queue ID**

Select a valid queue id from the list of options available.

Click 'Search' button to view the records based on criteria you have selected. The following details of the record get displayed.

- Authorisation Status
- Record Status
- Queue ID

### **3.1.9 Operations on Action-Result-Next Action Maintenance Record**

You can perform the following operations on action-result-next action maintenance record (if any function under the Actions Menu is disabled, it means that the function is not allowed for the record):

- Amend the details of the record
- Authorize the record
- Copy the details of a record on to a new record
- Close the record
- Reopen the closed record
- Print the details of a record
- Delete the record

*Refer to the manual on Common Procedures for details of these operations.*

### **3.1.10 Maintaining Delinquency Reason Codes**

You can maintain the reasons for a loan delinquency in the 'Delinquency Reasons' screen. The option list in the interaction screen lists the reasons you maintain here.

You can invoke this screen by typing 'CNDDLQRS' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

| Fields  |            |                      |
|---------|------------|----------------------|
| Maker   | Date Time: | Mod No               |
| Checker | Date Time: | Record Status        |
|         |            | Authorization Status |

You can maintain the delinquency reasons and details here.

### **Delinquency code**

Specify a delinquency code for the delinquency reason of a loan you are maintaining. This code identifies a delinquency reason uniquely in the system. You can devise a code consisting of a maximum of 20-alphanumeric characters

### **Description**

Specify a description for the delinquency code you are maintaining here. You can a brief description in not more than 35 alphanumeric characters.

## **3.1.11 Viewing the Summary of Delinquency Reason Codes**

You can view the summary of delinquency reason in the 'Summary delinquency reason code' screen.

You can invoke this screen by typing 'CNSDLQRS' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows a software window titled "Summary". At the top, there are four search criteria: "Authorization Status", "Record Status", "Delinquency Code", and "Description", each with a dropdown menu and a search icon. Below these are "Search" and "Advanced" buttons, and "Refresh" and "Reset" buttons. A table below has a header with four columns: "Authorization Status", "Record Status", "Delinquency Code", and "Description". The table body is empty. At the bottom right is an "Exit" button. A status bar at the bottom shows "15" and "1 Of 1".

To view the summary of delinquency reason codes, you can perform a search based on any of the following.

#### **Authorisation Status**

Select the authorisation status of the delinquency reason code as:

- Authorised
- Unauthorised

#### **Delinquency Code**

Select a valid delinquency code from the list of delinquency reason codes maintained.

#### **Record Status**

Select the record status of the delinquency reason code as:

- Open
- Closed

#### **Description**

Select a valid description from the list of options available.

Click 'Search' button to view the records based on criteria you have selected. The following details of the record get displayed.

- Authorisation Status
- Record Status

- Delinquency Code
- Description

### **3.1.12 Operations on Delinquency Reason Code Maintenance Record**

You can perform the following operations on delinquency reason maintenance record (if any function under the Actions Menu is disabled, it means that the function is not allowed for the record):

- Amend the details of the record
- Authorize the record
- Copy the details of a record on to a new record
- Close the record
- Reopen the closed record
- Print the details of a record
- Delete the record

*Refer to the manual on Common Procedures for details of these operations.*

### **3.1.13 Maintaining Collection States Code**

In Oracle FLEXCUBE you can classify different states or stages of a collection process. Each collection state can be a broader group of classification of the Asset's under the collection process. You can maintain these states in the 'Collection States' screen. For normal collection status, 'NORM' collection code is available in the system.

You can invoke this screen by typing 'CNDCLNST' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

| Fields  |            |                      |
|---------|------------|----------------------|
| Maker   | Date Time: | Mod No               |
| Checker | Date Time: | Record Status        |
|         |            | Authorization Status |

You can maintain the collection states and details here.

### **Collection State**

Specify a collection state code you want to maintain as a part of collection process here. This code identifies a collection status uniquely in the system. You can devise a code consisting of a maximum of 20-alphanumeric characters

### **Description**

Specify a description for the collection state you are maintaining here. You can a brief description in not more than 35 alphanumeric characters.

You can amend the description after authorization. During the EOD batch process, system changes the collection state as per the mapping maintenance for the collection state.

### **3.1.14 Viewing the Summary of Collection States Codes**

You can view the summary of collection states in the 'Summary collection state code' screen.

You can invoke this screen by typing 'CNSCLNST' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows a software window titled "Summary". At the top, there are four search criteria: "Authorization Status", "Record Status", "Collection State", and "Description". Each criterion has a dropdown menu and a search icon. Below these are "Search" and "Advanced" buttons, and "Refresh" and "Reset" buttons. A table below shows a single record with columns for "Authorization Status", "Record Status", "Collection State", and "Description". The table has a scroll bar on the right and a "15" dropdown on the left. An "Exit" button is at the bottom right.

To view the summary of collection states, you can perform a search based on any of the following.

### **Authorisation Status**

Select the authorisation status of the collection states as:

- Authorised
- Unauthorised

### **Collection State**

Select a valid collection state from the list of collection states maintained.

### **Record Status**

Select the record status of the collection state as:

- Open
- Closed

### **Description**

Select a valid description from the list of options available.

Click 'Search' button to view the records based on criteria you have selected. The following details of the record get displayed.

- Authorisation Status
- Record Status

- Collection state
- Description

### **3.1.15 Operations on Collection State Maintenance Record**

You can perform the following operations on collection state maintenance record (if any function under the Actions Menu is disabled, it means that the function is not allowed for the record):

- Amend the details of the record
- Authorize the record
- Copy the details of a record on to a new record
- Close the record
- Reopen the closed record
- Print the details of a record
- Delete the record

*Refer to the manual on Common Procedures for details of these operations.*

### **3.1.16 Maintaining Collection Agent Groups**

In Oracle FLEXCUBE, you can define Collection Groups based on the list of collection agents. You can maintain these groups in the 'Collection Agent Groups' screen.



Collection agents are maintained in the intermediary maintenance.



You can invoke this screen by typing 'CNDCAGRP' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows the 'Collection Agent Groups' application window. At the top, there are three input fields: 'Collection Agent Group \*', 'Description \*', and 'Collections Assigned'. Below these are two data grids. The left grid is titled 'Valid Queues' and has columns 'Queue Id' and 'Description'. The right grid is titled 'Collection Agents' and has columns 'Serial Number', 'Agent Id', and 'Description'. At the bottom, there is a 'Fields' section with labels for 'Maker', 'Checker', 'Date Time:', 'Mod No', 'Record Status', and 'Authorization Status'. An 'Exit' button is located in the bottom right corner.

You can maintain the collection group and map the valid queues to the group.

### **Collection Agent Group**

Specify a collection group code you are maintaining for a particular group of collection agents. This code identifies a collection agent group uniquely in the system. You can devise a code consisting of a maximum of 20-alphanumeric characters.

### **Description**

Specify a description for the collection group you are maintaining here. You can a brief description in not more than 35 alphanumeric characters.

During the EOD batch process total number of collections assigned to this particular group gets displayed.

### **Valid Queues**

You can link valid collection Queues to the Collection Agent group you are maintaining here.

### **Queue ID**

Select a valid collection queue from the list of options available. The LOV consists of all the selected collection queues maintained in the 'Queue Maintenance' screen. The queue description gets displayed.

A particular Collection queue can be linked only to one collection agent group, where as a collection agent group can be linked to multiple queues.

Click add icon to add another approver to the action code being defined. To remove an approver from the list, click delete icon.

### **Collection Agents**

You can add collection agents to the collection group you maintaining here.

#### **Agent ID**

Select the agent id of the collection agent to be added to this collection group. The LOV lists all the agents maintained in the 'Collection Agent Assignment' screen

The description of the selected collection agent id gets displayed.

#### **Percentage**

Specify the percentage of the total collections assigned to the group that are allocated to the collection agent selected.

The number of collections assigned to this collection agent gets displayed.

Click add icon to add another approver to the action code being defined. To remove an approver from the list, click delete icon.

When you save the collection group, system assigns serial incremental numbers in the order in which the collection agents list appear in the multiple entry blocks.

### **3.1.16.1 Allocating Collection Agent within the Group**

During the batch process, the Collection Queue is arrived based on the rules maintained for the Asset product. The associated Collection agent group is determined from the list of Queues maintained here.

The loan account will be allocated to the appropriate collection agent as per the percentage allocation within the group.

Collection agent for the new loan = collection agent with the maximum (Allotted percentage – Used percentage)

### **3.1.17 Viewing the Summary of Collection Agent Group**

You can view the summary of agent group in the 'Summary collection Agent Group' screen.

You can invoke this screen by typing 'CNSCAGRP' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows a software window titled "Summary". At the top, there are four search filters: "Authorization Status" (a dropdown menu), "Record Status" (a dropdown menu), "Collection Agent Group" (a text input field with a search icon), and "Description" (a text input field with a search icon). Below these filters are "Search" and "Advanced" buttons, and "Refresh" and "Reset" buttons. A navigation bar shows "15" in a dropdown, "1 Of 1" in the center, and navigation arrows. Below the navigation bar is a table with four columns: "Authorization Status", "Record Status", "Collection Agent Group", and "Description". The table has several empty rows. At the bottom right of the window is an "Exit" button.

To view the summary of agent group codes, you can perform a search based on any of the following.

#### **Authorisation Status**

Select the authorisation status of the agent group code as:

- Authorised
- Unauthorised

#### **Collection Agent Group**

Select a valid agent group from the list of agent group maintained.

#### **Record Status**

Select the record status of the agent group as:

- Open
- Closed

#### **Description**

Select a valid description from the list of options available.

Click 'Search' button to view the records based on criteria you have selected. The following details of the record get displayed.

- Authorisation Status
- Record Status

- Collection Agent Group
- Description

### 3.1.18 Operations on Agent Group Maintenance Record

You can perform the following operations on agent group code maintenance record (if any function under the Actions Menu is disabled, it means that the function is not allowed for the record):

- Amend the details of the record
- Authorize the record
- Copy the details of a record on to a new record
- Close the record
- Reopen the closed record
- Print the details of a record
- Delete the record

*Refer to the manual on Common Procedures for details of these operations.*

### 3.1.19 Maintaining PTP Policy

Sometimes during the customer agent interaction, the customer promise to pay the amount due to the bank by a certain date. You can maintain the guidelines for the PTP (Promise to Pay) policy for every Collection Agent Group in the system.

You can invoke this screen by typing 'CNDPTPPO' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows a software window titled "Promise To Pay Policy". The window contains the following elements:

- Collection Agent Group \***: A text input field.
- Amount Restriction**: A section header followed by two input fields:
  - Minimum Percentage of Outstanding
  - Maximum Percentage of Outstanding
- Days Restriction**: A section header followed by three input fields:
  - Minimum Promise to Pay Days
  - Maximum Promise to Pay Days
  - Minimum Days between Dates
- Bottom Panel**: A grid of fields for user and system information:
  - Maker
  - Checker
  - Date Time:
  - Date Time:
  - Mod No
  - Record Status
  - Authorization Status
  - An **Exit** button.

You can maintain the PTP policy details here for a Collection Agent Group.

### **Collection Agent group**

Specify the collection agent group code for whom you want to maintain the PTP details here.

### **Amount Restriction**

You can maintain the amount details for PTP policy for this collection agent group. If the percentage maintained here is violated; an override message gets displayed.

### **Minimum Percentage of Outstanding**

Specify the minimum percentage of the outstanding amount the customer has to pay. Each PTP amount promised by the customer should not be less than this percentage of the total outstanding.

### **Maximum percentage of Outstanding**

Specify the maximum percentage of the outstanding amount the customer has to pay. Each PTP amount promised by the customer should not be more than this percentage of the total outstanding.

If the percentage maintained here is violated; an override message gets displayed.

### **Days Restriction**

You can maintain the restriction days for PTP policy for this collection agent group. If the days maintained here are violated; an override message gets displayed.

### **Minimum Promise to Pay Days**

Specify the minimum days elapsed between the action date and the first PTP date.

### **Maximum Promise to Pay days**

Specify the maximum days from the action date beyond which a PTP should not be accepted from the customer.

### **Minimum days between dates**

Specify the minimum number of days between multiple PTP dates provided by the customer.

*Refer the heading 'Recording Customer Interactions' under the chapter 'Collection Contract Online' for more details on PTP policy.*

## **3.1.20 Viewing the Summary of PTP Policy**

You can view the summary of PTP policy in the 'Summary PTP Policy' screen.

You can invoke this screen by typing 'CNSPTPPO' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows a window titled "Summary" with a search interface. At the top, there are several filter fields: "Authorization Status" (dropdown), "Record Status" (dropdown), "Collection Agent Group" (text input), "Minimum Percentage of Outstanding" (text input), "Minimum Promise to Pay Days" (text input), and "Maximum Promise to Pay Days" (text input). Below these are "Search" and "Advanced" buttons, and "Refresh" and "Reset" buttons. A table below shows a single row of data with columns: "Authorization Status", "Record Status", "Collection Agent Group", "Minimum Percentage of Outstanding", and "Minimum Promise to Pay Days". The table has a scrollbar on the right and a "15" dropdown on the left. An "Exit" button is at the bottom right.

To view the summary of PTP, you can perform a search based on any of the following.

### **Authorisation Status**

Select the authorisation status of the agent group code as:

- Authorised
- Unauthorised

### **Collection Agent Group**

Select a valid agent group from the list of agent group maintained.

### **Record Status**

Select the record status of the agent group as:

- Open
- Closed

### **Minimum Promise to Pay Days**

Select a minimum PTP days from the list of options.

### **Minimum Percentage of Outstanding**

Select a minimum percentage of outstanding amounts.

### **Maximum Promise to Pay Days**

Select a maximum PTP days from the list of options.

Click 'Search' button to view the records based on criteria you have selected. The following details of the record get displayed.

- Authorisation Status
- Record Status
- Collection Agent Group
- Minimum Percentage of Outstanding
- Maximum Promise to Pay Days
- Minimum Promise to Pay Days

### **3.1.21 Operations on PTP Policy**

You can perform the following operations on PTP policy record (if any function under the Actions Menu is disabled, it means that the function is not allowed for the record):

- Create and save the record
- Authorize the record
- Delete the record
- Query the details of the record

*Refer to the manual on Common Procedures for details of these operations.*

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## 4 Product Maintenances and Product

### 4.1 Introduction

Like any other module in Oracle FLEXCUBE collection module also got some collection products which can be mapped to the contracts. Collection Product can be mapped to the asset products and if any default happens during the payment, this product can be used for mapping to agent group.

For any product you create in Oracle FLEXCUBE, you can define generic attributes. For a CN product, in addition to these generic attributes, you can specifically define other attributes. These attributes are discussed in detail in this chapter.

*For further information on the generic attributes that you can define for a product, please refer the following Oracle FLEXCUBE User Manuals:*

- Products
- Interest
- User Defined Fields
- Settlements

In Oracle FLEXCUBE, you can maintain following details for a collections product:

- Broken Promise Fee Rule
- Accounting Roles
- Definition of Events
- Accounting entries for the event – BFEE (Broken promise Penalty Charge)
- Mapping Collection product with asset product

#### 4.1.1 Maintaining Collection Products

You can maintain the product details in the 'Product Maintenance for Collection' screen.



You can invoke this screen by typing 'CNDPRMNT' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows a software window titled "Collections Product". It contains several input fields for data entry: "Product Code \*", "Product Description \*", "Start Date", "End Date", "Slogan", and "Remarks". Below these fields is a menu bar with tabs for "Accounting Roles", "Events", "Preferences", "Charges", and "MIS". At the bottom of the window, there is a status area with labels for "Maker", "Checker", "Date Time:", "Mod No", "Record Status", and "Authorization Status". An "Exit" button is positioned in the bottom right corner of the status area.

You can maintain the basic information relating to collection product here.

### **Product Code**

Specify a product code for the product you are maintaining.

### **Product Description**

Specify a product description for the product you are maintaining.

### **Start Date**

Specify the date from which this product should be open for contracts to be created under it.

### **End Date**

Specify the date until which contracts should be created using this particular product.

### **Slogan**

Specify the details that should appear in the report or an advice generated with regard to this product.

### **Remarks**

Specify any remarks or comments regarding the product here.

### 4.1.1.1 Preferences Tab

'Preferences' are the attributes or terms related to core processing that you define for a product. By default, any action involving a product inherits all the attributes defined for the product. However, some attributes (preferences) that are defined during the product creation can be changed during the processing of individual collection contracts involving the product.

Click 'Preferences' button to invoke the Collections Product Preferences screen. Through this screen you can define the following Preferences for a product:

| Mod Id | Description | Product Code | Description |
|--------|-------------|--------------|-------------|
|        |             |              |             |

The product code you specified for the product in the product definition screen gets displayed at the top of the screen. You can provide the other attributes here:

#### **Allow Manual Collection Agent Assignment**

Select this box if the manual assignment of Collection Agents for the collections under this product has to be enabled.

#### **Allow Manual Queue Assignment**

Select this box if the manual assignment of Queues for the underlying collections has to be enabled.



Manual Collection Agent and Queue assignment are not applicable when an exception is being processed from the 'Queue Assignment Pending Queue' screen. (CNDASGNQ)

#### **Auto Closure**

Select this box if the automatic closure of the collections should be enabled when the loan status comes to normal without any overdue.

## **Module Product Mapping**

You can map asset products with the collections product here.

### **Mod Id**

Select the asset module code to which you want to link the collections product. The description of the selected module code also gets displayed.

### **Product Code**

Select the asset product code to which you want to link the collections product. The description of the selected product code also gets displayed.

### **4.1.1.2 Accounting Roles Tab**

*For further details on accounting role, refer to heading 'Setting up Accounting Details for a Product' in the Product Module.*

### **4.1.1.3 Events Tab**

A contract goes through different stages in its life cycle. In Oracle FLEXCUBE, the different stages a contract passes through in its life cycle are referred to as 'Events'.

At an event, typically, you would want to post the accounting entries to the appropriate account heads and generate the required advices. While setting up a product, you can define the accounting entries that have to be posted and the advices that have to be generated at the various events in the life cycle of loans involving the product.

Therefore, for the required events you have to specify the Accounting entries, Charges, Policies and Advices. To do this, click 'Events' tab in the 'Product Maintenance' screen – the following screen is displayed.

*For further details on events, refer to heading 'Specifying Event Details' in the Product Module.*

### **4.1.1.4 Charges Tab**

*You can refer the module 'Charges and Fees' module also for a complete reference on Charges details.*

### **4.1.1.5 MIS Tab**

*For further details on MIS, refer to the heading 'Capturing MIS Details' for a Product in the Product Module. You can refer the module 'Management Information System' module also for a complete reference on MIS details.*

## **4.1.2 Viewing the Summary of Collection Products**

You can view the summary of collection products in the 'Summary Collection Product Codes' screen.

You can invoke this screen by typing 'CNSPRMNT' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows a software window titled "Summary". At the top, there are two columns of search filters. The left column includes "Authorization Status" (a dropdown menu), "Product Code" (a text input field with a search icon), and "Start Date" (a date picker icon). The right column includes "Record Status" (a dropdown menu), "Product Description" (a text input field with a search icon), and "End Date" (a date picker icon). Below these filters are buttons for "Search", "Advanced", "Refresh", and "Reset". Underneath the buttons is a pagination bar showing "15" records per page and "1 Of 1" total records. The main area of the window is a table with the following columns: "Authorization Status", "Record Status", "Product Code", "Product Description", "Start Date", and "End Date". The table currently contains no data rows. At the bottom right of the window is an "Exit" button.

To view the summary of collection product codes, you can perform a search based on any of the following

#### **Authorisation Status**

Select the authorisation status of the collection product as:

- Authorised
- Unauthorised

#### **Record Status**

Select the record status of the collection product as:

- Open
- Closed

#### **Product Code**

Select a valid product code from the options available.

#### **Product Description**

Select a valid product code description from the options available.

#### **Start Date**

Select a valid start date of the product code from the calendar option from available

## End Date

Select a valid end date of the product code from the calendar option from available

Click 'Search' button to view the records based on criteria you have selected. The following details of the record get displayed.

- Authorisation Status
- Record Status
- Product Code
- Product Description
- Start Date
- End Date

### 4.1.3 Mapping of Collection State to a Product

You can assign a new state for a collection product after validating the combination of previous state and the action- result. The mapping of a collection state for a product is done for branch, product and source code combination. During the batch process the state change becomes effective.

You can invoke this screen by typing 'CNDSTMAP' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

| Serial Number            | Previous State | Action | Result | New State |
|--------------------------|----------------|--------|--------|-----------|
| <input type="checkbox"/> |                |        |        |           |

You can assign new state for the branch, product and source code combination here.

**Branch**

Specify the branch code for which the state mapping should be done. You can also specify 'ALL' if it applies to all branches of your bank.

**Product**

Specify the product code for which the state mapping should be done. You can also specify 'ALL' if it applies to all collection products.

**Source Code**

Specify a source code to maintain the state mapping if there is no product involved.

You can assign the new state here:

**Previous State**

Specify a valid state code maintained in the system.

**Action**

Select a valid action code from the option list provided.

**Result**

Select a valid result from the option list provided.

**New state**

Specify the new state of the collection product here.

You can map new state to multiple previous state of collection product.

Click add icon to add another approver to the action code being defined. To remove a particular status from the list, click delete icon.

**4.1.4 Viewing the Summary of Collection State to a Product**

You can view the summary of collection state mapping to product in the 'Summary of Collection State Mapping' screen.

You can invoke this screen by typing 'CNSSTMAP' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows a window titled 'Summary' with a search interface. At the top, there are four search criteria: 'Authorization Status' (a dropdown menu), 'Record Status' (a dropdown menu), 'Branch' (a text input with a search icon), and 'Source Code' (a text input with a search icon). Below these are 'Product' (a text input with a search icon), 'Search' and 'Advanced' buttons, and 'Refresh' and 'Reset' buttons. A table below shows a single record with columns for 'Authorization Status', 'Record Status', 'Branch', 'Source Code', and 'Product'. The table has a header row and one data row. A scroll bar is visible on the right side of the table. At the bottom right of the window is an 'Exit' button.

To view the summary of collection state mapping to a product, you can perform a search based on any of the following

### **Authorisation Status**

Select the authorisation status of the collection state mapping as:

- Authorised
- Unauthorised

### **Record Status**

Select the record status of the collection state mapping as:

- Open
- Closed

### **Branch**

Select a valid branch for querying the collection state mapping

### **Source Code**

Select a valid source for querying the collection state mapping

### **Product**

Select a valid product code from the options available.

## Product Description

Select a valid product code description from the options available.

Click 'Search' button to view the records based on criteria you have selected. The following details of the record get displayed.

- Authorisation Status
- Record Status
- Branch
- Source Code
- Product

### 4.1.5 Collection Queue Derivation

You can provide the logic for the system to assign a particular queue to a collection reference number in the 'Queue Derivation Rule' screen.

You can invoke this screen by typing 'CNDQRULE' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows the 'Queue Derivation Rule' application window. At the top, there are three input fields: 'Source Code \*', 'Module \*', and 'Product \*'. Below these is a 'Rule' section containing a table with the following columns: 'Rule Sequence', 'Condition', 'Rule', and 'Queue Name'. The table has one row with a 'Rule' button in the 'Rule' column. At the bottom of the window, there is a 'Fields' section with labels for 'Maker', 'Checker', 'Date Time:', 'Mod No', 'Record Status', and 'Authorization Status', along with an 'Exit' button.

You can provide the following details here.

#### Source Code

Specify a source code for which the queue derivation logic has to be maintained. FLEXCUBE is applicable if you are selecting CL, LE or MO modules. You can provide external source for all other cases.



## Module

Specify the module for which the Queue derivation logic has to be maintained from the following list if the source code is FLEXCUBE:

- CL
- LE
- MO

## Product

Specify a product code for which the queue derivation logic has to be maintained. The products of the selected module appear in the list of values.

## Rule

Rule Sequence number is assigned by the system in order of the in the multiple entry block. The rules will be executed in ascending order of the rule sequence to arrive at the queue applicable.

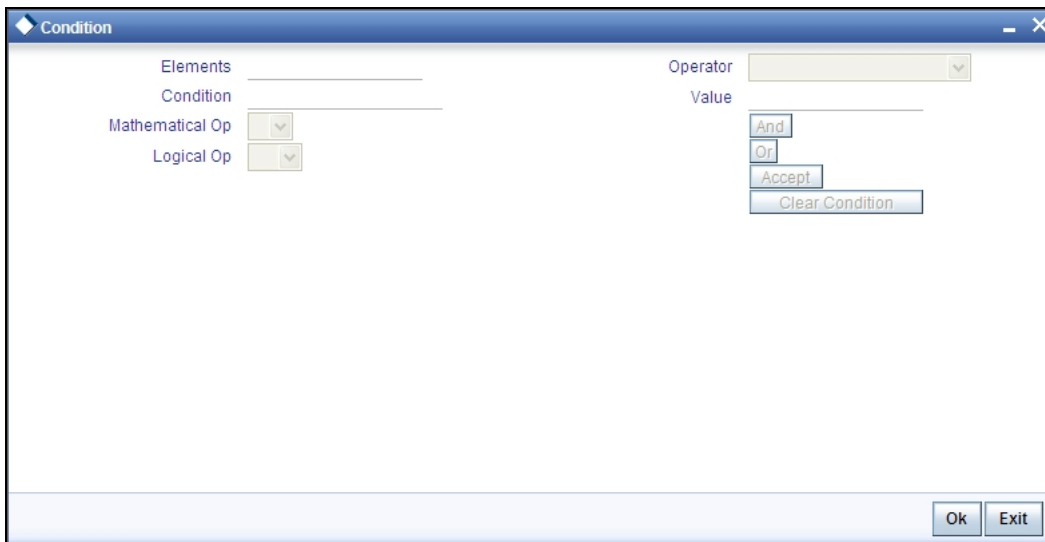
## Condition

Specify the condition using the condition screen provided for this field, which is validated during save

## Queue Name

Enter the queue name for which this rule is maintained.

Click 'Rule' button to provide condition details for queue derivation in the 'Condition' screen.



You can provide the condition details here.

## Elements

Select a valid system data element which can be used in the condition to form a criterion.

## Condition

Specify the condition which can be used in the condition to form a criterion.

You can select the mathematical, logical options along with operators.

## Value

Specify the value which can be used in the condition to form a criterion

Click 'Accept' to select the criterion specified here, which will be assigned for queue derivation.

### 4.1.6 Viewing the Summary of Collection Queue Derivation

You can view the summary of collection queue derivation in the 'Summary of Collection Queue Derivation' screen.

You can invoke this screen by typing 'CNSQRULE' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows a window titled 'Summary' with a search interface. At the top, there are dropdown menus for 'Authorization Status' and 'Record Status', and text input fields for 'Product', 'Module', and 'Source Code'. Below these are 'Search' and 'Advanced' buttons, and 'Refresh' and 'Reset' buttons. A table below shows search results with columns: 'Authorization Status', 'Record Status', 'Product', 'Source Code', and 'Module'. The table is currently empty. At the bottom right, there is an 'Exit' button.

To view the summary of collection queue derivation rule, you can perform a search based on any of the following

#### Authorisation Status

Select the authorisation status of the queue derivation rule as:

- Authorised

- Unauthorised

### **Record Status**

Select the record status of the queue derivation rule as:

- Open
- Closed

### **Source Code**

Select a valid source for querying the queue derivation rule

### **Product**

Select a valid product code from the options available.

### **Module**

Select a valid module from the options available.

Click 'Search' button to view the records based on criteria you have selected. The following details of the record get displayed.

- Authorisation Status
- Record Status
- Module
- Source Code
- Product

## **4.1.7 Assigning Exceptional Queues**

During batch process system assigns the new collection references as per the queue derivation rule you have defined.

There can be exceptional cases during this process due to which the queue could not be assigned and in such cases, the Queue, Collection Agent Group and Collection Agent gets displayed as “##”. And in some cases, the new Queue derived based on the parameters differ from the currently assigned queues. Hence system doesn't change the collection queue automatically you need to change the queue and the collection agent.

You can manually assign or change the queue after batch process using the 'Queue Assignment Exception' screen.

You can invoke this screen by typing 'CNDASGNQ' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows the 'Queue Assignment Pending Queue' application window. It features a 'Query' section with input fields for Branch, Batch Processing Date, Collections Product, Asset Product, Asset Reference, and Collection Reference. There are checkboxes for 'List Exceptions only' and 'List Queue Changes Only', and a 'Query' button. Below is a 'Header' section with 'Bulk Reference \*' and 'Comments' fields. A 'Process Exceptions' table is visible with columns: Asset Reference, Collection Reference, Queue Assigned, Collection Agent Group Assigned, Collection Agent Assigned, and Exception Code. At the bottom, there are buttons for 'Assign New Queues' and 'Reject New Queues', and a footer with 'Maker Id', 'Checker Id', 'Authorization Status', 'Date Time', and an 'Exit' button.

You can perform query in this screen for the records for assigning new queue or rejecting.

### **Branch Code**

Specify the branch code to perform query based on this.

### **Batch Processing Date**

Specify the batch processing date to perform query based on this.

### **Collection Product**

Specify the collection product to perform query based on this.

### **List Exceptions only**

Select a specific exception case from the option available to perform query based on this.

### **Asset Product**

Specify the asset product code to perform query based on this.

### **List Queue Changes only**

Select the specific queue changes perform query based on this.

### **Asset Reference**

Specify the asset reference code to perform query based on this.

### **Collection Reference**

Specify the collection reference code to perform query based on this.

### **Process Exceptions**

The query details get displayed in the multiple entry boxes in 'Process Exception' section. .

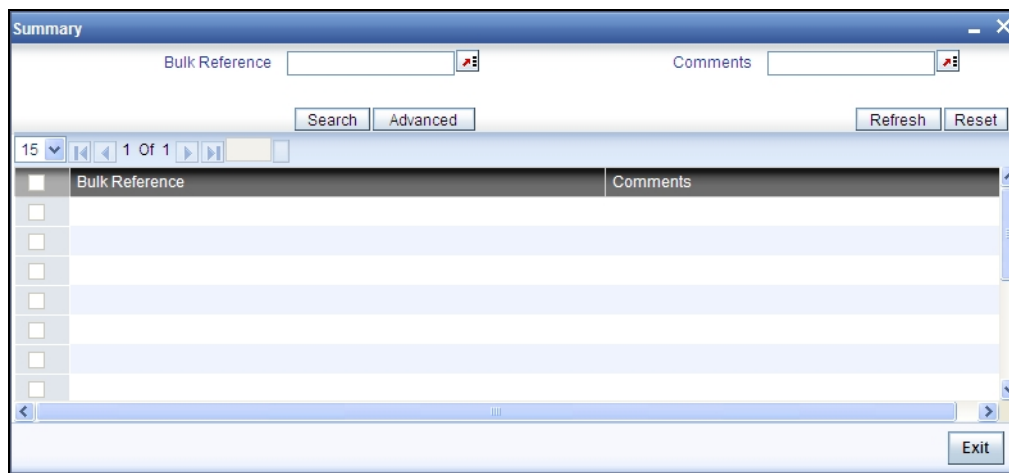
After the required records have been queried, the same can be assigned or rejected upon using the two buttons "Assign New Queues" (which will accept the new queue suggested by the batch) or "Reject New Queues" (which will ignore this queue assignment suggested by the batch)

System generates Bulk Reference number during save to store the audit log

## **4.1.8 Viewing the Summary of Collection Queue Assignment Exception**

You can view the summary of collection queue assignment exception in the 'Summary of Collection Queue Assignment Pending' screen.

You can invoke this screen by typing 'CNSASGNQ' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.



To view the summary of collection queue assignment exception, you can perform a search based on any of the following

### **Bulk Reference**

Select the bulk reference number from the list of values available here.

## Comments

Select a valid comment from the list of values available here.

Click 'Search' button to view the records based on criteria you have selected. The following details of the record get displayed.

- Bulk Reference
- Comments

### 4.1.9 **Operations on Queue Assignment Exception Record**

You can perform the following operations on action-result-next action maintenance record (if any function under the Actions Menu is disabled, it means that the function is not allowed for the record):

- Create and save a new record
- Authorize the record
- Query the details of a record
- Delete the record

*Refer to the manual on Common Procedures for details of these operations.*

## 5 Collection Contract Online


### 5.1 Introduction

During batch processing in Collections Module, the corresponding queue ids are assigned to the asset contracts and the collection reference number gets generated. In case of any error during the batch process and if the queue and collections agents are not mapped, you can manually assign it. The collection reference number for these exceptional queues can be created in the 'Collections Online' screen.

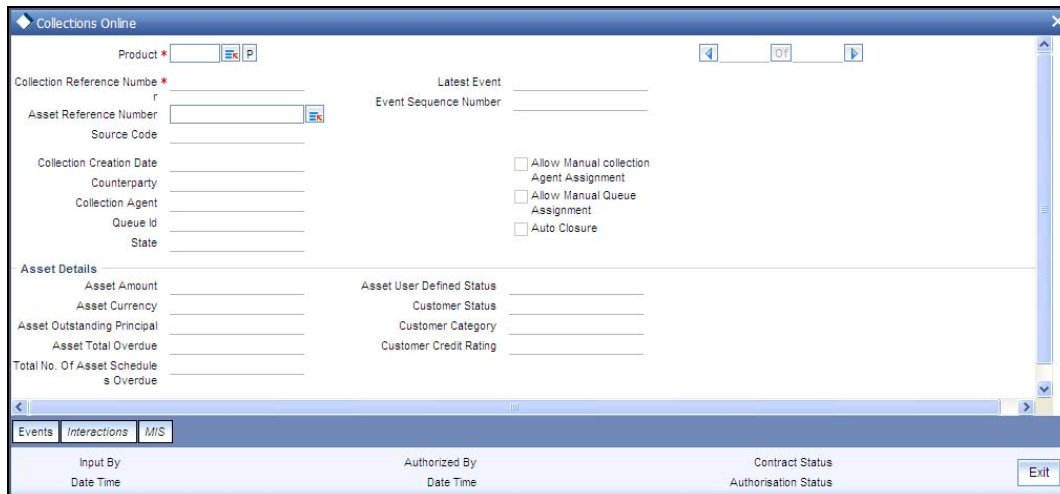
#### 5.1.1 Capturing Collection Reference

The features of Collections online screen are given below:

- You can create a new Collection Reference Number.
- Amend the parameters “Allow Manual collection Agent assignment”, and “Allow Manual Queue Assignment” and “Auto Closure”
- Close a Collection Record. Fire CLOS (click of Close button) event against the collection reference.

 Batch program takes care in automatically closing the collection record if no due for assets and auto closure is checked.

You can invoke this screen by typing 'CNDONONL' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.



Collection reference number is generated by the system.

## **Product**

Select a valid collection product for which you want to generate a collection reference number.

## **Asset Reference Number**

Specify the CL account number for which you need to map to collections.

In new mode, after supplying the Asset reference number and the product, click 'P' button to update the details of the selected combination.

The following details get displayed.

- Collection Reference Number
- Latest Event
- Event Sequence Number
- Source Code
- Collection Creation Date
- Counterparty
- Collection Agent
- Queue ID
- State

## **Allow Manual Collection Agent Assignment**

Check this box to indicate that assigning collection agent manually is allowed.

## **Allow Manual Queue Assignment**

Check this box to indicate that assigning collection queue manually is allowed.

## **Auto closure**

Check this box to indicate that automatic closing of the collection product is allowed.

There will be '##' symbols against the queue and collections agents when a collection is created manually. You can manually assign it through the screen CNDCNQCH (Manual Queue change.) and subsequently the Collection agent assignment using the screen CNDCAASG (Collection Agent Assignment).

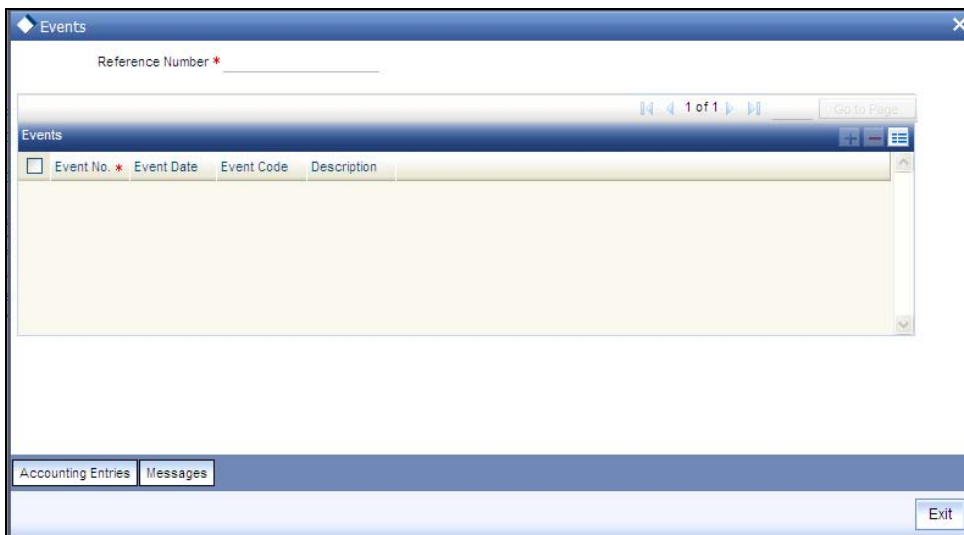
## **Asset Details**

The following asset details also get displayed:



- Asset Amount
- Asset User Defined Status
- Asset Currency
- Customer Status
- Asset Outstanding Principal
- Customer Category
- Asset Total Overdue
- Customer Credit Rating
- Asset No. of Schedules Overdue

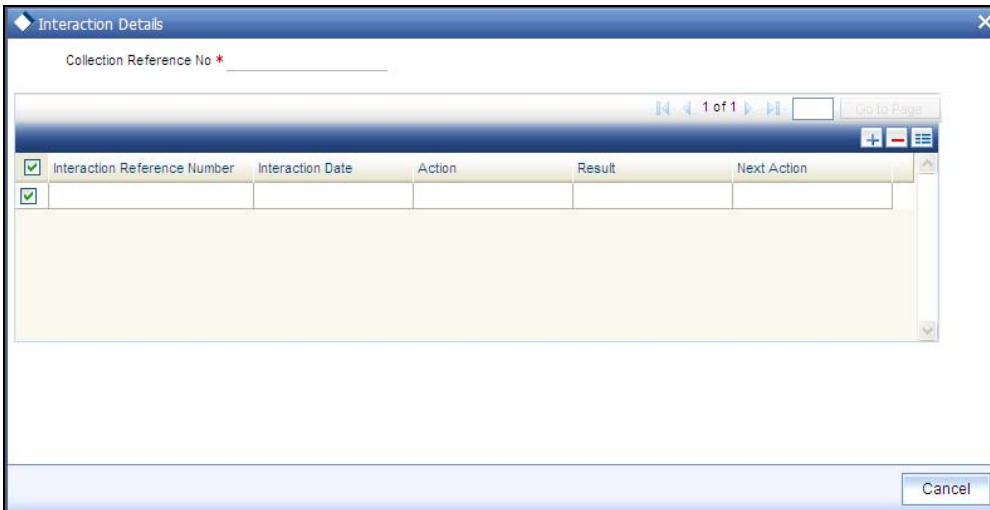
Click 'Events' button to view the events that got fired on this collection reference number.



The following events detail gets displayed:

- Event Number
- Event Date
- Event Code
- Description

Click 'Interactions' button to view the interactions that happened for this Collection reference number.



The following interaction details are displayed here:

- Interaction Sequence Number
- Interaction Date
- Action
- Result
- Next Action

### 5.1.2 **Recording Customer Interactions**

While booking a new interaction (Event CNIB/CNEX) for a collection reference number a new interaction Sequence number is generated. You can record the customer interactions during collection process by the agent in the 'Collection Interactions' screen.

In case of external collection agency, you can upload the recordings from ASCII file for bulk uploads or through the Gateway for single upload. Interaction for each loan is recorded separately. While saving the interaction execution, system validates the result code and next action code based on the Action-Result-Next Action Mapping.

You can invoke this screen by typing 'CNDCOLIN' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

You can record the interactions between the customer and the collection agent here. The interaction sequence number is generated by the system.

### Collection Reference

Specify the collection reference number of the collection process for which you are recoding the details

The following details get displayed:

- Collection Agency gets displayed as per the name of the agent.
- Customer gets displayed as the counterparty of the underlying Asset
- Customer Name gets displayed as per the customer name mapped in the system.
- Processing Stage gets displayed as per the current status of the collection process.
- Record Origin gets displayed as per the origination of the interaction created in system.
- Source Code gets displayed as per the origination of interaction.
- External Reference Number gets displayed if the interaction is uploaded from an external source.
- Record Date displays the date on which the interaction is created in the system.
- In case of any further actions performed on a recorded interaction, the latest interaction sub sequence number gets generated and displayed.

In the case where the Action code does not require an approval, upon save itself system will accept the result code/date and next action code/date. If all the data are supplied CNEX Event will be fired directly and CNIB will not be fired. If Result is "WAITING", CNIB will be fired and Execution needs to be carried out using button 'Liquidate'. On supply of result and next action codes, Execution event CNEX will be carried out.

After the event CNIB is fired processing stage is updated as 'Initiated', if the action code entered by the user requires an approval. In this case the result code, result date, next action and next action date are not accepted by the system while saving the interaction. After the authorisation, Approval (CNAP) event is fired provided you have the approval rights. Bulk Approval is also possible from the screen CNDINAPQ. Authorized records are available for execution. The processing stage after authorization is "Approved"/"Rejected". In case of the approved records, click 'Liquidate' and if all the data is supplied execution is fired and the Processing stage gets changed to 'Executed'.

During amend the interaction subsequence number get incremented by one. During authorisation, if the next action is 'REMINDERMSG' and the next action date is current date the CNMS event gets fired.

### 5.1.2.1 Asset Details Tab

Click 'Asset Details' Tab to view the asset details.

The screenshot shows a software window titled "Collection Interactions" with a standard Windows-style title bar (minimize, maximize, close buttons). The window is divided into several sections:

- Top Section:** Contains two columns of input fields. The left column includes "Collection Reference \*", "Collection Agent", "Customer", "External Reference", "Processing Stage" (with a dropdown menu showing "Initiated"), and "Source Code". The right column includes "Interaction Sequence Number \*", "Agency Name", "Customer Name", "Record Origin" (with a dropdown menu showing "Manual"), "Record Date", and "Interaction Sub Sequence number".
- Navigation Bar:** A horizontal bar with three tabs: "Asset", "Interaction Details", and "Promise to Pay". The "Asset" tab is currently selected and highlighted.
- Asset Details Section:** Contains two columns of input fields. The left column includes "Asset Branch", "Asset Currency", "Asset Outstanding Principal", and "Asset Total Overdue". The right column includes "Asset Reference", "Asset Amount", "Asset User Defined Status", and "Total No of Asset Schedules Overdue".
- Bottom Section:** Contains four input fields: "Maker", "DateTime", "Contract Status", and "Authorization Status".
- Exit Button:** A button labeled "Exit" is located in the bottom right corner of the window.

The following asset specific details are displayed here:

- Asset Branch – Branch of the asset product gets displayed
- Asset Reference Number - Asset Reference Number gets displayed
- Asset Amount – Total asset amount gets displayed
- Asset Ccy – Asset currency gets displayed

- Asset Outstanding Principal - Principal Outstanding Amount as on date gets displayed
- Asset User Defined Status - User Defined Status for the Asset Reference gets displayed
- Asset Total Overdue - Total Overdue Amount as on Date gets displayed
- Asset No Of Schedules Overdue - Total No of Schedules Overdue gets displayed.

### 5.1.2.2 Interaction Details Tab

Click 'Interaction Details' Tab to view the interaction details.

The screenshot shows a software window titled "Collection Interactions". It has a tabbed interface with three tabs: "Asset", "Interaction Details" (which is selected), and "Promise to Pay".

**Collection Reference \* Section:**

- Collection Reference \*
- Collection Agent
- Customer
- External Reference
- Processing Stage (Dropdown menu with "Initiated" selected)
- Source Code

**Interaction Sequence Number \* Section:**

- Interaction Sequence Number \*
- Agency Name
- Customer Name
- Record Origin (Dropdown menu with "Manual" selected)
- Record Date
- Interaction Sub Sequence number

**Interaction Details Section:**

- Action Code
- Result of Action
- Next Action
- Delinquency Reason
- Hour (Dropdown menu with "00" selected)
- Minutes (Dropdown menu with "00" selected)
- Customer Email
- Media for Communication
- Interaction Place
- Customer Mobile Number

**Promise to Pay Section:**

- Action Date
- Result Date
- Next Action Date
- Total PTP Amount
- Comments

**Footer Section:**

- Maker
- DateTime
- Contract Status
- Checker
- DateTime
- Authorization Status
- Exit button

You can capture the following interaction details here.

#### **Action Code**

Specify the action which is executed as a part of interaction

#### **Action Date**

Specify the date of execution of the aforesaid action

#### **Result of Action**

Specify a valid result code from Action-Result-Next Action maintenance

#### **Result Date**

Specify the result date in case the customer did not respond on the same date of action.

**Next Action**

Specify a valid next action as per the Action-Result-Next Action maintenance

**Next Action Date**

Specify the date of execution of the next action.

**Delinquency Reason**

Specify delinquency reason for the account going into overdue as per the Customer.

**Hour**

Specify the hour of the interaction with the customer if available.

**Minutes**

Specify the minutes of the interaction with the customer if available.

**Customer Email**

Specify the email id of the customer if available.

**Mobile Number**

Specify the mobile number of the customer if available.

**Interaction Place**

Specify the interaction place with the customer if the action is a personal visit.

**Total PTP**

Specify the total amount, the customer promises to pay if the result of action is PTP.

**Comments**

Specify the comments related to the interaction you have recorded if any.

### 5.1.2.3 Promise to Pay Details Tab

Click 'Promise to Pay Details' Tab to view the PTP details.

The screenshot shows a software window titled "Collection Interactions". It has several input fields for data entry, organized into two columns. The left column includes: "Collection Reference \*", "Collection Agent", "Customer", "External Reference", "Processing Stage" (with a dropdown menu set to "Initiated"), and "Source Code". The right column includes: "Interaction Sequence Number \*", "Agency Name", "Customer Name", "Record Origin" (with a dropdown menu set to "Manual"), "Record Date", and "Interaction Sub Sequence number".

Below the input fields is a tabbed interface with three tabs: "Asset", "Interaction Details", and "Promise to Pay". The "Promise to Pay" tab is active.


Under the "Promise to Pay" tab, there is a section titled "PTP Details". It features a table with the following columns: "Currency", "PTP Amount", "PTP Date", "Amount Paid", "PTP Status", and "PTP cha". The "PTP Status" column has a dropdown menu currently set to "Pending".

At the bottom of the window, there are several fields: "Maker", "DateTime", "Contract Status", "Checker", "DateTime", and "Authorization Status". An "Exit" button is located in the bottom right corner.

The following details of promise to pay are displayed here:

- Currency – The currency in which the customer has promised to pay.
- PTP Amount – The amount which customer has promised to pay.
- PTP Date – The date on which the amount will be paid.
- Amount Paid - Actual Amount paid by the customer.
- PTP Status – The status of PTP as on date.
- PTP Charge – The PTP Charge calculated by the system

This record is processed on next action date specified during the interaction.

 CNMS (Collection reminder message) diary event gets fired in the underlying Collection Reference during BOD batch run.

### 5.1.3 Viewing the Summary of Interaction Record

You can view the summary of collection interaction record in the 'Summary interaction record' screen.

You can invoke this screen by typing 'CNSCOLIN' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows a web application window titled "Collection Interactions". At the top, there are five search input fields: "Collection Reference", "Customer", "Collection Agent", "Interaction Sequence Number", and "Action Code". Below these fields are four buttons: "Search", "Advanced Search", "Refresh", and "Reset". A "Records per page" dropdown menu is set to "15". Below the search area is a table with the following columns: "Collection Reference", "Interaction Sequence Number", "Customer", "Action Code", "Collection Agent", "Agency Name", "Customer Name", and "Records". The table is currently empty. At the bottom right of the window, there is an "Exit" button.

To view the summary of collection interaction record, you can perform a search based on any of the following.

#### **Collection Reference**

Select collection reference number from the options maintained.

#### **Customer**

Select a valid customer from the options maintained.

#### **Collection Agent**

Select a valid collection agent from the options maintained.

#### **Interaction Sequence Number**

Select a valid interaction sequence number from the options maintained.

#### **Action code**

Select a valid action code from the options maintained.



Click 'Search' button to view the records based on criteria you have selected. The following details of the record get displayed.

- Collection Reference
- Customer Code
- Customer Name
- Record Origin
- Collection Agent
- Agency Name
- Interaction Sequence Number
- Action Code
- Processing Stage
- Total PTP Amount
- Result of Action
- Action Date

#### **5.1.4 Operations on Collection Interaction Record**

You can perform the following operations on collection interaction record (if any function under the Actions Menu is disabled, it means that the function is not allowed for the record):

- Create a record
- Liquidate the record
- Amend the details of the record
- Authorize the record
- Copy the details of a record on to a new record
- Print the details of a record

*Refer to the manual on Common Procedures for details of these operations.*

#### **5.1.5 Reminder Capturing Diary Messages**

During the collection process, there could be an action item which requires a reminder message to be sent from the system. The reminder details can be created as a diary based on the action date and the reminder date based on the details of interaction with the customer.

When a Customer Interaction is recorded by a Collection agent, a record is automatically created in the collection 'Collection Reminder Messages' screen depending on the next action code. If the message should be send manually, you can generate it using the manual option and the message date can be given manually.

You can invoke this screen by typing 'CNDCLDRY' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows a window titled "Collection Reminder Messages". It contains several input fields and dropdown menus. The "Collection Reference Number" section has fields for "Collection Reference Number \*", "DCN", "Collection Event Number", "Message Sequence Number \*", "Asset Reference Number", "Branch" (with a default value of "000"), and "Collection Agent". The "Interaction Details" section has fields for "Interaction Reference Number" and "Interaction Date". The "Message Details" section has fields for "Message Date" (with a default value of "2007-11-29"), "Message Status" (with a dropdown menu showing "UnGenerated"), "Generation Mode" (with a dropdown menu showing "Manual"), and "Media". At the bottom of the form, there are fields for "Maker", "Date Time", "Mod No", "Record Status", "Checker", "Date Time", "Authorization Status", and a "Cancel" button.

You can map reminder messages to the action codes here. The branch code gets defaulted to the screen. The Message Sequence Number gets generated by the system.

### **Collection Reference Number**

Select the collection reference number associated with the message for which you want to map reminder.

The following details of the selected collection reference number get defaulted here:

- Branch
- Collection Agent
- Asset Reference Number
- Collection Event Number

### **Interaction Details**

The interaction reference number and details are captured here.

### **Interaction sequence number**

Specify the interaction sequence number if have opted for manual input. If opted for automatic input, the interaction sequence number gets defaulted.

The date of interaction gets defaulted.

## **Message Details**

The message details get defaulted here.

### **Message Date**

Specify the date on which the message has to be generated.

### **Message Status**

The message status can be selected as per the current state of collection interaction from the following options:

- Generated – G
- Un-Generated – U
- Cancelled – C

### **Generation Mode**

Specify the mode of message generation as auto or manual.

The media of reminder message gets defaulted here as per the maintenance. In case the default media is null; 'Mail' gets selected as media.

### **Additional Text**

Specify the additional information about the reminder message.

### **Media**

The medium of communication gets defaulted from the Media/Address maintenance. You can amend the details here.

You can save the mapping of reminder message and interaction details. CNMS event gets fired with Collection Event Number while generating message. No operations are allowed after authorizing a reminder message.

## **5.1.6 Viewing the Summary of Reminder Message Record**

You can view the summary of collection interaction reminder record in the 'Summary Reminder Message Record' screen.

You can invoke this screen by typing 'CNSCLDRY' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows a web application window titled "Collection Reminder Messages". At the top, there are search filters for "Authorization Status", "Record Status", "Collection Reference number", and "Collection Agent". Below these filters are buttons for "Search", "Advanced Search", "Refresh", and "Reset". A "Records per page" dropdown is set to "15". The main area contains a table with the following columns: Authorization Status, Record Status, Collection Reference number, Collection Agent, Generation Mode, Message Date, and DCN. The table currently shows one record. At the bottom right of the window, there is an "Exit" button.

To view the summary of collection reminder message, you can perform a search based on any of the following.

### **Authorisation Status**

Select the authorisation status of the collection reminder message as:

- Authorised
- Unauthorised

### **Record Status**

Select the record status of the collection reminder message as:

- Open
- Closed

### **Collection Reference**

Select collection reference number from the options maintained.

## **Collection Agent**

Select a valid collection agent from the options maintained.

## **Message Date**

The date on which message is generated for the customer.

Click 'Search' button to view the records based on criteria you have selected. The following details of the record get displayed.

- Authorisation Status
- Record Status
- Collection Reference
- Collection Agent
- Generation Mode
- Message Date
- DCN
- Message Sequence Number

### **5.1.7 Operations on Reminder Message Record**

You can perform the following operations on collection interaction record (if any function under the Actions Menu is disabled, it means that the function is not allowed for the record):

- Create a record
- Amend the details of the record
- Authorize the record
- Query the record
- Delete the record

*Refer to the manual on Common Procedures for details of these operations.*

### **5.1.8 Changing Collection Queue for Loans**

In Oracle FLEXCUBE, you can manually change the collection queue of a particular loan. You can use 'Collection Queue Change' screen to change the existing collection queue and apply new collection queue.

You can invoke this screen by typing 'CNDCNQCH' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows the 'Collection Queue Change' application window. It features a top section with various input fields and buttons. The 'Queue Change Reference \*' field is at the top left. Below it are 'Source Code' and 'Comments'. The 'Query' section includes 'Asset Reference Number', 'Collection Queue', 'Minimum Total Amount Over Due', 'Minimum Over Due Schedules', 'Customer ID', 'Product', 'Minimum Overdue Days', 'Loan Status', 'Customer Credit Rating', 'Customer Category', and 'Currency'. There are also 'Apply to All' and 'Apply' buttons. A 'New Collection Queue' field is at the bottom right. Below the input fields is a table with columns: 'Asset Reference Number', 'Current Collection Queue', and 'New Collection Queue'. The table has one row with a checkmark in the first column. At the bottom, there are fields for 'Maker', 'Checker', and 'Authorization Status', each with a 'Date Time' field, and a 'Cancel' button.

For every manual collection queue change a unique queue change reference number will be generated with the maker id, checker id details stored against each such reference number.

### Comments

Specify any comments related to this queue change here, which can be used while retrieving information in the summary screen.

### Query

You can query this screen on the following details.

#### **Asset Reference Number**

Specify a valid asset reference number to perform a query based on it.

#### **Customer ID**

Specify a valid customer id to perform a query based on it.

#### **Collection Queue**

The collection Agent can be assigned only within the collection Agent group linked to the Queue. Specify a valid collection queue value to perform a query based on it.

#### **Product**

Specify a valid asset product code to perform a query based on it.

**Loan Status**

Specify the loan status to perform a query based on it.

**Minimum Total amount over due**

Specify the minimum amount overdue to query the asset records with the total amount Overdue greater than or equal to this amount.

**Minimum Overdue Days**

Specify a minimum number of overdue days to query the asset records with total number of overdue days greater than or equal to this number.

**Minimum Overdue Schedules**

Specify a minimum number of overdue schedules to query the asset records with total number of overdue schedules greater than or equal to this number.

**Customer Category**

Specify the customer category to perform a query based on it.

**Customer Credit Rating**

Specify the customer credit rating to perform a query based on it.

**Currency**

If you have mentioned the minimum amount overdue this field is mandatory. Specify the asset currency to perform a query based on it.

Click 'Query' button to perform query based on the selected values. The following values get displayed below in the multiple entry blocks of the screen:

- Asset Reference Number
- Total Amount Due
- Currency
- Current Collection Queue
- New Collection Queue

**New Collection Queue**

Specify the new assign queue to the each asset retrieved.



The event CQAS (Collection Queue assignment) is fired for all the Collection contracts listed after the save.

## Apply to All

Select this box if the particular queue selected should be applied to all.

Click 'Apply' button to apply the selected queue to be applied to all the asset references queried. And your access to the selected queue is validated while saving the queue change.



You cannot amend the record after the authorization.

### 5.1.9 Viewing the Summary of Collection Queue Change Details

You can view the summary of collection queue change details in the 'Summary Collection Queue Change' screen.

You can invoke this screen by typing 'CNCSNQCH' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows a software window titled "Collection Queue Change". At the top, there are fields for "Queue Change Reference \*", "Source Code", and "Comments". Below these are several "Query" fields: "Asset Reference Number", "Collection Queue", "Minimum Total Amount Over Due", "Minimum Over Due Schedules", "Customer Category", "Currency", "Customer ID", "Product", "Minimum Overdue Days", "Loan Status", and "Customer Credit Rating". There is a "Query" button and an "Apply" button. A "New Collection Queue" field is also present. Below the form is a table with columns: "Asset Reference Number", "Current Collection Queue", and "New Collection Queue". The table has one row with a checkmark in the first column. At the bottom, there are fields for "Maker", "Date Time", "Checker", "Date Time", "Authorization Status", and a "Cancel" button.

You can query the Collection Queue Change details here.

#### Queue Change Reference

Select a valid Collection Queue Change reference number from the list of options available.

#### Comments

Select valid comments for Collection Queue Change from the list of options available.

Click 'Search' button to view the records based on criteria you have selected. The following details of the record get displayed.

- Queue Change Reference



- Comments

### 5.1.10 Operations on Collection Queue change for Loans Record

You can perform the following operations on collection queue change maintenance record (if any function under the Actions Menu is disabled, it means that the function is not allowed for the record):

- Create and save new record
- Authorize the record
- Delete the record
- Query the details of record

*Refer to the manual on Common Procedures for details of these operations.*

### 5.1.11 Reversing Broken Promise Fee

During EOD batch run broken promise fee is collected from the customer if he defaults a PTP (promise to pay) policy. However, if required the fee collected can be reversed through 'Broken Promise Fee Reversal' screen.

You can invoke this screen by typing 'CNDBPFEE' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows a software window titled "Broken Promise Fee Reversal". The window contains the following elements:

- Input Fields:**
  - Collection Reference \*
  - Asset Reference
  - Customer
  - Fee Date
  - Fee ESN \*
- Buttons:**
  - Query (located below Fee ESN \*)
  - Exit (located at the bottom right)
- Fee Details Section:**
  - Currency
  - Fee Status
  - Reversal ESN
  - Fee Amount
  - Fee Rule
  - Revaluation Date
- Bottom Section:**
  - Maker
  - Date Time
  - Checker
  - Date Time
  - Status
  - Authorized

You can reverse the fee of broken fee here.

### **Collection Reference Number**

Specify the collection reference associated with the broken promise fee.

Click 'query' button to view all the details of broken fee collected related to the specified collection reference number. The following details get displayed:

- Asset Reference number
- Fee Date
- Fee Event Sequence Number
- Customer

### **Fee Details**

You can view the following fee details here.

- Currency
- Fee Status
- Broken Promise Fee
- Fee Rule

You can click Reverse from the menu to pass the reversal entries. An event Reversing Broken Promise Fee (RFEE) gets fired. After the fee has been reversed the reversal event sequence number and the date of reversal gets defaulted.

### **5.1.12 Viewing the Summary of Reversal of Broken Fee Record**

You can view the summary of broken fee reversal record in the 'Summary broken fee reversal record' screen.

You can invoke this screen by typing 'CNSBPFEE' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows a software window titled "Summary". At the top, there are two input fields: "Collection Reference" and "Fee ESN", each with a small icon to its right. Below these fields are four buttons: "Search", "Advanced", "Refresh", and "Reset". A table is displayed below the buttons, with a header row containing four columns: "Collection Reference", "Fee ESN", "Fee Status", and "Reversal ESN". The table body contains several empty rows. To the left of the table is a vertical scrollbar. At the bottom right of the window is an "Exit" button.

### Collection Reference

Select collection reference number from the options available.

### Fee Event Sequence Number

Select a valid fee event sequence number from the options available.

Click 'Search' button to view the records based on criteria you have selected. The following details of the record get displayed.

- Collection Reference
- Fee Event Sequence Number
- Reversal Esn
- Fee Status

## 5.1.13 Processing Collection Interaction Queues

You can process the interaction processing approvals using the screen 'Interaction pending Approval Queues'. The following types of approvals for the interactions which are in the initiated stages can be processed here:

- The Interactions generated by the batch process on next action date of the previously executed interactions that requires approval.
- The Interactions pending approvals from the daily processing.

You can invoke this screen by typing 'CNDINAPQ' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The records can be approved or rejected in bulk. Bulk reference numbers are generated for storing the audit log. The two events which can be fired here are 'CNAP' or 'CNRJ' which are auto authorised.

#### 5.1.14 Assigning Collection Agent for a Loan

In Oracle FLEXCUBE, you can change the collection agent, if a particular collection agent fails to collect the loan amount due in the 'Collection Agent Assignment' screen. You can assign new agent through 'Collection Agent Assignment' screen. When you assign a new collection agent the interactions recorded for the old agent gets cancelled.

You can invoke this screen by typing 'CNDCAASG' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

You can query the screen based on the following fields:

**Customer ID**

Specify the customer ID of the customer whose loan amount is due.

**Product**

Specify the asset product for which the amount due.

**Asset Reference number**

Specify the asset reference number as per the collection assignment.

**Collection Reference number**

Specify the collection reference number of the amount due.

**Asset Amount From**

Specify the starting amount range for which you want to change the collection agent.

**Asset Amount To**

Specify the amount limit for which you want to change the collection agent.

**Collection State**

Specify the collection status of the loan for which you want to change the collection agent.

**Collection Agent Group**

Specify the collection agent group for which you want to change the collection agent.

**Minimum Total Amount Overdue**

Specify the total outstanding amount of a loan for which you want to change the collection agent.

**Minimum Overdue Schedules**

Specify the limit of overdue schedules of a loan for which you want to change the collection agent.

**Minimum Overdue Days**

Specify the limit of overdue days of a loan for which you want to change the collection agent.

**Currency**

Specify the currency of a loan for which you want to change the collection agent.

**Collection Agent Now**

Specify the current collection agent of a loan for which you want to change the collection agent.

Click 'Query' button to perform a query based on any of the fields above. The bellow grid displays the following details of all the records matching the selected criteria.

**New Collection Agent**

<expln required from dev/testing team>

**Apply to All**

Check this box and click apply button to assign the new collection agent to all the records with the selected criteria.

**Comments**

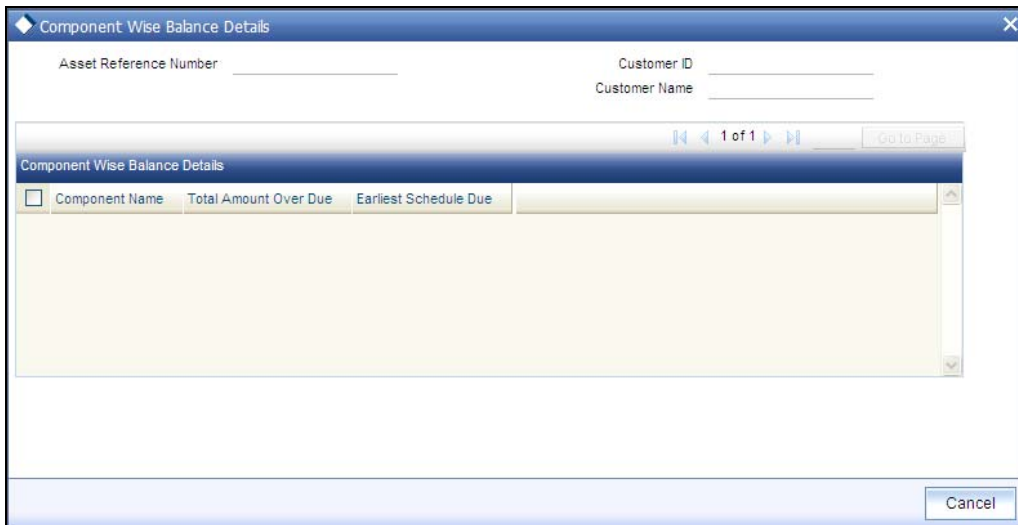
Specify any comments related to this new collection agent assignment here.

While authorizing the new collection agent assignment, as event 'CASG' (Collection Agent Re-Assignment) is fired in all the underlying Collection contracts. A unique assignment reference number is generated which can be used to identify the bunch of contracts for which the assignment has been done in a particular lot. You cannot perform any operation after the authorization.

### 5.1.14.1 Component Wise Balance

Click 'Component Wise Balance Details' button to view component wise due details of the asset reference number selected in the 'Collection Agent assignment' screen.

You can view the details of assets from the Oracle FLEXCUBE in the 'component wise balance' screen.



### 5.1.14.2 Processing Collection Agent Fee

In the intermediary module, total liquidated amount paid as collection agent fee is available as an SDE for the definition of collection agent fee. The payment reversal is also handled through another SDE for the reversal amount. The liquidation process also happens in intermediary module.

| Element            | Description.  |
|--------------------|---|
| LOAN_COLLECTED_AMT | This SDE will return the sum of the amount collected by the intermediary (collection agent).                                  |
| LOAN_COLL_REV_AMT  | This SDE will return the sum of the reversed amount, which was collected by the intermediary (collection agent) but reversed. |

Refer intermediary module to know more details on collection agent fee definition, fee reversal and liquidation

### 5.1.15 Viewing the Summary of Collection Agent Assignment Record

You can view the summary of collection agent assignment record in the 'Summary Collection Agent Assignment' screen.

You can invoke this screen by typing 'CNCAASG' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

| Assignment Reference | Effective Date |
|----------------------|----------------|
|                      |                |
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#### **Assignment Reference**

Select assignment reference number from the options available.

#### **Maker**

Select a valid maker id of the record from the options available.

#### **Effective Date**

Select a valid date from the calendar option from available

Click 'Search' button to view the records based on criteria you have selected. The following details of the record get displayed.



- Assignment Reference
- Effective Date
- Maker

### 5.1.16 Operations on Collection Agent Assignment Record

You can perform the following operations on collection agent assignment record (if any function under the Actions Menu is disabled, it means that the function is not allowed for the record):

- Create and save a record
- Amend the details of the record
- Authorize the record
- Query the record
- Delete the record

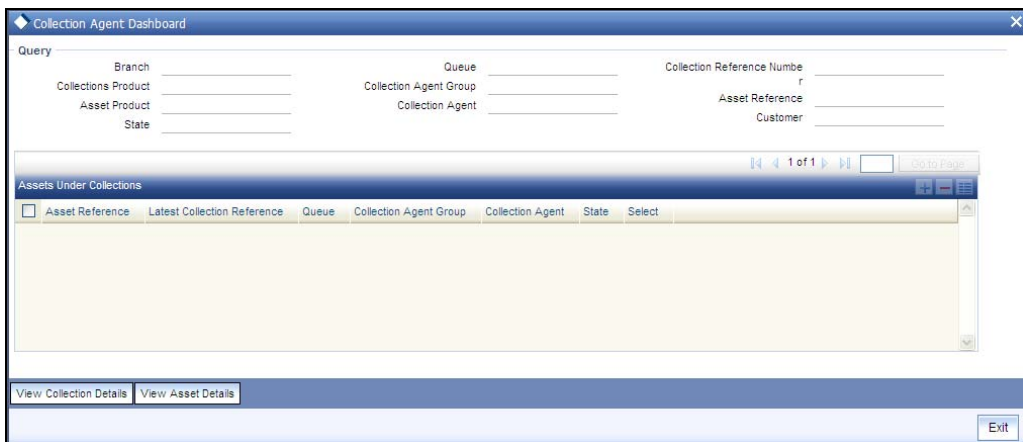
*Refer to the manual on Common Procedures for details of these operations.*

### 5.1.17 Viewing the Collections Dashboard

Collection agent can query the process of collection through 'Collection Agent Dashboard' screen. You can view the details in the screen though you cannot perform any operations.

You can invoke this screen by typing 'CNDCADSH' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

You can query the screen using F7 & F8. After the screen is displayed you can press F7 you can get all the fields enabled to enter the data for querying.



You can perform the query here.

## **Query**

Specify the following details to perform query.

### **Branch**

Specify the branch code to query the collection details based on it.

### **Collection Product**

Specify the collection product code to query the collection details based on it.

### **Asset Product**

Specify the asset product code to query the collection details based on it.

### **Collection Status**

Specify the collection status to query the collection details based on it.

### **Collection Queue**

Specify the collection queue to query the collection details based on it.

### **Collection Agent Group**

Specify the collection agent group code to query the collection details based on it.

### **Collection Agent**

Specify the collection agent code to query the collection details based on it.

### **Collection Reference**

Specify the collection reference number to query the collection details based on it.

### **Asset Reference**

Specify the asset reference code to query the collection details based on it.

### **Customer**

Specify the customer code to query the collection details based on it.

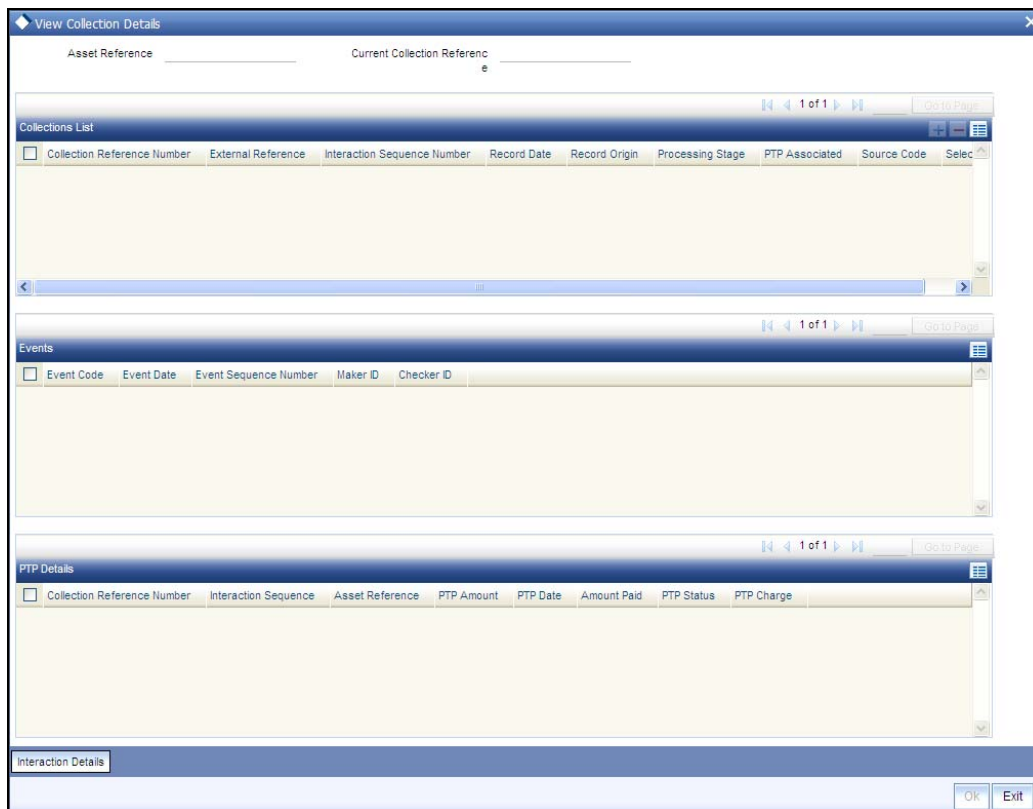
After specifying the values in the screen, press F8 to perform the query. The following list of assets under collections process conforming to the query criterion is displayed:

- Asset Reference
- Latest Collection Reference
- Queue

- Collection Agent Group
- Collection Agent
- State
- Collection Status
- Select

Click 'View Collection Details' to view the following collection details.

- The different collection references and interactions that are associated to the Asset reference selected in the parent screen.
- Events that got fired in the latest collection reference number.
- PTP Details for each Collection Reference-Interaction Reference combination



The following details are displayed:

- Asset Reference
- Current Collection Reference

### **Collections List**

- Collection Reference

- External Reference
- Interaction Sequence Number
- Record Date
- Record Origin
- Processing Stage
- PTP Associated

## **Events**

- Event Code
- Event Date
- Event Sequence Number
- Maker ID
- Checker ID

On click of “Interaction Details” button, the Customer Interaction Screen (CNDCOLIN) is launched for the Collection Reference number and Interaction Reference number selected.

Click ‘View Asset Details’ to view the basic asset details.

The Asset Reference Number and Due Details as of Date are displayed from the parent screen.

## **Asset Details**

Following asset details are displayed here:

- Counter Party
- Asset Product

- Asset Amount
- Asset Booking Date
- Asset Value Date
- Name
- Description
- Asset Currency
- Asset Maturity Date

### **Due Details**

The following due details are displayed here:

- Component
- Earlier Due Date
- Total Amount Due
- Amount Paid

---

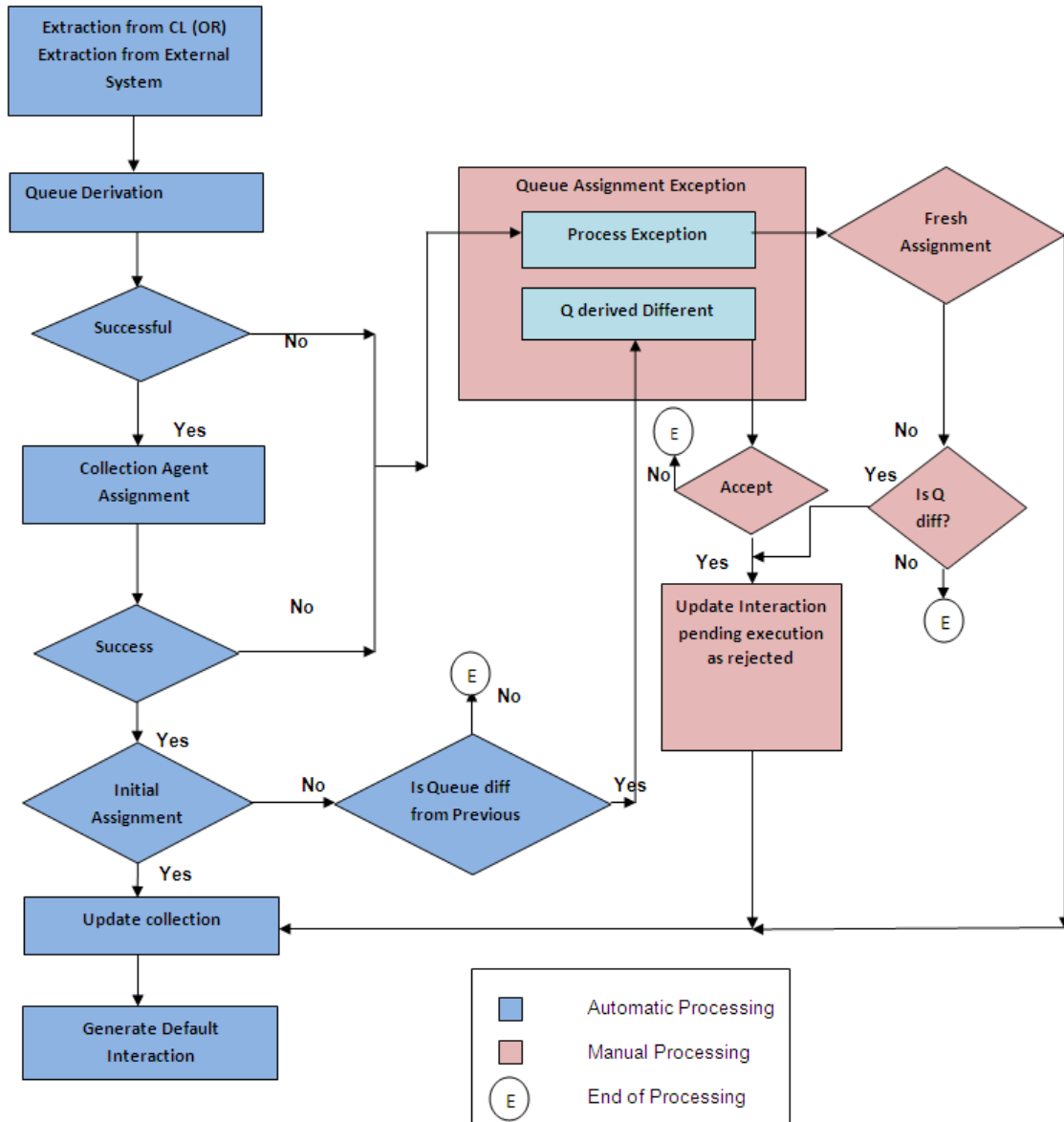
## 6 Batch Processing

### 6.1 Introduction

The batch process of Collections module is explained in this chapter. The batch process takes place in different phases. And collection batch will be processed after the Loans batch.

### 6.2 Batch Process Flowchart

The tasks which will be carried out by the Batch in connection with the Collection Process is explained in the flowchart below.



### 6.2.1 Extraction of Data from Loans

Loan accounts with amount dues are extracted to CN (Collection) module. While processing the data the details required for the SDE's mentioned under the Queue derivation logic are extracted and made available for further processing.



You can also upload the details of asset from external system using General Interface.

### 6.2.2 Processing Collection

Extracted data from the loans module or the asset details are used for further processing. During the batch process run the following sub processes related to collection are performed:

- System checks for collection records which are due for closure with the due amount in the contract as zero and the contracts which are back to normal status. Pending collection messages are cancelled and interactions (other than executed) are cancelled.
- System checks for multiple mapping of collection reference and the base table is taken for Queue Assignment Exception. The same is picked up next day from the 'Queue assignment Exception' screen after confirming the new queue assigned for these collections.
- Agents are assigned based on the allocation maintained in the collection agent group level for the various collection Agents. If another loan of the customer has been assigned to a particular collection agent, then a subsequent one (assigned to the same group) will also be assigned to the same collection agent.
- The default action record is assigned at the interaction data for the newly created Collection references i.e. the action code that appears first in the Action –Result –Next Action mapping.
- New interaction for the records is displayed for which the next action date is due. The stage is updated after verifying the authorization.
- Based on the State mapping maintenance, collection state change happens during the batch process
- PTP charge processing happens after verifying the dates have been honoured or not. For broken promise, a charge is calculated on the basis amount.

Reminder messages are generated during the BOD or EOD batch run. CNMS event is fired in the Collection references wherever applicable. The corresponding batch function ID is CNDREMSG.

*Refer 'Maintenances and Operations' and 'Collection Contract Online' chapters of the CN (Collections) module user manual to know more about the details of collection sub process.*

### **6.2.3 Uploading the Collection Details**

Entering high volume collection details can be laborious and time consuming. You can avoid entering such details using the Batch Upload Function.

#### **6.2.3.1 Customer Interactions upload**

You can upload the Customer Interactions done by the Collection Agents through the Generic Interface module. It should contain the following details:

| <b>Sl. No.</b> | <b>Column Name</b>  | <b>Width</b> | <b>Type</b> | <b>Description</b>   |
|----------------|---------------------|--------------|-------------|--|
| 1              | COLLECTION_REF      | 16           | CHARACTER   | This will identify the collection in the System.                     |
| 2              | SOURCE_CODE         | 15           | CHARACTER   | This will identify the External system who is sending in the details |
| 3              | COLLECTION_AGENT_ID | 15           | CHARACTER   | Identifies the a Valid   |



| Sl. No. | Column Name            | Width | Type      | Description   |
|---------|------------------------|-------|-----------|---|
|         |                        |       |           | Collection Agent defined in the System  |
| 4       | ASSET_REFERENCE_NUMBER | 35    | CHARACTER | Valid Loan reference in the System  |
| 5       | LOAN_BRANCH            | 35    | CHARACTER | The Branch in which the Loan was issued                                       |
| 6       | ACTION_CODE            | 20    | CHARACTER | Valid Follow up mode defined in the System                                    |
| 7       | ACTION_DATE            | 11    | DATE      |   |
| 8       | RESULT_CODE            | 20    | CHARACTER | Valid Result code in the System   |
| 9       | RESULT_DATE            | 11    | DATE      |   |
| 10      | NEXT_ACTION_CODE       | 20    | CHARACTER |   |
| 11      | NEXT_ACTION_DATE       | 11    | DATE      | Usually the date agreed upon by the customer to honor the payment due         |
| 12      | PTP_AMOUNT             | 22    | NUMBER    | The promised to pay amount in Asset Currency.(Could be multiple)              |
| 13      | PTP_DATE               | 11    | DATE      | The date on which the above amount has been agreed to pay.(Could be multiple) |
| 14      | MEDIA                  | 15    | CHARACTER | Media for Message Generation  |
| 15      | INTERACTION_DETAILS    | 2000  | CHARACTER | The Details of the conversation   |
| 16      | INTERACTION_PLACE      | 35    | CHARACTER | Place of interaction , if not phone   |
| 17      | INTERACTION_DATE       | 11    | DATE      | Date of Interaction   |
| 18      | INTERACTION_HR         | 2     | NUMBER    | Hour  |
| 19      | INTERACTION_MIN        | 2     | NUMBER    | Minute  |
| 20      | CUSTOMER_EMAIL_ID      | 105   | CHARACTER | Email ID of the Customer  |

| Sl. No. | Column Name     | Width | Type      | Description                    |
|---------|-----------------|-------|-----------|--------------------------------|
| 21      | CUSTOMER_MOBILE | 20    | CHARACTER | Mobile number of the Customer. |

### 6.2.3.2 Asset Details Upload

You can upload the Asset Details using the following fields in an ASCII file. The upload is through Generic Interface module.

| Field Name          | Length | Type      | Description  |
|---------------------|--------|-----------|--|
| SOURCE_CODE         | 15     | CHARACTER | Source code to identify the External system                      |
| ASSET_REFERENCE     | 35     | CHARACTER | Reference number used to identify the Asset at the source        |
| PRODUCT             | 4      | CHARACTER | If there is something like a product code in the external system |
| COUNTERPARTY        | 9      | CHARACTER | Counterparty id for the Asset                                    |
| CUST_CATEGORY       | 10     | CHARACTER | Customer Category  |
| CUST_GROUP          | 10     | CHARACTER | Customer Group   |
| CUST_CRDT_RATING    | 10     | CHARACTER | Customer Credit Rating   |
| CUST_STATUS         | 4      | CHARACTER | Customer Level status  |
| ASSET_BOOKING_DATE  | 11     | DATE      | Booking date of the Asset.                                       |
| ASSET_VALUE_DATE    | 11     | DATE      | Value Date of the Asset  |
| ASSET_MATURITY_DATE | 11     | DATE      | Maturity Date of the Asset.                                      |
| SETTLEMENT_ACC      | 20     | CHARACTER | Settlement Account number.                                       |
| SETTLEMENT_ACC_BRN  | 3      | CHARACTER | Branch where the Settlement Account is available                 |
| CUST_CHARGE_GROUP   | 10     | CHARACTER | Customer Charge Group  |
| ASSET_OUTSTANDING   | 22     | NUMBER    | Outstanding Principal Amount of the Asset                        |
| ASSET_PRINC_DUE     | 22     | NUMBER    | Due amount for the Principal                                     |

| Field Name         | Length | Type      | Description  |
|--------------------|--------|-----------|--|
| ASSET_OTHER_DUE    | 22     | NUMBER    | Due amount for the other components                      |
| ASSET_CCY          | 3      | CHARACTER | Currency of the Asset                                    |
| ASSET_BRN          | 3      | CHARACTER | Asset branch   |
| ASSET_BRN_LCY      | 3      | CHARACTER | Local Currency of the asset branch                       |
| ASSET_TOTAL_OVD    | 22     | NUMBER    | Total Overdue amount for the Asset.                      |
| ASSET_SCH_OVD      | 3      | NUMBER    | Number of Schedules in Overdue status                    |
| ASSET_EARLIEST_OVD | 5      | NUMBER    | Number of days by which the earliest schedule is overdue |
| ASSET_UDEF_STATUS  | 4      | CHARACTER | User defined status Assigned to the Asset.               |
| ASSET_AMOUNT       | 22     | NUMBER    | Asset Contract Amount                                    |
| USERDEF_C1         | 35     | CHARACTER | User defined Character fields                            |
| USERDEF_C2         | 35     | CHARACTER | User defined Character fields                            |
| USERDEF_C3         | 35     | CHARACTER | User defined Character fields                            |
| USERDEF_C4         | 35     | CHARACTER | User defined Character fields                            |
| USERDEF_C5         | 35     | CHARACTER | User defined Character fields                            |
| USERDEF_C6         | 35     | CHARACTER | User defined Character fields                            |
| USERDEF_C7         | 35     | CHARACTER | User defined Character fields                            |
| USERDEF_C8         | 35     | CHARACTER | User defined Character fields                            |
| USERDEF_C9         | 35     | CHARACTER | User defined Character fields                            |
| USERDEF_C10        | 35     | CHARACTER | User defined Character fields                            |
| USERDEF_N1         | 22     | NUMBER    | User Defined Number fields                               |
| USERDEF_N2         | 22     | NUMBER    | User Defined Number fields                               |
| USERDEF_N3         | 22     | NUMBER    | User Defined Number fields                               |
| USERDEF_N4         | 22     | NUMBER    | User Defined Number fields                               |
| USERDEF_N5         | 22     | NUMBER    | User Defined Number fields                               |

| Field Name  | Length | Type   | Description                |
|-------------|--------|--------|----------------------------|
| USERDEF_N6  | 22     | NUMBER | User Defined Number fields |
| USERDEF_N7  | 22     | NUMBER | User Defined Number fields |
| USERDEF_N8  | 22     | NUMBER | User Defined Number fields |
| USERDEF_N9  | 22     | NUMBER | User Defined Number fields |
| USERDEF_N10 | 22     | NUMBER | User Defined Number fields |
| USERDEF_D1  | 11     | DATE   | User Defined Date fields   |
| USERDEF_D2  | 11     | DATE   | User Defined Date fields   |
| USERDEF_D3  | 11     | DATE   | User Defined Date fields   |
| USERDEF_D4  | 11     | DATE   | User Defined Date fields   |
| USERDEF_D5  | 11     | DATE   | User Defined Date fields   |
| USERDEF_D6  | 11     | DATE   | User Defined Date fields   |
| USERDEF_D7  | 11     | DATE   | User Defined Date fields   |
| USERDEF_D8  | 11     | DATE   | User Defined Date fields   |
| USERDEF_D9  | 11     | DATE   | User Defined Date fields   |
| USERDEF_D10 | 11     | DATE   | User Defined Date fields   |

### 6.2.3.3 Payment Details Upload

You can upload the payment details through the Generic Interface module. It should contain the following details:

| Field Name      | Length | Type      | Description   |
|-----------------|--------|-----------|---|
| SOURCE_CODE     | 15     | CHARACTER | Source code to identify the External system               |
| ASSET_REFERENCE | 35     | CHARACTER | Reference number used to identify the Asset at the source |
| PAYMENT_ESN     | 4      | NUMBER    | Event Sequence number for the payment.                    |
| PAYMENT_AMOUNT  | 22     | NUMBER    | Payment Amount  |
| PAYMENT_CCY     | 3      | CHARACTER | Payment Currency  |

| Field Name      | Length | Type      | Description                                      |
|-----------------|--------|-----------|--|
| PAYMENT_DATE    | 11     | CHARACTER | Date of payment                                  |
| COLLECTION_AGNT | 9      | CHARACTER | Collection Agent ID associated with the Payment. |
| REVERSAL_ESN    | 4      | NUMBER    | The ESN of the Reversal of payment.              |
| REVERSAL_DATE   | 11     | CHARACTER | Date on which the reversal happened.             |
| PAYMENT_STATUS  | 1      | CHARACTER | 'A' for Active,'R' for Reversed.                 |

*Refer 'Generic Interface' user manual for more details on upload functionality.*

---

## 7 Annexure – Events and Advices for Collections

### 7.1 Collection Events

The following is an exhaustive list of events that can take place during the lifecycle of Collection module.

| Sr. No. | Event Code | Description                      | New Version? |
|---------|------------|----------------------------------|--------------|
| 1       | CQAS       | Collection Queue Assignment      | Y            |
| 2       | CASG       | Collection Agent Assignment      | Y            |
| 3       | CNIB       | Interaction Booking              | N            |
| 4       | CNAP       | Interaction Approval             | N            |
| 5       | CNRJ       | Interaction Rejection            | N            |
| 6       | CNEX       | Interaction Execution            | N            |
| 7       | CNMS       | Interaction Reminder Message     | N            |
| 8       | BFEE       | Broken promise Penalty Charge.   | N            |
| 9       | RFEE       | Reversal of Broken Promise Fee   | N            |
| 10      | CAMD       | Collection amendment             | Y            |
| 11      | CIAM       | Collection Interaction Amendment | N            |
| 12      | CLOS       | Collection Closure               | N            |
| 13      | CLST       | Collection State Change          | N            |
| 14      | INIT       | Collection Initiation            | Y            |

#### 7.1.1 Advices

The following advice is available for Collection Module. The advice is sent only to the customer. There will not be any advices for the collection Agent except when he holds an account with the bank.

| Sr. No. | Message Type  | Description                 |
|---------|---------------|-----------------------------|
| 1       | COLL_REMINDER | Collection Reminder Message |

The following Advice tags are provided for the above message.

| <b>Sr. No.</b> | <b>Advice Tags</b>      | <b>Description</b>   | <b>Message Type</b> |
|----------------|-------------------------|--|---------------------|
| 1              | _COLL-AGENT-ID_         | The Collection Agent Id  | COLL_REMINDER       |
| 2              | _COLL-AGENT-NAME_       | Collection Agent Name  | COLL_REMINDER       |
| 3              | _CUST-ID_               | Customer ID  | COLL_REMINDER       |
| 4              | _ACTION-CODE_           | Follow-up Mode Description   | COLL_REMINDER       |
| 5              | _ASSET-REF_             | Asset Reference number.  | COLL_REMINDER       |
| 6              | _ASSET-CCY_             | Asset Currency   | COLL_REMINDER       |
| 7              | _INTERACTION-REFERENCE_ | Interaction Reference Generated by the system. Will be null if the message is not linked to an existing interaction. | COLL_REMINDER       |
| 8              | _INTERACTION-PLACE_     | Interaction place as captured in the system. Will be null if the message is not linked to an existing interaction.   | COLL_REMINDER       |
| 9              | _INTERACTION-TIME_      | Interaction time. Will be null if the message is not linked to an existing interaction.                              | COLL_REMINDER       |
| 10             | _INTERACTION-COMMENTS_  | Interaction Comments. Will be null if the message is not linked to an existing interaction.                          | COLL_REMINDER       |
| 11             | _INTERACTION-DATE_      | Interaction Date. Will be null if the message is not linked to an existing interaction.                              | COLL_REMINDER       |
| 12             | _NEXT-ACTION-DATE_      | Next Action Date. Will be null if the message is not linked to an existing interaction.                              | COLL_REMINDER       |
| 13             | _ADDL-TXT_              | The Additional text keyed in the diary message screen.   | COLL_REMINDER       |
| 14             | _PTP-AMOUNT_            | Amount the Customer has promised to pay. Will be null if the message is not linked to an existing interaction.       | COLL_REMINDER       |
| 15             | _PTP-DATE_              | Date by which the above amount will be paid. Will be null if the message is not linked to an existing interaction.   | COLL_REMINDER       |
| 16             | _TOTAL-PTP-AMT_         | Total PTP amount   | COLL_REMINDER       |

| Sr. No. | Advice Tags         | Description  | Message Type  |
|---------|---------------------|--|---------------|
| 17      | _ASSET-OUTSTANDING_ | Total Amount outstanding for the Asset.            | COLL_REMINDER |
| 18      | _COLLECTION-REF_    | Collection Reference associated with this message. | COLL_REMINDER |
| 19      | _COLLECTION-STATE_  | Collection State                                   | COLL_REMINDER |
| 20      | _COLLECTION-Q_      | Collection Queue.                                  | COLL_REMINDER |
| 21      | _PTP-CHG_           | PTP Charge calculated                              | COLL_REMINDER |

## 7.2 Process Codes for Collection Module

The following is a list of process codes that are available to serve the reference number generation across various screens.

| Process Code | Purpose  |
|--------------|--|
| ZCAA         | Reference Number generated during Assignment/Re-assignment of Collection Agent |
| ZINT         | For Customer Interaction recording, Interaction reference.                     |
| ZCQC         | Queue Change reference Generation  |
| ZCBK         | Bulk reference used in the two queue screens.                                  |



### 8.1 Introduction

The report programs available under the Collections (CN) module are explained in this chapter. All activities that are performed by the CN module are recorded. The inputs you have made at different stages of the contract are pieced together and can be extracted in the form of meaningful reports as and when you may require them.

The reports that can be generated for the CN Module are as follows:

- Collection Interaction Details
- Loans under Collection Process



Note that for some of the reports you do not have to make any specifications. For such reports, there is no Report Options screen.

### 8.2 Collection Interaction Details

The collection interaction detail reports all the details of a customer interaction for a particular Collection Agent.

You can perform a query based on the following fields:

- Customer ID
- Product
- Collection Agent
- Loan Reference Number
- Collection Status

The report displays the following fields:

- Collection Agent
- Loan Reference number
- Collection Status
- Customer ID
- Customer Name
- Interaction Reference
- Action Code

- Interaction Date/Time
- Result Code
- Result Date
- Next Action Code
- Next Action Date
- PTP amount
- Comments

### 8.3 **OBIEE Repository**

An OBIEE repository is created for the customer collection interaction details. In addition to the CN module data stores some core data stores like the customer, currency, branch is also provided.



This can be used where the source of an Asset is "FLEXCUBE"

#### 8.3.1.1 **Loans under Collection Process**

You can generate a report with all the loans that are under collection process with the following details:

- Collection Agent
- Collection Agent Name
- Loan Reference number
- Collection Status
- Loan Status
- Customer ID
- Customer Name
- Loan amount
- Value Date
- Total Amount Due

---

## 9 Screen Glossary

### 9.1 Function ID List

The following table lists the function id and the function description of the screens covered as part of this User Manual.

| Function ID | Function Description              |
|-------------|-----------------------------------|
| CNDACTCD    | Action Codes                      |
| CNDASGNQ    | Queue Assignment Pending Queue    |
| CNDAXRSN    | Action-Result-Next Action Mapping |
| CNDBPFEE    | Broken Promise Fee Reversal       |
| CNDCAASG    | Collection Agent Assignment       |
| CNDCADSH    | Collection Agent Dashboard        |
| CNDCAGRP    | Collection Agent Groups           |
| CNDCLDRY    | Collection Reminder Messages      |
| CNDCLNST    | Collection States                 |
| CNDCNQCH    | Collection Queue Change           |
| CNDCOLIN    | Collection Interactions           |
| CNDDLQRS    | Delinquency Reasons               |
| CNDINAPQ    | Interaction Approval Queue        |
| CNDONONL    | Collections Online                |
| CNDPRMNT    | Collections Product               |
| CNDPTPPO    | Promise To Pay Policy             |
| CNDQRULE    | Queue Derivation Rule             |
| CNDRESLT    | Result codes                      |
| CNDSTMAP    | Collection State Mapping          |
| CNSACTCD    | Action Codes                      |
| CNSASGNQ    | Queue Assignment Pending Queue    |

| <b>Function ID</b> | <b>Function Description</b>         |
|--------------------|-------------------------------------|
| CNSAXRSN           | Action-Result-Next Action Mapping   |
| CNSBPFEE           | Broken Promise Fee Reversal Summary |
| CNSCAASG           | Agent Assignment                    |
| CNSCAGRP           | Collection Agent Groups             |
| CNSCLDRY           | Collection Reminder Messages        |
| CNSCLNST           | Collection States                   |
| CNSCNQCH           | Collection Queue Change             |
| CNSCOLIN           | Collection Interactions             |
| CNSDLQRS           | Delinquency Reasons                 |
| CNSPRMNT           | Collections Product                 |
| CNSPTPPO           | Promise To Pay Policy               |
| CNSQRULE           | Queue Derivation Rule               |
| CNSRESLT           | Result codes                        |
| CNSSTMAP           | Collection State Mapping            |



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