INTRODUCTION TO LOAN PERFORMER

Welcome to this overview of Loan Performer. This session will take about 1 hour and I will show you how to start and configure Loan Performer, how to enter some data and how to get reports. Let's start.

You can start Loan Performer either by going to Windows, Start Button, Programs, Loan Performer, Start Loan Performer or by opening Windows Explorer, choosing the LPF704 directory and double clicking the LPF.EXE file.

Soon you will arrive at the login screen where you have to enter a username, a password, a login date and select a database to work with. Loan Performer has several user levels and each level has its own access rights to the different menus. As you never worked with Loan Performer before, you type "Performer" as user name and "LPF" as password. The date field already shows the system date and Loan Performer already points to the correct database, so you can just click the OK button.

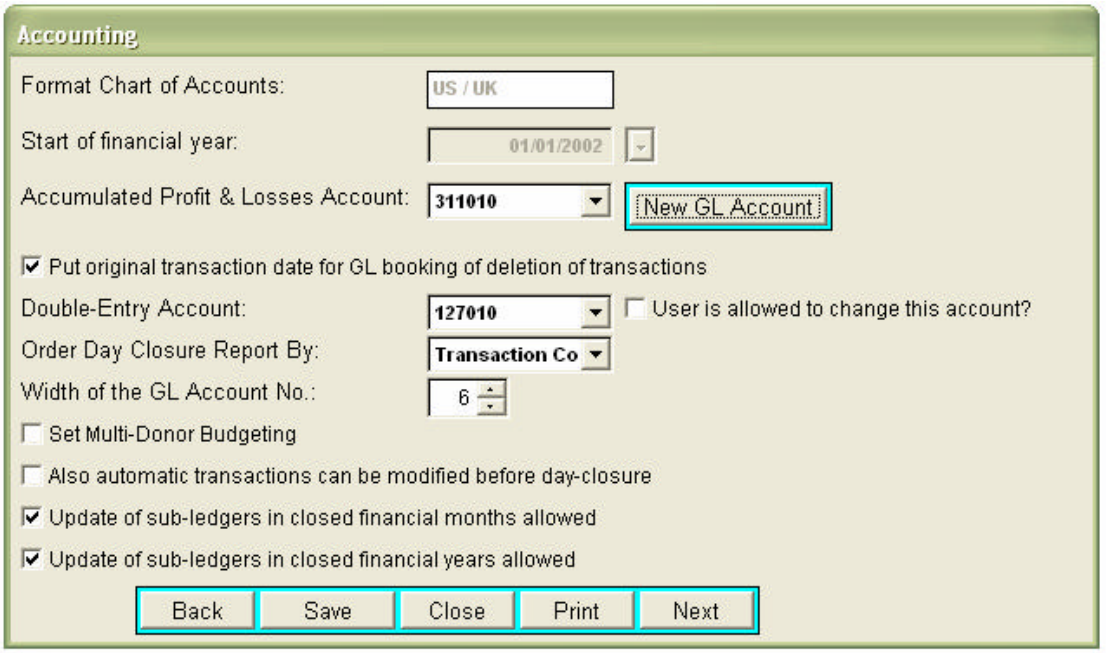
You are greeted by a message saying "Welcome Branch Manager, have a nice session." Then you get a message that if you want to restore a backup you can press the F2 key and Loan Performer proceeds with an intro screen that informs you about the limitations of a demo database. You are working without a license, so your entries are limited.

You have now accessed the program at branch manager level. Let's have a look at the menu items. On the left you have Clients. The first part is data-entry and at the end there are reports. The next module is Shares, also with the first part data-entry and the second part reports. Then Savings with first part data-entry, then Time-Deposits, Interest Calculation and Reports. Then Loans with the first part data-entry and in separate sub-menus the loan reports. Then Accounts structured in the same way. The menu item Support Files is part of the Configuration, we'll come to that in a minute. Next is a standard Windows menu Edit and then we have System.

All these new things may look overwhelming, where should we start? Let's see if the Loan Performe r On-line Help can guide us. Press F1 anywhere and the On-line Help comes up. On the Index Tab page, type "Quick start". As I type, the Quick start page is selected in the display window. Now click Display and enlarge the Help window to read the page. This page indicates the minimum steps to configure the program to start working.

The interface language is important if you are not an English user. Let me show you how this works. Go to System/Configuration/Users, click Edit and choose Performer. Now change the language to French and click Save. Immediately the interface has changed, even the Help file, the menu system, the reports etc. I don't want to continue this session in French, so I return the interface to English.

The next item on the Quick Start page is the entry of the start of the financial year. Lets go to system/Configuration/Accounting and enter the start of the financial year. If I put today's date, I would not be able to enter any past transactions. This date has to be a date before the date of any financial transaction. So lets put 1/1/2004. After you enter this, Loan Performer informs you that this will activate the booking of financial transactions. That's okay, that's what we want. So we click Yes, Save and Close.

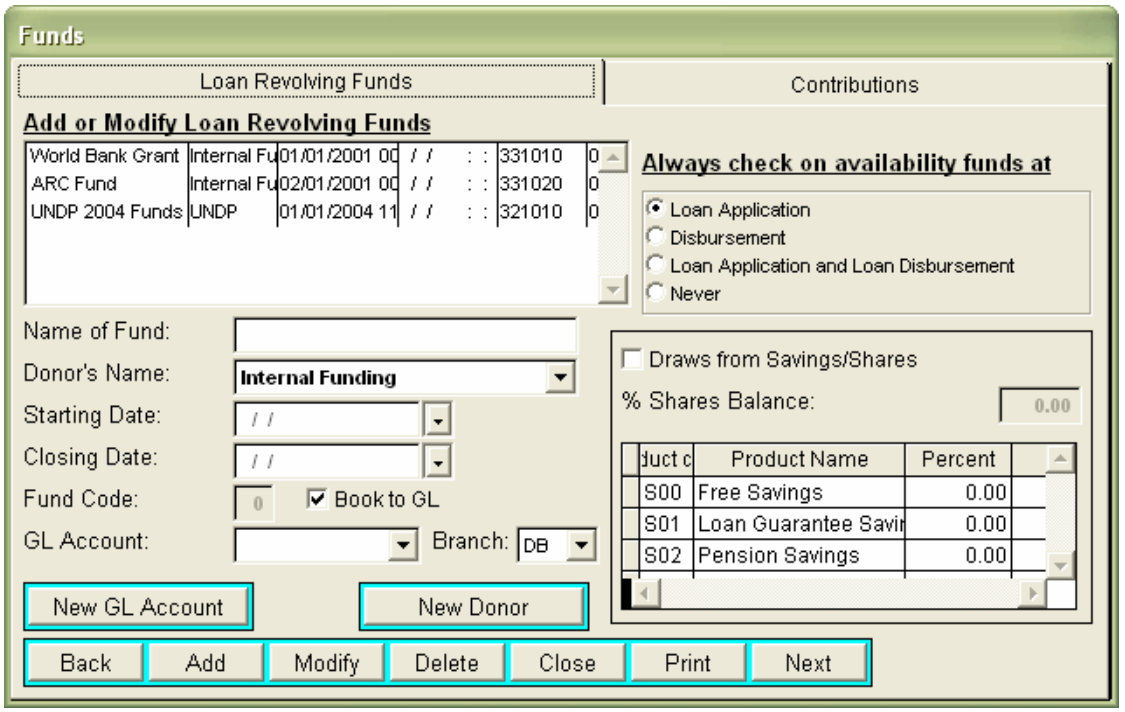


The next step on the Quick Start page is the creation of an account for the Loan Revolving Fund. Lets go to Accounts/Chart of Accounts. In the main window we see the default chart of accounts that comes with Loan Performer. We are now entering an account for the Loan Revolving Fund. Lets presume we have a friendly donor who supplied us with some money for on-lending. Suppose this donor is called UNDP and we call this fund "UNDP 2004 Funds". The donor does not want his money back anymore and we may consider this our capital. We can then select 321000 Revolving Fund and create a sub-account 321010 for this fund. In the Account field below we overwrite 321000 by 321010, change the label to UNDP 2004 Funds and change the sub-account number to 321000. Then press Add and the account has been created.

We also need a bank account where we can receive the donor's money. Search for 126000 Cash at Bank and highlight this. Then under Account type 126010 with label Nile Bank Acc 2040-10-20 and sub-account of 126000. The click Add and Close.

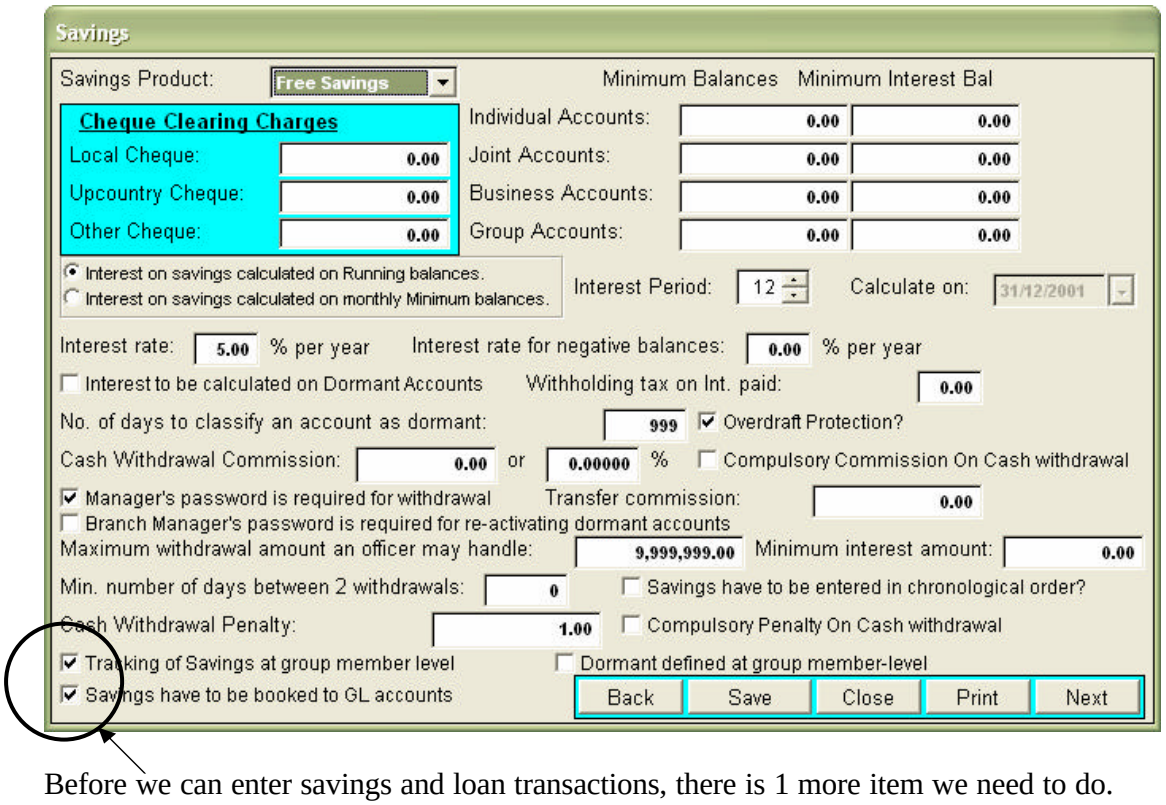
The next step is the entry of the donor at Support Files/Funding, Donors. Give the donor the identity number 01 and enter UNDP in the name field and click Add. Now close the window and go to Configuration/Banks to inform Loan Performer that 126010 is our bank account. Start by selecting the bank's GL account. Once you select 126010, Loan Performer shows the same label as the Bank's name and Account number. Then choose the branch code and select Mixed as source of funds. Add and click Next.

We are now at Configuration/Funds. Enter UNDP 2004 Funds as the name of the fund with UNDP as the donor's name and 01/01/04 as opening date. Then select the 321010 as the account to which transactions for this fund have to be booked. On the right side of the window under "Always check on availability of funds at" click "Loan Application and Disbursement". This means that for every loan application and every disbursement, Loan Performer will calculate whether the loan amount is not more than available funds minus outstanding capital and will refuse the loan application or the disbursement if this is the case.



We now click on Add and we get a message that the fund-code is 1. At this moment this is of no importance to us. We proceed with the entry of a deposit to this fund on the page Contributions. We change the transaction date to 01/01/04, enter 1 as voucher number, and one million as amount. The description field is already entered, we just remove the "Fu" at the end as the field is not wide enough. Click Transfer to/from Bank and select our Nile Bank in the list box. Then click Add and Close.

Our first financial transaction has been created. Lets go to Accounts/Trial Balance and just click on OK and see what we have. The account 126010 has been debited with 1 million and the account 321010 has been credited with the same amount. Loan Performer has made this booking for us behind the screens.



Before we can enter savings and loan transactions, there is 1 more item we need to do. Define whether we want to track savings and loans at group level or at member level. For this session lets track both at member level. Go to Configuration/Savings, select Tracking of Savings at Group Member level and save. Now select the second loan product and do the same. Now go to Configuration/Loans Part 1 and activate Group Loans Tracking at member level and save.

Now let's first change the background a little bit. We go to System/Change password and click on the background button. I like especially the Mexican pyramids, so I choose Mexico5.jpg. You probably don't have this picture file, but you can choose something you like. Now press the button Save Background Only and see what we get…

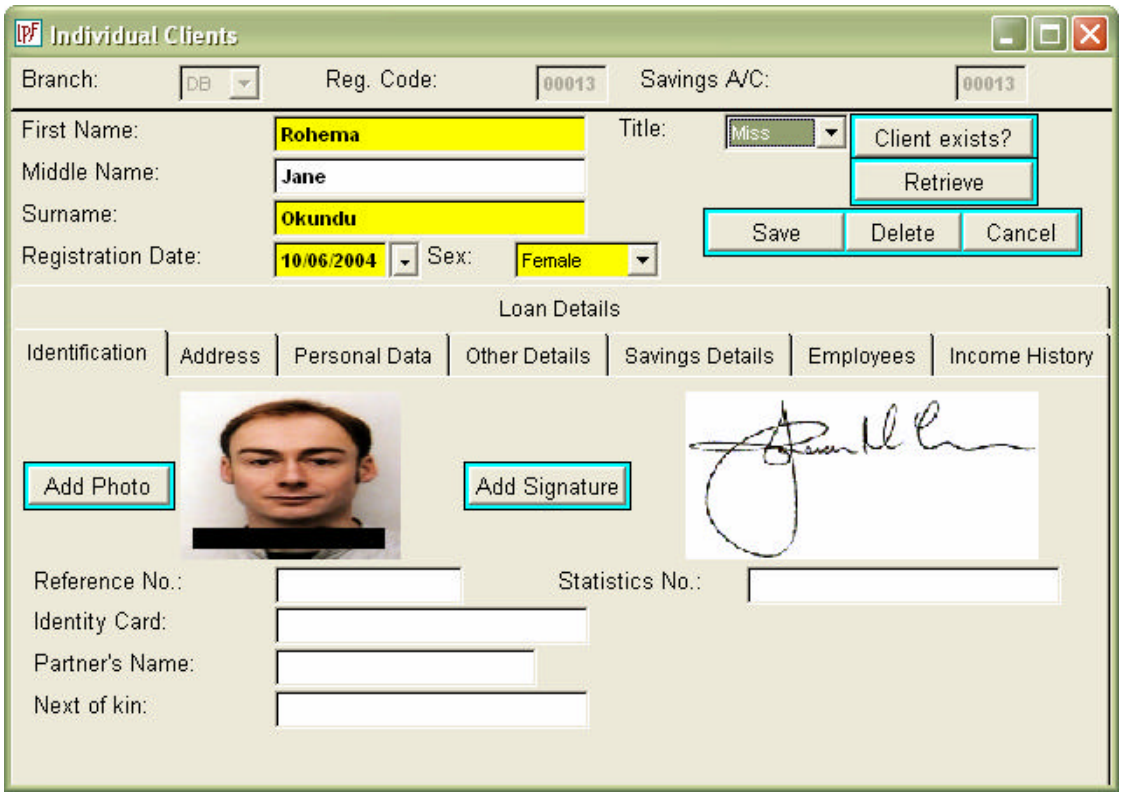
Okay, now lets enter our first client. Choose menu Clients/Individual Client. Branch code and Client and Account Number are automatically given by Loan Performer. You can change these, but if you don't need to, leave them as they are. BTW the yellow fields you see here are the compulsory fields. Those fields have to have a value and you may not leave them empty. Then enter Rohema as first name, Jane as second name and Okundu as family name. Registration date is 10 Jan 2004. She is female. So now I can save.

Loan Performer asks me for registration fees. Suppose that I want to make a payment, I can enter voucher number 2 and 1000 for stationery fees. I now click on Save and I have now made my second financial booking. Let's check the Trial Balance. In addition to the earlier fund transaction, I can now also see the booking of the payment of stationery fees. Why has Loan Performer booked this to account 440070? Well, go to System/Configuration/Register Part 1. On this page you see the Stationery Account indicated as 440070. If I would link this to a different account, my stationery would be booked to a different account.

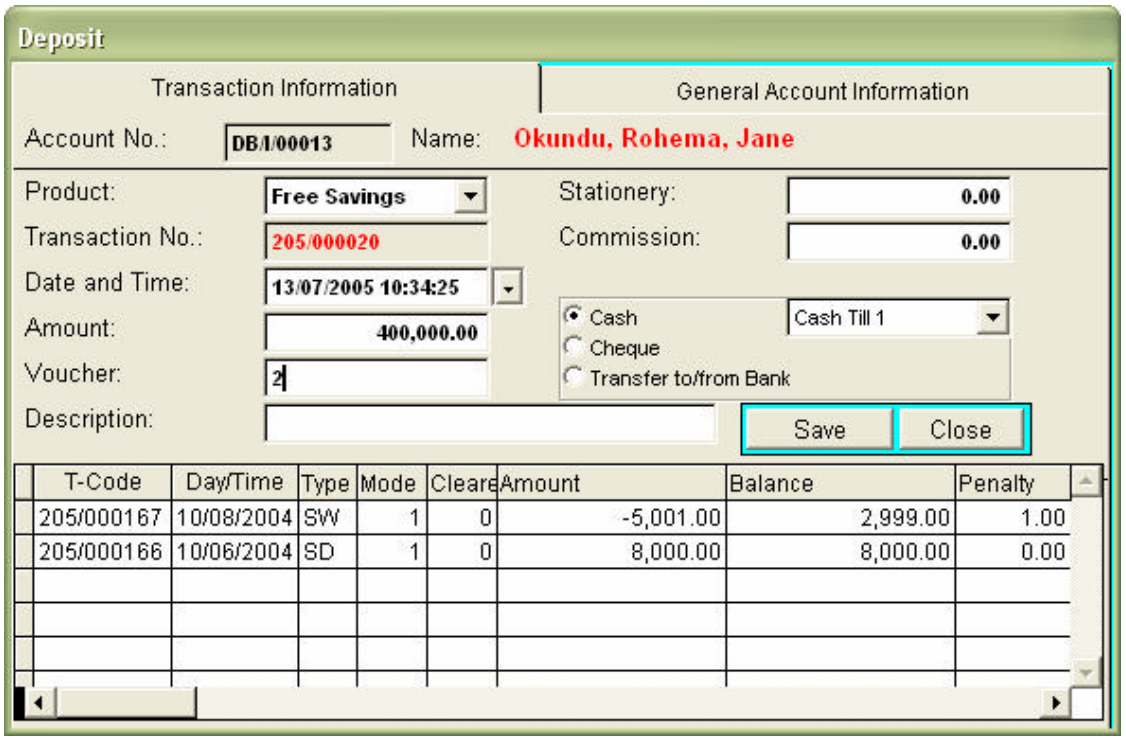
When we entered the client, we also saw a field Title. This field was gray because we had not defined and titles yet. Let's do that now. Choose Support Files/Titles and enter Mr.,

Mrs. And Miss. Now close and Choose Support Files/Client Category 1. Suppose we track clients according to a Rural/Urban classification. We can use our Client Category 1 for this. Enter these 2 items and close the window. We don't like the label "Client Category 1" so we want to change this too. Go to System/Configuration/Define Labels and in the field Enter the search phrase, we type "Client Category 1". Now click on the button "Exact". In the lower field, we now have the label in French, but that is not what we want to change. Select English as the display language and change the label Rural/Urban and click on Replace All. Replace all occurrences in the program and click on Save. Now we want to check whether there are other instances of the same remaining. Click on Fuzzy. We now see there is another occurrence where Category is written in lower case. We change this also; click on Replace All and Save.

Now you also need to change the menu item. Click on the page header Menu Items and click View, search for Client Category 1 and click Pick. This brings you back to the Menu Items page where at the bottom you see that French is selected. Activate English and change the menu item to Rural/Urban. Now click Update, Save and Close. Go to Support Files and see that the menu item has changes to Rural/Urban.



We want to add a picture to our client. In Loan Performer all pictures have to be stored in one folder and you have to define the folder first at System/ Configuration/General. Lets do that. I have these files stored at C:\usr\pictures\, but you can indicate here another folder. Now I save and I go back to our client. Choose menu Clients/ Individual Client. We now want Rohema Jane again, so we click the button retrieve. We double click on Rohema Jane and there she is. Now select Mrs. in the Title field.



On the first page – called Identification - we click on the button Photo and immediately our default pictures folder opens up. I select Rohema and there we are. I can put in other items on this page, but for the moment I leave this. I now go to the address page and type PO Box 12044 in Kampala. Under personal data I type Soap Maker and her birthday is 20/03/74. On page Other Details I choose Urban for the first Client Category (which is now renamed). On the Savings page I have to open a savings account. The opening date is already given. I now enter 1 signature for withdrawals and select Free Savings at the bottom as the savings product that I want to open. This is the default and I click Add. For the moment this is enough and I click on the Save button to save all the information that I added. Note that now I don't get the page on registration of fees, because I am now modifying the record.

Now lets enter some savings transactions. Choose Savings from the menu, then Deposit. Select the Individual Client and click Choose. Double click the client we have or click on Pick and then click Next. We now get a screen where on the first page we can enter a savings deposit and on the second page we can see the account details with the picture of the client. On the first page we enter 10/01/2004 as transaction date and 10,000 as amount. This is voucher number 3 and we type Opening Deposit in the description field. There is no stationery and no commission and the transaction is a cash transaction. Now click Save. Then click Yes when asked for another transaction. You now see the transaction that we just entered in the window below.

Now lest check the Trial Balance. We can see that the account 210010 Savings Individuals has been debited with 10,000 and the 127010 the Cash account has been credited with the same. The Cash account had already 1,000 entered as stationery, so this now becomes a balance of 11,000. If we want to know why 210010 has been debited and not another account, we go to Configuration/Savings GL Accounts.

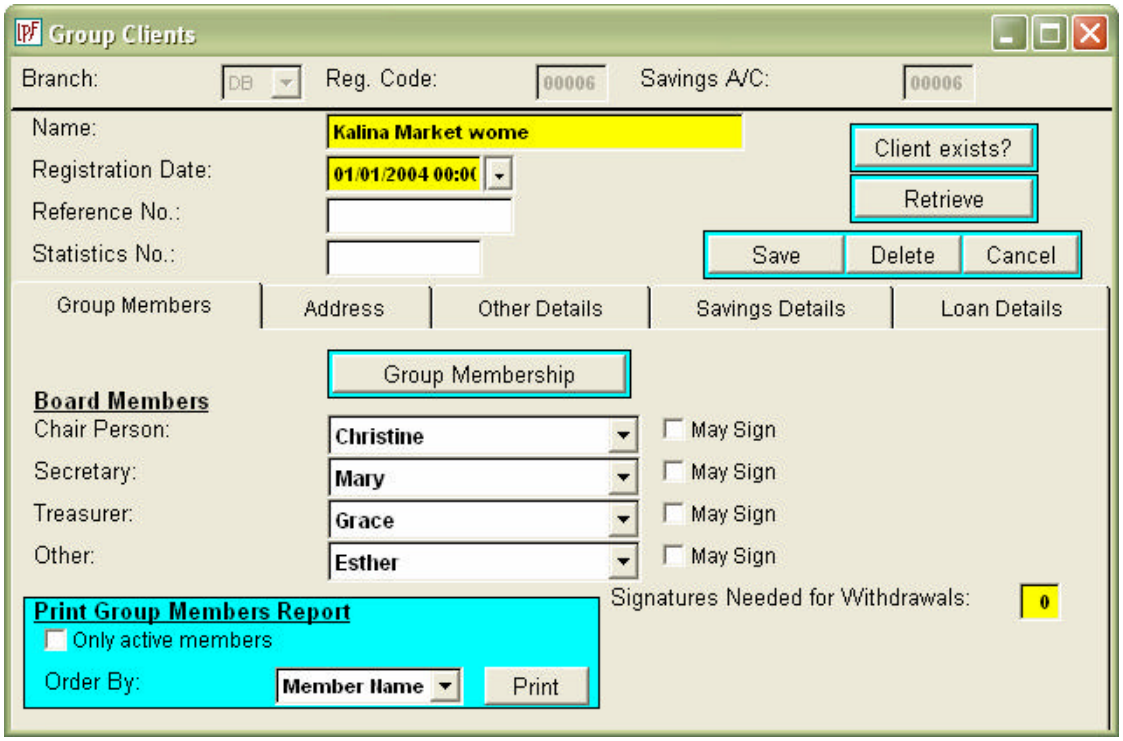
Before we continue with more savings transactions, lets activate the printing of receipts. We do this at Configuration/Register Part 2. Activate 'Print receipts for cash/cheque

payments' and indicate a receipt number and a printer. Now lets enter a second deposit for the same client. Say on 15 Feb 2004 the client deposits an amount of 8,000. When you save this now you get a receipt. Two copies are printed on 1 page. You can give one to the clients and keep the other for your administration.

Now lets also enter a withdrawal but we lets assume we charge a penalty on cash withdrawals of 1% of the amount. At Configuration/Savings we can indicate this. When now we enter a withdrawal of 5,000 on 4 March 2004, we can see that a commission of 50 is charged. Loan Performer now asks you whether you want to print a withdrawal slip. Say Yes and see what you get.

The balance is now 12,950. Lets check this from 3 reports: the Savings Balance, the Savers Statement and from the Trial Balance. The Savings Balances report can be found under Savings Reports. Almost all reports in Loan Performer are very flexible. You can enter any date or period, you can preview, print to a printer, to 3 different files types, you have different selection criteria, different ordering or grouping possibilities, a summary or details and different formats. But lets just print the report with the default parameters. This gives us indeed a balance of 12,950.

Now lets close this window and ask for the Savers Statement. Select Account number and starting date and run the report. We see the 2 deposits and the withdrawal with the commission and the resulting balance is also 12,950. Now check the Trial Balance and the balance on account 210010 is also 12,950. If I want to see on the accounting side how this balance is created, I can ask for the Breakdown Report. I select the 210010 account and I can now see the 3 transactions that make up this balance of 12,950.



If we want to see how this works at group level, we first need to enter a group and some group members. Choose menu Clients/Groups and enter Kalina Market Women as name of the group and 01 Jan 2004 as registration date. Then click on the button Group Members and enter 4 members: Christine, Mary, Grace and Ester. I can enter many more

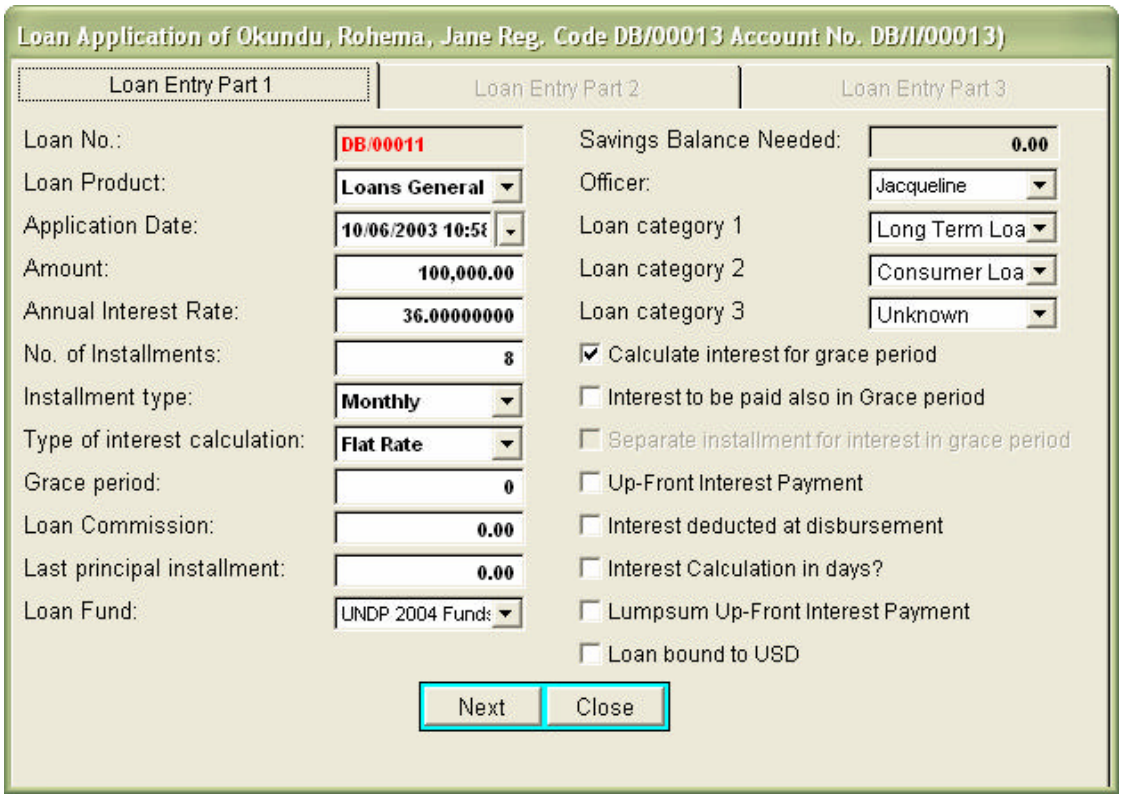
things on this page, but let's do that another time. I now click Return and go to the Other Details page. I make sure that Rural is selected. I now go to open the savings account and open both a Free Savings and a Loan Guarantee Savings Account. Then I click Save and enter a registration fee of 4,000 as stationery. Loan Performer prints a receipt.

We are now going to enter a savings deposit for this group. Choose Savings/Deposit and select the group. You see that Free Savings is already selected. We enter 12 Jan 2004 as date and 10,000 as amount. That's all we have to enter on the first page. The 10,000 is the deposit of the whole group. But as we are tracking savings at member level, we have to split this amount into the parts that the members received. Now click on the page that is called "Group Member Information". Here you see the members of the group and their balances. Activate "Apply to all members" and enter 2,500 in the amount field. Then click on "Add". You will see that 2,500 is added in the window with the balances. Now click on the button "Save All. Again you get a receipt. Click "No" to confirm that you don't want to continue with a deposit and click "Yes" to confirm that you want to continue with a withdrawal.

There are 2 things different now. You see that the amount field is in yellow and in the bottom window you see the last transaction that we entered. Now enter 28 Jan 2004 as date and 3,000 as amount. Suppose that this is a withdrawal of 1,000 for Christine and 2,000 for Mary. On the 3rd page click Christine is already selected. Enter 1,000 in the amount field and click on "Add". Immediately you see that the savings balance is updated. Then select Mary, enter 2,000 and click "Add". Now save all.

Let's see the withdrawal slip. The total balance is now 10,000 minus this withdrawal of 3,000 makes 7,000. We can also see this from the savings reports. Go to the Savings Balances report, don't change anything and click on 'OK'. We now see our 2 accounts with their respective balances. Now suppose we want only rural clients. Then under Rural/Urban select "Rural" and click 'OK'. Now the report is printed for only Rural clients and we only see our group, not the individual client. Suppose we want all, but with sub-totals. Click on "Check All" for Rural/Urban and at the top, under "Order By", we select Rural/Urban. We now get sub-totals for each item.

Before we advance to loans, lets enter some credit officers. Do this under System/Configuration/Users. Click "Add" and enter William Jones and Jacqueline Alvers as credit officers. Now choose Loans/Loan Application from the menu. Select Individual Clients first. Choose Mary Jane Okundu. Confirm that this is a new client and has new received a loan before. Enter 10 June 2004 as application date, 100,000 as amount, 36% as annual interest rate, 8 monthly installments on flat rate basis. Our UNDP fund is already selected and Jacqueline as credit officer. We leave the rest as it is and click on "Next". We now see a repayment schedule made up according to the parameters we just entered. On this page we have a possibility to modify data, but at this stage we don't.



Click “Next” again. We are now at the 3rd page where we can enter guarantors and collateral. You see that only collateral is compulsory. That is because of the configuration. We can change this if needed. For now let’s enter a guarantor by clicking on the “New Guarantor” button. Enter Mrs. Jane Salama, PO Box 2043423 in Kampala. We have no picture of her. Then click on “Add” and then “Close”. If now we click on “Choose” we can select this guarantor. As collateral enter “Plot 302943, Kayondo Road Jinja” as 100,000 as value. The business sector is “Agriculture” and we can save. Have a look at the Loan Repayment Schedule. All the information that we just entered is now on this form.

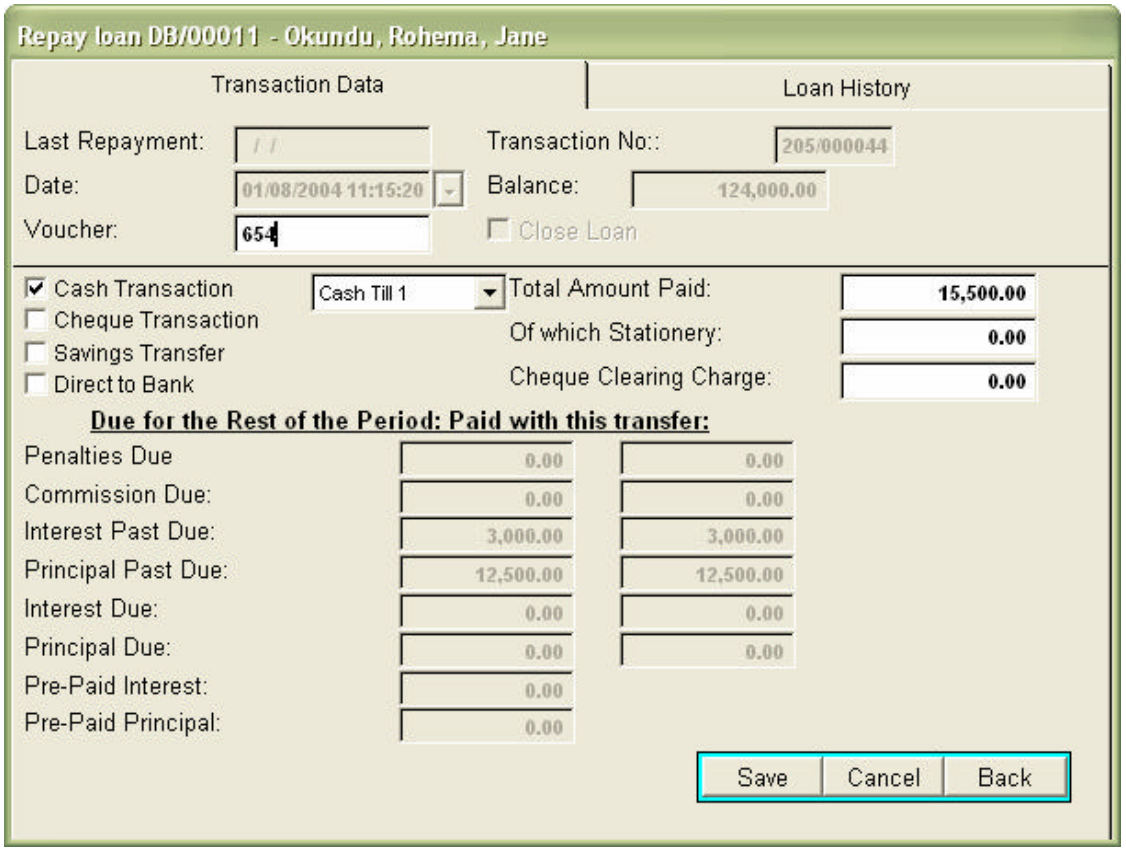
The next step is the payment of commission. Some organizations charge this before loan approval, others after and others don’t charge commission as a separate step in the process. All these are possible with Loan Performer. Here we just enter commission before approval. Lets also enter 10 June 2004 as date for payment of commission. The amounts can be pre-defined as fixed amounts or percentages of the loan. We have not done this, so lets just put 3,000 as loan commission. Then click “Save”. Again we get a receipt.

Now lets approve the loan. Select Loan Approval from the loan menu, select the loan and enter 20 June 2004 as loan approval date. Then click Save, confirm and close the window.

We now go to disbursement. Choose the loan number and click Next. Loan Performer already indicates the loan amount. Enter 1 July 2004 as disbursement date. Activate “Print Receipt” and click “Save. After the receipt Loan Performer asks us what to do with the due dates. They have been calculated starting from the loan application date, which was 1 June 2004. We are now one month later. So it is best to recalculate those dates based on the current disbursement date. This is option 3 and this is already selected. Click

“Ok” and have a look at the Loan Repayment Schedule again. This is now the final schedule and the client can use this as a kind of passbook. Every time he comes to the office for payment, the cashier can update this form and sign off for receipt.

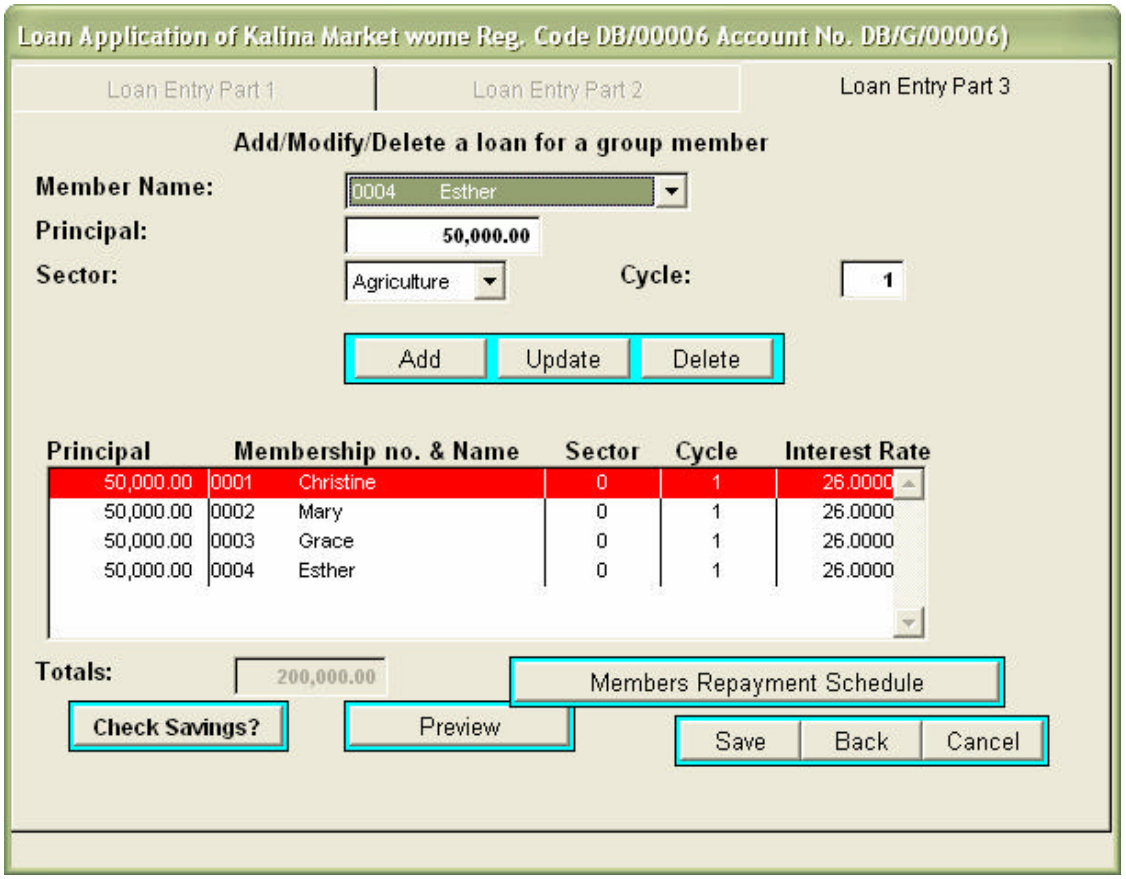
The next step is the entry of repayments. Select the loan and click “Next”. Click on the second page called “Loan History”. The first due date is 01 August 2004. Enter this date on the first page in the date field and click “Next”. We now see that on this day 3,000 is due as interest and 12,500 as principal.



Loan Performer expects a total of 15,500 and if this is what the client paid, we can just click on “Save”. Lets do this. Again we have a receipt. Continue with a second payment for the same client. Click on the loan history page and see the payment that has been entered. The next payment is supposed to be on 1 Sep 2004. Enter this date, but now we don’t enter the full amount due, but say just 10,000. You see that Loan Performer takes interest first and the principal due is not fully repaid. We have a balance of 5,500 remaining. Save this and now we don’t continue, but we go to Loan Portfolio Reports/Analysis Reports/Arrears Report and enter 30 Sep 2004 as reporting date. We click on “Ok” and we now see this loan being in arrears for 30 days with 5,500 principal in arrears and a portfolio at risk of 80,500, being loan amount of 100,000 minus the first repayment of 12,500 principal minus the last repayment of 7,000.

Now lets enter a third payment for this loan. Lets say that on the last day of the month, the client came to pay the missing balance. Enter 30 Sep 2004 as date and click “Next”. The amount in arrears is now shown and we click on “Save” to save this. If now we check the Arrears report on 30 Sep 2004, we see that no loans are in arrears anymore.

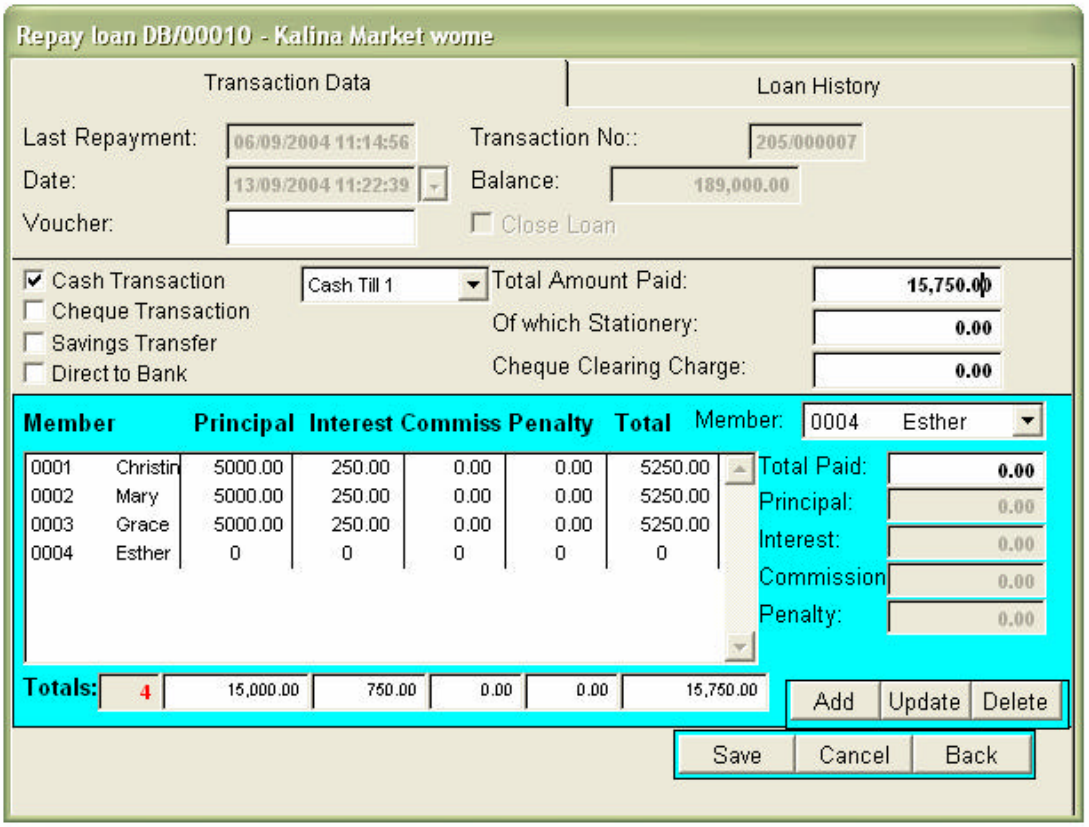
The process for a group loan is a bit different if we are tracking loans at group member level. Lets try this. Enter a loan application for our group on say 15 August 2004. The loan amount is 200,000, the interest 26% flat rate and we enter 10 weekly installments. We select William as credit officer. When we click on “Next” we see dues of 20,000 principal and 1,000 interest. Now click “Next”.



The third page is a bit different from individual loans. Group members don’t have guarantors and collateral, the members guarantee the loan between themselves. What we have to do on this page is to enter the loan amounts of each member and the business sector for which this loan is used. Lets say each member received 50,000 and it’s all used for agriculture. We just select the member, enter 50,000 and click on “Add”. When we are done click and “Save” and lets preview the Loan Repayment Schedule. You now get 2 more reports, the Loan Amounts received by the group members and the Group Member Repayment Schedule.

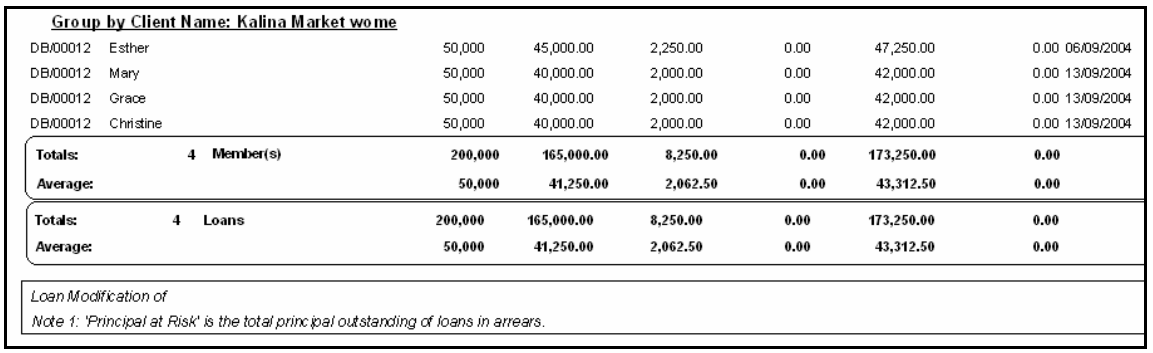
The entry of loan commission is the same as for the individual loan. Enter 15 August 2004 as date and 5,000 as commission.

Then enter the loan approval, say on 26 August 2004 and the loan disbursement on 30 August 2004. When now you are asked to update the dues dates, you can either select option 2 or 3, it makes no difference. After the updating of the due dates, you can again print the 3 reports that you saw at loan application, but now with the final due dates.



Let's enter a repayment for this group loan. When you select choose "Choose" at repayment, you see both loans. The first loan we entered is not fully repaid, so this loan remains visible in this window. Select the group loan, go to the 2nd page and select 06/09/2004 as the due date. Enter this on the first page and click "Next". We now see 4 group members with their respective amounts due. Supposing they paid their parts, we just click on "Save" and we continue with a second entry. Now enter 13/09/2004 as the repayment date, click "Next". Suppose that Ester did not pay her share. Highlight this person and enter 0 as "Total Paid", then click on the "Update" button. You now see that the total paid becomes 15,750. Enter this amount also in the "Total Amount Paid" field above. Now you can click on the "Save" button.

What we want to see now is a group members arrears report. Go to Portfolio Reports/Group Member Portfolio Reports/Group Members Arrears report. Enter 30/09/2004 as reporting date and click on "Ok". All members have still 2 installments to pay in September, but Ester has 3 installments remaining. This is clearly visible.



Group by Client Name: Kalina Market wome

DB/00012	Esther	50,000	45,000.00	2,250.00	0.00	47,250.00	0.00	06/09/2004
DB/00012	Mary	50,000	40,000.00	2,000.00	0.00	42,000.00	0.00	13/09/2004
DB/00012	Grace	50,000	40,000.00	2,000.00	0.00	42,000.00	0.00	13/09/2004
DB/00012	Christine	50,000	40,000.00	2,000.00	0.00	42,000.00	0.00	13/09/2004
Totals:	**4 Member(s)**	**200,000**	**165,000.00**	**8,250.00**	**0.00**	**173,250.00**	**0.00**	
Average:		**50,000**	**41,250.00**	**2,062.50**	**0.00**	**43,312.50**	**0.00**	
Totals:	**4 Loans**	**200,000**	**165,000.00**	**8,250.00**	**0.00**	**173,250.00**	**0.00**	
Average:		**50,000**	**41,250.00**	**2,062.50**	**0.00**	**43,312.50**	**0.00**	

Loan Modification of

Note 1: 'Principal at Risk' is the total principal outstanding of loans in arrears.

There is much more possible than what I have been able to show you during this session. But the purpose is to get you started and it is now time for you to explore other options of Loan Performer. For instance you can enter hundreds of different loan types by combining different options at loan application, it is possible to disburse to the savings account and to repay from the savings account and you can explore the different reporting options. We hope you will enjoy working with this program and will one time join the community of Loan Performer users.

For any further questions, explore the Help file or contact us at:

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