

Oracle® Advanced Collections

Implementation Guide

Release 11*i*

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Oracle Advanced Collections Implementation Guide, Release 11i

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Preface

Intended Audience

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

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

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

If you have never used Oracle Advanced 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 Application's graphical user interface, read the *Oracle Applications User's Guide*.

See Related Documents on page x for more Oracle Applications product information.

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Structure

1 Before You Implement Oracle Advanced Collections

This chapter describes the dependencies for the application and describes the steps required before you implement Oracle Advanced Collections.

2 Implementing Oracle Advanced Collections

This chapter provides a checklist of the implementation steps required for Oracle Advanced Collections.

3 Implementation Tasks for Oracle Advanced Collections

This chapter provides detailed instructions for each implementation step and lists the steps in the order they should be performed.

4 Verifying the Implementation

This chapter discusses how to verify that your implementation is successful.

A Lookups

This appendix lists the lookups used by Oracle Advanced Collections.

B Profile Options

This appendix lists the profile options used for Oracle Advanced Collections.

C Preconfigured Correspondence Templates

This appendix provides letter samples and the queries used to produce the preconfigured correspondence templates.

D Metrics

This appendix lists the preconfigured metrics available in Oracle Advanced Collections.

E Preconfigured Scoring Elements

This appendix describes the preconfigured scoring engines and scoring components provided in the application.

F Preconfigured Strategy Elements

This appendix lists the preconfigured work items and templates available for strategies.

Related Documents

You can choose from many sources of information, including documentation, training, and support services, to increase your knowledge and understanding of Oracle Advanced 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 Online Documentation CD for current PDF documentation for your product with each release. This Documentation CD is also available on Oracle*MetaLink* and is updated frequently.

- **Online Help** - You can refer to Oracle Applications Help for current HTML online help for your product. Oracle provides patchable online help, which you can apply to your system for updated implementation and end user documentation. No system downtime is required to apply online help.
- **Release Content Document** - See the Release Content Document for descriptions of new features available by release. The Release Content Document is available on *OracleMetaLink*.
- **About document** - Refer to the About document for information about your release, including feature updates, installation information, and new documentation or documentation patches that you can download. The About document is available on *OracleMetaLink*.

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 Advanced Collections User Guide:** This guide describes how to use the features of Oracle Advanced Collections to manage your collections activities. It describes how collections agents and managers can use Oracle Advanced Collections to identify delinquent customers, review payment history and aging data, process payments, use strategies and dunning to automate the collections process, manage work assignments, and handle later-stage delinquencies.
- **Oracle Receivables User Guide:** Oracle Advanced 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.
- **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 *OracleMetaLink* 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 Advanced 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 *OracleMetaLink*.
- **Multiple Organizations in Oracle Applications:** This guide describes how to setup and use Oracle Advanced Collections with Oracle Applications' Multiple Organization support feature, so you can define and support different organization structures when running a single installation of Oracle Advanced 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*.

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 an Oracle Applications form 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.

Before You Implement Oracle Advanced Collections

This chapter describes the dependencies for the application and describes the steps required before you implement Oracle Advanced Collections.

This chapter covers the following topics:

- Overview of Setup Process
- Set Up Oracle Receivables
- Enable AR Transactions Summary Tables
- Set Up Oracle *i*Payment
- Enable Oracle *i*Receivables
- Create Employee Locations and Organizations
- Create Employees
- Set Up Security and Responsibilities
- Define Resource Group Hierarchy
- Import Employees and Assign Roles and Resource Groups
- Set Up Oracle XML Publisher
- Set Up Oracle Territory Management
- Set Up Oracle Universal Work Queue
- Display Collector's Work Queue Nodes
- Set the Desktop Display Style
- Set Up Notes
- Set Up Tasks
- Enable Customer Interaction Tracking
- Set Up Collections Campaigns in Oracle Marketing Online
- Set Up Scripting
- Enable Interaction Center
- Set Up Interaction History
- Set Up Campaign Assignment and Wrap-up Administration

- Implement Oracle Trade Management
- Set Up Bill Presentment Architecture
- Install Oracle Lease Management
- Install Oracle Loans
- Enable Lookups for Universal Search

Overview of Setup Process

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

After setting up the applications required for you business, you can implement Oracle Advanced Collections. See: Setting Up Oracle Advanced Collections, page 2-1.

Pre-Implementation Checklist

Step Number	E-Business Product	Step	Required	Performed By
Step 1	Oracle Receivables	Set Up Oracle Receivables, page 1-3	Required	Receivables Manager
Step 2	Oracle Receivables	Enable AR Transactions Summary Tables, page 1-4	Required	Receivables Manager
Step 3	Oracle iPayment	Set Up Oracle iPayment, page 1-5	Optional	Receivables Manager
Step 4	Oracle iReceivables	Enable Oracle iReceivables, page 1-5	Optional	Receivables Manager
Step 5	Oracle HRMS	Create Employee Locations and Organizations, page 1-5	Required	HRMS Manager
Step 6	Oracle HRMS	Create Employees, page 1-6	Required	HRMS Management
Step 7	Oracle Applications Object Library	Set Up Security and Responsibilities, page 1-6	Required	System Administrator
Step 8	JTF Resource Manager	Define Resource Group Hierarchy, page 1-7	Required	CRM Resource Manager
Step 9	JTF Resource Manager	Import Employees and Assign Roles and Resource Groups, page 1-9	Required	CRM Administrator
Step 10	Oracle XML Publisher	Set Up Oracle XML Publisher, page 1-10	Optional	XML Administrator
Step 11	Oracle XML Publisher	Create Oracle XML Publisher Templates, <i>Oracle Advanced Collections User Guide</i>	Optional	XML Administrator
Step 12	JTF Territory Manager	Set Up Oracle Territory Management, page 1-12	Required	CRM Administrator

Step Number	E-Business Product	Step	Required	Performed By
Step 13	Oracle Universal Work Queue	Set Up Oracle Universal Work Queue, page 1-15	Required	System Administrator
Step 14	Oracle Universal Work Queue	Display Collector's Work Queue Nodes, page 1-15	Required	System Administrator
Step 15	Oracle Universal Work Queue	Set Desktop Display Style, page 1-16	Required	System Administrator
Step 16	JTF Notes	Set Up Notes, page 1-17	Optional	CRM Administrator
Step 17	JTF Tasks	Set Up Tasks, page 1-18	Optional	CRM Administrator
Step 18	Oracle TeleSales	Enable Customer Interaction Tracking, page 1-18	Optional	System Administrator
Step 19	Oracle Marketing Online	Set Up Collections Campaigns in Oracle Marketing Online, page 1-19	Optional	Oracle Marketing
Step 20	Oracle Scripting	Set Up Scripting, page 1-19	Optional	System Administrator
Step 21	Oracle TeleSales	Enable Interaction Center, page 1-19	Optional	Call Center Administration
Step 22	Oracle Customer Interaction History	Set Up Interaction History, page 1-19	Optional	CRM Administrator
Step 23	Oracle Telesales	Set Up Campaign Assignment and Wrap-up Administration, page 1-20	Optional	Oracle TeleSales
Step 24	Oracle Marketing	Implement Oracle Trade Management, page 1-20	Optional	Marketing Administrator
Step 25	Oracle Receivables	Set Up Bill Presentment Architecture, page 1-21	Optional	Receivables Manager
Step 26	Oracle Lease Management	Install Oracle Lease Management, page 1-21	Optional	Leasing Manager
Step 27	Oracle Loans	Install Oracle Loans, page 1-21	Optional	Collections Manager
Step 28	Oracle TeleSales	Enable Lookups for Universal Search, page 1-21	Required	System Administrator

Set Up Oracle Receivables

Set up Oracle Receivables according to the steps outlined in *Oracle Receivables User Guide*. Oracle Advanced 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*.
- Exchange rate type and daily rates. See: Defining Conversion Rate Types, *Oracle General Ledger User Guide* and Entering Daily Rates, *Oracle General Ledger User Guide*.

You must also set the default exchange rate type in Oracle Credit Management so that Credit Management can convert data from multiple currencies to your credit currency during a credit analysis. See: *Defining Credit Management System Options, Oracle Credit Management User Guide*.

- Aging buckets. See: *Aging Buckets, Oracle Receivables User Guide*.
- Lockboxes. See: *Lockboxes, Oracle Receivables User Guide*.
- Payment methods. See: *Payment Methods, Oracle Receivables User Guide*.
- Credit memo workflow. See: *Credit Management Application 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.

Set Up Payment Options for Credit Card and EFT Payments:

If you want to accept credit card or EFT payments in Oracle Advanced 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 credit card 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

Related Topics

Overview of Setup Process, page 1-2

Enable AR Transactions Summary Tables

Oracle Advanced Collections leverages the extensive customer information contained and updated in the AR transactions summary tables. 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. Enter WF_DEFERRED for the Agent Name parameter and schedule the frequency for the request to run. For more information on scheduling background engines, see *Oracle Workflow Administrator's Guide*.

Related Topics

Overview of Setup Process, page 1-2

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 Advanced 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.

Related Topics

Overview of Setup Process, page 1-2

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.

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*.

Related Topics

Overview of Setup Process, page 1-2

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. Navigate to the Enter and Maintain window.
- If you have a shared installation of Oracle Human Resources, you must use the Collections Forms Administrator responsibility. Navigate to the Employee window.

Related Topics

Overview of Setup Process, page 1-2

Set Up Security and Responsibilities

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

Steps:

1. Using the System Administrator responsibility, navigate to 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.

Related Topics

Overview of Setup Process, page 1-2

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.

Prerequisites

- ☐ You must have CRM Resource Manager responsibility.
You must be defined as a resource.

Steps:

1. Using the Collections Forms Administrator responsibility, navigate to Resource Manager > Maintain Resources > Groups.
The Define Groups window appears.
2. To find an existing resource group:
 1. Click Find on the application toolbar to open the Find Group window.
 2. 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.

3. 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:
 1. Enter a group name in the Group Name field.
 2. Enter a brief description of the group in the Group Description field.
 3. 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:
 1. Enter the group name.
2. Enter an optional description.
3. 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.

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

Restrictions

If 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*

Related Topics

Overview of Setup Process, page 1-2

Import Employees and Assign Roles and Resource Groups

Use this procedure to import employees from Oracle HRMS.

Prerequisites

- ☐ Set up employees in HRMS

Steps:

1. Using the Collections Forms Administrator responsibility, 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:
 1. Select the employee.
 2. Click Details.
The Resource window displays information about the employee.
 3. On the Role tab, use the Role Type LOV to select Collections.
 4. Use the Role LOV to select the role.
 5. Change the start date to a date before today.
 6. Add any additional role for this employee by repeating the above three steps.
 7. 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:
 1. Select the employee in the Selected Resource window.
 2. Click Details.

The Resource window displays information about the employee.
 3. In the Group region of the Groups tab, use the Name LOV to assign a group to the employee.
 4. Use the Name LOV in the Group Member Role region to select one or more roles for this employee in the group.
 5. Change the start date to a date before today.
 6. Click Save on the toolbar.
 7. Repeat the above three steps for each group to which you want to assign the employee.

Restrictions

Role type must be Collections or user will not be able to log into Oracle Advanced 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 Advanced 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*.

Related Topics

Overview of Setup Process, page 1-2

Set Up Oracle XML Publisher

If you are implementing Oracle Advanced Collections for the first time, you must use Oracle XML Publisher to deliver collections-related correspondence to your customers. XML Publisher generates correspondence for both dunning plans and strategies; confirmation letters for payments, promises, adjustments, reversals and disputes; and copies of invoices.

Note: Customers who previously implemented Oracle One-to-One Fulfillment, can continue to use this application for correspondence. However, Collections best practice recommendation is to use XML Publisher for all correspondence.

XML Publisher uses a template and query model to generate and send correspondence. The template provides the form and text for the correspondence. The query supplies the customer-related data that appears in the form letter.

On the Setup tab in Collections Administration, set the Collections Correspondence Delivery Method to XML Publisher.

If you are converting from One-to-One Fulfillment to XML Publisher, you must map your One-to-One Fulfillment templates to the XML templates using the Convert Template tab in Collections Administration. This does not convert templates. It converts the correspondence templates reference to point to the XML Publisher templates.

Change the profile options that currently use One-to-One Fulfillment to reference the XML Publisher templates you are now using:

After you convert templates, Collections displays the new XML template names on any template list of values.

- IEX: Adjustment Fulfillment Template
- IEX: Consolidate Invoice Template
- IEX: Dispute Confirmation Letter
- IEX: Invoice Fulfillment Template
- IEX: Pay Reversal Confirmation Letter
- IEX: Payment Confirmation Letter
- IEX: Promise to Pay Confirmation Letter

Set the following profile options to designate the e-mail, printer, and fax settings for correspondence:

- IEX: Print IPP Host
- IEX: Print IPP Port
- IEX: IPP Printer Name
- IEX: Fax IPP Host
- IEX: Fax IPP Port
- IEX: Fax IPP Printer Name
- IEX: SMTP Host
- IEX: SMTP Port
- IEX: SMTP From

Related Topics

Create XML Publisher Templates, page 1-12

Overview of Setup Process, page 1-2

Create Oracle XML Publisher Templates

Uses

- Create or update correspondence templates.

Related Topics

Set Up Oracle XML Publisher, page 1-10

Overview of Setup Process, page 1-2

Frequently Asked Questions

When do I need to create new templates?

If you plan to use the preconfigured XML Publisher templates available in Collections for your correspondence, you do not need to create new templates.

Who can create XML Publisher templates?

A functional business user creates the text for a template and saves it as a rich text format file (RTF) or as a portable document file (PDF). The queries for the templates can be created by someone with knowledge of the database schema as well as SQL programming.

How do I create a new XML template?

Using your XML Publisher Administration responsibility, create a new template and template ID code. See: *Oracle XML Publisher User's Guide*.

The new template and its ID code are stored in the XDO_TEMPLATES_B table.

How can I create or update a query for an existing template?

Use the following query to retrieve the new template ID that will be associated to the query:

```
Select template_id, application_id, application_short_name,  
template_code from xdo_templates_b where application_short_name  
= 'IEX' and template_code = 'Your @ >TEMPLATE CODE'
```

Create and insert a new query record into the IEX_XML_QUERIES table. Be sure to match the operational data level of your query with the QUERY_LEVEL column in this table.

Create an entry in the IEX_QUERY_TEMP_XREF table to link the new query to the template.

Set Up Oracle Territory Management

Oracle Territory Management provides user interfaces and functionality to manage sales, service, and collections territories. Oracle Advanced Collections users Territory Management to align collectors with customers in territories and allow collectors to see their work in the Collector's Work Queue.

The Collector's Work Queue uses collector assignments to determine which customers, account, or bill-to sites to display to collectors. Strategy work items use collector assignments to assign the next work item.

Note: You can assign collectors using one of two methods, based on your product configuration.

Use Territory Management to assign collectors to customers, accounts, or bill-to locations.

Use the Collector field from the Customer Standard form in Oracle Receivables to assign collectors to accounts or bill-to locations.

To be able to assign collectors using Territory Manager:

- Set Up Territories, page 1-13
- Create Resources, page 1-14
- Assign Collectors, page 1-14

Set Up Territories:

You can create territories for individuals or for teams of collections representatives.

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

1. Navigate to Foundation > Territory Manager> Territory Administration
2. Create your territories under the Oracle Sales folder in the Navigator.

No separate territories are available for Oracle Advanced Collections. To set up and use Sales territories, use the Sales & TeleSales Group and select Usage=Sales.

See: *Oracle Territory Management Implementation Guide.*

3. 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.

Oracle Advanced Collections supports the following qualifiers for creating collections territories:

Available Transaction Qualifiers

- 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

Create Resources:

Once you set up territories, you must identify the resources that will be assigned to each territory.

Resources can be:

- Resources created in Oracle Resource Manager
- Collectors identified in the Collector field in the Customer Profile window of Oracle Receivables

Note: Resources must have a Role Type of Collections and a Role of Collections Agent.

1. If you have established resources in Resource Manager and use Territory Management, run the IEX: Resource Collectors to AR Collectors concurrent program to create collectors in Receivables. This program transfers existing collectors to the HZ_CUSTOMER_PROFILES table to maintain assignments.
2. If you are migrating from using the Collectors Workbench in Receivables to Oracle Advanced Collections, run the IEX: AR Collectors to Resource Collectors concurrent program to create a resource for each collector you set up in Receivables.

Run Concurrent Programs for Territory Assignment:

After you complete the create territory and resource setups, you must run the following concurrent programs, in the order they are listed, to assign collectors to customers:

1. **Generate Territory Package:** Log in under the CRM Administration responsibility to access this concurrent program. It creates the territories defined in the territory setup and adds the customers to each territory. It must be run at least once before you assign resources and each time after you modify the territory setup..
2. **IEX: Territory Assignment:** This concurrent program assigns collectors to customers using Territory Manager. You can assign collectors at the customer, account, or bill-to level. This program retrieves a list of available collectors for each territory and assigns the first collector on the list.

Restrictions

Technical points to remember about Territory Management:

- The IEX: Territory Assignment concurrent program reads the definition of the Collections usage and assign resources to the customers.

- Assignment can be done at the customer (party) level, at the account level or at the bill-to site level.
- The data is stored in the Collector field in the HZ_CUSTOMER_PROFILES table
- The assignment can be confirmed by checking the Customer Standard form in Receivables.
- Collections does not distinguish if the collector came from Territory Management or was manually assigned. If you do not wish to use the Territory Manager, you can populate the field using the Customer Standard form in Receivables.
- This assignment is used to filter the Collector's Work Queue and to select collectors for work items.
- Resources must have a role type of *Collections* and a role of *Collections Agent*.

Related Topics

Overview of Setup Process, page 1-2

Set Up Oracle Universal Work Queue

Oracle Advanced Collections uses Oracle Universal Work Queue to display all actionable work items to each collector in the Collector's Work Queue. The Collector's Work Queue is a 'to do' list which each collector can use throughout the work day to prioritize work tasks. Universal Work Queue automatically posts work items from Collection to each collector's 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*.

Related Topics

Overview of Setup Process, page 1-2

Display Collector's Work Queue Nodes

To optimize your collectors' efficiency, organize the information presented in Collector's Work Queue to match the operational data level at which your collectors work with customers.

- Customer
- Account
- Bill To location
- Delinquency

The nodes available for each operational 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 broken promise and dunning callbacks, approvals, meetings, problem resolutions, and other items that make up the Collector's Work Queue.

Note: You should display 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 customer, you set the following profile options to Yes:

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

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

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

Related Topics

Using Universal Work Queue, *Oracle Advanced Collections User Guide*

Set Up Oracle Advanced Collections Profile Options, page 3-16

Overview of Setup Process, page 1-2

Set the 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. Users can drill down or roll up to display the appropriate level of detail.
- **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: Set Up Oracle Advanced Collections Profile Options, page 3-16.

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.

Related Topics

Overview of Setup Process, page 1-2

Set Up 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 Adjustment
- Collections Bankruptcy
- Collections Bill To
- Collections Cases
- Collections Delinquency
- Collections Dispute
- Collections Dunning
- Collections Invoices
- Collections Leasing Contract
- Collections Leasing Invoice
- Collections Litigation
- Collections Payment
- Collections Payment Reversal
- Collections Promise to Pay
- Collections Repossession
- Collections Writeoff

Adding Note Types:

1. Using the CRM Administrator responsibility, 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.

Deleting an Existing Note Type:

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

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*

Related Topics

Overview of Setup Process, page 1-2

Set Up 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 Advanced 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).

Related Topics

Overview of Setup Process, page 1-2

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

Related Topics

Overview of Setup Process, page 1-2

Set Up Oracle Advanced Collections Profile Options, page 3-16

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.

Related Topics

Overview of Setup Process, page 1-2

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.

Related Topics

Overview of Setup Process, page 1-2

Enable Interaction Center

If you want to leverage Oracle Advanced 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.

Related Topics

Overview of Setup Process, page 1-2

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 actions and action items, listed in the table below, 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 also:

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

Related Topics

Overview of Setup Process, page 1-2

Set Up Campaign Assignment and Wrap-up Administration

Refer to 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

Implement Oracle Trade Management

If you want to allow collectors to access trade claims and deductions in Oracle Advanced Collections, you must implement Trade Management. See: *Oracle Trade Management Implementation Guide*.

Related Topics

Overview of Setup Process, page 1-2

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*.

Related Topics

Overview of Setup Process, page 1-2

Install Oracle Lease Management

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

For information on how to install Oracle Lease Management, see the *Oracle Lease Management Implementation Guide*.

In addition, this guide and the *Oracle Advanced Collections User Guide* have additional information about installing and using Lease Management with Collections.

Related Topics

Overview of Setup Process, page 1-2

Install Oracle Loans

If you want to use Oracle Advanced Collections for collections on loans, you must install Oracle Loans.

For information on how to install Oracle Loans, see *Oracle Loans User Guide*.

In addition, this guide and the Oracle Advanced Collections User Guide have additional information about installing and using Loans with Collections.

Related Topics

Overview of Setup Process, page 1-2

Enable Lookups for Universal Search

You must enable the Collections objects for Universal Search in order to be able to use lookups and perform searches.

Using the TeleSales Administrator responsibility, navigate to the OTS Quickcode AST_SEARCH_VIEW_BY_LIST.

Select the Enabled check box for lookups used by Collections: ACCOUNT, DISPUTE, PAYMENT, PROMISETOPAY, and TRANSACTION. Disable all others.

You can enable lookups at the User or Extensible access level.

Related Topics

Overview of Setup Process, page 1-2

Implementing Oracle Advanced Collections

This chapter provides a checklist of the implementation steps required for Oracle Advanced Collections.

This chapter covers the following topics:

- Setting Up Oracle Advanced Collections
- Using Preconfigured Elements
- Implementation Checklist

Setting Up Oracle Advanced Collections

To implement Oracle Advanced Collections, follow the steps listed in the Implementation Checklist, page 2-2. The steps are listed in the order in which they should be carried out.

Before implementing Collections you must complete the steps in the Pre-Implementation Checklist. See: Overview of Setup Process., page 1-2

Using Preconfigured Elements

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

While it is not necessary to modify preconfigured 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.

Related Topics

Using Preconfigured Elements, page E-1

Implementation Checklist

Many of the setup steps listed in the table below 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 Advanced Collections User Guide*:

- Overview of Scoring, *Oracle Advanced Collections User Guide*
- Overview of Using Dunning Plans, *Oracle Advanced Collections User Guide*
- Overview of Using Strategies, *Oracle Advanced Collections User Guide*

Implementation Checklist

Step Number	Step	Type	Required	Performed By
Step 1	Create Score Components, <i>Oracle Advanced Collections User Guide</i>	HTML	Optional	Collections HTML Administrator
Step 2	Create New Scoring Engines, <i>Oracle Advanced Collections User Guide</i>	HTML	Optional	Collections HTML Administrator or Collections HTML Manager
Step 3	Add Scoring Components, <i>Oracle Advanced Collections User Guide</i>	HTML	Optional	Collections HTML Administrator or Collections HTML Manager
Step 4	Set Score Ranges, page 3-5	HTML	Optional	Collections HTML Administrator
Step 5	Create or Update a Scoring Filter, <i>Oracle Advanced Collections User Guide</i>	HTML	Optional	Collections HTML Administrator or Collections HTML Manager
Step 6	Enter Parameters for Function Variables, <i>Oracle Advanced Collections User Guide</i>	HTML	Optional	Collections HTML Administrator or Collections HTML Manager
Step 7	Set Up Delinquency Status Score Ranges, page 3-7	HTML	Optional	Collections HTML Administrator or Collections HTML Manager
Step 8	Set Dunning Plan Aging Bucket, <i>Oracle Advanced Collections User Guide</i>	HTML	Optional	Collections HTML Administrator or Collections HTML Manager
Step 9	Set Collections Dunning Level, <i>Oracle Advanced Collections User Guide</i>	HTML	Optional	Collections HTML Administrator or Collections HTML Manager
Step 10	Create Dunning Plans, page 3-10	HTML	Optional	Collections HTML Administrator or Collections HTML Manager

Step Number	Step	Type	Required	Performed By
Step 11	Set Up Universal Work Queue for Dunning Plans, page 3-11	HTML	Optional	Collections HTML Administrator or Collections HTML Manager
Step 12	Select a Strategy Level, <i>Oracle Advanced Collections User Guide</i>	HTML	Optional	Collections HTML Administrator
Step 13	Create a Work Item Template, <i>Oracle Advanced Collections User Guide</i>	HTML	Optional	Collections HTML Administrator or Collections HTML Manager
Step 14	Create a Strategy Template, <i>Oracle Advanced Collections User Guide</i>	HTML	Optional	Collections HTML Administrator or Collections HTML Manager
Step 15	Add Work Items to a Strategy Template, <i>Oracle Advanced Collections User Guide</i>	HTML	Optional	Collections HTML Administrator or Collections HTML Manager
Step 16	Create or Update a Strategy Filter, <i>Oracle Advanced Collections User Guide</i>	HTML	Optional	Collections HTML Administrator or Collections HTML Manager
Step 17	Disable Strategies, <i>Oracle Advanced Collections User Guide</i>	HTML	Optional	Collections HTML Administrator
Step 18	Set Up Oracle Advanced Collections Profile Options, <i>Oracle Advanced Collections User Guide</i>	Forms	Required	Collections HTML Administrator
Step 19	Set Up Delinquency Prioritization Status, <i>Oracle Advanced Collections User Guide</i>	HTML	Required	Collections HTML Administrator or Collections HTML Manager
Step 20	Enable Web Directory Assistance, <i>Oracle Advanced Collections User Guide</i>	HTML	Optional	Collections HTML Administrator or Collections HTML Manager
Step 21	Set Up Custom Tabs, <i>Oracle Advanced Collections User Guide</i>	Forms	Optional	Collections Forms Administrator
Step 22	Configure Oracle Advanced Collections for Lease Management, <i>Oracle Advanced Collections User Guide</i>	Forms	Optional	Collections Forms Administrator
Step 23	Set Up Workflow for Promise Approval, <i>Oracle Advanced Collections User Guide</i>	HTML	Optional	Collections HTML Administrator
Step 24	Set Up Metrics, <i>Oracle Advanced Collections</i>	HTML	Optional	Collections HTML Administrator

Implementation Tasks for Oracle Advanced Collections

This chapter provides detailed instructions for each implementation step and lists the steps in the order they should be performed.

This chapter covers the following topics:

- Set Up Scoring
- Dunning Plans
- Set Up Strategies
- Select a Strategy Level
- Create a Work Item Template
- Create a Strategy Template
- Add Work Items to a Strategy Template
- Create or Update a Strategy Filter
- Disable Strategies
- Set Up Oracle Advanced Collections Profile Options
- Set Up Delinquency Prioritization Status
- Enable Web Directory Assistance
- Set Up Custom Tabs
- Configure Oracle Advanced Collections for Lease Management
- Set Up Workflow for Promise Approval

Set Up Scoring

Perform the following tasks to set up scoring engines:

- Create Scoring Components, page 3-2
- Create New Scoring Engines, page 3-3
- Add Scoring Components, page 3-4
- Set Score Ranges, page 3-5
- Create or Update a Scoring Filter, page 3-6

- Enter Parameters for Function Variables, page 3-7
- Set Up Delinquency Status Score Ranges, page 3-7
- Verify your scoring engines in a test environment

Create Scoring Components

Uses

- Create or update scoring components used in scoring engines.

Definitions

Term	Definition
Scoring Component	A select statement or function that returns one numeric value from the database based on existing information.
Object	The database entity to be scored.
Function	Indicates if the scoring component uses a function call to derive a value.

Related Topics

Preconfigured Scoring Components, page E-2

Overview of Scoring, *Oracle Advanced Collections User Guide*

Frequently Asked Questions

What does a scoring component do?

When a concurrent program runs a scoring engine runs, the scoring component derives a value for the object being scored. A scoring component calculates an answer to a business question, such as "How many delinquencies does this customer have?" or "How long have I been doing business with this customer?"

Who creates scoring components?

The Collections HTML Administrator creates scoring components.

Are there any prerequisites?

If you are creating new scoring components, you must know how to create PL/SQL statements or functions.

What objects can I score?

You can select any object from the lists of objects, but typically, you will score transactions or operational data level objects, such as customers, account, or bill to locations.

Note: To score customers, select Party as the object and not Collection Customer.

Why do I have to indicate if the scoring component is a function?

Collections performs different operations with functions and select statements but cannot recognize the difference on its own. If you enter a function but do not identify it as a function, your scoring component will fail to retrieve the appropriate information.

Create New Scoring Engines

Uses

- Create a new scoring engine.

Definitions

Term	Definition
Object	The database entity to be scored.
Concurrent Program	<p>The name of an additional batch process that runs with the scoring engine.</p> <p>Note: If you score delinquencies from transactions in Oracle Receivables or from contracts in Oracle Lease Management, you must select the concurrent program, IEX: Delinquencies Management.</p>
Filter	<p>A filter enables a scoring engine to run against a subset or segment of the database.</p> <p>Filters are required for scoring engines.</p>
Weighting Required	<p>Check this box if you want to indicate the relative importance of two or more scoring components in a scoring engine. See: Scoring Engine Details.</p> <p>If not checked, the scoring engine simply adds the raw scores together to calculate the score.</p>
Score Range	The highest and lowest expected scores.
Out of Range Rule	<p>If a score value falls outside the expected score range, this setting tells Collections what score value to use in its place. If you select Closest, Collections assigns the closest valid score number. If you select Farthest, it assigns the farthest valid score number.</p> <p>For example:</p> <ul style="list-style-type: none">• Score Range: 1 to 200• Score: 205• Out of Range Rule: Farthest• New Score: 1

Related Topics

Overview of Scoring, *Oracle Advanced Collections User Guide*

Add Scoring Components, page 3-4

Preconfigured Scoring Engines, page E-1

Frequently Asked Questions

Are there any prerequisites?

Set up new scoring components if you are not using preconfigured components.

When should I enable a scoring engine?

You must add and enable scoring components, and add a scoring filter before you can set the Enabled Flag to Y.

Do I have to create scoring engines?

No. You can use the preconfigured scoring engines if they meet your business needs.

Oracle Advanced Collections has five preconfigured scoring engines. You cannot delete or change these scoring engines. You can copy existing scoring engines and modify them, or create new ones.

For a list of scoring engines, see Preconfigured Scoring Engines, page E-2.

Where does Collections use scores?

Collections uses scores to determine the delinquency status of each transaction and to determine the relative value of customers. Strategies and dunning plans then use the customer value score to execute appropriate actions for delinquency or pre-delinquency situations.

What is the recommended best practice for working with scoring engines?

You should test all scoring components and scoring engines in a test environment using a portion or all of your production data. Once you are satisfied with the scoring results and performance, you can move your tested scoring engines to your production environment.

What is the next step?

Once you create a scoring engine, you can add and configure the components and then add a filter. See: Add Scoring Components, page 3-4.

Add Scoring Components

Uses

- Add scoring components to a scoring engine.

Definitions

Term	Definition
Weight	Weight assigns the relative importance of each component in a scoring engine. The total weight for all scoring components in a scoring engine must = 1.0. Using weights is optional.
Component Detail	A link to the Score Components Details page where you define ranges and associated score values for a scoring component.
Parameter	A parameter is a value used in a function to generate a result.

Related Topics

Overview of Scoring, *Oracle Advanced Collections User Guide*

Create Scoring Components, page 3-2

Set Score Ranges, page 3-5

Frequently Asked Questions

Are there any prerequisite?

A scoring engine must exist.

Scoring components must exist.

Who can add scoring components?

The Collections HTML Administrator.

How do I know now the weights will affect the scores.

To understand how weights will affect your scoring results, run all of your scoring engines in a test environment using a subset of your actual data. This will let you test your assumptions and verify that you are getting the desired score results.

What should I keep in mind about weights?

- You must enable a scoring component before you can set the weight.
- Use decimals and not whole numbers.
- If you are using weights, all weights must add up to 1.0.

See: *Weights, Oracle Advanced Collections User Guide.*

Set Score Ranges

Uses

- Set up score ranges for a scoring component.

Related Topics

Overview of Scoring, *Oracle Advanced Collections User Guide*

Create Scoring Components, page 3-2

Frequently Asked Questions

Are there any prerequisites?

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

Who can set score ranges?

The Collections HTML Administrator or Collections HTML Manager.

What range of numbers can I use for score ranges?

Score range numbers can be positive or negative numbers to two decimal places, and must account for numbers from -99,999,999 to 99,999,999.

How do I enter the score ranges?

Collections defaults -999999999 for the beginning Range Low value and 999999999 for the Range High value. Simply enter the Range Low value for each row you need

and Collections will default the Range High value for you to ensure all numbers are contiguous and do not overlap.

Create or Update a Scoring Filter

Uses

- Create or update a scoring filter for a scoring engine.

Definitions

Term	Definition
View Name	The name of the database view the filter will use. Collections filter names must begin with <i>IEX</i> and end in <i>_V</i> .
Column Name	A column in the database view that stores the ID key for the object being scored.

Related Topics

Overview of Scoring, *Oracle Advanced Collections User Guide*

Create a Scoring Engine, page 3-3

Frequently Asked Questions

What does a filter do?

A filter enables the scoring engine to look at a segment or view of the database. Collections uses filters to limit the scope of a scoring engine and improve system performance

Does every scoring engine have to have a filter?

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

Are there any prerequisites?

A scoring engine must exist.

Your database administrator must create a database view.

Who can create a filter?

Collections HTML Administrator can create new filters.

Are there any guidelines?

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

The data type of the column name must be number.

What does the Test button do?

Click Test to test the scoring engine with your new filter. Collections displays the number of records the scoring engine will score using this filter.

Enter Parameters for Function Variables

Uses

- Enter parameters for function variables used in scoring components instead of using select statements.

Definitions

Term	Definition
Code	A variable that is part of the code for a function.

Related Topics

Overview of Scoring, *Oracle Advanced Collections User Guide*

Create Scoring Components, page 3-2

Frequently Asked Questions

Do I always enter parameters for a scoring component?

If you create a function using variables instead of creating a select statement in SQL, then you can easily enter or change the values relating to the variables (called codes) as needed. Collections stores parameters as name:value pairs.

Who can enter parameters?

The Collections HTML Administrator.

Are there any prerequisites?

A scoring engine must exist and must have a scoring component that uses a function.

Are there any restrictions if I am using Oracle Lease Management?

The Case Scoring engine uses a function. You cannot change the parameters for the Case Scoring engine, used for scoring leasing invoices. You can, however, copy that scoring engine and change the parameters for it.

Set Up Delinquency Status Score Ranges

Uses

- Define the score ranges that determine the status of a transaction.

Definitions

Term	Definition
Status	Identifies whether a transaction is current, delinquent, or pre-delinquent.

Related Topics

Overview of Scoring, *Oracle Advanced Collections User Guide*

Frequently Asked Questions

What types of status can Collections assign?

If you run the preconfigured scoring engine, Delinquency Status Determination, to determine delinquency status, Collections assigns a status of Current or Delinquent to transactions. If you are using Oracle Loans, it can also assign a status of Active or Default. If you want to be able to assign the status, Pre-Delinquent, then you must create a new scoring engine to determine delinquency status.

Are there any prerequisites?

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

You must use the IEX: Delinquency Status Determination concurrent program.

Who can set the delinquency status score ranges?

Collections HTML Administrator

What if I only use the preconfigured scoring engine, Delinquency Status Determination?

If you use a preconfigured delinquency scoring engine, such as Delinquency Status Determinations or Case Scoring, then you do not have to set up delinquency status score ranges.

Can I modify the score ranges in the preconfigured Delinquency Status Determination scoring engine?

No, but you can copy the Delinquency Status Determination scoring engine and modify the copy.

What range numbers can I enter?

Enter range numbers from -999,999,999 to 999,999,999.

How do I score transactions as pre-delinquent?

To be able to determine which transactions are pre-delinquent, you must create a new scoring engine for status determination with score ranges for current, delinquent and pre-delinquent statuses. The easiest way to do this is to make a copy of the Delinquency Status Determination scoring engine and modify it.

What does the Payment Schedule Delinquency Determination scoring component do?

This scoring component looks at the database to find two groups of transactions. For all payment schedules, (an Oracle Receivables term for the payment due date of an invoice) that are due before the current date, that have no disputes, and have a remaining balance greater than zero, it assigns a score of 11.00 to 100. These are delinquent transactions. For all other payment schedules, it assigns a score of 1.00 to 10.99. These are current transactions.

Dunning Plans

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

- Set Dunning Plan Aging Bucket, page 3-9
- Set Collections Dunning Level, page 3-9
- Create Dunning Plans, page 3-10
- Set Up Universal Work Queue for Dunning Plans, page 3-11

Set Dunning Plan Aging Bucket

Uses

- Select the aging bucket for your dunning plan.

The aging bucket determines when dunning letters are sent out to customers. You can designate the same aging bucket you select as the default aging bucket for Aging tab information or select a different aging bucket if needed. You set the default aging bucket for the Aging tab in the IEX: Collections Bucket profile option.

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

Related Topics

Dunning Plans, page 3-8

Overview of Using Dunning Plans, *Oracle Advanced Collections User Guide*

Frequently Asked Questions

Are there any prerequisites?

Set up aging buckets in Oracle Receivables.

Who can perform this step?

Collections HTML Administrator or Collections HTML Manager

How do I set the Dunning Plan Aging Bucket?

In Collections Administration, select the Dunning Plans tab. Using the flashlight icon, search and select an aging bucket, previously setup in Receivables, to associate with your dunning plan.

Warning: Collections uses the aging buckets that have been created in Oracle Receivables. Do not delete these aging buckets.

Set Collections Dunning Level

Uses

- Set the operational data level at which your dunning plans operate.

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

Related Topics

Dunning Plans, page 3-8

Overview of Using Dunning Plans, *Oracle Advanced Collections User Guide*

Frequently Asked Questions

Do I have to set the dunning level if I am running strategies?

No.

For which data levels can I run dunning?

The IEX: Sending Dunning to Delinquent Customers concurrent program creates dunning letters at one of the following operational data levels:

- **Customer:** Sends one dunning notice per delinquent customer. This the recommended data level for maximum efficiency and optimal system performance.
- **Account:** Sends one dunning notice per delinquent account.
- **Bill To Location:** Sends one dunning notice per delinquent billing location.
- **Delinquency:** Sends one dunning notice per delinquent transaction.

Are there any prerequisites?

Set up aging buckets in Oracle Receivables.

Set Dunning Plan Aging Bucket, page 3-9

How do I set the dunning level?

On the Setup tab in Collection's Administration, select the level for your dunning plan from the drop down list.

If I'm dunning at the Delinquency level, can I send a single dunning notice that contains all the delinquencies for the customer?

Yes. Use the IEX: Consolidate Invoice Template profile to designate the correspondence template that consolidates delinquencies in a single letter.

Create Dunning Plans

Uses

- Create a dunning plan

Related Topics

Dunning Plans, page 3-8

Overview of Using Dunning Plans, *Oracle Advanced Collections User Guide*

Frequently Asked Questions

Who can create a dunning plan?

Collections HTML Manager and Collections HTML Administrator responsibilities.

Are there any prerequisites?

You must create correspondence templates if you are not using the preconfigured templates. See: Set Up Oracle XML Publisher Templates, page 1-10.

How do I create a dunning plan?

Select an aging bucket and click Create Dunning Plan.

For each aging bucket line, enter the high and low score ranges, correspondence template, correspondence delivery method, and optional callback settings.

You can set up as many aging bucket lines and associated parameters as you need to handle your dunning needs.

Note: Make sure the score ranges for each aging bucket line in a dunning plan do not overlap.

What score range numbers can I use?

There is no limit for range numbers. You can use negative numbers and integers to two decimals places. Be sure the score ranges you enter fit within the high and low score ranges of the scoring engine that scores your customer, account, bill to or transactions.

Can I change a dunning plan after I create it?

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.

Should I test my dunning plan before using it in a production environment?

Yes. Be sure to test your dunning plan with all or a portion of your data to verify that it is working as you intend. If you are using customer data, you may want to advise the customers in your test that they'll be receiving some test dunning letters.

Set Up Universal Work Queue for Dunning Plans

Uses

- Configure Universal Work Queue to display scheduled tasks for dunning plans.

Related Topics

Dunning Plans, page 3-8

Overview of Using Dunning Plans, *Oracle Advanced Collections User Guide*

Frequently Asked Questions

What work node do I need for dunning?

If you use dunning plans, you should hide the following Universal Work Queue (UWQ) nodes related to strategies to avoid confusion. Your collectors do not need to see them in their list of work items.

- IEX: Queue: Account View Strategies
- IEX: Queue: Bill To Strategies
- IEX: Queue: Customer View Strategies
- IEX: Queue Order: Account View Strategies
- IEX: Queue Order: Bill To View Strategies
- IEX: Queue Order: Customer View Strategies

For a complete list of profile options, see: Set Up Oracle Advanced Collections Profile Options, page 3-16.

Set Up Strategies

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

- Select a Strategy Level, page 3-12
- Create a Work Item Template, page 3-12
- Create a Strategy Template, page 3-13

- Add Work Items to a Strategy Template, page 3-14
- Create or Update a Strategy Filter, page 3-15

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

Select a Strategy Level

If you are using strategies, you must select the operational 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.

Note: If you run strategies at the delinquency level, you can consolidate all delinquencies for a day in one letter to your customer instead of sending one letter for each delinquency. Set IEX: Strategy Unique Fulfillment profile option to Yes and enter the template name in IEX: Consolidated Invoice Template profile option.

Prerequisites

- ☐ Create strategies at the appropriate data level.

Steps:

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

Related Topics

Overview of Using Strategies, *Oracle Advanced Collections User Guide*

Create a Work Item Template, page 3-12

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 Collector's Work Queue Strategies Work Item node for the assigned collector and can be sorted by priority and other methods. When a work item is completed, it is removed from the queue. Work items are driven by workflows. A work item can also be driven by custom workflow created during implementation. For example, you could create a work item workflow to notify an individual or execute a report.

Steps:

1. Using the Collections HTML Manager responsibility, 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 XML 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 correspondence 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.

Related Topics

Create a Strategy Template, page 3-13

Overview of Using Strategies, *Oracle Advanced Collections User Guide*

Create a Strategy Template

Create a strategy template to assign later to specific customers, accounts, billing locations, and delinquencies. Using scoring or strategy filters that group types of customers, 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 generated by your scoring engine. 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 must designate your default template in the profile option IEX: Strategy Default Template.

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.

Steps:

1. Using the Collections HTML Manager responsibility, navigate to Administration > Strategy.
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 strategies to change dynamically when the score goes out of the allowed scoring range, enter the score tolerance value and the Out of Range rule.
11. 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

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

Related Topics

Add Work Items to a Strategy Template, page 3-14

Overview of Using Strategies, *Oracle Advanced Collections User Guide*

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.

Steps:

1. Using the Collections HTML Manager responsibility, navigate to Administration > Strategy.
The Update Strategy Template page appears.
2. Click Work Item Detail.
The Work Item Detail page lists the work items assigned to the strategy template.
3. Click Add.
The Add Work Item Template page lists available work item templates.
4. Select one or more templates to add.
5. Click Select.
The list of strategy work items includes the work item you just added.
6. Enter a number in the Order field to establish the sequence of the added work item in relation to the existing work items.
7. Click Update.

Related Topics

Create or Update a Strategy Filter, page 3-15

Overview of Using Strategies, *Oracle Advanced Collections User Guide*

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 is optional.

Note: The Collections HTML Administrator can create new filters.

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

Prerequisites

- ☐ Filter view was created by your database administrator

Steps:

1. Using the Collections HTML Administrator or Collections HTML Manager responsibility, 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.

Restrictions

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.

Related Topics

Create a Strategy Template, page 3-13

Overview of Using Strategies, *Oracle Advanced Collections User Guide*

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.

Steps:

1. Using the Collections HTML Administrator responsibility, 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.

Related Topics

Create a Strategy Template, page 3-13

Set Up Oracle Advanced 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 Advanced Collections have the following prefixes:

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

Steps:

1. Using the Collections Forms Administrator responsibility, 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.

Related Topics

Profile Options, page B-1

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 Advanced 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.

Steps:

1. Using the Collections HTML Administrator or Collections HTML Manager responsibility, select the Administration tab.
2. Choose Customer.
The Delinquency Status Prioritization page lists existing prioritization 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:
 1. In the Filter Name column, click Create.
The Filter page appears and the filter type is IEXCUST.
 2. Enter a filter name.
 3. If you want the filter to be active, select Y.
 4. Select the view name to use for the filter from the LOV.
 5. Select the column name to filter on from the LOV.
 6. 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.

Related Topics

Implementation Checklist, page 2-2

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.

Steps:

1. Using the Collections HTML Administrator or Collections HTML Manager responsibility, navigate to the Web Assistances page.
2. Click Create Web Assistance.
3. Using another browser window, navigate to the web directory assistance service you want to use.
4. 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`

5. 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`
6. 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`.

7. 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`
8. Enter the switch separator. The switch separator is always the ampersand (&).
9. Enter the URL separator. The URL separator is always the question mark (?).
10. Click Update.

The Web Assistance page displays the web assistance you saved.

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

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

13. 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:

1. Click Create CGI Switch.
2. Enter the switch in the Switch Code field. The entry is case sensitive.
3. Enter a number in the Sort Order field indicating the order this switch appears in the URL.
4. 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.
5. Set the Enable field to Y. Any disabled switch has a corresponding disabled field on the Directory Assistance page.
6. 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.
7. Click Update.

The Web Assistance Details page displays the new switch.

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

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

15. Click Update to save your changes.

Related Topics

Implementation Checklist, page 2-2

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 Advanced 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 Oracle Forms 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. However, before applying patches or new releases, it is recommended that the custom code be saved.

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

Related Topics

Implementation Checklist, page 2-2

Configure Oracle Advanced Collections for Lease Management

Oracle Advanced Collections supports the ability to collect from Receivables and Lease Management invoices in the same instance. If you are using Oracle Lease Management, you must configure Oracle Advanced 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 Advanced 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 Scoring Engine

Related Topics

Implementation Checklist, page 2-2

Set Up Workflow for Promise Approval

If your business process requires manager approval before a collector can record a promise to pay for a customer, you can set up a workflow to automate the approval process.

Prerequisites

- ☐ Create a workflow for the promise approval process that sends notifications to the appropriate resources. Define the process in the workflow as PROMISE_WORKFLOW.

For information about creating workflows, see *Defining a Workflow Process, Oracle Workflow Developer's Guide*.

Steps:

1. Using the Collections Forms Administrator responsibility, enter the name of the promise approval workflow in IEX: Item Type of Promise Workflow profile option.
2. Set IEX: Approval Required for Promise profile option to Yes.

Related Topics

Implementation Checklist, page 2-2

Set Up Metrics

Uses

- Create new metrics
- Modify existing metrics
- Select the metrics you want to display on the Profile tab
- Set the display order
- Set the rank for a metric

Definitions

Term	Definition
Function	Indicates if the metric uses a function call to derive a value.
Value	The select statement or function for the metric.
Object	The database entity for the metric.
Rank	The value (High, Medium, Low) of a specific metric in relation to all possible values.

Related Topics

Preconfigured Metrics, page D-1

Profile Tab, *Oracle Advanced Collections User Guide*

Frequently Asked Questions

How often are metric values calculated?

Use the IEX: Metric Calculation Method profile option to determine whether Collections calculates the information each time you navigate to the Profile tab or in batch mode. If you set the profile option to batch mode, you must schedule the IEX: Refresh Metrics Summary Table concurrent program to run to refresh the data.

Do I have to display all metrics on the Profile tab?

No, you can set the Active Flag to Y to enable each metric you want to view on the Profile tab. You can also set the display order for the metrics.

To see specific metrics data on the Profile tab, use the Collections HTML Administrator responsibility. Select the Metric Components that reflect the key indicators used by your collections organization.

Can I create a new metric?

You can define new metrics based on your corporate policies and formulas. Since metric formulas use SQL/Plus statements or function calls to calculate data, you will need a qualified DBA to do this.

Verifying the Implementation

This chapter discusses how to verify that your implementation is successful.

This chapter covers the following topics:

- Use the Diagnostic Tests
- Implementation Verification Tasks for Mandatory Components
- Create Accounts
- Create Invoices
- Create Delinquencies
- Verify Delinquencies
- Dispute an Invoice
- Adjust an Invoice
- Record a Promise to Pay
- Process a Credit Card Payment
- Process a Bank EFT Payment
- Process the Collections Activities
- Verify Payment Processing
- Verify the Collector's Actions
- Verify Universal Work Queue Navigation
- Verify Interaction Tracking
- Implementation Verification Tasks for Optional Components
- Create Discoverer Workbooks
- Create Collections Campaigns
- Create Collections Script
- Verify Advanced Inbound
- Verify Advanced Outbound
- Verify E-mails
- Verify Inbound and Outbound Flows
- Verifying Integration with Oracle Lease Management

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.

Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

Implementation Verification Tasks for Optional Components, page 4-13

Implementation Verification Tasks for Mandatory Components

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

Note: You must complete the prerequisites before performing the verification tasks.

Prerequisites

- ☐ Create Fulfillment Collections Items
 1. Dunning Letters
 2. Follow Up Payment, Promise, Adjustment, and Dispute Templates
 3. Send Copy of Invoice template
- ☐ Create Scoring Components
- ☐ Create Scoring Engine
 1. Select Components
 2. Weight Components
- ☐ Determine if you will run Dunning Plan or Strategies. If running Dunning Plan:
 1. Select Dunning Plan level
 2. Select Aging Bucket for Dunning Plan

3. Create Dunning Plan
4. Select Dunning Letters
5. Determine send method for Letter Fulfillment
6. Determine Call Back Requirements (Select yes for testing)
- ☐ Configure A/R Credit Memo Workflow
- ☐ Configure Universal Work Queue nodes
- ☐ If you run Strategies:
 1. Select data level
 2. Create or use test Work Item Templates
 3. Create or use test Strategy Templates
1. Create Accounts, page 4-3
2. Create Invoices, page 4-4
3. Create Delinquencies, page 4-5
4. Verify Delinquencies, page 4-5
5. Dispute an Invoice, page 4-6
6. Adjust an Invoice, page 4-7
7. Record a Promise to Pay, page 4-7
8. Process a Credit Card Payment, page 4-8
9. Process a Bank EFT Payment, page 4-9
10. Process the Collections Activities, page 4-9
11. Verify Payment Processing, page 4-10
12. Verify the Collector's Actions, page 4-10
13. Verify Universal Work Queue Navigation, page 4-11
14. Verify Interaction Tracking, page 4-12

Create Accounts

Create some test accounts tied to existing customers.

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.

Steps:

1. Using the Collections Agent or Collections Manager responsibility, 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.

Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

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.

Steps:

1. Using the Receivables, Vision Operations or comparable responsibility in a test or live environment, 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:
 1. Choose Line Items.
The Line window appears.
 2. Enter item, description, quantity, and unit price.
 3. Close Lines window.
 4. Click Tax.
 5. Click Complete.

Tip: 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.

Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

Create Delinquencies

Steps:

1. Using the Collections Forms Administrator responsibility, choose Requests from the View menu.

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 Dunnings

Each 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

Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

Verify Delinquencies

Delinquencies are Oracle Advanced 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 Advanced 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.

Steps:

1. Using the Collections Agent responsibility, 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 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.

Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

Dispute an Invoice

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

Tip: Keep a record of your dispute for later verification.

Steps:

1. Using the Collections Agent responsibility, select the customer.

2. In the 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 Advanced Collections calls the Oracle Receivables Credit Memo Workflow.

8. Click Send Copy.

A copy of the transaction is e-mailed to you.

Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

Adjust an Invoice

Verify that a collections agent can adjust an invoice.

Steps:

1. Using the Collections Agent responsibility, select the customer.
2. In the Transactions 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.

Oracle Advanced 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.

Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

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.

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 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.

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

Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

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.

Prerequisites

- ☐ This requires Oracle iPayment to be fully configured.

Steps:

1. Select the customer.
2. In the 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.

Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

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.

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

Prerequisites

- ☐ This requires Oracle *iPayment* to be fully configured.

Steps:

1. Using the Collections Agent responsibility, select the customer.
2. In the 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.

Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

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.

Steps:

1. Using the Collections Forms Administrator responsibility, select Concurrent Programs.
2. Request Collections Daily Batch.
3. Click Refresh until batch process is completed.
4. Exit.

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

Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

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 Advanced Collections and Oracle iPayment, and ultimately posted within Oracle Receivables. Processing payments and disputes is probably the most critical function that the collector performs.

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?

Steps:

1. Using the Collections Agent responsibility, go to Universal Work Queue and check the following:
 1. Are the counts of delinquent transactions by Account a smaller number now that some are paid?
 2. Is the broken Promise to Pay now represented in the Account Level Promise node? Check the count of the broken promises by Account.
 3. What is the status of the delinquency that is in Dispute?
2. Navigate to the Collections window and verify the following:
 1. 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?
 2. Move to the Profile tab and verify the delinquencies can be seen in the Delinquency View. Are all of the delinquencies there?
 3. Move to the 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?

Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

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.

Guidelines

If all points do not verify, check the following:

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

Steps:

1. Using the Collections Agent responsibility, in the History tab of the Collections window, go to Payment history and verify your credit card and bank EFT payments, including your notes.

Go to the Promise to Pay history and verify your recorded promises and related notes.

2. Go to the Dispute history and verify the details of the dispute and your notes.
3. From the Navigator, choose Reports.

The Collections Reports page appears in a separate browser window.

4. Check the Reconciliation Report to see if the broken promise is noted.
5. Check the Collector Report to see if all payments, promises, and disputes are noted, if invoice information is accurate, and if accounts are noted.
6. 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?

Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

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 Advanced Collections. You should check each flow to ensure the collector can efficiently navigate through the application.

Guidelines

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

Steps:

1. Using the Collections Agent responsibility, from the Navigator, choose Universal Work Queue.

The UWQ window opens.

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

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

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

Does the appropriate customer appear in Collections and the right Promise record appear on the History tab?

3. From UWQ customer level strategy work item node, select a work item and click Get Work.

Does the appropriate strategy and work item appear on the Strategy 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?

Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

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).

Guidelines

Other profile options affect how interaction history behaves. See: Set Up Oracle Advanced Collections Profile Options, page 3-16 for more information.

Prerequisites

- ☐ Set related interaction tracking profiles. See: Set Up Oracle Advanced Collections Profile Options, page 3-16.

Steps:

1. Using the Collections Agent responsibility, 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.
Click the first traffic light to start the interaction.
14. Process a payment and make a note of the details of your transaction.
15. End the interaction.
16. Navigate to History tab and verify that the Interaction History has this new interaction.

Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

Implementation Verification Tasks for Optional Components

Perform the tasks in this section to verify the implementation of optional components of Oracle Advanced Collections. Tasks must be performed in sequence listed

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.
 1. Create Discoverer Workbooks, page 4-14
 2. Create Collections Campaigns, page 4-14
 3. Create Collections Script, page 4-15
 4. Verify Advanced Inbound, page 4-15
 5. Verify Advanced Outbound, page 4-15
 6. Verify E-mails, page 4-16
 7. Verify Inbound and Outbound Flows, page 4-16

Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

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 an 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.

Related Topics

Implementation Verification Tasks for Optional Components, page 4-13

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.

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.

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.

Related Topics

Implementation Verification Tasks for Optional Components, page 4-13

Create Collections Script

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

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.

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.
 1. Contact Point = Outbound (or Inbound)
 2. Select script.
 3. Attach at campaign schedule level.
 4. Assign DNIS.
 5. Enable OTS Match.
 6. Set launch script profile option.

Related Topics

Implementation Verification Tasks for Optional Components, page 4-13

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.

Related Topics

Implementation Verification Tasks for Optional Components, page 4-13

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.

Related Topics

Implementation Verification Tasks for Optional Components, page 4-13

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.

Troubleshooting Guidelines

If after following the steps below you do not find 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?

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 blast channel. And these dunning e-mails are different than the Dunning Plan items that Collections uses and, therefore, don't appear in UWQ.

Related Topics

Implementation Verification Tasks for Optional Components, page 4-13

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.

Troubleshooting Guidelines

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

- Is the CTI server configured?

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:
 1. Query a record.
 2. Search for the script.
 3. Work the delinquency.

Related Topics

Implementation Verification Tasks for Optional Components, page 4-13

Verifying Integration with Oracle Lease Management

After you have configured Oracle Advanced 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

Related Topics

Implementation Verification Tasks for Optional Components, page 4-13

Implementation Tasks for Mandatory Components, page 4-2

Lookups

This appendix lists the lookups used by Oracle Advanced Collections.

This appendix covers the following topics:

- Collections Lookups

Collections Lookups

This appendix provides a table listing the lookups used by Oracle Advanced Collections in E-Business 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*.

Collections Lookups

Responsibility: Collections Forms Administrator

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

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

App.	Lookup Type	Values	Affects	Level
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
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

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_TY PES	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
IEX	IEX_UWQ_NODE_STATUS	ACTIVE PENDING COMPLETE	Universal Work Queue	S

App.	Lookup Type	Values	Affects	Level
IEX	IEX_WRITEOFF_oDISPOSITION_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

Profile Options

This appendix lists the profile options used for Oracle Advanced Collections.

This appendix covers the following topics:

- Profile Options

Profile Options

This section lists each Oracle Advanced Collections profile option, describes its usage and applicable default values.

Oracle Advanced Collections Profile Options

User Profile Name	Affects	Description	Default
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.	

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 Accounts tab and makes a modification. If set to no, then interaction activity must be recorded manually.	No
IEX: Activity Enabled in Account	Interactions	Set to Yes to automatically record interaction activity when a collector accesses the Accounts tab and makes a modification. If set to no, then interaction activity must be recorded manually.	No

User Profile Name	Affects	Description	Default
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
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 correspondence 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: Allow Promise Date Duplication Within Account	Promise		
IEX: ANI with No Area Code		Not used	
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	Correspondence, Transactions	Set to yes to call Oracle XML Publisher or Oracle One-to-One Fulfillment to automatically send a document to the customer upon transaction completion. If set to no, agent can use Collateral to send documents to the customer.	No

User Profile Name	Affects	Description	Default
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.	
IEX: Batch Size	Collections	Enter a number if you want to limit the number of objects to be scored at one time.	
IEX: Callback Days for Broken Promise	Promise, Universal Work Queue		
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	Aging tab	The name of the aging bucket created in Oracle Receivables to be used as the default for Collections Aging tab.	
IEX: Collections Rate Type	Collections	Enter the exchange rate type from Oracle Receivables to be used for Collections.	
IEX: Collector Access Level		Set this profile option to restrict the operational data level collectors can access.	

User Profile Name	Affects	Description	Default
IEX: Consolidated Invoice Template	Strategy	If IEX: Strategy Unique Fulfillment is set to Yes, enter the name of the correspondence template to be used to send one dunning letter to a customer that consolidates all delinquencies for a day.	
IEX: Credit Card Payment Remittance	Lease Management	Specify the payment method set in AR that corresponds to this remittance type.	
IEX: Debug Level	Internal use	Do not change this profile.	
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 Fulfillment Subject	Fulfillment		
IEX: Default History Type	History Tab	Set this profile option to determine the default history type displayed on the History tab.	
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 Transactions tab of the Collections window.	
IEX: Default Universal Search Tab	Universal Search		
IEX: Default Universal Search Type	Universal Search		
IEX: Disable iPayment Processing	Lease Management	Set to Yes to disable iPayment processing in Oracle Lease Management implementations.	No

User Profile Name	Affects	Description	Default
IEX: Dispute Confirmation Letter	Correspondence	Select the correspondence 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.	
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 if 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.	

User Profile Name	Affects	Description	Default
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 Credit Hold	Actions Menu	Choose Yes to display Apply Credit Hold and Release Credit Hold on the Actions menu	
IEX: Enable Electronic Funds Payment	Payment	Choose yes or no to enable the electronic transfer tab in Processing Payments.	
IEX: Enable Promise to Pay	Promise to Pay	Choose yes or no to enable the promise to pay tab in Processing Payments.	
IEX: Enable Raising Customer Status Change Event	Oracle Sales	If Yes, Collections creates a business event when a delinquency is created or closed.	
IEX: Enable Receipt Reversal	Payment	If Yes, allows a collector to process a Reversal. If No, then the Reversal button is grayed out.	
IEX: Fax IPP Host	Correspondence	Set this profile option to identify the IPP host name for faxing.	
IEX: Fax IPP Port	Correspondence	Set this profile option to identify the IPP Port used for faxing correspondence generated by XML Publisher	
IEX: Fax IPP Printer Name	Correspondence	Set this profile option to identify the IPP printer name used for faxing correspondence generated by XML Publisher	
IEX: Fulfillment Send Method	Correspondence	If IEX: Auto Fulfill is set to Yes, then you can select E-mail, Fax, or Print to identify the default correspondence send method. If IEX: Auto Fulfill is set to No, there is no default method and the collector selects the send method when sending correspondence.	
IEX: Fulfillment Printer	Correspondence	Specify the printer used by Oracle One-to-One Fulfillment for correspondence.	
IEX: Hide Bankruptcy in UWQ	Universal Work Queue	Choose No to display bankruptcies tasks for collectors in Universal Work Queue.	Yes
IEX: IPP Printer Name	Correspondence	Specify the printer name for correspondence sent using Oracle XML Publisher.	
IEX: Invoice Fulfillment Template	Fulfillment	Enter the template to be used to send a copy of the invoice from Transaction Details.	

User Profile Name	Affects	Description	Default
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: Launch Notes History			
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 follow-up task is created.	
IEX: Metric Calculation Method	Profile Tab	This profile option controls whether Collections calculates customer metrics in batch mode or in real time when you access the Profile tab.	
IEX: Minimum Number of Characters for Lookup			
IEX: Pay Reversal Confirmation Letter	Correspondence	Select the correspondence 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: Payment Confirmation Letter	Correspondence	Select the correspondence 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: Print IPP Host	Correspondence	The name of the print host used by Oracle XML Publisher	
IEX: Print IPP Port	Correspondence	The name of the print port used by Oracle XML Publisher	
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	Correspondence	Select the correspondence 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: STMP From	Correspondence	The name that will appear on the "From" line for e-mails sent to customers.	
IEX: STMP Host	Correspondence	The name of the e-mail server.	

User Profile Name	Affects	Description	Default
IEX: Strategy Assignment Default Resource	Strategy	The resource name (of a person) who will be assigned if no resources 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 Fulfillment Resource	Strategy	The name that will appear on the "From" line for all e-mails sent to customers (if you use Oracle One-to-One Fulfillment).	
IEX: Strategy Grace Period	Strategy	Number of days to wait before escalating a non-completed work item.	
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 items only once a day. You must also enter the fulfillment template name to be used in IEX: Consolidated Invoice Template.	
IEX: Turn off Collections Activity for Bankruptcy	Collections	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	
IEX: Work Queue Access	Universal Work Queue		
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.	

User Profile Name	Affects	Description	Default
OTS: Interactions-Enable Auto Wrapup	Interactions	<p>When this profile is set to No, the wrap-up window appears automatically prompting users to enter the outcomes and reasons for the activity.</p> <p>When this profile is set to Yes, the interaction ends automatically without the users seeing the wrap-up window.</p>	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)
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	<p>This profile determines the default value of the Outcome field in the wrap-up widow.</p> <p>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.</p>	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.	

User Profile Name	Affects	Description	Default
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: Task Details - Query Task By	Interactions/ Collections	If set to Reference, Collections displays on the Task tab, only tasks associated with the View By selected in the Collections header.	
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

Preconfigured Correspondence Templates

This appendix provides letter samples and the queries used to produce the preconfigured correspondence templates.

This appendix covers the following topics:

- Preconfigured Templates for Oracle XML Publisher
- Payment Confirmation Letter Template
- Dispute Confirmation Letter Template
- Promise Confirmation Letter Template
- Adjustment Confirmation Letter Template
- Payment Reversal Confirmation Letter Template
- Consolidated Invoice Confirmation Letter Template
- Invoice Letter Template
- Pre-delinquent Letter Template
- Soft Dunning Letter 1 Template
- Soft Dunning Letter 2 Template
- Moderate Dunning Letter 1 Template
- Moderate Dunning Letter 2 Template
- Hard Dunning Letter 1 Template
- Hard Dunning Letter 2 Template
- Hard Dunning Letter 3 Template

Preconfigured Templates for Oracle XML Publisher

Collections provides preconfigured templates for correspondence generated by Oracle XML Publisher.

This appendix provides samples of each preconfigured letter template and the query that produces the output. Sample letters are shown at the customer data level. Queries are provided for each operational data level.

These letters are used in Dunning Plans, Strategies, and to confirm activities during customer interactions

Preconfigured letter templates include:

- Payment Confirmation Template, page C-2
- Dispute Confirmation Template, page C-4
- Promise Confirmation Letter Template, page C-6
- Adjustment Confirmation Template, page C-8
- Payment Reversal Confirmation Template, page C-11
- Consolidated Invoice Copy Template, page C-12
- Invoice Copy Template, page C-14
- Polite Reminder Template, page C-16
- Soft Dunning Letter 1 Template, page C-21
- Soft Dunning Letter 2 Template, page C-26
- Moderate Dunning Letter 1 Template, page C-31
- Moderate Dunning Letter 2 Template, page C-37
- Hard Dunning Letter 1 Template, page C-42
- Hard Dunning Letter 2 Template, page C-47
- Hard Dunning Letter 3 Template, page C-47

Payment Confirmation Letter Template

The text of the Payment Confirmation Letter Template is as follows:

Date:

First Name Last Name
Org Name
1910 Oracle Way
Suite 100
City, State Postal Code

Re: Thank you for payment

This is to confirm your payment by Payment Method in the amount of
\$10,000.00 made on .

If you prefer in the future, you can easily make payment by either
credit card, electronic funds transfer, or through our self
service portal <ORACLE CORP>. Please discuss these options and
benefits with us if that would be preferred.

Your business is important to us.
If you have any questions, call us at Collector Phone 1.

Sincerely,

Collector Name
Collector Title
Collector Phone

Query for Payment Confirmation Letter

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select l.meaning from iex_payments p, iex_lookups_v l
where l.lookup_type = 'IEX_PAYMENT_TYPES' and p.payment_method = l.lookup_code
and p.payment_id = :PAYMENT_ID ) payment_method,
(SELECT r.amount from iex_payments p, iex_pay_receipt_xref xpr ,
ar_cash_receipts_all r
WHERE p.payment_id = :PAYMENT_ID and xpr.payment_id = p.payment_id

and p.payment_id = xpr.payment_id and r.cash_receipt_id = xpr.cash_receipt_id) last_payment_amount,
(select to_char(p.creation_date, 'MM/DD/YYYY') from iex_payments p
where p.payment_id = :PAYMENT_ID ) payment_date,
(select rs.source_phone from jtf_rs_resource_extns rs , iex_payments p
where rs.resource_id = p.resource_id and p.payment_id = :PAYMENT_ID ) collector_phone1,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs, iex_payments p
where rs.resource_id = p.resource_id and p.payment_id = :PAYMENT_ID ) collector_name,
(select rs.source_job_title from jtf_rs_resource_extns rs , iex_payments p
where rs.resource_id = p.resource_id and p.payment_id = :PAYMENT_ID ) collector_title,
(select rs.source_phone from jtf_rs_resource_extns rs , iex_payments p
where rs.resource_id = p.resource_id and p.payment_id = :PAYMENT_ID ) collector_phone
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'COLLECTIONS'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Dispute Confirmation Letter Template

The text of the Letter Template is as follows:

Date:

First Name Last Name
Org Name
1910 Oracle Way
Suite 100
City, State Postal Code

Re: Confirming Disputed Amount

This is to confirm your dispute in the amount of \$10,000.00
submitted , reference number Credit Memo Number, against
invoice number Invoice Number.

Thank you in advance for prompt payment of the balance of the
invoice, \$10,000.00.
If you have any questions, call us at Collector Phone 1.

Sincerely yours,

Collector Name
Collector Title
Collector Phone

Query for Dispute Confirmation Letter

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_fir  
st_name first_name, sub.person_last_name last_name, h.party_name o  
rg_name,  
a.address1 address1, a.address2 address2, a.city city, a.state sta  
te, a.postal_code postal_code,  
sub.person_first_name first_name1,  
to_char(sysdate, 'MM/DD/YYYY') sysdate1,  
(select dv.dispute_amount from iex_disputes_v dv, iex_disputes d  
where d.rowid = dv.row_id and d.dispute_id = :DISPUTE_ID ) last_di  
spute_amount,  
(select dv.invoice_number from iex_disputes_v dv, iex_disputes d w  
here d.rowid = dv.row_id and d.dispute_id = :DISPUTE_ID ) invoice_  
number,  
(select cm_request_id from iex_disputes d where d.dispute_id = :DI  
SPUTE_ID ) credit_memo_number,  
(select amount_due_remaining from  
(select aps.amount_due_remaining  
from iex_disputes_v dv, iex_disputes d, ra_customer_trx ct, ar_pay  
ment_schedules aps  
where d.rowid = dv.row_id and ct.trx_number = dv.invoice_number an  
d aps.customer_trx_id = ct.customer_trx_id  
and d.dispute_id = :DISPUTE_ID order by aps.creation_date desc)  
where rownum = 1) invoice_amount_due,  
(select rs.source_phone from jtf_rs_resource_extns rs, iex_disput  
es d  
where rs.user_id = d.created_by and d.dispute_id = :DISPUTE_ID ) c  
ollector_phone1,
```

```

(select rs.source_first_name || ' ' || rs.source_last_name from jtf_
rs_resource_extns rs, iex_disputes d
where rs.user_id = d.created_by and d.dispute_id = :DISPUTE_ID ) c
collector_name,
(select rs.source_job_title from jtf_rs_resource_extns rs, iex_di
sputes d
where rs.user_id = d.created_by and d.dispute_id = :DISPUTE_ID ) c
collector_title,
(select rs.source_phone from jtf_rs_resource_extns rs, iex_disput
es d
where rs.user_id = d.created_by and d.dispute_id = :DISPUTE_ID ) c
collector_phone
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_par
ties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'COLLECTIONS'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'

```

Promise Confirmation Letter Template

The text of the Promise Confirmation Letter Template is as follows:

Date:

First Name Last Name
Org Name
1910 Oracle Way
Suite 100
City, State Postal Code

Re: Confirming Promise to Pay

This is to confirm your Promise to Pay in the amount of \$10,000.00

logged .

Invoice Number	Promise Amount	Promise Due Date
Begin Group 10000	\$2,000.00	End Group

Thank you in advance for prompt payment in the amount of
\$10,000.00.

If you have any questions, call us at Collector Phone 1.

Sincerely yours,

Collector Name
Collector Title
Collector Phone

Query for Promise Confirmation Letter Template

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_fir
st_name first_name, sub.person_last_name last_name, h.party_name o
rg_name,
a.address1 address1, a.address2 address2, a.city city, a.state sta
te, a.postal_code postal_code,
sub.person_first_name first_name1,
to_char(sysdate, 'MM/DD/YYYY') sysdate1,
(select sum(pv.promise_amount) from iex_promises_v pv
where pv.cust_account_id= :CUST_ACCOUNT_ID and trunc(sysdate) = tr
unc(pv.creation_date)) ptp_amount,
(select sum(pv.promise_amount) from iex_promises_v pv
where pv.cust_account_id= :CUST_ACCOUNT_ID and trunc(sysdate) = tr
unc(pv.creation_date)) ptp_amount1,
(select source_phone from jtf_rs_resource_extns rs where resource
_id = :RESOURCE_ID ) collector_phone1,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf
_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_
name,
(select source_job_title from jtf_rs_resource_extns rs where reso
urce_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource
_id = :RESOURCE_ID ) collector_phone,
cursor (select pv.trx_number invoice_number, to_char(pv.promise_da
te, 'MM/DD/YYYY') ptp_due_date, pv.promise_amount ptp_amount2
from iex_promises_v pv where pv.cust_account_id= :CUST_ACCOUNT_ID
and trunc(sysdate) = trunc(pv.creation_date)
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_par
ties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'COLLECTIONS'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Adjustment Confirmation Letter Template

The text of the Adjustment Confirmation Letter Template is as follows:

Date:

First Name Last Name
Org Name
1910 Oracle Way
Suite 100
City, State Postal Code

Re: Confirming Adjustment

This is to confirm the adjustment in the amount of \$10,000.00
submitted today, , against invoice number Invoice Number.

Thank you in advance for prompt payment in the outstanding amount
of \$10,000.00.

If you have any questions, call us at Collector Phone 1.

Sincerely yours,

Collector Name
Collector Title
Collector Phone

Query for Adjustment Confirmation Letter Template

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
to_char(sysdate, 'MM/DD/YYYY') sysdate1,
(select adj.total_amount from iex_app_adj_v adj where adj.adjustment_id = :ADJUSTMENT_ID ) total_amount,
(select adj.trx_number from iex_app_adj_v adj where adj.adjustment_id = :ADJUSTMENT_ID ) invoice_number,
(select amount_due_original from
(select aps.amount_due_original
from iex_app_adj_v adj, ra_customer_trx ct, ar_payment_schedules aps
where ct.trx_number = adj.trx_number and aps.customer_trx_id = ct.customer_trx_id
and adj.adjustment_id = :ADJUSTMENT_ID order by aps.creation_date desc)
where rownum = 1) invoice_amount,
(select rs.source_phone from jtf_rs_resource_extns rs, iex_app_adj_v adj
where rs.user_id = adj.created_by and adj.adjustment_id = :ADJUSTMENT_ID ) collector_phonel,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs, iex_app_adj_v adj
where rs.user_id = adj.created_by and adj.adjustment_id = :ADJUSTMENT_ID ) collector_name,
(select rs.source_job_title from jtf_rs_resource_extns rs, iex_app_adj_v adj
where rs.user_id = adj.created_by and adj.adjustment_id = :ADJUSTMENT_ID ) collector_title,
(select rs.source_phone from jtf_rs_resource_extns rs, iex_app_adj_v adj
where rs.user_id = adj.created_by and adj.adjustment_id = :ADJUSTMENT_ID ) collector_phone
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'COLLECTIONS'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Payment Reversal Confirmation Letter Template

The text of the Payment Reversal Confirmation Letter Template is as follows:

Date:

First Name Last Name
Org Name
1910 Oracle Way
Suite 100
City, State Postal Code

Re: Confirming Payment Reversal

This is to confirm the payment reversal in the amount of
\$10,000.00 submittted REVERSAL DATE, reference number
RECEIPT NUMBER.

If you have any questions, call us at Collector Phone 1.

Sincerely,

Collector Name
Collector Title
Collector Phone

Query for Payment Reversal Confirmation Letter Template

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select currency_code from ar_cash_receipts where cash_receipt_id = :RECEIPT_ID ) currency_code,
(select amount from ar_cash_receipts where cash_receipt_id = :RECEIPT_ID) amount,
(select to_char(reversal_date, 'MM/DD/YYYY') from ar_cash_receipts where cash_receipt_id = :RECEIPT_ID ) reversal_date,
(select receipt_number from ar_cash_receipts where cash_receipt_id = :RECEIPT_ID ) receipt_number,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_phone1,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_phone
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'COLLECTIONS'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Consolidated Invoice Confirmation Letter Template

The text of the Consolidated Invoice Confirmation Letter Template is as follows:

Date:

First Name Last Name
Org Name
1910 Oracle Way
Suite 100
City, State Postal Code

Re: Invoice copy

Here is a copy of the invoice 1001 you requested. Please let me know if I can be of further assistance.

The due date is with amount due remaining \$10,000.00.

Your business is important to us.
If you have any questions, call us at Collector Phone 1.

Sincerely,

Collector Name
Collector Title
Collector Phone

Query for Consolidated Invoice Confirmation Letter Template

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select consolidated_invoice_number from iex_leasing_invoices_v where consolidated_invoice_id = :CONSOLIDATED_INVOICE_ID ) consolidated_invoice_number,
(select to_char(invoice_due_date, 'MM/DD/YYYY') from iex_leasing_invoices_v where consolidated_invoice_id = :CONSOLIDATED_INVOICE_ID ) invoice_due_date,
(select currency_code from iex_leasing_invoices_v where consolidated_invoice_id = :CONSOLIDATED_INVOICE_ID ) currency_code,
(select amount_due_remaining from iex_leasing_invoices_v where consolidated_invoice_id = :CONSOLIDATED_INVOICE_ID ) amount_due_remaining,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_phone1,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_phone
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'COLLECTIONS'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Invoice Letter Template

The text of the Invoice Letter Template is as follows:

Re: INVOICE COPY

Bill To:

rac bill to customer_name
raa bill to address1
raa bill to address2
raa bill to address3
raa bill to address4

Ship To:

rac ship to customer_name
raa ship to address1
raa ship to address2
raa ship to address3
raa ship to address4

Remit To:

raa remit to address1
raa remit to address2
raa remit to address3
raa remit to address4

Invoice: trx_number

Billing Date: trx_date

Shipping Date: ship date actual

Purchase Order Number: purchase order

Bill to Customer Number: rac bill to customer num

Terms: term name

Due Date: term due date

Item Num	Description	Quantity	Unit	Extended Amount
		Shipped	Price	
Begin Group	description	1	\$2,000.00	\$2,000.00
line number				End Group

Sub Total: \$2,000.00

Tax: \$0.00

Total: \$2,000.00

Query for Invoice Letter Template

```
select to_char(a.trx_date, 'MM/DD/YYYY') trx_date, a.trx_number t
rx_number,
to_char(a.term_due_date, 'MM/DD/YYYY') term_due_date, b.name term_
name,
a.purchase_order purchase_order, a.ship_date_actual ship_date_actu
al, a.rac_bill_to_customer_name rac_bill_to_customer_name,
a.rac_bill_to_customer_num rac_bill_to_customer_num, a.raa_bill_to
_address1 raa_bill_to_address1,
a.raa_bill_to_address2 raa_bill_to_address2, a.raa_bill_to_address
3_db raa_bill_to_address3,
a.raa_bill_to_city || ', ' || a.raa_bill_to_state || ' ' || a.raa_
bill_to_postal_code raa_bill_to_address4,
a.rac_ship_to_customer_name rac_ship_to_customer_name, a.raa_ship_
to_address1 raa_ship_to_address1,
a.raa_ship_to_address2 raa_ship_to_address2, a.raa_ship_to_address
3_db raa_ship_to_address3,
a.raa_ship_to_city || ', ' || a.raa_ship_to_state || ' ' || a.raa_
ship_to_postal_code raa_ship_to_address4,
a.raa_remit_to_address1 raa_remit_to_address1,
a.raa_remit_to_address2 raa_remit_to_address2, a.raa_remit_to_addr
ess3_db raa_remit_to_address3,
a.raa_remit_to_city || ', ' || a.raa_remit_to_state || ' ' || a.ra
a_remit_to_postal_code raa_remit_to_address4,
(select sum(d.extended_amount) from ra_customer_trx_lines_v d
where d.customer_trx_id = :INVOICE_ID and d.line_type = 'TAX' grou
p by d.customer_trx_id) tax,
(select sum(d.extended_amount) from ra_customer_trx_lines_v d
where d.customer_trx_id = :INVOICE_ID and d.line_type <> 'TAX' gro
up by d.customer_trx_id) sub_total,
(select sum(d.extended_amount) from ra_customer_trx_lines_v d
where d.customer_trx_id = :INVOICE_ID group by d.customer_trx_id)
sum_extended_amount,
cursor (
select decode(c.line_type, 'LINE', c.line_number, null) line_numbe
r,
decode (line_type, 'TAX', initcap(c.line_type) || ' ' || c.tax_c
ode || ' @ ' || c.tax_rate,
'LINE', c.description, 'CB', c.description, initcap(c.line_type))
description,
c.quantity quantity, c.unit_selling_price unit_selling_price, c.e
xtended_amount extended_amount
from ra_customer_trx_lines_v c
where c.customer_trx_id = :INVOICE_ID order by c.customer_trx_line
_id
) as payment_history
from ra_customer_trx_partial_v a, ra_terms_vl b
where a.customer_trx_id = :INVOICE_ID and a.term_id = b.term_id(+)
```

Pre-delinquent Letter Template

The text of the Pre-delinquent Letter Template is as follows:

Date:

First Name Last Name
Org Name
1910 Oracle Way
Suite 100
City, State Postal Code

Dear Customer,

Re: Courtesy Reminder

This is a friendly reminder that you have upcoming payments due.

Invoice Number	Amount Due	Due Date
Begin Group 10000	\$2,000.00	End Group

To take advantage of our Terms, you must pay \$10,000.00 by the due date.

If you have already sent your payment, we thank you. If you have any questions, please don't hesitate to contact us.

Sincerely,

Collector Name
Collector Title
Collector Phone

Query for Pre-delinquent Letter - Customer Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.party_cust_id = h.party_id
group by dd.party_cust_id) total_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_phone,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date, 'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'PREDELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Query for Pre-delinquent Letter - Account Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID group by dd.party_cust_id, dd.cust_account_id) total_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_phone,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date, 'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'PREDELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Query for Pre-delinquent Letter - Bill To Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id = :CUSTOMER_SITE_USE_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id) total_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_phone,
cursor(select ct.trx_number invoice_number, to_char(ar.due_date, 'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.customer_site_use_id = :CUSTOMER_SITE_USE_ID and d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'PREDELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Query for Pre-delinquent Letter - Delinquency Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id = :CUSTOMER_SITE_USE_ID and dd.delinquency_id = :DELINQUENCY_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id, dd.delinquency_id) total_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_phone,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date, 'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.customer_site_use_id = :CUSTOMER_SITE_USE_ID and d.delinquency_id = :DELINQUENCY_ID and
d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'PREDELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Soft Dunning Letter 1 Template

The text of the Soft Dunning Letter 1 Template is as follows:

Date:

First Name Last Name
Org Name
1910 Oracle Way
Suite 100
City, State Postal Code

Dear Customer,

Re: Overdue Payments

This is a friendly reminder advising you that the following payments are overdue.

Invoice Number	Amount Due	Due Date
Begin Group 10000	\$2,000.00	End Group

The total amount due is \$10,000.00.

If you have already sent your payment, we thank you. If you have any questions, please don't hesitate to contact us.

Yours sincerely,

Collector Name
Collector Title
Collector Phone

P.S. Thank you in advance for your payment

Query for Soft Dunning Letter 1 - Customer Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.party_cust_id = h.party_id
group by dd.party_cust_id) total_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_phone,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date, 'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Query for Soft Dunning Letter 1 - Account Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID group by dd.party_cust_id, dd.cust_account_id) total_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_phone,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date, 'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Query for Soft Dunning Letter 1 - Bill To Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_fir
st_name first_name, sub.person_last_name last_name, h.party_name o
rg_name,
a.address1 address1, a.address2 address2, a.city city, a.state sta
te, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_pa
yment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.part
y_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id =
:CUSTOMER_SITE_USE_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id) tot
al_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_
rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_
name,
(select source_job_title from jtf_rs_resource_extns rs where reso
urce_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource
_id = :RESOURCE_ID ) collector_phone,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaini
ng
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx
ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.customer_site_use_id = :
CUSTOMER_SITE_USE_ID and d.payment_schedule_id = ar.payment_schedu
le_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_par
ties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Query for Soft Dunning Letter 1 - Delinquency Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id = :CUSTOMER_SITE_USE_ID and dd.delinquency_id = :DELINQUENCY_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id, dd.delinquency_id) total_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_phone,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date, 'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.customer_site_use_id = :CUSTOMER_SITE_USE_ID and d.delinquency_id = :DELINQUENCY_ID and
d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Soft Dunning Letter 2 Template

The text of the Soft Dunning Letter 2 Template is as follows:

Date:

First Name Last Name
Org Name
1910 Oracle Way
Suite 100
City, State Postal Code

Re: Second Notice Overdue Payments

We are writing this letter to call your attention to the above referenced overdue items with us. We are still awaiting your payment.

Invoice Number	Amount Due	Due Date
Begin Group 10000	\$2,000.00	End Group

Please ensure that payment of \$10,000.00 reaches us, latest by .

Thanking you for your business and anticipating a prompt response.

Yours sincerely,

Collector Name
Collector Title
Collector Phone

PS: Thanks in advance for your immediate attention to the delinquent amount due

Query for Soft Dunning Letter 2 - Customer Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_fir
st_name first_name, sub.person_last_name last_name, h.party_name o
rg_name,
a.address1 address1, a.address2 address2, a.city city, a.state sta
te, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_pa
yment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.part
y_cust_id = h.party_id
group by dd.party_cust_id) total_amount_due_remaining,
to_char(sysdate+14, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_
rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_
name,
(select source_job_title from jtf_rs_resource_extns rs where reso
urce_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource
_id = :RESOURCE_ID ) collector_phone,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaini
ng
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx
ct
where d.party_cust_id = h.party_id
and d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_par
ties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Query for Soft Dunning Letter 2 - Account Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_fir
st_name first_name, sub.person_last_name last_name, h.party_name o
rg_name,
a.address1 address1, a.address2 address2, a.city city, a.state sta
te, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_pa
yment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.part
y_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID group by dd.party_cust_id, dd
.cust_account_id) total_amount_due_remaining,
to_char(sysdate+14, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_
rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_
name,
(select source_job_title from jtf_rs_resource_extns rs where reso
urce_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource
_id = :RESOURCE_ID ) collector_phone,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaini
ng
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx
ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.payment_schedule_id = ar
.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_par
ties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Query for Soft Dunning Letter 2- Bill To Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_fir
st_name first_name, sub.person_last_name last_name, h.party_name o
rg_name,
a.address1 address1, a.address2 address2, a.city city, a.state sta
te, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_pa
yment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.part
y_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id =
:CUSTOMER_SITE_USE_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id) tot
al_amount_due_remaining,
to_char(sysdate+14, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_
rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_
name,
(select source_job_title from jtf_rs_resource_extns rs where reso
urce_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource
_id = :RESOURCE_ID ) collector_phone,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaini
ng
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx
ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.customer_site_use_id = :
CUSTOMER_SITE_USE_ID and
d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_par
ties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Query for Soft Dunning Letter 2 - Delinquency Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_fir
st_name first_name, sub.person_last_name last_name, h.party_name o
rg_name,
a.address1 address1, a.address2 address2, a.city city, a.state sta
te, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_pa
yment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.part
y_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id =
:CUSTOMER_SITE_USE_ID and dd.delinquency_id = :DELINQUENCY_ID gro
up by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id, dd.
delinquency_id) total_amount_due_remaining,
to_char(sysdate+14, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_
rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_
name,
(select source_job_title from jtf_rs_resource_extns rs where reso
urce_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource
_id = :RESOURCE_ID ) collector_phone,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaini
ng
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx
ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.customer_site_use_id = :
CUSTOMER_SITE_USE_ID and d.delinquency_id = :DELINQUENCY_ID and
d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_par
ties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Moderate Dunning Letter 1 Template

The text of the Moderate Dunning Letter 1 Template is as follows:

Date:

First Name Last Name
Org Name
1910 Oracle Way
Suite 100
City, State Postal Code

Re: Overdue Notice

We are writing this letter to call your attention to the above referenced overdue account with us. We are awaiting your payment.

Invoice Number	Amount Due	Due Date
Begin Group 10000	\$2,000.00	End Group

Please ensure that payment of \$10,000.00 reaches us by .
To expedite payment, please call at the number below.

Thanking you for your business and anticipating a prompt response.

Yours sincerely,

Collector Name
Collector Title
Collector Phone

cc: Collector Supervisor

PS: Thanks in advance for your immediate attention to the delinquent amount due

Query for Moderate Dunning Letter 1 - Customer Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.party_cust_id = h.party_id
group by dd.party_cust_id) total_amount_due_remaining,
to_char(sysdate+14, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_supervisor,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date, 'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Query for Moderate Dunning Letter 1 - Account Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID group by dd.party_cust_id, dd.cust_account_id) total_amount_due_remaining,
to_char(sysdate+14, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_supervisor,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date, 'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Query for Moderate Dunning Letter 1 - Bill To Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id = :CUSTOMER_SITE_USE_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id) total_amount_due_remaining,
to_char(sysdate+14, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_supervisor,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date, 'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.customer_site_use_id = :CUSTOMER_SITE_USE_ID and d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Query for Moderate Dunning Letter 1 - Delinquency Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id = :CUSTOMER_SITE_USE_ID and dd.delinquency_id = :DELINQUENCY_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id, dd.delinquency_id) total_amount_due_remaining,
to_char(sysdate+14, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_supervisor,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date, 'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.customer_site_use_id = :CUSTOMER_SITE_USE_ID and d.delinquency_id = :DELINQUENCY_ID and
d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Moderate Dunning Letter 2 Template

The text of the Moderate Dunning Letter 2 Template is as follows:

Date:

First Name Last Name
Org Name
1910 Oracle Way
Suite 100
City, State Postal Code

Re: SECOND NOTICE Overdue Payments

We are writing this letter to call your attention to the above referenced overdue account with us. We are still awaiting your payment.

Invoice Number	Amount Due	Due Date
Begin Group 10000	\$2,000.00	End Group

Please ensure that payment of \$10,000.00 reaches us by .
To expedite payment, and avoid escalation, please call at the number below.

Thanking you for your business and anticipating a prompt response.

Regards,

Collector Name
Collector Title
Collector Phone

cc: Collector Supervisor

PS: We need to hear from you ASAP

Query for Moderate Dunning Letter 2 - Customer Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.party_cust_id = h.party_id
group by dd.party_cust_id) total_amount_due_remaining,
to_char(sysdate+7, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_supervisor,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date, 'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Query for Moderate Dunning Letter 2 - Account Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID group by dd.party_cust_id, dd.cust_account_id) total_amount_due_remaining,
to_char(sysdate+7, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_supervisor,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date, 'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Query for Moderate Dunning Letter 2 - Bill To Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id = :CUSTOMER_SITE_USE_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id) total_amount_due_remaining,
to_char(sysdate+7, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_supervisor,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date, 'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.customer_site_use_id = :CUSTOMER_SITE_USE_ID and d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Query for Moderate Dunning Letter 2 - Delinquency Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id = :CUSTOMER_SITE_USE_ID and dd.delinquency_id = :DELINQUENCY_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id, dd.delinquency_id) total_amount_due_remaining,
to_char(sysdate+7, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_supervisor,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date, 'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.customer_site_use_id = :CUSTOMER_SITE_USE_ID and d.delinquency_id = :DELINQUENCY_ID and
d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Hard Dunning Letter 1 Template

The text of the Hard Dunning Letter 1 Template is as follows:

Date:

First Name Last Name
Org Name
1910 Oracle Way
Suite 100
City, State Postal Code

Re: Overdue Payments

We are writing this letter to call your attention to the above referenced overdue account with us. We are awaiting your payment.

Invoice Number	Amount Due	Due Date
Begin Group 10000	2,000.00	End Group

Please ensure that payment of \$ \$10,000.00 reaches us by .

If you wish to discuss any issues please call the undersigned.

Regards,

Collector Name
Collector Title
Collector Phone

cc: Collector Supervisor

PS: We need to hear from you ASAP

Query for Hard Dunning Letter 1 - Customer Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.party_cust_id = h.party_id
group by dd.party_cust_id) total_amount_due_remaining,
to_char(sysdate+7, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_supervisor,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date, 'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Query for Hard Dunning Letter 1 - Account Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID group by dd.party_cust_id, dd.cust_account_id) total_amount_due_remaining,
to_char(sysdate+7, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_supervisor,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date, 'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Query for Hard Dunning Letter 1 - Bill To Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id = :CUSTOMER_SITE_USE_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id) total_amount_due_remaining,
to_char(sysdate+7, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_supervisor,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date, 'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.customer_site_use_id = :CUSTOMER_SITE_USE_ID and d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Query for Hard Dunning Letter 1 - Delinquency Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id = :CUSTOMER_SITE_USE_ID and dd.delinquency_id = :DELINQUENCY_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id, dd.delinquency_id) total_amount_due_remaining,
to_char(sysdate+7, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_supervisor,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date, 'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.customer_site_use_id = :CUSTOMER_SITE_USE_ID and d.delinquency_id = :DELINQUENCY_ID and
d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Hard Dunning Letter 2 Template

The text of the Hard Dunning Letter 2 Template is as follows:

Date:

First Name Last Name
Org Name
1910 Oracle Way
Suite 100
City, State Postal Code

Re: SECOND NOTICE Overdue Payment

Recently your attention was called upon regarding the above referenced account via our calls and the previous letter. The amount of \$10,000.00 is now considerably past due.

We must receive payment immediately to keep your credit in good standing with us.

Please courier your payment today or alternatively send us a 'wire transfer'. The details for electronic transfer of funds are as under:

Bank _____, Transit # _____, Account No:_____.

We sincerely hope and expect that your payment be on its way so that there is no disruption to our business partnership.

Yours truly,

Collector Name
Collector Title
Collector Phone

cc: Collector Supervisor
cc: Collection Agency/Legal Counsel

PS: This is your last chance to resolve this directly with us.

Query for Hard Dunning Letter 2 - Customer Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.party_cust_id = h.party_id
group by dd.party_cust_id) total_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_supervisor
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Query for Hard Dunning Letter 2 - Account Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID group by dd.party_cust_id, dd.cust_account_id) total_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_supervisor
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Query for Hard Dunning Letter 2 - Bill To Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id = :CUSTOMER_SITE_USE_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id) total_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_supervisor
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Query for Hard Dunning Letter 2 - Delinquency Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id = :CUSTOMER_SITE_USE_ID and dd.delinquency_id = :DELINQUENCY_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id, dd.delinquency_id) total_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_supervisor
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Hard Dunning Letter 3 Template

The text of the Hard Dunning Letter 3 Template is as follows:

Date:

First Name Last Name
Org Name
1910 Oracle Way
Suite 100
City, State Postal Code

Re: Final NOTICE Overdue Payment

Recently your attention was called upon regarding the above referenced account via our calls and the previous letter. The amount of \$10,000.00 is now immediately due.

We must receive payment immediately to keep your credit in good standing with us.

Please courier your payment today or alternatively send us a 'wire transfer'. The details for electronic transfer of funds are as under:

Bank _____, Transit # _____, Account No:_____.

We sincerely hope and expect that your payment be on its way so that there is no disruption to our business partnership. Unless we receive payment within 48 hours, your account will be forwarded to our legal department.

Sincerely,

Collector Name
Collector Title
Collector Phone

cc: Collector Supervisor

PS: RESPOND TODAY to avoid a problem account status

Query for Hard Dunning Letter 3 - Customer Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.party_cust_id = h.party_id
group by dd.party_cust_id) total_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_supervisor
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Query for Hard Dunning Letter 3 - Account Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_fi
rst_name first_name, sub.person_last_name last_name, h.party_name
org_name,
a.address1 address1, a.address2 address2, a.city city, a.state sta
te, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_pa
yment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.part
y_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID group by dd.party_cust_id, dd
.cust_account_id) total_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_
rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_
name,
(select source_job_title from jtf_rs_resource_extns rs where reso
urce_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource
_id = :RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resour
ce_id = :RESOURCE_ID ) collector_supervisor
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_par
ties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Query for Hard Dunning Letter 3 - Bill To Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id = :CUSTOMER_SITE_USE_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id) total_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID) collector_supervisor
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Query for Hard Dunning Letter 3 - Delinquency Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state, a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd, ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id = :CUSTOMER_SITE_USE_ID and dd.delinquency_id = :DELINQUENCY_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id, dd.delinquency_id) total_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_name,
(select source_job_title from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID ) collector_supervisor
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

Metrics

This appendix lists the preconfigured metrics available in Oracle Advanced Collections.

This appendix covers the following topics:

- Preconfigured Metrics

Preconfigured Metrics

Oracle Advanced Collections provides the preconfigured metrics, shown in the following table:

Metric	Description
Weighted Average Days Paid	<p>Weighted Average Days Paid (WAP) is the number of days a customer takes to make payments (Days Late + Terms). $\text{Date Paid} - \text{Invoice Date}$</p> <p>The average is weighted by the payment amount and assumes that a \$10000 payment is more significant than \$100.</p> <p>WAP is calculated by adding Weighted Average Terms and Weighted Average Days Late : $\text{days allowed} + \text{days late} = \text{days taken}$.</p>
Weighted Average Days Late	<p>Average number of days a payment was late, weighted by dollar amount. The amount of the closed item is used to weight the days</p> <p>* Assumes that a \$100,000 invoice that is 10 days late is more serious than a \$10 invoice paid 10 days late.</p> <p>Calculation: $\text{sum (item amount * days late)} / \text{sum (item amount)}$.</p> <p>The item amount is drawn from the first instance of item activity that has the same entry type as the closed item.</p> <p>Days late is the number of days between the due date and the accounting date of the item activity that closed the item.</p>
Weighted Average Terms	<p>Calculates the average number of days allowed for a customer before payment is due, weighted according to the item amount</p> <p>Some invoices may be due in 20 days, other in 30 or 40. The Weighted Average Days Late calculation tells you that the customer pays, on average, 5 days late. But that number is much more meaningful when you know that the customer had an average of 25 days to make payments</p>

Metric	Description
Average Days Late	<p>Days late is calculated as the number of days between the due date and the accounting date of the entry that closed the item.</p> <p>Avg Days late is calculated as sum (days late) / number of items.</p> <p>* Items can be tagged to be excluded from this calculation such as items in dispute, entry type, negative items (credit memos).</p>
Conventional Days Sales Outstanding (DSO) *	<p>Multiply customers current A/R Balance by 30 and divide by prior period sales.</p> <p>At a specific point-in-time, measure indicated how long it takes to convert receivables to cash . Interprets trends in receivable turnover.</p> <p>* You must set your DSO calculations based on number of days in your accounting month - Usually 28 or 30 days.</p>
True DSO	<p>The accurate and actual number of days credit sales are unpaid. This is a complicated formula as you have to tie every invoice back to net sales for the month in which the invoice originated</p> <p>Formula: True DSO per invoice = Number of days from invoice date to reporting date * (invoice amount/net credit sales for the month in which sale occurred)</p> <p>The sum of True DSO for all open invoices = True DSO per total accounts receivable</p>
Collection Effectiveness Index (CEI)	<p>This percentage expresses the effectiveness of collection efforts over time. The closer to 100%, the more effective the collection efforts. It is a measure of the QUALITY of collection of receivables, not of time.</p> <p>CEI accurately measures collection effectiveness (amounts that are collectible and are actually collected).</p> <p>Used to evaluate individuals, subgroups, and overall groups .</p> <p>Formula: $\frac{[\text{Beginning Receivables} + (\text{Credit Sales} / N^*) - \text{Ending Total Receivables}]}{[\text{Beginning Receivables} + (\text{Credit Sales} / N^*) - \text{Ending Current Receivables}]} \times 100$.</p> <p>*N= Number of Months</p>
NSF History Amount	Dollar amount of NSF checks for past twelve months.
NSF History Count	Number of NSF checks for past twelve months.
Deductions	Number and Dollar amount of deductions created each accounting period.
Sales	Actual Credit Sales billed in the past twelve months.
Credit Limit	The current credit amount available for a customer.
High Credit YTD	The highest credit limit for a customer in the past 12 months.

Preconfigured Scoring Elements

This appendix describes the preconfigured scoring engines and scoring components provided in the application.

This appendix covers the following topics:

- Using Preconfigured Scoring Elements
- Preconfigured Scoring Engines
- Preconfigured Scoring Components

Using Preconfigured Scoring Elements

Oracle Advanced Collections provides preconfigured elements for scoring that you can use to test your implementation, or use in your live production environment if they suit your business needs.

This appendix contains information regarding the following elements:

Preconfigured Scoring Engines, page E-1

Preconfigured Scoring Components, page E-2

Preconfigured Scoring Engines

The following table lists the preconfigured scoring engines available in Oracle Advanced Collections.

Preconfigured Scoring Engines

Scoring Engine	Description	Object	Filter	Number in Scoring Engine Harness
Delinquency Status Determination	Scores transactions to determine status of current or delinquent.	Collections Transaction	Invoice Delinquency Filter	2
Customer Scoring	Scores the party (customer). Displays the score in the Collections Score field in the Collections Header.	Party	Delinquent Parties Filter	1
Account Scoring	Scores the account. Displays the score in the Score field on the Accounts tab.	Account	Accounts Filter	6
Bill To Scoring	Scores the Bill To sites.	Bill To	Delinquent Bill Site To Filter	7
Case Scoring	Scores Lease Management contracts.	Collections Case	Case Filter	3

Preconfigured Scoring Components

The following tables describe the preconfigured scoring components for use with scoring engines.

Aging Bucket Line for Account

Description:	Identifies the oldest aged transaction for the account.
Object:	Account
Type Value:	Select nvl(max(abl.Bucket_Sequence_num),0) From ar_aging_buckets ab, Ar_aging_bucket_lines abl, IEX_app_preferences_vl iex, Ar_payment_Schedules arp, IEX_DELINQUENCIES DEL Where abl.aging_bucket_id = ab.aging_bucket_id AND Ab.bucket_name = iex.preference_value AND iex.preference_name = 'DUNNING PLAN AGING BUCKET' AND DEL.payment_schedule_id = arp.payment_schedule_id AND (sysdate - arp.due_date) between abl.days_start and abl.days_to and Del.Cust_Account_ID = :ACCOUNT_ID
Function:	N
Previous Name	Account Aging Bucket Line

Aging Bucket Line for Bill To

Object	Bill To
Description	Identifies the oldest aged transaction for the Bill To.
Component	Select nvl(max(abl.Bucket_Sequence_num),0) From ar_aging_buckets ab, Ar_aging_bucket_lines abl, IEX_app_preferences_vl iex, Ar_payment_ Schedules arp, IEX_DELINQUENCIES DEL Where abl.aging_bucket_id = ab.aging_bucket_id AND Ab.bucket_name = iex.preference_value AND Iex.preference_name = 'DUNNING PLAN AGING BUCKET' AND DEL.payment_schedule_id = arp.payment_schedule_id AND (sysdate - arp.due_date) between abl.days_start and abl.days_to and Del.Customer_Site_Use_ID = :BILL_TO_ID
Function	N
Old Name	Bill To Aging Bucket Line

Aging Bucket Line for Customer

Object	Party (Customer)
Description	Identifies the oldest aged transaction for the customer.
Type Value	Select nvl(max(abl.Bucket_Sequence_num),0) From ar_aging_buckets ab, Ar_aging_bucket_lines abl, IEX_app_preferences_vl iex, Ar_payment_ Schedules arp, IEX_DELINQUENCIES DEL Where abl.aging_bucket_id = ab.aging_bucket_id AND Ab.bucket_name = iex.preference_value AND Iex.preference_name = 'DUNNING PLAN AGING BUCKET' AND DEL.payment_schedule_id = arp.payment_schedule_id AND (sysdate - arp.due_date) between abl.days_start and abl.days_to and Del.Party_Cust_ID =:PARTY_ID
Function	N
Old Name	Party Aging Bucket Line

Aging Bucket Line for Delinquency

Object	Delinquency
Description	Determines the aging of the Delinquency
Component	Select nvl(abl.Bucket_Sequence_num,0) From ar_aging_buckets ab, Ar_aging_bucket_lines abl, IEX_app_preferences_vl iex, Ar_payment_ Schedules arp, IEX_DELINQUENCIES DEL Where abl.aging_bucket_id = ab.aging_bucket_id AND Ab.bucket_name = iex.preference_value AND Iex.preference_name = 'DUNNING PLAN AGING BUCKET' AND DEL.payment_schedule_id = arp.payment_schedule_id AND (sysdate - arp.due_date) between abl.days_start and abl.days_to and Del.delinquency_id =:DELINQUENCY_ID
Function	N
Old Name	Delinquency Aging Bucket Line

Amount Overdue to Delinquency Threshold

Object	Loan
Description	Determines Status of Delinquent Loan
Component	SELECT trunc(NVL(sum.TOTAL_OVERDUE, 0) / NVL(term.DELINQUENCY_THRESHOLD_AMOUNT, 1)) from LNS_PAYMENTS_SUMMARY_V sum, LNS_TERMS term where sum.loan_id = :loan_id and sum.loan_id = term.loan_id
Function	N

Case Scoring

Object	Case
Description	Creates a score for a Leasing Case
Component	Call IEX_SCORE_CASE_PVT.Calculate_Score(:case_id, :score_component_id) into :raw_case_score
Function	Y
Old Name	Case Scoring Component: What is the latest case score?

Customer Since for Account

Object	Account
Description	Determines how long we've been doing business with the Account.
Component	SELECT TO_CHAR(CREATION_DATE, 'YYYY') FROM HZ_CUST_ACCOUNTS WHERE CUST_ACCOUNT_ID = :CUST_ACCOUNT_ID
Function	N
Old Name	Account Since

Customer Since for Bill To

Object	Bill To
Description	Determines how long we've been doing business with the Bill To
Component	SELECT TO_CHAR(CREATION_DATE, 'YYYY') FROM HZ_CUST_SITE_USES WHERE CUSTOMER_SITE_USE_ID = :billto_id
Function	N
Old Name	Customer Since for Bill To

Customer Since for Customer

Object	Party (Customer)
Description	Determines how long have we've been doing business with the customer.
Component	SELECT TO_CHAR(CREATION_DATE, 'YYYY') FROM HZ_PARTIES WHERE PARTY_ID = :party_id
Function	N
Old Name	Customer Since for Party

Delinquencies Amount for Account

Object	Account
Description	Identifies the total overdue amount owed by the Account.
Component	Select NVL(sum(ar.acctd_amount_due_remaining),0) from ar_payment_schedules ar, iex_delinquencies del where ar.payment_schedule_id = del.payment_schedule_id AND del.status in ('DELINQUENT', 'PREDELINQUENT') AND del.cust_account_id = :cust_account_id AND del.creation_date >= sysdate -365
Function	N
Old Name	Amount of Delinquencies for Account

Delinquencies Amount for Bill To

Object	Bill To
Description	Identify the total overdue amount owed by this Bill To .
Component	Select NVL(sum(ar.acctd_amount_due_remaining),0) from ar_payment_schedules ar, iex_delinquencies del where ar.payment_schedule_id = del.payment_schedule_id AND del.status in ('DELINQUENT', 'PREDELINQUENT') AND del.customer_site_use_id = :billto_id AND del.creation_date >= sysdate -365
Function	N
Old Name	Amount of Delinquencies for Bill To

Delinquencies Amount for Customer

Object	Party (Customer)
Description	Identifies the total overdue amount owed by the Customer.
Scoring Component	Select NVL(sum(ar.acctd_amount_due_remaining),0) from ar_payment_schedules ar, iex_delinquencies del where ar.payment_schedule_id = del.payment_schedule_id AND del.status in ('DELINQUENT', 'PREDELINQUENT') AND del.party_cust_id = :party_id AND del.creation_date >= sysdate -365
Function	N
Old Name	Amount of Delinquencies for Party

Number of Delinquencies for Account

Object	Account
Description	Determines how many delinquencies exist for the Account.
Component	SELECT COUNT(1) FROM IEX_DELINQUENCIES WHERE CUST_ACCOUNT_ID = :CUST_ACOCUNT_ID
Function	N
Old Name	Number of Delinquencies for Account

Number of Delinquencies for Bill To

Object	Bill To
Description	Determines how many delinquencies exist for the Bill To.
Component	SELECT COUNT(1) FROM IEX_DELINQUENCIES WHERE CUSTOMER_SITE_USE_ID = :billto_id
Function	
Old Name	Number of Delinquencies for Bill To

Number of Delinquencies for Customer

Object	Party (Customer)
Description	Determines how many delinquencies exist for the customer.
Score Component Value	SELECT COUNT(1) FROM IEX_DELINQUENCIES WHERE PARTY_CUST_ID = :party_id
Function	
Old Name	Number of Delinquencies for Party

Payment Schedule Delinquency Determination

Object	Collections Transaction
Description	This scoring component uses a data view that consists of all payment schedules when the current date is greater than the due date, nothing is in dispute, and the remaining amount is greater than zero. The component compares this view with the group of all payment schedules. It assigns a score of 1.0 to 10.99 for payment schedules that are not in the view and a score of 11 to 100 for payment schedules in the view.
Component	SELECT Nvl(Count(1), 0) FROM IEX_DELINQUENCIES_NEW_V WHERE Payment_Schedule_id = :payment_schedule_id
Function	N

Preconfigured Strategy Elements

This appendix lists the preconfigured work items and templates available for strategies.

This appendix covers the following topics:

- Preconfigured Strategy Templates
- Preconfigured Strategy Work Items

Preconfigured Strategy Templates

The following table lists the preconfigured strategy templates available in Oracle Advanced Collections.

Preconfigured Strategy Templates

Seeded Strategy Name	Seeded Description	Strategy Level
Customer Pre-delinquent Strategy	Strategy used with pre-delinquent customers	Customer
Customer Soft Collections Strategy	Soft Customer Collections Strategy	Customer
Customer Moderate Collections Strategy	Moderate Customer Collections Strategy	Customer
Customer Hard Collections Strategy	Hard Customer Collections Strategy	Customer
Customer Catch-all Collections Strategy	Catch All Customer Collections Strategy	Customer
Litigation Strategy for Customer	Later-stage strategy for customer litigations.	Customer
Repossession Strategy for Customer	Later-stage strategy for customer repossessions	Customer
Write-off Strategy for Customer	Later-stage strategy for customer contract write-offs ONLY	Customer
Bankruptcy Strategy for Customer	Later-stage strategy for customer bankruptcies	Customer
Account Pre-delinquent Strategy	Strategy used with pre-delinquent accounts	Account
Account Soft Collections Strategy	Soft Account Collections Strategy	Account
Account Moderate Collections Strategy	Moderate Account Collections Strategy	Account
Account Hard Collections Strategy	Hard Account Collections Strategy	Account
Account Catch-all Collections Strategy	Catch All Account Collections Strategy	Account
Litigation Strategy for Account	Later-stage strategy for account litigations.	Account

Seeded Strategy Name	Seeded Description	Strategy Level
Repossession Strategy for Account	Later-stage strategy for account repossessions	Account
Write-off Strategy for Account	Later-stage strategy for account contract write-offs ONLY	Account
Bankruptcy Strategy for Account	Later-stage strategy for account bankruptcies	Account
Bill To Pre-delinquent Strategy	Strategy used with pre-delinquent accounts	Bill To
Bill To Soft Collections Strategy	Soft Bill To Collections Strategy	Bill To
Bill To Moderate Collections Strategy	Moderate Bill To Collections Strategy	Bill To
Bill To Hard Collections Strategy	Hard Bill To Collections Strategy	Bill To
Bill To Catch-all Collections Strategy	Catch All Bill To Collections Strategy	Bill To
Litigation Strategy for Bill To	Later-stage strategy for bill to litigations.	Bill To
Repossession Strategy for Bill To	Later-stage strategy for bill to repossessions	Bill To
Write-off Strategy for Bill To	Later-stage strategy for bill to contract write-offs ONLY	Bill To
Bankruptcy Strategy for Account	Later-stage strategy for bill to bankruptcies	Bill To
Delinquency Pre-delinquent Strategy	Strategy used with pre-delinquent accounts	Delinquency
Delinquency Soft Collections Strategy	Soft Delinquency Collections Strategy	Delinquency
Delinquency Moderate Collections Strategy	Moderate Delinquency Collections Strategy	Delinquency
Delinquency Hard Collections Strategy	Hard Delinquency Collections Strategy	Delinquency
Delinquency Catch-all Collections Strategy	Catch All Delinquency Collections Strategy	Delinquency
Litigation Strategy for Delinquency	Later-stage strategy for delinquency litigations.	Delinquency
Repossession Strategy for Delinquency	Later-stage strategy for delinquency repossessions	Delinquency
Write-off Strategy for Delinquency	Later-stage strategy for delinquency contract write-offs ONLY	Delinquency
Bankruptcy Strategy for Delinquency	Later-stage strategy for delinquency bankruptcies	Delinquency

Preconfigured Strategy Work Items

The following table lists the preconfigured strategy work items available in Oracle Advanced Collections.

Preconfigured Strategy Work Items

Work Item	Description	Manual or Automatic	Send Method	Suggested Skill Set	Required?
Pre-delinquency Courtesy Letter	Courtesy reminder notice to a pre-delinquent customer	Automatic	E-mail	NA	Optional
Pre-delinquency Courtesy Call	Courtesy collections call to pre-delinquent customer	Manual	NA	NA	Optional
Soft Dunning Letter 1	First soft dunning letter	Automatic	E-mail	NA	Optional
Soft Dunning Letter 2	Second soft dunning letter	Automatic	E-mail	NA	Optional
Moderate Dunning Letter 1	First moderate dunning letter	Automatic	E-mail	NA	Optional
Moderate Dunning Letter 2	Second moderate dunning letter	Automatic	E-mail	NA	Optional
Hard Dunning Letter 1	First hard dunning letter	Automatic	E-mail	NA	Optional
Final Demand Letter	Final demand letter to customer	Automatic	E-mail	NA	Optional
Soft Collections Call 1	First collections call	Manual	NA	NA	Optional
Soft Collections Call	Second collections call	Manual	NA	NA	Optional
Moderate Collections Call 1	First moderate collections call	Manual	NA	Moderate collections	Optional
Moderate Collections Call 2	Second moderate collections call	Manual	NA	Moderate collections	Optional
Hard Collections Call 1	First hard collections call	Manual	NA	Hard collections	Optional
Hard Collections Call 2	Second hard collections call	Manual	NA	Hard collections	Optional
Review Moderate Customer Account	Review this customer account to determine next action	Manual	NA	Ability to review customer's collections situation	Required
Customer site visit	Customer site visit	Manual	NA	Able to travel to customer site	Optional
Review Pending Bankruptcy	Review to determine bankruptcy action	Manual	NA	Has knowledge of bankruptcy/ creditor process	Required
Review Pending Repossession	Review to determine repossession action	Manual	NA	Has knowledge of repossession process	Required

Work Item	Description	Manual or Automatic	Send Method	Suggested Skill Set	Required?
Review Pending Litigation	Review to determine legal action	Manual	NA	Has knowledge of legal aspects of collections	Required
Review Pending Write off	Review to determine write action for Leasing write off only	Manual	NA	Has knowledge of lease write-off process	Required

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