

Oracle® Collections

Implementation Guide

Release 11*i*

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Oracle Collections Implementation Guide, Release 11i

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Oracle Collections Implementation Guide, Release 11i

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Preface

Welcome to the Oracle Collections Implementation Guide, Release 11*i*.

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 Applications 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

The Oracle Collections Implementation Guide contains the information you need to understand and use Oracle Collections. This guide contains four chapters:

- Chapter 1 provides an overview of Oracle Collections and its features.
- Chapter 2 describes dependencies for the application and describes the steps required before you implement Oracle Collections.
- Chapter 3 provides detailed instructions for each implementation step and lists the steps in the order they should be performed.
- Chapter 4 discusses how to verify that your implementation is successful.

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You can choose from many sources of information, including 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).

- **PDF Documentation** - See the Documentation CD provided with each release for current PDF documentation for your product. This Documentation CD is also available on *OracleMetaLink* and is updated frequently.
- **Online Help** - Online Help patches (HTML) are available on *OracleMetaLink*.
- **11*i* Release Content Document** - Refer to the Release Content Document for a list of new features for this release. The Release Content Document is available on *OracleMetaLink*.
- **About document** - Refer to the About document for patches that you have installed to learn about new documentation or documentation patches that you can download. The new About document is available on *OracleMetaLink*.

Related Guides

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

You can read the guides 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>.

Guides 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). 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.

Guides Related to This Product

Oracle Collections User Guide

This guide describes how to use the features of Oracle Collections to manage your collections activities. It describes how collections agents and managers can use Oracle Collections to identify delinquent customers, review payment history and aging data, process payments, use strategies and dunning to automate collections process, manage work assignments, and handle later-stage delinquencies.

Oracle Receivables User Guide

Oracle Collections uses many features of this application extensively to manage transaction data. This user guide explains how to set up your system, create transactions, and run reports in Oracle Receivables.

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 and the Oracle 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 guides and implementation guides.

Oracle Applications Implementation Wizard User Guide

If you are implementing more than one Oracle product, you can use the Oracle Applications Implementation Wizard to coordinate your setup activities. This guide describes how to use the wizard.

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.

“About” Document

For information about implementation and user documentation, instructions for applying patches, new and changed setup steps, and descriptions of software updates, refer to the “About” document for your product. “About” documents are available on Oracle *MetaLink* for most products starting with Release 11.5.8.

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 and describes the Oracle Application Object Library components that are needed to implement the Oracle Applications user interface described in the *Oracle Applications User Interface Standards for Forms-Based Products*. This manual also provides information to help you build your custom Oracle Forms Developer forms so that the forms 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

Oracle Applications Product Update Notes

Use this guide as a reference for upgrading an installation of Oracle Applications. It provides a history of the changes to individual Oracle Applications products between Release 11.0 and Release 11*i*. It includes new features, enhancements, and changes made to database objects, profile options, and seed data for this interval.

Oracle Workflow Administrator's Guide

This guide explains how to complete the setup steps necessary for any Oracle Applications product that includes workflow-enabled processes, as well as how to monitor the progress of runtime workflow processes.

Oracle Workflow Developer's Guide

This guide explains how to define new workflow business processes and customize existing Oracle Applications-embedded workflow processes. It also describes how to define and customize business events and event subscriptions.

Oracle Workflow User's Guide

This guide describes how Oracle Applications users can view and respond to workflow notifications and monitor the progress of their workflow processes.

Oracle Workflow API Reference

This guide describes the APIs provided for developers and administrators to access Oracle Workflow.

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 guide 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 Oracle*Metalink*.

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 CRM Application Foundation Implementation Guide

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

Oracle Applications Message Manual

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

Training and Support

Training

Oracle offers a complete set of training courses to help you and your staff master Oracle Collections and reach full productivity quickly. These courses are organized

into functional learning paths, so you take only those courses appropriate to your job or area of responsibility.

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 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 server, and your hardware and software environment.

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.

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Introduction

This chapter provides an introduction to and overview of Oracle Collections and includes the following topics:

- Section 1.1, Oracle Collections Overview
- Section 1.2, Architecture and Technology

1.1 Oracle Collections 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

1.1.1 Oracle Collections Solution Overview

The following features are available in Oracle Collections:

- Financial account and transaction management
- Historical views of past delinquencies, payments, promises, adjustments, disputes, dunning, and interactions
- Processing of payments by credit card, electronic funds transfer, and purchase card
- Processing promises to pay
- Processing of payment disputes and payment reversals

- Integration with Oracle iPayment for real-time credit card and bank EFT authorization
- Integration with Oracle Receivables to process adjustments that resolve delinquency issues.
- Automated customer scoring and collections dunning and strategy process
- Tracking of delinquencies, strategy work items, and broken promises in Universal Work Queue
- Reports that track collection efforts
- Tracking of cases of delinquent payments associated to lease contracts (used in conjunction with Oracle Lease Management)

1.2 Architecture and Technology

Oracle Collections is built on the following technology stack:

- Dataserver (EE + InterMedia all options + Spatial), version 8.1.7.3
- WorkFlow, version 2.6
- InterMedia, version 8.1.7.2
- Client side RSFs, version 8.0.6
- Forms, version 6.0.8.18 (Patch 9)
- Reports for use with Concurrent Mgr., version 6.0.8.8.3
- WebDB, version 2.2.2.1
- EWT, version 3.4
- Perspective for Java, version 1.1 build 325
- JInitiator, version 1.1.8.16
- MS Internet Explorer, version 5.5 or later. This is the recommended browser for all HTML-based applications.

Before You Implement Oracle Collections

2.1 Overview of Set Up Process

Before you implement Oracle Collections, you must set up other Oracle E-Business Suite applications. Follow the steps listed in the checklist below. Optional steps extend or add functionality to Oracle Collections.

Table 2–1 Pre-Implementation Checklist

Step Number	E-Business Product	Step	Required	Performed By
Step 1	Oracle Receivables	Set Up Oracle Receivables on page 2-3	Required	Receivables Manager
Step 2	Oracle Receivables	Enable AR Transactions Summary Tables on page 2-3	Required	Receivables Manager
Step 3	Oracle iPayment	Set Up Oracle iPayment on page 2-4	Optional	Receivables Manager
Step 4	Oracle iReceivables	Enable Oracle iReceivables on page 2-5	Optional	Receivables Manager
Step 5	Oracle HRMS	Create Employee Locations and Organizations on page 2-5	Required	HRMS Manager
Step 6	Oracle HRMS	Create Employees on page 2-5	Required	HRMS Management
Step 7	Oracle Applications Object Library	Set Up Security and Responsibilities on page 2-6	Required	System Administrator
Step 8	JTF Resource Manager	Define Resource Group Hierarchy on page 2-7	Required	CRM Resource Manager

Table 2-1 (Cont.) Pre-Implementation Checklist

Step Number	E-Business Product	Step	Required	Performed By
Step 9	JTF Resource Manager	Import Employees and Assign Roles and Resource Groups on page 2-10	Required	CRM Administrator
Step 10	Oracle One-to-One Fulfillment	Set Up One-to-One Fulfillment on page 2-12	Optional	CRM Administrator
Step 11	JTF Territory Manager	Set Up Foundation Territory Management on page 2-12	Required	CRM Administrator
Step 12	Oracle Universal Work Queue	Set Up Oracle Universal Work Queue on page 2-15	Required	System Administrator
Step 13	JTF Notes	Set Up Foundation Notes on page 2-17	Optional	CRM Administrator
Step 14	JTF Tasks	Set Up Foundation Tasks on page 2-18	Optional	CRM Administrator
Step 15	Oracle TeleSales	Enable Customer Interaction Tracking on page 2-19	Optional	System Administrator
Step 16	Oracle Marketing Online	Set Up Collections Campaigns in Oracle Marketing Online on page 2-19	Optional	Oracle Marketing
Step 17	Oracle Scripting	Set Up Scripting on page 2-19	Optional	System Administrator
Step 18	Oracle TeleSales	Enable Interaction Center on page 2-19	Optional	Call Center Administration
Step 19	Oracle Customer Interaction History	Set Up Interaction History on page 2-19	Optional	CRM Administrator
Step 20	Oracle Telesales	Set Up Campaign Assignment and Wrap-up Administration on page 2-20	Optional	Oracle TeleSales
Step 21	Oracle Marketing	Implement Oracle Trade Management on page 2-21	Optional	Marketing Administrator
Step 22	Oracle Receivables	Set Up Bill Presentment Architecture on page 2-21	Optional	Receivables Manager
Step 23	Oracle Lease Management	Install Oracle Lease Management on page 2-21	Optional	Leasing Manager

2.2 Set Up Oracle Receivables

Set up Oracle Receivables according to the steps outlined in *Oracle Receivables User Guide*. Oracle Collections requires the following items to be implemented:

- Banks. See Defining Banks, *Oracle Receivables User Guide*.
- Currencies. See Defining Currencies, *Oracle General Ledger User Guide*.
- Aging buckets. See Aging Buckets, *Oracle Receivables User Guide*.
- Lockbox. See Lockboxes, *Oracle Receivables User Guide*.
- Payment methods. See Payment Methods, *Oracle Receivables User Guide*.
- Credit memo workflow. See AME Credit Memo Request Workflow, *Oracle Receivables User Guide*.
- Approval Limits. See Approval Limits, *Oracle Receivables User Guide*.

When setting up transaction types, do not allow negative numbers for invoices or debit memos.

2.2.1 Credit Card and EFT Payments

If you use Oracle Lease Management and you want to accept credit card or EFT payments in Oracle Collections through Oracle *iPayment*, then you need to set up these payment options correctly in Oracle Receivables.

1. Create a new remittance type for Collections Credit Card Payments and set it up as a cash remittance.
2. Create a new remittance type for Collections EFT Payments and set it up as a cash remittance.
3. Set the following system profile options to use the new remittance types:
 - IEX: Credit Card Payment Remittance
 - IEX: Electronic Funds Transfer Payment Remittance

2.3 Enable AR Transactions Summary Tables

You can leverage the extensive customer information contained and updated in the AR transactions summary tables for use in Oracle Collections. Collectors can access this information using the Universal Work Queue Delinquency nodes to get a quick

snapshot of the financial health of their delinquent customers. Information can be viewed at the customer, account, bill to, or delinquency data level.

To enable the AR transactions summary tables:

1. Set the AR: Allow Summary Table Refresh profile option to Yes.

See Overview of Receivables User Profile Options, *Oracle Receivables User Guide*.

2. In Oracle Receivables, run the Refresh AR Transactions Summary Tables concurrent program, available from the Credit Management menu.

Note: When you want to refresh the summary information, you must reset the profile option AR: Allow Summary Table Refresh to Yes before you run the concurrent program.

3. To refresh automatically, from the System Administrator's responsibility, schedule the Workflow Background Process Agent Listener to run on a regular basis. The Agent Listener is a background task that updates the summary tables with new transaction data. For more information on scheduling background engines, see *Oracle Workflow Administrator's Guide*.

2.4 Set Up Oracle iPayment

Refer to the *Oracle iPayment Implementation Guide* for detailed steps related to implementing and configuring this module.

Note: For standard Oracle Collections implementations, Collections calls Receivables' APIs to create receipts. Receivables then calls iPayment APIs to process credit card or bank EFT/ACH payments.

Note: If you use Oracle Lease Management (OKL), Collections calls iPayment APIs to capture funds in OKL. Collections then calls OKL's APIs in to send receipts to Receivables.

2.5 Enable Oracle iReceivables

Oracle iReceivables and Collections provide two critical components for a collecting organization: self-service and collector functionality respectively. Both products leverage the customer information and processing provided by Receivables.

iReceivables allows your customers to go online and review, pay, or dispute their bills. This reduces the need for internal collectors to work with customers. Follow the instructions in the *Oracle iReceivables Implementation Guide* to configure iReceivables.

2.6 Create Employee Locations and Organizations

Set up organizations in Oracle HMRS to record the physical location where your employees work and all the different departments and sections which make up your enterprise. A default business organization has been set up for you, so this step is not required for sales and collections applications to be fully operational. However, you must set up organizations if you plan to use any financial ERP application in the future.

Organizations can also help you set up security for your sales and collections applications. For example, you can attach responsibilities with different levels of security to the different operating units you set up as organizations. Any individuals employed in those units automatically inherit that responsibility.

See the Organization Management chapter in *Using Oracle HRMS -- The Fundamentals* for detailed steps and *Multiple Organizations in Oracle Applications*.

2.7 Create Employees

You must create the individuals who will be using the collections application you are implementing as employees before you can set them up as users.

Follow the steps in Entering a New Person (People Window), *Managing Your Workforce Using Oracle HRMS*. Make sure that you enter Employee in the Category field.

The navigation paths for creating employees are different depending on the type of installation of Oracle HRMS you have.

If you have the full installation of Oracle Human Resources, a module of Oracle HRMS, you must use HR and perform this step under the HRMS Manager responsibility.

2.7.1 With Full Oracle HRMS Installation

Responsibility: HRMS Manager

Navigation: People > Enter and Maintain

2.7.2 With Shared Oracle HRMS Installation

Responsibility: Collections Forms Administrator

Navigation: Foundation and Sales Setup >CRM Foundation> Resource Manager > Maintain Employee > Employee

Note: If you have the full installation of Oracle HRMS then you cannot create employees under the Collections Forms Administrator Responsibility using CRM Foundation > Resource Manager > Maintain Employees > Employees. You will receive an error message that you must use HRMS.

See also: Using Resource Manager and Defining Resource Groups in *Oracle Common Applications Components User Guide*.

2.8 Set Up Security and Responsibilities

Use this procedure to set up individual employees as users for your application.

Responsibility

System Administrator

Steps

1. Navigate the Users window.
2. Enter a user name and password. You are asked to reenter the password a second time.
3. Use the Person List of Values (LOV) to select the employee that will be using the user name and password.
4. Assign one or more responsibilities to the user. The available responsibilities are:

- **Collections Agent:** This responsibility has access to the Collections window, Universal Work Queue, searching, eBusiness Center, directory assistance, and reports.
 - **Collections HTML Manager:** This responsibility may function as the collections specialist who has access to the later-stage delinquency functionality, HTML collections screens, budgets, and actual costs for collecting, and reports. The Collections Manager can also define data level for strategies and dunning plans, default aging buckets, create and maintain strategies and collections work items, create and maintain scoring engines, create and maintain dunning plans, and set customer status priorities.
 - **Collections Forms Administrator:** This responsibility has access to Collections profile options, concurrent requests, and aspects of setup for Foundation, Sales, Administration, Inventory, Order Management, and Receivables.
 - **Collections HTML Administrator:** This responsibility has access to reports, creating and maintaining strategies and collections work items, creating scoring components, creating scoring engines, enabling or disabling scoring engines, creating dunning plans, setting customer status priorities, and setting up directory assistance.
5. Click Save in the toolbar.

Note: Although the responsibilities you assign have the same names as the roles you will assign in the next step, they perform a different function. Responsibilities are a general feature of all Oracle applications and control what features of the application a user can access. The roles you set up in Resource Manager control what collections information users can view and modify.

2.9 Define Resource Group Hierarchy

You set up Resource groups to:

- Determine how collections information is aggregated in reports.
- Are one of the factors that control the access by managers to collections information maintained by their subordinates.

If you want managers to access collections activities created by their subordinates, then you must set up a hierarchy of resource groups that mirrors your collections organization.

You can have multiple employees in one group. An employee in a group with the role of manager automatically becomes the manager of the other employees in that group and of the employees in the groups below in the hierarchy.

Note: You must not assign more than one employee with the role of Manager per group. Doing so will impact the reporting accuracy.

Responsibility

Collections Forms Administrator

Prerequisites

You must have CRM Resource Manager responsibility.

You must be defined as a resource.

Steps

1. Navigate the Define Groups window appears.
2. To find an existing resource group:
 - a. Click Find on the application toolbar to open the Find Group window.
 - b. Select a group name from the list of values in the Group Name field and click Find. The application populates the Results section with the group name search results.
 - c. Select a group name in the Results table and click OK. The application populates the Define Groups window with the group information.
3. To create a new group:
 - a. Enter a group name in the Group Name field.
 - b. Enter a brief description of the group in the Group Description field.
 - c. Enter the effective dates for the group in the Start and End fields.

Tip: To create a hierarchy of groups, start at the bottom or the top of the hierarchy. This will make it easier to link each group to the parent group or to its child groups.

4. For each group in the hierarchy:

- a. Enter the group name.

Note: If the window is not blank you can create a new record by clicking New on the toolbar.

- b. Enter an optional description.
- c. On the Parent Groups tab, enter the group, if any, that is above the current group in the group hierarchy.

Note: You need not enter both parent and child groups. If you build your hierarchy by entering parent groups, then you need not enter child groups and vice versa. The missing groups are supplied by the application automatically.

- d. On the Child Groups tab, enter the groups that are below the current group in the group hierarchy.
- e. On the Usages tab, use the LOV to enter Collections. You must make this entry for the group to be recognized by Oracle Collections.
- f. Use the Sales & TeleSales Group and select Usage=Sales. Resource groups for collections are not available.
- g. Click **Save** on the toolbar.

Guidelines

- If a managers have their own delinquencies, then they should be part of their own groups.
- Use the Relations tab to relate Parent Groups

See also: Using Resource Manager and Defining Resource Groups in *Oracle Common Applications Components User Guide*

2.10 Import Employees and Assign Roles and Resource Groups

Use this procedure to import employees from Oracle HRMS.

Responsibility

Collections Forms Administrator

Prerequisites

Set up employees in HRMS

Steps

1. Navigate to CRM Foundation > Resource Manager > Maintain Resources > Import Resources.

The Selection Criterion window appears.

2. Select Employee from the Resource Category drop-down list.
3. If you are importing a single employee, then use the List of Values in the Name field. For groups of employees, search by job title, competency, or other search criteria.
4. Click Search.

The employees that match your search criteria appear.

5. Select the check boxes for the employees you want to import as resources into your application. The next step will assign a single role to each of the selected resources.
6. Click Create Resource.

The Default Values window appears.

7. Use the Role LOV to select one of the available roles to assign to the resources. Assign a role with a role type of Collections. Available roles are Collections Agent and Collections Manager.
8. Click OK.

The Selected Resources window appears. This window displays the list of employees about to be assigned the role.

9. If there are any employees on the list you do not want to receive this role, then deselect their Select check box.
10. Click Save Resource.

The Save Resource button grays out indicating that you have successfully imported the resources.

11. If you want to add additional roles to any of the employees then:
 - a. Select the employee.
 - b. Click Details.
The Resource window displays information about the employee.
 - c. On the Role tab, use the Role Type LOV to select Collections.
 - d. Use the Role LOV to select the role.
 - e. Change the start date to a date before today.
 - f. Add any additional role for this employee by repeating the above three steps.
 - g. Click Save on the toolbar and close the Resource window.
12. Assign resource groups to each employee and select the roles they are going to have in each. For each employee:
 - a. Select the employee in the Selected Resource window.
 - b. Click Details.
The Resource window displays information about the employee.
 - c. In the Group region of the Groups tab, use the Name LOV to assign a group to the employee.
 - d. Use the Name LOV in the Group Member Role region to select one or more roles for this employee in the group.
 - e. Change the start date to a date before today.
 - f. Click Save on the toolbar.
 - g. Repeat the above three steps for each group to which you want to assign the employee.

Guidelines

- Role type must be Collections or user will not be able to log into Oracle Collections. Collections managers need to have Collections roles. Seeded roles include Collections Agent and Collections Manager. You can create additional collections roles, but Oracle recommends you use the seeded roles as these are tied to Oracle Collections functionality.

- You can assign a resource to multiple groups, but a group can have only one manager.
- Managers should be assigned to their own group if they manage their own delinquencies.
- If you are moving agents from one group to another, do not remove them from their original group. Instead, click Move and add them to the new group. This will automatically end date their previous group membership.

See also: Using Resource Manager, *Oracle Common Applications Components User Guide*

2.11 Set Up One-to-One Fulfillment

You must implement Oracle One-to-One Fulfillment if you plan to deliver collections-related documents or correspondence to customers. One-to-One Fulfillment provides dunning correspondence for both Dunning Plans and Strategies; confirmation letters for payments, promises, adjustments, reversals and disputes; and for copies of invoices. Refer to the Fulfillment section of the *Oracle One-to-One Fulfillment Implementation Guide* for information about setting up e-mail, fax, and print servers as well as creating the master documents, templates, and queries.

If you use dunning or strategies to manage your delinquencies, you must create the content for dunning letters, e-mails and faxes to be sent to customers in fulfillment.

For a sample dunning letter, see Section B.1, Sample Dunning Letter.

2.12 Set Up Foundation Territory Management

2.12.1 Set Up Territories

Navigation

Foundation > Territory Manager > Territory Administration

Territory Management provides user interfaces and functionality that organizations can use to manage sales and collections territories. If you choose not to set up Territory Management, then all agents will have access to all customer delinquencies.

Use Territory Management to automatically assign sales and collections teams based on their availability and expertise. Also use it to make information more secure by restricting personnel access to customer data.

You can create multiple such territories for individuals or for teams of sales and collections representatives. Think of Territory Management as a high-level programming tool that determines the assignment of tasks and resources within your company.

See also: *Implementing Territory Management, Oracle CRM Applications Foundation Implementation Guide*

Guidelines for Sales/Collections Applications

- You must create your territories under the Oracle Sales folder in the Navigator.
- You must choose the transaction type of Account on the Overview tab.

By selecting Account you can:

- Use any of the available account qualifiers to set up your territories.
- Assign the different resources in the territory to access account information. You can assign a single resource to one or more of these Access Types on the Resources tab. Different resources can be set up to gain access to different types of information.

Available Transaction Qualifiers

Oracle sales applications and Oracle Collections support the following qualifiers for creating territories:

The following account qualifiers are available:

- Account Classification
- Account Code
- Account Hierarchy
- Area Code
- City
- Company Annual Revenue
- Country
- County

- Customer Category
- Customer Name Range
- Customer Name Range Group
- Number of Employees
- Postal Code
- Province
- Sales Partner of
- SIC Code
- State

2.12.2 Run Concurrent Programs for Territory Assignment

Forms Navigation

Concurrent Requests > Run

After you have completed the territory setups you must run the following concurrent programs in the order they are listed here:

1. **Generate Territory Package:** This concurrent program, available by logging in under the CRM Administration responsibility, builds the API that returns the winning territories which are defined in territory setup. It must be run at least once before you import leads and each time after you modify the territory setup. You need not run this program every time you import leads.
2. **Assign Territory Access:** This concurrent program assigns new territory access to sales force or collections employees. The program prepares database tables for parallel processing. It requires setting two profile options:
 - OS: Territory Minimum Number of Records for Parallel Processing
 - OS: Territory Number of Child Processes

Guidelines

No separate territories are available for Oracle Collections. Set up and use sales territories. Use the Sales & TeleSales Group and select Usage=Sales.

See: *Oracle Territory Management Implementation Guide*

2.13 Set Up Oracle Universal Work Queue

Refer to the *Oracle Universal Work Queue Implementation Guide* for information about how to set up Universal Work Queue (UWQ) and create new nodes. You can then set profile options to determine which UWQ nodes to display, the desktop display style, and whether you want to reuse application windows.

UWQ profile options begin with *IEU*.

2.13.1 Displaying UWQ Nodes

You can organize the delinquency information presented in UWQ to match the data level your collectors work with customers. You can present work assignments consolidated by:

- Customer
- Account
- Bill To location
- Delinquency

The nodes available for a data level are:

- **Delinquent Node:** Displays active, pending, and complete delinquent work items for customers, accounts, bill to locations, or transactions assigned to the collector.
- **Broken Promises Node:** Displays active, pending, and complete broken promises assigned to the collector. Even though promises are taken at the transaction level, you can display them grouped by customer, bill to location, or account.
- **Strategy Work Node:** Displays all the strategy work items assigned to the collector, including customer information, work item summary, and miscellaneous information.

You can also display a **Task Node** to list callbacks, approvals, meetings, problem resolutions, and other items that make up the collector's work queue.

Note: You should displays nodes for only one data level, either customer, account, bill to location, or delinquency, and show all collection nodes available at that data level.

Note: If you use dunning instead of strategies, you should hide Strategy Work Item nodes since they are related to strategies.

For every node you want to display in UWQ, you must set two profile options. First, set the *IEU: Queue* profile option for the node to Yes. Then set the *IEU: Queue Order* profile option for the node to indicate the order in which it appears. For example, if you want to display collectors' work items organized by account, you set the following profile options to Yes:

- IEU: Queue: Account View Delinquencies
- IEU: Queue: Account View Promises
- IEU: Queue: Account View Strategies

You could set the order they appear in UWQ as follows:

- IEU: Queue Order: Account View Delinquencies: 2
- IEU: Queue Order: Account View Promises: 1
- IEU: Queue Order: Account View Strategies: 3

See also:

Using Universal Work Queue, *Oracle Collections User Guide*
Section 3.6, Set Up Oracle Collections Profile Options

2.13.2 Setting Desktop Display Style

The profile option IEU: Desktop: Work Selector controls the appearance of the UWQ desktop. You can display work items in one of the following formats:

- Hgrid: Work queue nodes are presented in a navigator frame and work items are displayed in another frame based on the node selected.
- Cascade: Work items are displayed in a single frame based on the node selected from a drop down list.

For information on setting this profile option, see Section 3.6, Set Up Oracle Collections Profile Options.

2.13.3 Reusing Application Windows

The profile option IEU: Non-Media: Navigate determines whether a new application window is opened every time the user selects a new work item. Set to Yes to tell UWQ to reuse the same application window when a user selects a new work item. Set to No if you want UWQ to open a new additional window when users select a new work item. Set to Yes to save computer resources. The profile option can be set at the site, application, responsibility, and user levels.

2.14 Set Up Foundation Notes

Oracle Notes is a CRM Foundation component which comes with a set of predefined Collections note types. You can choose whether or not you want to use the predefined set of note types. You can also create customized note types of your own.

Notes created in Collections are always associated to the organization and person, if identified. Additionally, notes can be associated with any object, such as a payment, an organization, a dispute, or a promise to pay.

Note Types

- Collections Account
- Collections Bankruptcy
- Collections Cases
- Collections Delinquency
- Collections Dispute
- Collections Dunning
- Collections Invoices
- Collections Litigation
- Collections Payment
- Collections Payment Reversal
- Collections Promise to Pay
- Collections Repossession
- Collections Writeoff

2.14.1 Adding Note Types

Responsibility

CRM Administrator

Steps

1. Navigate to the Application Object Library: Note Types Lookups window.
2. Define the code, meaning, and description as desired. You are only required to define a tag for a new, customized note type.
3. **Save** the record when you are finished.

2.14.2 Deleting an Existing Note Type

Assign an end date to an existing note type to delete it.

2.14.3 Mapping Note Types to a Source

When you map a note type to a source object, you limit the visible note types for that source to the defined subset of note types.

See also: *Implementing Notes, Oracle Common Applications Components Implementation Guide*

2.15 Set Up Foundation Tasks

Oracle Tasks is a component of CRM Foundation and has predefined tasks types. If you use dunning plans with callbacks, Collections creates tasks for the assigned collectors using the available task types, when you run your dunning plans.

Refer to the Implementing Task Manager section of the *Oracle Common Application Components Implementation Guide*. Oracle Collections functionality is limited to the following:

1. Defining Task Status (Status Transition and Rules is not supported)
2. Defining Task Priorities
3. Defining Task Types (Resource Requirements and Workflow are not supported)
4. Defining Task Templates (Dependencies and recurrences are not supported).

2.16 Enable Customer Interaction Tracking

Enable interaction tracking if you want to automatically capture all interaction touchpoints that a collector makes while working with a customer. Interaction information can be viewed on the History tab.

Set the following profile options to Yes:

- OTS: Interaction-Generate Customer Activity
- OTS: Interactions-Start on Query
- OTS: Interactions-Enable Automatic Start
- OTS: Interactions-Enable Auto Wrap Up

See Section 3.6, Set Up Oracle Collections Profile Options

2.17 Set Up Collections Campaigns in Oracle Marketing Online

Refer to *Oracle Marketing Online Implementation Guide* and *Oracle Marketing Online User Guide* for information on how to set up marketing campaigns.

2.18 Set Up Scripting

Follow the instructions in the *Oracle Scripting Implementation Guide* and *Oracle Scripting User Guide* to set up scripts your agents can use when interacting with customers.

2.19 Enable Interaction Center

If you want to leverage Oracle Collections functionality in a call center environment, follow the instructions in *Oracle Advanced Outbound Implementation Guide* and *Oracle Advanced Inbound Implementation Guide*. If advanced outbound is installed, then set the profile option OTS: Advanced Outbound Installation to Yes.

2.20 Set Up Interaction History

If you want to use Oracle Interaction History to track all customer interactions in your collections process, you must set up Interaction History to enable automatic customer interaction tracking.

Collections records the following actions and action items for interactions in Interaction History. You can amend these values in Interaction History.

Action	Action Item
Payment	Reversal
Payment	Credit Card
Payment	Bank Transfer
Payment	Promise to Pay
Payment	Terms
Dispute	Invoice
Dispute	Debit Memo
Dispute	Send Copy of Invoice
Directory Assistance	Dial New Number
Case	Create Case
Strategy	Create Strategy
Strategy	Modify Strategy

See: *Implementing Interaction History, Oracle Customer Interaction History Implementation Guide*

2.21 Set Up Campaign Assignment and Wrap-up Administration

See the instructions in the *Oracle TeleSales Implementation Guide* to set up the following:

- Assign campaigns to agents (If you are using Oracle Advanced Outbound, then Advanced Outbound campaigns can be assigned to Agents but not to Groups.)
- Create outcomes, results, and reasons for call wrapup
- Link outcomes to results and reasons
- Assign outcomes to campaigns

2.22 Implement Oracle Trade Management

If you want to allow collectors to access trade claims and deductions in Oracle Collections, you must implement the Trade Management feature of Oracle Marketing. See *Implementing Trade Management, Oracle Marketing Implementation Guide*.

2.23 Set Up Bill Presentment Architecture

If you want to allow collectors access to customer invoices presented online, you must set up Bill Presentment Architecture (BPA), available in Oracle Receivables. For information on how to implement BPA, see *Bill Presentment Architecture, Oracle Receivables User Guide*.

2.24 Install Oracle Lease Management

If you want to use Oracle Collections for collections on leasing contracts, you must install Oracle Lease Management.

Throughout this guide and the *Oracle Collections User Guide*, are references for additional help for installing and using Lease Management with Collections.

See *Oracle Collections Implementation Guide* and *User Guide* for additional information on using Oracle Collections with Oracle Lease Management.

Implementation Tasks for Oracle Collections

3.1 Setting Up Oracle Collections

To implement Oracle Collections, follow the steps listed in the implementation checklist. The steps are listed in the order in which they should be carried out.

Prerequisites

Complete the steps in the Pre-Implementation Checklist. See Section 2.1, Overview of Set Up Process

3.1.1 Using Seeded Elements

Oracle Collections provides seeded elements for scoring, dunning, and strategies. These elements include scoring components, scoring engines, work item templates and strategy templates. You can test your implementation features using the seeded elements without any additional setup before you go live with your production environment. You can use the seeded elements in your production environment if they suit your business needs.

While it is not necessary to modify seeded elements, the instructions are included in the Implementation Checklist to show you the order in which you need to set up these elements. Work with your collections manager to determine the modifications to be performed during implementation. You can also follow these procedures when modifying or adding elements.

Note: If you are using One-to-One Fulfillment, you must designate Fulfillment Templates for automated work items that send correspondence to customers. Fulfillment templates are not seeded in Oracle Collections. See Section 2.11, Set Up One-to-One Fulfillment

3.1.2 Implementation Checklist

Many of these set up steps are also performed as needed during your collections lifecycle. For more information about the concepts, functionality, and process flow for these features, refer to the following sections of the *Oracle Collections User Guide*:

- Section 7.1, Overview of Scoring
- Section 8.1, Overview of Using Dunning Plans
- Section 9.1, Overview of Using Strategies

Table 3–1 Implementation Checklist

Step Number	Step	Type	Required	Performed By
Step 1	Create Score Components on page 3-5	HTML	Optional	Collections HTML Administrator
Step 2	Create New Scoring Engines on page 3-6	HTML	Optional	Collections HTML Administrator or Collections HTML Manager
Step 3	Add Components to Scoring Engines on page 3-7	HTML	Optional	Collections HTML Administrator or Collections HTML Manager
Step 4	Configure Scoring Engine Components on page 3-9	HTML	Optional	Collections HTML Administrator
Step 5	Enter Parameters for a Scoring Component Function on page 3-10	HTML	Optional	Collections HTML Administrator or Collections HTML Manager
Step 6	Set Up Delinquency Status Scoring Ranges on page 3-12	HTML	Optional	Collections HTML Administrator or Collections HTML Manager

Table 3–1 (Cont.) Implementation Checklist

Step Number	Step	Type	Required	Performed By
Step 7	Create or Update a Scoring Filter on page 3-13	HTML	Optional	Collections HTML Administrator or Collections HTML Manager
Step 8	Set Dunning Plan Aging Bucket on page 3-15	HTML	Optional	Collections HTML Administrator or Collections HTML Manager
Step 9	Set Collections Dunning Level on page 3-15	HTML	Optional	Collections HTML Administrator or Collections HTML Manager
Step 10	Create Dunning Plans on page 3-16	HTML	Optional	Collections HTML Administrator or Collections HTML Manager
Step 11	Select a Strategy Level on page 3-18	HTML	Optional	Collections HTML Administrator
Step 12	Create a Work Item Template on page 3-19	HTML	Optional	Collections HTML Administrator or Collections HTML Manager
Step 13	Create a Strategy Template on page 3-20	HTML	Optional	Collections HTML Administrator or Collections HTML Manager
Step 14	Add Work Items to a Strategy Template on page 3-21	HTML	Optional	Collections HTML Administrator or Collections HTML Manager
Step 15	Create or Update a Strategy Filter on page 3-22	HTML	Optional	Collections HTML Administrator or Collections HTML Manager
Step 16	Disable Strategies on page 3-24	HTML	Optional	Collections HTML Administrator
Step 17	Set Up Oracle Collections Profile Options on page 3-25	Forms	Required	Collections HTML Administrator

Table 3–1 (Cont.) Implementation Checklist

Step Number	Step	Type	Required	Performed By
Step 18	Set Up Delinquency Prioritization Status on page 3-35	HTML	Required	Collections HTML Administrator or Collections HTML Manager
Step 19	Enable Web Directory Assistance on page 3-37	HTML	Optional	Collections HTML Administrator or Collections HTML Manager
Step 20	Set Up Custom Tabs on page 3-42	Forms	Optional	Collections Forms Administrator
Step 21	Configure Oracle Collections for Lease Management on page 3-43	Forms	Optional	Collections Forms Administrator

3.2 Set Up Scoring

Perform the following tasks to set up a scoring engines:

- Section 3.2.1, Create Score Components
- Section 3.2.2, Create New Scoring Engines
- Section 3.2.3, Add Components to Scoring Engines
- Section 3.2.4, Configure Scoring Engine Components
- Section 3.2.5, Enter Parameters for a Scoring Component Function
- Section 3.2.6, Set Up Delinquency Status Scoring Ranges
- Section 3.2.7, Create or Update a Scoring Filter

3.2.1 Create Score Components

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

Prerequisites

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

Responsibility

Collections HTML Administrator

Steps

1. Navigate to Administration > Collections > Score Components.
A list of existing score component types appears.
2. Click Create Type.
The Create Component Type page appears.
3. Enter a descriptive name for the component type.
4. In the Score Component Value field, enter a PL/SQL expression.
5. Flag the component type as active or inactive.
6. Click Create to save the new component type.

The new component type is ready to be added to a scoring engine.

3.2.2 Create New Scoring Engines

Oracle Collections has seven seeded scoring engines. You cannot delete or change seeded scoring engines, but you can add new ones. You can also copy existing scoring components. Active scoring engines are run by concurrent programs to identify and categorize customers by set criteria.

A scoring engine creates delinquencies from Receivables transactions or Lease Management leasing contracts and scores the customer, account, bill to location, or delinquency. Cases are scored in Oracle Lease Management. The score determines which strategy or dunning plan is executed for the data level you run strategies or dunning plans.

The following scoring engines are seeded in Oracle Collections:

- **Default Case Delinquency Management Engine:** Creates delinquencies and scores from Oracle Lease Management contracts.
- **Default Invoice Delinquency Management Engine:** Creates delinquencies and scores from Oracle Receivables transactions.
- **Sample Delinquent Account Scoring Engine:** Scores the account and displays the score in the Score field on the Pay Account tab.
- **Sample Bill To Scoring Engine:** Scores the bill to location and displays the score in the Score field
- **Sample Case Delinquency Scoring Engine:** Rescores delinquencies created from cases for a specified time period.
- **Sample Delinquent Installment Scoring Engine:** Rescores delinquencies created from transactions for a specified time period.
- **Sample Delinquent Party Score Engine:** Score the party (customer) and displays the score in the Collections Score field in the Collections header.

Refer to the *Oracle Collections User Guide* for detailed instructions on how to reuse the Case Scoring Engines and redefine the parameters used to determine delinquency and pre-delinquency.

Responsibility

Collections HTML Administrator or Collections HTML Manager

Steps

1. Navigate to Administration > Collections > Scoring Engine.

A list of scoring engines appears. Several scoring engines are supplied with Oracle Collections which cannot be removed. You can add others.

2. Click Create Scoring Engine.
The Create Scoring Engine page appears.
3. Enter a name for the engine and optionally, enter a description.
4. Enter beginning date and optional end date for the scoring engine to be active.
5. Select the Object of the concurrent program.

Note: If you create delinquencies from transactions in Oracle Receivables or from contracts in Oracle Lease Management, you must select the concurrent program, IEX:Delinquencies Management.

6. Optionally select the concurrent program.
7. Click Create to save the new scoring engine.

Once you have created a scoring engine, you can add components.

Note: Enable a scoring engine after you add and configure the components that make up the scoring engine.

3.2.3 Add Components to Scoring Engines

A scoring engine uses the PL/SQL statements contained in its components to categorize customers. Oracle Collections has the following seeded components:

- **Account Aging Bucket Line:** What is the oldest bucket line for this account?
- **Account Since:** How long have we been doing business with this account?
- **Amount of Delinquencies for Account:** What is the total amount of all delinquencies for this account?
- **Amount of Delinquencies for Bill To:** What is the total amount of all delinquencies for this bill to location.
- **Amount of Delinquencies for Party:** What is the total amount of all delinquencies for this party (customer)?

- **Bill To Aging Bucket Line:** What is the oldest bucket line for this bill to location?
- **Case Delinquency Determination:** Is this case delinquent, based on the business rules set up in Lease Management?
- **Case Scoring Component:** What is the latest case score?
- **Customer Since for Bill To:** How long have we been doing business with this bill to location
- **Customer Since for Party:** How long have we been doing business with this party (customer)?
- **Delinquency Aging Bucket Line:** What is the bucket line number for this delinquency?
- **Invoice Scoring Component:** Looks for the latest invoice score to see if it has changed.
- **Number of Delinquencies for Account:** How many delinquencies for this account in the past twelve months?
- **Number of Delinquencies for Bill To:** How many delinquencies has this bill to location incurred in the last 12 months?
- **Number of Delinquencies for Party:** How many delinquencies for this party in the past twelve months?
- **Payment Schedule Delinquency Determination:** Is this installment delinquent?

Prerequisites

A scoring engine must exist.

Component types must exist.

Responsibility

Collections HTML Administrator

Steps

1. Navigate to Administration > Collections > Scoring Engine.

A list of scoring engines, available for the object being scored, appears. Several scoring engines are supplied with Oracle Collections and cannot be changed. Select the scoring engine you want to add components to.

2. Select Score Components.
The details for the selected scoring engine appear.
3. Click Add Component.
A new component row appears.
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 Update to save the component.

The components are now ready to be configured with score ranges.

3.2.4 Configure Scoring Engine Components

Each component of a scoring engine uses a PL/SQL statement to convert customer database information to values, such as the total number of outstanding invoices. It then assigns a score to each value based on the scores and weights defined in the scoring engine and related scoring components.

For example, a user defines the following ranges and scores to be assigned to the value for the total number of outstanding invoices:

- For range of -99999 to 0: score is 100
- For range of 1-5: score is 75
- For range of 6-20: score is 50
- For range of 21 to 200: score is 25
- For range of 201 to 99999: score is 0

Use the following procedure to set ranges of values and assign a score to each range.

Prerequisites

A scoring engine must exist and must have components assigned to it.

Responsibility

Collections HTML Administrator or Collections HTML Manager

Steps

1. Navigate to Administration > Collections > Scoring Engine.

A list of scoring engines appears. Several scoring engines are supplied with Oracle Collections which cannot be removed. You can add new ones or copy existing scoring engines.

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. The range must be contiguous and non-overlapping. 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 the Scoring Engine Harness concurrent program.

Refer to the *Oracle Collections User Guide* for detailed instructions on how to re-use the case scoring engines and re-define the parameters used to determine delinquency and pre-delinquency. Remember that the concept of a case is specific to collections for Oracle Lease Management.

3.2.5 Enter Parameters for a Scoring Component Function

A score component type can be a function. If you create a function using variables, you can then use the Create Score Component Parameters page to enter or change the values relating to the variables (called codes). This information is stored in a name, value pairs table.

Prerequisites

A scoring engine must exist and must have a score component type that uses a function containing variables.

Responsibility

Collections HTML Administrator

Steps

1. Navigate to Administration > Collections > Scoring > Scoring Engine.
A list of scoring engines appears. Several scoring engines are supplied with Oracle Collections which cannot be removed. You can add others.
2. Click a Score ID link.
The details for the selected scoring engine appear.
3. Click Parameters.
The Score Component Parameters page lists current parameters.
4. If you want to delete a parameter, then select Remove and click Update.
5. If you want to update the parameters for a score component, then click the component value detail link.
The Score Component Parameter page appears.
6. If you want to create a new parameter, then click Create.
The Create Score Component Parameter page appears.
7. In the Code field enter the variable as it appears in your function code. (Be sure to type the value correctly.)
8. Enter a value for the variable.
9. Optionally, enter a description.
10. Select Yes to make the parameter active.
11. Click Update to save your change or click Create to save a new parameter.

If you are using Oracle Lease Management:

You cannot change the parameters for the Case Delinquency Management Engine, used for scoring cases. You can, however, copy that scoring engine and change the parameters for it.

3.2.6 Set Up Delinquency Status Scoring Ranges

When you run a scoring engine to create delinquencies, it assigns a delinquency status to each transaction or case based on the score ranges set up for each status. The score that is compared to the ranges is the total score produced by the scoring engine.

You must set up score ranges for each delinquency status if you create any new scoring engines.

Note: If you use a seeded scoring engines, Invoice Delinquency Management Engine or Case Delinquency Management Engine, you do not have to set up delinquency status score ranges.

Prerequisites

A scoring engine must exist and must have a score component type.

You must create a new Delinquency Management scoring engine with a score component type, and associate it to the IEX: Delinquencies Management concurrent program.

Responsibility

Collections HTML Administrator

Steps

1. Navigate to Administration > Collections > Scoring > Scoring Engine.
A list of scoring engines appears. Several scoring engines are supplied with Oracle Collections which cannot be removed. Select your new delinquency management scoring engine.
2. Click the Score Name link.
The details for the selected scoring engine appear.
3. Select the Score Components button.
4. Click Delinquency Status Scoring Range button.
The Delinquency Status Scoring Range page appears.
5. Enter the ranges, starting with the lowest score of 1. The highest score is 100. Make sure that the ranges do not overlap and that there are no values missing between ranges.

6. Select a status for each range. Options are Current, Pre-delinquent, and Delinquent.
7. Click Update.

3.2.7 Create or Update a Scoring Filter

You can limit the scope of a scoring engine by using a filter to apply it to a specified view and column. This results in the scoring engine being used for a group or segment of customers in the database. Use this procedure to create or update a filter for an existing scoring engine.

Note: You must create a filter for a scoring engine before you can enable the scoring engine.

Prerequisites

Scoring engine exists

Table view was created by your database administrator

Responsibility

Collections HTML Administrator can create new filters.

Collections HTML Manager can create new filters or update existing filters.

Steps

1. Navigate to Administration > Collections > Scoring > Scoring Engine.
A list of scoring engines appears. Several scoring engines are supplied with Oracle Collections which cannot be removed. You can add others.
2. If the scoring engine does not have a filter, in the Filter column click Create.
The Scoring Filter page appears.
3. If you want to edit an existing filter, then click the filter name.
The Scoring Filter page appears.
4. Change the filter name or enter a new filter name.
5. Select Y to enable the filter or N to disable it.
6. Use the LOV to select a view name.

7. Use the LOV to select a column to be used as the filter.
8. Click Test to test the scoring engine with your new filter. The number of records found appears in the Row Count.
9. If you are happy with your test results, then click Create to save the filter.

Guidelines

The data type of the column name must be number.

The view name must begin with *IEX_F_*. The view must be created in the APPS schema (the Database owner of the object must be = 'APPS').

3.3 Dunning Plans

Perform the following steps to set up dunning plans. You can run either dunning plans or strategies, but not both.

Section 3.3.1, Set Dunning Plan Aging Bucket

Section 3.3.2, Set Collections Dunning Level

Section 3.3.3, Create Dunning Plans

3.3.1 Set Dunning Plan Aging Bucket

Select the aging bucket for your dunning plan. The aging bucket determines when dunning letters are sent out to customers.

Note: Remember, the Collecting Organization will run either Dunning Plan or Strategies, but not both. You will not have to set the Aging Bucket if you are running Strategies.

Prerequisites

Set up aging buckets in Oracle Receivables.

Responsibility

Collections HTML Administrator or Collections HTML Manager

Steps

1. In Oracle Collections HTML application, navigate to Administration > Setup.
2. In the Setup Summary page, select Dunning Plan Aging Bucket.
3. Using the flashlight icon, search and select an aging bucket, previously setup in Receivables, to associate with your dunning plan.
4. Click Update.

3.3.2 Set Collections Dunning Level

If you plan to use dunning, you must set the data level at which your dunning plans operate. The dunning concurrent program creates dunning letters at one of the following levels:

- **Customer:** Sends one dunning request per delinquent customer

- **Account:** Sends one dunning request per delinquent account
- **Bill To Location:** Sends one dunning request per delinquent billing location.
- **Delinquency:** Sends one dunning request per delinquent transaction.

If you use strategies instead of dunning plans, you do not have to set the dunning level.

Prerequisites

Set up aging buckets in Oracle Receivables

Section 3.3.1, Set Dunning Plan Aging Bucket

Responsibility

Collections HTML Administrator or Collections HTML Manager

Steps

1. In Oracle Collections HTML application, navigate to Administration > Setup.
2. Select Collections Dunning Level.
3. Select the level for your dunning plan from the drop down list.
4. Click Update.

3.3.3 Create Dunning Plans

You can create one dunning plan for each aging bucket you use. A dunning plan can have as many score range lines as you need, but must account for all scores from 1 to 100. Specify a dunning notice template and send method for each range of scores.

Scheduling a dunning callback is optional. If you include a callback in your plan, you must indicate the number of days in addition to setting Callback to Y. If you do not want to include a callback, set Callback Days to 0 and Callback to N.

Prerequisites

Create a fulfillment template. See Section 2.11, Set Up One-to-One Fulfillment

Responsibility

Collections HTML Administrator and Collections HTML Manager

Steps

1. Navigate to Dunning Plan.
2. Select the aging bucket from the drop down box.
3. Click the Create Dunning Plan button.
4. Enter the low and high scores starting with the lowest range in your dunning plan.
5. Enter fulfillment template, method, and, optionally, a callback for the score range.
6. Click Create.
7. Repeat steps 2 to 7 to add more ranges. You must account for all scores between 1 and 100 in your dunning plan.

You can make changes to a completed dunning plan at any time. Use the Restore button to clear any changes you have entered before you select Update.

3.4 Set Up Strategies

Perform the following optional steps to set up strategies. You can run strategies or dunning plans, but not both.

- Section 3.4.1, Select a Strategy Level
- Section 3.4.2, Create a Work Item Template
- Section 3.4.3, Create a Strategy Template
- Section 3.4.4, Add Work Items to a Strategy Template
- Section 3.4.5, Create or Update a Strategy Filter

If you use dunning plans, you do not have to set up strategies

3.4.1 Select a Strategy Level

If you are using strategies, you must select the data level for your strategies in Setup tab in HTML Administration. The strategy concurrent program runs strategies based on one of the following levels:

- **Customer:** One strategy per delinquent customer
- **Account:** One strategy per delinquent account
- **Bill To Location:** One strategy per delinquent billing location.
- **Delinquency:** One strategy per delinquent transaction.

Prerequisites

Creating Strategies at the appropriate data level.

Responsibility

Collections HTML Manager

Steps

1. In Oracle Collections HTML application, navigate to Administration > Setup.
2. Select Collections Strategy Level.
3. Select the level for your strategies.
4. Click Update.

3.4.2 Create a Work Item Template

A strategy is made up of one or more manual or automated work items. A work item is a step needing execution. A manual work item is displayed as an entry on the Universal Work Queue Work Item queue for the assigned collector and can be sorted by priority and other methods. Upon execution of a work item it is removed from the queue.

Responsibility

Collections HTML Manager

Steps

1. Navigate to Administration > Strategy > Work Item Template.
The Work Item Template Summary page appears.
2. Click Create to open the Create Work Item Template page.
3. Enter a work item name and description.
4. Select a work type and category type. The work type determines the available category types.
Automatic: Send e-mail, send fax, send to printer. Select the fulfillment template for the correspondence
Manual: Personal visit, phone call.
Workflow: Workflow. Select the Workflow Item Type.
5. Choose a priority: low, medium, or high.
6. Select a Fulfillment template if the work type is Automatic, or select a work flow item type if the work type is Workflow.
7. Optionally, enter pre- and post-execution wait times.
8. Set Notify to Yes to send the collector a notification of the work assignment.
9. Set Enabled to Yes to make the work item available for strategies.
10. Set Optional Work Item to Yes if this work item is optional, and enter a wait time. At the end of the wait time, the work item will be automatically closed.
11. In the Escalation section, enter Yes and a closure time if you want an automatic notification sent to the collector's manager if the work item is not completed in the specified time period.

12. Click Create to save the template.
13. To add the skill level needed to perform the work item, select the Assign Skill button. Collections queries the skills defined in Oracle HRMS to assign the right collector to the work item.

3.4.3 Create a Strategy Template

Create a strategy template to assign later to specific customers, accounts, billing locations, and delinquencies. You may create as many templates as you need to execute your collections process. When you run the strategies concurrent program, Collections compares the score of the object to the rank values in the strategy templates and determines which strategy to apply to the object.

Note: To ensure that Collections assigns a strategy to every delinquent object, you must create scoring components and strategy templates that account for all score numbers between 0 and 100. If scoring or strategy assignment misses an object, Collection uses the Default Strategy Template, which has the lowest score/rank of 0, to assign a strategy. This ensures that a strategy is assigned to all objects.

You can also use these steps to create a checklist template. A checklist provides a list of items to be reviewed by other users who need to track the progress of a strategy, but aren't assigned work items.

Responsibility

Collections HTML Manager

Steps

1. Navigate to Administration > Strategy.
The Strategies Summary page appears.
2. Click Create to open the Create Strategy page.
3. Enter a name for the strategy.
4. Enter a number for the rank the strategy applies to.
5. Select the Level: Customer, Account, Bill To, or Delinquency.

6. If the Level is Delinquency, select the Category.
7. If you want this to be a checklist and not a strategy, then select Y. If this is a strategy, then select N.
8. To associate an existing checklist to a strategy, select the checklist template.
9. If you want to allow collectors to change this strategy, then select **Y** for Change Strategy.
10. If you want to enable the strategy, then select Y.

Note: You must also enable the work item templates that are designated in a strategy template before you can execute a strategy template

11. Enter a range of dates when the strategy is valid.
12. Click Create to save your strategy template.

3.4.4 Add Work Items to a Strategy Template

A strategy template can include one or more manual or automated work items. Use this procedure to add work items to a strategy template.

Responsibility

Collections HTML Manager

Steps

1. Navigate to Administration > Strategy.
The Strategies Summary page appears.
2. Select an existing template.
The Update Strategy Template page appears.
3. Click Work Item Detail.
The Work Item Detail page lists the work items assigned to the strategy template.
4. Click Add.
The Add Work Item Template page lists available work item templates.

5. Select one or more templates to add.
6. Click Select.
The list of strategy work items includes the work item you just added.
7. Enter a number in the Order field to establish the sequence of the added work item in relation to the existing work items.
8. Click Update.

3.4.5 Create or Update a Strategy Filter

Use a filter to limit your strategy to a subset of your database, such as all customers in a specified country. Creating a filter for a strategy optional.

Prerequisites

Table view was created by your database administrator

Responsibility

Collections HTML Administrator can create new filters.

Collections HTML Manager can create new filters or update existing filters.

Steps

1. Navigate to Administration > Strategy.
The Strategies Summary page appears.
2. Click the link in the Filter column for your strategy.
The Strategy Filter page appears.
3. Change the filter name or enter a new filter name.
4. Select Y to enable the filter or N to disable it.
5. Use the LOV to select a table view name.
6. Click Test.
The filter is tested and the number of records found appears in the Row Count.
7. If you are happy with your test results, then click Create or Update to save the filter.

Guidelines

The filter name must begin with *IEX_F_*. The view must be created in the APPS schema (the Database owner of the object must be = 'APPS').

The Delinquency ID must be a column in the view.

3.5 Disable Strategies

If you use dunning plans instead of strategies, you must disable the strategy functionality in Collections and remove menu items for various responsibilities.

Responsibility

Collections HTML Administrator

Steps

1. Navigate to Profile > System > Set and set the system profile option IEX: Strategy Disabled to Yes.
2. Navigate to Security > Responsibility and add the function Coll Strategy Tab to the menu exclusion list for the responsibility Collections Agent or any responsibility for which the Collections Center is launched.
3. Navigate to Applications > Menu and open the menu item IEX_ADMIN_HTML_FOR_MGR. Remove the prompt for Submenu > IEX: Strategy Admin Setup.
4. Open the menu item IEX_ADMIN_SETUP_MGR and remove the prompt for submenu > IEX: Strategy Main Submenu.

3.6 Set Up Oracle Collections Profile Options

Oracle applications let you set up your applications according to your company's business requirements. System profile options define how an application behaves for users.

The procedure for setting up and changing profile options is the same for all Oracle applications. For a detailed description of the procedures, refer to the *Oracle Applications System Administrator's Guide*.

Profile options can be set at four different levels:

- **Site:** Indicates that the profile option is set at the site level. The site level setting affects the entire database. The Value is either Yes or No.
- **Application:** Indicates that the profile option is set at the application level. When a profile option is set at this level it overrides the site level setting. The Value is either Yes or No.
- **Responsibility:** Indicates that the profile option is set at the responsibility level. The responsibility level setting affects users of a given responsibility. When a profile option is set at this level it overrides site and application level settings. The Value is either Yes or No.
- **User:** This setting affects individual users. When set, it overrides values set at the site, application, and responsibility levels. The Value is either Yes or No.

Profile options used for Oracle Collections have the following prefixes:

- **IEU:** Oracle Universal Work Queue
- **IEX:** Oracle Collections
- **OS:** Oracle Sales
- **OTS:** Oracle TeleSales. See *Oracle TeleSales Implementation Guide* for further explanation for the OTS profiles.

Responsibility

Collections Forms Administrator

Steps

1. Choose Profiles to open the Find System Profile Values window.
2. Enter your search criteria in the Display region.

3. Click in the Profile Field. Enter a partial name of the profile using "%" as a wild card.
4. Click Find. The found profiles are displayed in the System Profile Values window.
5. Click in the field of the profile you want to set or change.
6. Select a value from the List of Vales (LOV).
7. Click Save on the toolbar.

The following table lists the Oracle Collections profile names, descriptions, and applicable default values.

Table 3–2 Oracle Collections Profile Options

User Profile Name	Affects	Description	Default
IEU: Desktop: UI: Work Selector Display Style	Universal Work Queue	Set the default appearance of work selector to cascade or tree (Hgrid) mode.	Hgrid
IEU: Non-Media: Navigate	Universal Work Queue	Set to Yes to tell UWQ to the same application window when you select a new work item. Set to No if you want UWQ to open a new additional window when you select a new work item. Set to Yes to save your computer resources. Can be set at the site, application, responsibility, and user levels.	No
IEU: Queue: Account View Delinquencies	Universal Work Queue	Choose Yes to display delinquencies grouped by account. Set to No to hide Account View Delinquencies.	
IEU: Queue: Account View Promises	Universal Work Queue	Choose Yes to display broken promises grouped by account in Universal Work Queue.	
IEU: Queue: Account View Strategies	Universal Work Queue	Choose Yes to display strategies grouped by account in Universal Work Queue.	
IEU: Queue: Customer View Delinquencies	Universal Work Queue	Choose Yes to display delinquencies grouped by customer. Set to No to hide Customer View Delinquencies	
IEU: Queue: Customer View Promises	Universal Work Queue	Choose Yes to display broken promises grouped by customer in Universal Work Queue.	
IEU: Queue: Customer View Strategies	Universal Work Queue	Choose Yes to display strategies grouped by customer in Universal Work Queue.	
IEU: Queue: Delinquencies	Universal Work Queue	Choose Yes to display delinquencies in Universal Work Queue. Set to No to hide delinquencies.	
IEU: Queue: My Tasks	Universal Work Queue	Choose Yes to display user owned tasks. Dunning callbacks appear as callback tasks here.	

Table 3–2 (Cont.) Oracle Collections Profile Options

User Profile Name	Affects	Description	Default
IEU: Queue: Promises	Universal Work Queue	Choose Yes to include promises to pay in Universal Work Queue.	
IEU: Queue: Strategies	Universal Work Queue	Choose Yes to include transaction level strategies in Universal Work Queue.	
IEU: Queue Order: Account View Delinquencies	Universal Work Queue	Enter number 1, 2, or 3 to specify the order in which the Account View Delinquency node appears in Universal Work Queue.	
IEU: Queue Order: Account View Promises	Universal Work Queue	Enter number 1, 2, or 3 to specify the order in which the Account View Promises node appears in Universal Work Queue.	
IEU: Queue Order: Account View Strategies	Universal Work Queue	Enter number 1, 2, or 3 to specify the order in which the Account View Strategy node appears in Universal Work Queue.	
IEU: Queue Order: Customer View Delinquencies	Universal Work Queue	Enter number 1, 2, or 3 to specify the order in which the Customer View Delinquency node appears in Universal Work Queue.	
IEU: Queue Order: Customer View Promises	Universal Work Queue	Enter number 1, 2, or 3 to specify the order in which the Customer View Promises node appears in Universal Work Queue.	
IEU: Queue Order: Customer View Strategies	Universal Work Queue	Enter number 1, 2, or 3 to specify the order in which the Customer View Strategy node appears in Universal Work Queue.	
IEU: Queue Order: Delinquencies	Universal Work Queue	Enter number 1, 2, or 3 to specify the order in which the Transaction View Delinquency node appears in Universal Work Queue.	
IEU: Queue Order: My Tasks	Universal Work Queue	Enter a number to specify the order in which this node appears in Universal Work Queue.	
IEU: Queue Order: Promises	Universal Work Queue	Enter number 1, 2, or 3 to specify the order in which promises appear in Universal Work Queue.	
IEU: Queue Order: Strategies	Universal Work Queue	Enter a number to specify the order in which Transaction View Strategy node appears in Universal Work Queue.	
IEX: Activity Enabled in Account	Interactions	Set to Yes to automatically record interaction activity when a collector accesses the Pay Account tab and makes a modification. If set to no, then interaction activity must be recorded manually.	No
IEX: Activity Enabled in Adjustment	Interactions	Set to Yes to automatically record interaction activity when an Adjustment is created. If set to no, then interaction activity must be recorded manually.	No

Table 3–2 (Cont.) Oracle Collections Profile Options

User Profile Name	Affects	Description	Default
IEX: Activity Enabled in Delinquency	Interactions	Set to Yes to automatically record interaction activity when a collector accesses the Lifecycle tab and makes a modification. If set to no, then interaction activity must be recorded manually.	No
IEX: Activity Enabled in Dispute	Interactions	Set to Yes to automatically record interaction activity when a Dispute is created. If set to no, then interaction activity must be recorded manually	No
IEX: Activity Enabled in Payment	Interactions	Set to Yes to automatically record interaction activity when a Payment is created. If set to no, interaction activity must be recorded manually.	No
IEX: Activity Enabled in Promises	Interactions	Set to Yes to automatically record interaction activity when a Promise is created. If set to no, then interaction activity must be recorded manually	No
IEX: Activity Enabled in Strategy	Interactions	Set to Yes to automatically record interaction activity when a collector accesses the Strategy tab and makes a modification. If set to no, then interaction activity must be recorded manually.	No
IEX: Adjustment Fulfillment Template	Adjustments	Adjustments select the Fulfillment template to be sent to customer as a confirmation when an adjustment is recorded. For this to work, IEX: Auto Fulfill must also be set to yes.	
IEX: Allow Adjustments	Adjustments	Set to Yes to let collectors view adjustment history and initiate adjustments.	
IEX: Allow Disputes	Disputes	Set to Yes to let collectors view dispute history and initiate disputes.	
IEX: Approval Required for Promise	Promise	Set to yes if an approval is required for promises. If so a workflow is launched to obtain the approval.	No
IEX: Auto Fulfill	Fulfillment, Transactions	Set to yes to call Oracle Foundation Fulfillment upon completion of a transaction. Fulfillment automatically sends a confirming document to the customer upon transaction completion. If set to no, agent can use Collateral to send documents to the customer.	No
IEX: Automatically Populate Grids	Collections	Set to yes to automatically populate grids upon querying. Set to no to require the Populate button to be clicked to process the query. Use no if you have large amounts of data. This profile is set at the user level.	

Table 3–2 (Cont.) Oracle Collections Profile Options

User Profile Name	Affects	Description	Default
IEX: Batch Size	Collections	Enter a number if you want to limit the number of objects to be scored at one time.	
IEX: Case Default Resource	Lease Management	Select the default resource to be assigned if no matching resource exists when assigning cases.	
IEX: CB Customer Notification Email From	Lease Management	The FROM EMAIL ID of the e-mail sent to the customer, by concurrent notification API, to notify about intent to report to the credit bureau.	
IEX: CB Customer Notification Email Subject	Lease Management	Subject of the e-mail sent to the customer, by concurrent notification API, to notify about intent to report to the credit bureau.	
IEX: CB Customer Notification Template	Lease Management	Content ID of the notification template, which is used to inform the customer of the intent to report the customer to the credit bureau. It has to be populated with the content ID of the template after the template has been created in fulfillment. This is used by the concurrent notification API to generate an email, which is sent to the customer to notify about intent to report to the credit bureau.	
IEX: CB Notification Grace Days	Lease Management	After the customer has been notified about intent to report to the credit bureau, this user profile specifies the number of days before a followup is initiated in order to make a decision to report the customer to the credit bureau.	
IEX: Collections Bucket	Collections	The name of the aging bucket created in AR that you want to use for Collections.	
IEX: Collections Rate Type	Collections	Enter the exchange rate type from Oracle Receivables to be used for Collections.	
IEX: Consolidated Invoice Template	Lease Management	Select the fulfillment template to be used to send a copy of the leasing invoice.	
IEX: Credit Card Payment Remittance	Lease Management	Specify the payment method set in AR that corresponds to this remittance type.	
IEX: Credit Hold of Delinquencies	Delinquency and Lease Management	Set to Yes if you are using Lease Management. Set to No if you are not. No disables the credit hold request check box on the Lifecycle tab.	No
IEX: Default Adjustment Template	Fulfillment	Select the Fulfillment template to be sent to your customer as a confirmation when an adjustment is recorded. For this to work, IEX: Auto Fulfill must also be set to Yes.	

Table 3–2 (Cont.) Oracle Collections Profile Options

User Profile Name	Affects	Description	Default
IEX: Default Bankruptcy Notice of Assignment	Lease Management	When the Flag is set on the Bankruptcy screen, this profile is used. If the profile is set to yes IEX makes a call to OKL to determine if the Notice of Bankruptcy should be sent. If set to no, then IEX does not make a call.	
IEX: Default End Date Range Span	Histories, Transactions, Notes	Enter a number of days, positive or negative, from the current date to indicate the end of the date range to be included in a search or in displayed information	
IEX: Default Date Range Span	Histories, Transactions, Notes	Enter the number of days from the current date to indicate the beginning of the date range to be included in a search or in displayed information.	
IEX: Default Payment Method	Payment	Choose the type of payment tab to appear when the user opens the Process Payments window.	Credit Card
IEX: Default Tab in Collections	Collections	Choose the Collections window tab to appear when the user first opens the Collections window.	Coll Profile
IEX: Default Transaction Type	Transactions	Enter the transaction type to be the default that is displayed on the Pay Transactions tab of the Collections window.	
IEX: Disable iPayment Processing	Lease Management	Set to Yes to disable iPayment processing in Oracle Lease Management implementations.	No
IEX: Dispute Confirmation Letter	Fulfillment	Select the Fulfillment template to be sent to customer as a confirmation when a dispute is recorded. For this to work, IEX: Auto Fulfill must also be set to yes.	
IEX:EA Recall Grace Days	Lease Management	After the elapse of the period for which the case has been transferred to an external agency and if there has been no significant positive change in the case score, the external agency will be informed about intent to recall and will be given a grace period to respond to this notification. This grace period is determined by the value in this user profile.	
IEX:EA Score Diff For Recall	Lease Management	A concurrent API will compare the scores of a case after the expiration of the transfer period to determine eligibility for recall. If the positive difference in scores is less than the value in this user profile, then a case will be considered for recall and a notification will be sent to the concerned external agency.	
IEX:EA Score Engine ID	Lease Management	The ID of the scoring engine, which is used to score cases for the transfer to external agency process.	

Table 3–2 (Cont.) Oracle Collections Profile Options

User Profile Name	Affects	Description	Default
IEX:EA Transfer Days	Lease Management	The number of days, for which a case is transferred to an external agency, after which it is considered for review in case there is no significant positive change in the case score. If the review date is not specified in the Transfer to External Agency screen, when a case is transferred to an external agency, this value is used to generate the review date.	
IEX:EA Vendor Notification Email From	Lease Management	The FROM EMAIL ID of the email sent to the external agency, by the concurrent notification API, to notify about intent to recall the case or a case recall.	
IEX: EA Vendor Notification Email Subject	Lease Management	Subject of the email sent to the external agency, by the concurrent notification API, to notify about intent to recall the case or a case recall.	
IEX: EA Vendor Notification Template	Lease Management	Content ID of the notification template that is used to inform the external agency of the intent to recall a case, which has been assigned to them, or to inform the external agency about a case recall. It has to be populated with the content ID of the template after the template has been created in Fulfillment. This is used by the concurrent notification API to generate an email, which is sent to the external agency to notify about intent to recall the case or a case recall.	
IEX: Electronic Funds Transfer Payment Remittance	Lease Management	Specify the payment method set in AR that corresponds to this remittance type.	
IEX: Enable Credit Card Payment	Payment	Choose yes or no to enable the credit card tab in Processing Payments.	
IEX: Enable Electronic Funds Payment	Payment	Choose yes or no to enable the electronic transfer tab in Processing Payments.	
IEX: Enable Mass Promise	Payment	Choose yes to enable the Mass Promise tab in the Payment Processing window.	
IEX: Enable Promise to Pay	Promise to Pay	Choose yes or no to enable the promise to pay tab in Processing Payments.	
IEX: Enable Receipt Reversal	Payment	If Yes, allows a collector to process a Reversal. If No, then the Reversal button is grayed out.	
IEX: Fulfillment Send Method	Fulfillment	If IEX: Auto Fulfill is set to Yes, then you can select E-mail, Fax, or Print to identify the default Fulfillment method. If IEX: Auto Fulfill is set to No, there is no default method and the collector selects the fulfillment method when sending correspondence.	

Table 3–2 (Cont.) Oracle Collections Profile Options

User Profile Name	Affects	Description	Default
IEX: Invoice Fulfillment Template	Fulfillment	Enter the template to be used to send a copy of the invoice from Transaction Details.	
IEX: iPayment Payee ID	Payments	Enter your account number with the payment processing vendor. Note: This profile option is available in Oracle Lease Management only.	
IEX: Item Type of Promise Workflow	Promise	Name of the workflow launched for the promise approval. (None is seeded.)	
IEX: Maximum Promise to Pay Range	Dunning	Set the maximum number of days to wait for a promise to pay to be processed before a followup task is created.	
IEX: Payment Confirmation Letter	Fulfillment	Select the Fulfillment template to be sent to customer as a confirmation when a payment is recorded. For this to work, IEX: Auto Fulfill must also be set to yes.	
IEX: Pay Reversal Confirmation Letter	Fulfillment	Select the Fulfillment template to be sent to customer as a confirmation when a payment reversal is recorded. For this to work, IEX: Auto Fulfill must also be set to yes.	
IEX: Promise Grace Period	Promise to Pay	Grace period after the promise is due before it is considered a broken promise.	
IEX: Promise to Pay Confirmation Letter	Fulfillment	Select the Fulfillment template to be sent to customer as a confirmation when a payment is recorded. For this to work, IEX: Auto Fulfill must also be set to yes.	
IEX: Service Hold of Delinquencies	Delinquency and Lease Management	Set to Yes if you are using Lease Management. Set to No if you are not. No disables the service hold check box on the Lifecycle tab.	No
IEX: Strategy Assignment Default Resource	Strategy	The resource name (of a person) who will be assigned if no resource match the work item specifications.	
IEX: Strategy Default Template	Strategy	Select the default strategy template to be assigned if no matching strategy exists when running Strategy Management.	
IEX: Strategy Disabled	Strategy	Set to Yes to disable strategy functionality.	No
IEX: Strategy Grace Period	Strategy	Number of days to wait until escalating a non-completed work item.	

Table 3–2 (Cont.) Oracle Collections Profile Options

User Profile Name	Affects	Description	Default
IEX: Strategy Unique Fulfillment	Strategy	Used for dunning work items when running strategies at the delinquency level. Set to Yes for Collections to send the request for a dunning work item only once a day per account. Collections automatically skips the remaining work items for the delinquency.	
IEX: Turn off Collections Activity for Bankruptcy	Lease Management	If no then continue collections activities. If yes then everything is turned to bankruptcy status, new delinquencies are created for non-delinquent cases and then turned to bankruptcy so all collections activities are stopped.	
IEX: Turn off Invoicing for Bankruptcy	Lease Management	When the Flag is set on the Bankruptcy screen, this profile is used. If the profile is set to yes IEX makes a call to OKL to determine if the invoicing should be stopped. If set to no, then IEX does not make a call.	
IEX: UWQ Default Complete Node Days	Universal Work Queue	Enter the number of days the item will stay in the Complete node before it is removed.	
IEX: UWQ Default Pending Days	Universal Work Queue	Enter the number of days the objects will stay in the Pending node before moving to the Active Node	
OS: Customer Access Privilege	Security	This profile determines which customers a collector can view in eBusiness Center and Collections. Set to Full Access to view all customers; set to Sales Team/Territory Access to view only customers in collector's territory; set to Prospecting and collector can read but not write data. This can be set at all profile levels.	
OTS: Interactions-Enable Auto Wrapup	Interaction	When this profile is set to No, the wrap-up window appears automatically prompting users to enter the outcomes and reasons for the activity. When this profile is set to Yes, the interaction ends automatically without the users seeing the wrap-up window.	No
OTS: Interactions-Enable Automatic Start	Interactions	Set to Yes to record interactions after the interaction is started. Set to No to require agents to start and end interactions manually.	
OTS: Interactions-Default Action	Interactions	Users must perform at least one activity for the interaction to end. If user doesn't perform any activity but ends the interaction anyway, then the application uses the default action set in this profile and the default action item from the profile OTS: Interaction Default Action Item.	Action with action id = 1 (Item Added)

Table 3–2 (Cont.) Oracle Collections Profile Options

User Profile Name	Affects	Description	Default
OTS: Interactions-Default Action Item	Interactions	The application uses the default action item set in this profile together with the default action set in the profile OTS: Interaction Default Action whenever the user does not perform an action required to wrap up an interaction.	Action item with action item id = 1 (Account)
OTS: Interactions-Default Outcome	Interactions	This profile determines the default value of the Outcome field in the wrap-up widow. This is also the value the application uses for outcomes of interactions that are ended automatically. The application uses this value if there is no outcome associated with the campaign schedule for this interaction. If there is a campaign associated with the interaction, then the application uses the outcome for that campaign schedule.	Outcome with outcome ID = 1 (No Answer)
OTS: Interactions-Generate Customer Activity	Interactions	Set to Yes to automatically start interactions.	
OTS: Interactions-Record Media Item ID	Interactions	Interactions track different types of communications with customers including e-mails and phone calls placed via Oracle inbound and outbound telephony applications. The record includes a unique identifier for the communication. This profile determines if that unique identifier is recorded or not. This identifier is never displayed for the user.	Yes
OTS: Max Interactions Displayed	eBusiness Center	Determines how many interactions to display in the overview tab.	
OTS: Interactions-Start on Query	Interactions	Set to Yes to start an interaction whenever the user displays a new record and support automatic start of interactions. Set to No to start the interaction only when the user updates or deletes information in a record.	No
OTS: Telesales Interaction Enabled	Interactions	If set to Yes, TeleSales records interactions after the interaction is started. A setting of No limits agents to starting and ending interactions manually.	No
IEX: DEBUG LEVEL	Internal use	Do not change this profile.	

3.7 Set Up Delinquency Prioritization Status

The Collections Header includes one Status field for the customer. This status represents the most critical status of the customer and indicates to the collector what delinquency issues this customer has. Often, the status of Bankruptcy is the most critical and the company using Oracle Collections identifies the prioritization of the various statuses using the Delinquency Status Prioritization menu item. Use this procedure to set up filters and priorities that control the status displayed in the header for each customer.

Prerequisites

If you want to use a filter, create the view the filter will use.

Responsibility

Collections HTML Administrator or Collections HTML Manager

Steps

1. Select the Administration tab.
2. Choose Customer.

The Delinquency Status Prioritization page lists existing prioritizations with their start and end dates.

3. Click Create.

The Create Delinquency Status Prioritization page appears.

4. Enter a name.
5. Enter a description.
6. Enter start and end dates for the prioritization to be active.
7. Click Create.

The prioritization is saved and appears in the Delinquency Status Prioritization page.

8. If you want to associate a filter with this prioritization, then perform the following steps:
 - a. In the Filter Name column, click Create.
The Filter page appears and the filter type is IEXCUST.
 - b. Enter a filter name.

- c. If you want the filter to be active, select Y.
- d. Select the view name to use for the filter from the LOV.
- e. Select the column name to filter on from the LOV.
- f. Click Update.

The filter is saved and the Delinquency Status Prioritization page appears.

- 9. Click the Prioritization ID.

The Status Prioritization Details page appears.

- 10. Click Add Line.

Several blank lines appear.

- 11. From the Delinquency Status LOV, choose the status that will be the first priority.
- 12. In the Priority field, enter 1.0.
- 13. Select Y to enable the delinquency line.
- 14. Optionally, enter additional status lines for priority 2, 3, and so on.
- 15. Click Update to save your record.

3.8 Enable Web Directory Assistance

Enable Web Directory Assistance if you want your collectors to be able to automatically access the directory assistance Web site used by your organization to look up calling numbers.

Responsibility

Collections HTML Administrator or Collections HTML Manager

Steps

1. Navigate to the Web Assistances page.

The screenshot shows the Oracle Collections Administration interface. At the top, there is a navigation bar with the Oracle logo and 'Oracle Collections' text. On the right side of the navigation bar, there are icons for Profiles, Sign Out, and Help. Below the navigation bar, there are tabs for Setup, Scoring, Strategy, Customer, Dunning, Directory (selected), and Ownership. A 'Quick Find' search bar is present with a dropdown menu set to 'Organization' and a 'Go' button. Below the search bar, there is a 'Web Assistance' tab. The main content area is titled 'Web Assistances' and contains a 'Create Web Assistance' button. Below this, there are two rows of buttons: 'Update' and 'Restore' for each row. To the right of these buttons, there are navigation links: 'First | Previous 0-0 of 0 Next | Last'. Below the buttons, there is a table with columns: 'Detail', 'Enabled', 'Search URL', 'Header Constant', 'Trailer Constant', 'Switch Separator', and 'URL Separator'. Below the table, there are 'Update' and 'Restore' buttons for each row, and navigation links: 'First | Previous 0-0 of 0 Next | Last'. At the bottom of the page, there is a footer with the text 'Copyright 2000, Oracle Corporation. All rights reserved.' and a navigation bar with links: 'Reports | Administration | Profiles | Sign Out | Help'.

1. Click Create Web Assistance.
The Create Web Assistance page appears.

Create Web Assistance

Enabled Y

*Search URL

Header Constant

Trailer Constant

Switch Separator

URL Separator

*indicates required fields

2. Using another browser window, navigate to the web directory assistance service you want to use.
3. Perform a search for any individual. 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://directory.superpages.com/wp/results.jsp?SRC=&PS=15&PI=1&STYPE=WS&WF=John&WL=Doe&T=&S=CA&search=Find
```

4. 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://directory.superpages.com/wp/results.jsp`
5. 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=&PS=15&PI=1.`

6. 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

7. Enter the switch separator. The switch separator is always the ampersand (&).
8. Enter the URL separator. The URL separator is always the question mark (?).

Create Web Assistance

Enabled Y

*Search URL

Header Constant

Trailer Constant

Switch Separator

URL Separator

*indicates required fields

9. Click Update.

The Web Assistance page displays the web assistance you saved.

Web Assistances

First | Previous 1-3 of 3 Next | Last

Detail	Enabled	Search URL	Header Constant	Trailer Constant	Switch Separator	URL Separator
Detail	<input type="checkbox"/> Y	http://directory.superpa	SRC=&PS=15&PI=1&S	search=Find	&	?
Detail	<input type="checkbox"/> Y	http://test.us.Oracle.com	test	test		
Detail	<input type="checkbox"/> Y	http://directory.superpa	SRC=&PS=15&PI=1	&search=Find	&	?

First | Previous 1-3 of 3 Next | Last

z

10. Click Detail for the web assistance you created.
11. In the Web Assistance Details page, click CGI Switches.

The Oracle Collections Web Directory Administration page displays switch information for the web directory.

CGI Switch Details

Create CGI Switch

Update Restore

First | Previous 0-0 of 0 Next | Last

Switch Code	Enabled	Required	Sort Order	First Name	Last Name	City	State	Street	Zip	Country
-------------	---------	----------	------------	------------	-----------	------	-------	--------	-----	---------

Update Restore

First | Previous 0-0 of 0 Next | Last

12. 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 the switches are: WF, WL, T, and S.

For each switch:

- a. Click Create CGI Switch.

Create CGI Switch

Enabled

Required

*Switch Code

*Sort Order

First Name

Last Name

City

State

Zip

Street

Country

*indicates required fields

Update Restore

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

The Web Assistance Details page displays the new switch.

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

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

14. Click Update to save your changes.

3.9 Set Up Custom Tabs

The Collections window has two tabs that you can customize to provide functionality specific to your organization or industry, that is not provided elsewhere in Oracle Collections. For example, you could program one tab to display additional customer data that relates to your industry sector that your collectors can refer to while interacting with customers.

The tabs are labeled Custom1 and Custom2. In order to be able to use the custom tabs, your implementation team or system administrator must:

- Unhide one or both tabs according to standard procedures for including/excluding menus.
- Add code for the desired functionality for each tab.

Setting up the custom tabs to be used by your collectors will not alter your support agreement with Oracle.

For more information, see *Oracle Applications System Administrator's Guide*.

3.10 Configure Oracle Collections for Lease Management

If you are using Oracle Lease Management, you must configure Oracle Collections a to integrate the functionality of the two applications.

Set the following profile options used in a Collections/Lease Management operation:

- Enable IEX: iPayment Payee ID
- Enable IEX: Disable iPayment Processing
- Enable IEX: CB Customer Notification Email From
- Enable IEX: CB Customer Notification Email Subject
- Enable IEX: CB Customer Notification Template
- Enable IEX: CB Customer Notification Grace Days
- Enable IEX: Case Default Resource
- Enable IEX: Credit Hold of Delinquency
- Enable IEX: Default Bankruptcy Notice of Assignment
- Enable IEX: EA Recall Grace Days
- Enable IEX: EA Score Diff for Recall
- Enable IEX: EA Score Engine ID
- Enable IEX: EA Transfer Days
- Enable IEX: EA Vendor Notification Email From
- Enable IEX: EA Vendor Notification Email Subject
- Enable IEX: EA Vendor Notification Template
- Enable IEX: Service Hold of Delinquency
- Enable IEX: Turn off Collections Activity on Bankruptcy
- Enable IEX: Default Notice of Bankruptcy Assignment
- Enable IEX: Turn Off Invoice on Bankruptcy
- Enable IEU: Queue: Delinquencies (Case Level)
- Enable IEU: Queue: Promises (Case Level)
- Enable IEU: Queue: Strategies (Case Level)

- Enable IEU: Queue Order: Delinquencies (Case Level)
- Enable IEU: Queue Order: Promises (Case Level)
- Enable IEU: Queue Order: Strategies (Case Level)
- Disable IEX: Activity Enabled in Dispute
- Disable IEX: Allow Disputes
- Disable IEX: Allow Adjustments
- Disable IEU: Queue: Customer View Delinquencies
- Disable IEU: Queue: Customer View Promises
- Disable IEU: Queue: Customer View Strategies
- Disable IEU: Queue Order: Customer View Delinquencies
- Disable IEU: Queue Order: Customer View Promises
- Disable IEU: Queue Order: Customer View Strategies

Enable the following concurrent programs:

- Hide: IEX: Create Call Backs for Dunning
- Hide: IEX: Send Dunning for Delinquent Customers
- Expose: IEX: Case Owner Load Balancing
- Expose: IEX: Generate Cure Amount
- Expose: IEX: Generate Cure Refund
- Expose: IEX: Notify Customer
- Expose: IEX: Process Pending
- Expose: IEX: Recall Transfer
- Expose: IEX: Report All Contracts
- Expose: IEX: Review Transfer
- Expose: IEX: Send Cure Request
- Expose: (Request Set): IEX: Open Interfaces

Set the following default workflow background processes:

- Expose: IEX: Case Reassignment

- Expose: IEX: CO Notify Customer
- Expose: IEX: CO Recall Case from External Agency
- Expose: IEX: CO Report to Credit Bureau
- Expose: IEX: CO Review Transfer to External Agency
- Expose: IEX: CO Transfer to External Agency
- Expose: IEX: Delinquency Asset Work Flow
- Expose: IEX: WF for Collection Delinquent Service Hold
- Expose: IEX: WF for Collections Delinquent Credit Hold

Change the following graphical elements in Oracle Collections:

- Report to Credit Bureau
- Transfer to External Agency
- Leasing Center
- Expose Case Column Number in Strategy table on the Lifecycle tab
- Expose Case Column Number in top Strategy table on the Strategy tab
- Expose Case Management Tab
- Expose Contract Tab

Expose case-related scoring engines in Collections HTML Manager:

- Case Delinquency Management Engine
- Default Delinquency Management Engine

Verifying the Implementation

This chapter discusses ways you can verify that your implementation of Oracle Collections was successful and includes the following topics:

- Section 4.1, Use the Diagnostic Tests
- Section 4.2, Implementation Verification Tasks for Mandatory Components
- Section 4.3, Implementation Verification Tasks for Optional Components

4.1 Use the Diagnostic Tests

After completing the implementation steps of the Application CRM Foundation module, run the entire suite of diagnostic tests available through the HTML Administrator Console. Implementors would most likely either verify using the Basic tab or the Advanced tab. In the Basic tab, you can run the following tests:

- RunAll
- UserTest
- AOLTests
- PropertyManager
- UserProfile
- AKData
- Security Manager

In the Advanced tab, you can modify the parameters used in the previously mentioned tests.

Each test generates a report if a problem is encountered. The report identifies the problem and provides a suggested resolution to the problem.

4.2 Implementation Verification Tasks for Mandatory Components

Perform the tasks in this section to verify the implementation of the mandatory components of Oracle Collections.

Prerequisites

You must set up the following before performing the verification tasks:

1. Create Fulfillment Collections Items
 - a. Dunning Letters
 - b. Follow Up Payment, Promise, Adjustment, and Dispute Templates
 - c. Send Copy of Invoice template
2. Create Scoring Components
3. Create Scoring Engine
 - a. Select Components
 - b. Weight Components
4. Determine if you will run Dunning Plan or Strategies. If running Dunning Plan:
 - a. Select Dunning Plan level
 - b. Select Aging Bucket for Dunning Plan
 - a. Create Dunning Plan
 - b. Select Dunning Letters
 - c. Determine send method for Letter Fulfillment
 - d. Determine Call Back Requirements (Select yes for testing)
5. Configure A/R Credit Memo Workflow
6. Configure Universal Work Queue nodes
7. If you run Strategies:
 - a. Select data level
 - b. Create or use test Work Item Templates
 - c. Create or use test Strategy Templates

Tasks

1. Section 4.2.1, Create Accounts
2. Section 4.2.2, Create Invoices
3. Section 4.2.3, Create Delinquencies
4. Section 4.2.4, Verify Delinquencies
5. Section 4.2.5, Dispute an Invoice
6. Section 4.2.7, Record a Promise to Pay
7. Section 4.2.8, Process a Credit Card Payment
8. Section 4.2.9, Process a Bank EFT Payment
9. Section 4.2.10, Process the Collections Activities
10. Section 4.2.11, Verify Payment Processing
11. Section 4.2.12, Verify the Collector's Actions
12. Section 4.2.13, Verify Universal Work Queue Navigation
13. Section 4.2.14, Verify Interaction Tracking

4.2.1 Create Accounts

Create some test accounts tied to existing customers.

Login

Log in to Oracle Forms.

Responsibility

Collections Agent

Collections Manager

Steps

1. Navigate to the eBusiness Center.
2. Search and select a customer.
3. Navigate to the Account tab.
4. Click New.

5. Enter account information
6. Enter your e-mail address as the primary bill to address.
7. Save. Keep a note of the customer name and account number.
8. Repeat for two more accounts for that customer. Repeat steps to have multiple customers with multiple accounts. Add the customer names and account numbers to your note.

Guidelines

Creating accounts can also be done in Oracle Receivables using the Customer Standard form.

You should create several accounts so that you can verify individual account information is reflected accurately in the Collections Header as well as in the Aging tab and Delinquency table on the Profile tab.

In order to test the Dunning and Fulfillment functions, enter your e-mail address as the Primary Bill To address. By doing this, once the Dunning Plan is executed, you will be able to verify that the appropriate dunning letter with the appropriate data is received.

4.2.2 Create Invoices

Create invoices complete with line items and amounts, and then make them due *immediately* or with 30/60/90 terms. Back date the creation dates so that the invoices will be flagged as delinquent when the Concurrent Program requests are submitted. Here is where you create the individual invoice lines, compute tax, and then *complete* the invoices. Then you are ready to request Concurrent Programs so that these invoices are aged and will become delinquencies.

Login

Log in to Oracle Forms.

Responsibility

Receivables, Vision Operations (or a comparable responsibility in a test or live environment)

Steps

1. From the Navigator open Transactions and choose Transactions.

2. Enter a free form invoice number.
3. Select Invoice type.
4. Select Invoice class.
5. For Terms select IMMEDIATE.
This creates an immediate delinquency.
6. Enter Invoice Lines using the following steps for each line:
 - a. Choose Line Items.
The Line window appears.
 - b. Enter item, description, quantity, and unit price.
 - c. Close Lines window.
 - d. Click Tax.
 - e. Click Complete.

Guidelines

Make the line items on each invoice different and remember what the totals are so that you can verify amounts on the Collections Header and Profile tab.

4.2.3 Create Delinquencies

Login

Log in to Oracle Forms.

Responsibility

Collections Forms Administrator

Steps

1. From the View menu, choose Requests.
The Find Request window appears.
2. Click Submit a New Request.
3. Select Single Request.
4. Click OK.

5. Run the following concurrent programs for Dunning Plans in this order:
 - IEX: Promise Reconciliation
 - IEX: Scoring Engine Harness: request a Transaction Scoring Engine to score invoices and then to create delinquencies
 - A second IEX: Scoring Engine Harness: request a Party Scoring Engine and an Account Scoring Engine
 - IEX: Send Dunnings for Delinquent Customers
 - IEX: Create Callbacks for DunningsEach concurrent program must complete before any subsequent concurrent program is submitted, to ensure the accuracy of the data and programs.
6. Run the following concurrent program to verify strategies:
 - IEX: Strategy Management

4.2.4 Verify Delinquencies

Delinquencies are Oracle Collections Business Objects that become the collector's work items. Run the concurrent programs to create delinquencies and score customers. The aged invoices just created are flagged as *delinquent*, become delinquencies in the Oracle Collections tables. Score the Account also since Once a customer has delinquencies, they are scored. Once scored, the Dunning Plan related concurrent programs execute and create the appropriate letters and dunning call backs.

Verify if delinquencies were accurately created and if all the dependent processes occurred.

Login

Log in to Oracle Forms.

Responsibility

Collections Agent

Steps

1. Go to Universal Work Queue and see if the delinquent accounts are listed under the Delinquent Accounts node.
2. Verify that there are call back tasks in the Task node for the delinquent accounts.

3. Navigate to the Collections window.
4. Can you find all of your delinquencies in the Collections Header? Switch account views to verify delinquent amounts, number of invoices, and the collections score.
5. Select the Pay Transactions tab and verify delinquencies are listed. Switch between Customer, Bill To, and Account views to see data in all views.
6. Select the Aging tab and verify aging information. Switch between Customer, Bill To, and Account views in the Collections Header.
7. Click the customer's name (Organization) in the Collections header.
The eBusiness Center displays the customer information.
8. Select the Collections tab and make sure the information is the same as on the Profile tab.
9. Return to the Collections window and navigate to the History tab.
10. Select the Dunning History.
You should see the dunning events that have occurred. These are the dunning letters that should have been e-mailed to you when the concurrent programs were run.
11. Check your e-mail. Did you receive a dunning e-mail for each delinquent account? The dunning letter should list all of the delinquent transactions for each account.
12. If you use strategies, go to Universal Work Queue and verify that Strategy Work Items are displayed.
13. Click on a work item to open the Strategies tab in Collections.
14. Verify that an Open Strategy is displayed in the parent table and one Open Work Item is displayed in the child table.
15. Click on Work Item Details and review the work item.
16. Click the Complete Work button to complete the work item. Verify that a new Open Work Item appears.

4.2.5 Dispute an Invoice

Verify that a collections agent can record a dispute for an invoice.

Login

Log in to Oracle Forms.

Responsibility

Collections Agent

Steps

1. Select the customer.
2. In the Pay Transactions tab, select an invoice.
3. Click Transaction Details.
4. Enter a dispute reason.
5. Enter a dispute quantity or amount.
6. Enter a note.
7. Click Submit.
Oracle Collections calls the Oracle Receivables Credit Memo Workflow.
8. Click Send Copy.
A copy of the transaction is e-mailed to you.

Guidelines

Keep a record of your dispute for later verification.

4.2.6 Adjust an Invoice

Verify that a collections agent can adjust an invoice.

Login

Log in to Oracle Forms.

Responsibility

Collections Agent

Steps

1. Select the customer.

2. In the Pay Transaction tab, select an invoice.
3. Click Adjustment Processing.
4. Create a new row in the Adjustment Processing region and enter the required adjustment details: activity name, type, amount, date, line number, and note.
5. Click Adjustment button.

Oracle Collections reviews the approval limits defined in Oracle Receivables before processing the adjustment.

If you set up the appropriate profile options, then a copy of the adjustment is e-mailed to your customer.

4.2.7 Record a Promise to Pay

Process the second delinquent invoice as a Promise to Pay. Collectors are not actually taking money from their customer at this point, but rather getting the customer to agree to pay in the future. This is a very common approach to collections.

Login

Log in to Oracle Forms.

Responsibility

Collections Agent

Prerequisites

Set the profile option IEX: Callback Days for Broken Promise to 0 (zero).

Set the profile option IEX: Enable Promise to Pay to Yes.

Steps

1. Select the customer.
2. In the Pay Transactions tab, select an invoice.
3. Click Payment Processing.
The Payment Processing window appears.
4. Enter a payment amount.

5. Enter three promise to pay lines, each with a different due date. Make one due date today's date. Enter three different amounts.
6. Enter a note.
7. Click Submit.

Alternatively, you can process a Mass Promise to verify broken promise functionality.

4.2.8 Process a Credit Card Payment

Collectors often take credit card payments in B2C and in some cases for B2B. (Oracle, for example, allows customer to pre-pay their educational classes via credit card). Oracle *iPayment* will process the credit card information and apply the cash to Oracle Receivables.

Login

Log in to Oracle Forms.

Responsibility

Collections Agent

Prerequisites

This requires Oracle *iPayment* to be fully configured.

Steps

1. Select the customer.
2. In the Pay Transactions tab, select an invoice.
3. Click Payment Processing.
The Payment Processing window appears.
4. Enter a payment amount.
5. Enter the bogus credit card number starting with 4004 and the rest 1's so that it will process.
6. Enter the amount to be charged against the credit card. Keep a note of the payment amount for later verification.
7. Enter a note for the payment.

8. Click Submit.

Oracle *iPayment* will process the credit card information and apply the cash to Oracle Receivables.

4.2.9 Process a Bank EFT Payment

The final type of payment processing is Bank Electronic Funds Transfer or EFT. Collectors use this type of money transfer to take payments immediately.

Login

Log in to Oracle Forms.

Responsibility

Collections Agent

Prerequisites

This requires Oracle *iPayment* to be fully configured.

Steps

1. Select the customer.
2. In the Pay Transactions tab, select an invoice.
3. Click Payment Processing.
The Payment Processing window appears.
4. Enter a payment amount.
5. Enter bank numbers and amounts.
6. Enter a note for the payment.
7. Click Submit.

Similar to credit card payment processing, Oracle Collections calls Oracle *iPayment* to verify the bank information and to obtain the authorization for the funds transfer.

4.2.10 Process the Collections Activities

The next step is to run the concurrent program to check activities against delinquencies. Follow steps identified above to run concurrent programs.

Login

Log in to Oracle Forms.

Responsibility

Collections Forms Administrator

Steps

1. Select Concurrent Programs.
2. Request Collections Daily Batch.
3. Click Refresh until batch process is completed.
4. Exit.

You are ready to review the collector's last series of actions and determine if the payment and disputing processes are functioning properly.

4.2.11 Verify Payment Processing

At this time, you can verify if the payments and disputes that were attributed to the delinquencies were accurately processed by Oracle Collections and Oracle *i*Payment, and ultimately posted within Oracle Receivables. Processing payments and disputes is probably the most critical function that the collector performs.

Login

Log in to Oracle Forms.

Responsibility

Collections Agent

Steps

1. Go to Universal Work Queue and check the following:
 - a. Are the counts of delinquent transactions by Account a smaller number now that some are paid?
 - b. Is the broken Promise to Pay now represented in the Account Level Promise node? Check the count of the broken promises by Account.
 - c. What is the status of the delinquency that is in Dispute?
2. Navigate to the Collections window and verify the following:

- a. Can you find these delinquencies in the Collections Header: switch account views, verify delinquent amounts and number of invoices. Have the cured delinquencies been removed?
 - b. Move to the Profile tab and verify the delinquencies can be seen in the Delinquency View. Are all of the delinquencies there?
 - c. Move to the Pay Transactions tab. Switch between each account and see if the delinquent invoices are there. What is the status of the disputed invoices?
3. Click the customer's name (Organization) to navigate to eBusiness Center. Check the data on the Collections tab.
 4. Check your e-mail. Did you receive an e-mail for each payment, promise, adjustment, or dispute processed with the appropriate payment, promise, adjustment, and dispute information included? Did you receive a copy of the invoice as per the request?

If you have been able to successfully verify all of these steps, you can proceed to the next Verification Check Point.

Guidelines

If all points do not verify, check the following:

- Did the Concurrent Programs complete?
- Is your e-mail working?
- Is the Fulfillment engine working?

4.2.12 Verify the Collector's Actions

At this time, you can verify what the collectors have done and if all of their actions have been recorded in the various histories, if all notes have been saved, and if all payment processing transactions appear in reports.

Login

Log in to Oracle Forms.

Responsibility

Collections Agent

Steps

1. In the History tab of the Collections window, go to Payment history and verify your credit card and bank EFT payments, including your notes.
2. Go to the Promise to Pay history and verify your recorded promises and related notes.
3. Go to the Dispute history and verify the details of the dispute and your notes.
4. From the Navigator, choose Reports.
The Collections Reports page appears in a separate browser window.
5. Check the Reconciliation Report to see if the broken promise is noted.
6. Check the Collector Report to see if all payments, promises, and disputes are noted, if invoice information is accurate, and if accounts are noted.
7. Go to the Collections header and look for the information that is on the Collector report. Switch account views and verify delinquent amounts and number of invoices. Have the cured delinquencies been removed?

Guidelines

If all points do not verify, check the following:

- Did the Concurrent Programs complete?
- Are the reports running at all?

4.2.13 Verify Universal Work Queue Navigation

At this time, you can verify if the flows from Universal Work Queue (UWQ) are mapped to the correct tab within Oracle Collections. You should check each flow to ensure the collector can efficiently navigate through the application.

Login

Log in to Oracle Forms.

Responsibility

Collections Agent

Steps

1. From the Navigator, choose Universal Work Queue.

The UWQ window opens.

2. From UWQ Account Level Delinquency node select a delinquency and click Get Work.

Does the Collections Pay Transactions tab appear with the selected delinquent invoice highlighted and the appropriate data level set in the Collections Header?

3. From UWQ Account Level Promise node select a Broken Promise and click Get Work.

Does the appropriate customer appear in Collections and the right Task appear on the task tab?

4. From UWQ Task node, find a callback and click Get Work.

Does the Collections Dunning History appear with selected dunning and invoice highlighted?

Guidelines

If the verification fails, check the Universal Work Queue setup steps.

4.2.14 Verify Interaction Tracking

Interaction Tracking can be manual or automatic. Manual interaction tracking requires the collector to start and stop interactions using the traffic lights on the tool bar. The actions and action items columns are automatically filled in based on where the collector navigates within the application. Automatic interaction tracking begins as soon as a collector selects a record from Universal Work Queue or queries a record (both are based on profiles).

Prerequisites

Set related interaction tracking profiles. See Section 3.6, Set Up Oracle Collections Profile Options.

Login

Log in to Oracle Forms.

Responsibility

Collections Agent

Steps

1. Query and view a Customer in the Collections window.
2. Click the first traffic light to start the interaction.
3. Process a payment and make a note of the details of your transaction.
4. Click the second traffic light to verify actions and to end the interaction.
5. Navigate to History tab and verify that Interaction History has this new interaction.
6. Change the profiles to automatically start the interaction.
7. In Universal Work Queue, Select a work item and click Get Work.
8. In the Collections window, note that the first traffic light is grey.
9. Process a payment and make a note of the details of your transaction.
10. Return to UWQ and select another record.
11. Navigate to History tab and verify that the Interaction History has this new interaction.
12. To change to manual interaction tracking, change the profile option *IEX: Automatically Start Interactions* to No.
13. Query and view a Customer in the Collections window.
14. Click the first traffic light to start the interaction.
15. Process a payment and make a note of the details of your transaction.
16. End the interaction.
17. Navigate to History tab and verify that the Interaction History has this new interaction.

Guidelines

Other profile options affect how interaction history behaves. See Section 3.6, Set Up Oracle Collections Profile Options for more information.

4.3 Implementation Verification Tasks for Optional Components

Perform the tasks in this section to verify the implementation of optional components of Oracle Collections.

Note: The instructions below are general steps included to help implementation teams identify additional product modules to test. Please refer to the Implementation or User Guides for each module for complete step-by-step instructions.

Prerequisites

Determine if your implementation includes any of the following optional components.

- Oracle Marketing Online and its dependency, Oracle Discoverer
- Oracle Advanced Inbound
- Oracle Advanced Outbound
- Oracle Scripting

Be sure someone on your implementation team has expertise in the optional components you are implementing. Also make sure the components have been installed.

Tasks

Perform the following tasks in sequence:

- Section 4.3.1, Create Discoverer Workbooks
- Section 4.3.2, Create Collections Campaigns
- Section 4.3.3, Create Collections Script
- Section 4.3.4, Verify Advanced Inbound
- Section 4.3.5, Verify Advanced Outbound
- Section 4.3.6, Verify E-mails
- Section 4.3.7, Verify Inbound and Outbound Flows

4.3.1 Create Discoverer Workbooks

Begin by creating Oracle Discoverer Workbooks that reflect typical collections delinquent segments: aged buckets. Use these as the basis for your Collections Campaigns.

Steps

1. Use a single login to log in to Oracle Discoverer.
2. Create and Aged Bucket Workbook with the following buckets:
 - 30 Day
 - 60 Day
 - 90 Day
 - 120 Day
3. Review the results for each workbook and ensure the 30 day or 60 day segments contain delinquent customers.

4.3.2 Create Collections Campaigns

Use the Discoverer Workbooks as the basis for the collections campaigns being created in Oracle Marketing Online. To test multi-channel collections capabilities, use one segment for an e-mail contact and another for the call center channel.

Steps

1. Set up a custom collections campaign.
2. Set up campaign schedules.
3. Define Medium.
4. Set up e-mail for one segment.
5. Set up Call Center for the second segment.
6. Run Concurrent Programs.

Guidelines

Remember to set up the e-mail blast.

Use your e-mail address as the primary e-mail for all customers so you will receive dunning notice.

Make sure you have delinquent accounts for each aged bucket you are trying to test.

4.3.3 Create Collections Script

Next create a script in Oracle Scripting and link to one of the collections campaigns created in the previous step.

Steps

1. Create a collections script that matches the 30 or 60 day delinquency campaign.
2. Load into database.
3. Assign the script to the campaign.
 - a. Contact Point = Outbound (or Inbound)
 - b. Select script.
 - c. Attach at campaign schedule level.
 - d. Assign DNIS.
 - e. Enable OTS Match.
 - f. Set launch script profile option.

Guidelines

Tailor the script to match the segment the script will be used for (such as 30 or 60).

You can vary the profiles so the script launches automatically upon an interaction start.

Make a note of the script and campaign schedule so you can verify that the appropriate script is launched.

4.3.4 Verify Advanced Inbound

Verify that the Oracle Advanced Inbound module is ready for collections.

Steps

1. Determine Active or Passive mode.
2. Set up Collections classifications.
3. Set up UWQ Media Classification Action.
4. Set up Routing Rules.

4.3.5 Verify Advanced Outbound

Verify that the Advanced Inbound module is ready for Collections.

Steps

1. Verify OMO Campaign Type = Collections.
2. Verify OMO Campaign Schedule Activity = Telemarketing.
3. Classification = Collections.
4. UWQ Media Action Association = Advanced Outbound Collections.
5. Assign agents to campaigns.

4.3.6 Verify E-mails

Verify that the Oracle Marketing Online eMail Channel executed properly. Because you used your e-mail address as the primary e-mail address for all delinquent accounts, you should have e-mail dunning notices in your inbox. But since we have one delinquent segment targeted for the call center and the other for e-mails, it is important to verify that the emails received were from the appropriate segment.

Steps

1. Log into your e-mail.
2. Look for new Dunning e-mail.
3. Verify the emails are from customers from the e-mail blitz channel. And these dunning e-mails are different than the Dunning Plan items that Collections uses and, therefore, don't appear in UWQ.

Guidelines

If you have not found the e-mail, then check the following:

- Were the e-mails executed?
- Did the Discoverer Workbook create a list with records?
- Is your e-mail set as primary e-mail address in the delinquent records?

4.3.7 Verify Inbound and Outbound Flows

At this time, you can verify the rest of the optional CRM components. Based on the campaigns which were targeted for the call center, associated scripts, and inbound/outbound set ups, can you work these delinquent customers? If the optional components were configured and set up correctly, you can verify by performing the following checks.

Steps

1. Go to UWQ and log into either inbound media node or outbound media node (depending on which one you created) and Get Work.
If CTI is on, the system automatically navigates to Collections.
2. Verify the customer record displayed in Collections was meant for this segment. Do they have a 30 or 60 day delinquency?
3. Launch the script if it is not set to launch automatically. Does the correct customer information populate in the script?
4. Verify the campaign schedule ID (code) is visible.
5. If Interaction Tracking is on, then work the delinquent record and wrap up the record. Another delinquent customer should pop up if CTI is on.
6. If CTI is not present, then perform the following steps:
 - a. Query a record.
 - b. Search for the script.
 - c. Work the delinquency.

If you have been able to successfully verify all of these steps, you have successfully completed the verification of the optional components.

Guidelines

If the verification fails, you can check the following:

- Were the scripts loaded into the database and assigned to the campaign?
- Is the campaign active?
- Is the CTI server configured?

4.4 Verifying Integration with Oracle Lease Management

After you have configured Oracle Collections to integrate with Lease Management, verify the following:

Collections Header

Confirm the following calculations and resulting data are specific to Oracle Lease Management:

- Collectable transactions

- Delinquencies
- Days Sales Outstanding (DSO)
- Last payment due on last payment amount

Lookups

This appendix provides a table the lookups used by Oracle Collections in eBusiness Suite applications. It includes lookups with three different levels of modification:

- **System (S):** The implementor can only change the wording of a list of values (LOV) choices the user sees on the screen. No deletions or additions are allowed.
- **Extensible (E):** The implementor can change both the wording of the LOV choices and add new choices for the user.
- **User (U):** The implementor can change the lookup completely, deleting and adding LOV choices at will.

For information about viewing and modifying lookups, please refer to the *Oracle Applications System Administrator's Guide*.

A.1 Collections Lookups

Responsibility

Collections Forms Administrator

The following table lists lookups for Oracle Collections, their values or defaults, the areas they affect, and the access level.

Table A-1 Collections Lookups

App.	Lookup Type	Values	Affects	Level
AR	CREDIT_MEMO_REASON		Dispute Reason	
IEX	CODE_STATUS	Active Inactive		S
IEX	IEX_ALL_TYPE	ALL		S
IEX	IEX_ASSIST_TYPES	PHONE_ASSIST WEB_ASSIST		S
IEX	IEX_DISPOSTION_CODE	APPROVED: Approved Full Contract APPROVED_PARTIAL: Approved Partial Contract (means partially approved) REJECTED: Rejected		S
IEX	IEX_DISPUTED_SECTION	LINES_SUBTOTAL SHIPPING SPECIFIC_INVOICE_LINES TAX TOTAL		S

Table A-1 (Cont.) Collections Lookups

App.	Lookup Type	Values	Affects	Level
IEX	IEX_DISPUTE_REASONS	A/R Error Cancellation A contact line has been terminated Credit and Rebill Duplicate Billing Free Product Freight Error Late Payment No Reason Entered Order Entry Error PA_Credit_Memo PA_Write_Off Return Sales Tax Error Shipping and Handling Tax Exempt VAT 0% VAT 2% VAT 6.5% WF_TEST_REASON	Disputing Invoices	S
IEX	IEX_PAYMENT_TYPES	BA (Electronic Funds Transfer) CC (Credit Card)	Payments	E
IEX	IEX_PROMISE_STATUSES	Broken Fulfilled In Question Open	Promise to Pay	S

Table A-1 (Cont.) Collections Lookups

App.	Lookup Type	Values	Affects	Level
IEX	IEX_REPO_DISPOSITION	APPROVED_PEND: Approved / Pending CLOSED: Closed COMPLETE: Complete OPEN: Open REQUESTED: Repossession Requested REJECTED: Rejected	Repossession	U
IEX	IEX_REPO_DISP_REASON	NOT_REPOSSESSED: Asset not repossessed REJECTED: Management Rejected REPOSSESSED: Asset repossessed	Repossession	U
IEX	IEX_TRANSACTION_TYPES	CB (Charge Back) CM (Credit Memo) DEP (Deposit) DM (Deposit Memo) GUAR (Guarantee) INV (Invoice)		S
IEX	IEX_UWQ_LABELS	DELINQUENCY_WORK_CLASS_LABEL (My Delinquencies) DUNNING_WORK_CLASS_LABEL (My Dunning) PROMISES_WORK_CLASS_LABEL (My Broken Promises)	Universal Work Queue	U

Table A-1 (Cont.) Collections Lookups

App.	Lookup Type	Values	Affects	Level
IEX	IEX_UWQ_NODE_STATUS	ACTIVE PENDING COMPLETE	Universal Work Queue	S
IEX	IEX_WRITEOFF_DISPOSITION_CODE	APPROVED: Approved CANCELLED: Cancelled PARTIALLY_APPROVED: Partially Approved REJECTED: Rejected REVERSED: Reversed	Write-off	U
IEX	IEX_WRITEOFF_DISP_REASON	3RD_PART_EXT: Third Party Assigned (External) 3RD_PART_INT: Third Party Assigned (Internal) CONTINUE_COLLECTIONS: Continue Collections CONTRACT_TERMINATED: Contract Terminated CREDIT_MEMO_ISSUED: Credit Memo Issued INSURANCE_CLAIM: File Insurance claim for lost asset LOST_PROVISION_CREATED: Lost Provision Created SKIP_TRACE: Send to Skip Trace	Write-off	U

Sample Letters

B.1 Sample Dunning Letter

Use the following dunning letter sample as a guide when setting up your dunning letter templates. It shows how you can identify the field names in the letter to import customer and delinquency information into a typical dunning letter.

You can copy the letter layout or modify it to suit your business needs.

<<F_collector_name>>, <<Title>>
Collections Department
Vision Enterprises
160 8th Street
San Francisco, CA 94103
Telephone: telephone #
Facsimile: facsimile#
Date <<F_DATE>>

Customer contact first name customer contact last name
<<F_customer_name>>
<<F_send_to_address1>>
<<F_send_to_address2>>
<<F_send_to_address3>>
<<F_send_to_address4>>
<<F_send_to_city>>, <<F_send_to_state>><<F_send_to_province>>
<<F_postal_code>>

RE: Vision Enterprises Customer Number: <<F_customer_number>>

Dear Customer:

This statement reflects your past due amounts as of the above date. Vision Enterprises would appreciate you prompt payment of this account.

Invoice Number	PO Number	Invoice Date	Invoice Amount	Balance Due
<<INVOICE_NO>>	<<PO_NUMBER>>	<<INVOICE_DATE>>	<<INVOICE_AMT>>	<<BALANCE_DUE>>
				Total <<total_balance>>

If your payment has recently been submitted, please disregard this notice. Please contact us at the telephone number below with any questions regarding your account. Thank you for you business.

Sincerely,

<<F_collector_name>>
Vision Enterprises
<<F_collector_telephone>>

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