

FUNCTIONAL REQUIREMENTS DOCUMENT

Summary

The functional requirements were derived from the business workflow modelled in the BPMN collaboration diagram. The system supports four operational actors: Customer, Loan Officer, Credit Manager, and Finance Officer. Each actor performs specific responsibilities in the loan lifecycle application, validation, approval, disbursement, repayment tracking, and closure while IT Support acts only as a supporting stakeholder responsible for infrastructure and not day-to-day operations.

1. Customer Functional Requirements

ID	Requirement Description	Priority	Acceptance Criteria
FR1	Customers can register and manage profile	High	Create account, update details, secure login
FR2	Customers can submit loan applications	High	Amount, duration, and document upload required
FR3	Customers can respond to additional information requests	High	Upload missing documents when requested
FR4	Customers can view application status	High	Submitted, Under Review, Approved, Rejected
FR5	Customers receive approval or rejection decision	High	Notification triggered after manager decision
FR6	Customers can view repayment schedule	High	Installments, due dates, balance shown
FR7	Customers can make loan repayments	High	Payment recorded and reflected instantly
FR8	Customers receive repayment reminders	Medium	Automated email/SMS before due date
FR9	Customers receive loan closure confirmation	High	Triggered after full repayment

2. Loan Officer Functional Requirements

ID	Requirement Description	Priority	Acceptance Criteria
FR10	Loan Officers can register received applications	High	System assigns application ID

ID	Requirement Description	Priority	Acceptance Criteria
FR11	Loan Officers can review application details	High	View customer info and documents
FR12	Loan Officers can request additional information	High	Notification sent to customer
FR13	Loan Officers perform eligibility & credit checks	High	Record assessment results
FR14	Loan Officers prepare recommendation	High	Recommend approve or reject
FR15	Loan Officers forward application to Credit Manager	High	Changes status to “Pending Approval”
FR16	Loan Officers view application processing reports	Medium	Application volume and turnaround time

3. Credit Manager Functional Requirements

ID	Requirement Description	Priority	Acceptance Criteria
FR17	Manager reviews assessed applications	High	Access recommendation and documents
FR18	Manager approves or rejects loan	High	Decision must include reason and timestamp
FR19	Manager sends decision to customer	High	Automatic notification triggered
FR20	Manager issues disbursement instruction to Finance	High	Trigger finance workflow
FR21	Manager views portfolio dashboards	High	Active loans, overdue loans, totals
FR22	Manager generates operational reports	High	Export PDF/Excel

4. Finance Officer Functional Requirements

ID	Requirement Description	Priority	Acceptance Criteria
FR23	Finance creates loan account after approval	High	Repayment schedule generated
FR24	Finance disburses loan funds	High	Customer notified of disbursement
FR25	Finance records repayments	High	Balance updated automatically
FR26	Finance monitors overdue payments	High	Flag overdue accounts
FR27	Finance updates loan status	High	Active → Closed when fully paid
FR28	Finance sends closure confirmation	High	Notification sent to customer
FR29	Finance generates financial reports	Medium	Payments, interest, arrears

Supporting Stakeholder (Not a System Actor)

IT Support

- Maintains servers
- Performs backups
- Handles outages
- Does NOT perform business tasks in system