

# Loan Management System

## An automated and efficient way to manage loans

### Project :

In our legacy systems does not address the rising expectations our internal users and end consumers to face. Currently users are switching between multiple applications, data in silos and not integrated with OLX systems. The LMS will streamline processes by replacing multiple vendor software and a significant amount of manual excel work performed by the Ops and collection teams.

### Design Opportunity :

- While designing an Information Architecture, we have taken the consideration to scalable and customised for each product module and each country
- Created better communication and clarity on information intensive screens for their tasks efficiency between the roles
- Digitize, optimize, and automate loan process to decrease loan processing time.

**Business Goal :** LMS will streamline processes by replacing multiple vendor software (Beclever / Akasoft) and a significant amount of manual Excel work performed by the Ops and Collection teams. LMS will integrate with all OLX Autos' internal applications to fetch and update data at the right places, allowing businesses to be data-driven.

**UX Goal :** To finds the sweet spot between users' needs and business goals, and ensure that our design is usable, simple, and intuitive, but also aesthetically appealing, consistent, and accessible. Improve the end customer experience of post loan approval satisfaction.

### Impact/ Target Metrics :

- This will Increase in ops efficiency from 15 to 18 loans per month
- Will increase loans handled per collection executive from 225 to 400
- Reduce manual efforts by 30% for offline processes

### Research Approach :

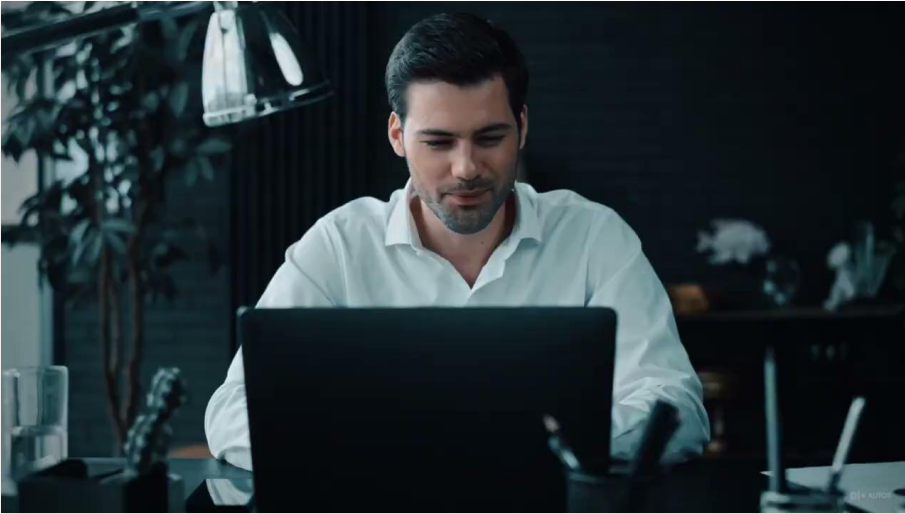
- Exploratory research about the legacy system.

### Next Action Plan:

- Dashboard design for daily summary view and analytics to increase their efficiency.
- Adding gamification for making UI for motivating and encouraging users.

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## Operation Analyst & Manager:

- Validation of Documents and pledged docs (if incorrect sending back to F&I)
- Loan schedule and details
- 360 degree customer view
- Sending E-sign link to Customer
- Loan Activation
- Portfolio Sale
- Sending details of payment to accounting team
- Waivers, penalties and charges application
- Loan services like prepayments, refinancing, foreclosures.

## Account Analyst:

- Initiating Payment to sellers
- Uploading status back to operation Team
- Central all loan payment lists

## Collection Agent:

- Calling customer for overdues and PTP records
- Physical visits and making customer pay money

# Loan Management System

Loan management systems help to manage the loan lifecycle with processing customer, Loan, payment information. LMS also provide F&I and Operation analyst with accurate templates and reports. Collection and accounting analyst also get the tools for managing payments.

ID	Name	Branch	Dealer	Identify proof	Contact number	No. of loans
#13889209	Jonathan Mulke	Chile1980	Salinas y Fabres	RUT	9872635628	1 [Approved]
#731028	Chiemeke Yobachukwu	San_PTY	Inversiones Ltda.	Passport	9872635628	2 [1 Approved, 1 On-hold]
#13889209	Jeremias del Pozo	Tobalaba	Bruno Fritsch S.A.	Driver's license	9872635628	1 [Approved]
#2948600	Angel Herwitz	Chile1980	Salinas y Fabres	Passport	9872635628	1 [Approved]
#13889209	Hanna Bergson	Chile1980	Inversiones Ltda.	RUT	9872635628	2 [1 Approved, 1 On-hold]
#457920	Erin Carder	San_PTY	Bruno Fritsch S.A.	Driver's license	9872635628	1 [Approved]
#13889209	Alena Mango	Tobalaba	Inversiones Ltda.	Passport	9872635628	5 [2 Approved, 1 Rejected, 1 On-hold...]
#369822	Skyler Bator	Chile1980	Salinas y Fabres	RUT	9872635628	1 [Approved]
#13889209	Jakob Workman	Tobalaba	Inversiones Ltda.	RUT	9872635628	1 [Approved]
#91283691	Anika Gouse	Chile1980	Salinas y Fabres	Passport	9872635628	1 [Approved]

Customers list

Basic details		
ID	Cross Ref ID	
Lorem ipsum dolor	Lorem ipsum dolor	
First name	Middle name	Last name
Pepita	Ervita	Perez
Mother's name	Type	Gender
Lorem ipsum	Lorem ipsum	Lorem ipsum
Date of birth	Nationality	Type of Visa
12/XX/XXXX	Lorem ipsum	Lorem ipsum
Marital status	Residence type	Education
Married	Lorem ipsum	Lorem ipsum
Remarks		
Lorem ipsum dolor sit amet lorem ipsum dolo sit amet		
Tagged dealer	Tagged branch	Tagged F&I
Lorem ipsum	Lorem ipsum	Jeremias del Pozo

Customer information