

# No.1 Auto

The No.1 Auto module is designed to manage the end-to-end process of vehicle recovery (repossession), evaluation, auctioneer management, and final settlement or litigation for non-performing loan contracts.

## 1. Car to No.1 Auto Case Outline

Once a contract is flagged for recovery, a case outline is created. This section provides a comprehensive overview of the financial standing of the loan at the time of recovery.

- **Loan Detail:** Displays the contract number, customer contact information, and occupation.
- **Financial Summary:** Includes the total loan amount, interest rate, number of payments, and current outstanding balances (Principal, Interest, and Penalties).
- **Got Car Information:** Records the date the vehicle was recovered, the collection staff responsible, and the storage location.
- **Reporting:** Users can generate printouts for the above details in documents.

## 2. Ringi Information

This stage records the physical recovery of the asset and the internal approval (Ringi) details.

- **Ringi Information:** Tracks the internal approval workflow, including:
  - **Staff In-charge:** The officer managing the case.
  - **Sale/Checker/Collection:** Assignment of specific staff members for the resale process.
- **Contact & Asset Investigation:** Evaluates if the customer or guarantor can still be contacted and identifies any other known assets (land or other property) for potential recovery.

## 3. The Auctioneer (Buyer Management)

To ensure the best recovery value, multiple bids are tracked in the Auctioneer section.

- **Top Buyers:** A list of potential shops or individuals providing quotes.
- **Data Points:** Tracks the shop/person name, contact info, buying/selling price, currency, and the deadline for the offer.
- **Ranking:** The system allows ranking offers into five categories to determine the best outcome:

- **S:** Sell for a profit.
- **A:** Sell for the principal and interest.
- **B:** Sell for the principal only.
- **C:** Sell for 60% or more of the principal.
- **F:** Sell for 40% or less of the principal.

## 4. Evaluation & Final Pricing

Before a sale is finalized, a price comparison is conducted.

- **Price Assessment:** Compares the "Price should be" (internal valuation) against "Price from FB" (market value from social media/Facebook) to ensure competitive pricing.
- **Negotiation History:** Records all communication with the customer regarding the remaining debt after the car is sold.

## 5. Repair Information

If the recovered vehicle requires maintenance to increase its resale value:

- **Repair Details:** If it is a repair or not (Yes/No), Records whether repairs are needed, the total cost, currency, the staff in charge and, the details of repairable
- **Documentation:** Allows for the upload of repair invoices or photos of the vehicle's condition.

## 6. Negotiation

- This section manages direct communication with involved parties.
  - **Negotiation Types:** Includes **Call**, **Visit**, or **Come to office**.
  - **Parties Involved:** Negotiations can be held with the **Customer**, **Guarantor**, **Family**, or a **3rd party**.
    - For 3rd parties, details such as **relationship**, **name**, and **phone number** are required.
  - **Contact Met:** Tracks whether the contact was successfully met (Yes/No).
  - **Negotiation Results:** Outcomes include "**Will return**," "**Will sell by customer**," "**Agree to sell and will pay the remaining amount**," "**Agree to sell and not willing to pay the remaining**," or "**Not willing to pay & depend on LALCO**".
  - **History:** Users can view and export the full negotiation history.

## 7. Credit Settlement

After the vehicle is sold, the system calculates the remaining financial gap.

- **Credit Information after Sold Out:**
  - Calculates the deficit (sale price compared to remaining principal).
  - Tracks the percentage of loss against the total outstanding debt.

- Determines the final recovery status ranking.
  - **Status Updates:** There are seven available statuses:
    - **Pending, On sale, Return, Sold out, Broken, Lalco Office, and Litigation.**
  - **Information Sections (Broken / Lalco Office / Litigation):** For these statuses, final comments and notes are recorded before clicking **Approve** to move the case forward or send it to the legal department.
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## Key Actions

- **Save:** Commits the current information in a specific section.
  - **Export:** Allows downloading negotiation and case histories.
  - **Approve/Cancel:** Finalizes the litigation or settlement process.
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