November 15, 2016

CMC approved concerns and answers: For Sir Bryan

1. Deductions/Charges should be incorporated in the loan classification details (done)

January 17 Demo

* 1. Charges will vary whether the loan is new, reloan or additional. As discussed during the demo, we will make a way to accommodate the said conditions. (under development)
  2. Also for Regular 1 and 2 as to setting up the max loanable that the total amount for 2 accounts will not exceed the maximum loanable amount. Succeeding reloans of 1 regular account shall base the limit on the balance of the other regular and the loan amount of the regular that will be reloaned. (done)

1. Loan classification details – for interest to be fixed and not maximum (done) - okay
2. Loan class will identify each loan type to be availed e.g. CA, Incentives, MO1, FS 2, (finalize usage of term) etc. and will vary according to interest rates and deductions
   1. This may refer to the changes in the loan programs like we will (under development)

January 17 Demo

1. As identified, we will use the Regular and Short Term loans for account type and under the former we have regular 1 and regular 2 and for the latter we will have the cash advance, incentives, etc.
2. Client Record – all fields are required (for CI purposes since we no longer require CI form 1) (what happens when information is not available? Is partial entry of data not allowed? ) – “not applicable” shall be written.

January 17 Demo

1. Still no option to add new referee under referred by in the client info section. (done)
2. I cannot add new parent group under group list (done)
3. When adding new reference under family and references, I cannot add for the middle name (fixed - done)
4. Branch under loan classification details should be fixed since it will display the account type (for clarification on next demo)
5. Purpose of loan under application details should have a drop down list (done)
6. Monthly expenses under assessment lacks other details as listed in the application form – (to be managed by users)
7. Release of loan if portion cash and portion thru card or thru other branches, can we add recipient name of branch? For release to other branches? (need to discussed – not sure if it is a good idea to add a branch as a recipient as eventually said branch will be releasing to an individual. Possible solution would be a branch recorded against the recipient.)
8. Under loans for pending, assessed, etc we need to know that the said application was assessed and approved or disapproved within the set maximum number of days. This is to assess performance of the branch. The system should be able to generate how many days an application was assessed, approved or disapproved: (each status has a date recorded against it so this can be generated)
   1. Applications should be assessed within 3 working days from application date
   2. Approval and disapproval should be made within 3 working days from application date
   3. Approval should not be saved if no recommendations or if approved amount is more than the recommended amount, it shall require override and with short explanation why such application was approved beyond the recommended amount. (done)
   4. If we opt to release the loan thru card, will this not require the cash card number? Or this will automatically be linked to the cash card number encoded in the clients record? As of the moment, there is no record for cash card number in the client’s record. We will be issuing cash card to our clients once loan is released. Please add this detail. (I’m not really sure how the cash card works but does a cash card work like a debit card?)
9. Client record that needs alerts are the following:
   1. ATM card details e.g. card number and expiry
   2. Identity information – only upon loan release shall require strict compliance.
   3. Picture
   4. Co-maker’s valid ID
10. Take photo – close up since this will adjust in the screen
11. Recent list of client record – we have to set how many days recent. This is for easy opening of client record – 7 days (this will be a setting to be set accordingly and managed by the company)
12. Loan acct type – must be incorporated in the loan classification details (done)
13. CI reports – drop down lists for reasons for denying the loan application and remarks for recommending of certain amount. c/o CCD (done)

January 17 Demo

* 1. Please consider adding boxes for Assessment Details instead of Remarks we will add 6 boxes for the following narrative report: (done)
     1. Capacity
     2. Character
     3. Capital
     4. Conditions
     5. Collateral
     6. Co-Maker

1. List of competitors not yet incorporated – to be included in the loan assessment and anytime we can add or delete names of competitors (done – however, delete won’t be allowed)
2. Identify documents that needs in alerts c/o CMC
   1. Identity Documents (valid ID’s)
   2. Requirements – upon release (need to discuss)
   3. Reloans – contact numbers, address, email, co-maker (if applicable) (is this related to item #4 above)
3. Loan assessment portion should be incorporated (done)
   1. Can we
4. CMC to decide if we will continue with the loose leaf or should we continue using manual OR but will issue only randomly or per request. Since the new system can now directly send the payment disclosure to the clients email accounts or thru sms. (for Sir Bryan, if possible payment disclosure shall be sent both to email and sms) – for new system we will use still loose leaf (ability to send thru email or SMS will not be available for this version)
5. Assess if Education is necessary under reference data –

Jan. 17 Demo

- no longer needed, please delete the educational attainment of reference data also contact number of immediate head is not necessary since this was not reflected in the application form. (done)

1. Official Receipt – in the presentation, we will present the regular, all incentives and Cash Advance.

CONCERNS – Client Record

1. Referred by – we cannot add new names in the list (can referees be individuals other than existing clients? - YES) (done)
2. Disable Landlord and its corresponding contact number if present address is not rented (done)
3. What is the difference between the boxes filled with light yellow color compared to pure white background? (light yellow colored boxes are “read-only” and data entry is not allowed. These will be populated after selecting an item from a “Search window”, ex. Referee search, employer search, etc. Will be shown on the next demo.)
4. Cannot take photo in my unit (is a camera present in the unit? is the camera in use by other applications)?
5. Age of client is critical since we have loan programs that limit the loanable amount depending on their age at maturity of the loan. It shall be included in the loan classification details to automatically remind the processor that approved term is beyond the age limit. (need to discuss. Is there a table for reference? )

Jan 17 Demo

- can we add maximum age in the loan classification details? So it will prompt the user that maximum term that will be given is up to maximum age limit or maximum term whichever comes first. Since we have encountered errors like this before that the employee granted term beyond the maximum age limit. (done but needs to be discussed)

1. Family and references – no space between Lastname, Firstname. Middle name is disabled in adding new reference (sometimes it will not function) (this is a bug and will be fixed on the next demo) (done)
2. Add relation drop down under references the following: (available on next demo) (done)
   1. Neighbor
   2. Friend
   3. In law
3. Use caps lock to all information in the client record
4. Is reference information will not automatically be forwarded if the said reference will be our client? After I manually encoded the name of referrer, the client search for such name was duplicated. (it should. Will show in the next demo)
5. How can we add Parent Group in group list? (will be explained in the demo on how this works)
6. Please refer below for the sample loan classifications:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Loan Type** | **Parent Group** | **Group** | **Class Name** | **Sub-Group** |
| Salary | DEPED | GINGOOG DISTRICT | Diminishing 1 | Gingoog Central School |
| Pension | Pension | GSIS | Straight 2 | Pensioner |
|  |  | SSS | Cash Advance | Survivor |
| Allotment | Allottee | Seamen Allottee | Straight 1 | Seamen Allottee |

1. What do you mean by Employer Name under employer list? Does it refer to the Parent Group? (will be explained in the demo on how this works)
2. Address under employment info is disabled. I cannot enter the texts. (address is retrieved from the employer list window. Will be explained in the next demo on how this works.)
3. If possible the bank account info under branch will be the same with the bank name that we will just select the branch and shall not update the bank list because there will be a possibility that the encoder will forget to save the changes made in the client record just to update the bank list since it is on a separate window. (will be explained in the demo on how this works)
4. If we can assign client ID number only when there is already a release for the first time. New applications should have a separate title like “Applications”. It will be transferred to Active clients once the loan was released for the first time. (Every time a person’s record is saved in the system, whether client or otherwise, an ID is assigned to it automatically. It is the only way of making the record unique).

Jan 17 Demo

- in relation to #15 concern, how can we avoid duplication of clients when previously said client is still single and upon renewal (previously fully paid her account) she is already married and carries the name of his husband?

1. “Row cannot be located for updating. Some values may have been changed since it was last read” – what does it mean? (where does this happen? How to duplicate?)
2. Where can we incorporate the requirements? The requirements are submitted partially upon application and the rest is upon release. It must included in the alerts notification. (need to discuss)
3. Can we set our own alert status if in the future there are information not defined previously and we decide to add another data to include in the alert. (unfortunately, this is not possible)
4. Client record succeeding reloans will be updated, can we view the previous information? For tracking purposes like if the client transferred to a new address (this is not possible.) – print the client record every time there are changes and shall be kept in the credit files.

Jan 17 Demo

- in relation to #19 is it possible that every reloan, if there are changes made in the client record, it will prompt that printing of updated client record is necessary? To compensate the controls since it is not possible that previous information will be viewed in the future.

1. Loan assessment will be extracted from the system thru PDF and shall be sent to area office for approval of Area Manager just in case the latter cannot access the system especially during travel.
2. If there are changes in our loan program (loan classification list), can we incorporate the changes according to effectivity date? And if possible we can indicate document number for easy tracing.
3. Filtering of old loan programs to avoid errors in case there are new loan programs (old loan programs will be “deactivated” and won’t be available for selection) – deactivation of old loan program will this be done on our end? (yes - done)
4. Maximum loanable amount for two regular account should not exceed certain amount of which the branch has the option on how much will be assigned to certain regular account but not to exceed the maximum loanable amount for regular account. (done)

Feb. 7, 2017 Demo

1. Add “Renew” – this refers to previously fully paid accounts and wanted to avail loans. (is this for reporting purposes? If so, no need to do this.) – no need for separate button but the loan shall identify if new or renew.
2. For CCD – assessment for 5 C’s maybe we can have fixed values for us to have a drop down. Lists all possible remarks. Also drop down list for reasons approval, rejection (c/o Sir Benz) (done)
3. Filter lists of competitors by branch in the loan assessment (done)
4. Show client Net Take Home Pay in Client details under loan record for approval purposes. (done)
5. Approval thru call or text – shall be included in the rights of the OIC
   1. If possible only one window will be accessed to approve and reject
6. Release details – for proceeds to be released to other branch, add a branch in the release details and a message will be sent to the receiving branch.
   1. Send also documents to the releasing branch if the client is in another branch and ready for printing. (what documents?)
7. LPPP Computation (Charges) – general rule: 1.00 for every 1,000 times term of loan but not to exceed 24 months (done)
   1. DEPED (regular) – maximum of 12 regardless of the term of loan (done – to be managed by users with rights)
8. 1 client can have multiple bank account (done)
9. Alert shall be made for actual releases not equal to the approved amount but should not be released beyond the approved amount. (done)
10. Cancellation of transactions even after actual releases (done)

Feb. 27 Demo

1. Add confirmation to group list when adding groups since we are using dragging function to avoid errors.
2. We can no longer change the group list if there are already accounts under said group.
3. For same employer name with different group e.g. Looc ES from District 1, 2 & 3 we will just add the district number after the name of school like Looc ES1, Looc ES2
4. Use tree list in choosing group/parent for loan class
5. Ratio charges – maximum will be based on the term not amount
6. Decided to have an option for New, Renewal, Reloan and Restructure in loan classification list

March 29 – Demo

1. Newly added-clients – who? All newly added clients were not shown in this option.
2. Previously added name for referee and later will be added as client, supposedly it will automatically copy the initial information encoded, but this time it was not and I kept on adding the same name and it was duplicated in the referee list. Can you do something about it? Is it possible that in encoding new client record, it will prompt the moment you encode the surname if it has an existing record already?
3. Please add the contact number in the alerts.
4. Identity documents – should also have a required numbers – some loan type requires 1 identity documents, some requires 2. It shall be included in the alert if it lacks the required number of identity documents.
5. Other requirements – e.g. appointment, certificate of employment, etc. where can we possibly incorporate this one that it shall be included in the alert notification? It differs also according to loan class. The alert should be displayed upon release.
6. Upon release, an alert notification of the bank details should be displayed since upon application, bank details will not be disclosed yet only upon release. There are also time that the proceeds is already released but the bank details shall follow especially for buyout purposes.
7. Co-maker – a client has access to salary and pension. Each has distinct loan classification list, the former has no co-maker while the latter requires 1 co-maker as encoded in the classification list. But when we add a co-maker it prompted that it requires no co-maker and the data can’t be save. But there is an alert just below the co-maker box “1 required”
8. Pending Loans – to address our concern on the maximum number of days an application is processed?
9. documents expiry – Cannot add another identity documents. It will override the first document.
10. Bank Accounts – cannot encode the bank account no. and card number
11. Client record can be edited by anyone but will require override by the OIC or BM.
12. Reject – change to “Disapprove”
13. Approval – must also show the applied amount in addition to recommended amount from the CI’s assessment
14. Release details – must also show the applied amount in addition to approved amount.
15. For Release – change to “NET PROCEEDS”
16. Release details – release to client may also mean balance to be released to client just in case there are other recipient of the proceeds. If possible running balance will be displayed.
17. Maximum loanable amount shall be per parent and not per loan type – please refer to Georgee for further clarifications
18. Extension office transactions – what to do?
19. Payments – should have an options: Cash (walk in payment), Cash in Bank (POS Transactions – ATM), Inter-Branch, Check
    1. It should reflect the amount withdrawn (for CIB mode of payment) thru the Cashier before the LO can process the payments.
    2. Payments to different accounts by one client should show the amount withdrawn or amount received then salary change.
    3. It should display the amortization for the processor to know on how to spread the received payment.
    4. There are various practices in applying payment as follows:
       1. If withdrawn amount or received payment is equal or more than the total amortization, then the system should automatically distribute the payments according to schedule and shall reflect salary change after all payments.
       2. If withdrawn amount or received payment is less than the total amortization, the general rule in application of payment is in the order of priority as penalty, interest and principal.
       3. There are selected branch also that if the collected amount is less than the amortization, a minimum partial shall be applied to principal and the remaining will be to the interest.