THE RURAL FINANCE INFORMATION SYSTEM

Mission Report

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RFS

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Introduction

The consultant's mission, that took place during the months of September and October 2001, was a follow-up mission of an earlier, 3 months visit, one year ago. During his first mission, the consultant made an inventory of existing MIS systems with UDP's Partner Financial Institutions, held a workshop on how these systems could develop into serving the administration of FSC's, SLG's and SLG members as well as the "ordinary" clients and assisted with the UDP MIS system in the form of the creation of a quarterly data-collection sheet and a data-entry program for the rural finance data to be used at PPO level.

After one year the consultant came back for a 2 months mission with the attached terms of reference (see annex 1). Although the TOR for the current mission speaks of a 3 months intervention, the contract was actually for 2 months only.

Findings

The consultant found that after one year not very much had changed in the MIS systems that the PFIs were using. In general the PFIs used the same systems, created SLG accounts in those systems, where they tracked the group's balances and kept a separate administration for the SLG members. This separate administration was, in most cases, done in Excel. For the time being this is still manageable, but with the first disbursements being made, it is increasingly becoming more difficult to retrieve certain information (already some PFI's reported difficulties retrieving information like the savings balance of female members and generating the total balance of in-active accounts).

The "Quarterly Data-Collection Form", that the consultant developed a year ago as part of the UDP's MIS, was actually being used by the PFI's and the PPO's. At the same time, the Rural Finance Component developed a less extensive version of this sheet as a monthly data-collection sheet. The information is being filled out at PPO level and faxed to PMO, although not always in time.

The data-entry program that the consultant developed a year ago, was not operational at PPO level. The main reason for this was lack of support. For the rural finance officers, the program was not working, as they couldn't do a certain - essential - operation with the mouse. However this was feasible with the keyboard. Apparently UDP's MIS staff was not able to communicate this to the PPO's, leading to the PPO's abandoning the program. In addition to this, UDP's MIS staff wants to have an overall MIS program that includes a data-entry part for the Rural Finance data, not an external program that is linked to the same database. At the start of the mission, the consultant was explicitly requested to refrain from putting efforts in an update of the PPO program. As the program directors agreed to this, the parts on the UDP MIS in the consultant's task description, were taken out and the consultant had to concentrate on assistance to the partner financial institutions, as they would have to continue the work when UDP would be phased out.

Given the work load that was expected from the consultant ("Design and develop a database program to process savings and loans transactions of FSCs and track repayments, defaults and etc.." that is linked to UDP's MIS, linked to the PFI's MIS, that has been debugged and tested…) and the available time (2 months only), the only way forward in the eyes of the consultant, was to buy an off-the-shelf program and adapt it to UDP's and MFI's requirements. The consultant thinks he has found this program in the form of Loan Performer (see www.loanperformer.com) and he has spent most of his time tuning this program to the needs of the UDP and the PFI's, introducing this program and training the UDLF officers and data-encoders of the PFI's.

There was some concern that this focus on the PFI's, would leave the FSC's without proper assistance. Currently the FSC's are still very young and their administration is set up by the PFI's. It consists mainly of a cash registry and some ledgers of the deposits and loans of the group members. It is the ultimate goal that the FSC's have their own computerized administration, but they will have to go through the process of a manual system, an Excel administration and ultimately a dedicated micro-finance software program. As the FSC's should be self-supporting, the number of active clients should be high enough to off-set the investment in computers and software. In case of the Loan Performer software, the break-even point lies somewhere between 500 and 1,000 active members with outstanding loans.

Loan Performer

Loan Performer was one of the packages that were demonstrated last year during a 3 day workshop on MIS systems for the UDP partner organizations. So the PFI managers had already received some exposure to this system. In the mean time, this program has got a decent review by CGAP, the Consultative Group to Assist the Poorest (see: http://www.cgap.org/iss_site/review/lp/summary.html) and has been earmarked as the micro-finance software that offers "the best value for money", having an "excellent user interface" and generating "over one hundred built-in reports that are quite easy to produce in several formats".

During the first half of the current mission, the consultant visited all PFI's in order to install a temporary version of Loan Performer that was valid for a limited time period. The software was installed with a special "UDP" configuration, so that the users would immediately find their sitio's, barangays and municipalities. The UDLF officers and the data-encoders of the PFI's received a short on-the-job training in the data-entry of SLG's, SLG members and their deposits. The managers of the PFI's were informed that UDP would assist them with a contribution of US 200 per PFI for software costs to meet UDP's information requirements. The PFI's can use this either to modify their current software or for the acquisition of another program like Loan Performer. At the same time, some PFI's needed immediate technical assistance regarding their hardware (printer problems, RAM memory) or regarding their software (viruses).

Soon it became clear that only 2 PFI's knew what they wanted while the rest was still searching. Those 2 were the Network Bank and the Rural Bank of Sarangani. These PFI's

are using Microbanker and they expect that either they themselves or some external consultants can modify the program to suit UDP's information requirements.

The UDLF officers and data-encoders of the remaining PFI's were invited for a 3.5 days training workshop in Loan Performer. The data-entry of the member registration and savings modules were evaluated and the participants were trained in the loans and accounting modules. Each attending PFI received a 100-page operations manual on how to use the Loan Performer software.

The evaluation showed that:
- ?? although the participants thought Loan Performer a very useful program, they were worried about local support and the annual costs for updates,
- ?? the program was thought to be very complex,
- ?? the Quarterly Data-Collection Form was not a standard report, but the information had to be collected from several other reports,
- ?? the software could not produce the savings balances for women members.

The consultant mitigated a bit the concerns and indicated that although certain features are not immediately available, they can be added easily (the last item has been added during the consultant's mission). Camtrimco, one of the PFIs, immediately bought the program after the training. The consultant further on assisted Camtrimco in the setup of the software.

For UDP, the consultant made some changes in the program. These are:
- ?? Modifications to suit the Philippines date format (mm/dd/yyyy).
- ?? Modification of Client Report to produce start of period number of group members, number of new members, members left, end of period number of members, male, female.
- ?? Added a listing of new members in a period.
- ?? Added a listing of members that left in a period.
- ?? With the right configuration, the Savings Balances report can be grouped by FSC or by Municipality/Barangay.
- ?? The user can now enter one savings deposit/withdrawal amount for all group members.
- ?? Many loan reports can group according to 3 different levels of geographic areas (at Province, Municipality or Barangay level) if "Grouping By Geographic Area" is selected when the reports are run.
- ?? Many loan reports can group according to user-defined client (that is FSC or UDP Client or Non-UDP Client) or loan categories (e.g. Consumer Loans vs Production Loans, as defined under Support Files/Client Category or Loan category).
- ?? A report has been added to retrieve savings balances for group members as well as to retrieve information on balances per male and female members.

The PFI's have until the end of October to decide on the use of the Loan Performer software. This is when their temporary license will expire. Besides Camtrimco, who

actually bought the software, the Rural Bank of Tampakan and the Cooperative Bank of Davao Oriental in Mati have indicated that they are going to use the software as well.

Achievements and Conclusions

- ?? The PFI's have the possibility of acquiring a very useful package that will serve UDP's interest.
- ?? PFI's staff (data-encoder and UDLF officer) have been trained to work with this program.
- ?? Two PFI's (Network Bank and Sarangani RB) have opted to change their current MIS software to suit UDP's information needs, one PFI (Magsaysay Farmers MPC) decided – against the advice from the consultant – to develop their own tailor-made software from scratch, one PFI (Camtrimco) has bought the Loan Performer software, two PFI (RB Tampakan and Coop Bank Davao Oriental) say they are going to buy the software and 4 are still undecided (Mavadeco, Mangloy MPC, RB Alabel, RB Digos).
- ?? PFI's don't want a separate software program for UDP's clients only. They want a single MIS system that is suitable for all their clients and all their operations.
- ?? The PFI's are – understandably – reluctant to take decisions that bind them for years to come.
- ?? The PFI's would like UDP to assist in the annual costs. For the Loan Performer program, these are US 210 dollar, starting in September 2002. Even a small subsidy of 25% would be welcomed for the second year.
- ?? In view of the new reporting requirements of the Central Bank of the Philippines, the PFI's want software that produces this report automatically.

The Way Forward

Regarding the MIS systems of the PFI's, UDP can only assist on the sideline and make sure that the information it needs, can be retrieved from those systems. The need for technical assistance regarding the MIS systems will be higher if more PFI's choose to work with Loan Performer software. If this is the case, it would be a good idea to organize a one day workshop every end of month for the next 3 months for the users of Loan Performer. The participants – UDLF officer and data-encoder – will exchange problems encountered and exchange information on how to resolve them. They can compare each other's settings and share 'best practices'.
For his follow-up work, the consultant proposes to have 2 missions of 6 weeks in the next year, one in the first quarter and one in the last quarter. This is mainly for user assistance. Every mission should start with a 2 days computer workshop where problems are discussed and new updates will be presented. Following the workshop, the consultant will update the software in the field and conduct on the job trainings.

Annex 1.

Terms of Reference

The Financial Operations Specialist for Rural Financial Services

Background/rationale:

The Upland Development Programme in Southern Mindanao (UDP) has started in 1999. It's main objective is "to develop and test a replicable model for sustainable management of the natural resources in the uplands of Region XI and to enable upland communities to address their subsistence needs and to produce new marketable surpluses through sustainable market-led production".

The RFS is one of the components of the project. It aims at creating access to financial services for the beneficiaries in the project area. Cooperation is sought with Partner financial Institutions (PFI) who will assist the local communities in setting up Savings and Loan Groups (SLGs) and Financial Service Centres (FSCs). To date, the programme has 13 partner financial institutions, 13 FSCS, 229 SLGs with 5,140 members.

With the establishment of FSCs, credit services can now be accessed by the upland farmers. With a broad membership, it is expected that the number of small FSC transactions would increase. On the other hand, FSCs are wanting to reduce transaction cost for it to be viable. Processing a large number of small transactions manually would be very costly. Tracking and monitoring these transactions are double difficult.

On the part of the Partner Financial Institutions, an assessment has been done almost a year ago. Result of the assessment showed that most of the PFIs have computerized MIS, with few coop PFIs who have computer aided MIS. A database program for MIS was designed for RFS MIS and installed in the provinces. Unfortunately, this program bugged down and processing of field data was put to a halt and had to be done manually.

It is in this context that another technical assistance is needed to debug this program and improve it based on new development in the UDP Monitoring and Evaluation System, in order to have it linked also to the Programme's MIS. Another area of assistance is to link the FSC operations to the PFIs existing system.

Qualification and Experience

a) Preferably a master degree in related fields, e.g. development economics, development management, accounting and finance, computer science etc.
b) Minimum of 5 years direct experience in programming, designing, implementing and micro finance monitoring systems and programmes

c) With working knowledge dealing with various types of micro finance institutions like NGOs, banks and co-operatives

d) Have attended various training's, technical workshops and for a related to micro finance programmes

e) Exposure in implementation of credit programmes particularly in the area of financial operations systems, loan tracking etc.

Main Tasks
- ?? Assess UDP's Rural Financial Services component management information system in detail
- ?? Design an appropriate program for RFS MIS that can be linked to UDP's MIS
- ?? Assess UDP's, PFI's, FSC's and SLG's capacities in effective monitoring and tracking their financial transactions with the UDP clients
- ?? Design and develop a database program to process savings and loans transactions of FSCs and track repayments, defaults and etc.. If possible, this can be linked to the PFIs existing MIS
- ?? Design and provide technical support to introduce, adjust or adopt and institutionalize effective financial operating systems appropriate for the micro finance activities of UDP with concerned implementing bodies
- ?? Conduct training to the concerned persons of the various institutions
- ?? Install this program to all PFI's FSCs and allow it to run for debugging
- ?? Prepare a manual of operation for these programs for the users
- ?? Provide technical guidance in linking the systems of PFI's and FSC's to UDP's MIS
- ?? Coordinate with the Programme MIS Specialist in designing and developing the database system for programme-level recordings

Expected Output
- ?? Design database program for RFS MIS linked with UDP's MIS
- ?? Design and develop a database program for PFI's FSCs that can be linked to existing PFI's MIS
- ?? Manual of operation for the FSC programs
- ?? Assessment report of FSC, PFI and RFS MIS needs

Timing and Duration
Three (3) months, starting August – October 2001

Preferred Configuration Settings Loan Performer for Partner Finance Institutions of UDP

The following is a check-list of recommended parameters to look into when setting up Loan Performer for tracking of savings and loans of group members. With these settings, the program is able to:

?? *be used as an accounting program as well,*
?? *produce reports with sub-totals per organizational level (PFI-FSC-SLG-Group Member),*
?? *produce reports with sub-totals per geographic level (Province-Municipality-Barangay-Sitio),*
?? *produce reports with sub-totals for UDP clients as well as non-UDP clients,*
?? *produce reports with sub-totals for members and non-members in case of cooperatives,*
?? *produce reports that can give sub-totals on Consumption and Production Loans,*
?? *produce reports from which UDP's Quarterly Data Collection Report can be filled out.*

1. On menu **System/Configuration/General** you find the item "Start of the Financial Year". As long as this date is empty, nothing will be booked to the General Ledger. It is preferable that you leave this date empty until you are ready to start with the accounting part of the program. You should be aware that once entered, this date can not be changed anymore unless you do a year-closure. You should also know that no entries can be made in savings or loan ledger modules before the start of the financial year. That's why it is better to bring the savings and loan ledgers up-to-date first and then to activate the accounting part.

2. On menu **System/Configuration/Savings** the item "Number of days to classify an account as dormant" has to be set to 30.

3. On menu **System/Configuration/Savings** the last item is: "Track Group Members". This item should be activated and never be changed. If it is de-activated and you enter a deposit for a group, there is no breakdown of the amount into the deposits of the group members. If later on, you activate this parameter, your balances between group totals and group member totals will be inconsistent. So, be sure that from the start on this parameter is activated.

4. You have more or less the same kind of parameter on the menu item **System/Configuration/Loans Part 1.** The last parameter – "Loans have to be tracked by group members" – should be activated from the start onwards, in order to have the same totals for group dues/repayments and group member dues/repayments.

5. If the last parameter above is activated, you get 2 sub-parameters of which the last one is important ("Members can get individual loans"). This parameter also should not be changed over time. If this parameter is **de-activated**, you can enter a group loan for 1 or more members, where you get a breakdown of the group loan into the member loans later on. If this parameter is **activated**, you start the loan application by choosing a member in a group (you don't choose the group, as in the first case) and everything you enter is just for this member. The last option is preferable if your group loans are just single loans to single members (each member loan having different disbursement dates and/or each number loan being a different loan product and/or having different interest rates).

6. If you don't charge any commission or administrative fees before you disburse a loan, you can deactivate this menu item by deactivating the first item on the menu **System/Configuration/Loans Part 1.** You should even do this, as you cannot disburse a loan unless the loan commission has been entered.

   In general the "Choose Loan" button only shows you loans of clients that can be approved, disbursed or repaid. If a loan is not approved, you don't see it in the "Choose Loan" list for the entry of disbursements. The same with regards to loan repayments. Always be aware of this when you don't find a loan.

7. With menu **Support Files/Geographical Area's** you can enter new Sitio's, Barangays and Municipalities. Sitio's covered by the UDP program should have a UDP assigned code. For the areas that are not covered by the UDP program, you are free to assign numbers yourselves. Please note that Sitio number 01020304 belongs to Barangay 01020300, which belongs to Municipality 01020000, which belongs to Province 01000000. You cannot enter a Sitio 01020304 if Barangay 01020300 does not exist. So first enter the main entities, then the lower.

   For the entry of new sitios in UDP covered areas, you need to contact UDP to get the proper name and area code.

   The item "User can only pick from lowest level" means that when entering clients/groups, the user will not see the higher levels (Province, Municipality or Barangays) and can choose from the available Sitio's only.

   Any loan report that you create, can produce sub-totals per Municipality or Barangay if you select **Order/Group By** and you choose "Geographical Area" with sub-selection "Municipality" or "Barangay".

8. Menu **Support Files/Client Category 1** should have a listing of FSC's. If you enter a group, on the **More** page you can assign a group to an FSC. If your group does not – yet – belong to an FSC, make sure there is a rest category like **Unknown** amongst the list of FSC's. Any loan report that you create, can produce sub-totals per FSC if you select **Order/Group By** and you choose "Client Category 1".

9. If you want to use Loan Performer also for your own clients, that is non-UDP clients, you can use **Support Files/Client Category 2** for this. Create an item "UDP-Client" and another "Non-UDP Client" and when you enter a client, you can select either one on the page **More** under the second list box. Any loan report that you create, can produce sub-totals per client type if you select **Order/Group By** and you choose "Client Category 2".

10. If cooperatives deal with members and non-members, **Support Files/Client Category 3** can be used to class a person as member or non-member, so that reports can produces totals on both items.

11. Menu **Support Files/Loan Category 1** should have items "Consumer Loan" and "Production Loan". If you enter a loan application, you can assign a loan to either one. Any loan report that you create, can produce sub-totals on these items if you select **Order/Group By** and you choose "Loan Category 1".

12. **Backups**: the most important thing regarding your work with Loan Performer is to make daily backups. Preferably make backups on another computer, a CD or a Zip disk. Diskettes are not so reliable. If you are using diskettes, replace them with new diskettes every 2 weeks. Don't keep on using the same diskettes over and over again. One day, when you need them, they won't work anymore.

    Also use 2 sets of backups, one set is for daily backups another for weekly backups. The last backup should be done every Friday afternoon.

13. **Support**: in case you encounter a problem, you can do the following things:
    * press F1 for help or search the Help file on key words that relate to your problem.
    * if there is a "Retry"/"Cancel" button group, always try "Retry". Sometimes this will work and you can continue. The "Cancel" button will in most cases throw you out of the program and you will have to log in again.
    * make a screen dump so that you can show others the error message that you got. See the Help file on how to make a screen dump.
    * if you have email, describe your problem and send it to Crystal Clear Software Ltd. (email: ccs@infocom.co.ug) or Diagnostic Computer Center (email: smarteyecon@hotmail.com). A good description of the problem is half the solution. Attach your screen dump.
    * if you have to go to Davao or Gen. Santos for support, make a backup of the database (if you cannot enter into the program, just copy the database) and bring it along.
    * if you want phone support, call Diagnostic Computer Center (Rene, phone: 0916-300-9653 or 0917-714-3044) or UDP (Nilo, phone: 082-2348200 or 2350874).
    * As there are several organizations, that are going to use Loan Performer, you can also contact each other to find out how the others have resolved certain problems.
    * Organize end of month workshops where you come together and discuss

problems and solutions regarding the software. It's the best way to train yourselves.

Annex 3.

Where to find the data needed for the
Quarterly Rural-Finance Data-Collection Form?

No.	Indicator\Unit	Where to find it in Loan Performer?
1	Name SLG	For any report, choose a template that includes the name of the SLG.
2	Sitio	For any report, choose a template that includes the village.
3	Barangay	For any report, choose Order/Grouping by Geographical Area with sub-title "Barangay"
4	Municipality	For any report, choose Order/Grouping by Geographical Area with sub-title "Municipality"
5	Name of FSC	For any report, choose Order/Grouping by Client category 1
6	No. of Members Start of Quarter	Report on Clients, choose 'Group Members'.
7	No. of New Members in Quarter	Report on Clients, second page
8	No. of Drop-Outs (Members who left during Quarter)	Same
9	No. of Members End of Quarter	Same
10	No. of Women Members End of Quarter	Same
	Share Capital	
11	Share Capital Build Up in FSC End of Quarter	Report Compulsory Savings (please note that capital build up has to be entered as Compulsory Savings)
	Savings	
12	Savings Balance as of End of Quarter	Savings Balances Report
13	Savings Balance of Women as of End of Quarter	Same, second page
14	Number of In-Active Accounts (No transactions for > 30 days)	Savings Balances Report, choose "Dormant Only" Check that Dormant is set to 30 days in Configuration.
15	Balance of In-Active Accounts	Same
	Loans	
16	Seed Capital (in case of FSC)	This should be a fund that has been created under menu "System/Configuration/Funds"
17	Other Loan Fund Capital (in case of FSC)	Those funds should have been created under menu "System/Configuration/Funds"
18	Principal Balance Start of Quarter	Loan Balances report under menu "Loans/General Loan Portfolio Reports"

19	No. of First Time Loans Disbursed During the Quarter	Disbursements Report for Group Members (report is still to be updated with loan cycle number)
20	No. of Repeat Loans Disbursed During the Quarter	Same
21	No. of New Loans Disbursed to Men During Quarter	Same (but a template is to be added with Male/Female indication)
22	Amount of New Loans Disbursed to Men During Quarter	Same
23	No. of New Loans Disbursed to Women During Quarter	Same
24	Amount of New Loans Disbursed to Women During Quarter	Same
25	No. of New Loans Disbursed for Production During Quarter	Disbursements Report with Printout Order set to Loan Category 1.
26	Amount of New Loans Disbursed for Production During Quarter	Same
27	No. of New Loans Disbursed for Consumption During Quarter	Same
28	Amount of New Loans Disbursed for Consumption During Quarter	Same
29	No. of Active Loans End of Quarter	Group Member Outstanding Balances Report
30	Principal Balance as of End of Quarter	Same
	Loan Repayments	
31	Principal Past-Due Start of Quarter	Arrears Report
32	Principal Due in Quarter	Payments Made During a Period Report
33	Principal Pre-Paid for next Quarter	Pre-Payments Made during a Period Report
34	Principal Repaid in Quarter	Payments Made During a Period Report
35	Principal Past Due End of Quarter	Arrears Report
36	Interest Past-Due Start of Quarter	Same
37	Interest Due in Quarter	Payments Made During a Period Report
38	Interest Pre-Paid for next Quarter	Pre-Payments Made during a Period Report
39	Interest Repaid in Quarter	Payments Made During a Period Report
40	Interest Past-Due End of Quarter	Arrears Report
41	No. of On-Time Loans End of Quarter	Same
42	No. of Loans from 1 to 30 days late	Same
43	No. of Loans from 31 to 90 days late	Same
44	No. of Loans more than 90 days late	Same
45	Outstanding Loan Amount of Loans in Arrears of more than 30 days old	Same

46	No. of Rescheduled Loans	Written Off and Rescheduled Loans Report (thought this report is at group level and not at member level)
47	No. of Written Off Loans	Written Off and Rescheduled Loans Report
48	Principal Amount of Written Off Loans	Written Off and Rescheduled Loans Report
	Profit	
49	Annual Profit (only in Report Oct-Dec)	Profit and Loss Statement

Annex 4.

<u>The RF Administrative Process</u>

SLG are supposed to meet weekly. Sometimes this is less frequent. The meeting has to be attended by the UDLF officer. The members deposit savings and in future repay loans.

The money is collected by the Treasurer, who signs the member's passbooks.

A collection list is being made of who deposited how much. There are 3 copies made with the financial transactions for that day. One copy stays at the SLG, one copy is for the FSC and another for the PFI. In case there is no FSC, 2 copies are made.

The Treasurer takes the money to the FSC or, if there is no FSC, the UDLF officer takes the money to the PFI.

At the FSC, the accounts officer takes the money and updates the SLG's passbook with the deposited amount. This is checked by the SLG upon return of the Treasurer (so this is a weekly control).

The accounts officer takes the money of several SLG's to the PFI and receives a signed deposit slip from the PFI. The PFI checks the balances with the FSC on a monthly basis.

The UDLF officer updates his records at the PFI on the basis of the collection list. Each UDLF officer has his own records according to Municipality (sometimes this is only a hard copy, but it can also be an Excel spreadsheet).

Each UDLP officer fills out the Quarterly Data Collection Form for his SLG's and sends it to PPO from where the Rural Finance Officer passes it on to PMO. The Rural Finance Component at PMO keeps Excel spreadsheets of the financial data (there is no MIS to enter this information as of now).

Organisation

Each PFI has 1 to 5 UDLF Officers. This corresponds with the number of Municipalities covered. For every Municipality there should be about 4 FSC's, one per Barangay, each FSC has one Accounts Officer. Each FSC has about 4 SLG's. There are as of now 130 SLG's.

Work-Load

As of now – September 2001 – there are about 5,000 members organized in SLG's. This is an average of 420 members per PFI (there are 12 PFI's). At PFI level this means there will be about 420 savings entries to be made per week. Including the maintenance of the member records and reporting, this can be done by 1 person in 2 days or by 4 persons,

each doing this work in half a day. If this is done in Excel, every UDLF officer can do this. If this is a specialized micro-finance software program, the first option of a special data-encoder is more advantageous.

WISH LIST ADDITIONAL FEATURES

The following items are desired features that PFI's expressed as to be included in the Loan Performer software:

1. The Disbursements Report for Group Members should have an indication of loan cycle (needed for UDP).
2. The same report should have a Male/Female indication with totals per group (also needed for UDP).
3. The Quarterly Data Collection Form should be generated automatically from the program (not essential for UDP as the information can be found from different locations, however if it can be done, it would lead to more consistency as the user cannot make errors filling out the form manually).
4. The calculation of savings on deposits should be specific per savings product. Currently only one interest percentage can be specified for all savings products.
5. One PFI would like the software to print line items in savings and loan passbooks.
6. One PFI uses an interest calculation method that is not supported by the software: interest is calculated on an average of end of month balances.