

Oracle® Collections

Concepts and Procedures

Release 11*i*

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Contents

Send Us Your Comments	vii
Preface.....	ix
Audience for This Guide	ix
How To Use This Guide	ix
Documentation Accessibility	x
Other Information Sources	x
Do Not Use Database Tools to Modify Oracle Applications Data	xvi
About Oracle	xvi
1 Understanding, Using, and Administering Oracle Collections	
Overview	1-3
Responsibilities.....	1-5
Campaigns.....	1-7
Collections Campaigns	1-7
Dunning Campaigns	1-8
Navigation between Universal Work Queue, eBusiness Center and Collections	1-8
Using Universal Work Queue	1-9
Collections Tab in eBusiness Center.....	1-10
An Overview of the Collections Window.....	1-10
About the Collections Header.....	1-11
About the Profile Tab.....	1-11
Aging and Delinquencies Table	1-12
About the History Tab.....	1-13

Call History	1-13
Payment History	1-14
Dispute History	1-16
Dunning History	1-17
Promise to Pay History	1-18
About the Pay Account Tab	1-18
About the Pay Invoice Tab	1-20
About Note	1-22
About the Task Tab	1-23
Viewing and Editing Account Information	1-23
Viewing Transaction Details	1-24
Disputing Invoices	1-24
Processing Payments	1-26
Processing Credit Card Payments	1-26
Processing Bank Check EFT Payments	1-27
Accepting Promises to Pay	1-28
Reversing Payments	1-29
Launching a Script for Your Customer Interaction	1-30
Using Directory Assistance	1-30
Reports	1-31
Running the Campaign and Collector Outcome Reports	1-31
Campaign Outcome Summary Report	1-32
Collector Outcome Summary Report	1-33
Running the Payment Collector Report	1-33
Payment Collector Summary Report	1-34
Payment Collector Detail Report	1-35
Running the Payment Campaign Report	1-35
Payment Campaign Summary Report	1-36
Payment Campaign Detail Report	1-36
Running the Reconciliation Report	1-37
Campaign Schedule or Collector Reconciliation Report Summary	1-37
Campaign Schedule or Collector Reconciliation Report Detail	1-38
Administering Dunning Plans	1-38
Creating a Dunning Plan	1-39
Administering Scoring	1-40

Creating Scoring Component Types	1-40
Creating New Scoring Engines	1-41
Adding Components to Scoring Engines.....	1-42
Configuring Scoring Engine Components	1-43
Enabling Phone Directory Assistance	1-44
Managing Web Directory Assistance.....	1-44
Creating Web Assistance	1-44
Updating Web Assistance	1-46
Creating CGI Switches	1-46
Concurrent Programs	1-48

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Oracle Collections Concepts and Procedures, Release 11*i*

Part No. A95941-02

Oracle Corporation welcomes your comments and suggestions on the quality and usefulness of this document. Your input is an important part of the information used for revision.

- Did you find any errors?
- Is the information clearly presented?
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Preface

Audience for This Guide

Welcome to Release 11*i* of the Oracle Collections Concepts and Procedures.

This guide assumes you have a working knowledge of the following:

- The principles and customary practices of your business area.
- Oracle Collections

If you have never used Oracle Collections, Oracle suggests you attend one or more of the Oracle Collections training classes available through Oracle University.

- The Oracle Applications graphical user interface.

To learn more about the Oracle Applications graphical user interface, read the *Oracle Applications User's Guide*.

See Other Information Sources for more information about Oracle Applications product information.

How To Use This Guide

This guide contains the information you need to understand and use Oracle Collections.

- Understanding Oracle Collections provides an overview of the application and a description of the main pages of the user interface.
- Using Oracle Collections tells you how to use the features you need as a collections agent.

- Administering Oracle Collections covers how to change the parameters used by the application.

Documentation Accessibility

Our goal is to make Oracle products, services, and supporting documentation accessible, with good usability, to the disabled community. To that end, our documentation includes features that make information available to users of assistive technology. This documentation is available in HTML format, and contains markup to facilitate access by the disabled community. Standards will continue to evolve over time, and Oracle Corporation is actively engaged with other market-leading technology vendors to address technical obstacles so that our documentation can be accessible to all of our customers. For additional information, visit the Oracle Accessibility Program Web site at <http://www.oracle.com/accessibility/>.

Accessibility of Code Examples in Documentation JAWS, a Windows screen reader, may not always correctly read the code examples in this document. The conventions for writing code require that closing braces should appear on an otherwise empty line; however, JAWS may not always read a line of text that consists solely of a bracket or brace.

Other Information Sources

You can choose from many sources of information, including online documentation, training, and support services, to increase your knowledge and understanding of Oracle Collections.

If this guide refers you to other Oracle Applications documentation, use only the Release 11*i* versions of those guides.

Online Documentation

All Oracle Applications documentation is available online (HTML or PDF). Online help patches are available on MetaLink.

Related Documentation

Oracle Collections shares business and setup information with other Oracle Applications products. Therefore, you may want to refer to other product documentation when you set up and use Oracle Collections.

You can read the documents online by choosing Library from the expandable menu on your HTML help window, by reading from the Oracle Applications Document Library CD included in your media pack, or by using a Web browser with a URL that your system administrator provides.

If you require printed guides, you can purchase them from the Oracle Store at <http://oraclestore.oracle.com>.

Documents Related to All Products

Oracle Applications User's Guide

This guide explains how to enter data, query, run reports, and navigate using the graphical user interface (GUI) available with this release of Oracle Collections (and any other Oracle Applications products). This guide also includes information on setting user profiles, as well as running and reviewing reports and concurrent processes.

You can access this user's guide online by choosing "Getting Started with Oracle Applications" from any Oracle Applications help file.

Documents Related to This Product

Oracle TeleSales Concepts and Procedures

Oracle Collections is available from the eBusiness Center described in this document.

Oracle Universal Work Queue Concepts and Procedures

This document tells you how to use your work queue. Oracle Collections tasks appear in your work queue and are managed the same way as other work tasks.

Oracle CRM Application Foundation Concepts and Procedures

Oracle Collections uses many features that are covered in this document such as notes, tasks, and fulfillment.

Oracle Scripting Concepts and Procedures

You can create scripts for your collections agents to follow when making calls. This document explains how to use Oracle Scripting.

Oracle Advanced Outbound Concepts and Procedures

Review this manual to understand more about outbound campaigns.

Oracle Marketing Online Concepts and Procedures

This manual covers how to use Oracle Marketing Online. Oracle Collections uses the campaign feature of Oracle Marketing Online.

Installation and System Administration

Oracle Applications Concepts

This guide provides an introduction to the concepts, features, technology stack, architecture, and terminology for Oracle Applications Release 11*i*. It provides a useful first book to read before an installation of Oracle Applications. This guide also introduces the concepts behind Applications-wide features such as Business Intelligence (BIS), languages and character sets, and Self-Service Web Applications.

Installing Oracle Applications

This guide provides instructions for managing the installation of Oracle Applications products. In Release 11*i*, much of the installation process is handled using Oracle Rapid Install, which minimizes the time to install Oracle Applications, the Oracle8 technology stack, and the Oracle8*i* Server technology stack by automating many of the required steps. This guide contains instructions for using Oracle Rapid Install and lists the tasks you need to perform to finish your installation. You should use this guide in conjunction with individual product user's guides and implementation guides.

Oracle Applications Supplemental CRM Installation Steps

This guide contains specific steps needed to complete installation of a few of the CRM products. The steps should be done immediately following the tasks given in the Installing Oracle Applications guide.

Upgrading Oracle Applications

Refer to this guide if you are upgrading your Oracle Applications Release 10.7 or Release 11.0 products to Release 11*i*. This guide describes the upgrade process and lists database and product-specific upgrade tasks. You must be either at Release 10.7 (NCA, SmartClient, or character mode) or Release 11.0, to upgrade to Release 11*i*. You cannot upgrade to Release 11*i* directly from releases prior to 10.7.

Maintaining Oracle Applications

Use this guide to help you run the various AD utilities, such as AutoUpgrade, AutoPatch, AD Administration, AD Controller, AD Relink, License Manager, and others. It contains how-to steps, screenshots, and other information that you need to

run the AD utilities. This guide also provides information on maintaining the Oracle applications file system and database.

Oracle Applications System Administrator's Guide

This guide provides planning and reference information for the Oracle Applications System Administrator. It contains information on how to define security, customize menus and online help, and manage concurrent processing.

Oracle Alert User's Guide

This guide explains how to define periodic and event alerts to monitor the status of your Oracle Applications data.

Oracle Applications Developer's Guide

This guide contains the coding standards followed by the Oracle Applications development staff. It describes the Oracle Application Object Library components needed to implement the Oracle Applications user interface described in the *Oracle Applications User Interface Standards for Forms-Based Products*. It also provides information to help you build your custom Oracle Forms Developer 6i forms so that they integrate with Oracle Applications.

Oracle Applications User Interface Standards for Forms-Based Products

This guide contains the user interface (UI) standards followed by the Oracle Applications development staff. It describes the UI for the Oracle Applications products and how to apply this UI to the design of an application built by using Oracle Forms.

Other Implementation Documentation

Multiple Reporting Currencies in Oracle Applications

If you use the Multiple Reporting Currencies feature to record transactions in more than one currency, use this manual before implementing Oracle Collections. This manual details additional steps and setup considerations for implementing Oracle Collections with this feature.

Multiple Organizations in Oracle Applications

This guide describes how to set up and use Oracle Collections with Oracle Applications' Multiple Organization support feature, so you can define and support different organization structures when running a single installation of Oracle Collections.

Oracle Workflow Guide

This guide explains how to define new workflow business processes as well as customize existing Oracle Applications-embedded workflow processes. You also use this guide to complete the setup steps necessary for any Oracle Applications product that includes workflow-enabled processes.

Oracle Applications Flexfields Guide

This guide provides flexfields planning, setup and reference information for the Oracle Collections implementation team, as well as for users responsible for the ongoing maintenance of Oracle Applications product data. This manual also provides information on creating custom reports on flexfields data.

Oracle eTechnical Reference Manuals

Each eTechnical Reference Manual (eTRM) contains database diagrams and a detailed description of database tables, forms, reports, and programs for a specific Oracle Applications product. This information helps you convert data from your existing applications, integrate Oracle Applications data with non-Oracle applications, and write custom reports for Oracle Applications products. Oracle eTRM is available on Metalink

Oracle Manufacturing APIs and Open Interfaces Manual

This manual contains up-to-date information about integrating with other Oracle Manufacturing applications and with your other systems. This documentation includes APIs and open interfaces found in Oracle Manufacturing.

Oracle Order Management Suite APIs and Open Interfaces Manual

This manual contains up-to-date information about integrating with other Oracle Manufacturing applications and with your other systems. This documentation includes APIs and open interfaces found in Oracle Order Management Suite.

Oracle Applications Message Reference Manual

This manual describes Oracle Applications messages. This manual is available in HTML format on the documentation CD-ROM for Release 11i.

Oracle CRM Application Foundation Implementation Guide

Many CRM products use components from CRM Application Foundation. Use this guide to correctly implement CRM Application Foundation.

Training and Support

Training

Oracle offers training courses to help you and your staff master Oracle Collections and reach full productivity quickly. You have a choice of educational environments. You can attend courses offered by Oracle University at any one of our many Education Centers, you can arrange for our trainers to teach at your facility, or you can use Oracle Learning Network (OLN), Oracle University's online education utility. In addition, Oracle training professionals can tailor standard courses or develop custom courses to meet your needs. For example, you may want to use your organization's structure, terminology, and data as examples in a customized training session delivered at your own facility.

Support

From on-site support to central support, our team of experienced professionals provides the help and information you need to keep Oracle Collections working for you. This team includes your Technical Representative, Account Manager, and Oracle's large staff of consultants and support specialists with expertise in your business area, managing an Oracle*8i* server, and your hardware and software environment.

OracleMetaLink

OracleMetaLink is your self-service support connection with web, telephone menu, and e-mail alternatives. Oracle supplies these technologies for your convenience, available 24 hours a day, 7 days a week. With *OracleMetaLink*, you can obtain information and advice from technical libraries and forums, download patches, download the latest documentation, look at bug details, and create or update TARs. To use *MetaLink*, register at (<http://metalink.oracle.com>).

Alerts: You should check *OracleMetaLink* alerts before you begin to install or upgrade any of your Oracle Applications. Navigate to the Alerts page as follows: Technical Libraries/ERP Applications/Applications Installation and Upgrade/Alerts.

Self-Service Toolkit: You may also find information by navigating to the Self-Service Toolkit page as follows: Technical Libraries/ERP Applications/Applications Installation and Upgrade.

Do Not Use Database Tools to Modify Oracle Applications Data

Oracle STRONGLY RECOMMENDS that you never use SQL*Plus[®], Oracle Data Browser, database triggers, or any other tool to modify Oracle Applications data unless otherwise instructed.

Oracle provides powerful tools you can use to create, store, change, retrieve, and maintain information in an Oracle database. But if you use Oracle tools such as SQL*Plus to modify Oracle Applications data, you risk destroying the integrity of your data and you lose the ability to audit changes to your data.

Because Oracle Applications tables are interrelated, any change you make using Oracle Applications can update many tables at once. But when you modify Oracle Applications data using anything other than Oracle Applications, you may change a row in one table without making corresponding changes in related tables. If your tables get out of synchronization with each other, you risk retrieving erroneous information and you risk unpredictable results throughout Oracle Applications.

When you use Oracle Applications to modify your data, Oracle Applications automatically checks that your changes are valid. Oracle Applications also keeps track of who changes information. If you enter information into database tables using database tools, you may store invalid information. You also lose the ability to track who has changed your information because SQL*Plus and other database tools do not keep a record of changes.

About Oracle

Oracle Corporation develops and markets an integrated line of software products for database management, applications development, decision support, and office automation, as well as Oracle Applications, an integrated suite of more than 160 software modules for financial management, supply chain management, manufacturing, project systems, human resources and customer relationship management.

Oracle products are available for mainframes, minicomputers, personal computers, network computers and personal digital assistants, allowing organizations to integrate different computers, different operating systems, different networks, and even different database management systems, into a single, unified computing and information resource.

Oracle is the world's leading supplier of software for information management, and the world's second largest software company. Oracle offers its database, tools, and applications products, along with related consulting, education, and support services, in over 145 countries around the world.

Understanding, Using, and Administering Oracle Collections

This chapter includes the following topics:

- [Section 1.1, "Overview"](#)
- [Section 1.2, "Responsibilities"](#)
- [Section 1.3, "Campaigns"](#)
- [Section 1.4, "Navigation between Universal Work Queue, eBusiness Center and Collections"](#)
- [Section 1.5, "Using Universal Work Queue"](#)
- [Section 1.6, "Collections Tab in eBusiness Center"](#)
- [Section 1.7, "An Overview of the Collections Window"](#)
- [Section 1.8, "About the Collections Header"](#)
- [Section 1.9, "About the Profile Tab"](#)
- [Section 1.10, "Aging and Delinquencies Table"](#)
- [Section 1.11, "About the History Tab"](#)
- [Section 1.12, "Call History"](#)
- [Section 1.13, "Payment History"](#)
- [Section 1.14, "Dispute History"](#)
- [Section 1.15, "Dunning History"](#)
- [Section 1.16, "Promise to Pay History"](#)
- [Section 1.17, "About the Pay Account Tab"](#)

-
- Section 1.18, "About the Pay Invoice Tab"
 - Section 1.19, "About Note"
 - Section 1.20, "About the Task Tab"

Procedures

- Section 1.21, "Viewing and Editing Account Information"
- Section 1.22, "Viewing Transaction Details"
- Section 1.23, "Disputing Invoices"
- Section 1.24, "Processing Payments"
- Section 1.25, "Processing Credit Card Payments"
- Section 1.26, "Processing Bank Check EFT Payments"
- Section 1.27, "Accepting Promises to Pay"
- Section 1.28, "Reversing Payments"
- Section 1.29, "Launching a Script for Your Customer Interaction"
- Section 1.30, "Using Directory Assistance"

Reports

- Section 1.31, "Reports"
- Section 1.32, "Running the Campaign and Collector Outcome Reports"
- Section 1.33, "Campaign Outcome Summary Report"
- Section 1.34, "Collector Outcome Summary Report"
- Section 1.35, "Running the Payment Collector Report"
- Section 1.36, "Payment Collector Summary Report"
- Section 1.37, "Payment Collector Detail Report"
- Section 1.38, "Running the Payment Campaign Report"
- Section 1.39, "Payment Campaign Summary Report"
- Section 1.40, "Payment Campaign Detail Report"
- Section 1.41, "Running the Reconciliation Report"
- Section 1.42, "Campaign Schedule or Collector Reconciliation Report Summary"
- Section 1.43, "Campaign Schedule or Collector Reconciliation Report Detail"

Administration Topics

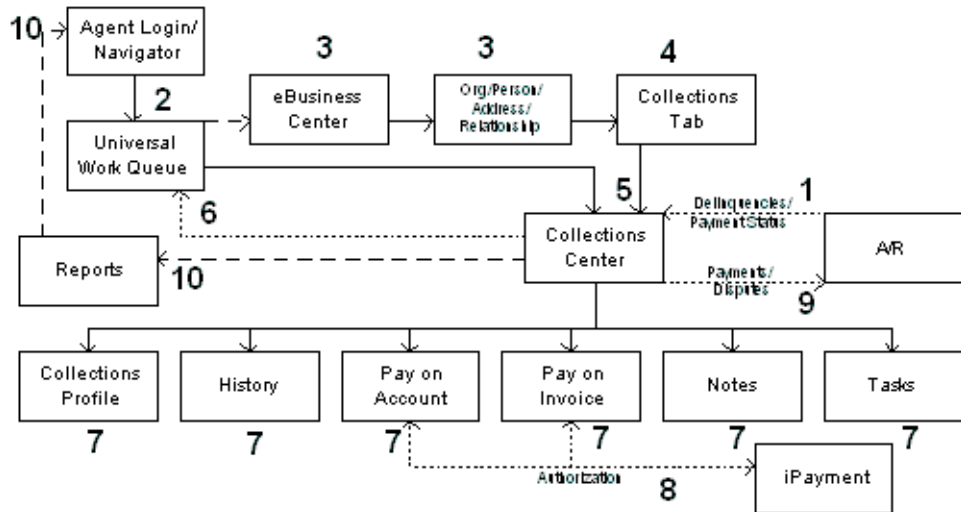
- [Section 1.44, "Administering Dunning Plans"](#)
- [Section 1.45, "Creating a Dunning Plan"](#)
- [Section 1.46, "Administering Scoring"](#)
- [Section 1.47, "Creating Scoring Component Types"](#)
- [Section 1.48, "Creating New Scoring Engines"](#)
- [Section 1.49, "Adding Components to Scoring Engines"](#)
- [Section 1.50, "Configuring Scoring Engine Components"](#)
- [Section 1.51, "Enabling Phone Directory Assistance"](#)
- [Section 1.52, "Managing Web Directory Assistance"](#)
- [Section 1.53, "Creating Web Assistance"](#)
- [Section 1.54, "Updating Web Assistance"](#)
- [Section 1.55, "Creating CGI Switches"](#)
- [Section 1.56, "Concurrent Programs"](#)

1.1 Overview

Collections agents and their managers can use Oracle Collections to plan and execute collections strategies that accomplish the following:

- Identify delinquent customers
- Obtain a snapshot of the customer's past payment history
- Support standard methods of payments that will quickly resolve the delinquent situation

The following chart provides a high level view of the Oracle Collections business flows.



The following list describes the high level business flow for this application.

1. Concurrent program extracts raw data on delinquencies from Oracle Accounts Receivable, adds customer data, and stores the records in Oracle Collections tables.
2. User logs in and navigates to Universal Work Queue to work on a customer record.
3. User selects a customer record and launches eBusiness Center to review customer information.
4. User selects the Collections tab in eBusiness Center to review information about the customer's delinquent accounts and invoices.
5. User launches Collections from the eBusiness Center Collections tab to view details of customer's delinquencies and payments.
6. Alternatively to step 3, user views information on delinquent customers and collections tasks displayed in Universal Work Queue and selects a delinquency or collections task to launch Collections.
7. User reviews customer delinquency profile, histories, and notes. User creates and assigns tasks and records payments or promises to pay.
8. New payment information is sent to Oracle iPayment for authorization.

9. Upon authorization, payment information is sent to Oracle Accounts Receivable for processing and updating of customer's receivables records.
10. Information about agents' collections activities, customer payments, and collections campaigns is viewed by the user as reports.

1.2 Responsibilities

Oracle Collections offers 6 responsibilities. Following are the types of functions that each responsibility performs. Some of these functions are available with the appropriate responsibility while others require responsibilities from other products in the suite.

- Collections Agent: the person who performs collections activities
 - eBusiness Center
 - Collections window
 - Searches
 - Processing payments
 - Disputing invoices
 - Directory assistance
- Collections Agent HTML
 - Reports
- Collections Manager: the person who knows the business process
 - All functions available to Collections Agent
 - Setting aging buckets
 - Banks
 - Lockbox
 - Currency
 - Fulfillment templates
 - Marketing campaigns
 - Interaction history
 - Discoverer workbooks

- Territories
- Collections Manager HTML
 - Reports
 - Add scores to components
 - Add components to scoring engines and weight components
 - Create scoring engines
 - Enable or disable scoring engines
 - Create dunning plans
 - Create scoring engines
- Collections Forms Administrator: the person with technical skills and knowledge to set up and administer the Forms application
 - System profiles
 - Concurrent requests
 - Setting up directory assistance
 - iPayment administration
 - Workflow
 - Advanced Outbound
 - Tasks
 - Territories
 - Resources
- Collections Administrator HTML: the person with technical skills and knowledge to set up and administer the HTML application
 - Reports
 - Create scoring component types
 - Add scores to components
 - Add components to scoring engines and weight components
 - Create scoring engines
 - Enable or disable scoring engines

- Enable web directory assistance

1.3 Campaigns

Although campaigns are usually used for marketing to customers, Collections uses campaign management to:

- Identify delinquent customer segments
- Identify the risk and volume associated with each segment
- Determine the most effective strategy to collect from each segment
- Execute the multi-channel strategy for each segment
- Report on results for future collections efforts

Oracle Collections uses two types of campaign management strategies:

- [Collections campaigns](#) driven through Oracle Marketing Online, Advanced Inbound, and Advanced Outbound
- [Dunning campaigns](#) driven through the Collections Dunning module, Oracle Fulfillment, and tasks that appear in the Universal Work Queue

1.3.1 Collections Campaigns

The collections campaign is created and executed primarily in interaction centers. It supports high volume inbound, outbound, and blended collections activities. By using Oracle Marketing Online, multi-channel collections strategies can also be used. A collection campaign uses the following process:

1. Discoverer workbooks analyze delinquent customers.
2. Delinquent customers are categorized into segments based upon such things as aging, dollars overdue, and delinquency type.
3. Workbooks are used to create lists for campaigns in Oracle Marketing Online.
4. Oracle Marketing Online creates collections campaigns and campaign schedules.
5. Collectors in interaction centers are assigned to campaigns.
6. Oracle Marketing executes the campaigns using Oracle Advanced Outbound if predictive dialing is required.

7. Collector records the results of a call and the information is kept in interaction history.

Campaigns can be automated outbound or inbound.

1.3.2 Dunning Campaigns

A dunning campaign uses the Collections dunning module and customer scoring engine to automate the customer dunning process. (See [Administering Scoring](#) and [Concurrent Programs](#).) This method initiates the dunning campaign through Oracle Fulfillment and can include optional call back tasks for agents in collections centers to contact customers. Before the dunning process can start, a collections center manager must access the dunning module to set up dunning plans. (See [Administering Dunning Plans](#).) After a plan is set up it can run automatically.

A dunning campaign uses the following process:

1. Delinquent customer information is extracted and customers are segmented by aging buckets such as 1-30 days overdue, 31-60 days overdue, and so on.
2. The Collections scoring engine scores each customer in each bucket. Delinquent accounts are scored according to pre-defined qualifiers such as number of delinquencies in the last twelve months and customers since.
3. Customers receive e-mailed letters based on their aging bucket and their score. A customer with a good score receives a friendly reminder letter and a customer with a bad score receives a less friendly letter. The dunning process determines the contact channels, initiates sending of letters via Oracle Fulfillment, and creates call backs in the Task area of Universal Work Queue. Timing of dunning callbacks is determined by the collections manager during set up of each dunning plan.
4. Collectors place calls manually according to the dunning callback tasks they see in Universal Work Queue.

1.4 Navigation between Universal Work Queue, eBusiness Center and Collections

When you are logged in as a collector the navigator offers the following choices:

- Universal Work Queue: When you select a delinquency, a dunning activity, or a promise to pay in your work queue you go directly to the Collections window. See [Using Universal Work Queue](#). When you select a task the task is opened in the related application.

- **Collections:** The Collections window appears and contains no customer data. You can search to find a customer.
- **eBusiness:** The eBusiness Center opens with no customer information. Use lookups or the LOV to find a customer. Use the eBusiness Center to update and add customer information. The **Collections tab** displays information about delinquencies and payments for the selected customer. Click the Details button to open the Collections window for the displayed customer. The eBusiness Center remains open.
- **Universal Search:** You can search for customers using the following three methods. Select the desired customer from the search results to open the Collections window. (See [Using the Universal Search Window](#) in *Oracle TeleSales Concepts and Procedures* for more information.)
 - **Quick Search:** A set of queries set up in the application such as payment, promise to pay, and dispute. Choose one.

Note: The Last Name and First Name parameters for payment or dispute are not the organization contact. Use these parameters to search for a person who is a customer as an individual, not as an organization contact. If you search for promise to pay, then first and last name are for the organization contact.

- **Expanded Search:** You can create your own search.
- **Saved Results:** You can activate previous searches that were saved.
- **Profiles:** You can set user-level profile options.
- **Directory Assistance:** Enter customer search criteria to obtain the phone number from a directory assistance web site.

1.5 Using Universal Work Queue

Three options are in the work queue of a collections agent:

- **Delinquencies:** Displays all delinquent accounts
When you double-click a line item you go directly to the Pay Invoice tab in the Collections window.
- **Broken Promises:** Displays all broken promises

When you double-click a line item you go directly to the History tab in the Collections window.

- Dunning: Displays all dunning activities

When you double-click a line item you go directly to the History tab in the Collections window.

Click a column heading to sort the information by the selected column.

1.6 Collections Tab in eBusiness Center

Collections is accessible in the eBusiness Center via a Collections tab that displays overdue balances, payment information, aging, and delinquent invoice information. A collections agent clicks the Details button on the tab to access the Collections application where more Collections functionality is available. The eBusiness Center window remains open. See [About the Collections Header](#) and [About the Profile Tab](#). The Collections Agent can also process payments directly from the Collections tab by clicking the [Payment Processing](#) button.

1.7 An Overview of the Collections Window

The Collections window is your central work area for activities relating to collecting debt from a customer. You can reach it from the Navigator, through Universal Work Queue, or by clicking the Details button on the eBusiness Center Collections tab. You can use Quick Find to search for a customer.

The header portion of the window displays summary information about the customer's account and payment history. See [About the Collections Header](#).

Detail information needed by Collections personnel is located in the following tabs, in the approximate order needed.

- Profile (See [About the Profile Tab](#))
- History (See [About the History Tab](#))
- Pay Account (See [About the Pay Account Tab](#))
- Pay Invoice (See [About the Pay Invoice Tab](#))
- Note (See [About Note](#))
- Task (See [About the Task Tab](#))

In addition, you can access online directory assistance from the toolbar.

1.8 About the Collections Header

The Collections window header provides summary account and contact information. Search for the organization name, the contact first or last name, and the account number. The header information appears. Displayed collections information includes the following fields:

- Customer since: The date the customer account was first created in Oracle Accounts Receivable.
- Collections score: A computed number based on parameters such as total amount owed, number of delinquencies in the past year, and number of years as a customer. (See [Administering Scoring](#).)
- Tax ID number
- Current balance and currency
- Number of accounts
- Number of delinquencies in the past year: Number of times a customer was overdue on payments in the payment schedule.
- Total amount overdue
- Total number of invoices
- Total number of invoices overdue
- Last payment date
- Last payment due date
- Last payment amount and currency
- Last payment status: Status is usually Applied.

1.9 About the Profile Tab

The Profile tab is the first tab in the Collections Center window and appears on the Collections tab in eBusiness Center. It provides a snapshot of the delinquent customer and contains the following fields:

- Total installments due in the last year: For example, if a customer is on a monthly payment plan that started a year ago, the total is twelve.
- Number of on time installments in the last year
- Number of unpaid installments in the last year

- Number of late installments in the last year
- Total promises in the last year
- Total broken promises in the last year
- Last payment amount and currency
- Last payment due date
- Date last payment was made
- Last payment status: Status is usually Applied.
- Last interaction type: An interaction is a touch point that occurs between a customer, a customer system, a resource, or a resource system. An example of a touchpoint is a phone call between an agent and a customer. This information comes from Interaction History.
- Last interaction date
- Contacted by
- Contact result
- Code: The source code used to designate a campaign. Enter or select a source code from the LOV to see the name and type.
- Name: The name of a campaign. Enter or select the name from the LOV to see the source code and type.
- Type: The type of activity relating to the source code. In this window you are looking for the campaign type.

In addition, you can choose either an aging table or a delinquencies table from the View drop-down list. See [Aging and Delinquencies Table](#).

You can launch an interaction script using the View Script button and then selecting the script. If you select a campaign first, then you will see a list of scripts relating to the selected campaign.

1.10 Aging and Delinquencies Table

In the Profile tab of the Collections Center you can see the aging table by choosing Aging from the View LOV above the table in this tab.

The Aging table shows the customer's delinquent amounts for all delinquent accounts. The amounts are shown on separate lines by aging bucket, such as 30

days and 60 days along with the currency, the number of transactions, and the number of disputed transactions.

The Delinquencies table displays delinquent invoices along with amount due, the original amount, the relevant account number, any disputed amount, and last payment information.

1.11 About the History Tab

Collectors need the ability to find historical information about their delinquent customers in order to be prepared to respond to questions, objections, disputes, and refusals. Agents can select one of the following histories from the Type LOV on the History tab in the Collections window:

- Call history (See [Call History](#))
- Dunning history (See [Dunning History](#))
- Dispute history (See [Dispute History](#))
- Payment history (See [Payment History](#))
- Promise to pay history (see [Promise to Pay History](#))

Unless you are in Call History, choose an account from the LOV of accounts for the organization being displayed. For all histories, choose start and end dates for the report, and click Display.

1.12 Call History

Collectors have to review and prove "due diligence" for collections calls. Various industries require certain numbers of attempts to reach debtors over a period of time before more serious steps are taken to suspend accounts, withhold products and services, or write off accounts and sell to outsourced collections companies. Call history provides insight into all call attempts made to reach debtors including non-contact attempts such as Ring No Answers and Busies. It is a subset of a customer's interaction history with a focus on collections calls. Call history includes information about all activities that took place during the call such as a payment or promise to pay.

The Calls section of call history includes the following columns:

- Call start date
- Call start time

- Resource name: The employee who made or took the call.
- Disputed (yes/no)
- Paid (yes/no)
- Correspondence sent (yes/no)
- Promise to pay (yes/no)
- Action: The type of interaction, such as a call. Actions are defined in Interaction History.
- Outcome: Outcomes are defined in Interaction History.
- Reason: Reasons are defined in Interaction History.
- Result: Results are defined in Interaction History.
- Duration: The duration of the call.
- Object name: The object is defined in Interaction History.

1.13 Payment History

Collectors review their delinquent accounts prior to placing calls. They must review previous payment and dispute history to prepare to collect from the debtor. Debtors who have a weak payment history and frequent dispute history will be treated more cautiously than debtors with a strong record of payments and few disputes.

Payment history pulls information from Oracle A/R for up-to-date receipts posted and displays all payments received against an account. Or you can search for payments without specifying accounts. In which case it is possible that payments appear that are unrelated to an account, person, or organization. Payment history includes the following columns:

- Receipt number
- Receipt date
- Receipt amount and currency: Amount in the currency that was used when paid
- Functional amount: Amount in the set of books currency
- Status: Applied or unapplied
- Posted date: Date the receipt is posted to General Ledger

- GL date: Date assigned to the receipt that designates the GL accounting period it belongs to
- Document number: Check number given by the customer when payment was made
- Payment method: Credit card, electronic funds transfer, and so on
- Taken by: The resource name for the agent who took the payment, or A/R if the payment was not taken through Collections
- Payee: The customer's ID with the payment processing vendor
- Order ID: Created by Oracle iPayment when a payment is made

Notes made against accounts appear at the bottom of the window, the most recent note first.

Select a payment history line and click the Details button to view the transaction details. You can reverse a payment from the Payment History Details window. See [Reversing Payments](#).

The Payment History Details window displays the following in the Payment Summary section:

- Receipt number
- Receipt date
- Status
- Functional amount
- Amount
- Document number
- Posted date
- GL date
- Currency code
- Payment method
- Taken by

The iPayment section displays the following:

- Payee
- Credit card type

- Credit card number
- Order ID
- Credit card expiration date

The Application section displays the following:

- Transaction number
- Installment number
- Amount applied
- Currency
- Apply date
- GL date

1.14 Dispute History

Collectors review their delinquent accounts prior to placing calls. They review payment and dispute history to prepare to collect from the debtor. Although organizations try to bill their customers accurately, errors can occur or customers disagree with a bill. Debtors who have a weak payment history and frequent dispute history will be treated more cautiously than debtors with a strong record of payments and few disputes. The dispute history provides a review of all disputes made against invoices per account.

Invoices are listed for all open disputes. If you want to see all disputes, then select Display All. Notes appear at the bottom of the window, the most recent note first. While invoices are in dispute they are no longer labeled as delinquent. The table includes the following columns:

- Dispute number
- Invoice number
- Create date: The date the dispute was created
- Dispute status
- Dispute reason
- Dispute section: If a section of the invoice was disputed, then the section name appears, such as Total.

- Dispute percent: If a percentage of the invoice amount is disputed, then the percentage appears.
- Dispute amount: The currency total amount being disputed.

Highlight a dispute line and click Details to see any of the following dispute by line information:

- Line number
- Description
- Quantity on the invoice
- Dispute quantity
- Unit price
- Amount: An amount can be disputed for a line item instead of disputing a specific quantity.
- Dispute line amount: The total amount being disputed for the line, either the entered dispute amount or the dispute quantity multiplied by the unit price.

1.15 Dunning History

The dunning process tracks various agent-less attempts to inform debtors that they are delinquent. E-mailed letters are sent to debtors following segmentation and scoring. Processes monitor responses to dunning and schedule additional contact methods (such as calls, additional letters, and visits). Collectors and managers review dunning history to see which accounts are in the dunning process and which ones have now paid. The dunning history provides a review of all interactions from the dunning process. It includes the following columns:

- Date
- Time
- Status: Paid, unpaid, or disputed
- Campaign source code
- Aging bucket
- Dunning type
- Letter name
- Next planned action

- Amount due: Total delinquent amount that triggered the dunning

1.16 Promise to Pay History

In a high volume collections environment, collectors are responding to inbound and outbound calls without time to prepare for the collections call. They have to be able to determine quickly if the debtor's promise to pay can be depended on or if they should press for payment. The promise to pay history provides a review of all promises to pay that were made to the account or for invoices as well as confirmation payment was received and posted to the account.

The page displays all promises to pay other than those that are open. To also see open promises to pay, select Display All. Promise to pay history includes the following columns:

- Account number
- Invoice number
- Installment number
- Installment due date
- Promise to pay creation date
- Promise to pay date
- Promise amount
- Status (open or broken promise)
- Promise payment method
- Currency
- Payment account: Optional free-form field. Enter the bank account the check will come from or the credit card account.
- Payment item number: Optional free-form field. Enter the check number.

Notes written during promise to pay interactions appear at the bottom of the window, the most recent note first.

1.17 About the Pay Account Tab

Collectors need quick access to account details in order to prepare for or respond to delinquency activities. Key information includes all related accounts, overdue dollars and amounts, last payment information, and credit rating. The Accounts Tab

in Collections provides needed information on a customer's accounts and a speedy navigation path to process payments.

The table in the Pay Account tab displays the following fields for all the customer's accounts. Select Display All if you want to see closed accounts as well as all open accounts.

- Account name
- Account number
- Current balance
- Account status
- Established date
- Activation date

When you highlight an account, payment balance and payment information appear in the following fields:

- Account name
- Account number
- Established date
- Suspension date
- Current balance
- Tax code
- Payment terms
- Refund method
- Account status
- Activation date
- Termination date
- Statement cycle
- Subcategory code
- Tax rounding rule

Click [Details](#) to see the following additional windows:

- Credit

- Billing Preferences
- Roles
- Suspensions
- Sites
- Relationships

Click Payment Processing to process the customer's payment. See [Processing Payments](#).

1.18 About the Pay Invoice Tab

Use the Pay Invoice tab to review open invoices and other transactions for an account. You can process a payment for the invoice or record a dispute for an invoice or a line on an invoice.

You can view any of the following transaction classes for a selected account and date range:

- Invoice
- Credit memo
- Debit memo
- Chargeback
- Deposit
- Guarantee
- All

The default transaction type that is displayed is set using the system profile IEX: Default Transaction Type. The following columns are displayed:

- Transaction number
- Original amount due
- Remaining amount due
- Currency
- Due date
- Installment number

-
- **Class:** The category of transaction, such as an invoice, credit memo, or debit memo
 - **Type:** Subcategory within a class that is set up in Oracle Accounts Receivable
 - **Installment status** (open or closed)
 - **Disputed** (yes or no)
 - **Delinquent** (yes or no)
 - **Purchase order number**

If a customer is ready to make a payment, then select the transaction and click Process Payment to go to the Payment Processing window. See [Processing Payments](#).

You can view the line item details and dispute information for a transaction by selecting the transaction and clicking Transaction Details. The Transaction Details window displays the following information:

- **Transactions**
 - Invoice number
 - Invoice date
 - Invoice status
 - Currency
 - Original amount due
 - Remaining amount due
- **Transaction lines**
 - Line number
 - Item description
 - Unit of measure
 - Quantity invoiced
 - Price per unit
 - Original amount
 - Dispute amount: You can enter a currency amount being disputed for the line.

- Dispute quantity: You can enter a quantity amount being disputed for the line. The currency amount is calculated and appears in the Dispute Amount field and the Dispute Total field.
- Dispute
 - Dispute reason
 - Dispute section: The section of the invoice the customer is disputing. Options are lines subtotal, shipping, specific invoice lines, tax, and total.
 - Dispute percent: The customer is disputing a percentage of the total invoice.
 - Dispute total: The total currency amount for all disputed lines or sections.
 - Dispute number: A reference number assigned by the application when a dispute is saved.
- Note (See [About Note](#) for more information.)

From the Details window you can record a customer's dispute with an invoice. See [Disputing Invoices](#).

1.19 About Note

Collectors can enter notes in the following situations:

- Performing any dunning interaction
- Processing a payment
- Recording a promise to pay
- Documenting a dispute
- Reversing a payment
- Recording delinquency information

The collector can request to see all notes in any window that displays notes.

The Note tab in the Collections window displays notes related to the customer displayed in the header. Use the Summary button to see the notes in a text window. Use the New button to add a note for the customer. Use the More button to see the complete text for a note.

Use the Related To button to view the elements the note is related to. Notes automatically relate to the party and the activity when the note was created. You can also add relationships to anything in the database for the note.

See [Notes Terms and Definitions](#) or *Oracle CRM Application Foundation Concepts and Procedures* for information about notes.

1.20 About the Task Tab

The Task tab displays all open tasks relating to the customer displayed in the Collections window header. Select Display All to see all tasks instead of only open tasks. Select a task to see more information about the task. Click Details to view complete details about the task.

Use the New button to create a new task relating to the customer. Use the LOV to choose the type of task and priority and give the task a name. Enter remaining information and click Save on the toolbar to save the new task.

See *Oracle CRM Application Foundation Concepts and Procedures* for information on how to use the task manager.

1.21 Viewing and Editing Account Information

Use this procedure to view account information and add or edit account details.

Steps

1. In the Pay Accounts tab of the Collections window, select an account.
2. Click **Details**.

The Account Details screen displays information about the selected account.

3. Optionally, view credit information for the account in the Credit tab. Information is read only.
4. Optionally, in the Billing Preferences tab, edit existing information or click **New** and enter new billing preferences.
5. Optionally, in the Roles tab, edit existing information or click **New** and enter a new party and role for the account.
6. Optionally, view suspension information for the account in the Suspension tab. Information is read only.
7. Optionally, in the Sites tab, edit existing information or click **New** and enter a new site for the account.
8. Optionally, in the Relationships tab, edit existing information or click **New** and enter a new relationship to the account.

9. Save your changes or click **Cancel** to return to the Collections window.

1.22 Viewing Transaction Details

Use this procedure to view transaction details.

Steps

1. In the Pay Invoices tab of the Collections window, select one of the following transaction classes for a selected account and date range:
 - Invoice
 - Credit memo
 - Debit memo
 - Chargeback
 - Deposit
 - Guarantee
 - All
2. Select a transaction and click **Transaction Details**.

The Transaction Details window displays the line items for the transaction.
3. If you want to send a copy of the transaction to the customer, then click **Send Copy**.
4. If the customer wants to dispute the transaction, then follow the procedure in [Disputing Invoices](#).

Reference

See [About the Pay Invoice Tab](#) for more information.

1.23 Disputing Invoices

Debtors often refuse to pay invoices because they do not believe they owe money for a variety of reasons. Use this procedure to record a dispute.

Steps

1. In the Pay Invoice tab, select the invoice and click **Transaction Details**.

2. If the customer is disputing a specific line item, then perform the following steps:
 - a. Select Specific Invoice Lines from the Dispute Section LOV.
 - b. Select the line item.
 - c. Enter the dispute amount or dispute quantity for the line. If the invoice has no line items, then the line-item related dispute fields are not accessible.

The application calculates the dispute amount if you enter a dispute quantity. The dispute amounts are totaled in the Dispute Total field.

3. If the customer wants to dispute a section of the invoice, then use the LOV in the Dispute Section field to select one of the following:
 - Lines subtotal
 - Shipping
 - Tax
 - Total

The total amount for the selected section appears in the Dispute Totals field.

4. If the customer's dispute is over an expected discount, enter the discount amount.

The amount is calculated using the entered percent against the invoice total prior to shipping and tax.

5. Select a dispute reason.
6. Optionally, enter a note.

7. Click **Dispute**.

A dispute number appears and can be used as a reference between customer and collector.

8. If you want to send a confirmation of the dispute to the customer, then click **Send Copy**.

While invoices are in dispute they are no longer labeled as delinquent. Disputed transactions are recorded in Interaction History, including the transaction number, class, type, date, status, amount, remaining amount, customer name, and organization.

1.24 Processing Payments

The ability of an agent to take and process payments is a central part of a collections operation. While payments may be in the form of a credit card, bank transfer, a promise to pay, or agreed-upon terms, the agent must be able to quickly capture all information about the payment, obtain authorization when necessary, and send information on the payment status to the customer. Use this procedure to process payments.

Steps

1. Use the Payment Processing window to accept payments or to record a promise to pay. You can access the Payment Processing window in two ways:
 - a. Select an account on the Pay Account tab and click the **Payment Processing** button. Account information from the previous window appears in the Payment Processing window.
 - b. Select an invoice on the Pay Invoice tab and click the **Payment Processing** button. Invoice information from the previous window appears in the Payment Processing window.
2. Perform one of the following actions for the account or invoice:
 - a. Accept a credit card payment. See [Processing Credit Card Payments](#).
 - b. Accept payment in the form of a bank transfer. See [Processing Bank Check EFT Payments](#).
 - c. Record a promise to pay. See [Accepting Promises to Pay](#).

Guidelines

Your administrator can add a payment method in the Lookup type IEX_PAYMENT_TYPES.

1.25 Processing Credit Card Payments

The ability of an agent to take and process payments is a central part of a collections operation. While payments may be in the form of a credit card, bank transfer, a promise to pay, or agreed-upon terms, the agent must be able to quickly capture all information about the payment, obtain authorization when necessary, and send information on the payment status to the customer.

Use this procedure to process credit card payments.

Steps

1. Click the **Payment Processing** button on either the Pay Account tab or the Pay Invoice tab. Account or invoice information from the previous window appear in the Payment Processing window.
2. If the customer wants to pay all accounts or invoices, then select **Pay All**.
3. If the customer wants to pay the full amount for a specific invoice or account, then select **Pay in Full** for that invoice or account.
4. If the customer wants to pay a partial amount, then enter the payment amount for that invoice or account.
5. Choose the Credit Card tab and enter the following information:
 - Credit card type
 - Financial institution name
 - Credit card number
 - Cardholder name
 - Expiration date
6. Enter a note about the payment. See [Notes Terms and Definitions](#).
7. Click **Submit**.

The credit card payment is authorized through Oracle iPayment and then sent on to Oracle A/R. The authorization code from Oracle iPayment appears.

1.26 Processing Bank Check EFT Payments

The ability of an agent to take and process payments is a central part of a collections operation. While payments may be in the form of a credit card, bank transfer, a promise to pay, or agreed-upon terms, the agent must be able to quickly capture all information about the payment, obtain authorization when necessary, and send information on the payment status to the customer.

Use this procedure to process bank transfer payments.

Steps

1. Click the **Payment Processing** button on either the Pay Account tab or the Pay Invoice tab. Account or invoice information from the previous window appear in the Payment Processing window.

2. If the customer wants to pay all accounts or invoices, then select **Pay All**.
3. If the customer wants to pay the full amount for a specific invoice or account, then select **Pay in Full** for that invoice or account.
4. If the customer wants to pay a partial amount, then enter the payment amount for that invoice or account.
5. Choose the Bank Transfer tab and enter the following information:
 - Financial institution name
 - Account type
 - Bank routing number
 - Account number
 - Bank branch name
 - Bank account holder name
6. Enter a note about the payment. See [Notes Terms and Definitions](#).
7. Click **Submit**.

The bank transfer payment is authorized through Oracle iPayment and then sent on to Oracle A/R. The authorization code from Oracle iPayment appears.

1.27 Accepting Promises to Pay

When a delinquent account is not ready to make a payment the collections agent helps the customer work out when they can make a payment. A promise to pay is an excellent tool to help resolve a delinquent account. The agent obtains and records the customer's promise to pay specific amounts at specific times.

Use this procedure to take promises to pay.

Steps

1. Click the **Payment Processing** button on either the Pay Account tab or the Pay Invoice tab. Account or invoice information from the previous window appear in the Payment Processing window.
2. Choose the Promise tab.
3. Select an account or invoice in the payment region. The account or invoice information appears in the Promise tab.

4. Enter the promise amount, promise date, and planned payment method.
5. Optionally enter the payment account (such as the credit card number) or a payment item number (such as the check number).
6. Repeat from step for each account or invoice the customer is promising to pay.
7. Click **Submit**.

Oracle Collections can create a callback if the promised payment is not made.

Guidelines

Additional payment methods can be added by your administrator in the lookup IEX_PAYMENT_TYPES.

1.28 Reversing Payments

Customers occasionally ask that recent payments received be reversed due to errors in the information they gave the collector or to a disagreement they have with their delinquency. Use this procedures to reverse a payment.

Steps

1. In the Collections window, select the History tab.
2. Choose the history type **Payment History**.
3. Select the account.
4. Enter a date range.
5. Click the **Display** button to generate the payment history.
6. Highlight the payment and click **Details**.

The Payment History Details window displays information about the selected payment.

7. Highlight one or more payment lines and click **Reverse Payment**.
The Reverse Payment window displays the selected receipt number.
8. Use the LOV to choose a reversal category.
9. Use the LOV to choose a reason for the reversal.
10. Enter a note to explain the reversal. See [Notes Terms and Definitions](#).
11. Click **Reverse**.

A payment reversal request is initiated. If the request is approved, then the payment status will change. If the request is disapproved, then agents see a Callback on their Task lists in Universal Work Queue as a cue to call the customer. Alternatively, a letter is e-mailed directly to the customer. This is an operational decision based on business rules.

1.29 Launching a Script for Your Customer Interaction

Use this procedure to launch a script to guide you in your interaction with a customer or prospect.

Prerequisites

You must display the customer in the Collections window.

Steps

1. From the Collections window select the Profile tab.
2. If the caller knows the name of the campaign, then enter it using the Campaign List of Values.
3. Click **View Script**.

If scripts exist relating to the selected campaign, then the window displays a list of campaign-related scripts. If no scripts exist relating to the selected campaign, then the window displays all scripts.

4. Select the desired script.
5. Click **Start Scripting**.

1.30 Using Directory Assistance

Use this procedure to search for a phone number on the web.

Prerequisites

Web assistance must be set up. See [Managing Web Directory Assistance](#) for more information.

Steps

1. Use your self service web applications login and select **Directory Assistance** from the Navigator.

The Directory Assistance page appears.

2. Use the LOV to select the URL for the directory assistance web site you want to use.
3. Enter your search information. One or more fields are required depending upon the chosen directory assistance web site.
4. Click **Search Web**.

The directory assistance web site appears with the results of the search.

1.31 Reports

You can access reports in two ways:

1. Use your HTML login `jtflogin.jsp` page to log in to Self Service Administration and navigate to **Administration > Collections > Reports**.
2. Use your self service web applications login and select Reports from the Navigator.

The following reports are available:

- **Campaign and Collector Outcome Report:** These reports compare campaign and collector activities with promises to pay and with payments.
- **Payment Collector Report:** This report compares the collector's promises to pay and payments collected for the hour or the day and compares them with a stated goal.
- **Payment Campaign Report:** This report compares the results of a campaign for the past hour or for the day and compares them with a stated goal.
- **Reconciliation Report:** This report compares promises to pay with receipt of promised payments.

1.32 Running the Campaign and Collector Outcome Reports

The campaign outcome report and the collector outcome report show collection activities and compare the activities with promises to pay and with payments. Use this procedure to run the Campaign or Collector Outcome Report.

Steps

1. Navigate to Reports.

The Collections Reports page lists available reports.

2. Click **Campaign Collector Outcome Report**.

The page lists parameters for running the report.

3. In the Date field, choose the time period the report covers.

4. In the Type field, choose to run the report by campaign or by collector.

5. Use the LOVs to choose filter information in the remaining fields:

- Campaign Schedule
- Collector
- Outcome
- Result
- Reason

6. Click **Run Report**.

See [Campaign Outcome Summary Report](#) and [Collector Outcome Summary Report](#) for information about each report.

1.33 Campaign Outcome Summary Report

The campaign outcome summary report shows how a collections campaign is performing. It displays the following information:

- Campaign
- Outcome includes the following:
 - Number of disputes
 - Number of wrong numbers
 - Number of left messages
 - Number of refusals
 - Number of call backs
 - Promises
 - Payments
- Result: Results are defined in Interaction History

- Reason: Reasons are defined in Interaction History.
- Count

1.34 Collector Outcome Summary Report

The collector outcome summary report shows how a collector is performing. It displays the following information:

- Collector
- Outcome: Outcomes are defined in Interaction History.
- Result: Results are defined in Interaction History.
- Reason: Reasons are defined in Interaction History.
- Count
- Subtotal

1.35 Running the Payment Collector Report

A collector or manager can quickly view collections activity for the day or for the hour and compare it to a goal. Collectors can manage their activities hour by hour to reach their daily goals. Use this procedure to run the Payment Collector Report.

Steps

1. Navigate to Reports.
The Collections Reports page lists available reports.
2. Click **Payment Collector Report**.
The page lists parameters for running the report.
3. In the Date field, choose the time period the report covers.
4. Select a currency to use for the report results.
5. Use the LOV to choose the collector or a group. If you are logged in as a Collections Agent, then the field displays your user name.
6. In the Report Type field, choose to run either a summary or a detail report.
7. Choose the type of payments collected by the collector to be shown in the report or choose All.

8. Select either hourly or daily for the goal.
9. Enter the goal amount.
10. Click **Run Report**.

See [Payment Collector Summary Report](#) and [Payment Collector Detail Report](#).

1.36 Payment Collector Summary Report

The Payment Collector Summary Report displays payment activities compared with a stated goal by collector. The report includes the following columns:

- Collector: the collector's name
- Total collected: Total currency amount for the period for the payment types selected in the report parameters
- Hourly average: The total collected divided by the number of hours logged
- Hourly goal: The hourly goal set in the report parameters
- Percent of hourly average: Hourly average collected divided by the hourly goal
- Daily average: Total collected divided by number of days logged
- Daily goal: The daily goal set in the report parameters
- Percent of daily average: Daily average collected divided by the daily goal
- Payments: Number of payments
- Average payment: Average currency amount per payment
- Invoices: Number of invoices
- Average invoice: Average currency amount per invoice
- Accounts: Number of accounts
- Average accounts: Average currency amount per account

1.37 Payment Collector Detail Report

The Payment Collector Detail Report displays payment activities compared with a stated goal by collector. The report includes the following columns:

- Account number
- Invoice number

- Payment type
- Amount
- Promise to pay date
- Payment received
- Remaining delinquency balance
- Original delinquency balance

1.38 Running the Payment Campaign Report

You can monitor the results for a particular campaign by the hour or for the day in relation to a stated goal. Use this procedure to run the Payment Campaign Report.

Steps

1. Navigate to Reports.
The Collections Reports page lists available reports.
2. Click **Payment Campaign Report**.
The page lists parameters for running the report.
3. In the Date field, choose the time period the report covers.
4. Select a currency to use for the report results.
5. Use the LOV to choose a campaign schedule or use the default All.
6. In the Report Type field, choose to run either a summary or a detail report.
7. Choose the type of payments collected under the campaign to be shown in the report or choose All.
8. Select either hourly or daily for the goal.
9. Enter the goal amount.
10. Click **Run Report**.

See [Payment Campaign Summary Report](#) and [Payment Campaign Detail Report](#).

1.39 Payment Campaign Summary Report

The Payment Campaign Summary Report displays payment activities compared with a stated goal by campaign. The report includes the following columns:

- Campaign: Campaign name
- Total collected: Total currency amount for the period for the payment types selected in the report parameters
- Hourly average: The total collected divided by the number of hours logged
- Hourly goal: The hourly goal set in the report parameters
- Percent of hourly average: Hourly average collected divided by the hourly goal
- Daily average: Total collected divided by number of days logged
- Daily goal: The daily goal set in the report parameters
- Percent of daily average: Daily average collected divided by the daily goal
- Payments: Number of payments
- Average payment: Average currency amount per payment
- Invoices: Number of invoices
- Average invoice: Average currency amount per invoice
- Accounts: Number of accounts
- Average accounts: Average currency amount per account

1.40 Payment Campaign Detail Report

The Payment Campaign Detail Report displays payment activities compared with a stated goal by campaign. The report includes the following columns:

- Account number
- Invoice number
- Payment type
- Amount
- Promise to pay date
- Payment received
- Remaining delinquency balance

- Original delinquency balance

1.41 Running the Reconciliation Report

The reconciliation report compares promises to pay with receipts of promised payments. Use this procedure to run the Reconciliation Report.

Steps

1. Navigate to Reports.
The Collections Reports page lists available reports.
2. Click **Reconciliation Report**.
The page lists parameters for running the report.
3. In the Date field, choose the time period the report covers.
4. Select a currency to use for the report results.
5. Choose to group by campaign schedule or by collector.
6. Optionally, use the LOV to limit the report to a selected collector or schedule.
7. Click **Run**.

See [Campaign Schedule or Collector Reconciliation Report Summary](#) and [Campaign Schedule or Collector Reconciliation Report Detail](#) for information about the reports.

1.42 Campaign Schedule or Collector Reconciliation Report Summary

The reconciliation summary report compares promises with payments and with broken promises. The report shows the following fields by schedule or by collector:

- Number of promises to pay made
- Promise to pay amount
- Number of payments made
- Payments amount received in currency
- Number of broken promises
- Amount in currency for broken promises
- Number of open promises

- Amount in currency for open promises

1.43 Campaign Schedule or Collector Reconciliation Report Detail

The reconciliation detail report itemizes promises to pay and payments and shows balances due. The report shows the following fields by schedule or by collector:

- Account number
- Invoice number
- Promise to pay amount
- Promise to pay item number: Optional free-form field entered when accepting a promise to pay.
- Promise to pay origination date
- Expected payment date
- Payment date
- Payment amount
- Payment type
- Payment item number: Optional free-form field entered when processing a payment.
- Remaining balance

1.44 Administering Dunning Plans

Dunning plans select a category of customers based upon the customer [score](#) and send those customers to Oracle Fulfillment to be sent a specified document. Every existing dunning plan is run when you run the dunning concurrent program. (See [Campaigns](#) and [Concurrent Programs](#).) Use this procedure to administer your dunning plans.

Steps

1. Use your HTML login `jtflogin.jsp` page to log in to Self Service Administration and navigate to **Administration > Collections > Dunning**.
The dunning page displays current dunning plans.
2. If you want to create a new dunning plan, then see [Creating a Dunning Plan](#).

3. If you want to delete an existing dunning plan, then select **Remove** and click **Update**.
4. If you want to edit an existing dunning plan, then change the values and click **Update**.

1.45 Creating a Dunning Plan

Dunning plans select a category of customers based upon the [customer score](#) and send those customers to Oracle Fulfillment to be sent a specified document. Use this procedure to create a dunning plan.

Steps

1. Use your HTML login `jtflogin.jsp` page to log in to Self Service Administration and navigate to **Administration > Collections > Dunning**.

The dunning page displays current dunning plans.

2. Click **Create Dunning Plan**.

The Create Dunning Plan page appears.

3. Select an aging bucket line.
4. Enter a range of scores to receive the dunning document.
5. Select whether or not you want the customers called after they receive the document, and enter the number of days to wait before callback.
6. Choose the Fulfillment method to use for sending the document.
7. Choose the Fulfillment document template to use.

Note: If the document is short and the method is e-mail, then the document is placed in the body of the e-mail. If the document is long, it is sent as an attachment to the e-mail.

8. Click **Create** to save your dunning plan.

The dunning plan is included the next time the dunning concurrent program is run. (See [Concurrent Programs](#).)

1.46 Administering Scoring

Scoring is a method of categorizing customers automatically based on set criteria. Individual customer categories can then be addressed for further action such as a dun letter. A customer's score is the sum of the score results from each scoring engine. Use this procedure to set up or change scoring engines to be run in [concurrent programs](#).

Steps

1. [Create scoring component types](#).
2. [Create a new scoring engine](#).
3. [Assign components to scoring engine and weight the components](#).
4. [Add scores to components](#).
5. [Change date ranges and enable or disable scoring engines](#).

Scoring engines are ready to be run by concurrent programs.

Guidelines

The following three scoring values are shipped with Oracle Collections:

- Total number of delinquencies in the past 12 months
- Total amount owed (sum of all open delinquencies)
- Total number of years the customer has been doing business with the collecting organization

1.47 Creating Scoring Component Types

The score component type consists of a PL*SQL statement that is used to quantify existing database information about a customer. A scoring component type is a PL*SQL function or a select statement that returns one integer value. Use this procedure to create a scoring component type.

Prerequisites

You must know how to write PL*SQL statements and functions.

Steps

1. Use your HTML login `jtflogin.jsp` page to log in to Self Service Administration and navigate to **Administration > Collections > Score Components**.

A list of existing score component types appears.

2. If you want to edit an existing component type, then perform the following steps:
 - a. If you want to change the type value, then change it directly in the field.
 - b. If you want to change the component active flag, then select yes or no.
 - c. Click **Update**.
3. If you want to delete an existing component type, then perform the following steps:
 - a. Select **Remove**.
 - b. Click **Update**.
4. Click **Create Type**.

The Create Component Type page appears.

5. Enter a descriptive name for the component type.
6. In the Score Component Value field, enter a PL*SQL expression.
7. Flag the component type as active or inactive.
8. Click **Create** to save the new component type.

The new component type is ready to be [added to a scoring engine](#).

1.48 Creating New Scoring Engines

Active scoring engines are run by Concurrent Programs to identify and categorize customers by set criteria. Use this procedure to create a new scoring engine.

Steps

1. Use your HTML login `jtflogin.jsp` page to log in to Self Service Administration and navigate to **Administration > Collections > Scoring Engine**.

A list of scoring engines appears. One engine is supplied with Oracle Collections that cannot be removed.

2. Click **Create Scoring Engine**.

The Create Scoring Engine page appears.

3. Enter a name for the engine.
4. Optionally, enter a description.
5. Flag the scoring engine as enabled or disabled.
6. Enter beginning and end dates for the scoring engine to be active.
7. Click **Create** to save the new scoring engine.

The scoring engine is ready to be given [components](#).

1.49 Adding Components to Scoring Engines

A scoring engine uses the PL*SQL statements contained in the components to categorize customers. Use this procedure to add components to scoring engines.

Prerequisites

A [scoring engine](#) must exist.

[Component types](#) must exist.

Steps

1. Use your HTML login `jtflogin.jsp` page to log in to Self Service Administration and navigate to **Administration > Collections > Scoring Engine**.

A list of scoring engines appears. One engine is supplied with Oracle Collections that cannot be removed.

2. Click a Score ID link.

The details for the selected scoring engine appear.

3. Click **Add Component**.

One or more new component rows appear according to your table display preferences set under Profile.

4. Use the LOV to choose a component type. You can search in the LOV by component name.
5. Add weight to the components. All component weights for a scoring engine must add up to 1.0.
6. Set the enabled flag for the component.

7. Click **Add component** to save the component.

The components are ready to be scored.

1.50 Configuring Scoring Engine Components

Each component of a scoring engine uses a PL*SQL statement to convert customer database information to a value, for example, total number of outstanding invoices. Use this procedure to set ranges of values and assign a score to each. To continue with the example, a user assigns a value range of -99999 to 0 a score of 0, a range of 1-5 a score of 25, a range of 6-20 a score of 50, and a range of 21 to 99999 a score of 75.

Prerequisites

A [scoring engine](#) must exist and must have [components assigned to it](#).

Steps

1. Use your HTML login `jtflogin.jsp` page to log in to Self Service Administration and navigate to **Administration > Collections > Scoring Engine**.

A list of scoring engines appears. One engine is supplied with Oracle Collections that cannot be removed.

2. Click a Score ID link.

The details for the selected scoring engine appear.

3. Click the link for the score component ID.

The Score Component Details page appears.

4. Starting with the lowest range of values, enter your lowest and highest value for the first range. The range of values compares with the calculated values from the PL*SQL statement in the [component type](#). Ranges must be from -99999 to 99999.
5. Enter an arbitrary value you want assigned to every customer that scores within the value range in step 4.
6. Click **Update** to save your scores.

Your scoring engine is available to perform calculations when run with concurrent programs.

1.51 Enabling Phone Directory Assistance

Not available in the current release.

1.52 Managing Web Directory Assistance

In Web Assistance you set parameters that the application uses to build a URL dynamically. Use this procedure to manage your web directory assistance.

Steps

1. Use your HTML login `jtlogin.jsp` page to log in to Self Service Administration and navigate to **Administration > Sales > Call Center > Web Assistance**.
The Web Assistance page displays existing web assistance settings.
2. If you want to change existing settings, then edit the fields and click **Update**.
3. If you want to create a new web assistance, then follow the [Creating Web Assistance](#) procedure.
4. If you want to review and edit the web assistance details, including the web switch, then follow the [Updating Web Assistance](#) procedure.
5. If you want to add new web switches, then follow the [Creating CGI Switches](#) procedure.

1.53 Creating Web Assistance

Use this procedure to create a new web directory assistance.

Steps

1. Use your HTML login `jtlogin.jsp` page to log in to Self Service Administration and navigate to **Administration > Sales > Call Center > Web Assistance**.
The Web Assistance page appears.
2. Click **Create Web Assistance**.
The Create Web Assistance page appears.
3. Using another browser window, navigate to the web directory assistance service you want to use.
4. Perform a search for any individual. For example, for John Doe in California.

Keep the page with the results open. You will need to refer to it for the rest of this procedure.

For example, navigate to www.superpages.com, select the People Pages tab, and search for John Doe in California.

The search returns a page with the following URL:

```
http://wpg2.superpages.com/wp/results.phtml?SRC=&STYPE=WS&PS=15&PI=1&WF=John
&WL=Doe&T=&S=CA&search=Find&pow=0&rtid=wpg1.superpages.com
```

5. In the Proxy Host field, enter the name of your organization's proxy server.
6. In the Port field, enter the port number for the proxy server.
7. In the Search URL field, enter the part of the URL before the question mark (?).

In the SuperPages.com example, you copy and paste the following:

```
http://wpg2.superpages.com/wp/results.phtml
```

8. In the Header Constant field, enter the part of the CGI portion of the URL header that remains constant when you perform different searches.

Note: You may need to perform additional searches to determine what portion of the URL remains constant.

In the SuperPages.com example this is: `SRC=&STYPE=WS&PS=15&PI=1`.

9. In the Trailer Constant field, enter the constant part of the URL after the search terms.

In the SuperPages.com example this is:

```
&search=Find&pow=0&rtid=wpg1.superpages.com.
```

10. Enter the switch separator. The switch separator is always the ampersand (&).
11. Enter the URL separator. The URL separator is always the question mark (?).
12. Click **Update**.

The Web Assistance page displays the web directory you saved.

13. Follow the [Updating Web Assistance](#) procedure to include switch information.

1.54 Updating Web Assistance

Use this procedure to review the details for a web assistance directory including the web switch details and to edit the information.

Steps

1. Use your HTML login `jtlogin.jsp` page to log in to Self Service Administration and navigate to **Administration > Sales > Call Center > Web Assistance**.

The Web Assistance page displays existing web assistance settings.

2. Click the web assistance ID number for the web assistance you want to edit.

The Web Assistance Details page displays existing information.

3. Click **CGI Switches**.

The CGI Switch Details page displays switch information for the web directory.

4. If you want to create a new CGI switch, then follow the [Creating CGI Switches](#) procedure.

5. If you want to change web switch information, then edit the fields and click **Update**.

6. If you want to make changes to the web assistance details, then edit the fields and click **Update**.

7. After testing your settings, set Enabled to Y.

Note: You can enable only one service at a time.

8. Select yes or no for the directory assistance flag. Only one web assistance can be used for directory assistance.

9. Click **Update** to save your changes.

1.55 Creating CGI Switches

Use this procedure to create a new web switch to include in a web assistance.

Prerequisites

You must first [create the web assistance](#).

Steps

1. Use your HTML login `jtflogin.jsp` page to log in to Self Service Administration and navigate to **Administration > Sales > Call Center > Web Assistance**.

The Web Assistance page displays existing web assistance settings.

2. Click the web assistance ID number for the web assistance you want to edit.

The Web Assistance Details page displays existing information.

3. Click **CGI Switches**.

The CGI Switch Details page appears.

4. Create each switch to include in the search. The switches are the CGI script variables used for your search criteria. Each switch is followed by an equals (=) sign. In the SuperPages.com example these are: `WF`, `WL`, `T`, and `S`. For each switch:

- a. Click **Create Web Switch**.

The Create CGI Switch page appears.

- b. Enter the switch in the Switch Code field. The entry is case sensitive.

- c. Enter a number in the Sort Order field indicating the order this switch appears in the URL.

- d. Enter plus (+) for the data separator.

- e. Select Y next to the search criteria related to this switch. For SuperPages.com `WF` is used for first name, `WL` for last name, `T` for city, and `S` for state.

- f. Set the Enable field to Y. Any disabled switch has a corresponding disabled field on the Directory Assistance page.

- g. If user entry for this switch is required by the web assistance service, then select Y for the Required field. Look on the search web page to find out what fields are required. In the SuperPages.com example last name is the required field.

- h. Click **Update**.

The CGI Directory Details page displays the new switch.

1.56 Concurrent Programs

Oracle Collections uses concurrent programs to run batch processes behind the scenes. The administrator is responsible for setting up the parameters of each concurrent program to run. Each concurrent program runs at the lowest responsibility level, and can be set to run at multiple responsibility or organization levels. For example, administrators can login by country (different responsibilities) and set different parameters to use when running the same concurrent program. The default is set to run at the site level.

You can stop concurrent processes at any time. All collections concurrent programs run through one node in the Concurrent Manager. All concurrent programs are run at one time.

There are two sets of concurrent programs:

- [Create Delinquency and Score Customer](#)
- [Process Payments](#)

Create Delinquency and Score Customer

The create delinquency and score customer set of concurrent programs creates delinquencies from data extracted from Oracle Accounts Receivable tables and then gives the associated customer a collections score. The administrator needs to set up the concurrent programs just once. The name of the concurrent program set is **Create Delinquency and Score**.

The create delinquency concurrent program looks in Oracle Accounts Receivable for the following:

- Is there an unpaid balance?
- Does a payment schedule exist?
- Was the payment schedule not paid on (or before) the due date?
- Is the payment not in dispute?
- Is the delinquency not being duplicated? (Was it already imported to Collections?)

If the answers to these questions are all Yes, then a delinquency record is created and placed in the IEX_Delinquencies_All table. It is possible that a single customer (person or organization) can own more than one delinquency.

The score customer concurrent program assigns a collections score to the customer based on scoring parameters set up by the administrator. See [Administering Scoring](#).

We recommend that you synchronize the concurrent programs with your billing cycle. When a customer makes a payment the scoring concurrent program runs again to update the customer score.

Process Payments

The process payments set of concurrent programs manages information about actual or expected payments by customers. Information processed includes payments, promises to pay, dunning events, reversed payments, and disputed payments. The name of the concurrent program set is **Collections Daily Batch**. The concurrent programs perform the following processes:

- Find all open payments, promises to pay, dunnings, and disputes.
- Reset the status of customers with paid and closed delinquencies.
- Attempt to close delinquencies, dunnings, and promises to pay.
- Check all promises to pay still open, look at the grace period associated with them, status any payments that are unpaid and beyond the grace period, and then create a promise to pay callback. This callback is displayed on the agent's Universal Work Queue.
- Age all delinquencies according to aging buckets set up by the administrator.
- Score each customer with delinquencies.
- Execute dunning processes set up by collections managers.
- Create dunning callbacks for customers who have not responded to a dunning letter. (Based on "number of days to wait" value set by manager.)

