

## Transaction, application and decision status

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### Transaction and application status updates

Capital Finance applications in DriveOnline can have a number of different statuses. There are two boxes which depict the status of an application. This information sheet will help you understand the different statuses and who to contact for help.

| APPLICATION STATUS    |                   |
|-----------------------|-------------------|
| Application ID        | A20170531.63985.1 |
| Owner                 | TrainingBroker7   |
| Lender                | Capital Finance   |
| Lender Application ID |                   |
| Transaction Status    | Referred          |
| Application Status    | In progress       |

### Where do I find this information box?

When you open an application, you'll automatically be taken to the 'Details' screen. This is where you'll find the application status.

### Status updates

Status updates are automatically sent to DriveOnline from the credit system and the settlement system.

### Details

The following table outlines the status updates you may see on your application.

|                | Transaction status | Application status      | Details   | Questions? Contact...   |
|----------------|--------------------|-------------------------|---|---|
| Submission     | Pending submission | In progress             | You haven't submitted the application for credit assessment yet, or you've changed and saved an application prior to submitting for credit assessment.  | DriveOnline helpdesk  |
|                | Pending submission | Validated               | You haven't submitted the application for credit assessment or you've changed it substantially so it needs to be reassessed and you have validated that all mandatory fields are complete (you clicked 'validate app'). | DriveOnline helpdesk  |
| Assessment     | Referred           | Submitted               | You've submitted the application for credit assessment and it's been referred for a credit analyst to work on.  | Credit team   |
|                | Declined           | Submitted               | You've submitted the application for credit assessment and the initial system decision is declined. This application will still be reviewed by a credit analyst.  | Credit team   |
|                | Declined           | In progress             | The application was initially declined however you've since modified and saved the application  | DriveOnline helpdesk  |
|                | Waiting on info    | Submitted               | The credit analyst needs more information. You must amend the application or add supporting documents, click validate app, then click 'Resubmit'.   | Credit team   |
|                | Waiting on info    | In progress             | You've changed the application since the credit analyst has requested additional information. To submit to credit for re-assessment, click 'Validate app' then 'Resubmit'.  | Credit team   |
|                | Approved           | Submitted               | The application has been approved.  | Credit team   |
|                | Approved           | Validated               | The application has previously been approved and you've since run validation on the application   | DriveOnline helpdesk  |
|                | Approved           | Documents generated     | You've generated documents for this application   | DriveOnline helpdesk  |
|                | Withdrawn          | Submitted               | You contacted the credit team and requested they withdraw the application   | Credit team   |
|                | Settlement         | Submitted to settlement | Submitted   | You have successfully submitted the application to the settlement team for processing |
| In settlement  |                    | Submitted               | The application is being worked on by the settlement team   | Settlement team   |
| In settlement  |                    | Validated               | While the application is in settlement you've clicked the 'validate app' or 'validate docs' button  | DriveOnline helpdesk  |
| On hold        |                    | In progress             | A settlement officer has placed the deal on hold awaiting more information from you. Make your changes on the application or upload additional supporting documents and resubmit the application.                       | Settlement team   |
| Settled        |                    | Submitted               | The application has settled   | Settlement team   |
| Account active |                    | Submitted               | Funds have been disbursed and the details have been loaded into the receivables system  | Settlement team   |



Note: every time you amend an application in DriveOnline, the transaction status will revert to 'Pending submission'.

## Decision information status updates

|                     |  |
|---------------------|--|
| Decision            | Approved                                 |
| Description         | The credit assessment has been completed |
| Approval Conditions |  |

### Where do I find this information box?

When you open an application, you'll automatically be taken to the 'Details' screen. This is where you'll find the decision information box.

### Status updates

Status updates are automatically sent to DriveOnline from the credit system.

### Details

The following table outlines the decision information you might see on an application.

| Decision                              | Description                              |
|---------------------------------------|--|
| Has not been sent for decisioning yet | You've not yet submitted the application |
| Refer                                 | The credit assessment is in progress     |
| Approved                              | The credit assessment has been completed |
| Decline                               | The credit assessment has been completed |

If you have questions about a credit decision, please contact the credit team for help.

