Front Office Support

Trial Calculation: Once a Client come to get a lease calculating the possible leasing facility is done based on his requirement. There are two main ways a leasing can be taken.

> **Standard Proposal**: Leasing calculation based on standard company settings

> **Flexible Proposal**: Customized trial calculation based on customers financial abilities

Once the negotiation is over the Application is submitted by the front office. Also the initial information related to the proposal is captured. For example Purpose, Introducer, Follow-up Officer, etcí

Application Maintenance

Open an Application: Opening and Viewing the application created.

Equipment Details: Related details of the Equipment to be leased are captured.

Security Details: Client Security details related to the Application are entered. The Security Type & related type Property information are captured.

Edit Report: A report creates as an Adobe Reader fine, with the information regarding the Application. This report includes Client Information, Contract Information, initial Payment Information, Security Information, Rental Schedule & Report properties.

Appraisal: Report on detailed client information & equipment evaluation created based on the Marketing Officers feedback. This document is used by Approval Officers.

Submit for Approvals: Submission of the Application for approval

Document Check List: List of document created based on the Product related Equipments.

Application Status Inquiry: This support feature id developed to view the progress & status of an existing Application.

Cancel Application: Cancellation of a halfway done application.

Approvals: Application approval process happens in two levels.

> First Level Approval

> Second / Final Approvals

If an application is rejected on either of the levels it is redirected back to the Submit Officer.

Contract Maintenance

Initiate Contract: Once the Second level Approval is received the Contact is created with a unique Contract Number. Contact initiation is done in Application wise, or batch processing is also available.

Confirm to Activation: Confirmation to make the Contract Activation. At this point the Purchase Order is released, payment is sent to the Supplier and the vicle can be released.

Manual Contract Activation: Once an Activation Confirmation is given, against a Contract; it automatically gets activated at the end of the given grace period. But it is possible to override the grace period & manually activate a Contract.

Settlement Sequence

Auto Settlement Sequence: The system defined sequence to settle the dues.

Manual Settlement Sequence: Predefined sequences for contracts can be altered based in customer requests.

Manual Settlement Query: Query & View the existing Manual Settlement Sequence for a specific Contract.

Waived Off:

Reducing the Penalty & Cheque return charges from a certain Contract.

Waived off Entry: Entering the Waiving off amounts for each charge

Waived off Query: Viewing the waived off charges & amounts for a given Contract.

Insurance:

Insurance related details of the Contract.

Equipment Insurance Details: Detailed Insurance information regarding each Equipment under the Contract.

Insurance Expiry Report: Report on all Equipment Insurances to be expired for the given period of time.

Document Maintenance

Document outputs from the system.

Offer Letter: Letter sent to the client regarding the leasing facility offered to him. It is formatted to print on a legal sheet.

Agreement: To fill in and print the agreement with related details on a preprinted form.

Purchase Order: Generated for the Supplier to get the equipment released.

M.T.A 3 Letter: Applied only for vehicles. This Letter is to RMV regarding the vehicle ownership transfer.

RMV Letter: Acts as the cover letter for the MTA 3

Deletion Letter: Letter sent to RMV at the end of the contract indicating the lesser, lessee names.

Letter of Demand: Letter sent to Client informing regarding the legal action processing once he is not paying.

Reminder Print: Printing the auto generated reminders at the Day end process.

Tax Invoice: Generated for the Client, if he needs to get the tax claimed.

Information Consol

Application Inquiry: The list of Application can be retrieved based on a Branch, for a given period under Application status, Client wise or Marketing officer wise. Initial Application information are displayed for a selected Application.

Disbursement Inquiry: Payments & ledger information based on a Branch, Client or specific Contract for a given period.

Contract Inquiry: The complete picture of a specific Contact can be viewed through this. Initial Details, Recovery Progress, Current Arrears, Contract Status, Due Types & Payments etcí can be viewed based on a Contract

Rental Schedule: Viewing the detailed rental schedule for a given Contract

Equipment Details: Detailed information on the equipments, including their suppliers under the given Contract

Security Details: Details of Security listed against a certain Contract

Receipts Settlement Details: Information on how the customer dues were settled from a certain Payment

Receipts Cancellation Details: Settlement cancellation information with reference to the Cancelled Receipt

Waived off Details: Information on the waived off charges for a given Contract.

Post-Dated Cheque Inquiry: List of received post-dated cheques which are to be receipted

Contract Status Change Details: Contract status is based on the due settlement. If the Dues are settled in time the status is ‑Good₀ else ‑Bad₀ The Status automatically changes as dues are settled.

Manual Settlement Sequence Details: Information regarding the manually altered settlement sequence for a given contract

IRR: Initial Rate of Return

Client Exposure: Summarized information on all contracts for a certain Client. Total Rental payment is displayed.

Ledger Card: Information on all transactions happened against the Contract

Diarizing Message Viewer: Any message or note related to the contract, to be displayed on a certain date.

Contract Closure

Standard Closure: Closure can happen in two ways, either Standard or Early settlement. In an early settlement System can rebate and give an amount to settle.

Premature Part Settlement: During the period Client can partially settle the Capital. Partial Equipment releasing based on the receipt is also possible.

Rescheduling: Renewal of the Contract at the end of the period

Contract Transfers: Changing the Client of a Contract. Related Security & the Trial Calculation also get changed. If vehicle related RMV reports will be regenerated.

Consent Motion: New schedule creation for a Contract based on a legal judgment through legal action.

Write-Off: Closing the Contract forwarding balance as a loss when the Client and related equipments are missing

Contract Cancellation: Closing a newly initiated Contract. Extra charges may be calculated.

Contract Visit: Assigning an officer to visit a certain Client to collect arrears

Critical Action

Contract Termination: Once the fifth reminder is sent, the bond with the Client gets terminated. If necessary a grace period also may be defined. Then legal action may be generated.

Assign Jobs: Generating seizing orders for the terminated Contracts.

Repossession: Once the Equipment is seized a valuation will be taken and the equipment will be yarded.

Advertisement: Creating an advertisement for the equipments to be sold.

Offers: Capturing the offers for the advertised equipments.

Release Equipment: Releasing the equipment based in an offer.

Legal Action: Maintaining references once the Contract is forwarded for legal action

System Messaging: Internal mailing system

System Day End

Overpayment Process: Settlement of dues against Overpayments

ODI Calculation: Calculating Over Due Interests based on the given rate at the end of the grace period.

Date Rollover: Branch wise system update

Auto Contract Activation Process: Automatic activation of the confirmed Contracts at the end of the defined grace period

Rentals Maturity Process: Generating rental dues based on the schedule

Post-Dated Cheque Process: Automatic receipt generation for the authorized post-date cheques

Arrears Process: Recalculating number of arrears and the total. Generating non-performing contracts based on the defined parameters.

Tax Invoice Process: Generating Tax invoiced which are to be printed during the given period

Laps Contracts: Listing Expiring Contracts as at date & changing the Contract status to laps

Reminder Process: Generating reminders as per the defined parameters.

Crib Process: Generating the file to be sent to the CRIB