

# Loan Management System on Salesforce

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## Phase 1: Problem Understanding & Industry Analysis

### Requirement Gathering

- Business need: A digital system to handle loan applications from customers, streamline approvals, and track repayments.
- Stakeholders:
  - Customers (who apply for loans).
  - Loan Officers (review applications).
  - Managers/Finance Head (approve or reject).

### ♦ Business Process Mapping

1. Customer submits loan application.
2. Loan Officer reviews and checks documents.
3. Approval workflow → Manager/Finance Head.
4. On approval → EMI calculation + repayment schedule auto-created.
5. System tracks payments (Paid/Pending/Overdue).

### ♦ Industry Use Case

- Banks, NBFCs, and fintech companies use similar systems.
- Enhances compliance, reduces fraud, improves loan recovery.

## Phase 2: Org Setup & Configuration

**Salesforce Edition:** Enterprise Edition (needed for Approval Process + Profiles).

**Company Profile:** Fiscal Year April–March, Loan Business Hours 9 AM – 6 PM.

### User Setup:

- Roles: Customer, Loan Officer, Manager, Finance Head.
- Profiles:
  - Customer → limited community access.
  - Loan Officer → read/write loan apps.
  - Manager → approval permissions.
  - Finance → reporting access.

### OWD & Sharing:

- Customers see only their loan applications.
- Loan Officers see all customers assigned to them.
- Managers see all applications.

## Phase 3: Data Modeling & Relationships

### 1. Customer\_\_c

- Fields: Name, Email, Phone, Address, PAN\_Number\_\_c.

### 2. Loan\_Application\_\_c

- Fields:

- Application\_No\_\_c (Auto Number).
- Loan\_Type\_\_c (Picklist: Home, Personal, Vehicle, Education).
- Loan\_Amount\_\_c (Currency).
- Interest\_Rate\_\_c (Percent).
- Loan\_Tenure\_\_c (Number, Months).
- EMI\_Amount\_\_c (Currency, Formula via Trigger).
- Status\_\_c (Picklist: Draft, Submitted, Approved, Rejected, Disbursed).
- Customer\_\_c (Lookup → Customer).

### 3. Payment\_\_c

- Fields: Payment\_Date\_\_c, Amount\_Paid\_\_c, Payment\_Status\_\_c (Paid, Pending, Overdue).
- Lookup → Loan\_Application\_\_c.

### ◆ Relationships

- **Customer** → **Loan** (One-to-Many).
- **Loan** → **Payment** (One-to-Many).

## Phase 4: Process Automation (Admin)

### Validation Rules:

- Loan\_Amount\_\_c > 0.
- Loan\_Tenure\_\_c >= 6.
- PAN\_Number\_\_c required if Loan\_Amount\_\_c > 50,000.

**Flow Builder:**

- Record-Triggered Flow → when Loan\_Application\_\_c.Status\_\_c = Approved → auto-create Payment\_\_c records for each EMI month.

**Approval Process:**

- Step 1: Loan Officer → Approve/Reject.
- Step 2: Manager/Finance Head final approval.
- Final Action: Update Status = Approved and trigger Flow.

**Email Alerts:** Notify customer on Approval/Reject.