

Oracle® Banking Origination Cloud Service

Retail Loans Origination User Guide (US Regionalization)



Release 14.7.5.0.0

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The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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Oracle Banking Origination Cloud Service Retail Loans Origination User Guide (US Regionalization), Release 14.7.5.0.0

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Purpose

Welcome to the **Retail Loans Origination** user guide for Oracle Banking Origination. This document provides an overview of the Retail Loan Origination process and takes you through the various steps involved in handling all the necessary activities in the life cycle of a Retail Loan Origination.

Audience

This user manual is intended for the Relationship Managers (RMs), other loan executive staff-member in-charge of maintenance for the loan accounts in the bank, and sales officer in-charge of sourcing the Retail Loan Origination products from prospect and customer of the bank. This user manual is also intended for the other bank personas such as bank operations manager, account opening officers or branch managers who may handle the specific stages of the lifecycle of the Retail Loans Origination process based on the bank's internal operation and policies.

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Diversity and Inclusion

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

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Related Resource

The related documents are as follows:

- *Operations User Guide*
- *Configuration User Guide*
- *Alerts and Dashboard User Guide*

Screenshot Disclaimer

Personal information used in the interface or documents is dummy and does not exist in the real world. It is only for reference purposes.

Acronyms and Abbreviations

The list of the acronyms and abbreviations that you are likely to find in the manual are as follows:

Table 1 Acronyms table












Abbreviation	Description
DS	Data Segment
System	Oracle Banking Origination Module

Table 1 (Cont.) Acronyms table

Abbreviation	Description
OBA	Oracle Banking Accounts
OBO	Oracle Banking Origination

Symbol and Icons

Table 2 Symbols and Icons - Common

Symbol/Icon	Function
	Minimize
	Maximize
	Close
	Perform Search
	Open a list
	Add a new record
	Navigate to the previous record
	Navigate to the next record
	Refresh
	Calendar
	Alerts

Basic Actions

Table 3 Basic Actions

Actions	Functions
Request Clarification	Used to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer. For more information on Request Clarification, refer to the section Request Clarification.
Back	Used to navigate to the previous data segment within a stage.
Next	Used to navigate to the next data segment, after successfully capturing the data. The system validates all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action. Users will not be able to proceed to the next data segment, without capturing the mandatory data.
Save & Close	Used to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later.
Cancel	Used to close the application without saving. This tasks appears in Free Task, once the transaction is canceled.

1

Overview

Oracle Banking Origination is the middle office banking solution with a comprehensive coverage of account opening processes of the below product for both Individual as well as Small and Medium Business type of customers:

- Saving Account
- Current Account
- Term Deposit Account
- Retail Loans Account

It is a Host-Agnostic solution.

It enables banks to deliver the improved user experience for various bank persons such as Sales Officers, Relationship Manager, Account Opening Officers, Branch Supervisor/Managers, Loan Officers, and Credit Officers and more, handling defined functions in the lifecycle of the various product origination.

The convenience of configuring appropriate stages and the respective data segments within each of these stages, which can be business-driven, is hosted and architecture by our new platform solution. The random access navigation between data segments within a given stage are with appropriate validations helps to enable the business user to capture apt information anytime during the account open process before created account in the Host. The new workflow supports capturing relevant documents, stage-wise, and the generation of advice and notifications dynamically.

The account opening request is initiated by authorized branch user or relationship managers or by approved bank agents, either through the traditional branch channel or through dedicated protocol services. These services are available on digital devices like tablets or mobiles. The account opening request can be initiated for both both new and existing customer types. Also, the system supports the processing of the account opening request from the customer directly received from the Self-Service Banking Channel (Oracle Banking Digital Experience) through the REST-based service APIs.

2

Retail Loans Account Origination Process

This topic describes about the Retail Loans Account Origination Process.

This document provides an overview of the retail account open process and takes you through the various steps involved in handling all the necessary activities in the life cycle of a retail loan account open process.

The document is designed to help you create the following types of retail loan:

- Individual customers
 - Housing Loan
 - Personal Loan
 - Vehicle Loan
 - Education Loan
- Small and Medium Business customers
 - Business Loan
 - Term Loan

Retail loan account open process enables the bank to leverage on the state of the art technology used for business modelling, help extend the boundaries of potential markets, provide for Banking at Doorstep and ensure the convenience of banking with primary focus on customer service.

We shall look at the reference workflows of the retail loan account process before understanding how the configuration and capture of data can be done. These stages are mandatory or non-mandatory based on the business process configurations. The process management flow is basically routed through various stages to capture relevant data before it is ready to be sent to the host for account creation.

- [Retail Loan Account](#)
This topic describes information about retail loan account.
- [Application Entry Stage](#)
This topic describes the systematic instructions to initiate the loan application entry stage.
- [Application Enrichment Stage](#)
This topic describes the systematic instructions to move the loan application to enrichment stage.
- [Loan Underwriting](#)
This topic describes the systematic instructions to move the loan application to underwriting stage.
- [Loan Assessment Stage](#)
This topic describes the systematic instructions to move the loan application to assessment stage.
- [Manual Credit Assessment](#)
This topic describes the systematic instructions to move the loan application to manual credit assessment stage.

- [Manual Credit Decision](#)
This topic describes the systematic instructions to move the loan application to manual credit decision stage.
- [Account Parameter Setup](#)
This topic describes the systematic instructions to move the loan application to account parameter setup stage.
- [Supervisor Application Approval Stage](#)
This topic describes the information on the various data segments to view and approve the price change in the Supervisor Application Approval stage.
- [Offer Issue Stage](#)
This topic describes the information on the various data segments to generate the offer in the Offer Issue stage.
- [Offer Accept / Reject Stage](#)
This topic describes the information on the various data segments to accept / reject the offer in the Offer Accept / Reject stage.
- [Post Offer Amendment Stage](#)
This topic describes the information on the various data segments to request for amendment of loan application in the Post Offer Amendment stage.
- [Account Approval Stage](#)
This topic describes the information on the various data segments to view the captured details and approve the application in the Account Approval stage
- [Global Actions](#)
This topic provides the detailed on the actions that can be performed in all stages.

2.1 Retail Loan Account

This topic describes information about retail loan account.

The initial request for a loan can be made through any of the following:

- Authorized branch users
- Relationship managers
- Authorized bank agents
- Traditional branch channel
- Specialized protocol services available on digital devices such as tablets or mobiles

The initiation of loan request can be made for both new and existing customer types. Also, the platform supports the processing of the loan request from the customer which is directly received from the Self-Service Banking Channel (Oracle Banking Digital Experience) through the REST based service APIs.

The selection of the relevant loan product on which the loan is required can be initiated using this process, provided the user has the required access rights.

Please refer to the detailed setup and operation workflows for both asset and liability products initiation made available in the Operations user guide.

To acquire and edit the task:

1. From **Home** screen, click **Tasks**. Under **Tasks**, click **Free Tasks**.

2.2 Application Entry Stage

This topic describes the systematic instructions to initiate the loan application entry stage.

Based on the access configuration, user can view the records in Free Task. In this stage user can capture the details that are required to open a current account. This stage is automatically submitted on below conditions:

- If the bank level configuration for allowing the full application submission is set as **Yes**.
- If the user captures the required details in all the data segments of the **Application Entry** stage as part of the **Application Initiation** stage on clicking the Application button in the **Product Details** data segment.

To open retail loan application entry task:

1. Scan the records that appears in the **Free Task** list.
2. Click **Acquire and Edit** or **Acquire** from the **Action** column of the appropriate record. The **Application Entry** stage is displayed.

The data segments appears as configured in business process. Refer below chapters for detailed information of each data segment.

- [Applicant](#)
In this data segment you can view and edit the customer information which is captured while initiating an loan account application.
- [Relationship](#)
This topics describes the relationship details of parties that are involved in loan account opening application.
- [Loan Details](#)
This topic describes the systematic instructions to configure the loan product.
- [Stake Holder Details](#)
This topic provides the systematic instructions to capture the stake holder details related information for the application.
- [Financial Details](#)
This topic provides the systematic instructions to capture the financial details of a single customer or multiple customers.
- [Collateral Details](#)
This topic provides the systematic instructions to capture the collateral which is offered by the customer as security for Overdraft limit.
- [Terms and Conditions](#)
(Required) This topic descriptions the terms and conditions that are mandatory to accept for to proceed with account opening process.
- [Summary](#)
This topic provides instruction to view the tiles for all the data segments in the Loan Application Entry Process.

2.2.1 Applicant

In this data segment you can view and edit the customer information which is captured while initiating an loan account application.

The **Applicant** data segment displays the details captured for the customer in the Application Initiate stage and allows to update further for supplementing the customer related information. The user can capture data for both new as well existing customer. If the existing customer is selected the system fetches store data and populates in the respective fields. The user can edit the fetched data.

- [For Individual Customer Type](#)
The topic describes the process to capture or edit applicant of Individual type of customer.
- [For Small and Medium Business \(SMB\) Customer Type](#)
The topic describes the process to capture or edit customer information of Small and Medium Business type of customers.

2.2.1.1 For Individual Customer Type

The topic describes the process to capture or edit applicant of Individual type of customer.

To capture applicant details:

1. In the Current Application Entry stage, update the customer details in the Applicant data segment based on the respective customer type.

The **Applicant - Individual** screen displays.

Figure 2-1 Application - Individual

Application Entry - B01APP000075708

Application Info Application Details Customer 360 Remarks Documents Advices More

- Applicants
- Relationships
- Loan Details
- Interest and Charges
- Financial Details
- Loan Disbursement Det...
- Loan Repayment Details
- Qualitative Scorecard
- Terms and Conditions
- Review

Applicants

Screen(1/10)

Applicant Role: Primary

Add Applicant By:

Upload ID
 Search Existing Customer
 Enter Manually

Basic Details

Personal Details

Salutation: Mr.	First Name: John	Middle Name:
Last Name: Jacob	Suffix: Sr.	Gender: Male
Date of Birth: August 12, 1980	National ID: 	Citizenship Status: Resident Alien
Country Of Residence: United States	Birth Country: United States	Birth Place:
Nationality: United States	Marital Status: Married	Customer Segment: Emerging Affluent
Customer Category: INDIVIDUAL	Staff: <input type="radio"/> Yes <input checked="" type="radio"/> No	Service Members: <input type="radio"/> Yes <input checked="" type="radio"/> No
Insider: <input type="radio"/> Yes <input checked="" type="radio"/> No	Politically Exposed Person (PEP): <input type="radio"/> Yes <input checked="" type="radio"/> No	

Profile Photo

Select a file or drop one here

Maximum file size is 10MB

Signature

+ Add Signature

Address

+ Add Address

Contact Details

+ Add Contact

Identification Details

+ Add ID

Supporting Documents

Total Documents	Document Submitted	Document Pending
0	0	0

No items to display.

Page 1 (0 of 0 items) |< < 1 > >|

Tax Status

TIN Type: Social Security Number	TIN Status: Certified	Tax Identification Number: 666-18-4000
Foreign Tax Identification Number: 	Form Type: W9	Valid From: December 8, 2018
Certification Date: December 16, 2025	Tax Country Code: United States	Tax Province: California
Backup Withholding Code: Missing TIN (A Type)		

Employment Details

+ Add Employment Details

Close Save

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2-5

2. Specify the relevant details in data fields. The fields which are marked as **Required** are mandatory. For more information on fields, refer to the field description table below:

For more information on the fields, refer to the field description table below:

Table 2-1 Applicant- Individual – Field Description

Field	Description
Applicant Role	Displays the applicant role. By default the Primary role appears in this field. Select the applicant role incase user add multiple applicant in single application.
Add Applicant By	Select the mode from which the user need to add new applicant. The available options are: <ul style="list-style-type: none"> • Upload ID - Using this option user can upload identification document of the applicant to extract the details. • Search Existing Customer - This option is used if the applicant is an existing customer of the bank. On selecting the existing customer, the details appears in the respective sections which are already stored. • Enter Manually - This option is used if user wish to enter all the applicant details manually.
Document Name	Select the document which is used from extracting applicant details. The available options are: <ul style="list-style-type: none"> • State Issued Drivers License • Passport This field appears if the Upload ID option is selected from the Add Applicant By drop down list.
Country of Issue	Select the country in which the document is issued. This field appears if the Upload ID option is selected from the Add Applicant By drop down list.
Select and Drop here	Drag and drop the document file or click on Select or drop files here to browse and upload the document from the local system. PNG & JPEG file formats are supported. 10MB maximum file size is allowed. This field appears if the Upload ID option is selected from the Add Applicant By drop down list.
CIF Number	Search and select the CIF number. This field appears if the Search Existing Customer option is selected from the Add Applicant By drop down list.
Advanced Search	Click this button to perform party search using advance parameters. For more information on advance search, refer the Advanced Search section below. This field appears if the Search Existing Customer option is selected from the Add Applicant By drop down list.
Basic Details	In this section the user can manually capture the basic details of applicant. This section appears if the Enter Manually option is selected from the Add Applicant By drop down list.
Title	Select the title of the applicant from the drop-down list.
First Name	Specify the first name of the applicant.
Middle Name	Specify the middle name of the applicant.
Last Name	Specify the last name of the applicant.

Table 2-1 (Cont.) Applicant- Individual – Field Description

Field	Description
Suffix	Specify the suffix for the applicant. This options in this list appears based on the configured entity code in the Oracle Banking Party product.
Gender	Specify the Gender of the applicant from the drop-down list.
Date of Birth	Select the date of birth of the applicant.
SSN	Specify the SSN code of the applicant.
Citizenship Status	Select the citizenship status of the applicant from the drop-down list. Available options are: <ul style="list-style-type: none"> • Non-Resident Alien • Resident Alien • Citizen
County of Residence	Search and select the country code of which the applicant is a resident.
Nationality	Search and select the country code where the applicant has nationality.
Citizenship By	Search and select the country code for which applicant has citizenship.
Marital Status	Select the marital status of the customer from the drop-down list. Available options are: <ul style="list-style-type: none"> • Married • Unmarried • Legally Separated • Widow • Registered Domestic Partnerships This field appears mandatory based on the product configuration.
Customer Segment	Select the segment of the customer. Available options are: <ul style="list-style-type: none"> • Emerging Affluent • High Net worth Individuals • Mass Affluent • Ultra HNI • Very HNI
Customer Category	Select the category of the customer.
Staff	Select the toggle to indicate if the customer is employee of the bank.
Politically Exposed Person	Select to indicate if the customer are politically exposed person.
Profile Photo	Drag and drop the document file or click on Select or drop files here to browse and upload the document from the local system. PNG & JPEG file formats are supported. 10MB maximum file size is allowed.
Signatures	In this section you can add new signature and view the already added signature of the customer. Click the Add Signature button to select the file to upload signature. Click Cancel button to discard the added details. On Submit , signature will be handed off to Oracle Banking Party.
Upload Signature	Drag and drop the signature file or click on Select or drop files here to browse and upload the signature from the local system. PNG & JPEG file formats are supported. 10MB maximum file size is allowed.

Table 2-1 (Cont.) Applicant- Individual – Field Description



Field	Description
Uploaded Signature	Displays the uploaded signature.
Remarks	Specify the remarks related to the signature. Click Save to save the uploaded file.
Signature ID	Displays the Signature ID for the added signature along with the image and remark.
Action	Click Edit to edit the added signatures Click  to delete the added signatures.
Address	This section displays the added address of the applicant. It is mandatory to add communication address of the applicant. Click the Add Address button to add address details. Click  to perform below actions on the added address details, <ul style="list-style-type: none"> To view the address details, click View. To edit the address details, click Edit. To delete the address details, click Delete.
Address Type	Select the address type for the applicant from the drop-down list. <ul style="list-style-type: none"> Residential Address Communication Address
Current Address	Select to indicate if you want to mark entered address as current address type.
Preferred Address	Select to indicate if you want the selected address type as preferred address type. This field is non editable if the No option is selected in the Current Address field.
Address Since	Select the date from when you are connected with the given address.
Address Till	Select the date till when you were connected with the given address. This field appears if the No option is selected in the Current Address field.
Address	Specify the address to search for the already captured address. Based on the configuration, on entering a few letters, the system fetches the related address that is already captured. Based on the selection, the fields are fetched in the address section.
Address Line 1	Specify the building name.
Address Line 2	Specify the street name.
Address Line 3	Specify the city or town name.
Country	Select and search the country code.
State / Country Sub Division	Specify the state or country sub division. This field appears based on the selected country code.
Zip Code / Post Code	Specify the zip or post code of the address.

Table 2-1 (Cont.) Applicant- Individual – Field Description


Field	Description
<Added record tile>	<p>In this tile you can view the added address details. Below details appears in the tile:</p> <ul style="list-style-type: none"> • <Current status> this flag appears only if Yes option is selected. • <Preferred ID status> this flag appears only if Yes option is selected. • Address Type • Address dates • Address line 1,2,3 • Country • State <p>Click the Edit to edit the added address details. Click the View to view the added address details.</p> <p>Click  to delete the added address details.</p>
Contact Details	In this section you can provide digital contact details.
Communication Mode	<p>Select the communication mode from the drop-down list. The available options are:</p> <ul style="list-style-type: none"> • Mobile Phone • Email
Country	<p>Select the country along with international subscriber dialing code of the mobile phone from the drop-down list. The drop-down list option consist of countrycode, country name and subscriber dialing code.</p> <p>This field appears only if you select the Mobile Phone option as communication mode.</p>
Mobile Number	Specify the mobile number.
Email Id	<p>Specify the email ID. This field appears only if you select the Email option as communication mode.</p>
Preferred	Select to indicate if the given record is the preferred one.
Action	You can edit or delete the added mobile details.
Identification Details	<p>You can add, view and edit the identification details in this section. Click the Add ID button to add Identification details.</p>
ID Type	<p>Specify the ID type. The available options are:</p> <ul style="list-style-type: none"> • Military ID • Birth Certificate • SIN • Permanent Resident Card () • SIN • Passport • SSN
ID Status	<p>Specify the status of the selected ID type. The available options are:</p> <ul style="list-style-type: none"> • Verification Pending • Applied For • Available • Notice Received

Table 2-1 (Cont.) Applicant- Individual – Field Description




Field	Description
Unique ID	Specify the unique identification code of the selected type. You can enter the unique ID only if the ID Status is Available .
Place Of Issue	Specify the place where the ID is issued to the user.
Issue Date	Specify the date from which the ID is valid.
Expiry Date	Specify the date till which the ID is valid.
Preferred	Select to indicate whether added ID details are preferred among all others. In case of multiple ID details, it is mandatory to mark any one of the ID details as Preferred.
Remark	Specify the remark. Click the Save button to save the entered ID details.
<Added record tile>	In this tile you can view the added ID details. Below details appears in the tile: <ul style="list-style-type: none"> • ID Status • <Preferred ID status> this flag appears only if Yes option is selected. • ID Type • Unique ID Click the Edit to edit the added ID details. Click the View to view the added ID details.  Click  to delete the added ID details.
Supporting Document	This section displays the status of the supporting documents that customer provides to get onboard. You can view, <ul style="list-style-type: none"> • Total Documents – Counts of total documents • Document Submitted – Count of the document that are submitted • Document Pending – Count of the document that are pending In case of exiting party, already captured documents fetched in this section. User can add, edit or delete the documents. Click  to add the document. The Document popup appears. Below fields appears in the popup.
Document Name	Specify the name of the document.
Document Number	Specify the unique number of the selected document.
Document Issue Date	Specify the date from which the document is valid.
Document Expiry Date	Specify the date on which the document is expired.
Upload Documents	Drag and drop the document file or click the Select or drop files here link to browse and upload the document.
Uploaded Documents	The name along with extension of the uploaded document is displayed. You can view or delete document. Click Save to upload the document.




Table 2-1 (Cont.) Applicant- Individual – Field Description

Field	Description
Tax Declaration	In this section you can update the tax declaration details.
Form Type	Specify the form type for tax declaration. If the Non Resident Alien option is selected from the Citizenship Status drop-down list then the Form Type is defaulted to W8-BEN and disable. If the Citizen or Resident Alien option is selected from the Citizenship Status drop-down list then the Form Type is defaulted to W9 and disable.
Valid From	Specify the date from which the form is valid.
Valid Till	Specify the date on which the document is expired.
Employment Details	In thi section user can capture the employment details of the applicant.
Employment Type	Select the employment type. The available options are: <ul style="list-style-type: none"> • Salaried • Self Employed
Salaried	Below field appears if the Salaried option is selected from the Employment Type list. In this section user can capture salaried employment details. The below fields appears if salaried employment details are already captured. <ul style="list-style-type: none"> • Employer Code • Employer Name • Employer Description • Employee Type • Industry Type • Organization Category • Demographics • Current Employer • Working Since • Working Till • Employee ID • Designation • Level or Grade User can edit, view or delete already added details.
Employer Code	Specify the employer code. OR Click to search the employer code. The pop-up appears to fetch the employer code. Specify Employer Code or Employer Name to fetch the details.
Employer Name	Displays the employer name of the selected employee code.
Employer Description	Specify the employer description.
Employee Type	Select the employee type from the drop-down list. Available options are: <ul style="list-style-type: none"> • Full Time • Part Time • Contract • Permanent

Table 2-1 (Cont.) Applicant- Individual – Field Description

Field	Description
Industry Type	Select the Industry Type from the drop-down list. Available options are: <ul style="list-style-type: none"> • IT • Bank • Services • Manufacturing • Legal • Medical • Engineering • School/College • Others
Organization Category	Select the organization type from the drop-down list. Available options are: <ul style="list-style-type: none"> • Government • NGO • Private Limited
Demographics	Select the demographics from the drop-down list. Available options are: <ul style="list-style-type: none"> • Global • Domestic
Current Employer	Select whether the applicant works currently in this role. Available options are: <ul style="list-style-type: none"> • Yes • No
Working Since	Select the employment start date.
Working Till	Select the employment last date.
Employee ID	Specify the employee ID.
Grade	Specify the grade.
Designation	Specify the designation.
Self Employed	Below field appears if the Self Employed option is selected from the Employment Type list. In this section user can capture self-employment or professional details of customer. Below fields appears if self-employment or professional details are already captured. <ul style="list-style-type: none"> • Professional Name • Professional Description • Professional Email ID • Company /Firm Name • Registration Number of Company • Start Date • End Date User can edit, view or delete already added details.
Professional Name	Specify the professional name.
Professional Description	Displays the professional description.
Professional Email ID	Specify the professional email ID.
Company /Firm Name	Specify the company or firm name.

Table 2-1 (Cont.) Applicant- Individual – Field Description

Field	Description
Registration Number of Company	Specify the registration number.
Start Date	Specify or select the start date of company.
End Date	Specify or select the end date of company.
<Added record tile>	<p>In this tile you can view the added employment details. Below details appears in the tile:</p> <ul style="list-style-type: none"> • Employment Type • <Current Employer> this flag appears only if Yes option is selected. • Employer Name • Working Dates <p>Click the Edit to edit the added ID details. Click the View to view the added ID details.</p> <p>Click  to delete the added ID details.</p>
Service Member Details	In this section you can capture the service member details, if the customer is service member.
Employee ID	Specify the employee identification code.
Remarks	Specify the remarks.
Service Branch	<p>Specify the service branch of the customer. The available options are:</p> <ul style="list-style-type: none"> • Army • Marine Corps • Navy • Air Force
Remarks	Specify the remarks.
Cover Under Armed Forces Benefits	Specify to indicate whether the customer is covered under the armed forces benefits.
Unit Name	Specify the unit name of the customer.
Order Number	Specify the order number of the service in which the customer is enrolled.
Active Duty Start Date	Specify the date on which service is active.
Active Duty End Date	Specify the date on which the service is ending.
Notification Date	<p>Specify the date on which the customer notified bank about the enrollment in service.</p> <p>This date cannot be future dated.</p>
Actions	<p>Select the action to preform on the added record. The available actions are:</p> <ul style="list-style-type: none"> • Edit: Click  to edit the added record. • Delete: Click  to delete the added record.

Advanced Search

You can perform an advanced search for the party by providing additional information.

You can perform search on below party types:

For Individual

- First Name
- Middle Name
- Last Name
- Date of Birth
- Preferred Unique ID
- SSN ID
- Mobile Number
- Email

For Non- Individual

- Party ID
- Business or Organization Name
- Registration Number
- Registration Date
- Email
- Customer Category

To search for a party using the advanced search:

- Click the **Advanced Search**. The Search Party window appears based on the selected party type. Below screenshot refers the

Figure 2-2 Advanced Search - Individual

Search Party

First Name Middle Name Last Name Date of Birth

Unique ID SSN Mobile Number Email

Fetch Clear

Party ID	CF	First Name	Middle Name	Last Name	Email	Mobile Number	Date of Birth	Preferred Unique ID	SSN
232704305	232704305	Donal	H	Doyle	krishnadas.r.pai@oracle.com	9023456788	1986-01-01		234-56-7890
232854384	232854384	Andrew	Kim	Martin	noreply@noreply.com	9090909090	1990-05-24	20231012121038	
232854386	232854386	Grace	Rose	Smith	john@abc.com	9090909090	1983-04-08	20231012121008	
232864424	232864424	Andrew	Kim	Martin	noreply@noreply.com	9090909090	1990-05-24	20231013191021	
233394646	233394646	Andrew	Kim	Martin		9090909090	1990-05-24	20231205161277	

Page 1 of 12 (1 - 10 of 111 Items) | < 1 2 3 4 5 ... 12 >

Close

Figure 2-3 Advance Search -Small Medium Business Products

Search Party

Party ID Business/Organization Name Registration Number Registration Date

Email Customer Category

CIF	Registration Number	Business/Organization Name	Registration Date	Party ID	Is Customer	Customer Category
006011052	RTF20231130171136	SMB IndKayoZeXlKH	1995-09-17	233541462	Customer	
006011726	RTF20231201161254	SMB Indkelgwwdvtb	1995-09-17	233351553	Customer	
006011788	303639	Nienow Qultzon	2010-03-30	233561604	Customer	
233561607	1094911	Botsford Group	2014-11-02	233561607	Non-Customer	
006011791	128799	Bernier Spinka and Strozin	2010-03-30	233561610	Customer	

Page of 27 (1 - 10 of 264 items) |< < 1 2 3 4 5 ... 27 > >|

- b. Click **Fetch** to search all the parties. All the parties in system appears in the table.
OR

Enter the specific search criteria in the respective field and click **Fetch**. The search result appears based on the search criteria.

3. Click **Save**. The applicant details tile appears with the captured data.

The tile comprises of below fields:

- <Applicant Role>
- <KYC Status>
- <Applicant Photo>
- <First Name, Middle Name, Last Name>
- <Title>
- CIF Number
- Date of Birth
- Initiate: This button appears if the **Early KYC** is selected while configuring the product in the **Business Product Configuration** screen.

4. Click **Initiate** to initiate the Know Your Customer (KYC) process of the added applicant. It is mandatory to complete the KYC process successfully to proceed.

2.2.1.2 For Small and Medium Business (SMB) Customer Type

The topic describes the process to capture or edit customer information of Small and Medium Business type of customers.

To capture applicants details

1. In the **Current Application Entry** stage, update the customer details in the Applicants data segment based on the respective customer type.

The **Applicants - Small and Medium Business (SMB)** screen is displayed.

Figure 2-4 Applicant - Small and Medium Business

- Specify the details in the relevant data fields. For more information on fields, refer to the field description table below.

Table 2-2 Small and Medium Business – Field Description

Field	Description
Customer Type	Displays the customer type based on the product selected.
Doing Business As	Displays the business name of the SMB customer.
Registration Number	Displays the registration number of the business.
Date of Registration	Displays the registration date of the business.
Edit	Click Edit to modify the existing customer details and address details. Click Save to save the modified details and click Cancel to cancel the modifications. The Edit appears only for existing customers.
Existing Customer	Select to indicate if customer is existing customer.
CIF Number	Search and select the CIF number.
Advance Search	Click this button to perform party using advance parameters. For more information on advance search, refer the Advanced Serach section below.
Doing Business As	Specify the name of the business.
Registration Number	Specify the registration number of the business.
Date of Registration	Select the registration date of the business.
Country of Registration	Search and select the country code where the business is registered.

Table 2-2 (Cont.) Small and Medium Business – Field Description



Field	Description
SMB Classification	Select the SMB Classification from the dropdown list. Available options are: <ul style="list-style-type: none"> • Micro • Small • Medium
Customer Category	Search and select the customer category.
SMB Registration Number	Specify the SMB registration number.
Tax Identification Number	Specify the tax identification number of the SMB customer.
Goods and Service Tax ID	Specify the goods and service tax ID.
Business License	Specify the business license.
Preferred Language	Select the preferred language.
Preferred Currency	Select the preferred currency.
Relationship Manager ID	Specify the relationship manager ID.
Upload Logo	Click Upload Logo button to upload the logo for the business.
Address	This section displays the added address of the applicant. It is mandatory to add communication address of the applicant. Click  to add address details. Click  to perform below actions on the added address details, <ul style="list-style-type: none"> • To view the address details, click View. • To edit the address details, click Edit. • To delete the address details, click Delete.
Address Type	Select the address type for the applicant from the drop-down list. <ul style="list-style-type: none"> • Residential Address • Communication Address
Location	Select and search the location.
Current Address	Select to indicate if you want to mark entered address as current address type.
Preferred Address	Select to indicate if you want the selected address type as preferred address type.
Address From	Select the date from when you are connected with the given address.
Address To	Select the date till when you were connected with the given address.
Address	Specify the address to search for the already captured address. Based on the configuration, on entering a few letters, the system fetches the related address that is already captured. Based on the selection, the fields are fetched in the address section.
Address Line 1	Specify the building name.
Address Line 2	Specify the street name.
Address Line 3	Specify the city or town name.

Table 2-2 (Cont.) Small and Medium Business – Field Description

Field	Description
Country	Select and search the country code.
State / Country Sub Division	Specify the state or country sub division. This field appears based on the selected country code.
Zip Code / Post Code	Specify the zip or post code of the address.
Contact Details	In this section you can provide digital contact details. Click add contact button to add new contact details.
<Communication Mode>	Select the communication mode from the drop-down list. The available options are: <ul style="list-style-type: none"> • Mobile Phone • Email
Country	Select the country along with international subscriber dialing code of the mobile phone from the drop-down list. The drop-down list option consist of countrycode, country name and subscriber dialing code. This field appears only if you select the Mobile Phone option as communication mode.
Mobile Number	Specify the mobile number.
Preferred	Select to indicate if the given mobile number is the preferred number.
Action	You can edit or delete the added mobile details.
Email Id	Specify the email ID. This field appears only if you select the Email option as communication mode.
Preferred	Select to indicate if the given email ID is the preferred ID.
Action	You can edit or delete the added email details.

Advanced Search

You can perform an advanced search for the party by providing additional information.

Refer above **Advanced Search** section for more details.

- Click **Next** to navigate to the next data segment, after successfully capturing the data. The system will validate all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action. User will not be able to proceed to the next data segment, without capturing the mandatory data. If the **Customer Dedupe** check is enabled, the application will perform the Dedupe check for the new customer details on clicking **Next** button. For more information, refer the **Customer Dedupe Check** section.

Customer Dedupe Check:

Based on the configuration set in the **Origination Preference** screen, the customer dedupe service is enabled.

If the **Customer Dedupe** service check is enabled, upon capturing the New Customer details, the system compares the same with the existing customers records. If there are any matching hits, the list of Duplicate records which matches to the New Customer Details will be displayed.

The customer details are compared based on a set of attributes configured. (Refer to Oracle Banking Party Documentation for Dedupe attributes configuration).

- Click **Next** to perform the dedupe check and display the result.

The **De-Dupe Result** screen is displayed

Figure 2-5 De-dupe Results

De-Dupe Results

Following matching records are found, Please verify

▼ Vikash Kumar

CIF Number	PTY Number	First Name	Last Name	Customer Type	DOB	Contact Number	ID/Registration Number	Status
100011		Vikash	Anand	I	03-01-1990	0988098009		COMPLETED

OK Ignore

▼ Sanjeet Singh

CIF Number	PTY Number	First Name	Last Name	Customer Type	DOB	Contact Number	ID/Registration Number	Status
100012		Sanjeet	Kumar	I	10-01-1990	0988056009		IN-PROGRESS

OK Ignore

Cancel Submit

For more information on fields, refer to the field description table below.

Table 2-3 De-Dupe Results – Field Description

Field	Description
CIF Number	Displays the CIF Number.
PTY Number	Displays the PTY Number.
First Name	Displays the First Name.
Last Name	Displays the Last Name.
Customer Type	Displays the Customer Type.
DOB	Displays the Date of Birth.
Contact Number	Displays the Contact Number.
ID/Registration Number	Displays the Registration number.
Status	Displays the Status of the De-Dupe check.

2.2.2 Relationship

This topic describes the relationship details of parties that are involved in loan account opening application.

In this data segment you can add and view relationships of the customer. While onboarding a customer, adding the relationship details is beneficial to both customer and bank. Below are the available relationship types,

- Service Member - If related party is served in military services.
- Related to Insider – If related party is an insider.

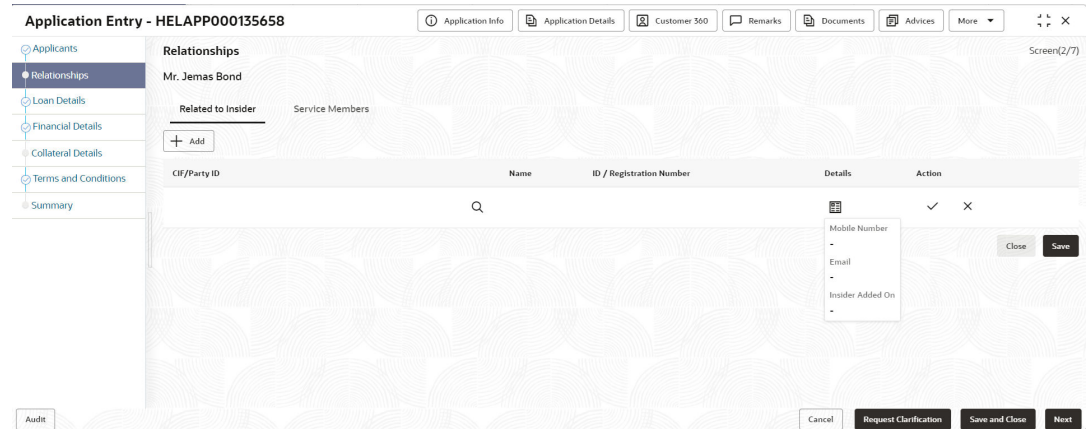
This data segment is applicable only for Individual type of customer.



To add relationships of customers:


1. Click **Next** in the previous data segment to proceed with the next data segment, after successfully capturing the data.

The **Relationship** screen appears.

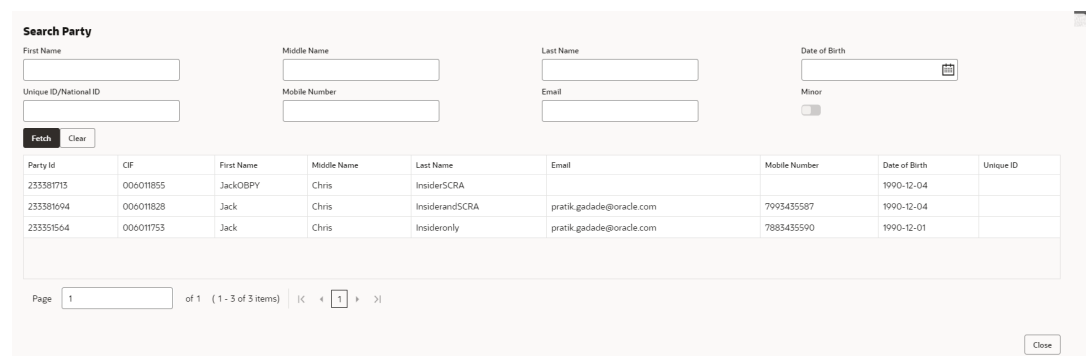
Figure 2-6 Relationship



2. In the Relationships screen, select the appropriate relationship tab to add the details.
3. If the party is auto populated on the screen then click the party name to expand the section and add related party.
4. Click  to add the party. The **Add New<Relationship Type>** popup appears for entering the CIF or Party ID
5. In the **CIF/PARTY ID** field, enter the CIF or party ID and click **Next** to add the party. OR
Click  to search party.

 **Note:**
An existing customer of the bank can be added as related party.

6. If you search for the party then **Search Party** screen appears.



7. Specify the details in the relevant data fields. For more information on fields, refer to the field description table below.

Table 2-4 Search Party – Individual

Field	Description
Individual	Select if the party is individual.
Non- Individual	Select if the party is non-individual.
First Name	Specify the first name of the party.
Middle Name	Specify the middle name of the party.
Last Name	Specify the last name of the party.
Date of Birth	Specify the date of birth of the party.
Unique ID / National ID	Specify the unique identification number of the party.
Mobile Number	Specify mobile number of the party.
Email	Specify the email address of the party.
Minor	Specify to indicate if the party is minor.
Fetch	Click the button to fetch the details based on the entered search criteria.
Clear	Click the button to clear the entered details.
Party ID	Displays the party ID of the existing customer who is not onboarded.
CIF	Displays the CIF ID of the existing customer.
First Name	Displays the first name of the stakeholder.
Middle Name	Displays the middle name of the stakeholder.
Last Name	Displays the last name of the stakeholder.
Email	Displays the email ID of the existing customer.
Mobile Number	Displays the registered mobile number of the customer.
Date of Birth	Displays the date of birth of the customer.
Unique ID	Displays the unique ID of the customer.

Table 2-5 Search Party – Non Individual

Field	Description
Non- Individual	Select if the party is non-individual.
Business /Organization Name	Specify the business or organization name of the party.
Registration Number	Specify the registration number.
Registration Date	Displays the registration date.
Fetch	Click the button to fetch the details based on the entered search criteria.
Clear	Click the button to clear the entered details.
Stakeholder Type	Displays the type of the stakeholder.
CIF	Displays the CIF ID of the existing customer.
Registration Number	Displays the registration number.
Business /Organization Name	Displays the name of business or organization.
Registration Date	Displays the registration date.
Party ID	Displays the party ID of the existing customer who is not onboarded.
Is Customer	Displays whether the customer exist within the bank.

8. Double click on the record which you want to select.

- If you enter the CIF or Party ID in the **CIF/PARTY ID** field and click **Next**, then the **Add New <Relationship type>** screen appears.

Table 2-6 Add New <Relationship Type> – Field Description

Field	Description
Relationship	Specify the relationship of the new added party with party involved in account opening application. The options are: <ul style="list-style-type: none"> • Spouse • Father • Mother • Daughter • Guardian • Son This field is not applicable for the Related to Insider .
Preferred	Specify to indicate the added party is preferred as guardian. It is mandatory to add one Preferred party This field is not applicable for the Related to Insider .
Covered Under Armed Forces Benefits	Specify to indicate the added party is covered under the armed forces benefits.
Party Details section	In this section you can view the details of the selected party. Below fields appears on the screen: <ul style="list-style-type: none"> • Party Image • Party Name • Type • Date of Birth • Gender • ID Type • Unique ID • Citizenship

- Click **Add** to add as a customer. You can view the selected customer in the tabular format.

Table 2-7 Relationship

Field	Description
Party Type	Displays the party type.
CIF/ Party ID	Displays the unique identification number. For an existing customer, the CIF number is displayed. For an existing non customer, the Party ID is displayed.
Name	Displays the name of the customer.
ID/ Registration Number	Displays the ID or registration number of the added customer.
Is Customer	Displays whether the added party is an existing customer within the bank.
Action	Click delete icon the added ID details.

11. Click **Next** to navigate to the next data segment, after successfully capturing the data. The system will validate all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action. User will not be able to proceed to the next data segment, without capturing the mandatory data.

2.2.3 Loan Details

This topic describes the systematic instructions to configure the loan product.

1. Click **Next** in the previous data segment to proceed with the next data segment, after successfully capturing the data.

The **Loan Details** screen displays.

Figure 2-7 Loan Details

The screenshot displays the 'Loan Details' screen for application entry. The interface includes a navigation menu on the left with options like 'Applicants', 'Relationships', 'Loan Details', 'Financial Details', 'Interest and Charges', 'Loan Disbursement Det...', 'Loan Repayment Details', 'Terms and Conditions', 'Qualitative Scorecard', 'Assessment Details', and 'Review'. The main content area contains several input fields and dropdown menus: 'Application Date' (2018-03-30), 'Application Priority' (Medium), 'Sourced By' (KRISH2), 'Account Branch' (006), 'Loan Tenure' (36), 'Requested Loan Amount' (USD 50,000.00), 'Purpose of Loan' (Personal), 'Purpose Description', 'Account Address Preference' (Clara - Primary - Communication Address - Apple towers, Orang), and 'Income Reliant' (Clara Cooper). At the bottom, there are buttons for 'Cancel', 'Request Clarification', 'Back', 'Save and Close', and 'Next'.

2. Specify the fields on **Loan Details** screen.
For more information on fields, refer to the field description table.

Table 2-8 Loan Details – Field Description

Field	Description
Application Date	Displays the date on which the application is initiated.

Table 2-8 (Cont.) Loan Details – Field Description

Field	Description
Application Priority	Specify the priority level of this account opening application. The available options are: <ul style="list-style-type: none"> • Low • Medium • High Based on the selected option the applications appears in list of the logged in user.
Sourced By	Specify or select the user ID who initiate this account opening application.
Account Branch	Specify the branch code of this account opening opening application.
Loan Tenure	Specify the loan tenure in years.
Applied Loan Amount	Select the currency and the specify loan amount. The selected currency in the Preferred Currecny field of the Applicant data segment is defaulted in this field. The available options in the drop-down list are based on the currency allowed for the selected business product.
Customer Contribution	Select the currency and specify the margin amount contributed by the customer. The Customer Contribution can be zero. In case of Personal Loans, this field appers only if a parameter is set as Applicable to configure the customer contribution at business product level.
Requested Loan Amount	Displays the calculated loan amount. $Loan\ Amount = Estimated\ Cost - Customer\ Contribution$ The system will validate the minimum and maximum loan amount. In case of Personal Loans, if a parameter is added at business product level to configure the customer contribution then following conditions are triggered: <ul style="list-style-type: none"> • If the customer contribution is set as applicable then the user can input the value in the Applied Loan Amount and the Customer Contribution fields. Based on this inputs the value of the Requested Loan Amount is auto calculated and appears in this field. • If the customer contribution is set as not applicable then the Applied Loan Amount and Customer Contribution fields are not applicable and will not appears in the Product Details or Loan Details data segment for loan origination. The user can input the Requested Loan Amount value.
Purpose of Loan	Specify the loan purpose. The options in this list appears based on the preference set while configuring product in the Business Product Preference screen.
Purpose Description	Specify the description for the select purpose of loan.
First Home Buyer	Select to indicate whether the applicant is first home buyer. This field is applicable only for Individual type of customer. This field appears if the First Home Buyer Applicable toggle is selected in the Business Product Details data segment of the Business Product Configuration screens.

Table 2-8 (Cont.) Loan Details – Field Description

Field	Description
External Refinance	Select to indicate whether the applicant is opting for external refinance. This field is applicable only for Individual type of customer. This field appears if the Refinance Allowed toggle is selected in the Business Product Details data segment of the Business Product Configuration screens.
Armed Forces Eligible Applicant	Specify whether armed forces are eligible to this applicant. This field is appears only if Armed Forces Benefit Applicable is enabled in the Business Product Preferences data segment of the Business Product Configuration screens.
Personalized Schedule Applicable	Select to indicate whether personalized schedule is applicable. The available options are: <ul style="list-style-type: none"> • Yes:By default, this option is Yes and non-editable. • No:By default, this option is editable.Select Yes and proceed.
Staff Benefits Applicable	Select to indicate whether staff benefits are applicable. The available options are: <ul style="list-style-type: none"> • Yes : Select this option to avail the staff benefits. • No : Select this option for not making use of any staff benefits. This field appears if the Yes option is select from the Staff field in the Applicant data segment. The Yes option is by default selected in this field.
Account Address Preference	Select the address which is indicated as account address. All captured addresses in the Applicant data segment appears for selection. The drop-down list displays the address in the following format: <First Name>-<Applicant Role>-<Address Type> - <Address (Complete address sepearted by ,)> After the account address is selected: <ul style="list-style-type: none"> • If the user deletes an address from the Applicant data segment then the system removes that address from this data segment and the user must then select another address as the account address. • If the Applicant data segment is edited with a new address then the updated address is reflected in this segment.
Income Reliant	Select to indicate whether the applicant is income reliant. The applicant's financial details are captured only if this indication is selected. This field appears if the Overdraft Requested is selected. It is mandatory to select at least one applicant as Income Reliant .

3. Enter the relevant details in each section.
4. Click **Next** to navigate to the next data segment, after successfully capturing the data. The system will validate all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action. User will not be able to proceed to the next data segment, without capturing the mandatory data.

2.2.4 Stake Holder Details

This topic provides the systematic instructions to capture the stake holder details related information for the application.

The **Stake Holder Details** data segment allows to capture the Stake holder details for the business.

Note:

This data segment is applicable only if the **Customer Type** is selected as **Small and Medium Business (SMB)**.

The user can perform actions on added stake holder details based on the following scenarios:

- If the added stakeholder is existing customer or non customer with CIF then user can **View** or **Delete** the added stakeholder details.
- If the added stakeholder is non customer without CIF then user can **Edit**, **View** or **Delete** the added stakeholder details.

To add stakeholder details:

1. Click **Next** in previous data segment to proceed with the next data segment, after successfully capturing the data.
2. Select **+ Add Stakeholder** to add the Stake holders for the business.

The **Stake Holder Details** screen displays.

Figure 2-8 Stakeholder

The screenshot displays the 'Stake Holder Details' screen for application entry. The interface includes a top navigation bar with 'Application Entry - 006APP000062814' and various utility buttons. A left-hand navigation pane lists menu items: Applicants, Loan Details, Stake Holder Details (selected), Financial Details, Mandate Details, Collateral Details, and Summary. The main content area shows two stakeholder entries:

- Jack Marvel** (Owner): Stakeholder Type: Owners, Date of Birth: 2000-01-01, Id Type: DL5, Unique Id: 123456789, Citizenship: US. Ownership Percentage: 100, Associated Since: March 1, 2018.
- Jain Marvel** (Authorized Signatories): Stakeholder Type: Authorized Signatories, Date of Birth: 2000-01-01, Id Type: DL5, Unique Id: 123456789, Citizenship: US. Associated Since: (empty), Signature: (empty).

At the bottom of the screen, there are buttons for 'Audit', 'Cancel', 'Request Clarification', 'Back', 'Save & Close', and 'Next'.

3. Specify the details in the relevant data fields. For more information on fields, refer to the field description table below.

Table 2-9 Stakeholder - Field Description


Field	Description
Stake Holder Type	Select the Stakeholder type from the dropdown list. Available options are <ul style="list-style-type: none"> • Owners • Authorized Signatories • Guarantors • Suppliers
Existing Customer	Select the toggle to indicate if the customer is an existing customer or not.
CIF Number	Click Search icon and select the CIF number. This field appears only if the Existing Customer toggle is enabled.
Ownership Percentage	Specify the ownership percentage. This field is appears only if the Owner option is selected from the Stake Holder Type field.
Associated Since	Select the date from when the Stake Holder is associated with the business.
Authorized Signatories	For the existing customers, the Signature details will be in read-only mode. For the new customers, the user will be able to add, edit and delete the Signature details.
Signatures	Click  icon to upload the signatures for the new customer. Click Add button to add the signatures. Click Cancel button to discard the added details. On Submit, signature will be handed off to Oracle Banking Party.
Upload Signature	Drag and drop the signature file or click on Select or drop files here to browse and upload the signature from the local system. PNG & JPEG file formats are supported. This field appears only for the new Customers.
Uploaded Signature	Displays the uploaded signature. This field appears only for the new Customers.
Remarks	Specify the remarks related to the signature. This field appears only for the new Customers.
Signature ID	Displays the Signature ID for the added signature.
Signature	Displays the added signature.
Remarks	Displays the remarks for the added signature.

Table 2-9 (Cont.) Stakeholder - Field Description





Field	Description
Action	<p>Click</p>  <p>to edit the added signatures</p> <p>Click</p>  <p>to delete the added signatures. This field is enabled only for new customers.</p>
Guarantors	<p>Click</p>  <p>to add guarantor details.</p>
Line of Business	<p>Select the line of business for the guarantor/supplier. Available options are:</p> <ul style="list-style-type: none"> • Facility • Supply Chain Finance • Trade • Lending • Cash Management • Liquidity Management • Virtual Account Management • Accounts
Scope	Specify the scope of the guarantor in the business.
Guarantee Start date - Expiry date	Select the guarantee start and expiry date.
Guarantee amount	Specify the guarantee amount for the business.
Description	Specify the description for the guarantor.
Suppliers	<p>Click</p>  <p>to add supplier's details.</p>
Line of Business	<p>Select the line of business for the guarantor/supplier. Available options are:</p> <ul style="list-style-type: none"> • Facility • Supply Chain Finance • Trade • Lending • Cash Management • Liquidity Management • Virtual Account Management • Accounts

Table 2-9 (Cont.) Stakeholder - Field Description

Field	Description
Item Name	Specify the item name of the supplier.
Quantity	Specify the quantity of the item.
Supply Frequency	Specify the supply frequency.
Start Date – End Date	Select the start and end date for the supplier.

4. To onboard the New Customers, disable the **Existing Customer** toggle. By Default, the **Existing Customer** is enabled.

The **Customer Onboarding** screen is displayed.

Figure 2-9 Customer Onboarding

5. Select the appropriate option from the Customer Category list.
 - a. If you select **Individual** option to onboard individual type of customer, refer field description table and procedure from **3.1.1.1 For Individual Customer Type of Customer Information** data segment.
 - b. If you select **Small and Medium Business** option to onboard small and medium business type of customer, refer field description table and procedure from **3.1.1.2 For Small and Medium Business Customer Type of Customer Information** data segment.
6. Click **Next** to navigate to the next data segment, after successfully capturing the data. The system will validate all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action. User will not be able to proceed to the next data segment, without capturing the mandatory data.

On submission of Application Entry stage, Stakeholder Onboarding request gets initiated for the new customers.

The request for New Stakeholder Onboarding is addressed by the underlying API call, which also generates the New Party reference number, thereby circumventing the usual process of generating a Unique Process reference number / Task.

2.2.5 Financial Details

This topic provides the systematic instructions to capture the financial details of a single customer or multiple customers.

Financial details are captured for applicants or guarantor or co-signers that are involved in loan account opening application. In case multiple applicant are added in the single applicant, the system validates whether added applicants are not same for different roles.

The user can capture basic as well as income and expenses details in respective sections. Separate sections appears for each applicant to capture the financial details. The financial template are resolved based on the configuration.

This data segment is mandatory if below condition are opt:

- The **Capture Financial Details** toggle is selected in the **Business Product Preference** data segment while configuring a business product.
- The business product is allowed to opt overdraft.

To add financial details:

1. Click **Next** in previous data segment to proceed with the next data segment, after successfully capturing the data.

The **Financial Details** screen displays.

Figure 2-10 Financial Details - Individual

Income Type *	Frequency *	Currency *	Amount *	Monthly Amount (GBP)	Action
Salary	Monthly	GBP	45,000.00	45,000.00	[Edit] [Delete]
			Total Income	GBP 45,000.00	
Expense Type *	Frequency *	Currency *	Amount *	Monthly Amount (GBP)	Action
Other Expenses	Monthly	GBP	3,400.00	3,400.00	[Edit] [Delete]
			Total Expense	GBP 3,400.00	
Net Monthly Income			GBP 41,600.00	Last Updated On 2018-03-30	

2. Specify the details based on the addition. For more information on fields, refer to the field description table below.

Table 2-10 Financial Details: Individual – Field Description

Field	Description
<Applicant Name>	Displays the applicant name as captured in the Applicant data segment.
Income and Expenses In this tab you can capture the income and expenses of the applicant. In case on exiting applicant you can view already added income and expense in tabular format. Click Add Income or Add Expenses button to add respective records.	

Table 2-10 (Cont.) Financial Details: Individual – Field Description

Field	Description
Income Type	<p>Select the type of income to specify the amount.</p> <ul style="list-style-type: none"> • Salary • Agriculture • Business • Investment Income • Interest Amount • Pension • Bonus • Rentals • Cash Gifts • Other Income <p>The options in the list appears based on the entity code configuration</p>
Expenses Type	<p>Select the type of expenses to specify the amount.</p> <ul style="list-style-type: none"> • Household • Medical • Education • Vehicle • Fuel • Rentals • Other Expenses • Loan Payments • Utility Payments • Insurance Payments • Credit Card Payments <p>The options in the list appears based on the entity code configuration.</p>
Frequency	<p>Select the frequency for the selected income type. The available options are:</p> <ul style="list-style-type: none"> • Daily • Weekly • Bi-Weekly • Monthly • Quarterly • Half-Yearly • Yearly
Currency	<p>Select the currency of the selected type. The currencies that are paired with product appears for selection.</p>
Amount	<p>Specify the amount for the selected type.</p>
Monthly Amount (<Account Currency>)	<p>Displays the monthly amount of the selected type. The system evaluates and converts the amount which is entered in the Amount field with the Currency which is selected in the Account Details data segment.</p>

Table 2-10 (Cont.) Financial Details: Individual – Field Description





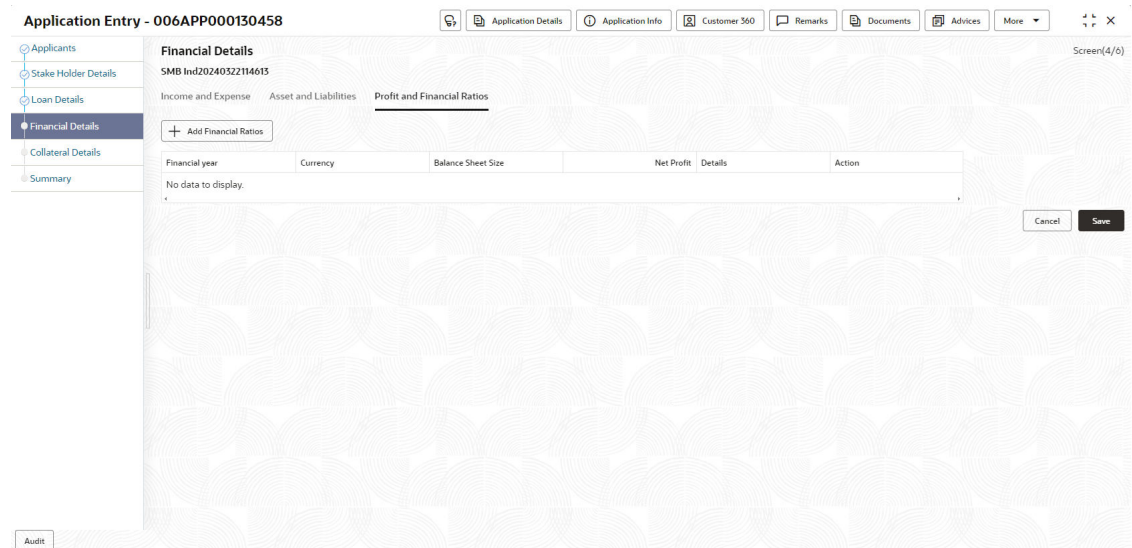
Field	Description
Action	<p>Select the action to perform on added record.</p> <ul style="list-style-type: none"> • Figure 2-11 Edit  <p>- Click to edit the record.</p> <ul style="list-style-type: none"> • Figure 2-12 Delete  <p>- Click to delete the record.</p>
Total Income	Displays the total income of all the added income type along with the selected account currency.
Total Expenses	Displays the total expenses of all the added expenses type along with the selected account currency.
Net Monthly Income	Displays the total monthly income over expenses. This amount is calculated as Net Monthly Income = Total Income - Total Expense
<p>Asset and Liabilities In this tab you can capture the income and expenses of the applicant. In case on existing applicant you can view already added income and expense in tabular format. Click Add Asset or Add Liabilities button to add respective records.</p>	
Liabilities	<p>Select the type of liability to specify the amount.</p> <ul style="list-style-type: none"> • Property Loan • Vehicle Loans • Personal Loans • Credit Card outstanding • Overdrafts • Other Liability • Home Loan • Education Loan <p>The fields appears in this sections are based on the configuration.</p>
Asset	<p>Select the type of asset to specify the amount.</p> <ul style="list-style-type: none"> • House • Deposit • Vehicle • Other <p>The fields appears in this sections are based on the configuration.</p>
Currency	Select the currency of the selected type. The currencies that are paired with product appears for selection.
Amount	Specify the amount for the selected type.
Amount (<Account Currency>)	Displays the monthly amount of the selected type. The system evaluates and converts the amount which is entered in the Amount field with the Currency which is selected in the Account Details data segment.

Table 2-10 (Cont.) Financial Details: Individual – Field Description

Field	Description
Action	<p>Select the action to perform on added record.</p> <ul style="list-style-type: none"> Figure 2-13 Edit  <p>- Click to edit the record.</p> <ul style="list-style-type: none"> Figure 2-14 Delete  <p>- Click to delete the record.</p>
Total Asset	Displays the total asset of all the added asset type along with the selected account currency.
Total Liability	Displays the total liability of all the added liability type along with the selected account currency.

Financial Details - SMB

Figure 2-15 Financial Details - Small and Medium Business



3. Click **Add Financial Ratios** to update the profit and financial ratios of the business. The user will have the option to capture the relevant data for various financial years.

The **Profit and Financial Ratios** screen displays

Figure 2-16 Profit and Financial Ratios

- Specify the details in the relevant data fields. For more information on fields, refer to the field description table below.

Table 2-11 Financial Details: SMB – Field Description

Field	Description
<Applicant Name along with Role of applicant>	Displays the applicant name along with applicant role as captured in the Customer Information data segment.
Total Income	Displays the total income and the currency of the applicant.
Total Expenses	Displays the total expenses and the currency of the applicant.
Financial Details	In this section you can capture the financial details of SMB type of customer.
Monthly Income	<p>Specify the amount for any of the applicable monthly expenses in the below fields.</p> <ul style="list-style-type: none"> • Salary • Agriculture • Business • Investment Income • Interest Amount • Pension • Bonus • Rentals • Cash Gifts • Other Income <p>Total gets calculated automatically.</p> <p>The fields appears in this sections are based on the configuration.</p>
Monthly Expenses	<p>Specify the amount for any of the applicable monthly expenses in the below fields.</p> <ul style="list-style-type: none"> • Household • Medical • Education • Vehicle • Fuel • Rentals • Other Expenses • Loan Payments • Utility Payments • Insurance Payments • Credit Card Payments <p>Total gets calculated automatically.</p> <p>The fields appears in this sections are based on the configuration.</p>

Table 2-11 (Cont.) Financial Details: SMB – Field Description

Field	Description
Net Income	System automatically displays the total income over expenses.
Liabilities	Specify the amount for any of the applicable liabilities in the below fields. <ul style="list-style-type: none"> • Property Loan • Vehicle Loans • Personal Loans • Credit Card outstanding • Overdrafts • Other Liability • Home Loan • Education Loan Total gets calculated automatically. The fields appears in this sections are based on the configuration.
Asset	Specify the amount for any of the applicable asset type in the below fields. <ul style="list-style-type: none"> • House • Deposit • Vehicle • Other Total gets calculated automatically. The fields appears in this sections are based on the configuration.
Profit and Financial Ratios	This field appears only if the Customer Type is selected as Small and Medium Business (SMB) .
Financial Year	Select the Financial Year from the dropdown list.
Currency	Click Search icon and select the currency from the available list.
Balance Sheet Size	Specify the balance sheet size.
Operating Profit	Specify the operating profit of the business.
Net Profit	Specify the net profit of the business.
Year Over Year Growth	Specify the growth of the business year on year.
Return On Investment	Specify the return on investments.
Return On Equity	Specify the return on equity.
Return On Asset	Specify the return on asset.

5. Click **Next**. The system validates the date specified in **Last Update On** with Financial Details Validity Period and, if date specified in **Last Update On** exceeds the date specified in Financial Details Validity Period at Business Product Preferences configurations, the system displays the following error message:
6. Click **Yes** to retain the existing financial details and proceed with the next data segment.
OR
Click **No** to edit financial details and proceed.

2.2.6 Collateral Details

This topic provides the systematic instructions to capture the collateral which is offered by the customer as security for Overdraft limit.

Collateral details is a data segment to capture the collateral which is offered by the customer as security for the loan. Collateral details will be sent to the host to be made available under

local collateral. The relevant service APIs will be made available for both Push and Pull details of collaterals.

Capturing of Collateral details in Oracle Banking Origination is also enabled with an option to onboard collateral using the Oracle Banking Credit Facility Process Management integration services. In such cases, the collateral details will be sent to the Collateral onboarding systems for performing the Valuation, obtaining the Legal opinion and recording the perfection details. These details will be made available on Oracle Banking Origination in the respective Data segments in read only mode.

To add collateral details:

1. Click **Next** in previous data segments to proceed with the next data segment, after successfully capturing the data.
2. Click **Add Collateral** to capture the collateral details.

The **Collateral Details** screen displays.

Figure 2-17 Collateral Details

If the **Collateral Type** is selected as **Term Deposit**, the following **warningmessage** displays when the OD Limit expiry date is more than the Maturity Date of the term deposit. The **Warning Message** popup screen displays.

Figure 2-18 Warning

3. Specify the details in the relevant data fields. For more information on fields, refer to the field description table below.

Table 2-12 Collateral Details - Field Description

Field	Description
Primary Collateral	Specify the primary collateral.



Table 2-12 (Cont.) Collateral Details - Field Description

Field	Description
Collateral Type	Select the collateral type. Available options are: <ul style="list-style-type: none"> • Property • Guarantee • Vehicle • Precious Metal • Deposits • Bonds • Stocks • Insurance • Accounts Receivable • Inventory (Stock of Material)
Category	Select the collateral category. Available options are: If Collateral type is selected as Property <ul style="list-style-type: none"> • Residential Property • Vacant Land • Under Construction If Collateral type is selected as Guarantee <ul style="list-style-type: none"> • Personal Guarantee • Guarantee and Indemnity • Government Guarantee • Family Guarantee If Collateral type is selected as Vehicle <ul style="list-style-type: none"> • Passenger Vehicle • Commercial Vehicle If Collateral type is selected as Precious Metal <ul style="list-style-type: none"> • Precious Metal If Collateral type is selected as Deposits <ul style="list-style-type: none"> • Term Deposit If Collateral type is selected as Bonds <ul style="list-style-type: none"> • Secured Bonds • Unsecured Bonds • Investment Bonds If Collateral type is selected as Stocks <ul style="list-style-type: none"> • Domestic Stock If Collateral type is selected as Insurance <ul style="list-style-type: none"> • Life Insurance If Collateral type is selected as Accounts Receivable <ul style="list-style-type: none"> • Bill Receivable • Trade Receivable If Collateral type is selected as Inventory (Stock of Material) <ul style="list-style-type: none"> • Stock of Raw Materials • Finished Goods • Packaging Materials
Collateral Branch	Displays the branch of the collateral.
Term Deposit Number	Select the Term Deposit Number from the list. The Term Deposit which has crossed the maturity date and the "Allow Collateral Linkage" disabled, will not appear in the list.
Maturity Date	Select the Maturity Date of the term deposit.

Table 2-12 (Cont.) Collateral Details - Field Description

Field	Description
Available Linkage Amount	Specify the available linkage amount.
Linked Amount	Specify the linked amount.
Linkage Currency	Displays the linkage currency.
Guarantee Type	Specify the type of guarantee. This field appears only if the collateral type is Guarantee .
Currency	Specify the currency of the collateral value.
Collateral Value	Specify the collateral value.
Collateral Description	Specify the collateral description.
Mark Collateral For Refinance	Specify if an added collateral should be consider for refinance.
Applicants	This section displays the applicants name and remarks that are involved in the loan application. These applicants are also related to the added collateral.
Guarantor	This section displays the guarantor name.
Purchase Property	Specify whether the collateral property being added is being purchased. This field appears if the Property option is selected from the Collateral Type list.
Liability ID	Displays the Liability ID
Liability Description	Displays the Liability description.
Collateral Available Date Range	Select the date range of the collateral. The range indicates the date from and date up to, which the collateral is available.
Collateral Value	Specify the value of the collateral.
Hair Cut %	Specify the percentage of Hair Cut.
Collateral Amount To Be Considered	Displays the collateral amount to be considered. Collateral Amount = (Hair Cut % Collateral Value)
Collateral Description	Specify the collateral description.
Property Location	In this section you can enter property address which is added as collateral. This section appears only if you select Property from the Collateral Type list. The fields appears if you select the Property option from the Collateral Type list.
Address	Specify the address to search already captured address. Based on configuration, on entering few letters, the system fetches the related address that are already captured. Based on the selection, the fields are auto populated in the address section.
Address Line 1	Specify the building name.
Address Line 2	Specify the street name.
Address Line 3	Specify the city or town name.
State / Country Sub Division	Specify the state or country sub division.
Country	Select and search the country code.
Zip Code / Post Code	Specify the zip or post code of the address.

Table 2-12 (Cont.) Collateral Details - Field Description

Field	Description
Collateral Ownership Details	In this section you specify the ownership details of the collateral property. This section displays all the customers that are involved in the loan application. The fields appears if you select the Property option from the Collateral Type list.
Ownership Type	Select the ownership type of the property. The available options are <ul style="list-style-type: none"> • Single • Joint The fields appears if you select the Property option from the Collateral Type list.
Select	Select the appropriate customer as owner from the list. The fields appears if you select the Property option from the Collateral Type list.
Customer Name	Displays the customer name along with title. The fields appears if you select the Property option from the Collateral Type list.
Ownership Percentage	Displays the percentage of the ownership of the customer. The fields appears if you select the Property option from the Collateral Type list.
Remark	Displays the remark of the customer. The fields appears if you select the Property option from the Collateral Type list.
Market LTV	Displays the market LTV.
Bank LTV	Displays the bank LTV.
Collateral Description	Displays the description of the collateral.
Collateral Type	Displays the collateral type.
Category	Displays the category of the collateral.
Collateral Value	Displays the collateral value.
Owners	Displays the owner names of the collateral.
<Actions>	Displays the actions that you can perform on the added collateral. <ul style="list-style-type: none"> •  <ul style="list-style-type: none"> - Click delete to delete the added collateral. •  <ul style="list-style-type: none"> - Click down arrow to view the collateral details.
Total Collateral Value	Displays the total value of collateral. This field will be auto updated based on the number of collaterals.
Cover Available	Displays the cover available. This field will be auto updated based on the number of collaterals.

 **Note:**

All the fields are fetched from Oracle Banking Credit Facilities Process Management in read only mode, if integrated with Oracle Banking Credit Facilities Process Management.

4. Click **Next** to navigate to the next data segment, after successfully capturing the data. The system validates for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take an action. The User cannot to proceed to the next data segment, without capturing the mandatory data.

2.2.7 Terms and Conditions

(Required) This topic descriptions the terms and conditions that are mandatory to accept for to proceed with account opening process.

In this data segment user can capture term and conditions consents from the applicants. The customer consents are same across products but few term and conditions defer based on the applied products. They appears in questionnaire format based on the configurations. This questionnaire is mapped at product configuration level. It is mandatory to accept all term and condition to proceed with application.

This data segment comprises of below sections:

- **Term and Conditions for all products** - In this section the term and conditions which are applicable for all the products appears in the questionnaire format.
- **Term and Conditions for <Selected Product>** - In this section the term and conditions which are applicable for all the selected product appears in the questionnaire format.
- **Consents and Preferences** - In this section the user capture the consents and preferences of customer as E-Sign, Marketing Communications, and Privacy Information.

To capture terms and conditions:

1. Click **Next** from pervious data segment to proceed with the next data segment, after successfully capturing the data.

The **Term and Conditions** screen appears

Figure 2-19 Term and Conditions

Application Entry - 006APP000122562

Application Details Application Info Customer 360 Remarks Documents Advices More

Screen(6/7)

Applicants

Account Details

Financial Details

Collateral Details

Beneficiary Details

Terms and Conditions

Summary

Terms and Conditions

Jemas null Bond

Terms and Conditions for all products

I have read and agree to the Electronic Signature Card

I have read and agree to the Privacy Notice

Terms and Conditions for Savings Account US

I have read and agree to the Deposit Account Fees and Charges

I have read and agree to the Deposit Account Agreement

Audit

Cancel Request Clarification Back Save and Close Next

2. Click to view the term and conditions.
3. In the **Customer Consent across Products** section, select to capture the customer consents.
4. In the **Term and Conditions for Lending Application** section, select to accept the product level term and conditions.
5. Click **Next** to navigate to the next data segment, after successfully capturing the data. The system will validate all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action. User will not be able to proceed to the next data segment, without capturing the mandatory data.

2.2.8 Summary

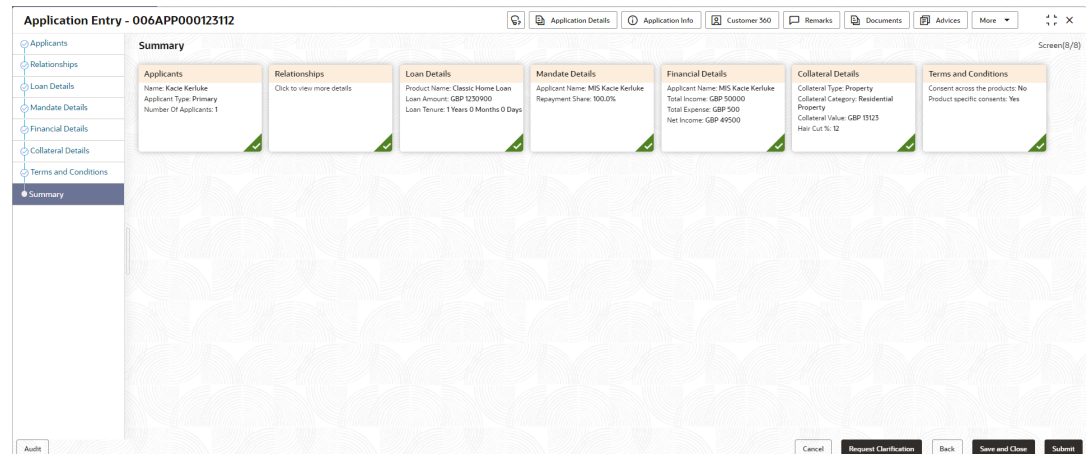
This topic provides instruction to view the tiles for all the data segments in the Loan Application Entry Process.

The system will display the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

1. Click **Next** from previous data segment to proceed with the next data segment, after successfully capturing the data.

The **Summary** screen displays.

Figure 2-20 Summary



Each of these summary tiles are clickable and the user will have the option to view all the details captured under the given data segment.

For more information on fields, refer to the field description table.

Table 2-13 Summary – Field Description

Data Segment	Description
Applicants	Displays the applicants details
Relationship	Displays the relationship details.
Loan Details	Displays the loan details.
Mandate Details	Displays the mandate details.
Financial Details	Displays the financial details.
Collateral Details	Displays the collateral summary details.
Guarantor Details	Displays the guarantor summary details.
Terms and Conditions	Displays the term and conditions.

2. Click **Submit** to reach the **OUTCOME**, where the overrides, checklist and documents for this stage are verified. The **Overrides** screen is displayed.
3. In the **Override** screen, the message appears in case there is any override. Overrides are basically warnings that are raised during the business validations. User has to accept the overrides to proceed further. Alternatively, user can go back and correct the data to ensure overrides do not arise. In case of override, click **Accept Overrides & Proceed** to proceed. OR Click **Proceed**. The Checklist screen appears
4. In the **Checklist** screen the system displays the error message if document checklist is not verified. Click **Proceed Next** to proceed. The **Outcome** screen appears.
5. In the **Outcome** screen, select appropriate option from the **Select to Proceed** field.
 - Select the **Proceed** to proceed with the application. By default this option is selected. It will logically complete the **Application Entry** stage for the loan application. The Workflow Orchestrator will automatically move this application to the next processing stage, **LoanApplication Enrichment**. The stage movement is driven by the business configuration for a given combination of **Process Code**, **Life Cycle** and **Business Product Code**.

- Select the **Reject by Bank** to reject the submission of this application. The application is terminated, and an email is sent to the borrower or customer with a rejection advice.
6. Click **Submit** to submit the Application Entry stage. The confirmation screen appears with the submission status, the Application Reference Number and the Process Application Reference Number.
 7. Click **Close** to close the window.

OR

Click **Go to Free Task**. The system successfully moves the Application Reference Number along with the process reference numbers [Credit Card Account] to the Credit Card Application Underwriting stage. This application will be available in the FREE TASKS list. The user who has the access rights will be able to acquire and proceed with the next processing stage of the application.

Application De-Dupe:

Based on the configuration available at the Bank level / Properties Table, the Dedupe service call can be enabled or disabled for the product Origination.

If application dedupe service is enabled, System will check that any application is in progress for same product and customer combination. On Submit, if any duplicate application exists, override will show a message with other in progress application numbers. User can select the override check box and proceed or take appropriate action.

Note:

- If an application is returned to the Application Entry-stage from any other subsequent stages, Oracle Banking Origination will not allow amending details in the Customer Information and Financial Details data segment, once a customer onboarding process has been triggered in the Application Entry Stage and CIF creation is still in progress.
- In case the party amendment request is rejected by Oracle Banking Party, the specified error message is shown to the user while submitting the Application Entry stage. The user has an option to go back and resolve the error or proceed with the stage submission by disregarding the amendment request.
- Unique process reference numbers will be generated and made available in the Free Task grid for the respective Customer Onboarding, Collateral Onboarding requests, which need to be picked up by the concerned users in the Oracle Banking Party / Oracle Banking Credit Facilities Process Management modules.

2.3 Application Enrichment Stage

This topic describes the systematic instructions to move the loan application to enrichment stage.

The **Loan Application Enrichment** stage is the next representative and optional stage in the Retail Loan Account Open process. Effectively, the user can move the application to the **Loan Underwriting** stage without capturing the details in any of the data segments of **Loan Application Enrichment** stage. After the **Loan Application Entry** stage is completed successfully, the application can be acquired by the user who has the access rights for the given stage and progress with the data capture. The user can acquire the application from **Free Tasks** list.

Users having functional access to the **Application Enrichment** stage will be able to view the record in the Free Task process.

To enrich an application:

1. Scan the records that appears in the **Free Task** list.
2. Click **Acquire and Edit** or **Acquire** from the **Action** column of the appropriate record. The **Application Enrichment** stage is displayed.

The data segments appears as configured in business process. Refer below chapters for detailed information of each data segment.

- [Interest and Charges](#)
This topic describes systematic instructions to configure loan interest and charges details.
- [Mortgage Insurance](#)
This topic describes the systematic instructions to configure the mortgage insurance.
- [Charge Details](#)
This topic describes systematic instructions to enables the user to display the charges applicable / levied for this loan application.
- [Loan Disbursement Details](#)
This topic describes systematic instructions to configure loan disbursement details.
- [Loan Repayment Details](#)
This topic describes systematic instructions to enables the user to capture the loan repayment details.
- [Account Services](#)
This topic describes systematic instructions to enables the user to capture the statement preference and the holiday preferences.
- [Summary](#)
This topic provides the systematic instruction to view the tiles for all the data segments in the Loan Application Enrichment Process.

2.3.1 Interest and Charges

This topic describes systematic instructions to configure loan interest and charges details.

In this data segment the **Interest Details** section displays the interest applicable for the account.

The **Charge Details** section enables the user to display the charges applicable or levied for this loan application. These charge details are fetched from the Host (APIs – Pull).

To add interest and charges details:

1. Click **Next** in the previous data segment to proceed with the next data segment, after successfully capturing the data.

The **Interest and Charges** screen appears.

Figure 2-21 Interest and Charges

- Specify the fields on **Interest and Charges** screen.
For more information on fields, refer to the field description table.

Table 2-14 Interest and Charges – Field Description

Field	Description
Interest Details	Displays the interest details.
Interest Description	Displays the interest description of the selected interest rate code.
Interest Rate (%)	Specify the interest rate. Interest Rate is fetched from host back end product to which this loan account is mapped via the Business Product configuration.
Rate Type	Displays the rate type. The system fetches the rate type from host back end product to which this loan account is mapped via the Business Product configuration.
Margin / Variance (%)	Specify the margin or variance in percentage. The Margin field appears if the Rate Type is selected as Floating . The Variance field appears if the Rate Type is selected as Fixed . This field is editable if the Margin Allowed toggle is ON at the product level
Effective Rate (In %)	Displays the effective rate for the loan calculated as Interest Rate + or - Margin/Variance .
APR	Displays the annual percentage rate value for each applicable interest .
Charge Deatils	Displays te charge details.
Charge Description	Displays the type of charges. The system also displays the total values of uncapitalized and capitalized charges and insurance.
Amount	Displays the amount.
Rate	Displays the rate for the charge component.
Waive	The user will have the option to waive all charges or selectively waive a particular type of charge.

Table 2-14 (Cont.) Interest and Charges – Field Description

Field	Description
Capitalize	Select if you want to capitalize the fees. The charges cannot be capitalized if the same are waived in this case this field appears disabled. This option is enabled only for the fees that are set to capitalize while configuring product.

3. Click **Next** to navigate to the next data segment, after successfully capturing the data. The system will validate all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action. User will not be able to proceed to the next data segment, without capturing the mandatory data.

2.3.2 Mortgage Insurance

This topic describes the systematic instructions to configure the mortgage insurance.

In this data segment, you can capture mortgage insurance details. This data segment appears based on the following conditions

- If the LMI rule is selected while configuring the product
- If the rule outcome determines the mortgage insurance need.

To add mortgage insurance details:

1. Click **Next** in the previous data segment to proceed with the next data segment, after successfully capturing the data.

Figure 2-22 Mortgage Insurance

The screenshot displays the 'Mortgage Insurance' configuration screen. The main area contains several input fields and summary values:

- Insured Amount:** GBP 34,500.00
- Insurance Provider:** QBE
- Insurance Premium:** GBP 4,982.00
- Insurance Quote/Premium:** GBP 5,000.00
- Lender Stamp Duty:** GBP 18.00
- Borrower Stamp Duty:** GBP 15.00
- Total Lender Premium:** GBP 18.00
- Borrower Premium:** GBP 4,979.00
- Total Borrower Premium:** GBP 4,982.00
- Lender GST:** GBP 4.50
- Borrower GST:** GBP 3

The interface includes a navigation menu on the left with options like 'Loan Interest Details', 'Mortgage Insurance', 'Charge Details', 'Loan Disbursement Det...', 'Loan Repayment Details', 'Account Services', and 'Summary'. The bottom toolbar contains buttons for 'Audit', 'Cancel', 'Request Clarification', 'Back', 'Save & Close', and 'Next'.

Table 2-15 Mortgage Insurance – Field Description

Field	Description
Insured Amount	Displays the mortgage amount that is insured
Insurance Provider	Displays the name of insurance provider.
Insurance Premium	Displays the premium amount of the insurance.

Table 2-15 (Cont.) Mortgage Insurance – Field Description

Field	Description
Insurance Provider	Specify the name of the insurance provider.
Insurance ID	Specify the identification number of the insurance policy which is taken against your mortgage.
Insurance Amount	Specify the amount that is insured.
Insurance Quote/ Premium	Specify the insurance premium.
Lender Stamp Duty	Specify the stamp duty amount which lender pays.
Lender GST	Specify the good and services tax amount which lender pays.
Total Lender Premium	Displays the total amount of premium. The system populates the value based on following formula, Total Lender Premium = Lender Stamp Duty + Lender GST.
Borrower Stamp Duty	Specify the stamp duty amount which borrower pays.
Borrower GST	Specify the good and services tax amount which borrower pays.
Borrower Premium	Displays the premium amount that borrower pays. The system populates the value based on following formula, Borrower Premium = Insurance Quote/Premium – Total Lender Premium – Borrower Stamp Duty – Borrower GST
Total Borrower Premium	Displays the total premium amount of the borrower. The system populates the value based on the following formula: Total Borrower Premium = Borrower Premium + Borrower Stamp Duty + Borrower GST

2. Enter the relevant details.
3. Click **Next** to navigate to the next data segment, after successfully capturing the data. The system will validate all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action. User will not be able to proceed to the next data segment, without capturing the mandatory data.

2.3.3 Charge Details

This topic describes systematic instructions to enables the user to display the charges applicable / levied for this loan application.

The Charge Details data segment will enable the user to display the charges applicable / levied for this loan application. These charge details are fetched from the Host (APIs – Pull).

All the mortgage loan related charges will appear as defined in the product configuration.

To add charge details:

1. Click **Next** in the previous data segment to proceed with the next data segment, after successfully capturing the data.

The **Charge Details** screen displays.

The screenshot shows a web application window titled 'Application Enrichment - 006APP00060057'. The main content area is titled 'Charge Details' and contains the following information:

- Summary: Total Uncapitalized Charges & Insurance GBP 1.00, Total Capitalized Charges & Insurance GBP 0.00
- Handling Charge section:
 - Amount: GBP, £1.00
 - Rate: 0%
 - Waive:
 - Capitalize:

Navigation buttons at the bottom include: Next, Save & Close, Back, Request Clarification, Cancel, and Audit.

- Specify the details in the relevant data fields. For more information on fields, refer to the field description table below.

Table 2-16 Charge Details – Field Description

Field	Description
Charge Details	Displays the type of charges. The system also displays the total values of uncapitalized and capitalized charges and insurance.
Amount	Displays the amount.
Rate	Displays the rate for the charge component.
Waive	The user will have the option to waive all charges or selectively waive a particular type of charge.
Capitalize	Select if you want to capitalize the fees. The charges cannot be capitalized if the same are waived in this case this field appears disabled. This option is enabled only for the fees that are set to capitalize while configuring product.

- Click **Next** to navigate to the next data segment, after successfully capturing the data. The system will validate all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action. User will not be able to proceed to the next data segment, without capturing the mandatory data.

2.3.4 Loan Disbursement Details

This topic describes systematic instructions to configure loan disbursement details.

The **Loan Disbursement Details** are pushed into the host as a part of account open process data share – API's are provided for the same. The **Loan Disbursement Details** enables the user to capture the various disbursement methods.

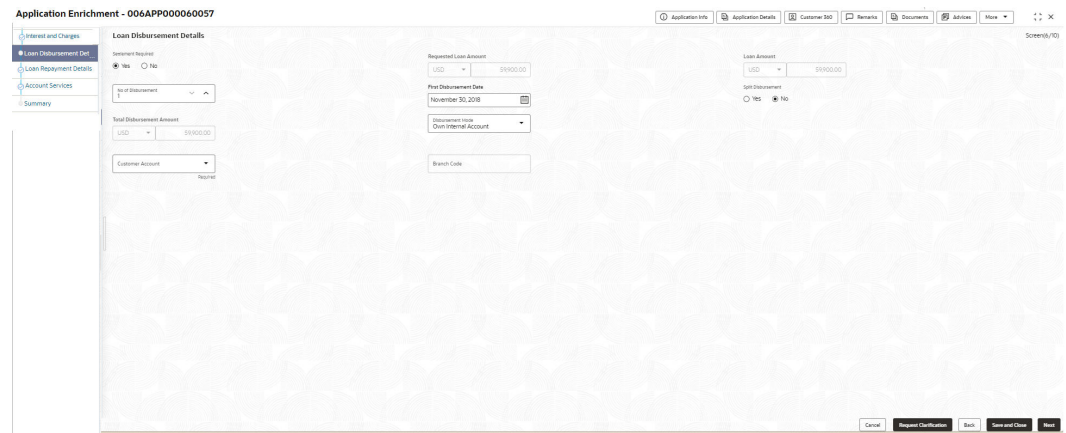
To add loan disbursement details:

- Click **Next** in the previous data segment to proceed with the next data segment, after successfully capturing the data.

If **Account Type** is selected as **Own Internal Account** in **Loan Details** data segment.

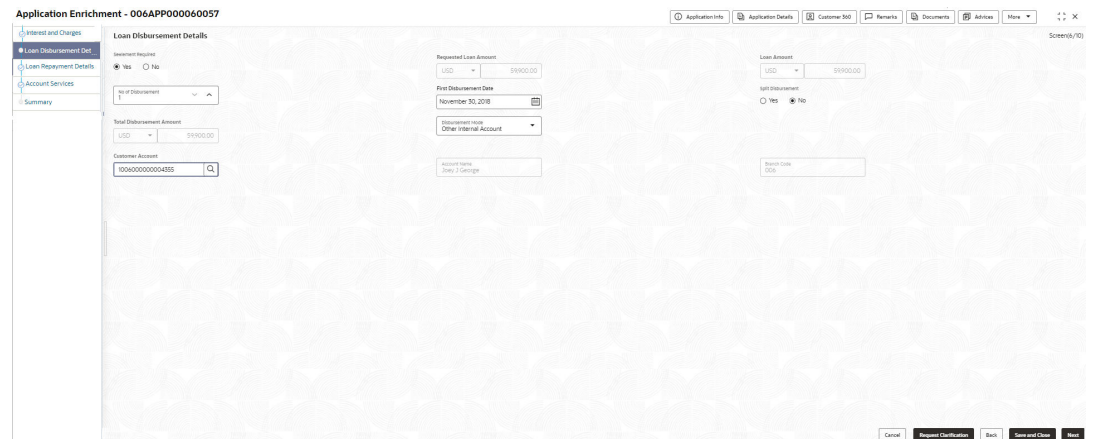
The **Loan Disbursement Details - Own Internal Account** screen displays.

Figure 2-23 Loan Disbursement Details - Own Internal Account



If **Account Type** is selected as **Other Internal Account** in **Loan Details** data segment
The **Loan Disbursement Details - Other Internal Account** screen displays.

Figure 2-24 Loan Disbursement Details – Other Internal Account



If **Account Type** is selected as **External Account** in **Loan Details** data segment
The **Loan Disbursement Details - External Account** screen displays.

If **Account Type** is selected as **GL Account** in **Loan Details** data segment.

Figure 2-25 Loan Disbursement Details – GL Account

- Specify the details in the relevant data fields. For more information on fields, refer to the field description table below.

Table 2-17 Loan Disbursement Details – Field Description

Field	Description
Settlement Required	Select to indicate whether the settlement required. The available options are: <ul style="list-style-type: none"> Yes No
Requested Loan Amount	Displays the loan amount that is requested to borrow. This value fetched from the Loan Details data segment.
Loan Amount	Displays the requested or approved loan amount. <ul style="list-style-type: none"> This field displays the requested loan amount from the Loan Details data segment in Application Enrichment stage. This field displays the approved loan amount from the Decision service in Account Parameter Setup stage.
Number of Disbursement	Select the number of disbursements for disbursing the loan amount. The value one appears by default. The user can increase the number of disbursement to get loan amount disburse in multiple stages. The Disbursement Schedule section appears if the value in this field is more than one.
First Disbursement Date	Select the first disbursement date.

Table 2-17 (Cont.) Loan Disbursement Details – Field Description


Field	Description
Split Disbursement	<p>Select to indicate the loan amount should be disbursed in multiple modes.</p> <p>The available options are:</p> <ul style="list-style-type: none"> • Yes: If this option is selected then Add Mode button appears to add additional disbursement mode. • No: This option indicates that the user wants to continue with the single disbursement mode. <p>If the Refinance Allowed toggle is ON in the Business Product Details data segment of the Business Product Configuration, the user can split the loan amount into multiple accounts.</p> <div style="border: 1px solid #0070C0; background-color: #E6F2FF; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>This fields displays the values when Split Disbursement is selected as Yes in Loan Details data segment.</p> </div>
Disbursement Schedule	<p>This section appears if the value in Number of Disbursement field is selected more than one.</p> <ul style="list-style-type: none"> • Stage • Date • Amount Of Disbursement • Total Disbursement
Stage	Specify the stage name when the specified amount must be disbursed.
Date	<p>Select the date when the specified amount must be disbursed.</p> <p>This field is in read-only if the Frequency Based toggle is ON.</p>
Amount Of Disbursement	Specify the amount disbursed on the schedule.
Total Disbursement	Displays the total disbursement.

Table 2-17 (Cont.) Loan Disbursement Details – Field Description


Field	Description
Disbursement Mode	<p>Select the disbursement mode from the drop-down list. Available options are:</p> <ul style="list-style-type: none"> • Own Internal Account • Other Internal Account • ACH • GL Account <p>If Disbursement Mode is selected as Own Internal Account, then the system displays the following additional fields:</p> <ul style="list-style-type: none"> • Customer Account • Branch Code <p>If Disbursement Mode is selected as Other Internal Account, then the system displays the following additional fields:</p> <ul style="list-style-type: none"> • Customer Account • Account Name • Branch Code <p>If Disbursement Mode is selected as ACH, then the system displays the following additional fields.</p> <ul style="list-style-type: none"> • Account Type • Routing Number • Branch Address • Payee Name • External Account Number <p>If Disbursement Mode is selected as GL Account, then the system displays the following additional fields:</p> <ul style="list-style-type: none"> • GL Account • GL Account Description <div style="background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>This field displays the values if Multiple Disbursement is disabled in the Business Product Configuration.</p> </div>
Customer Account	<p>Search and select the customer account number.</p> <p>This field appears if the Disbursement Mode is selected as Own Internal Account and Other Internal Account.</p> <ul style="list-style-type: none"> • In case of the Own Internal Account, this drop down list will show all the internal account of the primary and joint applicants. • In case of the Other Internal Account, the Customer Account section appears to fetch the customer accounts of same branch. Specify the Customer ID or Customer Account number to fetch the specific record. <p>Note: The disbursement account currency can be different than that of the loan account currency.</p>
Account Name	<p>Displays the account name based on the account selected.</p> <p>This field appears if the Disbursement Mode is selected as Other Internal Account.</p>
Branch Code	<p>Displays the branch code associated with customer account number.</p> <p>This field appears if the Disbursement Mode is selected as Own Internal Account and Other Internal Account.</p>

Table 2-17 (Cont.) Loan Disbursement Details – Field Description

Field	Description
GL Account Number	Displays the GL account number. The system defaults the GL Account configured for the product. This field appears if the Disbursement Mode is selected as GL Account .
GL Account Description	Displays the GL account description. This field appears if the Disbursement Mode is selected as GL Account .

- Click **Next** to navigate to the next data segment, after successfully capturing the data. The system will validate all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action. User will not be able to proceed to the next data segment, without capturing the mandatory data.

2.3.5 Loan Repayment Details

This topic describes systematic instructions to enables the user to capture the loan repayment details.

Loan Repayment Details will enable the user to capture the repayment details.

To capture the loan repayment details:

- Click **Next** in the previous data segment to proceed with the next data segment, after successfully capturing the data.

If **Account Type** is selected as **Own Internal Account** in **Loan Details** data segment.

The **Loan Repayment Details - Own Internal Account** screen displays.

Figure 2-26 Loan Repayment Details – Own Internal Account

If **Account Type** is selected as **External Account** in **Loan Details** data segment.

The **Loan Repayment Details - External Account** screen displays.

Figure 2-27 Loan Repayment Details - ACH

If **Account Type** is selected as **ACH** in **Loan Details** data segment.
The **Loan Repayment Details - ACH** screen displays.

Figure 2-28 Loan Repayment Details – External Account

If **Account Type** is selected as **Capture Later** in **Loan Details** data segment.
The **Loan Repayment Details - Capture Later** screen displays.

Figure 2-29 Loan Repayment Details – Capture Later

- Specify the details in the relevant data fields. For more information on fields, refer to the field description table below.

Table 2-18 Loan Repayment Details – Field Description


Field	Description
Loan Tenure	Displays the selected loan tenure.
Maturity Date	Displays the maturity date based on the First Repayment Date and Loan Tenure .
Click 	To add repayment stage details.
Stage	Select the type of repayment. All type of repayment methods configured in the Business Product Preferences data segments of the Business Product Configuration screens appears in the drop-down list.
Stage Term <Term Unit>	Displays the default stage term configured in the Business Product Preferences data segments of the Business Product Configuration screens. The separate column appears for separate term units.
Repayment Frequency	Select the repayment frequency from the drop-down list. The available options appears based on the configuration set in the Business Product Preferences data segments of the Business Product Configuration screens: <ul style="list-style-type: none"> • Daily • Weekly • Bi-Weekly • Bi-Monthly • Monthly • Quarterly • Half Yearly • Yearly The above options displays based on initial setup.
Repayment Schedule	Displays the repayment schedule details.

Table 2-18 (Cont.) Loan Repayment Details – Field Description


Field	Description
First Repayment Date	<p>Select the first repayment date of the sactioned loan amount.</p> <ul style="list-style-type: none"> • If Type of Repayment is selected as BULLET then the first instalment date is defaulted to the Maturity Date and number of installments will be set as one. • If Type of Repayment is selected as BULLET and in Business Product Configuration screen , Moratorium is allowed for the selected product then Moratorium will be set to Zero.
Repayment Mode	<p>Select the repayment mode from the drop-down list. The available options are:</p> <ul style="list-style-type: none"> • Own Internal Account- If the mode selected as Internal Account, then the system enables the fields for Customer Account and Branch. By default, the system populates the internal account selected in Disbursement data segment. However, if user wishes to have a different account, he/she can select another customer account of the CIF and account branch displays in the branch field. • ACH- If the mode is selected in ACH in Disbursement Mode then the system diplays additional fields: <ul style="list-style-type: none"> – Account Type – Routing Number – Branch Address – Payee Name – External Account Number • Capture Later - If the mode selected is Capture Later, the system will allow to proceed with the loan origination flow without capturing the repayment details. <div style="background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>The system defaults to the GL account in the absence of the repayment account.</p> </div> <p>The above options displays based on the initial setup.</p>
Customer Account	<p>Click Search icon and select the customer account number. This field displays if Repayment Mode is selected as Internal Account.</p>
Branch Code	<p>Specify the branch code associated with customer account number. This field displays if Repayment Mode is selected as Internal Account.</p>
Bank Code	<p>Specify the bank code. This field displays if Repayment Mode is selected as External Account.</p>
Bank Name	<p>Specify the bank name. This field displays if Repayment Mode is selected as External Account.</p>
Branch Address	<p>Specify the branch address. This field displays if Repayment Mode is selected as External Account.</p>

Table 2-18 (Cont.) Loan Repayment Details – Field Description

Field	Description
External Account Number	Specify the external account number. This field displays if Repayment Mode is selected as External Account .
Payee Name	Specify the payee name. This field displays if Repayment Mode is selected as External Account .
Show Repayment Schedule	Click this button to generate the repayment schedule which displays the details of installment amount with the principal and interest break up for the given tenure. Below fields appears in the section and displays the respective details: <ul style="list-style-type: none"> • Loans Amount • Loan Financed • Term • Interest Rate % • Finance Charges • APR(%) • Sr No. • Date • Installment • Principal • Interest • O/S Balance

3. Click the Show Repayment Schedule button to generate the repayment schedule which displays the details of installment amount with the principal and interest break up for the given tenure.
4. Click **Next** to navigate to the next data segment, after successfully capturing the data. The system validates for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take an action. The User cannot to proceed to the next data segment, without capturing the mandatory data.
 - [Repayment Schedule](#)
This topic describes the loan repayment schedule.

2.3.5.1 Repayment Schedule

This topic describes the loan repayment schedule.

The repayment details are pushed into the Host – APIs are provided – to ensure the seamless workflow in the lifecycle of the loan account at the Host.

To view the repayment schedule:

- Click **Show Repayment Schedule**
The **Repayment Schedule** screen is displayed.

Figure 2-30 Repayment Schedule

Repayment Schedule

Loan Amount	Amount Financed	Term
USD ▼ 50,000.00	USD ▼ 50,000.00	0 Years 6 Months 0 Days
Interest Rate (In %)	Finance Charges	APR (In %)
16.96	USD ▼ 200.00	18.48
MAPR (In %)		
17.07		

S.No.	Date	Installment	Principal	Interest	O/S Balance
1	April 30, 2018	\$8,750.38	\$8,030.16	\$720.22	\$41,969.84
2	May 30, 2018	\$8,750.38	\$8,165.33	\$585.05	\$33,804.51
3	June 30, 2018	\$8,750.38	\$8,263.45	\$486.93	\$25,541.06
4	July 30, 2018	\$8,750.38	\$8,394.34	\$356.04	\$17,146.72
5	August 30, 2018	\$8,750.38	\$8,503.39	\$246.99	\$8,643.33
6	September 30, 2018	\$8,767.83	\$8,643.33	\$124.50	\$0.00

Close

Table 2-19 Repayment Schedule – Field Description

Field	Description
S.No.	Display the serial number of the installment schedule table.
Date	Displays the installment date.
Installment	Displays the installment amount.
Principle	Displays the principle amount.
Interest	Displays the interest amount.
O/S Balance	Displays the outstanding balance amount.

2.3.6 Account Services

This topic describes systematic instructions to enables the user to capture the statement preference and the holiday preferences.

This segment will enable the user to capture the statement preference and the holiday preferences. Account services data will be pushed to the Host – APIs will be provided – to enable generation of account statements and processing of repayments based on Holiday treatment during the life cycle of the loan account.

To add account services:

1. Click **Next** in the previous data segment to proceed with the next data segment, after successfully capturing the data.

The **Account Services** screen displays.

Figure 2-31 Account Service

The screenshot displays the 'Account Services' configuration interface. It is divided into several sections:

- Statement Preferences:** Includes 'Statement Cycle' (set to Monthly), 'Start Date' (April 30, 2018), and 'Statement Type' (set to Detailed).
- Holiday Preferences:** Includes 'Ignore Holidays' (checkbox), 'Holiday Check' (dropdown), 'Cascade Schedules' (checkbox), and 'Move Across Month' (checkbox).
- Payment Schedules:** Includes 'Ignore Holidays' (checkbox), 'Holiday Check' (dropdown), 'Cascade Schedules' (checkbox), and 'Move Across Month' (checkbox).
- Maturity Date:** Includes 'Ignore Holidays' (checkbox), 'Holiday Check' (dropdown), 'Cascade Schedules' (checkbox), and 'Move Across Month' (checkbox).
- Revision Schedule:** Includes 'Ignore Holidays' (checkbox), 'Holiday Check' (dropdown), 'Cascade Schedules' (checkbox), and 'Move Across Month' (checkbox).

Navigation buttons at the bottom include 'Cancel', 'Request Clarification', 'Back', 'Save & Close', and 'Next'.

- Specify the details in the relevant data fields. For more information on fields, refer to the field description table below.

Table 2-20 Account Services – Field Description

Field	Description
Statement Preferences	Specify the statement preferences details.
Statement Cycle	Select the statement cycle from the drop-down list. The available options are: <ul style="list-style-type: none"> Monthly Quarterly Half Yearly Yearly
Start Date	Select the statement start date.
Statement Type	Select the statement type from the drop-down list. The available options are: <ul style="list-style-type: none"> Detailed Summary
Holiday Preferences	Specify the holiday preferences details for Payment Schedules, Maturity Date, and Revision schedule.
Payment Schedules	Specify the payment schedules details.
Ignore Holidays	Select it to indicate if holidays will be ignored for payment schedules.
Holiday Check	Select the holiday check for payment schedule from the drop-down list to apply holidays based on the available options. The available options are: <ul style="list-style-type: none"> Local Currency Both
Cascade Schedules	Select it to indicate if movement cascades to other schedules as well.
Move Forward	Select Move Forward to indicate if payment schedule date should move forward to next working day of the following month.

Table 2-20 (Cont.) Account Services – Field Description

Field	Description
Move Backward	Select Move Backward to indicate if payment schedule should move backward to the previous working day or the current scheduled month.
Move Across Month	Select it to indicate if movement across the month is allowed or not.
Maturity Date	Specify the maturity date details.
Ignore Holidays	Select it to indicate if holidays will be ignored for maturity date.
Holiday Check	Select the holiday check for payment schedule from the drop-down list to apply holidays based on the available options. The available options are: <ul style="list-style-type: none"> • Local • Currency • Both
Cascade Schedules	Select it to indicate if movement cascades to other schedules as well.
Move Forward	Select Move Forward to indicate if maturity date should move forward to next working day of the following month.
Move Backward	Select Move Backward to indicate if maturity date should move backward to the previous working day or the current scheduled month.
Move Across Month	Select it to indicate if movement of maturity date across the month is allowed or not.
Revision Schedules	Specify the Revision schedule details.
Ignore Holidays	Select it to indicate if holidays will be ignored for revision schedule.
Holiday Check	Select the holiday check for revision schedule from the drop-down list to apply holidays based on the available options. The available options are: <ul style="list-style-type: none"> • Local • Currency • Both
Cascade Schedules	Select it to indicate if movement cascades to other schedules as well.
Move Forward	Select Move Forward to indicate if payment schedule date should move forward to next working day of the following month.
Move Backward	Select Move Backward to indicate if payment schedule should move backward to the previous working day or the current scheduled month.
Move Across Month	Select it to indicate if movement of revision schedule across the month is allowed or not.

3. Click **Next** to navigate to the next data segment, after successfully capturing the data. The system validates for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take an action. The User cannot to proceed to the next data segment, without capturing the mandatory data.

2.3.7 Summary

This topic provides the systematic instruction to view the tiles for all the data segments in the Loan Application Enrichment Process.

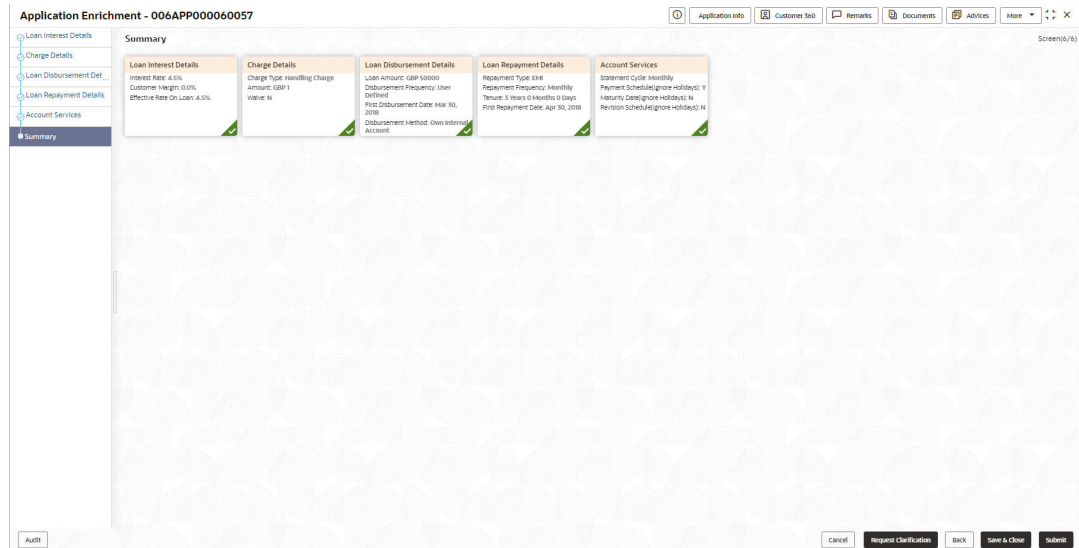
The system will display the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

To view the summary of all the data segments:

1. Click **Next** in the previous data segment to proceed with the next data segment, after successfully capturing the data.

The **Summary** screen displays.

Figure 2-32 Summary



Each of these summary tiles are clickable and the user will have the option to view all the details captured under the given data segment. For more information on data segments, refer to the field description table below

Table 2-21 Summary Application Enrichment – Field Description

Data Segment	Description
Loan Interest Details	Displays the loan details.
Loan Disbursement Details	Displays the asset details.
Loan Repayment Details	Displays the mandate details.
Charge Details	Displays the collateral summary details.
Account Service	Displays the account services details.

2. Click **Submit** to reach the **OUTCOME**, where the overrides, checklist and documents for this stage are verified. The **Overrides** screen is displayed.
3. In the **Override** screen, the message appears in case there is any override. Overrides are basically warnings that are raised during the business validations. User has to accept the overrides to proceed further. Alternatively, user can go back and correct the data to ensure overrides do not arise. In case of override, click **Accept Overrides & Proceed** to proceed.

OR

Click **Proceed**. The Checklist screen appears.

4. In the **Checklist** screen the system displays the error message if document checklist is not verified. Click **Proceed Next** to proceed. The **Outcome** screen appears.
5. In the **Outcome** screen, select appropriate option from the **Select to Proceed** field.

- Select the **Proceed** to proceed with the application. By default this option is selected. It will logically complete the **Application Enrichment** stage for the loan application. The Workflow Orchestrator will automatically move this application to the next processing stage, **Loan Underwriting Stage**. The stage movement is driven by the business configuration for a given combination of **Process Code**, **Life Cycle** and **Business Product Code**.
 - Select the **Return to Application Entry** to return to application entry stage. The system generates the Application Entry task that appears in **Free Task** to acquire and edit.
 - Select the **Reject by Bank** to reject the submission of this application. The application is terminated, and an email is sent to the borrower or customer with a rejection advice.
6. Click **Submit** to submit the Application Entry stage. The confirmation screen appears with the submission status, the Application Reference Number and the Process Application Reference Number.
 7. Click **Close** to close the window.

OR

Click **Go to Free Task**. The system successfully moves the Application Reference Number along with the process reference numbers to the Loan Application Underwriting stage. This application will be available in the FREE TASKS list. The user who has the access rights will be able to acquire and proceed with the next processing stage of the application.

If the **Collateral Type** is selected as **Term Deposit** in **Collateral Details** data segment, then submit of the Loan Application Enrichment stage, will move the application into the Account Parameter Setup stage.

If the selected **Collateral Type** is other than **Deposits** in **Collateral Details** data segment, then submit of the **Loan Application Enrichment** stage, will move the application into the **Loan Underwriting** stage.

2.4 Loan Underwriting

This topic describes the systematic instructions to move the loan application to underwriting stage.

The underwriting process of the lender bank is set to determine if a borrower's loan application is an acceptable risk. It is a process to assess the borrower's ability to repay the Loan based on an analysis of their credit, financial capacity, and collateral provided by the borrower. The **Loan Underwriting** stage is the next representative stage in the Retail Loan Account Open process. After the **Loan Application Enrichment** stage is completed successfully, the application can be acquired by the user who has the access rights for the given stage and progress with the data capture.

To add underwriting details:

1. Scan the records that appears in the **Free Task** list.
2. Click **Acquire and Edit** or **Acquire** from the **Action** column of the appropriate record. The **Underwriting** stage is displayed.

The data segments appears as configured in business process. Refer below chapters for detailed information of each data segment.

- [Credit Rating Details](#)
This topic provides the systematic instructions to view the information on the External Rating Agencies Rating / Scores for the Applicant.

- **Valuation Details**
This topic provides the systematic instructions to capture the information on the asset valuation done by the bank approved valuator.
- **Legal Opinion**
This topic provides the systematic instructions to capture the legal opinion provided by the bank approved lawyer and decision provided thereon.
- **Summary**
This topic provides the systematic instructions to view the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

2.4.1 Credit Rating Details

This topic provides the systematic instructions to view the information on the External Rating Agencies Rating / Scores for the Applicant.

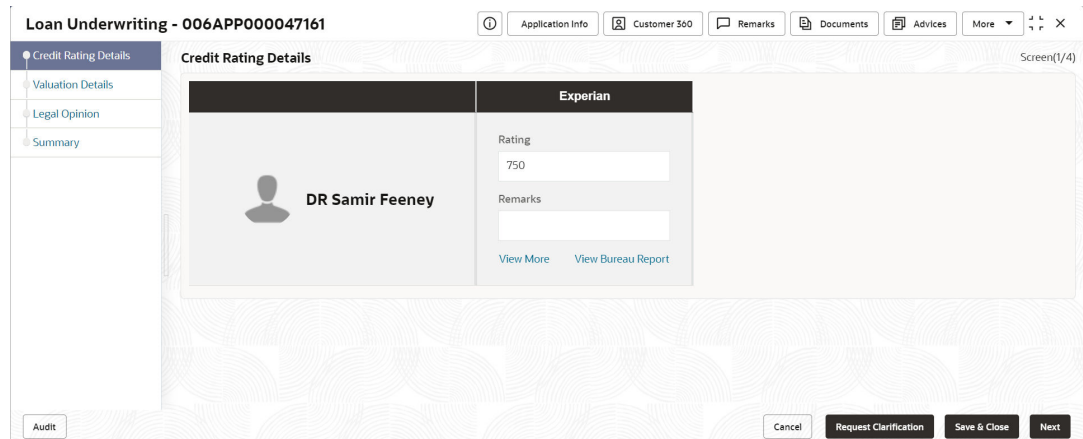
Credit Rating Details is the first data segment of **Loan Underwriting** stage. The user can acquire the application from Free Tasks list. This data segment will provide the information on the External Rating Agencies Rating / Scores for the Loan Applicant. If the applicants are more than one, accordingly the information against each applicant / borrower will be provided. The interface with external rating agencies will be provided.

Oracle Banking Origination is now integrated with Bureau Integration Service to fetch the details of the Rating for the given applicant(s). The Bank will have an option to use this integration service or use the manual process of entering the Bureau score in the Credit Rating DS.

To view the credit rating details of loan:

1. On acquiring the **Underwriting** task, the **Credit Rating Details** data segment appears.

Figure 2-33 Credit Rating Details



2. Specify the details in the relevant data fields. For more information on fields, refer to the field description table below

Table 2-22 Credit Rating Details – Field Description

Field	Description
<Customer Name along with image>	Displays the customer name along with image.

Table 2-22 (Cont.) Credit Rating Details – Field Description

Field	Description
Agency Name	Displays the configured agency.
Ratings	Displays the ratings. The system populates the credit rating score from the Bureau Integration Service.
Remarks	Specify the remarks.

- Click **View More** to view the additional Credit Bureau details.
The **Additional Credit Bureau Details** screen is displayed.

Figure 2-34 Additional Credit Bureau Details

Additional Credit Bureau Details								
Institution Name	Account Number	Account Type	Loan Amount	Outstanding Balance	Account Opening Date	Installment Amount	Delinquency Bucket	Delinquency Amount
FIRST FEDERAL SAVINGS	0019888010777	Loan	100000	86820	2020-01-07	2162	NIL	NIL
HSBC/CARSN	001901000999	Overdraft	22000	0	2019-06-07	0	NIL	NIL

OK

- For more information on fields, refer to the field description table below.

Table 2-23 Additional Credit Bureau Details – Field Description

Field	Description
Institution Name	Displays the institution name.
Account Number	Displays the account number of the applicant.
Account Type	Displays the account type.
Loan Amount	Displays the overdraft amount.
Outstanding Balance	Displays the outstanding balance.
Account Opening Date	Displays the account opening date.
Installment Amount	Displays the installment amount.
Delinquency Bucket	Displays the delinquency bucket.
Delinquency Amount	Displays the delinquency amount.

 **Note:**

Oracle Banking Origination has been integrated with Bureau Integration Service which will make a call to the Credit Bureau to get Credit Rating Score and additional details.

- Click **View Bureau Report** to view and download the bureau report from the external agency.

- Click **Next** to navigate to the next data segment, after successfully capturing the data. The system validates for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take an action. The User cannot to proceed to the next data segment, without capturing the mandatory data.

2.4.2 Valuation Details

This topic provides the systematic instructions to capture the information on the asset valuation done by the bank approved valuator.

Valuation Details is the next data segment of Loan Underwriting stage. This segment enables the user to capture the information on the asset valuation done by the bank approved valuator.

To capture the valuation details:

- Click **Next** in the previous data segment to proceed with the next data segment, after successfully capturing the data.

The **Valuation Details** screen displays.

Figure 2-35 Valuation Details

- Specify the details in the relevant data fields. For more information on fields, refer to the field description table below.

If Oracle Banking Origination is integrated with Oracle Banking Credit Facilities Process Management, the valuation details will be fetched from integration service and the values will be displayed in the respective fields as read only data. In the absence of Oracle Banking Credit Facilities Process Management integration, the user has to capture the valuation details manually in this data segment.

Table 2-24 Valuation Details – Field Description

Field	Description
Collateral Description	Displays the collateral description which is added.
Collateral Type	Displays the collateral type which is added.
Category	Displays the category of the collateral which is added.

Table 2-24 (Cont.) Valuation Details – Field Description

Field	Description
Collateral Value	Displays the value of the collateral which is added.
Owners	Displays the owners name of the collateral.
Collateral ID	Displays the Collateral ID.
Collateral Description	Displays the description of the collateral.
Liability ID	Displays the Liability ID
Liability Description	Displays the Liability description.
Hair Cut %	Displays the Hair cut percentage.
Collateral Amount	Displays the collateral amount.
Valuation Type	Select the type of valuation. Available options are <ul style="list-style-type: none"> • External • Internal
Valuation Amount	Specify the valuation amount of the collateral.
Agency Code	Specify the agency code.
Agency Name	Specify the name of agency.
Valuation Date	Select the valuation date. Date should not be earlier than the Loan Application Date .
Add Valuation	Click Add Valuation to add valuation details. Add the valuation details if you want to evaluate the collateral.

 **Note:**

All the fields will be fetched from Oracle Banking Credit Facilities Process Management in read only mode if integrated with Oracle Banking Credit Facilities Process Management.

3. Click **Next** to navigate to the next data segment, after successfully capturing the data. The system validates for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take an action. The User cannot to proceed to the next data segment, without capturing the mandatory data.

2.4.3 Legal Opinion

This topic provides the systematic instructions to capture the legal opinion provided by the bank approved lawyer and decision provided thereon.

Legal Opinion is the next data segment of **Loan Underwriting** stage. This segment allows the user to capture the legal opinion provided by the bank approved lawyer and decision provided thereon.

To add legal opinion:

1. Click **Next** in previous data segment to proceed with the next data segment, after successfully capturing the data.

The **Legal Opinion** screen displays.

Figure 2-36 Legal Opinion

- Specify the details in the relevant data fields. For more information on fields, refer to the field description table below.

If Oracle Banking Origination is integrated with Oracle Banking Credit Facilities Process Management, the Legal Opinion details will be fetched from integration service and the values will be displayed in the respective fields as read only data. In the absence of Oracle Banking Credit Facilities Process Management integration, the user has to capture the Legal Opinion details manually in this data segment.

Table 2-25 Legal Opinion – Field Description

Field	Description
Collateral Description	Displays the collateral description which is added.
Collateral type	Displays the collateral type which is added.
Category	Displays the category of the collateral which is added.
Collateral Value	Displays the value of the collateral which is added.
Owners	Displays the owners name of the collateral.
Collateral ID	Displays the Collateral ID.
Collateral Description	Displays the description of the collateral.
Liability ID	Displays the Liability ID
Liability Description	Displays the Liability description.
Opinion Type	Select the opinion type. Available options are: <ul style="list-style-type: none"> External Internal
Agency Code	Specify the agency code.
Agency Name	Specify the agency name.
Legal Remarks	Specify the legal remarks.
Opinion Date	Select the opinion date. Date should not be earlier than the Collateral Valuation Date .
Add Opinion	Click Add Opinion to add the legal opinion received from multiple agencies (both internal and external).

3. Click **Next** to navigate to the next data segment, after successfully capturing the data. The system validates for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take an action. The User cannot to proceed to the next data segment, without capturing the mandatory data.

2.4.4 Summary

This topic provides the systematic instructions to view the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

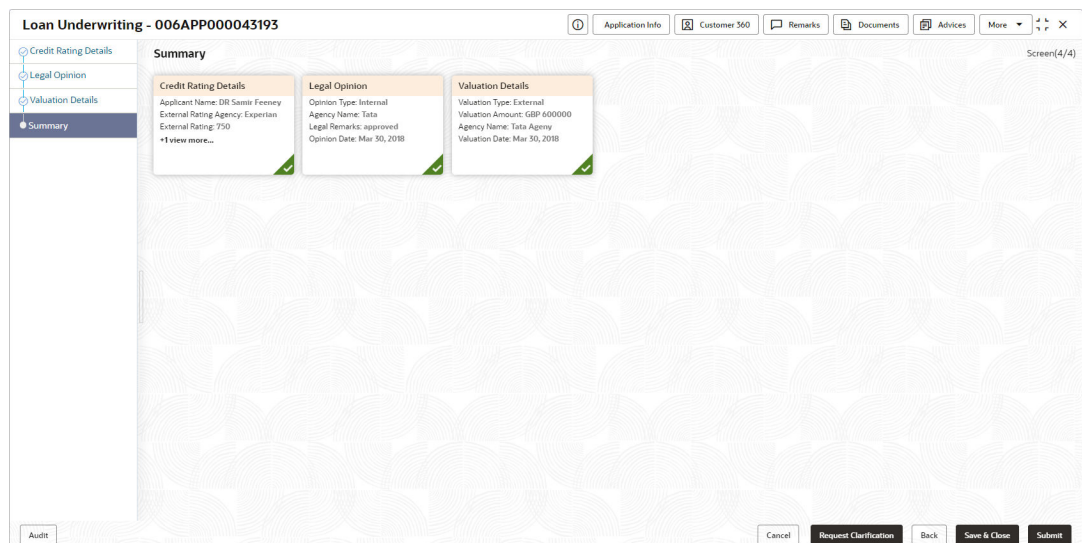
The system will display the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

To view the summary:

1. Click **Next** in previous data segment to proceed with the next data segment, after successfully capturing the data.

The **Summary** screen displays.

Figure 2-37 Summary



Each of these summary tiles are clickable and the user will have the option to view all the details captured under the given data segment. For more information on fields, refer to the field description table.

Table 2-26 Summary - Loan Underwriting – Field Description

Data Segment	Description
Credit Rating Details	Displays the credit rating details.
Valuation Details	Displays the valuation details.
Legal Opinion	Displays the legal opinion details.

2. Click **Submit** to reach the **OUTCOME**, where the overrides, checklist and documents for this stage are verified. The Overrides screen is displayed.

3. In the **Override** screen, the message appears in case there is any override. Overrides are basically warnings that are raised during the business validations. User has to accept the overrides to proceed further. Alternatively, user can go back and correct the data to ensure overrides do not arise. In case of override, click **Accept Overrides & Proceed** to proceed.
OR
Click **Proceed**. The Checklist screen appears.
4. In the **Checklist** screen the system displays the error message if document checklist is not verified. Click **Proceed Next** to proceed. The **Outcome** screen appears.
5. In the **Outcome** screen, select appropriate option from the **Select to Proceed** field.
 - Select the **Proceed** to proceed with the application. By default this option is selected. It will logically complete the **Loan Underwriting Stage** for the loan application. The Workflow Orchestrator will automatically move this application to the next processing stage, **Loan Assessment Stage**. The stage movement is driven by the business configuration for a given combination of **Process Code**, **Life Cycle** and **Business Product Code**.
 - Select the **Return to Application Entry** to return to application entry stage. The system generates the Application Entry task that appears in **Free Task** to acquire and edit.
 - Select the **Return to Application Enrichment** to return to application enrichment stage. The system generates the Application Enrichment task that appears in **Free Task** to acquire and edit.
 - Select the **Reject by Bank** to reject the submission of this application.
6. Click **Submit** to submit the Application Entry stage. The confirmation screen appears with the submission status, the Application Reference Number and the Process Application Reference Number.
7. Click **Close** to close the window.
OR
Click **Go to Free Task**. The system successfully moves the Application Reference Number along with the process reference numbers to the Loan Assessment stage. This application will be available in the FREE TASKS list. The user who has the access rights will be able to acquire and proceed with the next processing stage of the application.

2.5 Loan Assessment Stage

This topic describes the systematic instructions to move the loan application to assessment stage.

After the application entry, enrichment and underwriting data segment details are captured and verified, Oracle Banking Origination receives the assessment details from Decision Service. Consequent to the Decision Service integration, the **Assessment Details** data segment screen displays the System recommended decision, Total Weighted score, Grade, recommended Pricing (based on the approval recommendation) for the Loan application, which is fetched real-time from Decision Service. Also, the detailed weightage score on the respective facts along with the Scoring model matrix is made available applicant wise for scrutiny and further action by the credit officer.

To assess the loan application:

1. Scan the records that appears in the **Free Task** list.
2. Click **Acquire and Edit** or **Acquire** from the **Action** column of the appropriate record. The **Loan Assessment** stage is displayed.

The data segments appears as configured in business process. Refer below chapters for detailed information of each data segment.

- [Qualitative Scorecard](#)
This topic provides the systematic instructions to capture the relevant evaluation details Applicant wise (if more than one applicant) and the scores are automatically displayed based on the Question / Answer configuration provided for this type of score card.
- [Assessment Details](#)
This topic provides the systematic instructions to view the total weightage score of the Applicant or Applicants, in case of multiple Applicants in the Loan Account with Overdraft.
- [Summary](#)
This topic provides the systematic instructions to view the tiles for all the data segments in the Loan Assessment stage.

2.5.1 Qualitative Scorecard

This topic provides the systematic instructions to capture the relevant evaluation details Applicant wise (if more than one applicant) and the scores are automatically displayed based on the Question / Answer configuration provided for this type of score card.

Qualitative Scorecard Details is the first data segment of Loan Assessment stage. The user can acquire the application from Free Tasks list.

The Qualitative score card screen enables the user to capture the relevant evaluation details Applicant wise (if more than one applicant) and the scores are automatically displayed based on the Question / Answer configuration provided for this type of score card. The relevant qualitative score card ID is attached to the Loan Business Product and thereby the Loan Account which uses this Business product inherits the score card attributes for evaluation.

To capture the qualitative scorecard details:

1. On acquiring the **Loan Assessment** task from the **Free Task**, the Qualitative Scorecard screen appears.

Figure 2-38 Qualitative Scorecard

Question	Answer
How many years in the current employment?	More than 10 years
What is the current residence type?	Own house
How many members are dependent on the applicant?	0
How long applicant staying in the current residence?	More than 10 years
Is the applicant undergoing any medical treatment?	None

2. Specify the fields on **Qualitative Scorecard** screen.
For more information on fields, refer to the field description table.

Table 2-27 Qualitative Scorecard – Field Description

Field	Description
Applicant Name	Displays the name of the applicant.
Questionnaire Code	Displays the Questionnaire code.
Questionnaire Description	Displays the description of the Questionnaire code.
Question	Displays the question configured for the Questionnaire code.
Answer	Select the answer from the drop-down values available. The answers are populated based on the Answers configured in the Questionnaire code.

- Click **Next** to navigate to the next data segment, after successfully capturing the data. The system validates for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take an action. The user cannot proceed to the next data segment, without capturing the mandatory data.

2.5.2 Assessment Details

This topic provides the systematic instructions to view the total weightage score of the Applicant or Applicants, in case of multiple Applicants in the Loan Account with Overdraft.

Assessment Details is the next data segment of Loan Assessment stage. The user can acquire the application from FREE TASK. **Assessment Details** screen enables the user to understand the evaluation and provide the system recommendation based on the following parameters.

- **Validation Model**
- **Borrowing Capacity**
- **Qualitative Score**
- **Quantitative Score**
- **Decision and Grade**
- **Pricing**

To view assessment details:

- Click **Next** in previous data segment to proceed with the next data segment, after successfully capturing the data.

The **Assessment Details – Validation Model** screen displays.

Figure 2-39 Assessment Details - Validation Model

Assessment - 006APP00000232

Application Info | Application Details | Customer 360 | Remarks | Documents | Advices | More

Screen(5/4)

Assessment Details

Application Details

Requested Amount: USD 50,000.00 | Tenure: 0 Years 0 Months 0 Days

Interest Rate

Interest Rate (%)	Rate Type	Margin / Variance (%)	Effective Rate (%)
10.95	Fixed	0.01	16.96

Annual Percentage Rate %: 13.44 | Military Annual Percentage Rate %: 17.07

Auto Decision Details

Approved Amount: USD 50,000.00 | Total Weighted Score: 92.75 | Grade: A

System Recommendation: **Approved**

Revised Interest Rate

Interest Rate (%)	Rate Type	Proposed Margin / Variance (%)	Effective Rate (%)
10.95	Fixed	0.22	11.17

Annual Percentage Rate %: 18.71 | Military Annual Percentage Rate %: 17.29

Validation Model: PASS	Borrowing Capacity: 250000.00	Qualitative Score: 76	Quantitative Score: 92.75	Decision & Grade: Approved Grade: A	Pricing: 0.22 %
-------------------------------	-------------------------------	-----------------------	---------------------------	--	-----------------

Validation Model Code: VLPLEL100 | Description: Scoring Model for New Vehicle Loan | Status: **PASS**

Rule ID	Sequence	Status	Severity
Rule1001	1	PASS	-

Audit | Cancel | Request Clarification | Back | Save and Close | Next

2. Click **Borrowing Capacity** tab under **Assessment Details** screen to view the borrowing capacity of the applicant.

The **Assessment Details – Borrowing Capacity** screen displays.

Figure 2-40 Assessment Details – Borrowing Capacity

Loan Assessment - 006APP000047414

Application Info | Customer 360 | Remarks | Documents | Advices | More

Screen(2/5)

Assessment Details

Requested Amount: GBP 109,782.00 | Tenure: 2 Years 0 Months 0 Days | Rate of Interest: 4.50% | Variance: 0%

Total Weighted Score: 85 | Approved Amount: 109,782.00 | Proposed Variance: 0.22% | Effective Rate: 4.72%

System Recommendation: ManualQueueA | Grade: B | APR: 4.72%

Validation Model: PASS	Borrowing Capacity: 616059910.00	Qualitative Score: 66	Quantitative Score: 85.75	Decision & Grade: ManualQueueA Grade: B	Pricing: 0.22 %
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Eligibility Code: BCVLELPL | Eligibility Description: Borrowing Capacity For Automation

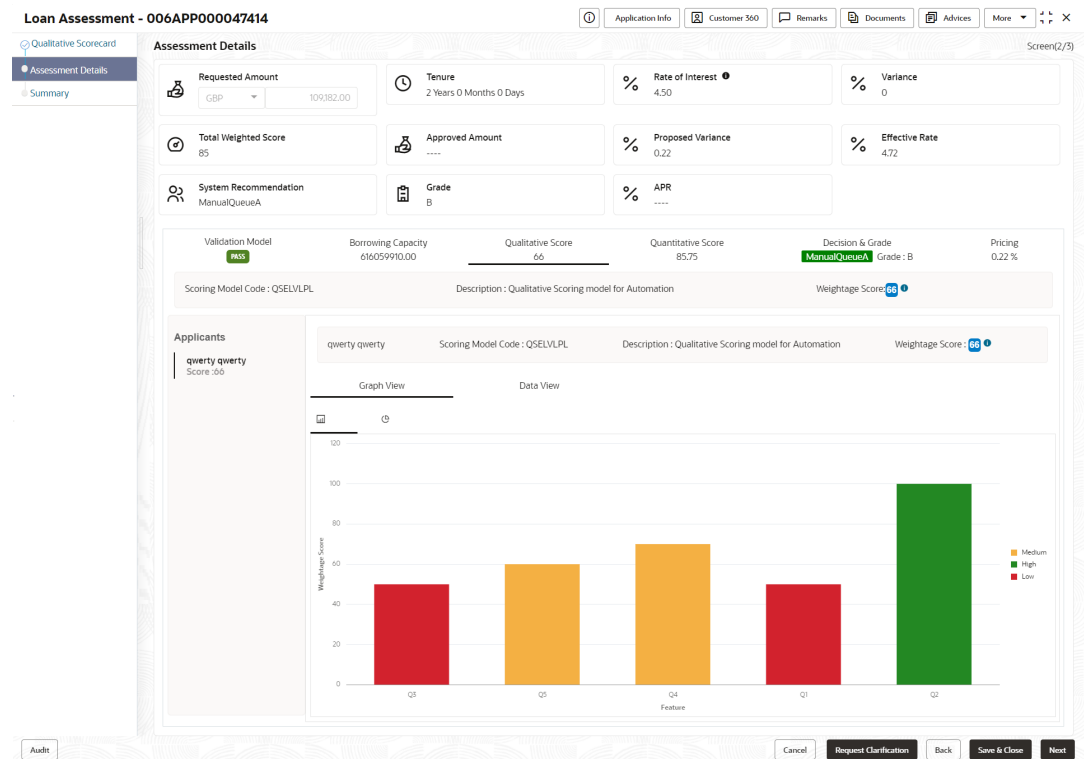
Requested Amount: 109782	Borrowing Capacity: 616059910.00	Fact: MaxLend	Rule ID: LendAmt
--------------------------	----------------------------------	---------------	------------------

Audit | Cancel | Request Clarification | Back | Save and Close | Next

3. Click **Qualitative Score** tab under **Assessment Details** screen to view the qualitative score for the applicant.

The **Assessment Details – Qualitative Score – Graph View** screen displays.

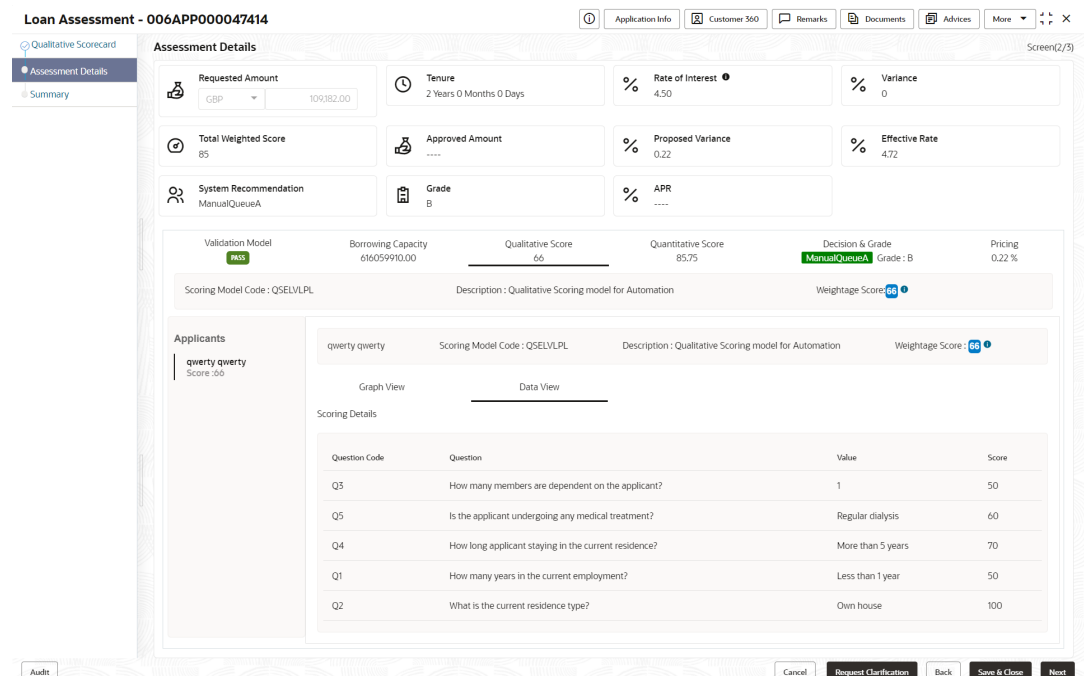
Figure 2-41 Assessment Details – Qualitative Score – Graph View



4. Click **Data View** tab under **Qualitative Score** screen to view the qualitative scoring data of the applicant.

The **Assessment Details – Qualitative Score – Data View** screen displays.

Figure 2-42 Assessment Details – Qualitative Score – Data View



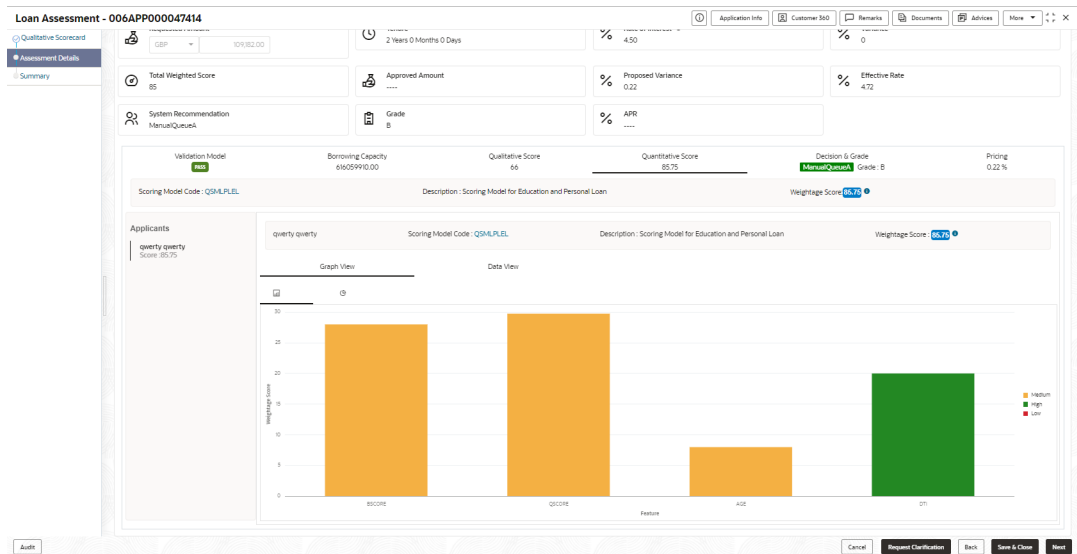
Note:

For multi borrower applications, the user can view the Qualitative details of individual borrowers by clicking on each borrower's name.

- Click **Quantitative Score** tab under **Assessment Details** screen to view the quantitative score for the application.

The **Assessment Details – Quantitative Score – Graph View** screen displays.

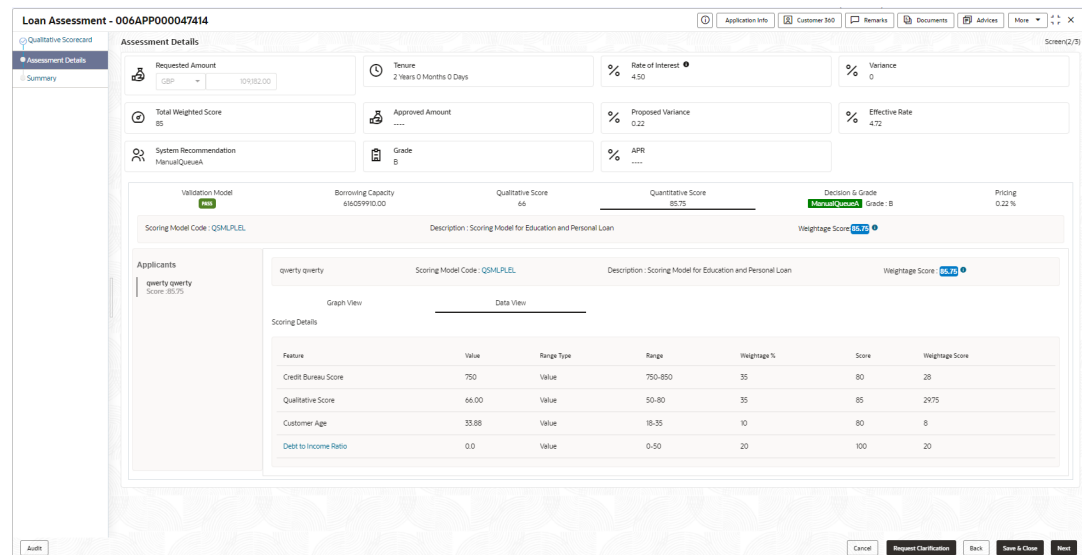
Figure 2-43 Assessment Details – Quantitative Score – Graph View



- Click **Data View** tab under **Quantitative Score** screen to view the quantitative scoring data of the applicant.

The **Assessment Details – Quantitative Score – Data View** screen displays.

Figure 2-44 Assessment Details – Quantitative Score – Data View



Note:

For multi borrower applications, the user can view the Quantitative details of individual borrowers by clicking on each borrower's name.

7. Click **Decision & Grade** tab under **Assessment Details** screen to view the decision and grade for the application.

The **Assessment Details – Decision and Grade** screen displays.

Figure 2-45 Assessment Details – Decision & Grade

Decision	In-Limit Breached	Quantitative Score	Quantitative Score Range	Decision
No	No	85.75	60-90	ManualQueueA

8. Click **Pricing** tab under **Assessment Details** screen to view the pricing for the application.
- The **Assessment Details – Pricing** screen displays.

Figure 2-46 Assessment Details – Pricing

Pricing Model Code	Model Description	Rate Type	Rate Percentage
ELVLP	Pricing Model for ELVLP	Flat	0.22%

For more information on fields, refer to the field description table.

Table 2-28 Assessment Details – Field Description


Field	Description
Requested Amount	Specify the requested overdraft amount.
Tenure	Displays the tenure.
Base Rate	Displays the interest rate without including margin/variance.
	Displays the rate type.
Margin	Displays the customer margin in percentage. This field displays if the Rate Type is selected as Floating .
Variance	Displays the variance in percentage. This field displays if the Rate Type is selected as Fixed .
Total Weightage Score	Displays the total weightage score.
Approved Amount	.Displays the approved loan amount. If the System Recommendation is Approved . This field appears blank if the System Recommendation is Manual and Rejected .
Proposed Margin	Displays the margin proposed by Decision service in percentage. This field displays if the Rate Type is selected as Floating .
Proposed Variance	Displays the variance proposed by Decision service in percentage. This field displays if the Rate Type is selected as Fixed .
Effective Rate	Displays the effective rate of interest.
System Recommendation	Displays the system recommendations. The available options are: <ul style="list-style-type: none"> • Approved • Manual • Rejected
Grade	Displays the grade of the applicant.
Validation Model	Displays the field details related to Validation Model.
Validation Model Code	Displays the validation model code configured for the product.
Description	Displays the description of the configured validation model.
Status	Displays the overall status of the validation model.
Rule ID	Displays the Rule ID configured in the validation model.
Sequence	Displays the sequence of the configured rules.
Status	Displays the status of the configured rule.
Borrowing Capacity	Displays the field details related to Borrowing Capacity.
Eligibility Code	Displays the unique eligibility code configured for the product.
Eligibility Description	Displays the description of the configured eligibility.
Requested Amount	Displays the requested card limit. If the calculated Borrowing Capacity is more than the Requested Amount, then Approved Amount is stamped to Requested Amount.
Borrowing Capacity	Displays the calculated borrowing capacity of the applicant.
Fact	Displays the fact configured in the eligibility code.
Rule ID	Displays the rule configured in the eligibility code.
Qualitative Score	Displays the field details related to Qualitative Score.

Table 2-28 (Cont.) Assessment Details – Field Description

Field	Description
Scoring Model Code	Displays the scoring model code configured for the product.
Description	Displays the description of the scoring model.
Weightage Score	Displays the overall weightage score for the applicant(s). The weightage score also displays in the respective applicant's tab in case of the multiple applicants.
Qualitative Score - Scoring Details	Displays the scoring details related to Qualitative Score.
Question Code	Displays the question code configured for Qualitative Scoring Model.
Question	Displays the question configured in question code.
Value	Displays the answers provided by the applicant.
Score	Displays the calculated score based on the answers.
Quantitative Score	Displays the field details related to Quantitative Score.
Scoring Model Code	Displays the scoring model code configured for the product.
Description	Displays the description of the scoring model.
Weightage Score	Displays the overall weightage score for the applicant(s). The weightage score also displays in the respective applicant's tab in case of the multiple applicants.
Quantitative Score - Scoring Details	Displays the scoring details related to Quantitative Score.
Feature	Displays the feature configured in the Quantitative Scoring Model.
Value	Displays the value of the application for the configured feature.
Range Type	Displays the range type configured in the Quantitative Scoring Model.
Range	Displays the range for the value of the application.
Weightage %	Displays the weightage percentage configured for the feature.
Score	Displays the score configured for the range.
Weightage Score	Displays the calculated weightage for each feature.
Decision and Grade	Displays the field details related to Decision and Grade.
Model Code	Displays the model code configured for the product.
Model Description	Displays the description of the model code.
Decision	Displays the recommended decision for the application.
Grade	Displays the recommended grade for the application
Decision and Grade – Decision	Displays the field details related to Decision.
Quantitative Score	Displays the overall quantitative score of the application.
Quantitative Score Range	Displays the range for the quantitative score.
Decision	Displays the decision configured for the quantitative score.
Decision and Grade – Grade	Displays the field details related to Grade.
Quantitative Score	Displays the overall quantitative score of the application.
Quantitative Score Range	Displays the range for the quantitative score.
Grade	Displays the grade configured for the quantitative score.
Pricing	Displays the field details related to Pricing.
Pricing Model Code	Displays the pricing model code configured for the product.
Model Description	Displays the description of the pricing model code.
Rate Type	Displays the rate type.
Rate Percentage	Displays the rate percentage.

Table 2-28 (Cont.) Assessment Details – Field Description

Field	Description
Loan Amount	Displays the loan amount.
Loan Tenure	Displays the loan tenure.
Loan Amount Range	Displays the range for the loan amount.
Loan Tenure Range	Displays the range for the loan tenure.
Rate %	Displays the rate of interest configured for the range.

 **Note:**

Based on the range of qualitative and quantitative scores, the system provides a suggestive recommendation and the overdraft amount which can be sanctioned.

- Click **Next** to navigate to the next data segment, after successfully capturing the data. The system validates for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take an action. The user cannot proceed to the next data segment, without capturing the mandatory data.

2.5.3 Summary

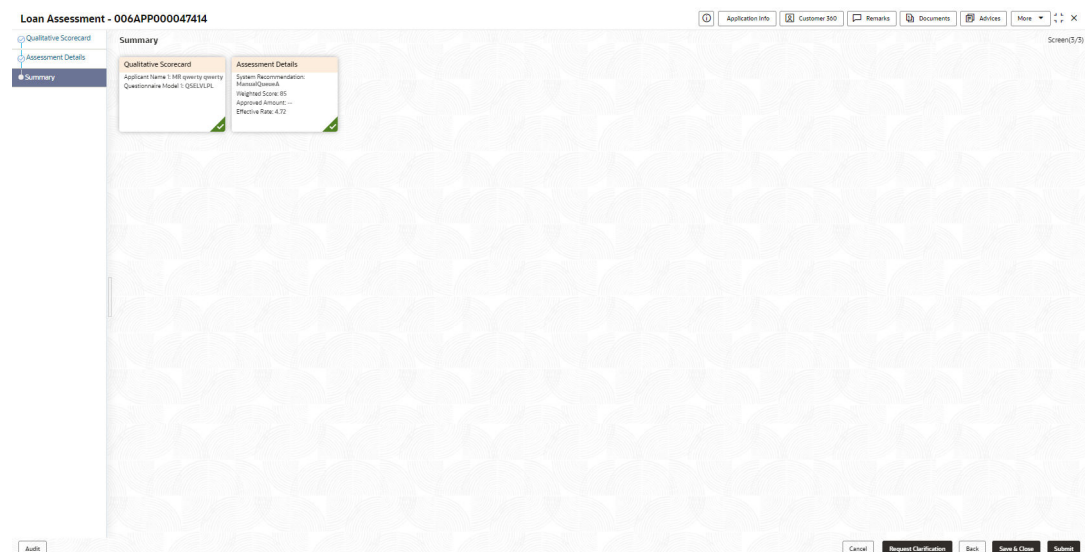
This topic provides the systematic instructions to view the tiles for all the data segments in the Loan Assessment stage.

The system will display the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

- Click **Next** in previous data segment to proceed with the next data segment, after successfully capturing the data.

The **Summary** screen displays.

Figure 2-47 Summary



Each of these summary tiles are clickable and the user will have the option to view all the details captured under the given data segment.

For more information on fields, refer to the field description table.

Table 2-29 Summary - Assessment – Field Description

Data Segment	Description
Qualitative Scorecard Details	Displays the qualitative scorecard details.
Assessment Details	Displays the assessment details.

2. Click **Submit** to reach the **OUTCOME**, where the overrides, checklist and documents for this stage are verified. The **Overrides** screen is displayed.
3. In the **Override** screen, the message appears in case there is any override. Overrides are basically warnings that are raised during the business validations. User has to accept the overrides to proceed further. Alternatively, user can go back and correct the data to ensure overrides do not arise. In case of override, click **Accept Overrides & Proceed** to proceed.
OR
Click **Proceed**. The Checklist screen appears.
4. In the **Checklist** screen the system displays the error message if document checklist is not verified. Click **Proceed Next** to proceed. The Outcome screen appears.
5. In the **Outcome** screen, select appropriate option from the **Select to Proceed** field.
 - Select the **Proceed** to proceed with the application. By default this option is selected. If the Proceed option is selected, then the application proceeds based on the assessment decision.
 - It will logically complete the **Loan Assessment** stage for the loan application if the system recommendation is **Approved**. The Workflow Orchestrator will automatically move this application to the **Account Parameter Setup** stage.
 - If the system recommendation is **Manual** then, the Manual Credit Assessment stage is generated for this loan application.
 - If the system recommendation is **Rejected** then the application is terminated. The stage movement is driven by the business configuration for a given combination of Process Code, Life Cycle and Business Product Code.
 - Select the **Return to Application Entry Stage** to make application entry stage available in free task for edit.
 - Select the **Return to Application Enrichment Stage** to make enrichment stage available in free task.
 - Select the **Return to Application Underwriting Stage** to make underwriting stage available in free task.
 - Select the **Reject Application** to reject the submission of this application. The application is terminated, and an email is sent to the borrower or customer with a rejection advice.
6. Click **Submit** to submit the Loan Assessment stage. The confirmation screen appears with the submission status, the Application Reference Number and the Process Application Reference Number.
7. Click **Close** to close the window.

OR

Click **Go to Free Task**. The system successfully moves the Application Reference Number along with the process reference numbers to the Manual Credit Assessment stage. This application will be available in the FREE TASKS list. The user who has the access rights will be able to acquire and proceed with the next processing stage of the application.

2.6 Manual Credit Assessment

This topic describes the systematic instructions to move the loan application to manual credit assessment stage.

The Manual Credit Assessment stage of the retail loan account open process work-flow is enabled the bank to manually assess the application and provide the recommendation for the approval / rejection of the application. As a reference, the relevant completed data segments will be made available to the Approver before the application can be moved to the next stage. These completed data segments are from the Application Entry Stage, Application Underwrite Stage and Application Assessment Stage. The data segments are displayed in view only mode for the Credit Officer to analyze.

To capture manual credit assessment details:

1. Scan the records that appears in the **Free Task** list.
2. Click **Acquire and Edit** or **Acquire** from the **Action** column of the appropriate record. The **Manual Credit Assessment** stage is displayed

The Manual Credit Assessment stage has the following data segments in which the user can only view the data:

- **Loan Details** - For detailed information, refer the Loan Details data segment in the Application Entry stage.
- **Customer Information** – For detailed information, refer the Customer Information data segment in the Application Entry stage.
- **Financial Details:** - For detailed information, refer the Financial Details data segment in the Application Entry stage.
- **Credit Rating Details:** - For detailed information, refer the Credit Rating Details data segment in the Loan Underwriting stage.
- **Legal Opinion** - For detailed information, refer the Legal Opinion data segment in the Loan Underwriting stage.
- **Valuation Details** - For detailed information, refer the Valuation Details data segment in the Loan Underwriting stage.

Refer below chapters for detailed information on data segment that are editable.

- [Manual Assessment](#)
This topic provides the systematic instructions to modify the account details and recommend for the approval / reject the loan application.
- [Summary](#)
This topic provides the systematic instructions to view the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

2.6.1 Manual Assessment

This topic provides the systematic instructions to modify the account details and recommend for the approval / reject the loan application.

Manual Assessment is the data segment which enables the bank user to modify the loan details and recommend for the approval / reject the loan application. The user can acquire the application from Free Tasks list and assess all the View Only data segments.

To capture manual assessment:

1. On acquiring the **Manual Credit Assessment** task from the Free Task, the Manual Assessment appears.

Figure 2-48 Manual Credit Assessment


2. Specify the fields on **Manual Assessment** screen.

For more information on fields, refer to the field description table. Refer to **Assessment Details** screen for the detailed explanation of **Validation Model, Borrowing Capacity, Qualitative Score, Quantitative Score, Decision & Grade, and Pricing** tabs.

Table 2-30 Manual Assessment – Field Description

Field	Description
Requested Amount	Displays the requested overdraft amount.
Tenure	Displays the overdraft tenure.
Base Rate	Displays the interest rate without including margin/variance.

Table 2-30 (Cont.) Manual Assessment – Field Description

Field	Description
Rate of Interest	Displays the rate of interest. Click  to view the rate type.
Margin	Displays the customer margin in percentage. This field displays if the Rate Type is selected as Floating .
Variance	Displays the variance in percentage. This field displays if the Rate Type is selected as Fixed .
Total Weightage Score	Displays the total weightage score.
Approved Amount	Displays the approved overdraft amount. This field will be blank for Manual Assessment.
Proposed Margin (In %)	Displays the margin proposed by Decision service in percentage. This field displays if the Rate Type is selected as Floating .
Proposed Variance	Displays the variance proposed by Decision service in percentage. This field displays if the Rate Type is selected as Fixed .
Effective Rate	Displays the effective rate of interest.
Recommended Amount	Specify the recommended overdraft amount.
Final Tenure	Specify the final overdraft tenure.
Annual Percentage Rate%	Displays the annual percentage rate value.
Military Annual Percentage Rate%	Displays the military annual percentage rate value.
Recommendation	Select the recommendations. Available options are: <ul style="list-style-type: none"> • Recommended for Approval • Reject
Comments	Specify the comment for the recommendation.
System Recommendation	Displays the system recommendations.
Grade	Displays the grade of the applicant.

3. Click **Next** to navigate to the next data segment, after successfully capturing the data. The system will validate all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action. User will not be able to proceed to the next data segment, without capturing the mandatory data.

2.6.2 Summary

This topic provides the systematic instructions to view the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

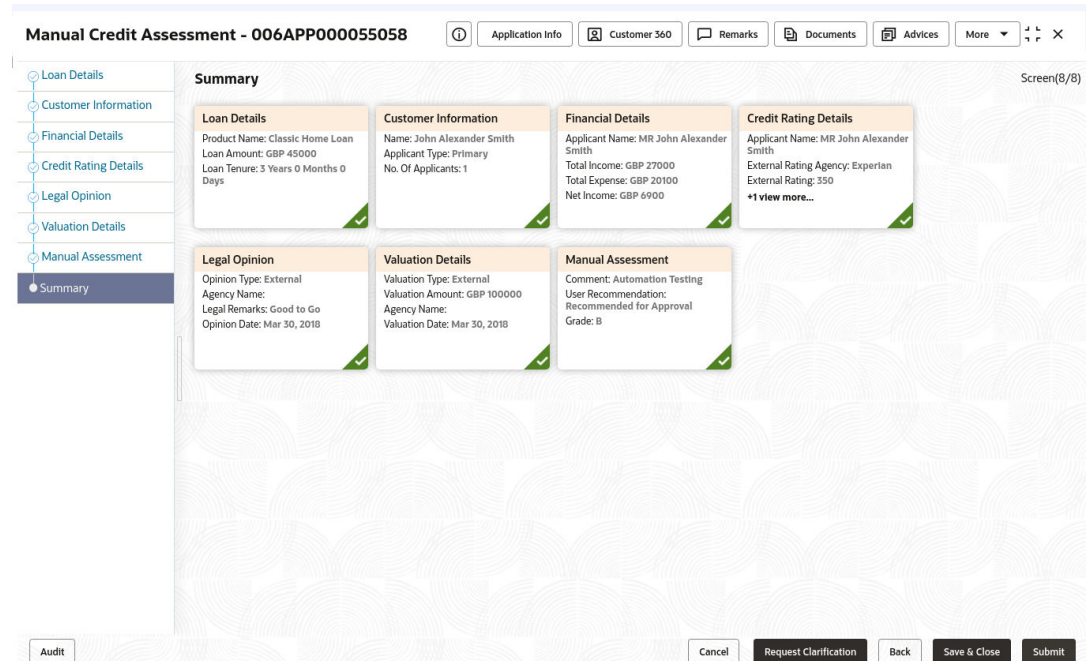
The system displays the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

To view the summary details:

1. Click **Next** in previous data segment to proceed with the next data segment, after successfully capturing the data.

The **Summary - Manual Credit Assessment** screen displays.

Figure 2-49 Summary



Each of these summary tiles are clickable and the user will have the option to view all the details captured under the given data segment. For more information on fields, refer to the field description table.

Table 2-31 Summary - Manual Credit Assessment – Field Description

Data Segment	Description
Customer Information	Displays the customer information.
Loan Details	Displays the loan details.
Financial Details	Displays the financial details.
Credit Rating Details	Displays the credit rating details.
Valuation Details	Displays the valuation details.
Legal Opinion	Displays the legal opinion.
Assessment Details	Displays the assessment details.
Manual Assessment Details	Displays the manual assessment details.

2. Click **Submit** to reach the **OUTCOME**, where the overrides, checklist and documents for this stage are verified. The **Overrides** screen is displayed.
3. In the **Checklist** screen the system displays the error message if document checklist is not verified. Click **Proceed Next** to proceed. The **Outcome** screen appears.
4. In the **Outcome** screen, select appropriate option from the **Select to Proceed** field.
5. Select **Proceed** outcome from the drop-down list.

It will logically complete the **Manual Credit Assessment** stage for the Loan Application. The Workflow Orchestrator will automatically move this application to the next processing stage, **Manual Credit Decision** stage.

The stage movement is driven by the business configuration for a given combination of **Process Code**, **Life Cycle** and **Business Product Code**.

6. Click **Submit** to submit the Manual Credit Assessment stage. The confirmation screen appears with the submission status, the Application Reference Number and the Process Application Reference Number.
7. Click **Close** to close the window.

OR

Click **Go to Free Task**. The system successfully moves the Application Reference Number along with the process reference numbers to the Manual Credit Decision stage. This application will be available in the **FREE TASKS** list. The user who has the access rights will be able to acquire and proceed with the next processing stage of the application.

2.7 Manual Credit Decision

This topic describes the systematic instructions to move the loan application to manual credit decision stage.

The **Manual Credit Decision** stage of the retail loan account open process work-flow enables the bank to make the decision on whether the recommended loan amount can be approved to the loan applicant / borrower.

To capture manual credit decision details:

1. Scan the records that appears in the **Free Task** list.
2. Click **Acquire and Edit** or **Acquire** from the Action column of the appropriate record. The Manual Credit Decision stage is displayed.

The Manual Credit Decision stage has the following data segments in which the user can only view the data:

- **Loan Details** - For detailed information, refer the Loan Details data segment in the Application Entry stage.
- **Customer Information** – For detailed information, refer the Customer Information data segment in the Application Entry stage.
- **Financial Details:** - For detailed information, refer the Financial Details data segment in the Application Entry stage.
- **Credit Rating Details:** - For detailed information, refer the Credit Rating Details data segment in the Loan Underwriting stage.
- **Valuation Details** - For detailed information, refer the Valuation Details data segment in the Loan Underwriting stage.
- **Legal Opinion** - For detailed information, refer the Legal Opinion data segment in the Loan Underwriting stage.
- **Manual Assessment** – For details information, refer the Assessment Details data segment in the Manual Credit Assessment stage.

Refer below chapters for detailed information on data segment that are editable.

- [Manual Decision](#)
This topic provides the systematic instructions to review and approve the application manually in manual credit decision stage.

- **Summary**
This topic provides the systematic instructions to view the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

2.7.1 Manual Decision

This topic provides the systematic instructions to review and approve the application manually in manual credit decision stage.

Manual Decision is the first data segment of Manual Credit Decision stage. The user can acquire the application from Free Tasks list.

To capture manual decision:

1. On acquiring the Manual Credit Decision task from the Free Task, the Manual Decision appears.

Figure 2-50 Manual Decision

The screenshot displays the 'Manual Credit Decision - HELAPP00132533' application. The interface includes a navigation menu on the left with options like Applicants, Loan Details, Financial Details, Credit Rating Details, Legal Opinion, Valuation Details, Manual Assessment, Manual Decision, and Summary. The main content area is divided into several sections:

- Application Details:** Shows Requested Amount (GBP, 11,111.00) and Tenure (2 Years 2 Months 0 Days).
- Interest Rate:** A table with columns: Interest Rate(%), Rate Type, Margin/Variance (%), and Effective Rate. Values: 4.23, Fixed, 0, 4.23.
- Auto Decision Details:** Shows Approved Amount (GBP, 11,111.00), Total Weighted Score (68.5), Grade (B), System Recommendation (ManualQueueB), and Proposed Margin/Variance (%) (0.22).
- Revised Interest Rate:** A table with columns: Interest Rate(%), Rate Type, Proposed Margin/Variance (%), and Effective Rate. Values: 4.23, Fixed, 0.22, 4.45.
- Manual Assessment:** Shows Recommended Amount (GBP, 11,111.00), Final Tenure (2 Years 2 Months), and Manual Recommendation (Recommended for Approval). A comment field contains 'awesed'.
- Manual Decision:** Includes Recommendation options (Approve, Decline), Approved Amount (GBP, 11,111.00), and a Comment field.

At the bottom, there are buttons for Cancel, Request Clarification, Back, Save and Close, and Next.

2. Specify the fields on **Manual Decision** screen.

For more information on fields, refer to the field description table. Refer to **Assessment Details** screen for the detailed explanation of **Validation Model, Borrowing Capacity, Qualitative Score, Quantitative Score, Decision & Grade, and Pricing** tabs.

Table 2-32 Manual Decision – Field Description

Field	Description
Requested Amount	Displays the requested overdraft amount.
Tenure	Displays the overdraft tenure.
Base Rate	Displays the interest rate without including margin/variance.

Table 2-32 (Cont.) Manual Decision – Field Description






Field	Description
Rate of Interest	<p>Displays the rate of interest.</p> <p>Click  to view the rate type.</p>
Margin	<p>Displays the customer margin in percentage.</p> <p> Note: This field displays if the Rate Type is selected as Floating.</p>
Variance	<p>Displays the variance in percentage.</p> <p> Note: This field displays if the Rate Type is selected as Fixed.</p>
Total Weightage Score	Displays the total weightage score.
Approved Amount	<p>Displays the approved overdraft amount.</p> <p>This field appears blank by default.</p> <p>If the user selects the recommendation as Approve, then the recommended amount gets defaulted as approved amount.</p>
Proposed Margin	<p>Displays the margin proposed by Decision service in percentage.</p> <p> Note: This field displays if the Rate Type is selected as Floating.</p>
Proposed Variance	<p>Displays the variance proposed by Decision service in percentage.</p> <p> Note: This field displays if the Rate Type is selected as Fixed.</p>
Effective Rate	Displays the effective rate of interest.
Recommended Amount	Displays the recommended overdraft amount.
Final Tenure	Displays the final overdraft tenure.
Manual Recommendation	Displays the manual recommendation.
Comments	Displays the comments for the manual recommendation.

Table 2-32 (Cont.) Manual Decision – Field Description

Field	Description
System Recommendation	Displays the system recommendations.
Recommendation	Select the recommendation. Available options are: <ul style="list-style-type: none"> • Approve • Decline If the user selects the recommendation as Approve , then the recommended amount gets defaulted as approved amount.
Action	Displays the user action based on user recommendation.
Comments	Specify the comment on the user action.

3. Click **Next** to navigate to the next data segment, after successfully capturing the data. The system will validate all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action. User will not be able to proceed to the next data segment, without capturing the mandatory data.

2.7.2 Summary

This topic provides the systematic instructions to view the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

The system will display the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

To view the summary:

1. Click **Next** in previous data segment to proceed with the next data segment, after successfully capturing the data.

The **Summary** screen displays.

Figure 2-51 Summary

Each of these summary tiles are clickable and the user will have the option to view all the details captured under the given data segment.

For more information on fields, refer to the field description table.

Table 2-33 Summary - Manual Credit Decision – Field Description

Field	Description
Manual Decision	Displays the manual decision.

2. Click **Submit** to reach the **OUTCOME**, where the overrides, checklist and documents for this stage are verified. The **Overrides** screen is displayed.
3. Click **Accept Overrides & Proceed**. The **Checklist** screen appears.
4. Click **Proceed Next** to proceed. The **Outcome** screen appears.
5. In the **Outcome** screen, select appropriate option from the **Select to Outcome** field.
6. Select **Proceed** outcome from the drop-down list.

It will logically complete the **Manual Credit Decision** stage for the Loan Application. Upon submit, a Pricing call will be made by Oracle Banking Origination to Decision Service to get

the Interest rate. The Workflow Orchestrator will automatically move this application to the next processing stage, **Account Parameter Setup** stage.

The stage movement is driven by the business configuration for a given combination of **Process Code**, **Life Cycle** and **Business Product Code**.

7. Click **Submit** to submit the Manual Credit Decision stage. The confirmation screen appears with the submission status, the Application Reference Number and the Process Application Reference Number.
8. Click **Close** to close the window.

OR

Click **Go to Free Task**. The system successfully moves the Application Reference Number along with the process reference numbers to the Account Parameter Setup stage. This application will be available in the **FREE TASKS** list. The user who has the access rights will be able to acquire and proceed with the next processing stage of the application.

2.8 Account Parameter Setup

This topic describes the systematic instructions to move the loan application to account parameter setup stage.

The **Account Parameter Setup** stage is the next representative stage in the Retail Loan Account Open process. After the **Loan Assessment / Manual Credit Decision** is completed successfully, the application can be acquired by the user who has the access rights for the given stage and progress with the data capture. The user can acquire the application from **Free Tasks** list.

The **Account Parameter Setup** stage has the following reference data segments:

- **Assessment Details** - For detailed information, refer the Manual Assessment data segment in the Manual Credit Assessment stage.
- **Loan Interest Details** - For detailed information, refer the Loan Interest Details data segment in the Application Enrichment stage.
- **Mortgage Insurance** – For detailed information, refer the Mortgage Insurance data segment in the Application Enrichment stage.
- **Charge Details** - For detailed information, refer the Charge Details data segment in the Application Enrichment stage.
- **Loan Disbursement** - For detailed information, refer the Loan Disbursement data segment in the Application Enrichment stage.
- **Loan Repayment** - For detailed information, refer the Loan Repayment data segment in the Application Enrichment stage.
- **Account Services** - For detailed information, refer the Account Services data segment in the Application Enrichment stage.

All the data segments are carried forward from **Application Enrichment**. If the details are captured in **Application Enrichment**, the same will be fetched automatically. The user can modify the captured details and all the data segments are mandatory to capture the details to move the application to the next stage.

If there is any change in the price (interest), the application will be redirected to the **Supervisor Approval**, otherwise submitting this step will move the application to the next reference stage which is the **Offer Issue**.



Note:

Please refer to the **Application Enrichment Stage** for the detailed explanation.

- **Summary**

This topic provides the systematic instructions to view the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

2.8.1 Summary

This topic provides the systematic instructions to view the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

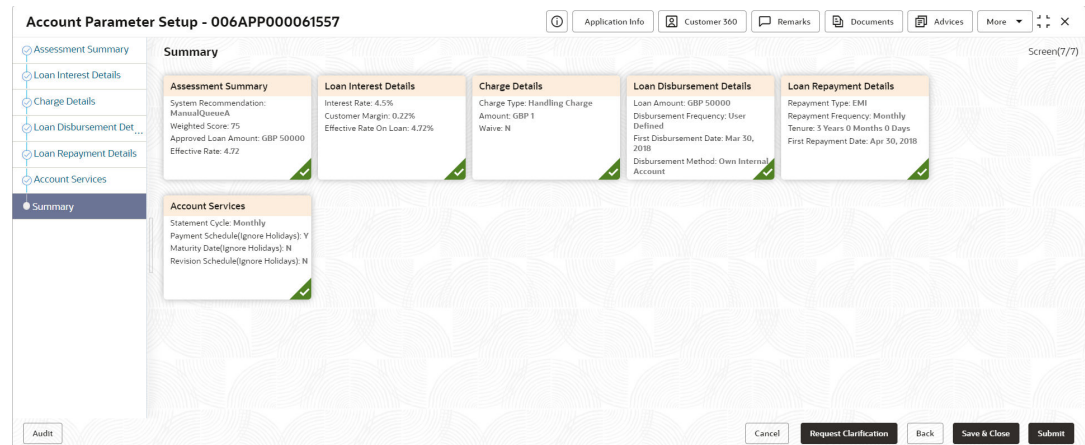
The system will display the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

To view the summary:

1. Click **Next** in previous data segment to proceed with the next data segment, after successfully capturing the data.

The **Summary** screen displays.

Figure 2-52 Summary



Each of these summary tiles are clickable and the user will have the option to view all the details captured under the given data segment. For more information on fields, refer to the field description table.

Table 2-34 Summary - Account Parameter Setup - Field Description

Data Segment	Description
Assessment Details	Displays the assessment details.
Loan Interest Details	Displays the loan interest details.
Mortgage Insurance	Displays the mortgage insurance details.
Charge Details	Displays the charge details.

Table 2-34 (Cont.) Summary - Account Parameter Setup - Field Description

Data Segment	Description
Loan Disbursement Details	Displays the loan disbursement details.
Loan Repayment Details	Displays the loan repayment details
Account Services Details	Displays the account services details.

 **Note:**

Charges Data segment and Mortgage Insurance premium data segment is available in edit mode to amend or change the capitalization amounts which need to be considered as part of the Approved Loan amount even in this stage. Accordingly, it impacts the Approved Loan Amount. The inclusion or exclusion of such capitalization amounts is validated to ensure that the Approved Loan Amount is not breached.

2. Click **Submit** to reach the **OUTCOME**, where the overrides, checklist and documents for this stage are verified. The **Overrides** screen is displayed.
3. Click **Accept Overrides & Proceed**. The **Checklist** screen appears.
4. Click **Save & Proceed** to proceed. The **Outcome** screen appears.
5. In the **Outcome** screen, select appropriate option from the **Select to Outcome** field.
6. Select **Proceed** outcome from the drop-down list.

It will logically complete the **Account Parameter Setup** stage for the Loan Application. The Workflow Orchestrator will automatically move this application to the next processing stage, **Supervisor Approval / Offer Issue** stage.

The application will be directly moved to Offer Issue stage if there is no change in Loan Interest data segment.

The application will be moved to Supervisor Approval stage if there is any change in Price (Interest) in Loan Interest data segment.

The stage movement is driven by the business configuration for a given combination of **Process Code, Life Cycle** and **Business Product Code**.

7. Click **Submit** to submit the Account Parameter Setup stage. The confirmation screen appears with the submission status, the Application Reference Number and the Process Application Reference Number
8. Click **Close** to close the window.

OR

Click **Go to Free Task**. The system successfully moves the Application Reference Number along with the sub process reference numbers [Loan Account] to the Supervisor Approval / Offer Issue stage. This application is available in the **FREE TASK** list. The user who has the access rights will be able to acquire and proceed with the next processing stage of the application.

2.9 Supervisor Application Approval Stage

This topic describes the information on the various data segments to view and approve the price change in the Supervisor Application Approval stage.

The **Supervisor Application Approval** stage has the following data segments in which the user can only view the data:

- **Assessment Details** - For detailed information, refer the Manual Assessment data segment in the Manual Credit Assessment stage.
- [Approval Details](#)
This topic provides the systematic instructions to view and approve the application.
- [Summary - Supervisor Approval](#)
This topic provides the systematic instructions to view the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

2.9.1 Approval Details

This topic provides the systematic instructions to view and approve the application.

The **Approval Details** is the first data segment of **Supervisor Approval** stage. The user can acquire the application from **Free Tasks** list.

1. On acquiring the **Supervisor Approval** stage the **Approval Details** data segment appears
The **Approval Details** screen displays.

Figure 2-53 Approval Details

2. Specify the fields on **Approval Details** screen.

Note:

The fields, which mentioned as Required, are mandatory.

For more information on fields, refer to the field description table.

Table 2-35 Approval Details – Field Description

Field	Description
Applicant Name	Displays the applicant name.
Account Type	Displays the account type.

Table 2-35 (Cont.) Approval Details – Field Description






Field	Description
Account Branch	Displays the account branch name.
Product Code	Displays the product code selected for this loan account.
Product Name	Displays the product name selected or this loan account.
Existing Values	Displays the existing values.
Approved Loan Amount	Displays the final loan approved amount.
Loan Tenure	Displays the final loan tenure for the approved amount.
Installment Type	Displays the installment type.
Rate of Interest	Displays the rate of interest for the approved loan amount.
Margin	<p>Displays the margin proposed by Decision Service.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>This field displays if the Rate Type is selected as Floating.</p> </div>
Variance	<p>Displays the variance proposed by Decision Service.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>This field displays if the Rate Type is selected as Fixed.</p> </div>
Effective Rate	Displays the calculated effective rate.
Revised Values	<p>Displays the revised values against the existing values.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>If there is no change in the existing values, the revised values will not be displayed.</p> </div>
Approved Loan Amount	Displays the final loan approved amount.
Loan Tenure	Displays the final loan tenure for the approved amount.
Installment Type	Displays the installment type.
Rate of Interest	Displays the rate of interest for the approved loan amount.
Margin	<p>Displays the modified margin.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>This field displays if the Rate Type is selected as Floating.</p> </div>

Table 2-35 (Cont.) Approval Details – Field Description

Field	Description
Variance	Displays the modified variance. <div style="border-left: 2px solid #0070C0; padding-left: 10px; background-color: #E6F2FF;"> <p> Note: This field displays if the Rate Type is selected as Fixed.</p> </div>
Effective Rate	Displays the effective rate.
Component Considered	Displays the component considered.
User Recommendation	Select the user recommendation. The available options are: <ul style="list-style-type: none"> • Approved • Rejected
User Action	Displays the user action based on user recommendation.

3. Click **Next** to navigate to the next data segment, after successfully capturing the data. The system will validate all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action. User will not be able to proceed to the next data segment, without capturing the mandatory data.

2.9.2 Summary - Supervisor Approval

This topic provides the systematic instructions to view the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

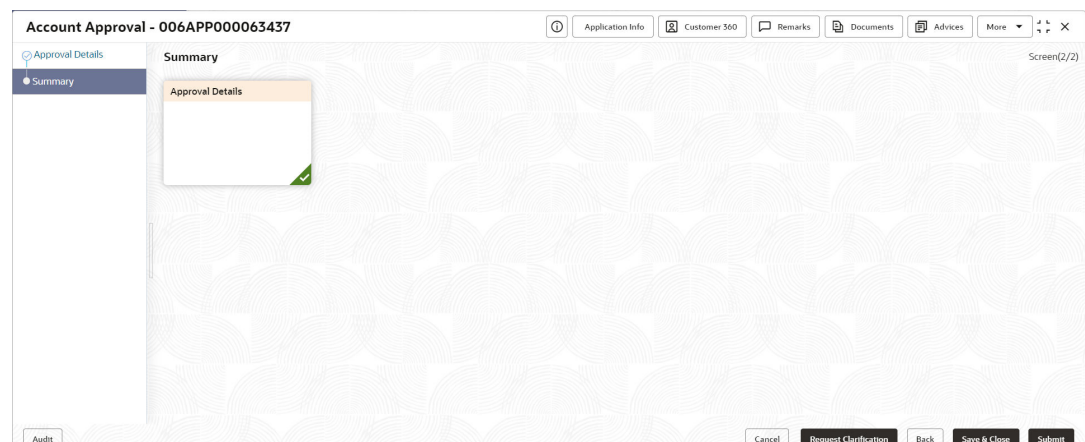
The system will display the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

To view the summary:

1. Click **Next** in the previous data segment to proceed with the next data segment, after successfully capturing the data.

The **Summary** screen displays.

Figure 2-54 Summary



Each of these summary tiles are clickable and the user will have the option to view all the details captured under the given data segment. For more information on fields, refer to the field description table.

Table 2-36 Summary – Field Description

Data Segment	Description
Assessment Details	Displays the assessment details.
Approval Details	Displays the approval details.

2. Click **Submit** to reach the **OUTCOME**, where the overrides, checklist and documents for this stage are verified. The **Overrides** screen is displayed.
3. In the **Override** screen, the message appears in case there is any override. Overrides are basically warnings that are raised during the business validations. User has to accept the overrides to proceed further. Alternatively, user can go back and correct the data to ensure overrides do not arise. In case of override, click **Accept Overrides & Proceed** to proceed.

OR

Click **Proceed**. The Checklist screen appears.

4. In the **Checklist** screen the system displays the error message if document checklist is not verified. Click **Proceed Next** to proceed. The Outcome screen appears.
5. In the **Outcome** screen, select appropriate option from the **Select to Proceed** field.
 - Select the **Proceed** to proceed with the application. By default this option is selected. It will logically complete the **Supervisor Approval** stage for the Loan Application. The Workflow Orchestrator will automatically move this application to the next processing stage, **Offer Issue**. The stage movement is driven by the business configuration for a given combination of Process Code, Life Cycle and Business Product Code
 - Select the **Return to Application Entry Stage** to make application entry stage available in free task for edit.
 - Select the **Return to Application Enrichment Stage** to make enrichment stage available in free task.
 - Select the **Return to Application Underwriting Stage** to make underwriting stage available in free task.
 - Select the **Reject Application** to reject the submission of this application. The application is terminated, and an email is sent to the borrower or customer with a rejection advice.
6. Click **Submit** to submit the supervisor approval stage. The confirmation screen appears with the submission status, the Application Reference Number and the Process Application Reference Number.
7. Click **Close** to close the window.

OR

Click **Go to Free Task**. The system successfully moves the Application Reference Number along with the sub process reference numbers [Loan Account] to the Offer Issue on Host stage. This application is available in the FREE TASK list. The user who has the access rights will be able to acquire and proceed with the next processing stage of the application. The following notification will be sent to the user, if application is initiated from assisted channel, and to the Oracle Banking Digital Experience customer, if application is initiated from self-service.

2.10 Offer Issue Stage

This topic describes the information on the various data segments to generate the offer in the Offer Issue stage.

After due diligence and Assessment approval, the Application will move to the Offer issue stage where the Approver will generate the offer letter. As a reference, the relevant completed data segments will be made available to the Approver before the application can be moved to the next stage. These completed data segments are from the Application Underwrite Stage and Application Assessment Stage. The data segments are displayed in view only mode for the Approver to browse.

To perform actions on issued offer:

1. Scan the records that appears in the **Free Task** list.
2. Click **Acquire and Edit** or **Acquire** from the **Action** column of the appropriate record. The **Offer Issue** stage is displayed.

In the Offer Issue stage, provide the required details under each data segment. The Offer issue stage has the following reference data segments:

- **Credit Rating Details**: - For detailed information, refer the Credit Rating Details data segment in the Loan Underwriting stage.
- **Valuation Details** - For detailed information, refer the Valuation Details data segment in the Loan Underwriting stage.
- **Legal Opinion** - For detailed information, refer the Legal Opinion data segment in the Loan Underwriting stage.

Refer below chapters for detailed information on data segment that are editable.

- [Assessment Summary](#)
This topic provides the systematic instructions to view the assessment summary of the Savings Account application.
- [Offer Issue](#)
This topic provides the systematic instructions to capture the offer issue date and generate the offer letter.
- [Summary](#)
This topic describes systematic instructions to view all the details of offer issue.

2.10.1 Assessment Summary

This topic provides the systematic instructions to view the assessment summary of the Savings Account application.

Assessment Summary is the view only data segment of Offer Issue stage.

To view the assessment summary:


1. On acquiring the Offer Issue stage the **Assessment Summary** screen is displayed.

Figure 2-55 Assessment Summary

- Specify the fields on **Assessment Summary** screen.

For more information on fields, refer to the field description table.

Table 2-37 Assessment Summary – Field Description

Field	Description
Requested Amount	Displays the requested overdraft amount.
Tenure	Displays the tenure.
Base Rate	Displays the interest rate without including margin / variance.
Rate of Interest	Displays the rate of interest. Click  to view the rate type.
Margin	Displays the approved margin. This field displays if the Rate Type is selected as Floating .
Variance	Displays the approved variance. This field displays if the Rate Type is selected as Fixed .
Total Weightage Score	Displays the total weightage score.
Approved Amount	Displays the final approved loan amount.
Proposed Margin	Displays the proposed margin from Decision Service. This field displays if the Rate Type is selected as Floating .
Proposed Variance	Displays the proposed variance from Decision Service. This field displays if the Rate Type is selected as Fixed .
Effective Rate	Displays the effective rate of interest.
Annual Percentage Rate %	Displays the annual percentage rate value.
Military Annual Percentage Rate %	Displays the military annual percentage rate value.
System Recommendation	Displays the system recommendations.
Grade	Displays the grade of the applicant.
Manual Decision	Displays the manual decision.

3. Click **Next** to navigate to the next data segment, after successfully capturing the data. The system will validate all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action. User will not be able to proceed to the next data segment, without capturing the mandatory data.

2.10.2 Offer Issue

This topic provides the systematic instructions to capture the offer issue date and generate the offer letter.

Offer Issue is the next data segment of Offer Issue stage.

To generate the offer issued:

1. Click **Next** in the previous data segment to proceed with the next data segment, after successfully capturing the data.

The **Offer Issue** screen displays.

Figure 2-56 Offer Issue

The screenshot shows the 'Offer Issue' screen for application 006APP000055058. The interface includes a navigation menu on the left with options like 'Credit Rating Details', 'Valuation Details', 'Legal Opinion', 'Assessment Summary', 'Offer Issue', and 'Summary'. The main area contains a form with the following fields:

- Applicant Name:** MR John Alexander Smith
- Approved Loan Amount:** GBP 34,500.00
- Loan Tenure:** 3 Years 0 Months 0 Days
- Rate Of Interest:** 5.9%
- Instalment Type:** EMI
- Instalment Frequency:** Monthly
- Instalment Amount:** GBP 0.00
- Principal:** GBP 34,500.00
- Interest:** GBP 5,196.77
- Charges:** GBP 5,782.00
- APR:** (empty)
- Offer Issue Date:** 2018-03-30

At the bottom right, there is a 'Generate Offer' button. At the bottom of the screen, there are navigation buttons: 'Cancel', 'Request Clarification', 'Back', 'Save & Close', and 'Next'.

Offer Issue screen enables the approver to capture the Offer Issue date. The other data elements available in the screen are prepopulated and not editable. For more information on fields, refer to the field description table.

Table 2-38 Offer Issue – Field Description

Field	Description
Applicant Name	Displays the applicant name.
Approved Loan Amount	Displays the approved loan amount.
Loan Tenure	Displays the loan tenure.

Table 2-38 (Cont.) Offer Issue – Field Description

Field	Description
Rate of Interest	Displays the rate of interest.
Installment Type	Displays the installment type.
Installment Frequency	Displays the installment frequency.
Installment Amount	Displays the instalment amount.
Principal	Displays the principal amount.
Interest	Displays the interest amount.
Charges	Displays the charge amount.
APR	Displays the annual percentage rate value.
Offer Issue Date	Select the offer issue date.
Offer Expiry Date	Displays the date based on the expiry period configuration done at the Business Product level which is used for this Loan Account.
Generate Offer	<p>Select the checkbox to indicate if offer letter to the borrower with all the terms and conditions which the borrower or applicant may accept or reject is to be sent. Also, the generate offer can be done with repayment schedule or without repayment schedule.</p> <p>The available options are:</p> <ul style="list-style-type: none"> • With Schedule • Without Schedule <p>A PDF file will be generated with the offer content. The system generates the repayment schedule, if not generated earlier. Default template for offer issue is used in this reference workflow.</p>

2. Click **Next** to navigate to the next data segment, after successfully capturing the data. The system will validate all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action. User will not be able to proceed to the next data segment, without capturing the mandatory data.

2.10.3 Summary

This topic describes systematic instructions to view all the details of offer issue.

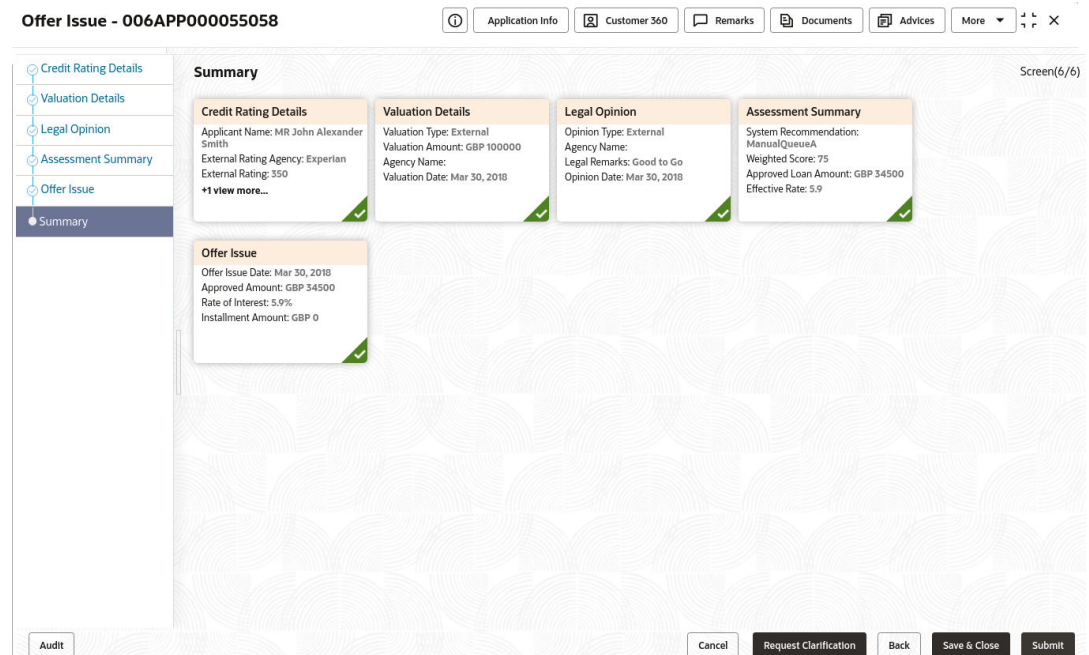
The system will display the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

To view the summary:

1. Click **Next** in the previous data segment to proceed with the next data segment, after successfully capturing the data.

The **Summary - Offer Issue** screen displays.

Figure 2-57 Summary



Each of these summary tiles are clickable and the user will have the option to view all the details captured under the given data segment. For more information on fields, refer to the field description table.

Table 2-39 Summary - Offer Issue – Field Description

Data Segment	Description
Credit Rating Details	Displays the credit rating details.
Valuation of Asset	Displays the valuation of asset details.
Legal Opinion Details	Displays the legal opinion details.
Assessment Summary	Displays the assessment details.
Offer Issue Details	Displays the offer issue details.

2. Click **Submit** to reach the **OUTCOME**, where the overrides, checklist and the documents for this stage can be validated or verified. The **Overrides** screen is displayed.
3. In the Override screen, click **Proceed Next**. The **Checklist** screen is displayed.
4. In the Checklist screen, click **Proceed Next**. The **Outcome** screen is displayed.
5. In the Outcome screen, select appropriate option from the **Select to Outcome** field.
 - Select **Proceed** outcome from the drop-down list. It will logically complete the **Offer Issue** stage for the Loan Application. The Workflow Orchestrator will automatically move this application to the next processing stage, **Offer Accept/Reject**. The stage movement is driven by the business configuration for a given combination of **Process Code**, **Life Cycle** and **Business Product Code**.
 - Select the **Return to Application Entry** Stage to make application entry stage available in free task for edit.
 - Select the **Return to Application Enrichment** Stage to make enrichment stage available in free task.

- Select the **Return to Application Underwriting** Stage to make underwriting stage available in free task.
 - Select the **Reject Application** to reject the submission of this application. The application is terminated, and an email is sent to the borrower or customer with a rejection advice.
6. Click **Submit** to submit supervisor approval stage. The confirmation screen appears with the submission status, the Application Reference Number and the Process Application Reference Number.
 7. Click **Close** to close the window.

OR

Click **Go to Free Task**. The system successfully moves the Application Reference Number along with the sub process reference numbers [Loan Account] to the Application Offer Accept / Reject stage. This application is available in the FREE TASK list. The user who has the access rights will be able to acquire and proceed with the next processing stage of the application.

The following notification will be sent to the user, if application is initiated from assisted channel, and to the Oracle Banking Digital Experience customer, if application is initiated from self-service.

2.11 Offer Accept / Reject Stage

This topic describes the information on the various data segments to accept / reject the offer in the Offer Accept / Reject stage.

After the **Offer Issue** stage, the offer letter will be sent or communicated to the borrower or applicant. The **Offer Accept / Reject** stage will enable the user to record the customer response – Accept or Reject as the case may be. Also, the offer made can be amended based on Customer request – viz., change in Principal Amount, Interest Rate, Margin or Tenure. The post offer amend can be routed back to the relevant previous completed stages like Application Entry / Loan Application Enrichment. If the business wants the Loan Underwriting stage or the Loan Assessment stage to be redone, they can be configured accordingly, post which the new offer with the revised terms will be issued to the borrower or applicant for acceptance.

To perform actions on issued offer:

1. Scan the records that appears in the **Free Task** list.
2. Click **Acquire and Edit** or **Acquire** from the **Action** column of the appropriate record. The **Offer Accept /Reject** stage is displayed.

In the **Offer Accept / Reject** stage, provide the required details under each data segment. The Offer Accept / Reject stage has the following data segments which user can only view.

- **Offer Issue:** - For detailed information, refer the Offer Issue data segment in the Offer Issue stage.
- **Assessment Summary** - For detailed information, refer the Assessment Summary data segment in the Offer Issue stage.

Refer below chapters for detailed information on data segment that are editable.

- [Offer Accept / Reject](#)
This topic provides the systematic instructions to view the offer letter and record the customer response.

- **Summary**
This topic provide the systematic instructions to view the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

2.11.1 Offer Accept / Reject

This topic provides the systematic instructions to view the offer letter and record the customer response.

Offer Accept / Reject data segment is the first data segment of **Offer Accept / Reject** stage.
To capture customer response:

1. On acquiring the Offer Accept / Reject task the **Offer Accept/Reject** screen is displayed.

Figure 2-58 Offer Accept / Reject

The screenshot shows the 'Offer Accept/Reject' screen for application 006APP000043302. The interface includes a navigation menu on the left with options: Offer Issue, Assessment Summary, Offer Accept/Reject (selected), and Summary. The main area contains several data entry fields:

- Applicant Name:** DR Samir Feeney
- Loan Tenure:** GBP, 50,000.00
- Loan Tenure (Calendar):** 3 Years 0 Months 0 Days
- Rate Of Interest:** 3.52%
- Instalment Type:** EMI
- Instalment Frequency:** Monthly
- Instalment Amount:** GBP, 1,510.55
- Principal:** GBP, 50,000.00
- Interest:** GBP, 4,379.04
- Charges:** GBP, 1.00
- Offer Issue Date:** 2018-03-30
- Offer Expiry Date:** 2018-04-29
- Customer Response:** Accept
- Date Of Offer Accept/Reject:** April 23, 2018

At the bottom, there are buttons for 'Audit', 'Cancel', 'Request Clarification', 'Back', 'Save & Close', and 'Next'.

2. Specify the fields on **Offer Accept / Reject** screen.
For more information on fields, refer to the field description table.

Table 2-40 Nomenclature Fields

Field	Description
Applicant Name	Displays the applicant name.
Approved Loan Amount	Displays the approved loan amount.
Loan Tenure	Displays the loan tenure.
Rate of Interest	Displays the rate of interest.
Instalment Type	Displays the instalment type.
Instalment Frequency	Displays the instalment frequency.
Instalment Amount	Displays the instalment amount.
Principal	Displays the principal amount.
Interest	Displays the interest amount.
Charges	Displays the charge amount.
APR	Displays the annual percentage rate value.
Offer Issue Date	Select the offer issue date.

Table 2-40 (Cont.) Nomenclature Fields

Field	Description
Offer Expiry Date	Displays the date based on the expiry period configuration done at the Business Product level which is used for this Loan Account.
Customer Response	Select the customer response from the drop-down list. Available options are: <ul style="list-style-type: none"> • Accept • Reject • Amend
Date Of Offer Accept/Reject	Select the date of offer accept or offer reject.
Reason	Specify the reason of rejecting this offer. This field appears only if you select the Reject option from the Customer Response list.
Offer Amend	Offer Amend option will be at the instance of the customer request. This will be taken as a Post Offer amendment and based on the change requested the application will be routed as part of the OUTCOME to the respective earlier stages to incorporate the changes.
Post Offer Amend	The post offer amend will be supported for the following data elements: <ul style="list-style-type: none"> • Loan Principal • Loan Interest • Customer Margin • Tenure of the Loan

3. Click **Next** to navigate to the next data segment, after successfully capturing the data. The system will validate all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action. User will not be able to proceed to the next data segment, without capturing the mandatory data.

2.11.2 Summary

This topic provide the systematic instructions to view the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

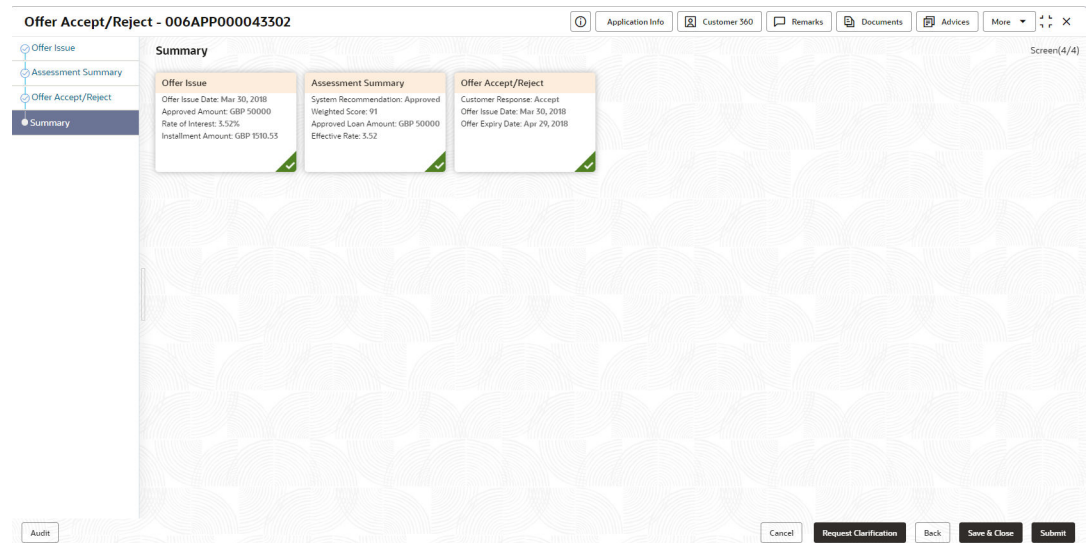
The system will display the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

To view the summary:

1. Click **Next** in the previous data segment to proceed with the next data segment, after successfully capturing the data.

The **Summary - Offer Accept / Reject** screen displays.

Figure 2-59 Summary



Each of these summary tiles are clickable and the user will have the option to view all the details captured under the given data segment.

For more information on fields, refer to the field description table.

Table 2-41 Summary - Offer Accept / Reject – Field Description

Data Segment	Description
Assessment Summary	Displays the assessment summary.
Offer Issue Details	Displays the offer issue details.
Offer Accept / Reject Details	Displays the offer issue details.

2. Click **Submit** to reach the **OUTCOME**, where the Overrides, Checklist and the Documents for this stage can be validated or verified. The **Overrides** screen is displayed.
3. In the Override screen, click **Proceed Next**. The **Checklist** screen is displayed.
4. In the Checklist screen, click **Proceed Next**. The **Outcome** screen is displayed.
5. In the Outcome screen, select appropriate option from the **Select to Outcome** field.
 - Select **Proceed** outcome from the drop-down list. It will logically complete the Offer Accept/Reject stage for the Loan Application. The Workflow Orchestrator will automatically move this application to the next processing stage, Account Approval on Host. The stage movement is driven by the business configuration for a given combination of Process Code, Life Cycle and Business Product Code.
 - If the **Customer Response** is selected as **Accept** in Offer Accept/Reject screen, then submit of this stage, will move the application into the Account Approval stage.
 - If the **Customer Response** is selected as **Reject** in Offer Accept/Reject screen, then submit of this stage, will terminate the application.
 - If the **Customer Response** is selected as **Amend** in Offer Accept/Reject screen, then submit of this stage, will move the application into the Post Offer Amendment stage.

- Select the **Return to Application Entry** Stage to make application entry stage available in free task for edit.
 - Select the **Return to Application Enrichment** Stage to make enrichment stage available in free task.
 - Select the **Return to Application Underwriting** Stage to make underwriting stage available in free task.
 - Select the **Return to Assessment** stage to make assessment stage available in free task.
 - Select the **Reject Application** to reject the submission of this application. The application is terminated, and an email is sent to the borrower or customer with a rejection advice.
6. Click **Submit** to submit the Offer Accept/ Reject stage. The confirmation screen appears with the submission status, the Application Reference Number and the Process Application Reference Number.
 7. Click **Close** to close the window.

OR

Click **Go to Free Task**. The system successfully moves the Application Reference Number along with the sub process reference numbers [Loan Account] to the Account Approval on Host stage. This application is available in the FREE TASK list. The user who has the access rights will be able to acquire and proceed with the next processing stage of the application.

If account creation process is set to be as automatic workflow, then there will not be an Account Creation stage configured at the Business Process level. In this case, when the user submits the Offer Accept/Reject stage, Loan Account creation request will be triggered from Oracle Banking Origination - Account Open Process Management workflow to the HOST.

However, if there is an error encountered while submitting to the host, a new wait task is created and user once acquire the task, BackOffice Error data segment will be displayed with the host errors.

Figure 2-60 Back Office



Backoffice Errors
Status FAILURE
Error Code: CL-ISA-00103 Message: Invalid Customer ID
Error Code: CL-ISA-00104 Message: Principal Amount exceeds the Total Disbursement Details

This stage will have the following outcomes:

- Retry
- Return

Select the option Retry, for any technical errors. And, select the option Return, if user wants to correct any values, wherein the application will move to the Application Entry stage.

The following notification will be sent to the user, if application is initiated from assisted channel, and to the Oracle Banking Digital Experience customer, if application is initiated from self-service.

Figure 2-61 Loan Account Statement

Loan Account Number 000RPPL20086A0SO has been opened for New Personal Loan with Application Number 000APP000000215 dated Mar 26, 2020

2.12 Post Offer Amendment Stage

This topic describes the information on the various data segments to request for amendment of loan application in the Post Offer Amendment stage.

Post Offer Amendment stage enables the user to request for amendment of Loan components after the Offer is Issued by the bank. This stage will appear only if the **Customer Response** is selected as **Amend** in **Offer Accept/Reject** data segment.

To perform actions on post offer amendment:

1. Scan the records that appears in the **Free Task** list.
2. Click **Acquire and Edit** or **Acquire** from the **Action** column of the appropriate record. The Post Offer Amendment stage is displayed.

The **Post Offer Amendment** stage has the following data segments which user can only view:

- **Offer Issue:** - For detailed information, refer the Offer Issue data segment in the Offer Issue stage.

Refer below chapters for detailed information on data segment that are editable.

- [Post Offer Amendment](#)
This topic provides the systematic instructions to request for amendment of loan components after the Offer is Issued by the bank.
- [Loan Disbursement Details](#)
This topic describes systematic instructions to configure loan disbursement post offer amendment details.
- [Loan Repayment Details](#)
This topic describes systematic instructions to enables the user to capture the loan repayment details.
- [Summary](#)
This topic provides the systematic instructions to view the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

2.12.1 Post Offer Amendment

This topic provides the systematic instructions to request for amendment of loan components after the Offer is Issued by the bank.

Post Offer Amendment data segment is the first data segment of Post Offer Amendment stage. The user can acquire the application from Free Tasks list.

Only if Customer Response is selected as Amend in **Offer Accept/Reject** data segment.

To perform actions on post offer amendment:

1. On acquiring the post offer amendment stage, the **Post Offer Amendment** screen appears.

Figure 2-62 Post Offer Amendment

Post Offer Amendment - HELAPP000135054

Application Info | Application Details | Customer 360 | Remarks | Documents | Advices | More

Post Offer Amendment Screen(2/5)

Application Details
 Primary Applicant: MR Jacob Luther Martin
 Approved Loan Amount: £45,000.00 | Loan Tenure: 3 Years

Stage	Stage Term (Years)	Stage Term (Months)	Stage Term (Days)	Repayment Frequency
EPI	3	0	0	MONTHLY

Interest Rate

Interest Description	Interest Rate(%)	Rate Type	Margin/Variance(%)	Effective Rate(%)
Interest Rate	4.5	Fixed	0	4.5

Approval Details
 Approved Loan Amount: £45,000.00 | Approved Tenure: 3 Years | System Recommendation: Approved
 Manual Decision: | Total Weighted Score: 78.5 | Grade: A

Revised Interest Rate

Interest Description	Interest Rate(%)	Rate Type	Proposed Margin/Variance(%)	Effective Rate(%)
Interest Rate	4.5	Fixed	0.22	4.72

Offer Details
 Offer Issue Date: | Offer Expiry Date: May 29, 2020

Amendment Details
 Offer Amend Date: April 29, 2020 | Approved Loan Amount: GBP 45,000.00 | Loan Tenure: Years 3, Months 0, Days 0

Interest Description	Interest Rate(%)	Rate Type	Proposed Margin/Variance(%)	Effective Rate(%)
Interest Rate	4.5	Fixed	0.22	4.72

Buttons: Cancel | Request Clarification | Back | Save and Close | Next

2. Specify the fields on **Post Offer Amendment** screen.
For more information on fields, refer to the field description table.

Table 2-42 Post Offer Amendment – Field Description

Field	Description
Primary Applicant	Displays the primary applicant name.
Approved Loan Amount	Displays the approved loan amount.
Loan Tenure	Displays the selected loan tenure.
Stage	Select the type of repayment. All type of repayment methods configured in the Business Product Preferences data segments of the Business Product Configuration screens appears in the drop-down list.
Stage Term <Term Unit>	Displays the default stage term configured in the Business Product Preferences data segments of the Business Product Configuration screens. The separate column appears for separate term units.

Table 2-42 (Cont.) Post Offer Amendment – Field Description

Field	Description
Repayment Frequency	Select the repayment frequency from the drop-down list. The available options appears based on the configuration set in the Business Product Preferences data segments of the Business Product Configuration screens: <ul style="list-style-type: none"> • Daily • Weekly • Bi-Monthly • Monthly • Quarterly • Half Yearly • Yearly
Interest Description	Displays the interest description of the selected interest rate code.
Interest Rate (%)	Specify the interest rate. Interest Rate is fetched from host back end product to which this loan account is mapped via the Business Product configuration.
Rate Type	Displays the rate type.
Margin / Variance (%)	Displays the margin or variance percentage.
Manual Decision	Displays the manual decision details
Proposed Margin/ Variance(%)	Displays the margin or variance rate percenatge.
Total Weighted Score	Displays the total weighted score.
System Recomendation	Displays the system recommendations. Available options are: <ul style="list-style-type: none"> • Approved • Manual • Rejected
Offer Issue Date	Displays the date of offer issued.
Offer Expiry Date	Displays the date based on the expiry period configuration done at the Business Product level which is used for this Overdraft.
Offer Amend Date	Displays the date of offer amend.
Effective Rate	Displays the amended effective rate. Effective Rate = Rate of Interest + Margin/Variance.

3. Click **Next** to navigate to the next data segment, after successfully capturing the data. The system will validate all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action. User will not be able to proceed to the next data segment, without capturing the mandatory data.

2.12.2 Loan Disbursement Details

This topic describes systematic instructions to configure loan disbursement post offer amendment details.

The **Loan Disbursement Details** are pushed into the host as a part of account open process data share – API's are provided for the same. The **Loan Disbursement Details** enables the user to capture the various disbursement methods.

To add loan disbursement details:

1. Click **Next** in the previous data segment to proceed with the next data segment, after successfully capturing the data.

If **Account Type** is selected as **Own Internal Account** in **Loan Details** data segment.
The **Loan Disbursement Details - Own Internal Account** screen displays.

Figure 2-63 Loan Disbursement Details – Own Internal Account

If **Account Type** is selected as **Other Internal Account** in **Loan Details** data segment
The **Loan Disbursement Details - Other Internal Account** screen displays.

Figure 2-64 Loan Disbursement Details – Other Internal Account

If **Account Type** is selected as **External Account** in **Loan Details** data segment
The **Loan Disbursement Details - External Account** screen displays.

Figure 2-65 Loan Disbursement Details – External Account

If **Account Type** is selected as **GL Account** in **Loan Details** data segment.

Figure 2-66 Loan Disbursement Details – GL Account

- Specify the details in the relevant data fields. For more information on fields, refer to the field description table below.

Table 2-43 Loan Disbursement Details – Field Description

Field	Description
Settlement Required	Select the toggle to indicate whether the settlement required. By default, this toggle is ON . The user can turn OFF the toggle to move forward without entering the disbursement related details.

Table 2-43 (Cont.) Loan Disbursement Details – Field Description


Field	Description
Requested Loan Amount	<p>Displays the requested loan amount from the Product Details Data Segment.</p> <p>Click  icon to view the breakup of the requested loan amount. The icon displays Loan Amount, Capitalized Charges and Total Loan Amount. This icon appears if the charges are capitalized.</p>
Loan Amount	<p>Displays the requested/approved loan amount.</p> <ul style="list-style-type: none"> This field displays the requested loan amount from the Product Details Data Segment in Application Enrichment stage. This field displays the approved loan amount from the Decision service in Account Parameter Setup stage. <p>Click icon to view the breakup of the requested loan amount. The icon displays Loan Amount, Capitalized Charges and Total Loan Amount. This icon appears if the charges are capitalized.</p>
First Disbursement Date	Select the first disbursement date.
Multiple	Select the toggle to indicate if the multiple disbursement is required.
Frequency Based	Select the toggle to enable the frequency-based loan disbursement. This field displays if the Multiple disbursement toggle is ON .
Disbursement Frequency	<p>Select the frequency based on which the disbursement dates are updated. Available options are:</p> <ul style="list-style-type: none"> Monthly Weekly Fortnightly Quarterly Half Yearly Yearly <p>This field is read-only and defaulted to User Defined if the Frequency Based toggle in OFF.</p>
Number of Disbursement	Select the number of disbursements.
Disbursement Schedule	<p>The below fields in Table grid displays only if the Multiple disbursement toggle is ON.</p> <ul style="list-style-type: none"> Stage Date Amount Of Disbursement Total Disbursement
Stage	Specify the stage name when the specified amount must be disbursed.
Date	Select the date when the specified amount must be disbursed. This field is in read-only if the Frequency Based toggle is ON .
Amount Of Disbursement	Specify the amount disbursed on the schedule.
Total Disbursement	Displays the total disbursement.

Table 2-43 (Cont.) Loan Disbursement Details – Field Description

Field	Description
Disbursement Mode	<p>Select the disbursement mode from the drop-down list. Available options are:</p> <ul style="list-style-type: none"> • Own Internal Account • Other Internal Account • External Account • GL Account <p>If Disbursement Mode is selected as Own Internal Account, then the system displays the following additional fields:</p> <ul style="list-style-type: none"> • Customer Account • Branch Code <p>If Disbursement Mode is selected as Other Internal Account, then the system displays the following additional fields:</p> <ul style="list-style-type: none"> • Customer Account • Account Name • Branch Code <p>If Disbursement Mode is selected as External Account, then the system displays the following additional fields:</p> <ul style="list-style-type: none"> • BIC Code • Bank • Branch • External Account Number • Beneficiary Name <p>If Disbursement Mode is selected as GL Account, then the system displays the following additional fields:</p> <ul style="list-style-type: none"> • GL Account Number • GL Account Description
Customer Account	<p>Search and select the customer account number.</p> <p>This field appears if the Disbursement Mode is selected as Own Internal Account and Other Internal Account.</p> <p>Note: The disbursement account currency can be different than that of the loan account currency.</p>
Account Name	<p>Displays the account name based on the account selected.</p> <p>This field appears if the Disbursement Mode is selected as Other Internal Account.</p>
Branch Code	<p>Displays the branch code associated with customer account number.</p> <p>This field appears if the Disbursement Mode is selected as Own Internal Account and Other Internal Account.</p>
BIC Code	<p>Specify the BIC Code.</p> <p>This field appears if the Disbursement Mode is selected as External Account.</p>
Bank	<p>Displays the bank name based on the selected BIC code.</p> <p>This field appears if the Disbursement Mode is selected as External Account.</p>
Branch	<p>Displays the branch name based on the selected BIC code.</p> <p>This field appears if the Disbursement Mode is selected as External Account.</p>

Table 2-43 (Cont.) Loan Disbursement Details – Field Description

Field	Description
External Account Number	Specify the external account number. This field appears if the Disbursement Mode is selected as External Account .
Beneficiary Name	Specify the beneficiary name. This field appears if the Disbursement Mode is selected as External Account .
GL Account Number	Displays the GL account number. The system defaults the GL Account configured for the product. This field appears if the Disbursement Mode is selected as GL Account .
GL Account Description	Displays the GL account description. This field appears if the Disbursement Mode is selected as GL Account .

- Click **Search** icon in **Customer Account** field to select the customer account.

This field displays if the **Disbursement Mode** is selected as **Own Internal Account** and **Other Internal Account**.

The **Customer Account** screen displays.

Figure 2-67 Customer Account

The screenshot shows a web application window titled "Customer Account" with a close button (X) in the top right corner. Below the title, there are two input fields: "Customer ID" and "Customer Account". A "Fetch" button is located below these fields. The main area contains a table with the following columns: Customer ID, Name, Branch Code, Customer Account, and Currency. The table lists several customer accounts, including Ian D Quinn, Phillip J Coulson, SMB_AutomationTestUser, akshay, Automation Test C individual, Term Deposit, and Sherlock S Holmes. At the bottom, there is a pagination control showing "Page 1 of 9 (1 - 10 of 85 items)" and navigation arrows.

Customer ID	Name	Branch Code	Customer Account	Currency
00624884	Ian D Quinn	006	1006000000004413	GBP
000020972	Phillip J Coulson	006	1006000000001725	GBP
006020606	SMB_AutomationTestUser	006	1006000000002217	GBP
006021066	akshay	006	1006000000002324	GBP
006007061	Automation Test C individual	006	1006000000001441	GBP
006215901	Term Deposit	006	1006000000009148	GBP
000008556	Sherlock S Holmes	006	1006000000001616	GBP

- Specify the details in the relevant data fields. For more information on fields, refer to the field description table below.

Table 2-44 Customer Account – Field Description

Field	Description
Customer ID	Specify the Customer ID.

Table 2-44 (Cont.) Customer Account – Field Description

Field	Description
Customer Account	Specify the Customer Account.

- Click **Fetch** to fetch the customer account details.

The Table grid displays the below fields.
For more information on fields, refer to the field description table.

Table 2-45 Customer Account – Field Description

Field	Description
Customer ID	Displays the customer ID.
Name	Displays the customer name.
Branch Code	Displays the branch code.
Customer Account	Displays the customer account number.
Currency	Displays the currency of the customer account.

2.12.3 Loan Repayment Details

This topic describes systematic instructions to enables the user to capture the loan repayment details.

Loan Repayment Details will enable the user to capture the repayment details.

To capture the loan repayment details:

- Click **Next** in the previous data segment to proceed with the next data segment, after successfully capturing the data.

If **Account Type** is selected as **Own Internal Account** in **Loan Details** data segment.

The **Loan Repayment Details - Own Internal Account** screen displays.

Figure 2-68 Loan Repayment Details – Own Internal Account

The screenshot displays the 'Loan Repayment Details' form for an 'Own Internal Account'. The form is titled 'Post Offer Amendment - 006APP000042918'. The left sidebar shows a navigation menu with 'Assessment Summary', 'Post Offer Amendment', 'Loan Disbursement Det.', 'Loan Repayment Details', and 'Summary'. The main form area contains the following fields:

- Type Of Repayment:** EMI
- Repayment Frequency:** Monthly
- First Repayment Date:** April 30, 2018
- Loan Tenure:** 3 Years 0 Months 0 Days
- Maturity Date:** March 30, 2021
- Repayment Mode:** Own Internal Account
- Moratorium Period (In Months):** 3
- Internal Account Transfer:**
 - Customer Account:** 1006000000003052
 - Branch Code:** 006

The bottom of the screen features a toolbar with buttons for 'Audit', 'Cancel', 'Request Clarification', 'Back', 'Save & Close', and 'Next'.

If **Account Type** is selected as **External Account** in **Loan Details** data segment.
The **Loan Repayment Details - External Account** screen displays.

Figure 2-69 Loan Repayment Details – External Account

The screenshot displays the 'Loan Repayment Details' form for an 'External Account'. The form is titled 'Post Offer Amendment - 006APP000042918'. The left sidebar shows a navigation menu with 'Loan Repayment Details' selected. The main form area contains the following fields and values:

- Type Of Repayment: EMI
- Repayment Frequency: Monthly
- First Repayment Date: April 30, 2018
- Loan Tenure: 3 Years 0 Months 0 Days
- Maturity Date: March 30, 2021
- Repayment Mode: External Account
- Moratorium Period (In Months): 3

Below the main form is an 'External Account Transfer' section with the following fields:

- BIC Code: CITUS33CBK
- Bank: CITI, CITIBANK
- Branch: CBK, NEW YORK
- External Account Number: 4324234ADD
- Payee's Name: John

At the bottom of the screen, there are buttons for 'Audit', 'Cancel', 'Request Clarification', 'Back', 'Save & Close', and 'Next'.

If **Account Type** is selected as **Capture Later** in **Loan Details** data segment.
The **Loan Repayment Details - Capture Later** screen displays.

Figure 2-70 Loan Repayment Details – Capture Later

The screenshot displays the 'Loan Repayment Details' form for a 'Capture Later' account type. The form is titled 'Post Offer Amendment - 006APP000042918'. The left sidebar shows a navigation menu with 'Loan Repayment Details' selected. The main form area contains the following fields and values:

- Type Of Repayment: EMI
- Repayment Frequency: Monthly
- First Repayment Date: April 30, 2018
- Loan Tenure: 3 Years 0 Months 0 Days
- Maturity Date: March 30, 2021
- Repayment Mode: Capture Later
- Moratorium Period (In Months): 3

The 'External Account Transfer' section is present but mostly empty, with only the 'Payee's Name' field containing 'John'. The screen includes navigation buttons for 'Audit', 'Cancel', 'Request Clarification', 'Back', 'Save & Close', and 'Next'.

- Specify the details in the relevant data fields. For more information on fields, refer to the field description table below.

Table 2-46 Loan Repayment Details – Field Description


Field	Description
Type of Repayment	Select the type of repayment. All type of repayment methods supported in the Host will be available in the drop-down list.
Repayment Frequency	Select the repayment frequency from the drop-down list. The available options are: <ul style="list-style-type: none"> • Daily • Weekly • Bi-Monthly • Monthly • Quarterly • Half Yearly • Yearly
First Repayment Date	Displays the first repayment date defaulted from the Loan Details screen of Loan Application Entry stage.
Loan Tenure	The system calculated based on First Repayment Date and Loan Tenure .
Maturity Date	The system calculated based on First Repayment Date and Loan Tenure .
Repayment Mode	User can select repayment mode from the drop-down list. The available options are: <ul style="list-style-type: none"> • Own Internal Account- If the mode selected as Internal Account, then the system enables the fields for Customer Account and Branch. By default, the system populates the internal account selected in Disbursement data segment. However, if user wishes to have a different account, he/she can select another customer account of the CIF and account branch displays in the branch field. • External Account - If the mode selected is external account, the system creates a Periodic Instruction Maintenance, at host as a part of Loan Account opening process. • Capture Later - If the mode selected is Capture Later, the system will allow to proceed with the loan origination flow without capturing the repayment details. <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> Note: The system defaults to the GL account in the absence of the repayment account.</p> </div>
Moratorium Period (in months)	Specify the moratorium period. It will be enabled when Moratorium is selected in Business Product .
Customer Account	Click Search icon and select the customer account number. This field displays if Repayment Mode is selected as Internal Account .
Branch Code	Specify the branch code associated with customer account number. This field displays if Repayment Mode is selected as Internal Account .

Table 2-46 (Cont.) Loan Repayment Details – Field Description

Field	Description
BIC Code	Specify the BIC Code. This field displays if Repayment Mode is selected as External Account .
Bank	Specify the bank name. This field displays if Repayment Mode is selected as External Account .
Branch	Specify the branch name. This field displays if Repayment Mode is selected as External Account .
External Account Number	Specify the external account number. This field displays if Repayment Mode is selected as External Account .
Beneficiary Name	Specify the beneficiary name. This field displays if Repayment Mode is selected as External Account .
Show Repayment Schedule	This link enables to user to generate the repayment schedule which displays the details of installment amount with the principal and interest break up for the given tenure. If moratorium period is provided, then the system generates repayment schedule based on the moratorium period.

3. Click **Next** to navigate to the next data segment, after successfully capturing the data. The system validates for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take an action. The User cannot to proceed to the next data segment, without capturing the mandatory data.
- [Repayment Schedule](#)
This topic describes the loan repayment schedule.

2.12.3.1 Repayment Schedule

This topic describes the loan repayment schedule.

The repayment details are pushed into the Host – APIs are provided – to ensure the seamless workflow in the lifecycle of the loan account at the Host.

To view the repayment schedule:

- Click **Show Repayment Schedule**
The **Repayment Schedule** screen is displayed.

Figure 2-71 Repayment Schedule

Repayment Schedule

Loan Amount	Amount Financed	Term
USD ▼ 50,000.00	USD ▼ 50,000.00	0 Years 6 Months 0 Days
Interest Rate (In %)	Finance Charges	APR (In %)
16.96	USD ▼ 200.00	18.48
MAPR (In %)		
17.07		

S.No.	Date	Installment	Principal	Interest	O/S Balance
1	April 30, 2018	\$8,750.38	\$8,030.16	\$720.22	\$41,969.84
2	May 30, 2018	\$8,750.38	\$8,165.33	\$585.05	\$33,804.51
3	June 30, 2018	\$8,750.38	\$8,263.45	\$486.93	\$25,541.06
4	July 30, 2018	\$8,750.38	\$8,394.34	\$356.04	\$17,146.72
5	August 30, 2018	\$8,750.38	\$8,503.39	\$246.99	\$8,643.33
6	September 30, 2018	\$8,767.83	\$8,643.33	\$124.50	\$0.00

Close

Table 2-47 Repayment Schedule – Field Description

Field	Description
S.No.	Display the serial number of the installment schedule table.
Date	Displays the installment date.
Installment	Displays the installment amount.
Principle	Displays the principle amount.
Interest	Displays the interest amount.
O/S Balance	Displays the outstanding balance amount.

2.12.4 Summary

This topic provides the systematic instructions to view the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

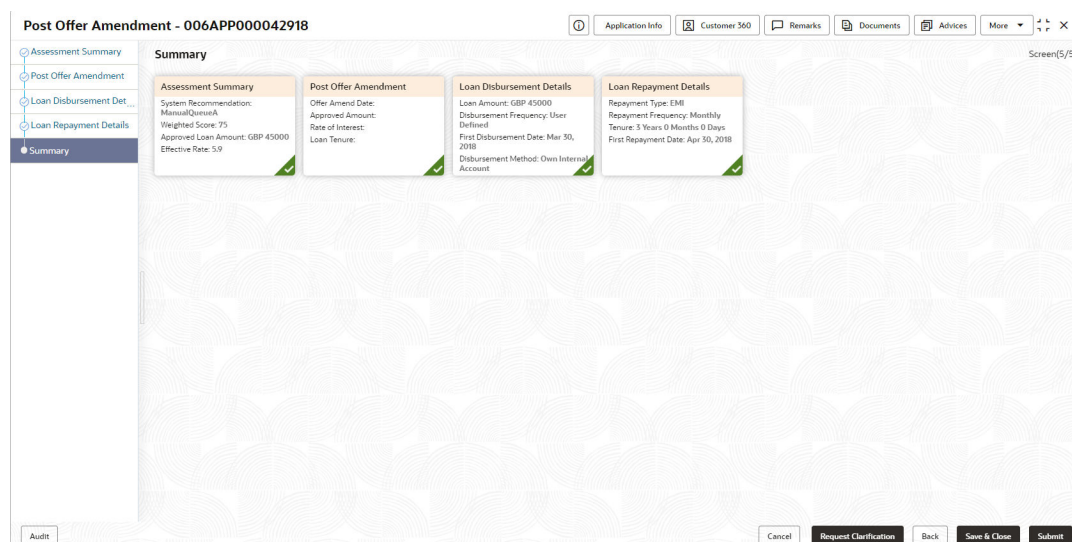
The system will display the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

To view the summary:

1. Click **Next** in previous data segment to proceed with the next data segment, after successfully capturing the data.

The **Summary** screen displays.

Figure 2-72 Summary



Each of these summary tiles are clickable and the user will have the option to view all the details captured under the given data segment.

For more information on fields, refer to the field description table.

Table 2-48 Summary - Post Offer Amendment – Field Description

Data Segment	Description
Assessment Details	Displays the assessment details.
Post Offer Amendment Details	Displays the post offer amendment details.
Loan Disbursement Details	Displays the loan disbursement details.
Loan Repayment Details	Displays the loan repayment details.

2. Click **Submit** to reach the **OUTCOME**, where the Overrides, Checklist and the Documents for this stage can be validated or verified. The **Overrides** screen is displayed.
3. In the Override screen, click **Proceed Next**. The **Checklist** screen is displayed.
4. In the Checklist screen, click **Proceed Next**. The **Outcome** screen is displayed.
5. In the Outcome screen, select appropriate option from the **Select to Outcome** field.
 - Select **Proceed** outcome from the drop-down list. It will logically complete the Post Offer Amend stage for the Loan Application. The stage movement is driven by the business configuration for a given combination of Process Code, Life Cycle and Business Product Code.
 - If there is change in Approved Amount or Loan Tenure, then submit of this stage will move the application to Loan Assessment Stage.
 - If there is change in Rate of Interest, then submit of this stage will move the application to Supervisor Approval Stage.
 - Select the **Reject by Bank** to reject the submission of this application. The application is terminated, and an email is sent to the borrower or customer with a rejection advice.

6. Click **Submit** to submit the Post Offer Amendment stage. The confirmation screen appears with the submission status, the Application Reference Number and the Process Application Reference Number.
7. Click **Close** to close the window.

OR

Click **Go to Free Task**. The system successfully moves the Application Reference Number along with the process reference numbers to the Account Approval stage. This application will be available in the FREE TASKS list. The user who has the access rights will be able to acquire and proceed with the next processing stage of the application.

2.13 Account Approval Stage

This topic describes the information on the various data segments to view the captured details and approve the application in the Account Approval stage

To approve an account opening:

1. Scan the records that appears in the **Free Task** list.
2. Click **Acquire and Edit** or **Acquire** from the **Action** column of the appropriate record. The Account Approval stage is displayed.

The Account Approval stage has the following data segments which user can only view:

- **Applicants** – For detailed information, refer the Applicantst data segment in the Application Entry stage.
- **Loan Details** - For detailed information, refer the Loan Details data segment in the Application Entry stage.
- **Mandate Details** – For detailed information, refer the Mandate Details data segment in the Application Entry stage.
- **Financial Details:** - For detailed information, refer the Financial Details data segment in the Application Entry stage.
- **Collateral Details** – For detailed information, refer the Collateral Details data segment in the Application Entry stage.
- **Terms and Conditions** – For detailed information, refer the Terms and Conditions data segment in the Application Entry stage.
- **Mortgage Insurance:** For details information, refer the Mortgage Insurance data segment in the Application Enrichment stage.
- **Credit Rating Details:** - For detailed information, refer the Credit Rating Details data segment in the Loan Underwriting stage.
- **Valuation Details** - For detailed information, refer the Valuation Details data segment in the Loan Underwriting stage.
- **Legal Opinion** - For detailed information, refer the Legal Opinion data segment in the Loan Underwriting stage.
- **Assessment Summary:** For details information, refer the Assessment Summary data segment in the Offer Issue stage.
- **Offer Issue:** For details information, refer the Offer Issue data segment in the Offer Issue stage.
- **Offer Accept/Reject:** For details information, refer the Offer Accept/Reject data segment in the Offer Accept/Reject stage.

Refer below chapters for detailed information on data segment that are editable.

- [Collateral Perfection Details](#)
This topic provides the systematic instructions to view the collateral perfection details.
- [Loan Summary Details](#)
This topic provides the systematic instructions to view and approve the application.
- [Summary](#)
This topic provides the systematic instructions to view the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

2.13.1 Collateral Perfection Details

This topic provides the systematic instructions to view the collateral perfection details.

Collateral Perfection Details is the first data segment of Account Approval stage.

To capture collateral perfection details:

1. On acquiring the Account Approval Stage the Collateral Perfection Details data segment appears.

If the **Customer Type** is selected as **Individuals**

The **Collateral Perfection Details - Individuals** screen displays.

Figure 2-73 Collateral Perfection Details





The screenshot shows the 'Collateral Perfection Details' screen for application 006APP000062835. The sidebar on the left includes options like Customer Information, Loan Details, Mandate Details, Financial Details, Collateral Details, Terms and Conditions, Credit Rating Details, Valuation Details, Legal Opinion, Assessment Summary, Offer Issue, Offer Accept/Reject, Collateral Perfection Details (selected), Loan Summary Details, and Summary. The main form area contains the following data:

Collateral Description	Collateral Type	Collateral Category	Collateral Value	Owners
PROPERTY	Property	Residential Property	GBP 1000000	MR AutoFNK AutoMNMK AutoLNK
Collateral ID	Collateral Description	Liability ID	Collateral Type	Liability Description
OFLOCOL000012633	PROPERTY	006013080	PROPERTY	Need
Registration Authority	Registration Request Date	Registration Date	Confirmation Date	
TEST	March 30, 2018	March 30, 2018	March 30, 2018	
Registration Status	Registration Reference Number			
Registered	787874			

At the bottom of the screen, there are buttons for 'Audit', 'Cancel', 'Request Clarification', 'Back', 'Save & Close', and 'Next'.

2. Specify the details in the relevant data fields. For more information on fields, refer to the field description table below.

Table 2-49 Collateral Perfection Details – Field Description

Field	Description
Applicant Name	Displays the applicant name.  Note: The field appears only if the Customer Type is selected as Individuals .
Name of Business	Displays the name of the business.  Note: The field appears only if the Customer Type is selected as Small and Medium Business (SMB) .
Date of Birth	Displays the applicant's date of birth.  Note: The field appears only if the Customer Type is selected as Individuals .
Date of Incorporation	Displays the date of incorporation for the business.  Note: The field appears only if the Customer Type is selected as Small and Medium Business (SMB) .
E-mail	Displays the e-mail id of the applicant.
Mobile	Displays the mobile number of the applicant.
Collateral ID	Displays the Collateral ID.
Collateral Description	Displays the description of the collateral.
Liability ID	Displays the Liability ID
Liability Description	Displays the Liability description.
Registration Authority	Specify the name of the registration authority.
Registration Request Date	Select the date when the registration is requested.
Registration Date	Select the date when the registration is completed.
Confirmation Date	Select the date when the registration is confirmed.
Registration Status	Specify the status of registration.
Registration Reference Number	Specify the registration reference number.

3. Click **Next** to navigate to the next data segment, after successfully capturing the data. The system will validate all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action. User will not be able to proceed to the next data segment, without capturing the mandatory data.

 **Note:**

All the fields will be fetched from Oracle Banking Credit Facilities Process Management in read only mode if integrated with Oracle Banking Credit Facilities Process Management.

2.13.2 Loan Summary Details

This topic provides the systematic instructions to view and approve the application.

1. Click **Next** in the previous data segment to proceed with the next data segment, after successfully capturing the data.

If **Customer Response** is selected as **Amend** in **Offer Accept/Reject** data segment.

The **Loan Summary Details** screen displays.

Figure 2-74 Loan Summary Details

Account Approval - 006APP000000060

Loan Summary Details

Applicant Name: MR Anthony J Marcus
 Account Branch: 006
 Host Product Code: PERS_SEC_MONTH_B1
 Account Type: Personal Loan
 Product Code: SBLN01
 Product Name: Secured Max Personal Loan
 Host Product Description: Secured Max Personal Loan

Application Details

Loan Amount: \$50,000.00
 Loan Tenure: 0 Years 24 Months 0 Days
 Effective Interest Rate: 10.72

Stage	Stage Term (YY)	Stage Term (MM)	Stage Term (DD)	Repayment Frequency
EMI	0	24	0	Monthly

Page 1 of 1 (1 of 1 Items)

Application Life Cycle Details

Application Date: Mar 30, 2018
 Offer Approved Date: Fri Mar 30 00:00:00 GMT 2018

Approval Details

Approver Id: KRISH1
 Stage: Account Approval
 Date: 2018-03-30
 User Recommendation: Approved Rejected

Audit | Cancel | Request Clarification | Back | Save and Close | Next

2. Specify the fields on **Loan Summary Details** screen.

Disbursement Details enables the user to capture the various methods.

For more information on fields, refer to the field description table.

Table 2-50 Loan Summary Details – Field Description

Field	Description
Applicant Name	Displays the applicant name.
Account Type	Displays the account type.
Account Branch	Displays the account branch name.
Product Code	Displays the product code selected for this loan account.
Product Name	Displays the product name selected or this loan account.
Host Product Code	Displays the host product code mapped to the business product for this loan account.
Host Product Description	Displays the host product name mapped to the business product for this loan account.
Application Details	Displays the applicant details.
Loan Amount	Displays the final loan approved amount.
Loan Tenure	Displays the final loan tenure for the approved amount.
Interest Rate	Displays the rate of interest for the approved loan amount.
Repayment Method	Displays the repayment method.
Repayment Frequency	Displays the frequency of repayment.
Repayment Schedule View	Select it to indicate if user needs to view the repayment schedule.
Application Life Cycle Details	Displays the application life cycle details.
Application Date	Displays the application date.
Assessment Approval Method	Displays the assessment approval method.
Offer Approved Date	Displays the offer approved date.
Offer Accepted Date	Displays the offer accepted date.
Approval Details	Displays the approval details.
Approver ID	Displays the approver ID.
Stage	Displays the stage.
Date	Displays the date.
Offer Issue Date	Displays offer issue date.
User Recommendation	Specify the User recommendation. The available options are: <ul style="list-style-type: none"> • Recommended for Approval • Recommended for Reject
User Action	Displays the user action based on user recommendation.

2.13.3 Summary

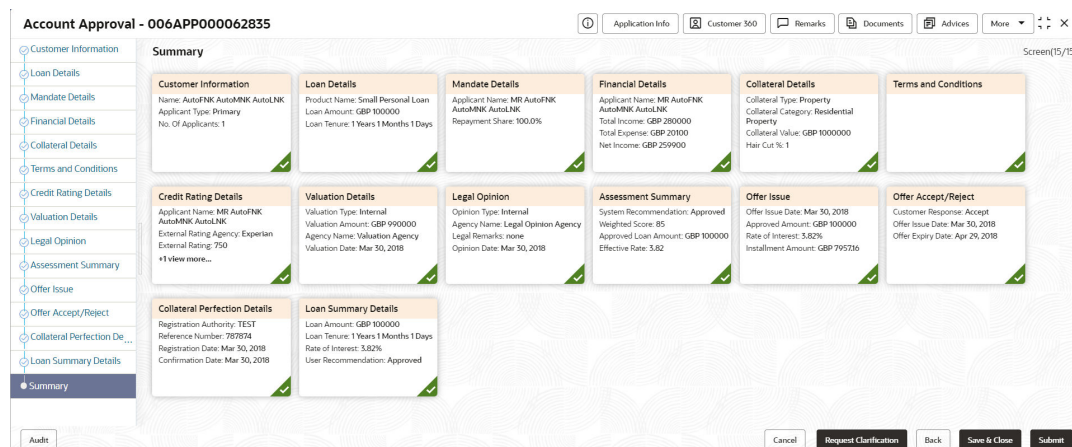
This topic provides the systematic instructions to view the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

The system will display the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

1. Click **Next** in the previous data segment to proceed with the next data segment, after successfully capturing the data.

The **Summary - Account Approval** screen displays.

Figure 2-75 Summary



Each of these summary tiles are clickable and the user will have the option to view all the details captured under the given data segment. For more information on fields, refer to the field description table.

Table 2-51 Summary - Account Approval – Field Description

Data Segment	Description
Customer Information	Displays the customer information.
Loan Details	Displays the loan details.
Mandate Details	Displays the mandate details.
Collateral Details	Displays the collateral details.
Financial Details	Displays the financial details.
Credit Rating Details	Displays the credit rating details.
Valuation Details	Displays the valuation details.
Legal Opinion	Displays the legal opinion details.
Assessment Details	Displays the assessment details.
Manual Decision	Displays the manual decision details.
Offer Issue	Displays the offer issue details.
Offer Accept / Reject Details	Displays the offer accept / reject details.
Collateral Perfection Details	Displays the collateral perfection details.
Loan Summary Details	Displays the loan summary details.

2. Click **Submit** to reach the **OUTCOME**, where the Overrides, Checklist and the Documents for this stage can be validated or verified. The **Overrides** screen is displayed.
3. In the Override screen, click **Accept Overrides & Proceed**. The **Checklist** screen is displayed.
4. In the Checklist screen, click **Save & Proceed**. The **Outcome** screen is displayed.
5. In the Outcome screen, select appropriate option from the **Select to Outcome** field.
 - SSelect **Proceed** option from the drop-down list. It will logically complete the Post Offer Amend stage for the Loan Application. The stage movement is driven by the

business configuration for a given combination of Process Code, Life Cycle and Business Product Code.

- Select the **Return to Post Offer Amendment** stage to make assessment stage available in free task.
6. Click **Submit** to submit the Account Approval stage. The confirmation screen appears with the submission status, the Application Reference Number and the Process Application Reference Number.

 **Note:**

Collateral will be linked to Loan Account while sending to the Host.

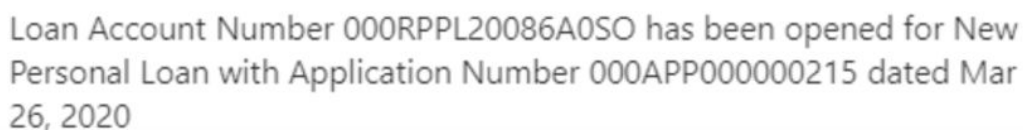
7. Click **Close** to close the window.

OR

Click **Go to Free Task**.

The following notification will be sent to the user, if application is initiated from assisted channel, and to the Oracle Banking Digital Experience customer, if application is initiated from self-service.

Figure 2-76 Loan Account Statement



Loan Account Number 000RPPL20086A0SO has been opened for New Personal Loan with Application Number 000APP000000215 dated Mar 26, 2020

Reject Application will terminate the application and no further action will be allowed on this reference number.

After the Host creates the Loan Account successfully, the response is sent back to Oracle Banking Origination with the Loan Account Number.

The details of all the applications which have logically completed all their stage movements, (Rejected / Account Created) will be made available in Completed tasks for query purpose only.

2.14 Global Actions

This topic provides the detailed on the actions that can be performed in all stages.

This section appears are the top of the right pane and is applicable for all the account opening stage. You can add, edit, view or delete the information from the respective section.

Below are the list of global actions:

- [Application Info](#)
In this section you can view the application number along with its product name.
- [Customer 360](#)
In this section you can view the list of customers involved in the application.

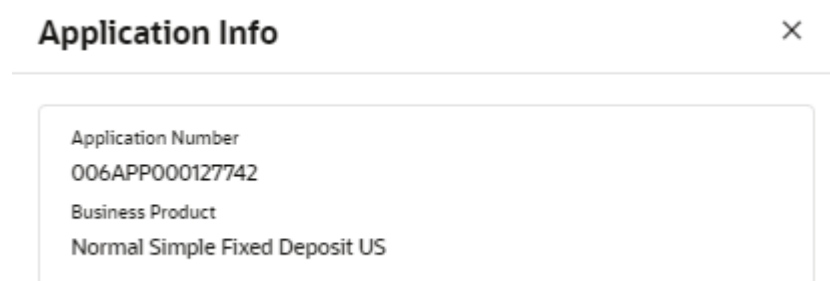
- [Application Details](#)
In this section you can view the detailed information of an application, such as basic details, application status, applicant details that are involved, clarification details and advices details.
- [Remarks](#)
In this section you can view or the post the remarks.
- [Documents](#)
In this section you can upload the document and also view the already uploaded documents.
- [Advices](#)
You can view the advices that are shared with customer. Advices are generated post Application Entry stage is submitted.
- [Condition and Convenants](#)
You capture conditions and convenants details for the loan applications.
- [Solicitor Details](#)
You can add the solicitor details using this section.
- [Clarification Details](#)
In this section you can request for clarifications.

2.14.1 Application Info

In this section you can view the application number along with its product name.

- Click the **Application Info** button to view the details.
The **Application Info** screen appears with the Application Number and Business Product fields.

Figure 2-77 Application Info



2.14.2 Customer 360

In this section you can view the list of customers involved in the application.

The separate tiles of all the customers involved in the application appears. You can click on the respective customer tile to view the 360 degree details of that customer.


1. Click **Customer 360** to view the list of customer involved in the application.

The **Customer 360** screen is displayed.

Figure 2-78 Customer 360

Customer 360


KYC Compliant



Jacob Luther Martin
Mr.

Customer ID
006003393

Signature



Contact
Mobile Number
+44 8448030163
Email ID
abc@h.com

Communication
11-3390/12, 61, New Street, Chennai, GB, 610014

The customer title comprises of below details:

- <Applicant Role>
 - <KYC Status>
 - <Applicant Image>
 - <First Name, Middle Name, Last Name>
 - <Title>
 - Customer ID
 - Signature
 - Contact
 - Communication
2. Select the specific Customer ID to view their Mini Customer 360. The CIF Numbers are populated in the Customer 360 screen only post the CIF number has been keyed in the Applicant data segment.

2.14.3 Application Details

In this section you can view the detailed information of an application, such as basic details, application status, applicant details that are involved, clarification details and advices details.

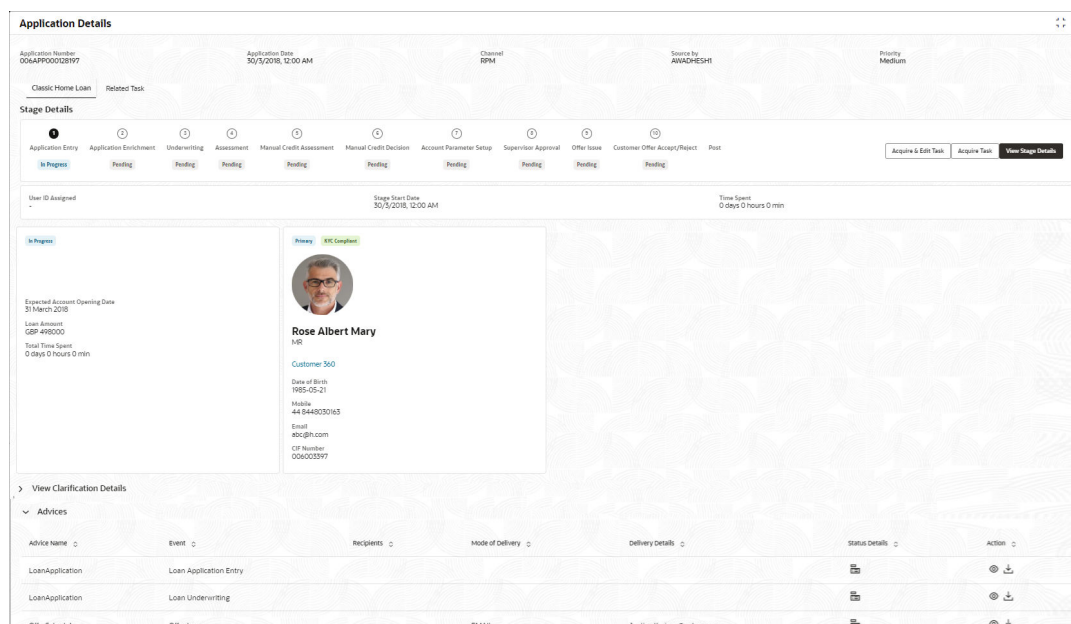
You can also track and launch the respective stage of the application.

To view the application details:

1. Click **Application Details** to view the application details .

The **Application Details** screen is displayed.

Figure 2-79 Application Details



The **Application Details** screen displays separate cards for various products initiated as part of the single application. For more information on fields, refer to the field description table below.

Note:

The fields marked as **Required** are mandatory.

Table 2-52 Application Details – Field Description

Field	Description
Application Number	Displays the application number.
Application Date	Displays the date and time on which the application was initiated.
Source By	Displays the name of the user who has sourced the application.
Channel	Displays the channel name.

Table 2-52 (Cont.) Application Details – Field Description



Field	Description
Priority	Displays the priority of the application. <ul style="list-style-type: none"> • High • Medium • Low
<Product Name>	Displays the product name. In case on multiple product, different tabs appears with the respective product name. You can click the product names to view the respective application details.
Stage Details	In this section, all account opening stages appears with the status name and it's chronological order of the stage in the process. You can click the number to perform below actions on the appeared stages: <ul style="list-style-type: none"> • Acquire & Edit Task : Click this button to acquire and edit the selected stage. • Acquire Task Click this button to acquire the selected stage. You can edit it later. • View Stage Details: Click this button to view the stage details.
User ID Assigned	Displays the User ID of the user currently working on the product process. <div style="border-left: 2px solid #0070C0; padding-left: 10px; margin: 10px 0;">  Note: </div> <p>This field appears blank, in case the product process task is not acquired by any user.</p>
Stage Start Date	Displays the start date of the current stage. It also display time in hours, mins and seconds.
Time spent	Displays the days, hours and mins spent on the current selected stage.
<Application Tile>	In this tile you can view the application specific details. Below field appears in this tile with respective details: <ul style="list-style-type: none"> • <Status of the Application> : Displays the current stage of the application • Expected Account Opening Date : Displays the date on which the account is opened. This field appears once the account opening process is completed. • Account Number: Displays the account number. This field appears once the account opening process is completed. • Expected Account Opening Date: Displays the date on which the account will be opened. • <Amount>: Displays the value based on the product. For example: <ul style="list-style-type: none"> – For the loan account opening application, the label of this field appears as Loan Amount. – For the saving, term deposit and current account optning application. the lable of this field appears as Initial Funding Amount. • Total Time Spent: Displays the total time spent on the application from the first to last stage.

Table 2-52 (Cont.) Application Details – Field Description

Field	Description
<Applicant Details Tile>	<p>In this tile you can view the applicant details. Seperate tiles appears for all the applicants that are involved in the application. Below field appears with the respective applicant details:</p> <ul style="list-style-type: none"> • Role of the Applicant • Applicant Image • Applicant Name • Title • Customer 360 : Click this link to view the 360 degress view of the customer information. The Customer 360 screen appears with the details. Based on the customer type, refer the Retail 360 User Guide and Corporate 360 User Guide from the party section. • Date of Birth • Mobile Number • Email ID • CIF Number
View Clarification Details	<p>In this section you can view the clarification history. Below fields appear with the details:</p> <ul style="list-style-type: none"> • ID • Subject • Raised By • Date • Status • Status updated on <p>On the click of the respective record the user can view the clarification content.</p>
Advices	<p>In this section you view the advices generated in the process of account opening. Below fields appear with the details:</p> <ul style="list-style-type: none"> • Advice Name • Event: Displays the stage name on which the advice is generated. • Recipients • Mode of Delivery • Delivery Details • Status Details • Actions: You can View or Download the advices.
Related Task	<p>In this section you can view the stages involved in process of application. The below fields are appear with details:</p> <ul style="list-style-type: none"> • Product Processor: Displays the product which integrated with OBPY. • Process Name • Process Reference Number • Stage • Status

2. Click  to close window.

2.14.4 Remarks

In this section you can view or the post the remarks.

- Click **Remarks** to update any remarks that you want to post for the application that you are working on.

The **Remarks** screen is displayed.

Figure 2-80 Remarks

The screenshot shows a modal window titled 'Remarks'. At the top, there is a toolbar with icons for undo, redo, bold (B), italic (I), underline (U), strikethrough (T), and text color (A). Below the toolbar is a large text input area with the placeholder text 'Enter text here...'. At the bottom right of the input area, there are zoom in and zoom out icons. Below the input area is a 'Post' button.

Remarks posted are updated with your User ID, Date, and are available to view in the next stages for the users working on that application.

2.14.5 Documents

In this section you can upload the document and also view the already uploaded documents.

1. Click **Documents** button to upload the documents linked for the stage.

The **Documents** screen is displayed.




Figure 2-81 Documents

The screenshot shows a modal window titled 'Documents'. At the top left, there is a '+ Add Document' button. Below it is a table with the following columns: Document Type *, Document Code *, Document Title *, Description, Remarks, Expiry Date *, Details, Document, and Action. The table contains two rows of data.

Document Type *	Document Code *	Document Title *	Description	Remarks	Expiry Date *	Details	Document	Action
Birth Date Proof	Passport Front Side	Passport-Birth date			6/10/2031			
Birth Date Proof ▼	Passport Back Side ▼	Passport - Birth Date			6/10/2031			

2. Specify the details in the relevant data fields. For more information on fields, refer to the field description table.

Table 2-53 Upload Document – Field Description

Field	Description
Document Type	Select the document type.
Document Code	Select the document code.
Document Title	Specify the document title.
Document Description	Specify the description for the document.
Remarks	Specify the remarks for the document.
Expiry Date	Select the document expiry date.
Details	Click the details icon to view below details of the documents: <ul style="list-style-type: none"> • Uploaded Time: Displays the uploaded date and time of the document in hours and mins. • Uploaded By: Displays the user name who uploaded the document . • Stage Uploaded: Displays the stage name on which the document is uploaded.
Document	Click  to select the document from machine to upload. You can remove the uploaded document before saving the record from the Action column. Post saving the record you must delete the record to remove the document. Below actions are perfrom on the uploaded document <ul style="list-style-type: none"> • You can preview already uploaded document. • You can download already uploaded document.
Actions	You can perfrom below actions on the added record: <ul style="list-style-type: none"> • Click  to save the record. • Click  to delete the record.

 **Note:**

Ensure that mandatory documents are uploaded, as the system will validate the same during the stage submission.

Mandatory documents can only be deleted in the same stage where it is uploaded.

Non-mandatory documents can be deleted in any stage.

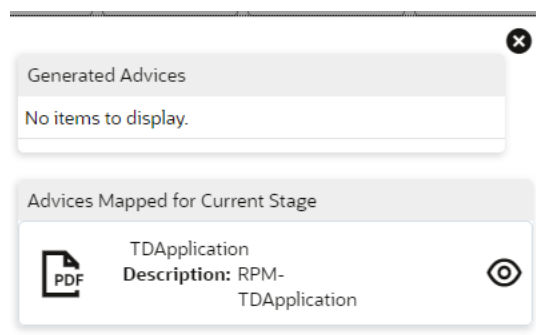
2.14.6 Advices

You can view the advices that are shared with customer. Advices are generated post Application Entry stage is submitted.

- Click **Advices** to view the advice linked for the stage.

The **Advices** screen is displayed.

Figure 2-82 Advices



The system will generate the advice on submission of the stage. For Application Entry stage of Product, no advice is configured.

2.14.7 Condition and Covenants

You capture conditions and covenants details for the loan applications.

In this section you can add, edit and remove the condition and covenant details .

Conditions

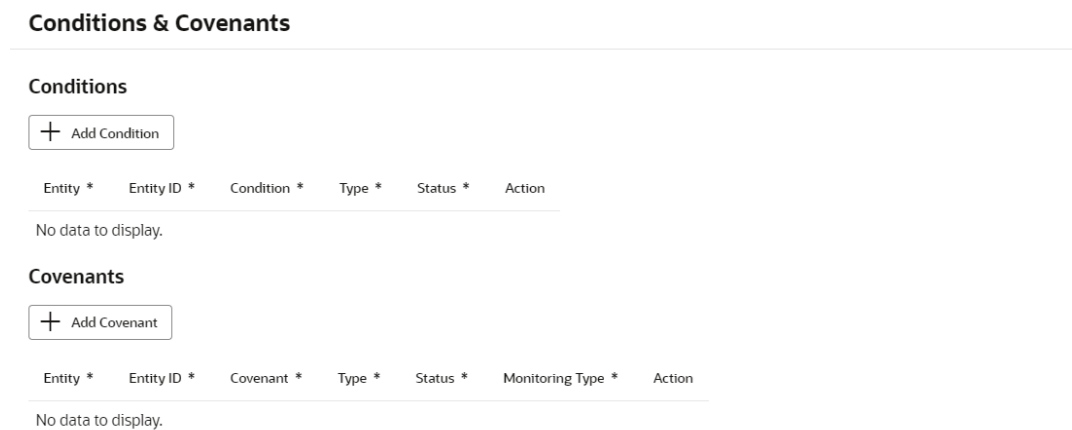
The Conditions are stipulations and constraints recorded in a contract to restrict the usage of funds, in order to ensure proper utilization of funds for the specified purposes and to adhere to a stipulated schedule.

To add conditions:

1. From the **More** option, click the **Conditions & Covenants** to add or remove the conditions details.

The **Conditions & Covenants** page appears.

Figure 2-83 Conditions



- Click **Add Condition** to add new conditions.

OR

Click **Remove** to remove already added conditions.

- Enter the relevant details.

Table 2-54 Conditions – Field Description

Field	Description
Entity	Select the entity on which you want to set condition. The available options are <ul style="list-style-type: none"> • Party • Collateral • Account
Entity ID	Select the entity ID from the list. The options in the list appears based on the entity selected in the Entity field.
Condition	Specify the conditions for the selected entity.
Type	Select the type when the conditions must be complied. The available options are <ul style="list-style-type: none"> • Pre Disbursement: If you select this option then the selected conditions have to be complied prior with the account opening and loan disbursement. • Post Disbursement: If you select this option then the selected conditions occur and are supposed to be complied post loan disbursement. This conditions are manually monitored.
Status	Select the status of the condition. The available options are <ul style="list-style-type: none"> • Open • Complied
Actions	You can perform below actions on the added record: <ul style="list-style-type: none"> • Click <input checked="" type="checkbox"/> to save the record. • Click <input type="checkbox"/> to delete the record.

- Click **OK**. The conditions are saved.

 **Note:**

All the fields appears with the selected options in tabular format. You can edit the details on clicking the added row.

Convenants

Often there are restrictions on borrowers while extending credit facilities. Sometimes, a borrower promises certain future acts to assure the lender that the conduct of business dealings is fair, healthy and in accordance with the best practices. The purpose of covenant is to assist the lender to ensure the health of loan facilities does not deteriorate suddenly or unexpectedly before maturity.

To add convenants:

- From the **More** option, click **Conditions & Convenants** to add or remove the convenants details.

The **Conditions & Covenants** page appears.

Figure 2-84 Covenants

Conditions & Covenants

Conditions

Entity *	Entity ID *	Condition *	Type *	Status *	Action
No data to display.					

Covenants

Entity *	Entity ID *	Covenant *	Type *	Status *	Monitoring Type *	Action
No data to display.						

6. Click **Add** to add new covenants.
- OR**
- Click **Remove** to remove already added covenants.
7. Enter the relevant details.

Table 2-55 Covenants – Field Description

Field	Description
Entity	Select the entity on which you want to set covenants. The available options are <ul style="list-style-type: none"> • Party • Collateral • Account
Entity ID	Select the entity ID from the list. The options in the list appears based on the entity selected in the Entity field.
Covenants	Specify the covenants for the selected entity.
Type	Select the type when the covenants must be complied. The available options are <ul style="list-style-type: none"> • Financial • Reporting • Undertaking
Status	Select the status of the covenants. The available options are <ul style="list-style-type: none"> • Open • Complied
Monitoring Type	Select the monitoring type for the covenant. The available options are: <ul style="list-style-type: none"> • Fixed • Periodic • Ongoing

Table 2-55 (Cont.) Covenants – Field Description

Field	Description
Actions	You can perform below actions on the added record: <ul style="list-style-type: none"> Click <input checked="" type="checkbox"/> to save the record. Click <input type="checkbox"/> to delete the record.

- Click **OK**. The covenants are saved.

 **Note:**

All the fields appear with the selected options in tabular format. You can edit the details on clicking the added row.

2.14.8 Solicitor Details

You can add the solicitor details using this section.

A solicitor is a legal practitioner who traditionally deals with most of the legal matters in some jurisdictions. A person must have legally-defined qualifications, which vary from one jurisdiction to another, to be described as a solicitor and enabled to practice there as such.

In this section you can add or remove the solicitor. You can also view the already added solicitor.

To add solicitor details:

- From the **More** option, click the **Solicitor** to add or remove or edit the already added solicitor.

The **Solicitor Details** page appears.

Figure 2-85 Solicitor

- Enter the relevant details.

Table 2-56 Solicitor – Field Description

Field	Description
Title	Select the title of the solicitor.

Table 2-56 (Cont.) Solicitor – Field Description

Field	Description
First Name	Specify the first name of the solicitor.
Middle Name	Specify the middle name of the solicitor.
Last Name	Specify the last name of the solicitor.
Gender	Select the gender of the solicitor from the list.
Date of Birth	Select or enter the birth date of the solicitor.
Registration Number	Specify the registration number of the solicitor.
Communication Address	Capture the communication address of the solicitor.
Address Line 1	Specify the building name.
Address Line 2	Specify the street name.
Address Line 3	Specify the city or town name.
State / Country Sub Division	Specify the state or country sub division.
Country	Select and search the country code.
Zip Code / Post Code	Specify the zip or post code of the address.

3. Click **OK** to save the added solicitor.

2.14.9 Clarification Details

In this section you can request for clarifications.

To add the clarification details:

1. Click **Clarification Details** to raise a new customer clarification request or view the existing request. The **Clarification** screen appears.
2. Click **Add Request Clarification** button to request new clarification.

The **Request Clarification** screen appears.

Figure 2-86 Request Clarification

Request Clarification

Description




A - size - >

Enter text here...

Type *	Code *	Title *	Description	Remarks	Expiry Date *	Details	Document	Action
Birth Date Proof	Passport Front Side	Passport-Birth date			6/10/2031			

3. In the **Request Clarification** screen enter the subject and description.
4. Click **Add Document** button to upload the document which supports the clarification request.
5. Specify the details in the relevant data fields while adding documents. For more information on fields, refer to the field description table.

Table 2-57 Upload Document – Field Description

Field	Description
Document Type	Select the document type.
Document Code	Select the document code.
Document Title	Specify the document title.
Document Description	Specify the description for the document.
Remarks	Specify the remarks for the document.
Expiry Date	Select the document expiry date.
Details	Click the details icon to view below details of the documents: <ul style="list-style-type: none"> • Uploaded Time: Displays the uploaded date and time of the document in hours and mins. • Uploaded By: Displays the user name who uploaded the document . • Stage Uploaded: Displays the stage name on which the document is uploaded.
Document	Click  to select the document from machine to upload. You can remove the uploaded document before saving the record from the Action column. Post saving the record you must delete the record to remove the document. Below actions are perform on the uploaded document <ul style="list-style-type: none"> • You can preview already uploaded document. • You can download already uploaded document.
Actions	You can perform below actions on the added record: <ul style="list-style-type: none"> • Click  to save the record. • Click  to delete the record.

6. Once the details are updated, click **Save**. Clarification Request once raised moves the application to 'Awaiting Customer Clarification' state. The application continues to be assigned to the user who had raised the request. All the applications for which the specified user has requested clarification can be viewed and actioned from the **Awaiting Customer Clarification** sub-menu available under **Task** menu.

Select the Application from the **Awaiting Customer Clarification** sub-menu available under the **Task** menu. Click on the **Clarification Details** from the header.

7. Select the specific clarification to take action on it.

Allowed actions are as following:

- Adding New Conversation

- Withdraw Clarification
- Accept Clarification

Once the Clarification is either withdrawn or accepted, the application moves back to the **My Task** sub-menu available under **Task** menu, post which the user can edit the application and submit the specified stage. Clarification once raised and actioned are available throughout the application processing by the other users working on the other stages of the application by clicking on **Clarification Details** from the header.

3

Instant Retail Loan Account Opening Process

This topic describes the instant account opening process of retail loan product.

Instant personal loan account opening flow is applicable only for the Individual type of customer. The reference origination flow has been optimized to ensure that the loan request is processed with minimal manual intervention.

This personal loan request can be triggered from the Self- Service Channel such as Oracle Banking Digital Experience for both new and KYC compliant existing customers For the Assisted Channel, this loan request can be triggered only for KYC compliant existing customer.

In case of new customer, the self-service channel uses the automatic flow to verify or provide KYC compliance to customer. This automatic flow is indicated as Video KYC in OBDX. The necessary KYC types for compliance verification is configured in Oracle Banking Party Module. Please refer the **Retail Onboarding User Guide** for more details.

Below configuration are set for Instant Personal Loan product in the **Business Product** configuration screen.

- In the **Business Product Details** data segment, the **Application Submission is Mandatory** toggle is selected to capture application details in initiate stage.

Below configurations are set for Instant Personal Loan product in the **Business Process** screen.

- Document and checklist verification is set as non mandatory
- The Offer Issue Advices are configured

Account Opening Process Flow

The Instant Personal Loan account opening process is described below:

1. Application Entry Stage:

- In case the application is initiated through Self-Service Channel, the system automatically triggers the Application Entry stage without any manual intervention and completes the data segment level validation. On successful completion of the validation, the system automatically submits the Application Entry Stage.
OR
- In case the application is initiated through Branch, this stage is automatically submitted, if the application details are captured by clicking the **Application** button from the **Product Details** data segment. On submission of Application Entry Stage, system will perform an Assessment and if the system decision is Approved then the application process in the Offer Accept / Reject stage.

2. The Assessment and Offer issue stage automatically handled and hence the stage are not generated:

- If the offer is successfully generated, then offer letter is communicated to an applicant on email.
- If the automatic offer issue workflow fails, then the **Offer Issue** task is generated to perform manual action on loan application.

- If the assessment is Auto Rejected, then an application is terminated automatically and an email communication along with the rejection advice is sent to the applicant. As an exceptional case for Insta personal loan, Assessment recommendations which are Manual are also handled.
3. **Manual Credit Assessment stage:**
 - If the Assessment Decision is Manual Queue A or Manual Queue B, then the system proceeds application to the Manual Credit Assessment stage to assess manually.
 - If the application is approved, then the system proceeds and the Manual Credit Decision stage is generated.
 - If the application is rejected, then the application is terminated, and a rejection advice is mailed to the borrowing applicant.
 4. **Manual Credit Decision stage:** On submitting the Manual Credit Assessment stage, the system generates the Manual Credit Decision task to assess the loan application. In this task the assessment officer can either Reject or Approve the application manually.
 - If the application is approved, then Offer Issue is automatically trigger and an email with the attached offer letter is communicate to an applicant. The application proceeds with the next logical referenced stage.
 - If the application is rejected, then the system terminates the application and a rejection advice is sent to the applicant.
 5. **Offer Accept /Reject:** Once the offer is issued successfully, the applications proceeds with the next task which is generated based on action selected in the previous stage.
 - If the application is initiated through branch channel then you can capture the applicant's response. If the application is initiated through the self-service channel, the applicant's response is received from OBDX. In both the cases, once the offer is accepted OBO initiates call and shares data to the host for creation of Instant Personal Loan Account.
 - If the customer response is reject, then the application is rejected.by selecting the **Reject** option from the Outcome screen while submitting the stage. The rejection advice is sent to the applicant through email.
 - If the bank reject the application, then the application is rejected.by selecting the **Reject By Bank** option from the Outcome screen while submitting the stage. The rejection advice is sent to the applicant through email.
 6. **Handoff Retry:** Application moves to this stage and appears in the Free Task only if the Instant Personal Loan Account creation has been rejected by Product Processor. The users with the necessary access rights can pick such task and can retry submission to Host after taking required actions on the Failure reason.

4

Simplified Application

This topic describes the concept and process of single stage application.

What is Simplified Application?

The Simplified Application is introduced to open an account in a smooth single process culminating the long account opening process. In this process the user can directly create and application and update details with multiple data segments in a single view.

How to configure Simplified Application for a product?

To enable a simplified account opening process, select the **Simplified Application** flag in the **Business Product Preference** data segment of the **Business Product Configuration** screen.

Once the product is configured for simplified application, the user can configure the business process such as stages, data segments, document checklist and so on, in the **Business Process Configuration** screen.

How to process the simplified application?

After configuring the product and process, the user can initiate a single-stage application by navigating the menu. Below is the detailed process for opening an account using a simplified application.

To open an account using simplified application process:

1. From the **Menu**, select the **Retail Origination**. The Retail Origination menu appears.
2. From the **Retail Origination**, select the **New Application**. The New Application page appears with list of product types which are configured.
3. Select the appropriate product and click **Apply**.
The Application Entry stage appears. The data segments in this stage appears based on the business process configuration.
 - **Applicant** : In this data segment user can capture applicant details such as basic, address, signature, employment, identification. Multiple applicants are allowed with different roles. Refer **Applicant** data segment from the **Application Entry** stage of this guide.
 - **Relationship**: In this data segment user can capture the relationship details in case multiple applicants. Refer **Relationship** data segment from the **Application Entry** stage of this guide.
 - **Loan Details**: In this data segment user can capture the product details to configure the account. Refer **Account Details** data segment from the **Application Entry** stage of this guide.
 - **Interest and Charges**: In this data segment user can view and edit the interest and charges that are applicable. Refer the **Interest and Charges** data segment from the **Application Enrichment** stage of this guide.

- **Financial Details:** In this data segment user can capture the financial details of all the applicants that are involved in the account opening application. Refer **Financial Details** data segment from the **Application Entry** stage of this guide.
 - **Loan Disbursement Details:** In this data segment user can capture the loan disbursement details. Refer the **Loan Disbursement Details** data segment from the **Application Enrichment** stage of this guide.
 - **Loan Repayment Details:** In this data segment user can capture the loan repayment details. Refer the **Loan Repayment Details** data segment from the **Application Enrichment** stage of this guide.
 - **Qualitative Scorecard:** In this data segment user can capture the qualitative scorecard details which appears based on configuration. Refer the **Qualitative Scorecard** data segment from the **Loan Assessment** stage of this guide
 - **Term and Conditions:** In this data segment user can capture the term, conditions and consents of the customer. Refer the **Term and Conditions** data segment from the **Application Entry** stage of this guide.
 - **Review:** In this data segment user can review all the details that are captured on clicking on each data segment tile.
4. On submitting the Application Entry stage, next stage is triggered based on the business process configuration.
 5. Below stages are generated in the process of account opening. Refer respective stage pages of this guide for detailed information.
 - a. **Application Document**
 - b. **Loan Assessment**
 - c. **Manual Credit Assessment**
 - d. **Manual Credit Decision**
 - e. **Account Parameter Setup**
 - f. **Supervisor Application Approval Stage**
 - g. **Offer Issue**
 - h. **Offer Accept / Reject**
 - i. **Post Offer Amendment**
 6. The **Account Approval** stage is generated. All the data segments of the Application Entry stage appears. The user can only view those stages. The Approval Details data segment is enabled to capture account approval status. For more information refer the **Approval Details** data segment of the **Account Approval** stage in this guide.
 - If the Rejected option is selected in the Approval Details data segment then this application is terminated.
 - If the Approved option is selected in the Approval Details data segment then the application's payload are proceed for account creation.
 7. An account is created on approving the application in the **Account Approval** stage.
 8. If the system fails, the Free Task generates the **Handoff Retry** task. With the necessary access rights, the user can pick up such tasks, take the necessary action on the Failure reason, and then resubmit to the Host.

A

Error Codes and Messages

This topic contains the error codes and messages.

Table A-1 Error Codes and Messages

Error Code	Messages
RPM_CMN_APL_001	Please provide valid value for Application Number
RPM_CMN_APL_002	Please provide valid value for Process Reference number
RPM_CMN_APL_003	Address list can not be null or empty
RPM_CMN_APL_004	Applicant details model list can not be null or empty
RPM_CMN_APL_005	Please provide valid value for Country
RPM_CMN_APL_006	Please provide a valid value for AddressLine1
RPM_CMN_APL_007	Please provide a valid value for PinCode
RPM_CMN_APL_008	Please provide a valid value for Email
RPM_CMN_APL_009	Please provide a valid value for MobileIsd
RPM_CMN_APL_010	Please provide a valid value for MobileNo
RPM_CMN_APL_011	Please provide a valid value for FirstName
RPM_CMN_APL_012	Please provide a valid value for LastName
RPM_CMN_APL_013	Please provide a valid value for DateOfBirth
RPM_CMN_APL_014	Please provide a valid value for Gender
RPM_CMN_APL_015	Please provide a valid value for Country of residence
RPM_CMN_APL_016	Please provide a valid value for Citizenship
RPM_CMN_APL_017	Empty Request Cannot be Send to Party
RPM_CMN_APL_018	Exception Occured while parsing Json Response
RPM_CMN_APL_019	Exception Occured while Producing even for Kafka
RPM_CMN_APL_020	Please select one communication address for \$1
RPM_CMN_APL_021	Please provide valid value for Address Type of \$1
RPM_CMN_APL_022	Please provide valid value for Building Name of \$1
RPM_CMN_APL_023	Please provide valid value for State of \$1
RPM_CMN_APL_024	Please provide valid value for City of \$1
RPM_CMN_APL_025	Please provide valid value for Street Name of \$1
RPM_CMN_APL_026	Exception occured while fetching applicant count
RPM_TC_011	Error occured while getting uploaded Doc
RPM-AT-001	Failed in Updating Transaction Log
RPM-AT-002	Record not found
RPM-AT-005	Mandatory Datasegment(s) - \$1
RPM-AT-015	Pending Approval of Overrides
RPM-CA-001	Error occurred while parsing from Model to Entity
RPM-CM-FLDT-034	Total Income should not be negative
RPM-CM-FLDT-035	Total Expense should not be negative
RPM-CMN-000	Illegal State Exception
RPM-CMN-001	Exception Occurred while Executing Query

Table A-1 (Cont.) Error Codes and Messages

Error Code	Messages
RPM-CMN-002	Number format exception
RPM-CMN-003	Server Error Occurred during API call
RPM-CMN-004	Illegal State Exception
RPM-CMN-005	JTA Transaction unexpectedly rolled back
RPM-CMN-006	Exception Occurred while creating Bean
RPM-CMN-007	Internal server error occurred
RPM-CMN-APL-027	Please provide valid value for Holding Pattern
RPM-CMN-APL-028	Please provide valid value for Ownership
RPM-CMN-APL-029	Please provide valid value for Salutation of \$1
RPM-CMN-APL-030	Please provide valid value for First Name
RPM-CMN-APL-031	Please provide valid value for Last Name
RPM-CMN-APL-032	Please provide valid value for Gender of \$1
RPM-CMN-APL-033	Please provide valid value for Date Of Birth of \$1
RPM-CMN-APL-034	Please provide valid value for Resident Status of \$1
RPM-CMN-APL-035	Please provide valid value for Citizenship By of \$1
RPM-CMN-APL-036	Please provide valid value for Unique Id Type of \$1
RPM-CMN-APL-037	Please provide valid value for Unique Id Number of \$1
RPM-CMN-APL-038	Customer age should be more than \$1 for \$2 Product.
RPM-CMN-APL-039	Customer age should be less than \$1 for \$2 Product.
RPM-CMN-APL-040	Same Customer cannot be added multiple times as Applicant.
RPM-CMN-APL-041	Please provide valid value for Party Id for \$1
RPM-CMN-APL-042	Please provide valid value for Short Name for \$1
RPM-CMN-APL-043	Please provide valid value for Birth Country for \$1
RPM-CMN-APL-044	\$1
RPM-CMN-APL-045	\$1
RPM-CMN-APL-046	Click on 'Cancel' and correct the error or wait for the in-progress party amendment request to be complete to reinitiate the party amendment again. Alternately click on 'Proceed' to submit this stage without the amendment.
RPM-CMN-APL-047	Please provide valid value for Birth Country of \$1
RPM-CMN-APL-048	Please provide valid value for Nationality of \$1
RPM-CMN-APL-049	Please provide valid value for Preferred Language of \$1
RPM-CMN-APL-050	Please provide valid value for Preferred Currency of \$1
RPM-CMN-APL-051	Please provide valid value for Customer SubType for \$1
RPM-CMN-APL-052	Please provide valid value for Customer Segment for \$1 .
RPM-CMN-APL-053	Please provide valid value for Marital Status of \$1 .
RPM-COM-001	JSONException occured
RPM-CR-001	Error occured while adding the product to cart
RPM-CR-002	Error occured while deleting the product from cart
RPM-CR-003	Error occured while getting the cart details
RPM-LO-ACDT-001	Start Date cannot be before the First Repayment Date
RPM-LO-ACDT-002	Please provide a valid value for Start Date
RPM-LO-ACDT-003	Please provide a valid value for Statement Type
RPM-LO-ACDT-004	Please provide a valid value for Statement Cycle

Table A-1 (Cont.) Error Codes and Messages

Error Code	Messages
RPM-LO-ACDT-005	Please provide a valid value for Account Services Model
RPM-LO-ACDT-006	Please select a valid drop-down value for Statement Type
RPM-LO-ACDT-007	Please select a valid drop-down value for Statement Cycle
RPM-LO-ACDT-008	Please select a valid drop-down value for Holiday Check
RPM-LO-ACDT-009	Please select a valid value for Holiday Preferences
RPM-LO-ADDT-001	Please enter a valid value for Scholarship/Bursaries Eligible Amount
RPM-LO-ADDT-002	Scholarship/Bursaries Eligible Amount should be greater than zero
RPM-LO-ADDT-003	Cost Of Course Amount should not be negative
RPM-LO-ADDT-004	Source Amount should not be negative
RPM-LO-ADDT-005	Total Cost Of Course is not equal to Individual Cost Of Courses
RPM-LO-ADDT-006	Total Source is not equal to Individual Sources
RPM-LO-ADDT-007	Please provide a valid value for Total Cost Of Course
RPM-LO-ADDT-009	Total Cost Of Course should be greater than zero
RPM-LO-ADDT-010	Please provide a valid value for Loan Requested For
RPM-LO-ADDT-011	Please provide a valid value for Admission Status
RPM-LO-ADDT-012	Please provide a valid value for Mode Of Study
RPM-LO-ADDT-013	Please provide a valid value for Proposed Course Of Study
RPM-LO-ADDT-014	Please provide a valid value for Institution
RPM-LO-ADDT-015	Please provide a valid value for University/School
RPM-LO-ADDT-016	Please provide a valid value for Institution Ranking
RPM-LO-ADDT-017	Please provide a valid value for Specialization
RPM-LO-ADDT-018	Please provide a valid value for Course Commencement Date
RPM-LO-ADDT-019	Please provide a valid value for Employment Potential
RPM-LO-ADDT-020	Please provide a valid value for Scholarship/Bursaries Eligible
RPM-LO-ADDT-021	Please provide a valid value for Cost Of Course
RPM-LO-ADDT-022	Please provide a valid value for Source
RPM-LO-ADDT-023	Please enter a valid value for Scholarship Or Bursaries Amount Currency Code
RPM-LO-ADDT-024	Scholarship Or Bursaries Amount Currency should be same as Loan Currency
RPM-LO-ADDT-025	Please provide a valid value for Cost Of Course present in list
RPM-LO-ADDT-026	Please provide a valid value for Source present in list
RPM-LO-ADDT-027	Please select a valid drop-down value for Loan Requested For
RPM-LO-ADDT-028	Please select a valid drop-down value for Admission Status
RPM-LO-ADDT-029	Please select a valid drop-down value for Mode Of Study
RPM-LO-ADDT-030	Projected Earnings Currency should be same as Loan Currency
RPM-LO-ADDT-031	Cost Of Course Currency should be same as Loan Currency
RPM-LO-ADDT-032	Source Currency should be same as Loan Currency
RPM-LO-ADDT-033	Scholarship Details not provided
RPM-LO-ADRS-001	Please provide a valid value for Building
RPM-LO-ADRS-002	Please provide a valid value for Street
RPM-LO-ADRS-004	Please provide a valid value for City
RPM-LO-ADRS-005	Please provide a valid value for State

Table A-1 (Cont.) Error Codes and Messages

Error Code	Messages
RPM-LO-ADRS-006	Please provide a valid value for Zip Code
RPM-LO-APDS-001	Please provide a valid value for User Recommendation
RPM-LO-APDS-002	Please select a valid drop-down value for User Recommendation
RPM-LO-APDS-003	Please provide a valid value for Assessment Calculation Mode
RPM-LO-APDT-001	For Applicant Type Single, the Number of Applicants should be equal to 1
RPM-LO-APDT-002	For Applicant Type Joint, the Number of Applicants should be more than 1
RPM-LO-APDT-003	Applicant cannot be a minor. Age should be more than 18years
RPM-LO-APDT-004	At least one Applicant should be a Primary Applicant
RPM-LO-APDT-005	Only one Applicant can be a primary Applicant
RPM-LO-ASDT-001	Dimension should be greater than zero
RPM-LO-ASDT-002	Market Value should be greater than zero
RPM-LO-ASDT-003	Market Value equal to Loan Amount or Less than Loan Amount
RPM-LO-ASDT-004	Please provide a valid value for Mortgaged Branch
RPM-LO-ASDT-005	Please select a valid drop-down value for Mortgaged Branch
RPM-LO-ASDT-006	Please provide a valid value for Market Value Currency Code
RPM-LO-ASDT-007	Please select a valid drop-down value for Market Value Currency Code
RPM-LO-ASDT-008	Please provide a valid value for Home Type
RPM-LO-ASDT-009	Please select a valid drop-down value for Home Type
RPM-LO-ASDT-010	Please provide a valid value for Dimension Measure Type
RPM-LO-ASDT-011	Please select a valid drop-down value for Dimension Measure Type
RPM-LO-ASDT-012	Please provide a valid value for Asset Status
RPM-LO-ASDT-013	Please select a valid drop-down value for Asset Status
RPM-LO-ASDT-014	Please provide a valid value for Dimensions
RPM-LO-ASDT-015	Please provide a valid value for Market Value
RPM-LO-ASST-001	Either Calculated or Overwritten value must be selected to Continue
RPM-LO-ASST-002	Please provide a valid value for Reason For Change
RPM-LO-ASST-003	Please provide a valid value for Revised Approved Amount
RPM-LO-ASST-004	Please provide a valid value for Revised Approved Amount Currency Code
RPM-LO-ASST-005	Please provide a valid value for Revised Loan Tenure
RPM-LO-ASST-006	Revised Loan Tenure should be greater than zero
RPM-LO-ASST-007	Please provide a valid value for Revised Interest Rate
RPM-LO-ASST-008	Please provide a valid value for Revised Effective Rate On Loan
RPM-LO-ASST-009	Revised Approved Amount should not be greater than Requested Loan Amount
RPM-LO-ASST-010	Please provide a valid value for User Recommendation
RPM-LO-ASST-011	Please select a valid drop-down value for User Recommendation
RPM-LO-ASST-012	Please provide a valid value for Approved Loan Amount Currency Code
RPM-LO-ASST-013	Approved Loan Amount Currency should be same as Requested Loan Amount Currency
RPM-LO-ASST-014	Revised Approved Amount Currency should be same as Requested Loan Amount Currency

Table A-1 (Cont.) Error Codes and Messages

Error Code	Messages
RPM-LO-ASST-015	Min Amount is not configured in Product for Currency \$1
RPM-LO-ASST-016	Revised Approved Loan Amount should not be less than \$2 for Currency \$1
RPM-LO-ASST-017	Max Tenure is not configured in Product for Currency \$1
RPM-LO-ASST-018	Min Tenure is not configured in Product for Currency \$1
RPM-LO-ASST-019	Revised Loan Tenure should be in between \$2 \$3 and \$4 \$5 for Currency \$1
RPM-LO-ASST-020	Effective Rate cannot be negative
RPM-LO-ASST-021	Margin exceeds the tolerance limit allowed (+/- \$1)
RPM-LO-ASST-022	Effective Rate should be in between \$1% and \$2% as per Min and Max values in Product
RPM-LO-ASST-023	Revised Effective Rate should be same as Revised Interest Rate as Tolerance Margin configured is 0
RPM-LO-ASST-024	Approved Loan Amount should not be less than \$2 for Currency \$1
RPM-LO-ASST-025	Margin exceeds the tolerance limit allowed (+ \$1)
RPM-LO-BPER-001	Multiple Disbursement is not configured in Product
RPM-LO-BPER-002	Moratorium is not configured in Product
RPM-LO-BPER-003	Offer Amendment is not configured in Product
RPM-LO-BPER-004	Offer Expiry is not configured in Product
RPM-LO-BPER-005	Margin to be Considered is not configured in Business Product
RPM-LO-BPER-006	Account Currency is not Configured from Product
RPM-LO-BPER-007	Type of Repayment is not Configured from Product
RPM-LO-BPER-008	Account Branch is not Configured from Product
RPM-LO-BPLC-001	Host Product Code is not configured as part of Business Product
RPM-LO-BPLC-002	Host Product Description is not configured as part of Business Product
RPM-LO-BPLC-003	Interest and Charge components are not configured as part of Business Product
RPM-LO-BPLC-004	Component Type is not configured for components as part of Business Product
RPM-LO-BPLC-005	Display Name is not configured for \$1 as part of Business Product
RPM-LO-BPLC-006	Ude Type is not configured for \$1 as part of Business Product
RPM-LO-BPLC-007	Atleast one Charge component as to be configured as part of Business Product
RPM-LO-BPLC-008	Atleast one Interest component as to be configured as part of Business Product
RPM-LO-BPLC-009	Main Interest Component is not configured as part of Business Product
RPM-LO-BPLC-010	Ude list for Main Interest Component is not configured as part of Business Product
RPM-LO-BPLC-011	Margin to be Considered as to be configured as part of Business Product
RPM-LO-BPLC-012	Currency Configuration as to be configured as part of Business Product
RPM-LO-BPLC-013	Max Amount is not configured for Currency \$1 as part of Business Product
RPM-LO-BPLC-014	Max Term is not configured for Currency \$1 as part of Business Product
RPM-LO-BPLC-015	Max Term Tenor Basis is not configured for Currency \$1 as part of Business Product

Table A-1 (Cont.) Error Codes and Messages

Error Code	Messages
RPM-LO-BPLC-016	Min Amount is not configured for Currency \$1 as part of Business Product
RPM-LO-BPLC-017	Min Term is not configured for Currency \$1 as part of Business Product
RPM-LO-BPLC-018	Min Term Tenor Basis is not configured for Currency \$1 as part of Business Product
RPM-LO-BPLC-019	Branch Allowed as to be configured as part of Business Product
RPM-LO-BPLC-020	Atleast one branch should be configured if Branch Allowed is selected in Business Product
RPM-LO-CHDT-001	If Waive All is selected, all charges should be waived off
RPM-LO-CHDT-002	For Payment Method "Cash", Transaction Reference Number should be mandatory
RPM-LO-CHDT-003	For Payment Method "Online Transfer", Bank Code and Account Number should be mandatory
RPM-LO-CHDT-004	For Payment Method "Others", Bank Code and Account Number should be mandatory
RPM-LO-CHDT-005	Payment Method is Mandatory, if charges are not waived off
RPM-LO-CHDT-006	Charges waived
RPM-LO-CLDT-001	Collateral Value should be greater than zero
RPM-LO-CLDT-002	Dimension should be greater than zero
RPM-LO-CLDT-003	Total Collateral Value is not equal to sum of Individual Collaterals
RPM-LO-CLDT-004	Utilized Previously should not be negative
RPM-LO-CLDT-005	Cover Available is not equal to Total Collaterval Value minus Utilized Previously
RPM-LO-CLDT-006	Please provide a valid value for Utilized Previously
RPM-LO-CLDT-007	Please provide a valid value for Utilized Previously Currency Code
RPM-LO-CLDT-008	Please provide a valid value for Collateral Type
RPM-LO-CLDT-009	Please provide a valid value for Collateral Value
RPM-LO-CLDT-010	Please provide a valid value for Collateral Value Currency Code
RPM-LO-CLDT-012	Please provide a valid value for Make
RPM-LO-CLDT-013	Please provide a valid value for Model
RPM-LO-CLDT-014	Please provide a valid value for Investment Type
RPM-LO-CLDT-015	Please provide a valid value for Bank Name
RPM-LO-CLDT-016	Please provide a valid value for Branch Name
RPM-LO-CLDT-017	Please provide a valid value for Maturity Date
RPM-LO-CLDT-018	Please provide a valid value for Attributes
RPM-LO-CLDT-019	Please provide a valid value for Dimension
RPM-LO-CLDT-020	Please provide a valid value for Dimension Measure Type
RPM-LO-CLDT-021	Please provide a valid value for Address
RPM-LO-CLDT-022	Please provide a valid value for Secondary Charge Allowed
RPM-LO-CLDT-023	Please provide a valid value for Third Party Collateral
RPM-LO-CLDT-024	Please provide a valid value for Name
RPM-LO-CLDT-025	Please select a valid drop-down value for Utilized Previously Currency Code
RPM-LO-CLDT-026	Please provide a valid value for Cover Available Currency Code

Table A-1 (Cont.) Error Codes and Messages

Error Code	Messages
RPM-LO-CLDT-027	Please select a valid drop-down value for Cover Available Currency Code
RPM-LO-CLDT-028	Please provide a valid value for Total Collateral Value Currency Code
RPM-LO-CLDT-029	Please select a valid drop-down value for Total Collateral Value Currency Code
RPM-LO-CLDT-030	Please select a valid drop-down value for Collateral Type
RPM-LO-CLDT-031	Please select a valid drop-down value for Collateral Value Currency Code
RPM-LO-CLDT-032	Please select a valid drop-down value for Branch
RPM-LO-CLDT-033	Please select a valid drop-down value for Attributes
RPM-LO-CLDT-034	Please select a valid drop-down value for Dimension Measure Type
RPM-LO-CLDT-035	Secondary Charge Allowed
RPM-LO-CLDT-036	Third party only available collateral
RPM-LO-CMDT-001	Date Of Birth cannot be future date
RPM-LO-CMDT-002	Enter a valid email
RPM-LO-CMDT-003	Please provide a valid value for Address Line 1
RPM-LO-CMDT-004	Please provide a valid value for Country
RPM-LO-CMDT-005	Please provide a valid value for Pin Code
RPM-LO-CMDT-006	Please provide a valid value for Mobile Isd
RPM-LO-CMDT-007	Please provide a valid value for Mobile No
RPM-LO-CMDT-008	Please provide a valid value for Income Type
RPM-LO-CMDT-009	Please provide a valid value for Employment Type
RPM-LO-CMDT-010	Please provide a valid value for Industry
RPM-LO-CMDT-011	Please provide a valid value for Address Type
RPM-LO-CMDT-012	Please provide a valid value for Process Reference Number
RPM-LO-CMDT-013	Please provide a valid value for Application Number
RPM-LO-CMDT-014	Please provide a valid value for Stage Code
RPM-LO-CMDT-015	Please provide a valid value for Title
RPM-LO-CMDT-016	Please provide a valid value for First Name
RPM-LO-CMDT-017	Please provide a valid value for Last Name
RPM-LO-CMDT-018	Please provide a valid value for Marital Status
RPM-LO-CMDT-019	Please provide a valid value for Date Of Birth
RPM-LO-CMDT-020	Please provide a valid value for Gender
RPM-LO-CMDT-021	Please provide a valid value for Unique Id No
RPM-LO-CMDT-022	Please provide a valid value for Seq No
RPM-LO-CMDT-023	Please provide a valid value for Email
RPM-LO-CMDT-024	Please provide a valid value for CIF Number
RPM-LO-CMDT-025	Single Installment is supported only for Bullet repayment
RPM-LO-CMDT-026	No Business Product found this Process Reference Number
RPM-LO-CMDT-027	KYC status update Pending
RPM-LO-CMDT-028	KYC Not Compliant - cannot proceed with Application
RPM-LO-CMDT-029	Please select a valid drop-down value for Country
RPM-LO-CMDT-030	Holiday Preference Not aligned to Host (back end) Product Default
RPM-LO-CMN-001	Process Reference Number cannot be null

Table A-1 (Cont.) Error Codes and Messages

Error Code	Messages
RPM-LO-CMN-002	Error in parsing date
RPM-LO-CMN-003	Offer Issue Details not found for this Process Reference number
RPM-LO-CMN-004	Offer Accept/Reject Details not found for this Process Reference number
RPM-LO-CMN-005	Loan Details not found for this Process Reference number
RPM-LO-CMN-006	Applicant Details not found for this Application number
RPM-LO-CMN-007	Charge Details not found for this Process Reference number
RPM-LO-CMN-008	Repayment Details not found for this Process Reference number
RPM-LO-CMN-009	Assessment Details not found for this Process Reference number
RPM-LO-CMN-010	Asset Details not found for this Process Reference number
RPM-LO-CMN-011	Mortgage Valuation Details not found for this Process Reference number
RPM-LO-CMN-012	Disbursement Details not found for this Process Reference number
RPM-LO-CMN-013	Vehicle Details not found for this Process Reference number
RPM-LO-CMN-014	Collateral Details not found for this Process Reference number
RPM-LO-CMN-015	Interest Details not found for this Process Reference number
RPM-LO-CMN-016	Please provide a valid value for Business Product Code
RPM-LO-CMN-017	Business Product Details is Empty
RPM-LO-CMN-018	UDE is not found for this component
RPM-LO-CMN-019	The flags are null from business product
RPM-LO-CMN-025	No Account Services are found for this process ref Number
RPM-LO-CMN-026	No Account Creation Details are found for this process ref Number
RPM-LO-CMN-027	Please provide a valid value for Branch code.
RPM-LO-CMN-028	The data from Common core is null.
RPM-LO-CMN-029	Final Hand-Off call to Customer Failed
RPM-LO-CMN-030	Customer is not yet created in Host
RPM-LO-CMN-031	Initiation Number or Business Product Code is null
RPM-LO-CMN-032	The data from Process Driver is null
RPM-LO-CMN-033	Please provide a valid value for Currency Code
RPM-LO-CMN-034	Please provide a valid value for Country Code
RPM-LO-CMN-035	JSON parser exception
RPM-LO-CMN-036	Customer number cannot be null
RPM-LO-CMN-037	No Vehicle Valuation details found for this Process Reference Number
RPM-LO-CMN-039	No Account Details are found for this Process Reference Number
RPM-LO-CMN-040	Approval Details not found for this Process Reference number
RPM-LO-CMN-041	Loan Summary Details not found for this Process Reference number
RPM-LO-CMN-042	The selected disbursement account is Dormant
RPM-LO-CMN-043	The selected disbursement account is Frozen
RPM-LO-CMN-044	The selected disbursement account is Blocked
RPM-LO-CMN-045	No credits allowed on selected disbursement account
RPM-LO-CMN-046	The selected repayment account is Dormant
RPM-LO-CMN-047	The selected repayment account is Frozen
RPM-LO-CMN-048	The selected repayment account is Blocked
RPM-LO-CMN-049	No debits allowed from selected repayment account
RPM-LO-CRDS-001	Please provide a valid value for External Rating Agency

Table A-1 (Cont.) Error Codes and Messages

Error Code	Messages
RPM-LO-CRDS-002	Please provide a valid value for External Rating
RPM-LO-CUDS-001	For Customer Response Accept, Date Of Offer Accept Or Reject is Mandatory
RPM-LO-CUDS-002	For Customer Response Reject, Date Of Offer Accept Or Reject is Mandatory
RPM-LO-CUDS-003	For Customer Response Amend, Offer Amend Date is Mandatory
RPM-LO-CUDS-004	Date Of Offer Accept Or Reject cannot be future date
RPM-LO-CUDS-005	Offer Amend Date cannot be future date
RPM-LO-CUDS-006	Please enter a valid value for Reason
RPM-LO-CUDS-007	Date Of Offer Accept Or Reject cannot be after the Date Of Offer Expiry
RPM-LO-CUDS-008	Offer Amend Date cannot be after the Date Of Offer Expiry
RPM-LO-CUDS-009	Date Of Offer Accept Or Reject cannot be before the Loan Application Date
RPM-LO-CUDS-010	Offer Amend Date cannot be before the Loan Application Date
RPM-LO-CUDS-011	Please provide a valid value for Customer Response
RPM-LO-CUDS-012	Please select a valid drop-down value for Customer Response
RPM-LO-CUDS-013	Offer Amend is not supported as per the configuration in Business Product
RPM-LO-DDDS-001	First Disbursement Date cannot be past date
RPM-LO-DDDS-002	Please provide a valid value for Total Disbursement
RPM-LO-DDDS-003	Total Disbursement should be greater than zero
RPM-LO-DDDS-004	Total Disbursement should be equal to the requested Loan Amount
RPM-LO-DDDS-005	For Frequency Based, Disbursement Frequency is mandatory
RPM-LO-DDDS-006	Please provide a valid value for Stage
RPM-LO-DDDS-007	Please provide a valid value for Date
RPM-LO-DDDS-008	Please provide a valid value for Amount Of Disbursement
RPM-LO-DDDS-009	Please provide a valid value for Total Disbursement
RPM-LO-DDDS-010	The First Disbursement Schedule Date should always be equal to First Disbursement Date
RPM-LO-DDDS-011	Amount Of Disbursement should be greater than zero
RPM-LO-DDDS-012	Total Amount Of Disbursement is not equal to requested Loan Amount
RPM-LO-DDDS-013	Date cannot be past date
RPM-LO-DDDS-014	Disbursement Dates should always be in Chronological order
RPM-LO-DDDS-015	Please provide a valid value for Disbursement Mode
RPM-LO-DDDS-016	Please select a valid drop-down value for Disbursement Mode
RPM-LO-DDDS-017	Please provide a valid value for Number Of Disbursement
RPM-LO-DDDS-018	Please provide a valid value for Disbursement Frequency
RPM-LO-DDDS-019	Please provide a valid value for Total Disbursement Currency Code
RPM-LO-DDDS-020	Total Disbursement Currency should be same as Loan Currency
RPM-LO-DDDS-021	Please select a valid drop-down value for Disbursement Frequency
RPM-LO-DDDS-022	For Multiple Disbursement, the Number Of Disbursement should be equal or greater than 2
RPM-LO-DDDS-023	For Single Disbursement, the Number Of Disbursement should be equal to 1
RPM-LO-DDDS-024	Please provide a valid value for Customer Account

Table A-1 (Cont.) Error Codes and Messages

Error Code	Messages
RPM-LO-DDDS-026	Please provide a valid Customer Account
RPM-LO-DDDS-027	First Disbursement Date cannot be future date
RPM-LO-DDDS-028	Please provide a valid value for First Disbursement Date
RPM-LO-DDDS-029	For Multiple Disbursement, Disbursement Details is Mandatory
RPM-LO-DDDS-030	Please provide a valid value for Issue Branch Code
RPM-LO-DDDS-031	Please provide a valid drop-down value for Issue Branch Code
RPM-LO-DDDS-032	Please provide a valid value for Payee Name
RPM-LO-DDDS-033	Please provide a valid value for Address 1
RPM-LO-DDDS-034	Please provide a valid value for Issue Branch Name
RPM-LO-DDDS-035	Please provide a valid value for Payee Branch Code
RPM-LO-DDDS-036	Please provide a valid drop-down value for Payee Branch Code
RPM-LO-DDDS-037	Please provide a valid value for Payee Branch Name
RPM-LO-DDDS-038	Please provide a valid value for Beneficiary Name
RPM-LO-DDDS-039	Please provide a valid value for External Account Number
RPM-LO-DDDS-040	Please provide a valid value for BIC Code
RPM-LO-DDDS-041	Please provide a valid value for Bank Name
RPM-LO-DDDS-042	Please provide a valid value for Branch Name
RPM-LO-DDDS-043	Please provide a valid value value for Branch Code
RPM-LO-DDDS-044	Please provide a valid value for Bank Code
RPM-LO-DDDS-045	The selected customer account is Dormant
RPM-LO-DDDS-046	The selected customer account is Frozen
RPM-LO-DDDS-047	The selected customer account is Blocked
RPM-LO-DDDS-048	No credits allowed on selected account
RPM-LO-EDDT-001	Total Income should not be negative
RPM-LO-EDDT-002	Total Expense should not be negative
RPM-LO-FLDT-001	Income Amount should not be negative
RPM-LO-FLDT-002	Expense Amount should not be negative
RPM-LO-FLDT-003	Total Income Amount is not equal to Individual Incomes
RPM-LO-FLDT-004	Total Expense Amount is not equal to Individual Expenses
RPM-LO-FLDT-005	Net Amount is not equal to Total Income Amount minus Total Expense Amount
RPM-LO-FLDT-006	Income should be greater than zero
RPM-LO-FLDT-007	Expense should be greater than zero
RPM-LO-FLDT-008	Asset Amount should be greater than zero
RPM-LO-FLDT-009	Liability Amount should be greater than zero
RPM-LO-FLDT-010	Total Asset Amount is not equal to Individual Assets
RPM-LO-FLDT-011	Total Liability Amount is not equal to Individual Liabilities
RPM-LO-FLDT-012	Please provide a valid value for Parent Or Guardian Details
RPM-LO-FLDT-013	Please provide a valid value for Basic Details
RPM-LO-FLDT-014	Please provide a valid value for Income Details
RPM-LO-FLDT-016	Please provide a valid value for Expense Details
RPM-LO-FLDT-018	Please provide a valid value for Income Type
RPM-LO-FLDT-019	Please provide a valid value for Total Income Amount

Table A-1 (Cont.) Error Codes and Messages

Error Code	Messages
RPM-LO-FLDT-020	Please provide a valid value for Expense Type
RPM-LO-FLDT-021	Please provide a valid value for Total Expense Amount
RPM-LO-FLDT-022	Please provide a valid value for Asset Type
RPM-LO-FLDT-023	Please provide a valid value for Net Amount
RPM-LO-FLDT-024	Please provide a valid value for Liability Type
RPM-LO-FLDT-026	Please provide a valid value for Seq Income No
RPM-LO-FLDT-027	Please provide a valid value for Seq Expense No
RPM-LO-FLDT-028	Please provide a valid value for Seq Asset No
RPM-LO-FLDT-029	Please provide a valid value for Seq Liability No
RPM-LO-FLDT-030	Please provide a valid value for Seq Basic Details No
RPM-LO-FLDT-031	Please provide a valid value for Seq Parent Details No
RPM-LO-FLDT-036	Net Amount should be greater than zero
RPM-LO-GTDT-002	Guarantor cannot be a minor. Age should be more than 18years
RPM-LO-GTDT-004	Please provide a valid value for Relationship With Customer
RPM-LO-GTDT-006	Please provide a valid value for Existing Customer
RPM-LO-GTDT-007	Please provide a valid value for Cif Number
RPM-LO-GTDT-008	Please select a valid drop-down value for Title
RPM-LO-GTDT-009	Please select a valid drop-down value for Relationship With Customer
RPM-LO-INDT-001	Effective Rate On Loan should be equal to Interest Rate minus Customer Margin
RPM-LO-INDT-002	Effective Rate cannot be negative
RPM-LO-INDT-003	Margin exceeds the tolerance limit allowed (+/- \$1) for \$2
RPM-LO-INDT-004	Min and Max values are not configured for \$1 in product
RPM-LO-INDT-005	Effective Rate should be in between \$1% and \$2% for \$3 as per Min and Max values in Product
RPM-LO-INDT-006	Effective Rate should be same as Interest Rate as Tolerance Margin configured is 0
RPM-LO-INDT-007	Margin exceeds the tolerance limit allowed (+ \$1) for \$2
RPM-LO-IODT-001	Please provide a valid value for Offer Issue Date
RPM-LO-IODT-002	Offer Issue Date cannot be future date
RPM-LO-IODT-003	Offer Issue Date cannot be past date
RPM-LO-LNDT-001	Loan Amount should be greater than zero
RPM-LO-LNDT-002	Please enter a valid value for Loan Tenure
RPM-LO-LNDT-003	Loan Tenure should be greater than zero
RPM-LO-LNDT-004	Please provide a valid value for Loan Currency Code
RPM-LO-LNDT-005	Please provide a valid value for Loan Amount
RPM-LO-LNDT-006	Please provide a valid value for Product Name
RPM-LO-LNDT-007	Please provide a valid value for Purpose Of Loan
RPM-LO-LNDT-008	Max Amount is not configured in Product for Currency \$1
RPM-LO-LNDT-009	Min Amount is not configured in Product for Currency \$1
RPM-LO-LNDT-010	Loan Amount should be in between \$2 and \$3 for Currency \$1
RPM-LO-LNDT-011	Please select a valid drop-down value for Account Currency
RPM-LO-LNDT-012	Please provide a valid value for Account Branch
RPM-LO-LNDT-013	Please select a valid drop-down value for Account Branch

Table A-1 (Cont.) Error Codes and Messages

Error Code	Messages
RPM-LO-LNDDT-014	Please provide a valid value for Account Type
RPM-LO-LNDDT-015	Please provide a valid value for Application Date
RPM-LO-LNDDT-016	Application Date cannot be past date
RPM-LO-LNDDT-017	Application Date cannot be future date
RPM-LO-LNDDT-018	Please provide a valid value for Estimated Cost
RPM-LO-LNDDT-019	Please provide a valid value for Customer Contribution
RPM-LO-LNDDT-020	Estimated Cost should be greater than zero
RPM-LO-LNDDT-021	Customer Contribution should be equal or greater than zero
RPM-LO-LNDDT-022	Loan Amount should be equal to Estimated Cost minus Customer Contribution
RPM-LO-LNDDT-023	Loan Tenure should be in between \$2 \$3 and \$4 \$5 for Currency \$1
RPM-LO-LNDDT-024	Max Tenure is not configured in Product for Currency \$1
RPM-LO-LNDDT-025	Min Tenure is not configured in Product for Currency \$1
RPM-LO-LODDT-001	Opinion Date cannot be future Date
RPM-LO-LODDT-002	Opinion Date cannot be before the Application Date"
RPM-LO-LODDT-003	Please provide a valid value for Opinion
RPM-LO-LODDT-004	Please select a valid drop-down value for Opinion
RPM-LO-LSDDS-001	Please provide a valid value for User Recommendation
RPM-LO-LSDDS-002	Please select a valid drop-down value for User Recommendation
RPM-LO-MNDDT-001	Collateral Share cannot be negative
RPM-LO-MNDDT-002	Repayment Share cannot be negative
RPM-LO-MNDDT-003	Repayment Share for an Applicant should not be more than 100%
RPM-LO-MNDDT-004	Sum of Individual Repayment Shares should be equal to 100%
RPM-LO-MNDDT-005	Please provide a valid value for No Of Mandates
RPM-LO-MNDDT-006	Please provide a valid value for Repayment Share
RPM-LO-MNDDT-007	Please provide a valid value for Applicant Id
RPM-LO-MVDDT-001	Actual Area Of Property should be greater than zero
RPM-LO-MVDDT-002	Face Value Of Asset should be greater than zero
RPM-LO-MVDDT-003	Market Value Of Asset should be greater than zero
RPM-LO-MVDDT-004	Valuation Date cannot be future Date
RPM-LO-MVDDT-005	Forced Sale Value should be greater than zero
RPM-LO-MVDDT-006	Valuation Date cannot be before the Application Date
RPM-LO-MVDDT-007	Forced Sale Value should be less than the Market Value Of Asset
RPM-LO-MVDDT-008	Please provide a valid value for Bank Valuation
RPM-LO-MVDDT-009	Please select a valid drop-down value for Bank Valuation
RPM-LO-MVDDT-010	Please provide a valid value for Actual Area Of Property Measure Type
RPM-LO-MVDDT-011	Please select a valid drop-down value for Actual Area Of Property Measure Type
RPM-LO-MVDDT-012	Please provide a valid value for Market Value Of Asset Currency Code
RPM-LO-MVDDT-013	Market Value Of Asset Currency should be same as Borrowers Market Value of Asset Currency
RPM-LO-MVDDT-014	Please provide a valid value for Face Value Of Asset Currency Code
RPM-LO-MVDDT-015	Face Value Of Asset Currency should be same as Borrowers Market Value of Asset Currency

Table A-1 (Cont.) Error Codes and Messages

Error Code	Messages
RPM-LO-MVDT-016	Please provide a valid value for Forced Sale Value Currency Code
RPM-LO-MVDT-017	Forced Sale Value Currency should be same as Borrowers Market Value of Asset Currency
RPM-LO-PODT-001	Please provide a valid value for Offer Amend Date
RPM-LO-PODT-002	Offer Amend Date cannot be future date
RPM-LO-PODT-003	Offer Amend Date cannot be past date
RPM-LO-PODT-004	Please provide a valid value for Approved Loan Amount
RPM-LO-PODT-005	Please provide a valid value for Approved Loan Amount Currency
RPM-LO-PODT-006	Approved Loan Amount Currency should be same as Requested Loan Amount Currency
RPM-LO-PODT-007	Please provide a valid value for Loan Tenure
RPM-LO-PODT-008	Loan Tenure should be greater than zero
RPM-LO-PODT-009	Approved Loan Amount should not be greater than Requested Loan Amount
RPM-LO-PODT-010	The maximum value allowed for Loan Tenure Months is 11
RPM-LO-PODT-011	Min Amount is not configured in Product for Currency \$1
RPM-LO-PODT-012	Approved Loan Amount should not be less than \$2 for Currency \$1
RPM-LO-PODT-013	Max Tenure is not configured in Product for Currency \$1
RPM-LO-PODT-014	Min Tenure is not configured in Product for Currency \$1
RPM-LO-PODT-015	Loan Tenure should be in between \$2 \$3 and \$4 \$5 for Currency \$1
RPM-LO-PODT-016	Please provide a valid value for Rate Of Interest
RPM-LO-PODT-017	Please provide a valid value for Effective Rate
RPM-LO-PODT-018	Effective Rate cannot be negative
RPM-LO-PODT-019	Margin exceeds the tolerance limit allowed (+/- \$1)
RPM-LO-PODT-020	Effective Rate should be in between \$1% and \$2% as per Min and Max values in Product
RPM-LO-PODT-021	Effective Rate should be same as Rate of Interest as Tolerance Margin configured is 0
RPM-LO-PODT-022	Margin exceeds the tolerance limit allowed (+ \$1)
RPM-LO-RPDT-001	Please provide a valid value for Type Of Repayment
RPM-LO-RPDT-002	Please provide a valid value for Repayment Frequency
RPM-LO-RPDT-003	Please provide a valid value for First Repayment Date
RPM-LO-RPDT-004	Please provide a valid value for Maturity Date
RPM-LO-RPDT-005	Please provide a valid value for Repayment Mode
RPM-LO-RPDT-006	Please provide a valid value for Moratorium Period
RPM-LO-RPDT-013	Moratorium Period should be not be less than zero
RPM-LO-RPDT-014	First Repayment Date cannot be past date
RPM-LO-RPDT-015	First Repayment Date cannot be before the First Disbursement Date
RPM-LO-RPDT-016	Please select a valid drop-down value for Type Of Repayment
RPM-LO-RPDT-017	Please select a valid drop-down value for Repayment Frequency
RPM-LO-RPDT-018	Please select a valid drop-down value for Repayment Mode
RPM-LO-RPDT-019	Please provide a valid value for Customer Account
RPM-LO-RPDT-021	Please provide a valid Customer Account
RPM-LO-RPDT-022	The selected customer account is Dormant

Table A-1 (Cont.) Error Codes and Messages

Error Code	Messages
RPM-LO-RPDT-023	The selected customer account is Frozen
RPM-LO-RPDT-024	The selected customer account is Blocked
RPM-LO-RPDT-025	No debits allowed from selected account
RPM-LO-RPDT-026	Please provide a valid value for Payee's Name
RPM-LO-RPSH-001	Please provide a valid value for Repayment Type
RPM-LO-RPSH-002	Please provide a valid value for First Repayment Date
RPM-LO-RPSH-003	Please provide a valid value for Repayment Frequency
RPM-LO-SUB-01	Applicant Details has been modified. Please update financial details accordingly
RPM-LO-SUB-02	Applicant Details has been modified. Please update mandate details accordingly
RPM-LO-VDDT-001	For Vehicle Class Used, Chasis Number is required
RPM-LO-VDDT-002	For Vehicle Class Used, Engine Number is required
RPM-LO-VDDT-003	For Vehicle Class Used, Registration Number is required
RPM-LO-VDDT-004	For Vehicle Class Used, Registered State is required
RPM-LO-VDDT-005	For Vehicle Class Used, Registered City is required
RPM-LO-VDDT-006	For Vehicle Class Used, Insurance Company is required
RPM-LO-VDDT-007	For Vehicle Class Used, Policy Number is required
RPM-LO-VDDT-008	For Vehicle Class Used, Policy Commencement Date is required
RPM-LO-VDDT-009	For Vehicle Class Used, Premium Amount is required
RPM-LO-VDDT-010	For Vehicle Class Used, Premium Frequency is required
RPM-LO-VDDT-011	For Vehicle Class Used, Policy Renewal Date is required
RPM-LO-VDDT-012	For Vehicle Class Used, Distance Run - Value is required
RPM-LO-VDDT-013	For Vehicle Class Used, Expected Selling Price is required
RPM-LO-VDDT-014	For Vehicle Class Used, Premium Amount should be greater than zero
RPM-LO-VDDT-015	For Vehicle Class Used, Expected Selling Price should be greater than zero
RPM-LO-VDDT-016	For Vehicle Class Used, Distance Run should be greater than zero
RPM-LO-VDDT-017	Please provide a valid value for Hypothecated Branch
RPM-LO-VDDT-018	Please provide a valid value for Make
RPM-LO-VDDT-019	Please provide a valid value for Model
RPM-LO-VDDT-020	Please provide a valid value for Vehicle Class
RPM-LO-VDDT-021	Please select a valid drop-down value for Hypothecated Branch
RPM-LO-VDDT-022	Please select a valid drop-down value for Vehicle Class
RPM-LO-VDDT-023	For Vehicle Class Used, Premium Amount Currency Code is required
RPM-LO-VDDT-024	Premium Amount Currency should be same as Loan Currency
RPM-LO-VDDT-025	Please select a valid drop-down value for Premium Frequency
RPM-LO-VDDT-026	Please select a valid drop-down value for Distance Run - Type
RPM-LO-VDDT-027	For Vehicle Class Used, Expected Selling Price Currency Code is required
RPM-LO-VDDT-028	Expected Selling Price Currency should be same as Loan Currency
RPM-LO-VDDT-029	For Vehicle Class Used, Distance Run - Type is required
RPM-LO-VDDT-030	Comprehensive insurance not provided
RPM-LO-VDDT-031	Please provide a valid value for Make (MM/YYYY)

Table A-1 (Cont.) Error Codes and Messages

Error Code	Messages
RPM-LO-VHDT-001	For Vehicle Class Used, Price As Per Valuation should be greater than zero
RPM-LO-VHDT-002	For Vehicle Class Used, Bank Valuation is required
RPM-LO-VHDT-003	For Vehicle Class Used, Fuel Type is required
RPM-LO-VHDT-004	For Vehicle Class Used, Distance During Valuation - Value is required
RPM-LO-VHDT-006	For Vehicle Class Used, Number Of Accidents is required
RPM-LO-VHDT-007	For Vehicle Class Used, Number Of Owners is required
RPM-LO-VHDT-008	For Vehicle Class Used, Price As Per Valuation is required
RPM-LO-VHDT-009	For Vehicle Class Used, Valuation Date is required
RPM-LO-VHDT-010	For Vehicle Class Used, Valuator is required
RPM-LO-VHDT-011	For Vehicle Class Used, Valuator Comments is required
RPM-LO-VHDT-012	For Vehicle Class Used, Valuation Date cannot be future Date
RPM-LO-VHDT-013	For Vehicle Class Used, Valuation Date cannot be before the Loan Application Date
RPM-LO-VHDT-014	For Vehicle Class Used, Distance During Valuation should be greater than zero
RPM-LO-VHDT-015	Please select a valid drop-down value for Bank Valuation
RPM-LO-VHDT-016	Please select a valid drop-down value for Fuel Type
RPM-LO-VHDT-017	For Vehicle Class Used, Distance During Valuation - Type is required
RPM-LO-VHDT-018	Please select a valid dropdown value for Distance During Valuation - Type
RPM-LO-VHDT-019	For Vehicle Class Used, Price As Per Valuation Currency Code is required
RPM-LO-VHDT-020	Price As Per Valuation Currency should be same as Loan Currency
RPM-PD-001	generateSequenceNumber : Entity cannot be null
RPM-PD-002	Sequence Generator failed to generate the reference number
RPM-PD-003	businessProductCode cannot be null
RPM-PD-004	Error while fetching Business Process
RPM-PD-005	Error while Fetching the Business Products
RPM-PD-006	Error occured while creating ATM Entity Model
RPM-PD-007	Unable to acquire task
RPM-PD-008	Error occurred while initiating workflow
RPM-PD-009	ApplicationNumber cannot be null
RPM-PD-010	Unable to save application in Transaction Controller
RPM-PD-011	Failed to persist comments
RPM-PD-012	Unable to update task to complete
RPM-PD-013	Process Code cannot be null for the lifecycle
RPM-PD-014	Error occured while submitting details to domain
RPM-PD-015	Unable to update stages
RPM-PD-016	Application Number, Process Code and Stagecode are mandatory
RPM-PD-017	Unable to update task to complete
RPM-PD-018	Error occured while fetching Summary details
RPM-PD-019	Datasegment is Mandatory
RPM-PD-020	Error occured while fetching Summary details

Table A-1 (Cont.) Error Codes and Messages

Error Code	Messages
RPM-PD-021	Error while getting datasegments from TC
RPM-PD-022	Error occurred while acquiring the task
RPM-PD-023	ProcessRefNo cannot be null
RPM-PD-024	Failed in domain save
RPM-PD-025	Error occurred while releasing the task
RPM-PD-026	Application submit/save failed for External System
RPM-PD-027	Application fetch failed for External System
RPM-PD-028	No Business Process maintained for the given Business Product
RPM-PD-029	\$1 is not valid
RPM-PD-030	The product \$1 cannot be selected multiple times
RPM-PD-031	Multiple products of the product type \$1 cannot be selected
RPM-PD-032	Cannot cancel the application as one or more process has crossed irrevocable stages
RPM-PD-033	Mandatory Datasegments \$1 are missing for the reference number \$2
RPM-PD-034	Datasegment Code(s) is missing for \$1 for the reference number \$2
RPM-PD-035	Loan offer accept/reject is not applicable for the given application
RPM-PD-036	Unable to proceed as the application is already being processed by the bank
RPM-PR-001	Error occurred while getting the cart details
RPM-TO-001	Mandatory Checklist(s) - \$1
RPM-TO-020	Mandatory Document(s) - \$1

B

Advices

This topic provides the information on the various advices supported in Retail Loan Account Origination process.



Note:

Personal information used in the interface or PDFs are dummy. It is only for reference purposes.

Table B-1 Advices

Advices	Sample Files
Loan Initiation Reply	Loan Initiation Reply
Loan Approval	Loan Approval
Loan Rejection	Loan Rejection
Loan Initiation	Loan Initiation
Offer Issue with Schedule	Offer Issue with Schedule
Offer Issue without Schedule	Offer Issue Without Schedule
Promissory Note	Promissory Note
Personal Loan Agreement	Personal Loan Agreement
E sign Agreement	E Sign Agreement
W8 Tax Declaration	W8 Tax Declaration
W9 Tax Declaration	W9 Tax Declaration
Welcome Letter with APR	Welcome Letter with APR
Credit Score Information	Credit Score Information
Privacy Notice	Privacy Note
Electronic Fund Transfer Agreement	Electronic Fund Transfer Agreement
Adverse Action Notice	Adverse Action Notice
Counter Offer	Counter Offer

Glossary

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