Loan Management System on Salesforce

Phase 1: Problem Understanding & Industry Analysis

Problem statement:

Lease Management System, the primary need comes from organizations that lease out assets such as vehicles, machinery, or properties. Traditional manual processes involve paperwork, spreadsheets, or multiple disconnected systems, which create inefficiency.

During this phase, meetings are held with stakeholders like **lease officers, managers, finance staff, and even customers** to gather their needs. For example, lease officers want an easy way to create agreements, finance staff want payment reminders, and managers want dashboards of asset utilization.

◆ Business Need

Organizations engaged in leasing activities often deal with **vehicles, equipment, and properties** that are leased to customers for a fixed duration. The current process of managing these leases is often manual, involving paper agreements, spreadsheets, and fragmented tools. This leads to inefficiencies, errors in payment tracking, missed renewals, and poor customer communication.

- A **centralized platform** to record assets and their availability status.
- An **automated process** for creating lease agreements, calculating installment amounts, and generating payment schedules.
- A **tracking mechanism** for overdue payments and reminders for upcoming renewals.
- **Dashboards and reports** for managers and finance teams to get real-time insights into leasing operations.

◆ Stakeholders

1. **Customer** – The end user who takes the asset on lease. They are primarily concerned with agreement terms, payment schedules, and timely reminders.
2. **Lease Officer** – Responsible for creating lease agreements, capturing customer details, assigning assets, and initiating the approval process.
3. **Manager / Finance Head** – Reviews and approves lease agreements, monitors overall portfolio performance, tracks overdue payments, and ensures timely renewals.

◆ Deliverables

At the end of this phase, the project team must produce a **Requirements Document** that clearly outlines:

- **Actors & Users** (Customers, Lease Officers, Managers, Finance Heads).
- **Use Cases** (Create Agreement, Approve Agreement, Generate Payments, Track Overdue, Renewal Notifications).
- **Business Rules** (End Date must be after Start Date, Lease Amount must be greater than 0, Payment Frequency required).
- **System Outputs** (Reports, Dashboards, Alerts, Notifications).

Phase 2 — Org setup & configuration (prepare environment)

(Admin tasks — exact clicks)

1. Setup → **App Manager** → **New Lightning App** → Name: `Lease Management` → add tabs: **Leases, Assets, Lease Payments, Reports, Dashboards** → Finish.

2. Setup → **Company Information** → confirm org currency & timezone.

3. Setup → **Users** → New User: create `lease.officer@`, `fina`

App Details & Branding

Give your Lightning app a name and description. Upload an image and choose the highlight color for its navigation bar.

App Details

App Name
Lease Management

Developer Name
Lease_Management

Description
Enter a description...

App Branding

Image

Clear

Primary Color Hex Value
#0070D2

Org Theme Options
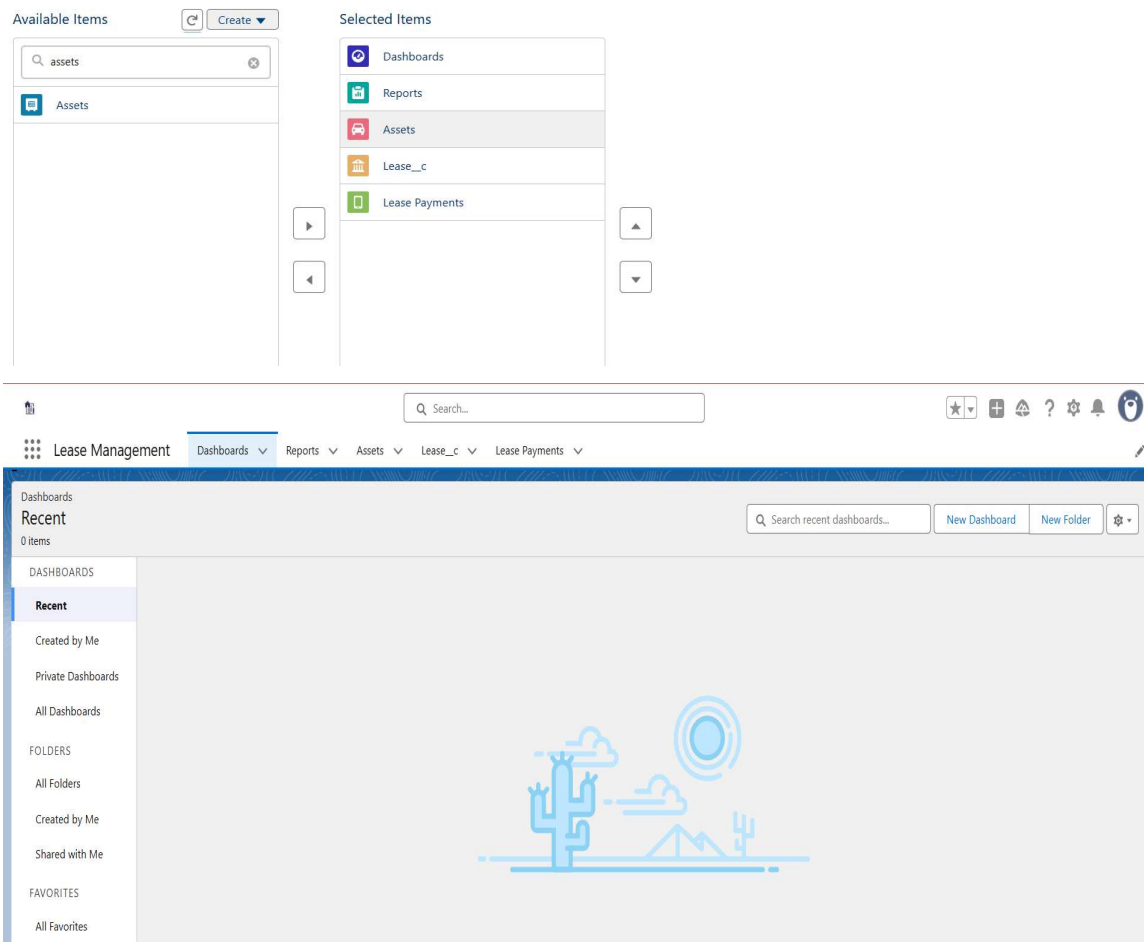☐ Use the app's image and color instead of the org's custom theme

App Launcher Preview

Lease Management

Navigation Items

Choose the items to include in the app, and arrange the order in which they appear. Users can personalize the navigation to add or move items, but users can't remove or rename the items that you add. Some navigation items are available only for phone or only for desktop. These items are dropped from the navigation bar when the app is viewed in a format that the item doesn't support.

Available Items

Create ▼

🔍 assets

▢ Assets

Selected Items

🔵 Dashboards

🟢 Reports

🔴 Assets

🟤 Lease__c

🟩 Lease Payments

`nce.manager@` (assign Salesforce license).

4.   Setup → **Profiles**: Duplicate Standard User → `Lease Officer Profile` (basic object access). Setup → **Permission Sets** if you want to give extra rights without editing profile.

5.   Setup → **Roles**: create `Manager` above `Lease Officer`.

6.   Setup → **Sharing Settings** → Edit:

○   Lease__c = **Private**

○   Lease_Payment__c = **Controlled by Parent**

○   Asset__c = **Public Read Only**

7.   Deliverable: App + basic users/roles/profiles configured

Phase 3 — Data modeling & relationships (create objects & fields)

(Admin tasks — exact clicks & API names)

Create objects: Setup → Object Manager → **New Custom Object**

1.   **Asset**

○   API: `Asset__c`
○   Fields (Fields & Relationships → New):
■   `Type__c` — Picklist: Vehicle, Equipment, Property
■   `Location__c` — Text
■   `Availability__c` — Checkbox (default TRUE)

2.   **Lease**
○   API: `Lease__c`
○   Record Name: Auto Number `L-{0000}`
○   Fields:
■   `Account__c` — Lookup(Account) — label Customer
■   `Asset__c` — Lookup(Asset__c) — Asset
■   `Start_Date__c` — Date
■   `Term_Months__c` — Number(3)
■   `Total_Amount__c` — Currency
■   `Payment_Frequency__c` — Picklist (Monthly)
■   `Status__c` — Picklist (Draft, Pending Approval, Active, Cancelled, Completed)
■   `End_Date__c` — Formula (Date) — formula below
■   `Monthly_Payment__c` — Formula (Currency) — formula below

```
// End_Date__c

DATE(YEAR(Start_Date__c), MONTH(Start_Date__c) + Term_Months__c,
DAY(Start_Date__c))


// Monthly_Payment__c

IF(Term_Months__c > 0, Total_Amount__c / Term_Months__c, 0)
```

SETUP > OBJECT MANAGER
Lease__c

Details			
Fields & Relationships			

Quick Find | New | Deleted Fields | Field Dependencies | Set History Trackin

13 items, Sorted by Field Label

Details	Last Modified By	LastModifiedById	Lookup(User)	
Fields & Relationships	Lease__c	Name	Auto Number	✓
Page Layouts	Monthly_Payment__c	Monthly_Payment_c__c	Formula (Currency)	
Lightning Record Pages				
Buttons, Links, and Actions	Owner	OwnerId	Lookup(User,Group)	✓
Compact Layouts	Payment_Frequency__c	Payment_Frequency_c__c	Picklist	
Field Sets				
Object Limits	Start_Date__c	Start_Date_c__c	Date	
Record Types	Status__c	Status_c__c	Picklist	
Related Lookup Filters				
Restriction Rules	Term_Months__c	Term_Months_c__c	Number(18, 0)	

Details

Details   Edit   Delete

Description

API Name   Enable Reports
Lease_c__c
Custom   Track Activities
✓
Singular Label   Track Field History
Lease__c
Plural Label   Deployment Status
Lease__c   Deployed
                                            Help Settings
                                            Standard salesforce.com Help Window

3. **Lease Payment**

○   API: `Lease_Payment__c`

○   Record Name: Auto Number `LP-{0000}`

○   Create **Master-Detail Relationship** → Parent: `Lease__c` (this makes sharing "controlled by parent" automatically)

○   Fields:

■   `Due_Date__c` — Date

■   `Amount__c` — Currency

■   `Paid__c` — Checkbox (default false)

■   `Paid_Date__c` — Date

4.   Page Layouts:

○   Lease layout: top fields + Related List "Lease Payments".

○　　　Compact Layout: Lease Number, Customer, Status, Start Date, End Date.

5.　　　Deliverable: 3 objects + fields + layouts ready