



# InfoGlobalTech

*Innovative Solutions for your Enterprise*

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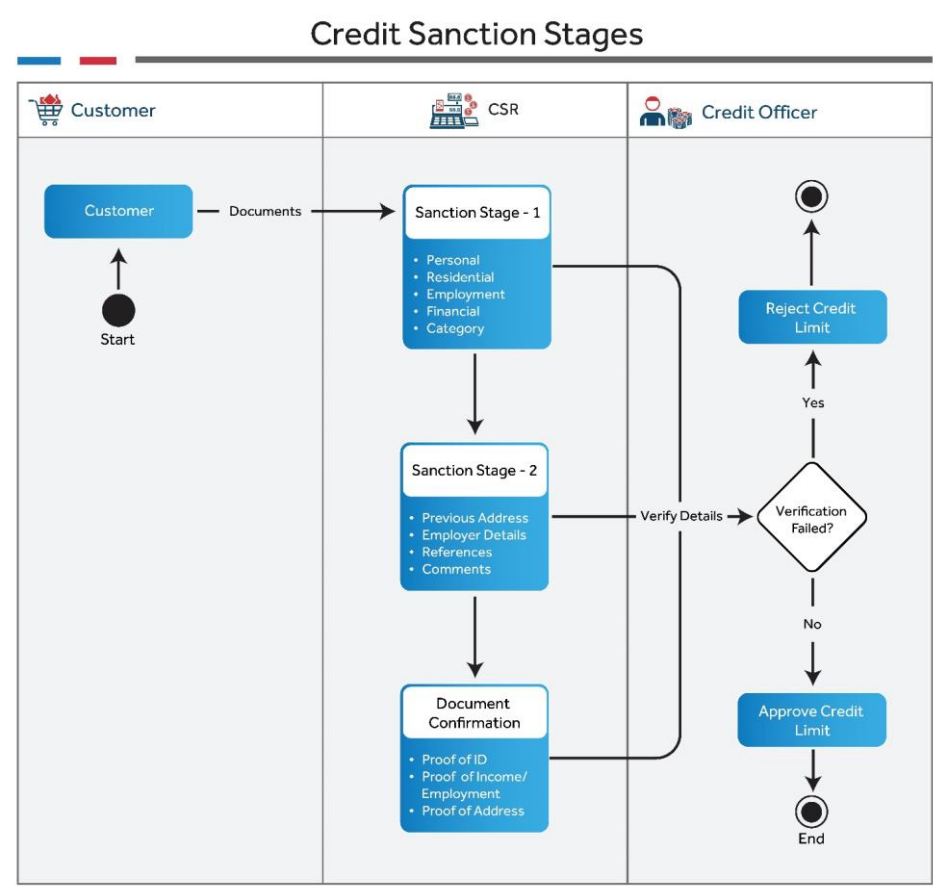
# 1 Credit Sanction Process

The credit department does credit Sanctioning. The process starts when the Credit Manager generates a report to identify the pending credit accounts for approval. This process ends when the credit application is approved or rejected by reviewing the data provided by the customer. The customer's application is processed by a set of procedures to get a credit limit for the "Ready Finance" account and "Cash Loan". Then credit sanctioning team will evaluate all the rules to allocate the credit limit to customers. The Credit Sanction Process includes:

- Sanction Stage – 1
  - a. Personal
  - b. Residential
  - c. Employment
  - d. Financial
  - e. Category
- Sanction Stage – 2
  - a. Previous Address
  - b. Employer Details
  - c. References
  - d. Comments
- Document Confirmation
  - a. Proof of ID
  - b. Proof of Income/Employment
  - c. Proof of Address
- UW-Underwriter

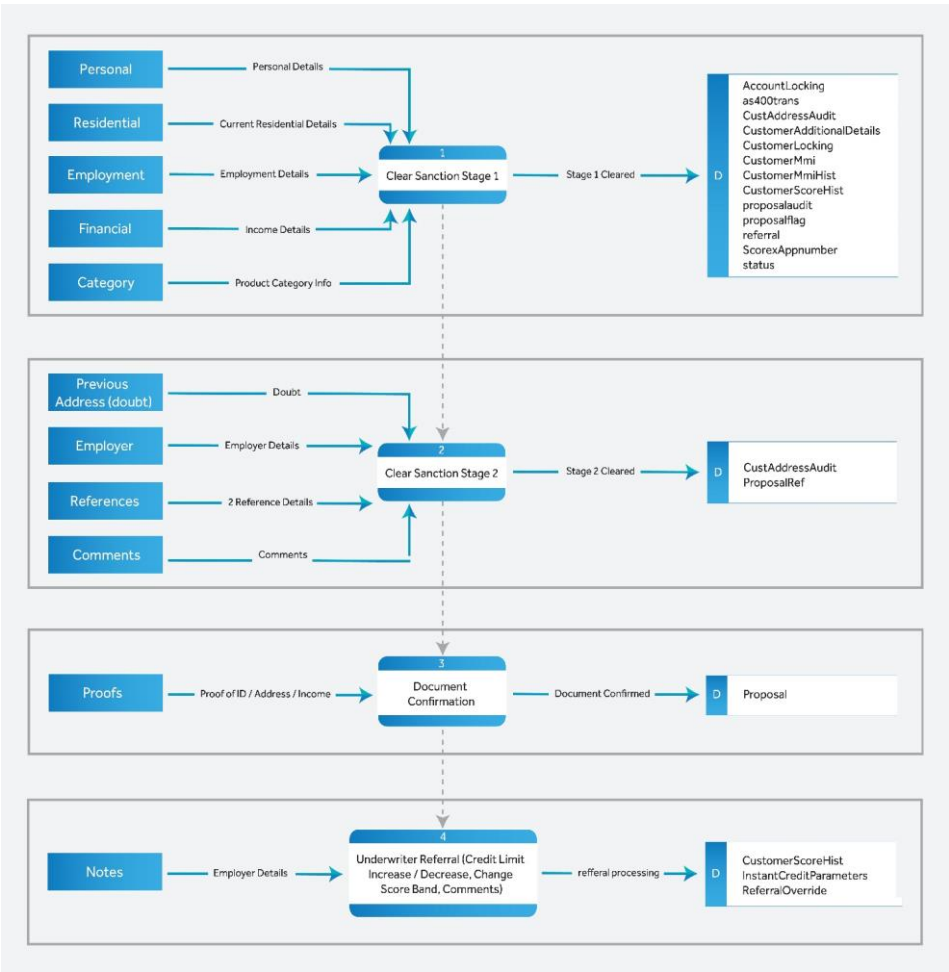
# 1.1 Credit Sanction Process

The following diagram shows the process flow of sanctions stages:



## 1.2 Credit Sanction Data Flow Diagram

The following diagram represents the Data Flow Diagram for the Credit Sanction stages. There are four sanctioning stages. The following tables show within each stage is independent of each other.



### 1.3 System Configuration Settings for Credit Sanction

These screens will help users to define eligibility for credit sanction.

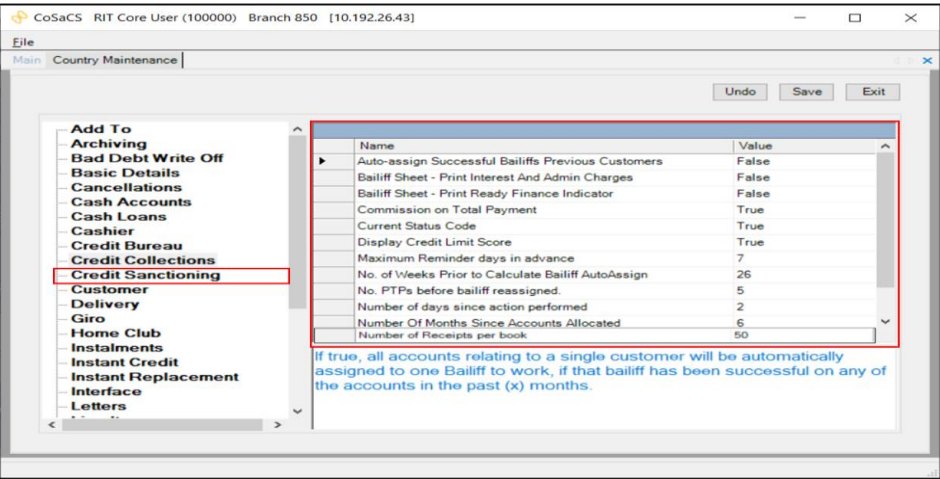


Figure 1 Credit Sanction

As of now, there are Four Bands defined in all countries. Based on each country’s requirement, the number of bands can be increased or decreased. The service charge billed to the customer is decided based on the Band. Example - Band ‘A’ customers will pay less interest and subsequent Band will pay higher interest incrementally.

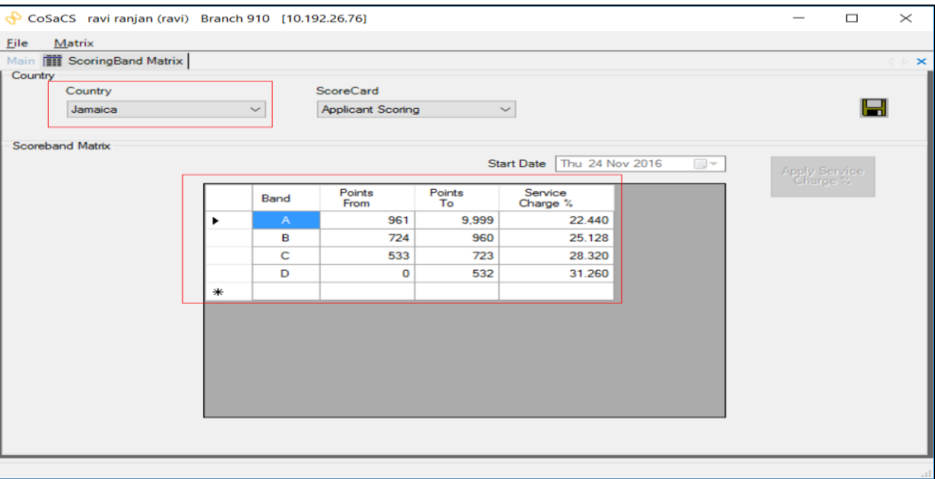


Figure 2 Scoring Band Matrix

Each rule here has a defined score. The sum of all scores should be greater than the “Decline if Score” value defined. Some important rules are “Month Expenses”, “Age”, “No of Installments”, “Marital Status”, “Residential Status”, etc. In the below example, if the scoring is less than 521 then the rule will decline the customer account request.

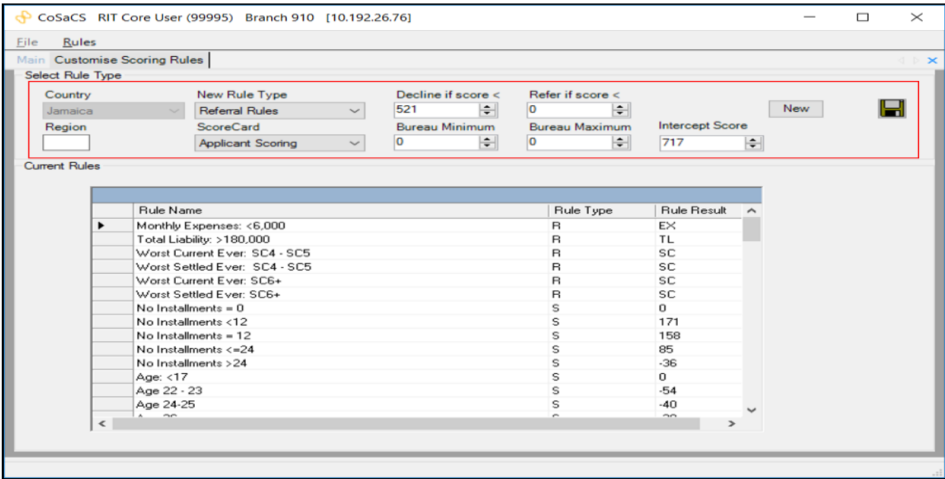


Figure 3 Customize Scoring Rules

Note: The scoring section Data Flow Diagram is covered in system configuration, Click [here](#) to navigate.

Each rule here has a defined score. The sum of all scores should be greater than the “Decline if Score” value defined. Some important rules are “Month Expenses”, “Age”, “No of Installments”,

Band	Points From	Points To	Service Charge %
A	961	9,999	22.440
B	724	960	25.128
C	533	723	28.320
D	0	532	31.260

Figure 4 Customize Scoring Rules -2

“Marital Status”, “Residential Status”, etc. In the below example, if the scoring is less than ‘532’, then the rule will decline the customer account request.



## 1.4 Sanction Stage – 1

The CSR enters the “Personal”, “Residential”, “Employment”, “Financial” and “Category” details provided by the customers in Stage - 1 and submits the application. After the details are filled, the check button color changes to green. The CSR will click the check button to navigate for stage – 2.

Personal details of sanction stage – 1:

CoSaCS RIT - Core User (99995) Branch 551 [UNIERD02]

File Sanction

Main Customer Search Customer Record Credit Sanction Stage 1 - 1044932LLNHQA

Customer: 1044932LLNHQA First Name: LIZ-ANN M Last Name: LIBERT-ALLEYNE Date of Application: Wed 25 Nov 2020

Stage 1 Applicant data mandatory Application Type: Sole

Applicant 1 Accounts Comments

Personal Residential Employment Financial Category

ID Selection: ID Card Date of Birth: Thu 03 Aug 1978 Age: 42 Gender: Female

No. of Dependents: 3 Marital Status: Married Is Spouse Working: ☐

Nationality: TRINIDADIAN

Loyalty Card No: Loyalty Card Effective Date: Sat 27 Mar 2021

Figure 5 Personal details - Credit Sanction

Residential details of Sanction Stage – 1:

CoSaCS RIT - Core User (99995) Branch 551 [UNIERD02]

File Sanction

Main Customer Search Customer Record Credit Sanction Stage 1 - 1044932LLNHQA

Customer: 1044932LLNHQA First Name: LIZ-ANN M Last Name: LIBERT-ALLEYNE Date of Application: Wed 25 Nov 2020

Stage 1 Applicant data

Application Type: Sole

Applicant 1 Accounts Comments

Personal Residential Employment Financial Category

Date In Curr Address: Tue 25 Nov 20 yrs: 12 mnths: 4 Current Residential Status: Other

Property Type: Mortgage/Rent: 10

Figure 6 Residential details - Sanction Stage - 1

Employment details of Sanction Stage – 1:

CoSaCS RIT - Core User (99995) Branch 551 [UNIERD02]

File Sanction

Main Customer Search Customer Record Credit Sanction Stage 1 - 1044932LLNHQA

Customer: 1044932LLNHQA First Name: LIZ-ANN M Last Name: LIBERT-ALLEYNE Date of Application: Wed 25 Nov 2020

Stage 1 Applicant data

Application Type: Sole

Applicant 1 Accounts Comments

Personal Residential Employment Financial Category

Curr. Emp. started: Mon 09 Sep 20 yrs: 1 mnths: 6 Employment Status: Employed Occupation: OTHER

Pay Frequency: Monthly Tel. code: No.

Figure 7 Employment - Sanction Stage - 1

Financial details of Sanction Stage – 1:

CoSaCS RIT - Core User (99995) Branch 551 [UNIERD02]

File Sanction

Main Customer Search Customer Record Credit Sanction Stage 1 - 1044932LLNHQA

Customer: 1044932LLNHQA First Name: LIZ-ANN M Last Name: LIBERT-ALLEYNE Date of Application: Wed 25 Nov 2020

Stage 1 Applicant data mandatory Application Type: Sole

Applicant 1 Accounts Comments

Personal Residential Employment Financial Category

Monthly Income

Net Income: 6000.00

Additional Income: 0.00

Monthly Disposable Income

Monthly Income - Monthly Commitments - Monthly Rent/Mortgage 3180.00

Bank Details

Bank: Account Type:

Account Number: Credit Card No:

Bank acct opened: Wed 25 Nov 20 yrs: 0 minths: 4

Bank Account Name:

Payment Method: Access - Now

Figure 8 Financial - Sanction Stage - 1

Category of Sanction Stage – 1:

CoSaCS RIT - Core User (99995) Branch 551 [UNIERD02]

File Sanction

Main Customer Search Customer Record Credit Sanction Stage 1 - 1044932LLNHQA

Customer: 1044932LLNHQA First Name: LIZ-ANN M Last Name: LIBERT-ALLEYNE Date of Application: Wed 25 Nov 2020

Stage 1 Applicant data mandatory Application Type: Sole

Applicant 1 Accounts Comments

Personal Residential Employment Financial Category

Product Category

Electrical Furniture Workstation Other

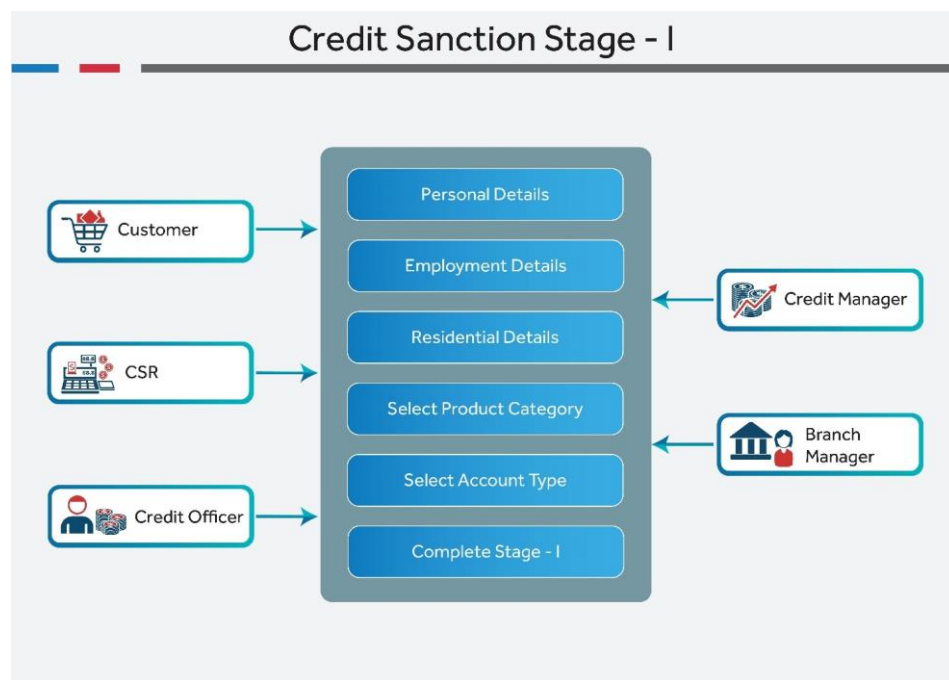
Please select the product category that the customer intends to buy using their account.

Vision

Figure 9 Category - Sanction Stage - 1

### 1.4.1 Use Case - Sanction Stage – 1

The following use case depicts a high-level representation of the Use Case.



## 1.5 Sanction Stage – 2

The CSR enters the customer's details like "Previous Address", "Employer Details", "References" and "Comments". In the References tab, the CSR enters the details of the two (minimum number) references provided by the customer. Here customer should know the references for at least five (5) years. Also, Credit Sanction Officer will call all references to verify that correct information is shared by a customer. Based on the individual case, the CSR will also update their comments. Once required data is entered, the check button color will change to green. The CSR will click the check button and navigate to the next stage – DC.

### Previous Address of Sanction Stage -2

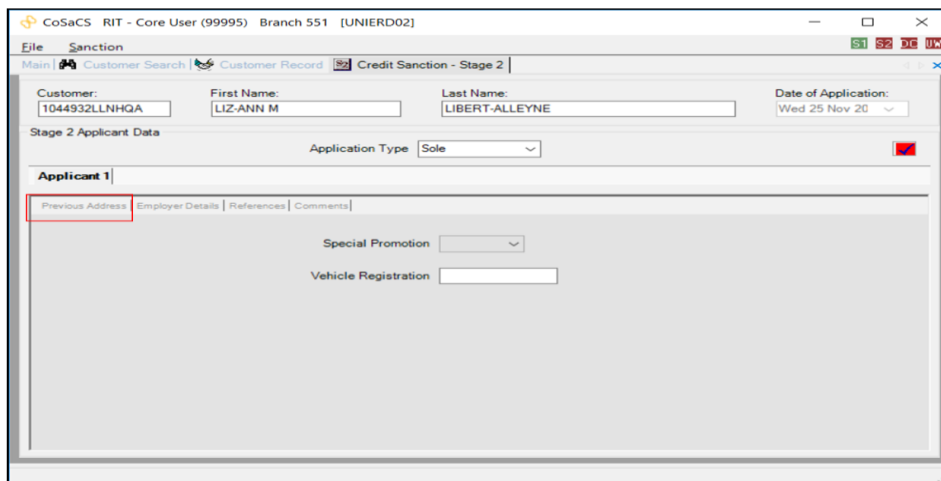


Figure 10 Previous Address - Sanction Stage - 2

Employer details of Sanction Stage -2

CoSaCS RIT - Core User (99995) Branch 551 [UNIERD02]

File Sanction

Main | Customer Search | Customer Record | Credit Sanction - Stage 2

Customer: 1044932LLNHQA First Name: LIZ-ANN M Last Name: LIBERT-ALLEYNE Date of Application: Wed 25 Nov 20

Stage 2 Applicant Data Application Type: Sole

Applicant 1

Previous Address | **Employer Details** | References | Comments

Employer

Name: Varus Investments Limited

Address: 17 Centenary Street Pasea Tunapuna  
AAA  
888  
111

Department:

Staff/works number:

Figure 11 Employer Details - Sanction Stage - 2

References details of Sanction Stage - 2

CoSaCS RIT - Core User (99995) Branch 551 [UNIERD02]

File Sanction

Main | Customer Search | Customer Record | Credit Sanction - Stage 2

Customer: 1044932LLNHQA First Name: LIZ-ANN M Last Name: LIBERT-ALLEYNE Date of Application: Wed 25 Nov 20

Stage 2 Applicant Data Application Type: Sole

Applicant 1

Previous Address | Employer Details | **References** | Comments

References

First name: TriciaJohn-Salazar Last name: Relationship: Parent

Years Known: 0

Home Address: Test Work Address: Home Tel: 1745 1868-333-0140

Post Code: Post Code: Work Tel: Mobile:

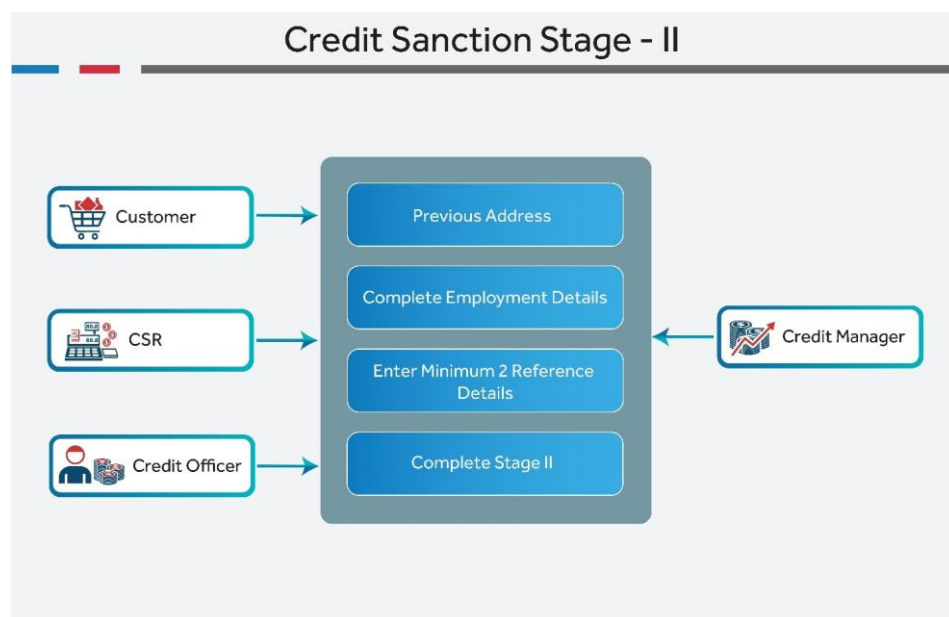
☐ Reference Checked Checked By: Date Checked: 25/11/2020 06:39:22

Parent Guarantor

Figure 12 References - Sanction Stage - 2

### 1.5.1 Use Case - Sanction Stage – 2

The following diagram is a high-level representation of the use case.



## 1.6 Document Confirmation Stage

In this stage, the customer will provide “Proof of ID”, “Proof of Income/Employment” and “Proof of Address”. The CSR will enter the ID number followed by the expiry/validation date. The Credit Manager will verify the IDs submitted by the customer and approve the documents. If the customer is an existing/old customer, CoSaCS will display the previous ID proofs submitted. For existing/old customers, the CSR will update and confirm the documents as per the business rules. Once required fields are filled, the check button changes to green, CSR will click this button for allowing the application to proceed to UW.

CoSaCS RIT - Core User (99995) Branch 551 [UNIERD02]

File Document Confirmation

Main Customer Search Customer Record Document Confirmation

Customer: 1044932LLNHQA First Name: LIZ-ANN M Last Name: LIBERT-ALLEYNE Date of Application: Wed 25 Nov 20

Document Confirmation

Proof of ID: Passport ID Notes: Passport No.: JM1234 Exp Dt: 12/05/2026

Proof of Income/Employment: Payslip Income/Employment Notes: Payslip Dt: 25/02/2021

Proof of Address: Telecom Bill Address Notes: Bill Dt: 05/02/2021

Previous Proof of Income/Employment: Previous Income/Employment Notes:

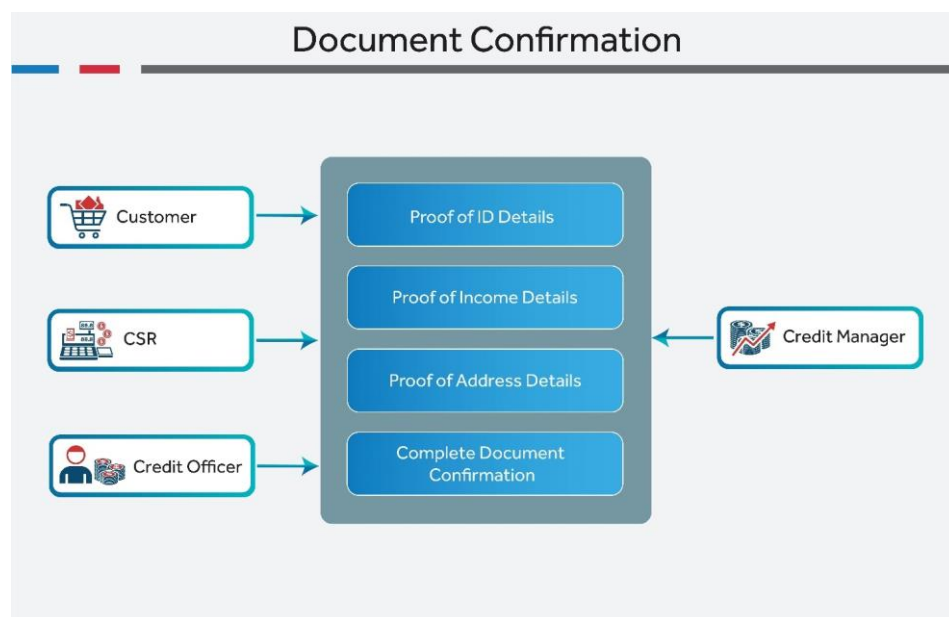
Previous Proof of Address: Previous Address Notes:

Figure 13 Document Confirmation



### 1.6.1 Use Case - Document Confirmation screen

The following diagram is a high-level representation of the use case.



# 1.7 Under Writer

This is the referral stage where credit application needs manual review. Credit Sanction Officer will approve/reject the credit application based on the reviews or feedback provided in the previous stages. The officer will check the data reflected and take necessary action. Here officer can increase or decrease the credit limit sanctioned by CoSaCS, but this needs authorization from the Credit Manager. All required data for the customer will also be entered here.

CoSaCS RIT - Core User (99995) Branch 551 [UNIERD02]

FileReferral

MainCustomer SearchCustomer RecordReferral Processing

NotesSummaryAccount History

Customer:1044932LLNHQA

First Name:LIZ-ANN M

Last Name:LIBERT-ALLEYNE

Date of Application:Wed 25 Nov 2020

Account No:817-0000-5805-1

Credit Limit10625.00

Credit % Uplift0

Referral Limit33000.00

Max. Monthly Instalment1172.90

Reason for referralTE - No Telephone

System Recommendation ScoreR

Band190

Reason for change

Approve

Reject

Referral NotesHistory

27/03/2021 4:21:21 AM Scored : AReferral: TE

27/03/2021 3:17:28 AM Scored : AReferral: TE

11/25/2020 6:39:26 PM Scored : AReferral: TE

Policy Rules Referred On

Description

No Telephone

Referral Audit

Cleared By

Date

Result

Name

6009034

27/03/2021 04:08

A

RIT - C

Figure 14 Under Writer

# 1.8 Authorize Delivery

The Credit officer needs to clear all flags in the ‘Authorize Delivery’ screen.

Clear flag screen:

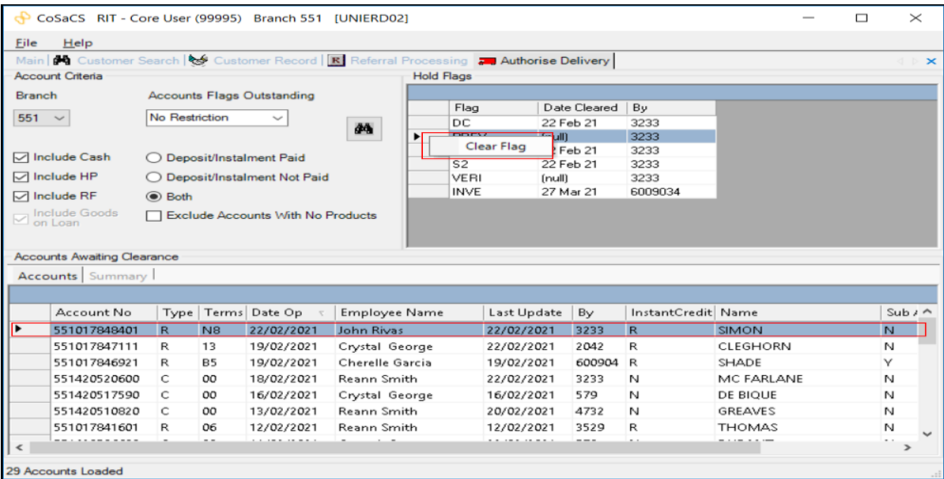


Figure 15 Authorize Delivery

Clear proposal Screen:

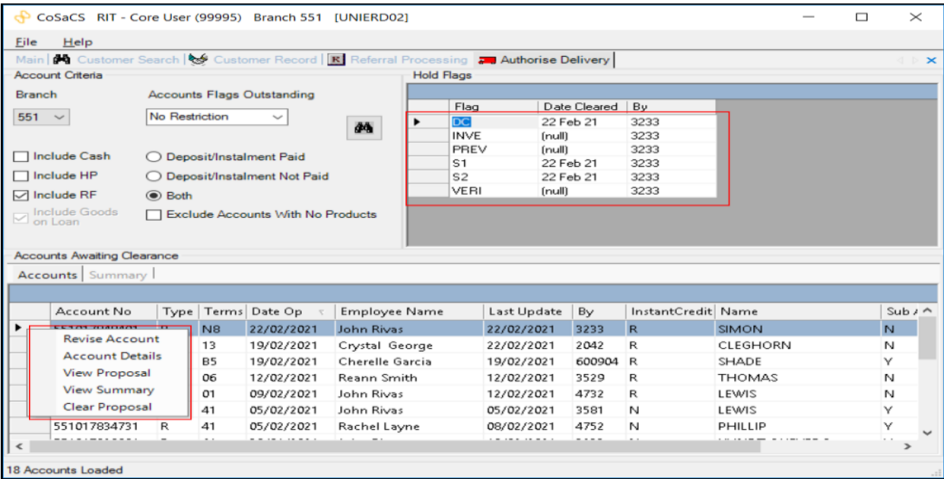


Figure 16 Authorize Delivery - 2

## 2 Terms Type

Based on the Terms Type, the repayment schedule and interest rate calculation are done by CoSaCS. The Terms Type can also be updated from the database. The Terms Type will be different for each location. Based on the requirements, the Credit team will introduce a new “Terms Type” in each country.



Terms	Description	INS%	A SC%	A Total	B SC%	B Total	C SC%	C Total
00	SILVER - DEPOSIT	1.200	14.200	14.200	15.000	15.000	18.000	18.000
01	SILVER - NO DEPOSIT	1.200	14.200	14.200	15.000	15.000	18.000	18.000
02	SIL-ADD2/MULTI MERGE	1.200	33.980	33.980	34.580	34.580	36.980	36.980
10	TAKE 10	1.200	33.980	33.980	34.580	34.580	36.980	36.980
12	DEPOSIT	0.000	13.800	13.800				
13	Ultimate 12mths INT3	3.000	20.100	20.100	20.100	20.100	20.100	20.100
14	Silver 12mths INT3	1.200	14.200	14.200	14.200	14.200	14.200	14.200
15	Gold 12mths INT3	2.400	18.600	18.600	18.600	18.600	18.600	18.600
16	TAKE 10	1.200	14.200	14.200	15.000	15.000	18.000	18.000
17	SILVER - DEPOSIT	1.200	33.980	33.980	34.580	34.580	36.980	36.980
18	SILVER - 1ST INSTAL	1.200	33.980	33.980	34.580	34.580	36.980	36.980
19	SILVER - ADD-TO	1.200	33.980	33.980	34.580	34.580	36.980	36.980
1A	IFIN 60 DAY GOLD	2.400	18.600	18.600	18.600	18.600	18.600	18.600

☐ Adjust Insurance  
0.000

☐ Adjust Service Charge  
0.000

Start Date: Fri 15 Jan 2021

Adjust All Bands

Figure 17 Terms Type - Overview

The Credit team can also add and edit the existing terms type:

- Credit team will add the necessary “Length Options” and edit the “Maximum Number of Installments” in the “Installment Details” tab. The same process will follow for the new Terms Type. Here the team will select a unique overview code.

**Commented [CK1]:** As per vishal's comment, we have included adding and editing the 'termstype' in a minimalistic detailed way. Do let us know if you need more elaboration this.

CoSaCS RIT - Core User (99995) Branch 551 [UNIERD02]

File Main Terms Type Maintenance

Overview

Code: 01 Load Terms Type Description: EASY PAY SILVER

Is Active? ☒ Yes ☐ No Payment Holidays ☐ Yes ☒ No Affinity Terms Type? ☐ Yes ☒ No

APR (for printing payment schedule): Store Type: A

Is Loan type? ☐ New Customer ☐ Recent Customer ☐ Existing Customer ☐ Staff

Apply to Account Types: HIRE PURCHASE, READY FINANCE

Save, Exit, Clear, Copy, Bands

Details

Installment Details

Deposit: ☐ % ☒ Currency Value: 0.00

STC Min Installment: ☐ % ☒ Currency Value: 0.00

Details

Installment before delivery ☐ Deliver non stocks ☐ Months deferred: 0 No. months interest free: 0 Default Number of Months: 0 Minimum Number of Instalments: 0 Maximum Number of Instalments: 30 Full rebate if paid within: 0 days

Length Options

Len
6
12
18
24
30

Figure 18 Terms Type Maintenance

CoSaCS RIT - Core User (99995) Branch 551 [UNIERD02]

File Main Terms Type Maintenance

Overview

Code: 01 Load Terms Type Description: EASY PAY SILVER

Is Active? ☒ Yes ☐ No Payment Holidays ☐ Yes ☒ No Affinity Terms Type? ☐ Yes ☒ No

APR (for printing payment schedule): Store Type: A

Is Loan type? ☐ New Customer ☐ Recent Customer ☐ Existing Customer ☐ Staff

Apply to Account Types: HIRE PURCHASE, READY FINANCE

Save, Exit, Clear, Copy, Bands

Details

Installment Details

Rates Setup

Date From	Date To	Rate	Band
08/03/2021	01/01/1900	23.880	A
08/03/2021	01/01/1900	29.400	B
08/03/2021	01/01/1900	33.000	C
08/03/2021	01/01/1900	36.000	D

Service Charge (applies to THIS score band only)

Start: Sat 27 Mar 2

Service Charge %: 23.880

Band: A Points: 291 To: 400

Rate Details (applies to ALL score bands - any change will add new rate for ALL bands)

Rate Type: Fixed

Ins % (of Service Charge): 0.000

Admin %: 0.000 Admin Value (Cash Loan): 0.000

Insurance Included In Service Charge ☐ Include Warranty in Admin Calc ☐

Figure 19 Rates Setup - Terms Type Maintenance

- Next, in the rates tab Credit team will edit or add a service charge for each band.
- Credit team will edit or add Cashback and MMI details.

The following table shows some sample “Terms Type” from St. Kitts Retail Location.

Terms	Description	INS %	A SC%	A Total	B SC%	B Total	C SC%	C Total
0	SILVER - DEPOSIT	1.2	14.2	14.2	15	15	18	18
1	SILVER - NO DEPOSIT	1.2	14.2	14.2	15	15	18	18
2	SIL-ADD2/MULTI MERGE	1.2	33.98	33.98	34.58	34.58	36.98	36.98
10	TAKE 10	1.2	33.98	33.98	34.58	34.58	36.98	36.98
12	DEPOSIT	0	13.8	13.8				
13	Ultimate 12mths INT3	3	20.1	20.1	20.1	20.1	20.1	20.1
14	Silver 12mths INT3	1.2	14.2	14.2	14.2	14.2	14.2	14.2
15	Gold12mths INT3	2.4	18.6	18.6	18.6	18.6	18.6	18.6
16	TAKE 10	1.2	14.2	14.2	15	15	18	18
17	SILVER - DEPOSIT	1.2	33.98	33.98	34.58	34.58	36.98	36.98

## 2.1 Terms Type Data Flow Diagram

The following diagram shows the terms type data flow between tables.

