

Oracle® Banking Corporate Lending Process Management Functional Troubleshooting Guide



Release 14.6.1.0.0

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Oracle Banking Corporate Lending Process Management Functional Troubleshooting Guide, Release 14.6.1.0.0

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1 Introduction

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Preface

This topic contains following sub-topics:

- [Audience](#)
- [List of Symbols](#)
- [List Of Topics](#)
- [Related Resources](#)

Audience

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

- Relationship Managers (RMs)
- Credit Risk Mangers (CRMs)
- Legal
- Back end operation
- Other loan executive staffs in charge of maintaining the loan accounts in the bank.

List of Symbols

The following are some of the Symbols you are likely to find in the manual:

Table 1 Symbols

| Icons | Functions |
|---|-------------|
| | Edit Icon |
|  | |
| | Delete Icon |
|  | |

Table 1 (Cont.) Symbols

| Icons | Functions |
|---|---------------------------------|
|  | Exit Icon |
|  | Search Icon |
|  | Customer Information Icon |
|  | Minimize |
|  | Maximize |
|  | Open a List |
|  | Add a new record |
|  | Navigate to the first record |
|  | Navigate to the last record |
|  | Navigate to the previous record |
|  | Navigate to the next record |
|  | Grid View |

Table 1 (Cont.) Symbols

| Icons | Functions |
|---|--|
|  | List View |
|  | Refresh |
|  | Click to unlock, delete, authorize or view the created record. |
|  | Click this icon to add a new row. |
|  | Click this icon to delete an existing row. |
|  | Filter |
|  | Date |

For more information, refer to *Getting Started User Guide*.

List Of Topics

This manual is organized into the following topics.

Table 2 List of Topics

| Topics | Description and Cross References |
|---|---|
| Functional Troubleshooting Errors | This topic describes various functional issues, possible causes, and solutions to resolve the issues. |

Related Resources

For more information on Oracle Banking Corporate Lending Process Management application, refer to the following Oracle Banking Corporate Lending Process Management manuals:

- *Bilateral Loans*
- *Loan Syndication*
- *Configuration*

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Introduction

This chapter describes various functional issues, possible causes, and solutions to resolve the issues.

- [Functional Troubleshooting Errors](#)
This section describes how to check and debug the basic Oracle Banking Corporate Lending Process Management application errors.

1.1 Functional Troubleshooting Errors

This section describes how to check and debug the basic Oracle Banking Corporate Lending Process Management application errors.

The following errors are the functional errors of Oracle Banking Corporate Lending Process Management application.

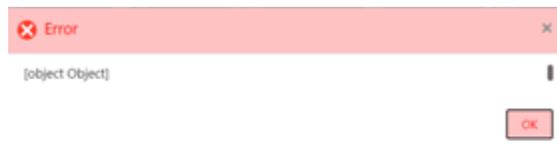
You are not able to initiate a task and below error is displayed.

You need to ensure that Business Product and Business Process are maintained.

To maintain the Business Product and Business Process perform the following:

- **Corporate Lending > Maintenance > Business Process > Add new**
- **Corporate Lending > Maintenance > Business Product > Add new**

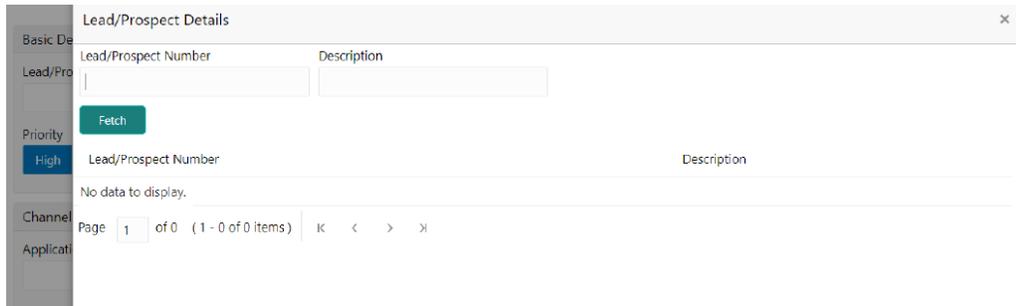
Figure 1-1 Object Error



You are not able to find an existing customer while initiating the process flow.

All the existing customer needs to be replicated to common core.

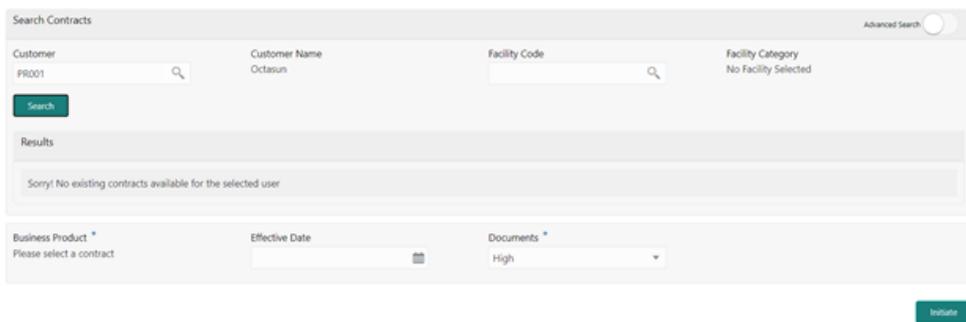
Figure 1-2 Lead-Prospect Details



You are not able to find an existing loan while initiating the process flow.

- Ensure that there is at least one active contract for selected customer in back office
Or
- All the existing contract needs to be replicated from back-office to mid-office.

Figure 1-3 Search contracts



You are not able to find an existing task in free task pool.

If the task is acquired by any other user then the task is assigned under other users **My Task** menu, therefore, the first user is not able to see that in free task pool. Second user has to release this task from his queue then the task is available in free task.

You are not able to edit or update any data segment in a process.

Due to maintenance issue, you have to change the configuration.

- **Corporate Lending > Maintenance > Business Process > View Business Process > Edit Business Process**

Change the configuration from read only to editable

Figure 1-4 Loan Details

| Loan Details | | | | |
|-----------------|--------------|----------------|-----------------|--|
| Loan Amount * | Value Date * | Loan Tenor * | Maturity Type * | |
| USD5,500.00 | 1 Feb 2015 | 13 Month(s) | Fixed | |
| Maturity Date * | | | | |
| 1 Feb 2016 | | | | |

Unable to save and proceed from one data segment to another in a process.
Check if all the mandatory data has been filled in.

Figure 1-5 Business Process Definition

Business Process Definition ⌵ ×

| | | | |
|-------------------------|------------------------------------|-------------------------|--|
| Business Process Code * | Business Process Description * | Lifecycle * | Lifecycle Description |
| SYOPS | Syndication Operation Enrichment | SyndOpsEnrch | Syndication Ops Enrichment |
| Process Code * | Process Description | Business Product Code * | MultiLevel Approval |
| SNOPEN | Syndication Ops Enrichment Process | ALL | On <input type="checkbox"/> + Process Full View |

Application Entry
Approval
Exception Approval
Handoff Retry
Review CP Satisfaction

Application Entry

| | | | | | | |
|---------------|--|---------------------------------------|---|---|---|--|
| Data Segments | 1 Tranche Details Optional Editable | 2 Margin Details Optional Editable | 3 Fee Details Optional Editable | 4 Lender Commit Optional Editable | 5 Facility Details Optional Editable | 6 Additional Tran Optional Editable |
| Documents | | | | | | |
| Checklist | | | | | | |
| Advices | 7 Fee Details Optional Readonly | 8 Lender Commit Optional Readonly | 9 Facility Details Optional Readonly | 10 additional Tran Optional Readonly | 11 agreement Det Optional Readonly | 12 Fee Schedules Optional Readonly |
| Audit | | | | | | |

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