# GOS ERP CREDIT MODULE USER MANUAL

- CREDIT & RISK MANAGEMENT DEPARTMENT (CRM)

Introduction

GOS Credit is a core Credit and Loans application with an optimal approach aimed at driving an efficient credit management business in one place while satisfying your operational, compliance and reporting objectives.

It is robust end-to-end credit origination, management and reporting application built to satisfy the needs of all professionals and processes within these process and practices.
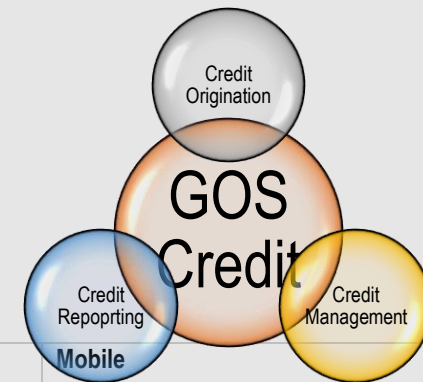
The functionalities of Credit Management Application are summarized in the table below:

S/N	Description	Core Application	Web	Mobile

1	Dashboard	- Loan performance metrics
		- Loan calculator
		- Overdue information
		- PAR
		- Loan Concentration
		- Quick Links
		- Process Counts:
		  o Application Count
		  o Appraisal Count
		  o Disbursement Count
		  o Payment Due Count
		  o Overdue Count
			- Account summary
			- Transaction summary
			- Recent transaction
				- Account summary
				- Transaction summary
				- Recent transaction

	Loan Origination	- Loan Origination:
		  o Customer Registration
		  o Loan Application and Approvals
		  o Offer Letter Generation
		  o Offer Letter Review
		  o Loan Booking & Loan Booking Approval
		  o IFRS – Impairment Computation
			- Loan Origination:
			  o Customer Registration
			  o Loan Application
			  o Offer Letter Generation and Acceptance
				- Loan Origination:
				  o Customer Registration
				  o Loan Application
				  o Offer Letter Generation and Acceptance

S/N	Description	Core Application	Web	Mobile
	Loan Management	- Loan Management o Loan Review Application and Approval o Loan Review Offer Letter o Loan Review Operation o Collateral Management o Customer Transaction o Repayment o Due payments o Overdues	- Loan Management o Loan History o Loan Repayment o Loan Reports	- Loan Management o Loan History o Loan Repayment o Loan Reports
	Reports	- Reports o Loan Report o Customer Reports o Audit Trail Reports etc.	- Reports o Loan Report o Customer Reports o Audit Trail Reports etc.	- Reports o Loan Report o Customer Reports o Audit Trail Reports etc.

LOAN ORIGINATION

Loan origination process starts with customer registration till loan is disbursed to the customer. The following sub-processes are components of the loan origination process:

- Customer Registration

- Credit Application

- Credit Appraisal and Approval

- Credit Disbursement
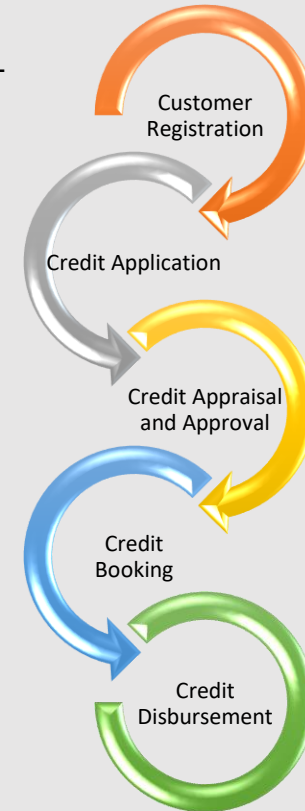
❖ Customer Registration

Customer Registration can be initiated as either a Specified user or Customer.

The Customer table holds information about credit customers. To search a customer, any of the following information could be typed into the search box:

- Name
- Email
- Account number

Customer information could be added individually or multiple using the upload

Customer Registration Initiated as a Specified user

To add customers individually as a Specified user, follow the following steps:

- navigate to loan origination
- click on customer and it will open the loan customer information page
- to add a customer, click on the add button, opens the customer information page, populate with required information and save:

Customer General Information	Identity Details	Next of kin/ Guarantor	Bank Details	Card Payment	Document
- Customer type - Title - First name - Last name - Middle name - Date of birth - Gender - Marital status - Phone number - Email - Country - City - Employment type - Employer - Address - Postal address - Relationship officer - Account number - Are you politically exposed?	- Identification type - Identification Number - Identification Issuer	- Name - Relationship - Phone number - Email - Address	- Bank Name - Account name - BVN	- Card number - Cvv - Expiry month - Expiry year - Issuing bank	- Document type - Document title - Physical location - upload document

To add multiple customers using upload, follow the following steps:

- Select customer type (individual or Corporate)
- Select upload type

Individual	Corporate
1. Customer 2. Bank Details 3. Identity Details 4. Next of Kin 5. Card Details	1. Customer 2. Bank Details 3. Director Details 4. Card Details
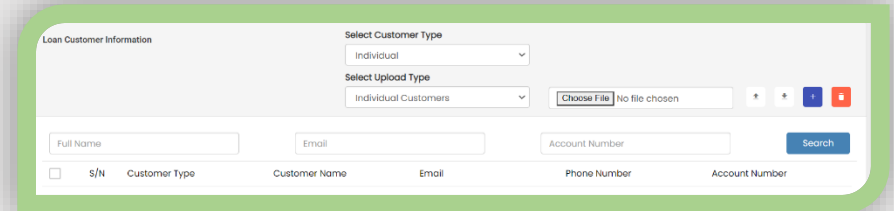
- Click choose file button, navigate to the populated excel file and then click open
- Click upload on the interface
- This will upload all the individual customer information

To delete a customer, select the customer's name and click the delete button.

The search boxes is used to search for a customer, either individual customer or corporate by typing in the name of the customer, or the customer email address or the customer's account number and click on the search box.

Customer Registration Initiated as Customer (*from Customer CRM- Web*)

Go to the CRM for Credit and Click on Register Now.

- Complete the short registration form with the following information and click on register:
  - Customer type
  - Email
  - Phone number
  - Password
  - Address
  - Security Question
  - Security Answer

- A verification email will be sent to your email to proceed
- Log in with your profile to complete

Hi Seun,

Welcome to GOS Credit! There's just one step before you get to complete your customer account registration. Verify you have the right email address by clicking on the button below.
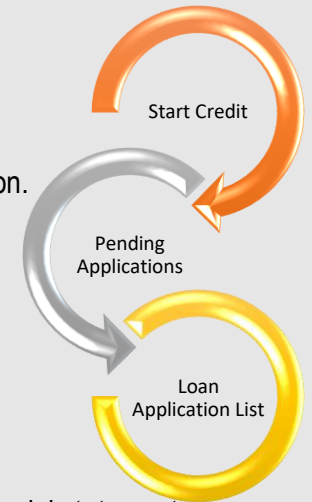
Click Here

Once your account creation is completed, your can explore our services and have a seamless experience.

Kind Regards!

❖ Credit Application

Credit application starts with a process initiated by either the customer (CRM on web or mobile) or an administrator on the application.

Credit Application Initiated by a Specified user

For an administrator to commence a credit application, the following steps should be followed:

- Navigate to Credit > loan origination > start loan
- Search for customer using name, email, account number and click on *apply*
- This opens the loan customer information. Admin is required to verify customer information including extracting financial statement information for input into the application for corporate customers etc.
- After review of the customer information, Admin clicks on *Proceed to Application*
- This opens the Loan *Application Form*, populate with requisite information about the credit the obligor is seeking
  - Customer (prepopulated)
  - Product
  - Proposed Tenure
  - Proposed Rate
  - Frequency
  - Period
  - Proposed Amount
  - Currency
  - Effective date
  - Exchange Rate
  - Principal first payment date
  - Interest first payment date
  - Disbursement Amount
  - Loan Purpose

- Click save to proceed to eligibility check

- Click yes to navigate to Loan Application Eligibility Check

- On the Loan Eligibility Check, Populate with obligor credit score for each credit attributes

-

- Click proceed to approval to complete the loan application procedure.

Note: For all non-integral fees that are payable at application date per set up, the following entries are passed upon application:

Dr Operating Account
Cr Fee income

Credit Application Initiated by Customer from the CRM Portal (Web or Mobile)

- Navigate Loan > Apply for Loan on the customer web application and click
- This opens the Loan Application Form, complete the form with the following information and submit:
    - Customer (prepopulated)
    - Product
    - Proposed Tenure
    - Proposed Rate
    - Frequency
    - Period
    - Proposed Amount
    - Currency
    - Effective date
    - Loan Purpose
- This is pushed into Pending Application in the Admin Credit Application

Pending Application

The pending application table holds all application from the customer web interface, the Specified user would have to come to this page to review and push loans applications from customer web into appraisal workflow.

To push into appraisal workflow, the Specified user follows the following steps:

- Navigate to Credit > Loan origination > Pending applications
- Click on the loan application details
- Verify the identity and other information in the customer's information (click next till the end of the form)

- Click proceed to application
- Complete the loan application form with information like effective date, first repayment date (make sure principal and interest first repayment dates are the same), disbursement account

- Click save to proceed to eligibility check
- Click yes to navigate to Loan Application Eligibility Check
- On the Loan Eligibility Check, Populate with obligor credit score for each credit attributes
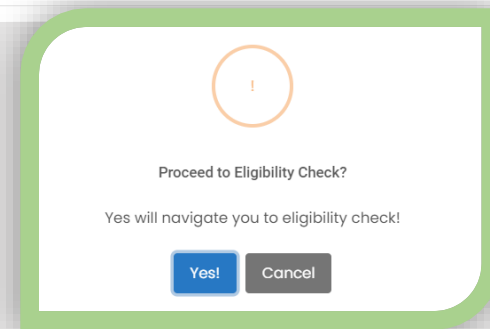
- Click proceed to approval to complete the loan application procedure. This pushes the application into approval workflow

Loan Application List

The loan application list holds all pending application e.g., credit application for which eligibility check has not been completed, credit application going through appraisal etc.
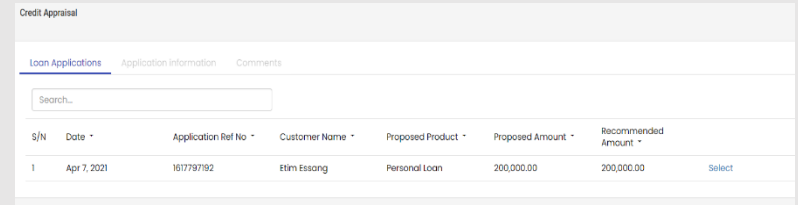
S/N	Date	Application Ref No	Customer Name	Product Name	Amount	Status
1	Apr 7, 2021	1617791453	Mark	Personal Loan	200,000.00	Appraisal Pending
2	Apr 6, 2021	1617708973	James	Working Capital	200.00	Eligibility Pending
3	Apr 6, 2021	1617709105	James	Personal Loan	200.00	Appraisal Pending
4	Apr 6, 2021	1617710235	Joyce	Personal Loan	200.00	Appraisal Pending
5	Apr 1, 2021	1617275636	Etim	Personal Loan	560,890.00	Appraisal Pending
6	Apr 1, 2021	1617277066	Etim	Personal Loan	1,200,000.00	Appraisal Pending
7	Apr 1, 2021	1617277607	Etim	Personal Loan	1,200,000.00	Appraisal Pending
8	Apr 1, 2021	1617278144	Etim	Personal Loan	650,000.00	Appraisal Pending
9	Apr 1, 2021	1617280775	Etim	Personal Loan	455,650.00	Appraisal Pending
10	Apr 1, 2021	1617281871	Etim	Personal Loan	760,900.00	Appraisal Pending
11	Mar 31, 2021	1617226427	MOTOLANI	Personal Loan	500.00	Appraisal Pending
12	Mar 11, 2021	1615468047	Joshua	Working Capital	450,000.00	Eligibility Pending
13	Mar 10, 2021	1615377999	Omotayo	Personal Loan	1,000,000.00	Appraisal Pending

❖ Credit Appraisal and Approval

At credit appraisal, approvers set in the credit appraisal workflow can review, appraise the credit, and approve appropriately.

To appraise and approve:

- Navigate to credit > loan origination > credit appraisal
- Click on the loan/ credit you would like to appraise; this opens the credit appraisal form with all the details and files of the applicant. You can review and update details of the proposed credit.
- Select Approve (Disapprove to stop the process) and submit to proceed to the next approver. View comments will also open comments from previous approvers. When all approvers have approved, the Specified user then proceeds to generate credit offer letter.
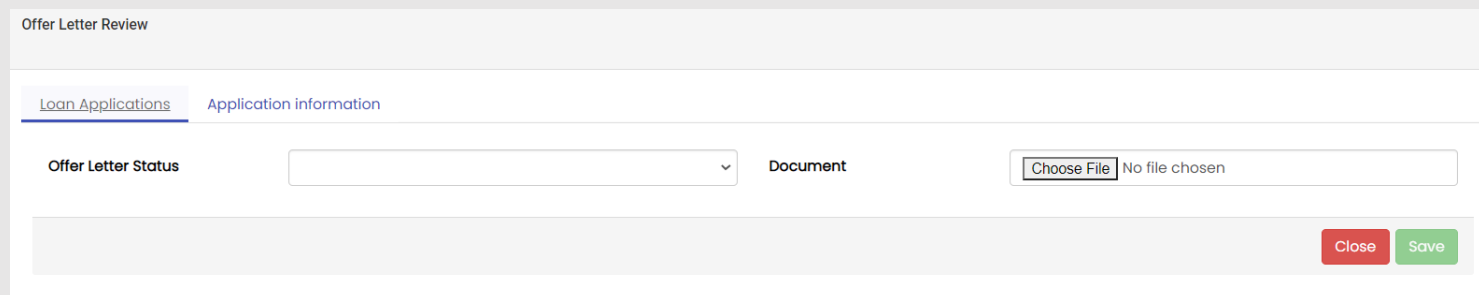
Offer Letter Process

The Specified user or Customer from the Customer Web Interface can generate offer letter from the application.

The Customer can also accept and append signature from the Customer Web Interface, this can also be done by the Specified user from the application.

❖ Credit Booking

After the signature or acceptance of the offer letter by the customer, the Specified user proceeds to booking the loan by:

- Navigating to credit > loan origination > loan booking open
- Click on the loan/credit you want to book, review the loan application, upload post-dated cheque etc.
- Click on the loan schedule, complete with the effective date, first payment date etc. and generate schedule
- Then click *Book Loan*
- This pushes the credit/ loan booking into approval workflow
- Approvers approves from Credit > Loan origination > Loan booking approval
- Approve the credit, the application passes the following entries at approval:

    a. Non- integral fees that are payable at disbursement:
    Dr Operating Account
    Cr Fee income

    b. Integral fee
    Dr Operating Account
    Cr Loan account

LOAN
MANAGEMENT

The loan management module of the Credit application is used to manage all disbursed credit and loans.

It has features to restructure credit, prepay on credits, credit forgiveness and write-off, customer management, collateral management etc.

The module has the following sub-groups:

- Loan Review Application
- Loan Review Appraisal
- Loan Review Offer Letter
- Loan Review Operations
- Collateral Management
- Customer Transaction
- Payment
- Payment Due
- Overdue/ Past Due

<u>Explanations</u>

✓ Loan Review (Loan Review Application to Loan Review Operation)

Loan review application table holds all running loans with a description of their status (loan classification), loan balance etc. By clicking any of the loan obligors you will be able to initiate a restructuring (in interest rate, loan balance, tenor etc.) or prepayment.

To initiate a loan review application, navigate to Credit > Loan management > Loan review application and click on the loan (you can use the search box to find the loan you are looking for), this opens the loan details with additional tabs to view cheque information, manage loans and conduct loan review.

- Loans Details

This shows the loan details and loan schedule for each of the selected loans.

Loan Details

Loan Reference Number:	PL01-00000163	Customer Name:	Etim Essang	Product:	Personal Loan
Effective Date:	07-04-2021	Maturity Date:	27-03-2023	Booking Date:	07-04-2021
Exchange Rate:	1.00	Currency Name:	Naira	Related Party:	No
Principal Amount:	200,000.00	First Principal Payment Date:	25-04-2021	First Interest Payment Date:	25-04-2021
Frequency Type:	Monthly	Loan Status:	Running	Schedule Type:	Annuity
Outstanding Principal:	200,000.00	Outstanding Interest:	622.93	Accrued Repayment Charge:	
Outstanding Amortised Principal:	190,000.00	Outstanding Amortised Interest:	627.30	Operating Account Balance:	602,016,717.84

Loan Schedule

Granted Amount 200,000.00 Contract Rate 60.00 % Effective Interest Rate 63.60 %
Effective Date Apr 7, 2021 Maturity Date Mar 27, 2023

S/N	Payment Date	Start Principal	Periodic Amount	Principal Amount	Interest Amount	Balance	AM Start Amount	AM Periodic Amount	AM Principal Amount	AM Interest Amount	AM Balance	IRR
0	Apr 7, 2021	0.00	0.00	0.00	0.00	200,000.00	0.00	0.00	0.00	0.00	190,000.00	63.60
1	Apr 26, 2021	200,000.00	14,212.43	8,294.62	5,917.81	191,705.38	190,000.00	13,882.98	7,923.61	5,959.37	182,076.39	63.60
2	May 25, 2021	191,705.38	14,212.43	4,627.16	9,585.27	187,078.22	182,076.39	13,882.98	4,232.71	9,650.27	177,843.68	63.60
3	Jun 25, 2021	187,078.22	14,212.43	4,858.52	9,353.91	182,219.71	177,843.68	13,882.98	4,457.05	9,425.93	173,386.62	63.60
4	Jul 26, 2021	182,219.71	14,212.43	5,101.44	9,110.99	177,118.26	173,386.62	13,882.98	4,693.28	9,189.70	168,693.34	63.60
5	Aug 25, 2021	177,118.26	14,212.43	5,356.51	8,855.91	171,761.75	168,693.34	13,882.98	4,942.03	8,940.95	163,751.31	63.60
6	Sep 27, 2021	171,761.75	14,212.43	5,624.34	8,588.09	166,137.41	163,751.31	13,882.98	5,203.96	8,679.02	158,547.35	63.60
7	Oct 25, 2021	166,137.41	14,212.43	5,905.56	8,306.87	160,231.85	158,547.35	13,882.98	5,479.78	8,403.20	153,067.57	63.60

- Manage Loans

From this view a Specified user can manage collections and administer a credit. This view shows a schedule portraying expected repayment, actual repayment collected from the customer, outstanding balance, and status of payments.

To manage the loan, a Specified user can select the comment box attached to each of the loan repayment to document efforts in progress to ensure collection of repayment. In addition to this, there is also a decision button to determine next actions in relations to the collection of repayments that has been outstanding for longer than expected.

S/N	Date	Expected Repayment	Actual Repayment	Repayment Pending	Outstanding Balance	Status	Comment	Decision
1	07-04-2021	0.00			200,000.00	Fully Paid	Select	Select
2	26-04-2021	14,212.43			0.00	Not Due	Select	Select
3	25-05-2021	14,212.43			0.00	Not Due	Select	Select
4	25-06-2021	14,212.43			0.00	Not Due	Select	Select
5	26-07-2021	14,212.43			0.00	Not Due	Select	Select
6	25-08-2021	14,212.43			0.00	Not Due	Select	Select
7	27-09-2021	14,212.43			0.00	Not Due	Select	Select
8	25-10-2021	14,212.43			0.00	Not Due	Select	Select
9	25-11-2021	14,212.43			0.00	Not Due	Select	Select

- Cheque information (Credit > Loan management > Loan review application > Cheque information)

From this view, cheques collected from customers can be marked as cleared after presentation and collection of value from the cheque.

After the cheque has been presented and cleared, change the status of the cheque to cleared, this will initiate a credit into the operating account of the same amount cleared.

- Loan review application (Credit > Loan management > Loan review application > Loan Review Application)

From this view, you can initiate a restructuring of the loan or a prepayment, the following details of the loan can be restructured:

- Outstanding balance (this will result into an adjustment to outstanding balance when approved)
- Outstanding tenor
- Interest rate
- Frequency of repayment
- Schedule type

To initiate a process, follow the process:
- On the loan review application form, select loan review application from the operation type, type the details of the request in the review details box and click save. This sends the request into approval workflow

- The approvers make the requisite change (tenor, balance, interest rate, frequency etc.) based on the restructuring requirements and approves. Click generate schedule and save. This populates the approval section, input decision and submit

- This goes to all approvers. Each approver can see the initial, recommended details and comments of each of the approvers

- Upon approval by all approvers in the workflow, the offer letter is generatable from the loan review offer letter

- At acceptance by the customer, a signed copy of the offer letter is uploaded back into the loan offer letter page

- To complete the process, the credit officer navigates to loan review operations (Credit > Loan management > Loan review application > Loan Review Operations), click on the approved request, this shows details of the old loan schedule and the new one

Granted Amount 150,000.00 **Contract Rate** 120.00 % **Effective Interest Rate** 1,440.00 %
Effective Date Apr 8, 2021 **Maturity Date** Oct 8, 2021

S/N	Payment Date	Start Principal	Periodic Amount	Principal Amount	Interest Amount	Balance	AM Start Amount	AM Periodic Amount	AM Principal Amount	AM Interest Amount	AM Balance	IRR
0	Apr 8, 2021	0.00	0.00	0.00	0.00	150,000.00	0.00	0.00	0.00	0.00	150,000.00	1,440.00
1	May 10, 2021	150,000.00	34,441.11	19,441.11	15,000.00	130,558.89	150,000.00	181,601.71	1,601.71	180,000.00	148,398.29	1,440.00
2	Jun 8, 2021	130,558.89	34,441.11	21,385.22	13,055.89	109,173.68	148,398.29	181,601.71	3,523.76	178,077.95	144,874.53	1,440.00
3	Jul 8, 2021	109,173.68	34,441.11	23,523.74	10,917.37	85,649.94	144,874.53	181,601.71	7,752.28	173,849.43	137,122.25	1,440.00
4	Aug 9, 2021	85,649.94	34,441.11	25,876.11	8,564.99	59,773.82	137,122.25	181,601.71	17,055.01	164,546.70	120,067.25	1,440.00
5	Sep 8, 2021	59,773.82	34,441.11	28,463.72	5,977.38	31,310.10	120,067.25	181,601.71	37,521.01	144,080.70	82,546.23	1,440.00
6	Oct 8, 2021	31,310.10	34,441.11	31,310.10	3,131.01	0.00	82,546.23	181,601.71	82,546.23	99,055.48	0.00	1,440.00

Deleted Loan Schedule

Granted Amount 170,000.00 **Interest Rate** 132.707 % **Effective Interest Rate** 132.71 %
Effective Date Feb 26, 2021 **Maturity Date** Jan 30, 2023

S/N	Payment Date	Start Principal	Periodic Amount	Principal Amount	Interest Amount	Balance	AM Start Amount	AM Periodic Amount	AM Principal Amount	AM Interest Amount	AM Balance	IRR
0	Feb 26, 2021	0.00	0.00	0.00	0.00	170,000.00	0.00	0.00	0.00	0.00	153,000.00	132.71
1	Mar 29, 2021	170,000.00	19,113.38	2,346.25	16,767.12	167,653.75	153,000.00	18,559.89	1,871.53	16,688.36	151,128.47	132.71
2	Apr 28, 2021	167,653.75	19,113.38	2,348.00	16,765.37	165,305.75	151,128.47	18,559.89	1,846.71	16,713.17	149,281.76	132.71
3	May 28, 2021	165,305.75	19,113.38	2,582.80	16,530.57	162,722.94	149,281.76	18,559.89	2,050.94	16,508.95	147,230.82	132.71
4	Jun 28, 2021	162,722.94	19,113.38	2,841.08	16,272.29	159,881.86	147,230.82	18,559.89	2,277.75	16,282.14	144,953.07	132.71
5	Jul 28, 2021	159,881.86	19,113.38	3,125.19	15,988.19	156,756.67	144,953.07	18,559.89	2,529.65	16,030.24	142,423.42	132.71

- Scroll to the end of the page and click next, then select operation "restructured", this populates the booking details. Click generate schedule then save to complete the process

✓ Collateral Management (Credit > Loan management > Loan review application > Collateral Management)

This table holds all the collaterals tied to existing loans. From this page a Specified user can also upload collaterals for running loans.

To administer (edit, review, remove etc.) collateral on existing credit, follow the steps:

- Navigate to Credit > Loan management > Loan review application > Collateral Management
- Click on the loan ID of the collateral you would like to administer, this opens the loan collateral list showing the required collateral and actual collateral on the credit
- You can unmap / remove a collateral, add additional collateral or edit.

- To add a new collateral, click on the Add Collateral button, this opens customer collateral pop-up, complete with the following information:
    - Collateral type
    - Location
    - Currency
    - Collateral value
    - Collateral verification status
    - Collateral document upload

- To map a collateral to a credit, click on the Map Collateral Button, this opens the Edit Collateral Dialogue Box, select the collateral, type the collateral value you will like to use from the total collateral value and save.

- To unmap a collateral, from the Loan collateral list, click on unmap, this would remove the collateral from the loan/credit.

✓ Customer Transaction (Credit > Loan management > Loan review application > Customer Transaction)

This table holds all transactions performed by the customer including but not limited to loan disbursement, repayment etc.

To get transactions relating to a particular customer, click on the search box and type the name of the customer, then select the start and end transaction date before clicking search, this populates transactions with the customer for the period selected.

✓ Payment (Credit > Loan management > Loan review application > Payment)

This table holds all payments by customers. With the Add Button on this page a Specified user can process payment/repayment on loan/credit.

To initiate a payment, follow the steps:

- Navigate to Credit > Loan management > Loan review application > Payment
- Click on the Add Button, this opens the Loan Repayment Form

- Complete the form with the following information and click save:
  - Account number (operating account number)
  - Value date
  - Amount
  - Instrument number
  - Instrument date
  - Mode of Transaction
  - Currency
  - Transaction Particulars
  - Remark
- Payment is completed and appropriate entries passed:
  - Dr. Bank GL
  - Cr Customer Operating Account

✓ Payment Due (Credit > Loan management > Loan review application > Payment Due)

This table holds all payments due for collection daily.

From this page you can also navigate to the Manage Loan Page to manage (review history of collections and recoveries, document efforts for collection, document decisions on collections etc.) the customer's loan.

Payments Due

S/N	Loan Ref no	Effective Date	Customer Name	Loan Amount	Operating Account Balance	Repayment Due	Repayment Not Yet Due
1	CC0000575	Mar 2, 2021	Chop Nownow	100,000.00	1,284,747.53	50,303.76	
2	CC0000008	Mar 2, 2021	Monade School Otukoya	50,000.00	67,662.60	16,837.40	16,837.40
3	CC0000387	Mar 2, 2021	Titi ADENIYI	50,000.00	-739,204.17	26,202.39	
4	CC0000436	Mar 2, 2021	Adebowale ABUDU	2,301.37	258,807.69	1,192.31	
5	NL-000003	Mar 2, 2021	Etim Essang	874.45		81.32	14,231.00
6	NL-0000012	Mar 2, 2021	Etim Essang	41,718.07		4,367.60	91,719.60
7	CC0000116	Mar 2, 2021	Bukola Adesanu	5,000,000.00	-817,161.30	427,237.09	6,408,556.35
8	FL01-0000010	Mar 2, 2021	Etim Essang	2,000.00		1,042.15	
9	NL-000008	Mar 2, 2021	Etim Essang	15,986.87		8,567.86	

✓ Overdue (Credit > Loan management > Loan review application > Overdue)

This table holds all overdue repayments on loans/credit.

The view shows past due amounts, number of days past due, late repayment charge per overdue loans.

From this page you can also navigate to the Manage Loan Page to manage (review history of collections and recoveries, document efforts for collection, document decisions on collections etc.) the customer's loan.