

# **Oracle® Advanced Collections**

User Guide

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Oracle Advanced Collections User Guide, Release 12.1

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## Oracle Advanced Collections User Guide, Release 12.1

### Part No. E13451-04

Oracle welcomes customers' comments and suggestions on the quality and usefulness of this document. Your feedback is important, and helps us to best meet your needs as a user of our products. For example:

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- Are the examples correct? Do you need more examples?

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# Preface

## Intended Audience

Welcome to Release 12.1 of the *Oracle Advanced Collections User Guide*.

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

- The principles and customary practices of your business area.
- Computer desktop application usage and terminology.

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.

If you have never used Oracle Applications, we suggest you attend one or more of the Oracle Applications training classes available through Oracle University.

See Related Information Sources on page xiii for more Oracle E-Business Suite product information.

## Deaf/Hard of Hearing Access to Oracle Support Services

To reach Oracle Support Services, use a telecommunications relay service (TRS) to call Oracle Support at 1.800.223.1711. An Oracle Support Services engineer will handle technical issues and provide customer support according to the Oracle service request process. Information about TRS is available at

<http://www.fcc.gov/cgb/consumerfacts/trs.html>, and a list of phone numbers is available at <http://www.fcc.gov/cgb/dro/trsphonebk.html>.

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## **Structure**

### **1 Introduction to Oracle Advanced Collections**

This chapter discusses the key features and process flows in Oracle Advanced Collections.

### **2 Overview of Using Oracle Advanced Collections**

This chapter provides an overview of the graphical user interface (GUI) and the major tasks you can perform in Oracle Advanced Collections.

### **3 Searching**

This chapter describes the methods you can use to search for information in the application.

### **4 Interacting with Customers**

This chapter describes how to access information about customers, transactions, delinquencies, payments, aging, and balances.

### **5 Processing Transactions**

This chapter describes how to enter payments, promises to pay, disputes, and adjustments.

### **6 Managing Later-stage Delinquencies**

This chapter explains how to manage delinquencies including later-stage collections activities such as litigation, write-offs, repossessions, and bankruptcies.

### **7 Using Dunning Plans**

This chapter discusses how to use dunning plans.

### **8 Using Strategies**

This chapter explains how to create and use strategies to automate your collections process.

### **9 Reporting and Transferring Cases to External Parties**

This chapter discusses how to report Oracle Lease and Finance Management cases to a credit bureau and how to transfer cases to an external agency.

### **10 Administering Oracle Advanced Collections**

This chapter describes how to administer the ongoing functions in Oracle Advanced Collections such as running concurrent programs.

### **11 Running Reports**

This chapter describes the reports available to collectors and their managers.

### **12 User Procedures**

This chapter describes how to use Oracle Advanced Collections functionality, defines selected terminology you will encounter, and addresses frequently asked questions for each feature.

## **Related Information Sources**

This document is included on the Oracle Applications Document Library, which is supplied in the Release 12 DVD Pack. You can download soft-copy documentation as PDF files from the Oracle Technology Network at <http://otn.oracle.com/documentation>, or you can purchase hard-copy documentation from the Oracle Store at <http://oraclestore.oracle.com>. The Oracle E-Business Suite Documentation Library Release 12 contains the latest information, including any documents that have changed significantly between releases. If substantial changes to this book are necessary, a revised version will be made available on the online documentation CD on My Oracle Support.

If this guide refers you to other Oracle Applications documentation, use only the Release 12 versions of those guides.

For a full list of documentation resources for Oracle Applications Release 12, see Oracle Applications Documentation Resources, Release 12, Document 394692.1 on My Oracle Support.

### **Online Documentation**

All Oracle Applications documentation is available online (HTML or PDF).

- **PDF** - PDF documentation is available for download from the Oracle Technology Network at <http://otn.oracle.com/documentation>.
- **Online Help** - Online help patches (HTML) are available on My Oracle Support.
- **Release Notes** - For information about changes in this release, including new features, known issues, and other details, see the release notes for the relevant product, available on My Oracle Support.

- **Oracle Electronic Technical Reference Manuals** - Each Electronic Technical 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 and integrate Oracle Applications data with non-Oracle applications, and write custom reports for Oracle Applications products. Oracle eTRM is available on My Oracle Support.

## **Related Guides**

### **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 Application Framework Developer's Guide:**

This guide contains the coding standards followed by the Oracle Applications development staff to produce applications built with Oracle Application Framework. This guide is available in PDF format on My Oracle Support and as online documentation in JDeveloper 10g with Oracle Application Extensions.

### **Oracle Application Framework Personalization Guide:**

This guide describes how to personalize Oracle Application Framework-based Oracle E-Business Suite application pages as an end-user and as a personalization administrator using the Oracle Application Personalization Framework.

**Note:** Oracle Advanced Collections does not contain any end-user personalizable regions, and there are no special considerations that you need to be aware of when creating administrator-level personalizations of its regions or pages. For general information about how to create personalizations, refer to the Oracle Application Framework Personalization Guide.

### **Oracle E-Business Suite Concepts:**

This book is intended for all those planning to deploy Oracle E-Business Suite Release 12, or contemplating significant changes to a configuration. After describing the Oracle Applications architecture and technology stack, it focuses on strategic topics, giving a broad outline of the actions needed to achieve a particular goal, plus the installation and configuration choices that may be available.

### **Oracle E-Business Suite Developer's Guide:**

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

features such as concurrent programs, flexfields, messages, and logging.

**Oracle E-Business Suite Diagnostics User's Guide:**

This manual contains information on implementing, administering, and developing diagnostics tests in the Oracle E-Business Suite Diagnostics framework.

**Oracle E-Business Suite Flexfields Guide:**

This guide provides flexfields planning, setup, and reference information for the Oracle Applications 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 E-Business Suite Installation Guide: Using Rapid Install:**

This book is intended for use by anyone who is responsible for installing or upgrading Oracle Applications. It provides instructions for running Rapid Install either to carry out a fresh installation of Oracle Applications Release 12, or as part of an upgrade from Release 11i to Release 12. The book also describes the steps needed to install the technology stack components only, for the special situations where this is applicable.

**Oracle E-Business Suite Integrated SOA Gateway User's Guide:**

This guide describes the high level service enablement process, explaining how users can browse and view the integration interface definitions and services residing in Oracle Integration Repository.

**Oracle E-Business Suite Integrated SOA Gateway Implementation Guide:**

This guide explains how integration repository administrators can manage and administer the service enablement process (based on the service-oriented architecture) for both native packaged public integration interfaces and composite services (BPEL type). It also describes how to invoke Web services from Oracle E-Business Suite by employing the Oracle Workflow Business Event System; how to manage Web service security; and how to monitor SOAP messages.

**Oracle E-Business Suite Integrated SOA Gateway Developer's Guide:**

This guide describes how system integration developers can perform end-to-end service integration activities. These include orchestrating discrete Web services into meaningful end-to-end business processes using business process execution language (BPEL), and deploying BPEL processes at run time.

It also explains in detail how to invoke Web services using the Service Invocation Framework. This includes defining Web service invocation metadata, invoking Web services, managing errors, and testing the Web service invocation.

**Oracle E-Business Suite Maintenance Procedures:**

This guide describes how to use AD maintenance utilities to complete tasks such as compiling invalid objects, managing parallel processing jobs, and maintaining snapshot information. Part of Maintaining Oracle Applications, a 3-book set that also includes Oracle E-Business Suite Patching Procedures and Oracle E-Business Suite Maintenance Utilities.

**Oracle E-Business Suite Maintenance Utilities:**

This guide describes how to run utilities, such as AD Administration and AD Controller, used to maintain the Oracle Applications file system and database. Outlines the actions performed by these utilities, such as monitoring parallel processes, generating Applications files, and maintaining Applications database entities. Part of Maintaining Oracle Applications, a 3-book set that also includes Oracle E-Business Suite Patching Procedures and Oracle E-Business Suite Maintenance Procedures.

**Oracle E-Business Suite Multiple Organizations Implementation Guide:**

This guide describes the multiple organizations concepts in Oracle Applications. It describes in detail on setting up and working effectively with multiple organizations in Oracle Applications.

**Oracle E-Business Suite Patching Procedures:**

This guide describes how to patch the Oracle Applications file system and database using AutoPatch, and how to use other patching-related tools like AD Merge Patch, OAM Patch Wizard, and OAM Registered Flagged Files. Describes patch types and structure, and outlines some of the most commonly used patching procedures. Part of Maintaining Oracle Applications, a 3-book set that also includes Oracle E-Business Suite Maintenance Utilities and Oracle E-Business Suite Maintenance Procedures.

**Oracle E-Business Suite System Administrator's Guide Documentation Set:**

This documentation set provides planning and reference information for the Oracle Applications System Administrator. *Oracle E-Business Suite System Administrator's Guide - Configuration* contains information on system configuration steps, including defining concurrent programs and managers, enabling Oracle Applications Manager features, and setting up printers and online help. *Oracle E-Business Suite System Administrator's Guide - Maintenance* provides information for frequent tasks such as monitoring your system with Oracle Applications Manager, administering Oracle E-Business Suite Secure Enterprise Search, managing concurrent managers and reports, using diagnostic utilities including logging, managing profile options, and using alerts. *Oracle E-Business Suite System Administrator's Guide - Security* describes User Management, data security, function security, auditing, and security configurations.

**Oracle E-Business Suite Upgrade Guide: Release 11i to Release 12.1.1:**

This guide provides information for DBAs and Applications Specialists who are responsible for upgrading a Release 11i Oracle Applications system (techstack and products) to Release 12.1.1. In addition to information about applying the upgrade driver, it outlines pre-upgrade steps and post-upgrade steps, and provides descriptions of product-specific functional changes and suggestions for verifying the upgrade and reducing downtime.

**Oracle E-Business Suite 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.

**Oracle E-Business Suite User's Guide:**

This guide explains how to navigate, enter data, query, and run reports using the user interface (UI) of Oracle Applications. This guide also includes information on setting user profiles, as well as running and reviewing concurrent requests.

**Oracle Workflow Administrator's Guide:**

This guide explains how to complete the setup steps necessary for any product that includes workflow-enabled processes. It also describes how to manage workflow processes and business events using Oracle Applications Manager, how to monitor the progress of runtime workflow processes, and how to administer notifications sent to workflow users.

**Oracle Workflow API Reference:**

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

**Oracle Workflow Client Installation Guide:**

This guide describes how to install the Oracle Workflow Builder and Oracle XML Gateway Message Designer client components for Oracle E-Business Suite.

**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 users can view and respond to workflow notifications and monitor the progress of their workflow processes.

**Oracle Financials and Oracle Procurement Functional Upgrade Guide: Release 11i to Release 12.1:**

This guides provides detailed information about the functional impacts of upgrading Oracle Financials and Oracle Procurement products from Release 11i to Release 12.1. This guide supplements the Oracle E-Business Suite Upgrade Guide: Release 11i to Release 12.1.1.

**Oracle Financials Concepts Guide:**

This guide describes the fundamental concepts of Oracle Financials. The guide is intended to introduce readers to the concepts used in the applications, and help them compare their real world business, organization, and processes to those used in the applications.

**Oracle Financials Glossary:**

The glossary includes definitions of common terms that are shared by all Oracle Financials products. In some cases, there may be different definitions of the same term for different Financials products. If you are unsure of the meaning of a term you see in an Oracle Financials guide, please refer to the glossary for clarification. You can find the

glossary in the online help or in the *Oracle Financials Implementation Guide*.

**Oracle Financials Implementation Guide:**

This guide provides information on how to implement the Oracle E-Business Suite. It guides you through setting up your organizations, including legal entities, and their accounting, using the Accounting Setup Manager. It covers intercompany accounting and sequencing of accounting entries, and it provides examples.

**Oracle Advanced Collections Implementation Guide:**

This guide describes how to configure Oracle Advanced Collections and its integrated products. It contains the steps required to set up and verify your implementation of Oracle Advanced Collections.

**Oracle Advanced Outbound User Guide:**

Review this manual to understand more about outbound campaigns.

**Oracle Bill Presentment Architecture User Guide:**

This guide provides you information on using Oracle Bill Presentment Architecture. Consult this guide to create and customize billing templates, assign a template to a rule and submit print requests. This guide also provides detailed information on page references, seeded content items and template assignment attributes.

**Oracle Customer Interaction History Implementation Guide:**

Oracle Advanced Collections uses Oracle Customer Interaction History to track all customer interaction events.

**Oracle Lease and Finance Management User Guide:**

Oracle Advanced Collections is used with Oracle Lease and Finance Management to manage delinquent leasing contracts. Many aspects of leasing including cases, payments, and leasing transactions are covered in this document.

**Oracle Loans User Guide:**

This guide describes how to set up and use Oracle Loans. It includes information on how to create, approve, fund, amortize, bill, and service extended repayment plan and direct loans.

**Oracle Marketing Online User Guide:**

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

**Oracle Payments Implementation Guide:**

This guide describes how Oracle Payments, as the central payment engine for the Oracle E-Business Suite, processes transactions, such as invoice payments from Oracle Payables, bank account transfers from Oracle Cash Management, and settlements against credit cards and bank accounts from Oracle Receivables. This guide also describes how Oracle Payments is integrated with financial institutions and payment systems for receipt and payment processing, known as funds capture and funds

disbursement, respectively. Additionally, the guide explains to the implementer how to plan the implementation of Oracle Payments, how to configure it, set it up, test transactions, and how use it with external payment systems.

#### **Oracle Receivables Implementation Guide:**

This guide provides you with information on how to implement Oracle Receivables. Use this guide to understand the implementation steps required for application use, including how to set up customers, transactions, receipts, accounting, tax, and collections. This guide also includes a comprehensive list of profile options that you can set to customize application behavior.

#### **Oracle Receivables Reference Guide:**

This guide provides you with detailed information about all public application programming interfaces (APIs) that you can use to extend Oracle Receivables functionality. This guide also describes the Oracle Receivables open interfaces, such as AutoLockbox which lets you create and apply receipts and AutoInvoice which you can use to import and validate transactions from other systems. Archiving and purging Receivables data is also discussed in this guide.

#### **Oracle Receivables User Guide:**

This guide provides you with information on how to use Oracle Receivables. Use this guide to learn how to create and maintain transactions and bills receivable, enter and apply receipts, enter customer information, and manage revenue. This guide also includes information about accounting in Receivables. Use the Standard Navigation Paths appendix to find out how to access each Receivables window.

#### **Oracle Sales Contracts Implementation and Administration Guide:**

Use this guide to implement and manage contracts in a sales organization.

#### **Oracle Scripting User Guide:**

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

#### **Oracle Service Contracts User Guide:**

Use this guide to learn how to use contracts to manage warranties, extended warranties, usage, and subscription services, as well as complex service agreements.

#### **Oracle TeleSales User Guide:**

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

#### **Oracle Trade Management User Guide:**

Refer to this guide for information about setting up offers, such as coupons or discounts.

#### **Oracle XML Publisher Administration and Developer's Guide:**

Oracle XML Publisher is a template-based reporting solution that merges XML data with templates in RTF or PDF format to produce a variety of outputs to meet a variety of business needs. Outputs include: PDF, HTML, Excel, RTF, and eText (for EDI and EFT transactions). Oracle XML Publisher can be used to generate reports based on existing E-Business Suite report data, or you can use Oracle XML Publisher's data extraction engine to build your own queries. Oracle XML Publisher also provides a robust set of APIs to manage delivery of your reports through e-mail, fax, secure FTP, printer, WebDav, and more. This guide describes how to set up and administer Oracle XML Publisher as well as how to use the Application Programming Interface to build custom solutions.

## **Integration Repository**

The Oracle Integration Repository is a compilation of information about the service endpoints exposed by the Oracle E-Business Suite of applications. It provides a complete catalog of Oracle E-Business Suite's business service interfaces. The tool lets users easily discover and deploy the appropriate business service interface for integration with any system, application, or business partner.

The Oracle Integration Repository is shipped as part of the E-Business Suite. As your instance is patched, the repository is automatically updated with content appropriate for the precise revisions of interfaces in your environment.

## **Do Not Use Database Tools to Modify Oracle E-Business Suite Data**

Oracle **STRONGLY RECOMMENDS** that you never use SQL\*Plus, Oracle Data Browser, database triggers, or any other tool to modify Oracle E-Business Suite 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 E-Business Suite data, you risk destroying the integrity of your data and you lose the ability to audit changes to your data.

Because Oracle E-Business Suite tables are interrelated, any change you make using an Oracle E-Business Suite form can update many tables at once. But when you modify Oracle E-Business Suite data using anything other than Oracle E-Business Suite, 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 E-Business Suite.

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

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# Introduction to Oracle Advanced Collections

This chapter discusses the key features and process flows in Oracle Advanced Collections.

This chapter covers the following topics:

- Overview
- Oracle Advanced Collections Key Features
- Oracle Advanced Collections Integrations
- Process Flow for Oracle Advanced Collections
- Process Flow for Strategies
- Process Flow for Dunning Plans
- Process Flow for Later-stage Delinquencies
- Process Flow for Campaigns

## Overview

Collections agents and their managers can use Oracle Advanced Collections to:

- Identify delinquent customers
- Obtain a snapshot of the customer's past payment history
- Review a customer's aging data
- View key customer collections metrics
- Track each delinquency as it moves through the collections lifecycle
- Support standard methods of payments that will quickly resolve the delinquent situation

- Calculate collections scores for customers
- Plan and execute collections strategies to automate as much of the collections management process as possible
- Plan and execute collections dunning plans to automatically send dunning notices and optionally, schedule dunning callbacks
- Attach notes to a customer's records
- Create tasks

Oracle Advanced Collections uses scoring to:

- Determine the status of each transaction
- Assign business value to customers
- Execute collections management methods based on scores

Oracle Advanced Collections uses three types of collections management strategies:

- Collections strategies driven through the Collections Strategies module and related collections work items that appear in the Collector's Work Queue. See: Process Flow for Collections Strategies, page 1-9.
- Collections dunning plans defined in the Collections Checklist and executed through Oracle XML Publisher and Oracle Universal Work Queue. See: Process Flow for Dunning Plans, page 1-10.
- Collections campaigns driven through Advanced Inbound and Advanced Outbound. See: Process Flow for Collections Campaigns, page 1-11.

## Oracle Advanced Collections Key Features

Oracle Advanced Collections includes the following features.

### Delinquency, Broken Promise, and Strategy Actions Nodes on the Collector's Work Queue

Oracle Advanced Collections is integrated with Oracle Universal Work Queue to provide agents with a list of all collections-related work items on the Collector's Work Queue. These items include work items associated to a particular collections strategy, delinquencies associated to customers, broken promises to pay, and collections tasks assigned to the agent such as a dunning callback. Collectors can add tasks related to collections business, such as following up on a dispute or confirming receipt of invoice copies. Most collections agents start their work day from their work queue and refer

back to it frequently during the day.

## **Collections Header**

As agents move from the Collector's Work Queue through the application, they select specific functional tabs to perform collections activities. However they always need to see certain information about the person with whom they are interacting. The Collections Header serves as the reference point on who the customer is, key contact and account information, and specific delinquency information.

## **Operational Data Views**

Users can see information at four levels in the Collections header: customer, account, bill to location, or delinquency. Level changes are done by clicking the View field and selecting from the LOV.

## **Multiple Organization Access**

Users can access multiple operating units from a single responsibility to enter, process, view, and report on data. Data can be displayed within one operating unit or across all operating units.

## **Profile Tab with Metrics Tables**

Along with the Collections header that is visible throughout a collections interaction, the agent needs to see additional information about the customer's delinquencies to manage the customer interaction appropriately. The Collections Profile tab provides the agent with a snapshot of the selected customer, account, bill to location, or delinquency including information on when payments were due and paid, summary information on total amount of money due, and information on the last contact with the customer.

The Profile tab also displays a number of key customer collections metrics that are configured during implementation.

## **Detailed Collections Histories**

Collectors need the ability to find historical information about their delinquent customers to be prepared to respond to objections, disputes and refusals. Typical historical information needed involves payment history, dispute history, interaction history, correspondence history, adjustment history, promise to pay history, or a cumulative history of all information.

## **Automated Collections Scoring and Strategies Management**

Oracle Advanced Collections includes strategy functionality to automate the collection process. The Strategy module allows for the creation of reusable strategy and work item

templates. Work items are executed by the system to send a letter or by the collector to call the customer. Templates are created by managers and are usually based on proven collections activities. After templates are created and configured for certain collections situations, the system executes a strategy based on a collections score. Collections agents see their assigned strategy work items in the Collector's Work Queue and manage details about customer strategies on the Strategy tab. Collections scoring supports scoring at the customer, bill to location, and invoice (delinquency) level. Advanced Collections also scores Oracle Lease and Finance Management cases and invoices from Oracle Loans. Managers can create complex strategies based on sophisticated scoring rules and customer segments.

## **Dunning Plans**

As an alternative to strategies, Oracle Advanced Collections includes the ability to create and run simple dunning plans to send customers dunning notices keyed to their collections score. The collections manager sets up dunning plans and designates the correspondence method (e-mail, fax, or print) and the letter to be sent. This allows differently worded letters to go to different types of customers. Oracle Advanced Collections uses Oracle XML Publisher to send dunning letters automatically to the customer; no agent or management action is required. A record of the dunning event is automatically added to the customer's correspondence history. An optional dunning call back can also be scheduled if the dunning notice doesn't result in payment. The dunning callback appears on the collector's task node in Collector's Work Queue.

## **Aging Information**

Oracle Advanced Collections provides aging information instantly to collections agents on the Aging tab. You do not have to run aging reports. Aging information is displayed in a summary table and specific detailed fields to allow collectors to quickly understand the aging situation for the entire customer or a specific customer account.

## **Payment Processing**

Possibly the most important feature of a collections process is the ability to process payments quickly and capture the funds immediately. Once a collector has the delinquent customer on the telephone, it is paramount to convince the customer that they owe money and, once convinced, to take payments before they change their mind.

Oracle Advanced Collections provides key functionality to process payments immediately. Payments can be processed with credit card or bank electronic funds transfer (EFT) through integration with Oracle Payments, which provides real-time authorization and validation. Oracle Advanced Collections supports the ability to take payments against one or more accounts as well as the ability to take payments against one or more invoices. Sometimes customers prefer to provide payment against their overall account (and later monies have to be applied to particular invoices) or they will make payments against particular delinquent invoices. With Oracle Lease and Finance Management, payments can be processed against leasing contracts or leasing invoices.

## Promise to Pay

Oracle Advanced Collections provides promise to pay functionality for transactions to process a customer's acceptance of the debt and agreement to make a payment by a certain date. Promises to pay can also be used to track and reconcile a payment coming through the Oracle Receivables lockbox process. Collectors can take one or many promises to pay on the same invoice from a customer at the same time. If a customer fails to make a promised payment, then Advanced Collections automatically creates a broken promise item on the agent's Collector's Work Queue so that a follow up action can be taken.

## Dispute Handling

Although the goal for collectors is to collect money, delinquent customers often refuse to pay invoices and bills because they do not believe they owe money for a variety of reasons.

The Transactions tab provides the ability for a collector to find open invoices, review the individual lines of the invoices and dispute all or part of the invoice. Information about these open invoices is accessible from the Accounts tab. Views to Open Line Listings are also accessible to users who have licensed Oracle Trade Management to view customer claims. Disputes have to be resolved, so workflows will support further investigation resulting in either a credit memo or additional collections activities. Note that dispute functionality is not available to Oracle Lease and Finance Management implementations.

## Adjustment Processing

While reviewing delinquencies with their customers, collectors can initiate adjustments at the installment or transaction level. This lets collectors resolve delinquency issues in the most expedient manner possible.

Oracle Advanced Collections leverages the authority and approval limits that are defined in Oracle Receivables. If an adjustment exceeds a collector's authority or approval limits, then the adjustment is created as a pending adjustment that a manager must first approve in Oracle Receivables. See: *Approving Adjustments, Oracle Receivables User Guide*.

## Payment Reversals

Occasionally a customer may make a payment by mistake or with the wrong credit card or bank information. When this occurs, the collector needs the ability to reverse the payment made and then take the payment in the appropriate manner. Payment Reversals are the process for this type of interaction.

## **Correspondence**

If desired, Advanced Collections can send automatic confirmation of payments, promises, disputes, adjustments and reversals to the customer. Records of these letters are automatically recorded to the customer correspondence history.

## **Shared Notes**

Oracle Advanced Collections provides many places where a collector can enter and view notes about a customer or related transactions during the collections process. Notes can be reviewed prior to interacting with a customer or shared between users with the appropriate access rights. Notes can be entered or viewed on the Notes tab or anytime the Notes icon is available on the Oracle Advanced Collections toolbar.

## **Creating and Managing Tasks**

Use the Task tab to view information about an existing task or create a new task. Collectors can create new task for themselves or other collectors. Tasks appear on a the Collector's Work Queue.

## **Attachments**

Collectors can attach related documents to a collections issue, such as customer correspondences, POs, contracts, and other documents. You can view these attachments at any time during the collections cycle by selecting the paperclip icon in the toolbar.

## **Customizable Tabs**

Oracle Advanced Collections includes two hidden tabs that can be programmed by your implementation team or system administrator to meet any unique functionality requirements of your collections organization.

## **Collections Lifecycle Management**

If a delinquency becomes problematic and further action must be initiated to obtain payment or resolve the issue, a collections agent can initiate a decision to escalate a payment problem. The Lifecycle tab tracks information about delinquencies, write-offs, repossessions, litigations, and bankruptcies. The collections manager or collections agents can further manage each situation using the Web interface pages.

## **Case Management for Delinquent Leasing Contracts**

If you use Oracle Lease and Finance Management, the Case Management tab provides detailed information about the case and related lease contracts, assets, and other information. A collector can initiate payment processing from the Case Management tab

for leasing-related invoices.

## **Manage Delinquent Loans**

If you use Oracle Loans, the Loans tab provides detailed information about delinquent or default loans including loan status, loan details, last payment, and borrower information. A collector can initiate payment processing from Loans tab for loan-related invoices or initiate later stage delinquency actions.

## **Contracts Information**

If you have installed Oracle Contracts, the Contracts tab provides summary and detailed information for lease contracts and other types of contracts. Licensed users can also access Oracle Contracts from the Contracts tab.

## **eBusiness Center to Support Collections**

The eBusiness Center is used by collections agents to manage address and phone information for the organizations and contacts they interact with. In addition, the eBusiness Center provides universal agent support for all Oracle call center applications and tabs relating to collections, telesales and teleservice agents.

Agents navigate to eBusiness Center from the Forms Navigator or from the Collector's Work Queue. From the Collections window, an agent can also navigate to eBusiness Center by clicking the Organization or Contact field on the Collections header.

## **Oracle Advanced Collections Integrations**

Oracle Advanced Collections leverages functionality from a number of E-Business Suite products in order to provide a complete, end-to-end collections solution. These products include:

- Oracle Receivables to store transactional data, adjust transactions, support posting payments, and resolve disputes (required)
- Oracle Credit Management for managing customer credit risk (optional)
- Oracle HRMS for creating employees, locations, and organizations (required)
- Oracle Applications Foundation Modules (required):
  - Notes for creating, saving and viewing customer notes
  - Interaction History for tracking of all customer contacts
  - Tasks for to-do's, call backs, and other items

- Universal Work Queue for managing collector work assignments
- Territory Manager for work assignments based on territories
- Resource Manager for defining resources and groups
- Oracle XML Publisher for sending collateral, copies of invoices, dunning notices, and other correspondence, through e-mail, fax or print (optional)
- Oracle TeleSales eBusiness Center for Customer Management (optional)
- Oracle Interaction Center Modules (optional):
  - Universal Work Queue (server component) for media-related work assignments
  - Advanced Inbound for automating inbound call handling
  - Advanced Outbound for automating outbound and preview predictive dialing call handling
- Oracle Payments for real-time credit card and bank EFT authorization and validation to take payments over the phone (optional) and for Oracle Lease and Finance Management real-time payment processing (required)
- Oracle Trade Management for access to invoices and payments relating to trade marketing promotions (optional)
- Oracle Lease and Finance Management for collecting from delinquent lease contracts (optional)
- Oracle Bill Presentment Architecture for viewing invoices as they were presented online to the customer (optional)
- Oracle Loans for collecting from delinquent loans (optional)

## Process Flow for Oracle Advanced Collections

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

1. Concurrent program extracts raw data on transactions from Oracle Receivables; scores these objects; identifies the objects as delinquent, pre-delinquent or current; adds customer data; and stores the records in Oracle Advanced Collections tables.
2. User logs in and navigates to Collector's Work Queue to see assigned work.
3. User views information on delinquent customers and collections work assignments displayed in Collector's Work Queue and selects a work item to launch Advanced

Collections.

4. User reviews customer collections profile; delinquency information; histories; strategies and work assignments; aging; and notes. User processes work assignments and records information on payments, promises to pay, or disputes.
5. New payment information is sent through Oracle Receivables to Oracle Payments for authorization.
6. Upon authorization, payment information is sent to Oracle Receivables for processing and updating of customer's receivables records.
7. Collections correspondence is sent using Oracle XML Publisher. Correspondence event is recorded in customer history.
8. Agents can view information about collections activities, customer payments, disputes, and promises on the History tab and by running reports.
9. Alternatively to step 3, user selects a customer record and launches eBusiness Center to review customer information.
10. Customer interactions, actions, action items, contact outcomes, results and reasons are tracked. These interactions can be tracked automatically or manually.
11. User selects the Collections tab in eBusiness Center to review information about the customer's delinquent accounts and invoices.
12. User launches Advanced Collections from the eBusiness Center Collections tab to view details of customer's delinquencies and payments.

## Process Flow for Strategies

Managers can define strategies to apply to different collections situations and categories of customers. Scoring engines contain criteria used to analyze customers and score them. Managers relate scoring engines to strategies. For example, a scoring engine can check for overdue invoices. Invoices 60 days overdue receive a score of 40. The strategy says any invoice scored 40 is assigned to a collections agent to contact the customer by phone.

Collections strategies use the following process:

1. Managers define collections strategy templates. Strategies can contain required and optional work items. Managers create scoring engines and relate the score ranges to strategies.
2. Concurrent programs are run according to an established schedule and scoring occurs.

3. Strategies are executed based on scores. Work items are initiated. If the work item is automated (such as send a letter), the system performs the work and creates a history record. If the first work item is manual, it is posted in Collector's Work Queue to the collector who owns the customer. Note that cases and leasing contracts are scored if you are using Oracle Lease and Finance Management.
4. Strategy engine keeps track of when a work item is completed and initiates the next item.
5. Managers and agents can override the established collections work items by removing or adding work items to the strategy for the object.

## Process Flow for Dunning Plans

Dunning plans provide a simple method for managing collections issues that include automatically sending a dunning notice and tracking payments. Optional dunning callbacks can also be part of a dunning plan. Dunning plans are generally run to coincide with corporate billing cycles and can be run at the customer, account, bill to, or delinquency level.

Dunning Plans use the following process:

1. Managers determine dunning score ranges and associated dunning letters and send method (print, fax or e-mail) to send for each score range. Customer (or account, bill to, or delinquency) scores determine which dunning letter to send.
2. Optional dunning callbacks are defined.
3. The Dunning Plan concurrent program is run.
4. Dunning letters are automatically sent to customer using Oracle XML Publisher. Dunning history is recorded.
5. The system tracks payments made by customers. If no payment is made, the Create Dunning and Broken Promise Call Backs concurrent program can be run to create callbacks, which are automatically posted to an agent's Collector's Work Queue Task node.
6. If payment is still not made, the customer (account, bill to, or delinquency) can be rescored and, at the next bill cycle, a new and more aggressive dunning letter is sent.

## Process Flow for Later-stage Delinquencies

In most cases, a delinquency can be quickly resolved. The customer's account or invoice status simply changes from Open to Delinquent and, when payment is made and

applied, it changes back to Open. However, as it moves through the collections lifecycle it is possible that the status of the delinquency changes or escalates over time.

The following is a high level process flow for escalating delinquencies.

1. Delinquencies are created by the system and assigned to agents according to territory assignment rules. A collections strategy can also be associated to this delinquency.
2. Agent contacts the customer.
3. As the delinquency is managed, the agent records information in the Lifecycle tab and recommends one or more of the following:
  - Credit hold: Work Flow notification is sent to designated manager
  - Service hold: Work Flow notification is sent to designated manager
  - Change status to *Litigation*
  - Change status to *Repossess assets*
  - Change status to customer *Bankruptcy*
  - Change status to *Write-off* of the delinquency (for Oracle Lease and Finance Management only)
4. Delinquency goes to the manager, litigation specialist, or bankruptcy specialist for approval and further action.
5. Manager approves or disapproves status change, credit hold, and service hold. When a status changes, one strategy may be replaced with another.
6. Manager uses the Delinquencies pages in the Collection Manager responsibility to gather information and track the process for litigation, repossession, customer bankruptcy, or write-off.
7. As the delinquency progresses through a status, information is also displayed on the Agent screens so that the collectors can be kept up to date on their customers' situations.

## Process Flow for Campaigns

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

Campaigns can be automated outbound or inbound. Alternatively, customer contact

can be made through e-mails or other written correspondence. In that case, Oracle XML Publisher is used to execute sending of the correspondence and the system creates an interaction record.

A collection campaign uses the following process:

1. Discoverer workbooks analyze delinquent customers.
2. Delinquent customers are categorized into segments based upon such things as aging, dollars overdue, and delinquency type.
3. Workbooks are used to create lists for campaigns in Oracle Marketing Online.
4. Oracle Marketing Online creates collections campaigns and campaign schedules.
5. Collectors in interaction centers are assigned to campaigns.
6. Oracle Marketing executes the campaigns using Oracle Advanced Outbound if predictive dialing is required. Oracle Advanced Outbound supports preview or progressive dialing as well.
7. Collector records the results of a call and the information is kept in interaction history.

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## Overview of Using Oracle Advanced Collections

This chapter provides an overview of the graphical user interface (GUI) and the major tasks you can perform in Oracle Advanced Collections.

This chapter covers the following topics:

- Oracle Advanced Collections User Interface
- Using the Collections Window
- Using the Navigator in Oracle Advanced Collections
- Using Collector's Work Queue
- Managing Assigned Work Items
- About Dynamic Tables

### Oracle Advanced Collections User Interface

Oracle Advanced Collections provides forms-based windows for tasks performed by collections agents and managers; and web pages for setup, advanced delinquency management, and administration of Oracle Advanced Collections. The following responsibilities control access to functionality based on the role a user has in your company's collections process.

- **Collections Agent:** Allows collectors access to Advanced Collections to perform tasks related to managing delinquencies and interacting with customers, including:
  - Use eBusiness Center
  - Perform searches
  - Review aging

- Review history
- Process payments
- Process promises to pay
- Dispute invoices
- Manage leasing cases and process payments for Oracle Lease and Finance Management
- Manage delinquent loans and process payments for Oracle Loans
- Manage strategies and assigned work items
- Escalate delinquencies in late stage collections
- Run reports
- Send statements to customers
- Use directory assistance
- **Collections Administrator:** Allows administrators to set up and configure Advanced Collections using the Collections Questionnaire and Checklist. Activities include:
  - Create and manage scoring components and scoring engines
  - Create work items (used in strategies)
  - Create collections strategy templates
  - Create dunning plans
  - Create new segments for strategies, scoring engines, and dunning plans
  - Convert references from Fulfillment templates to XML templates
  - Create metrics
  - Enable web directory assistance
  - Run reports
  - Run concurrent programs
  - Set system profile options

- **Collections Manager:** Allows managers to run reports, reassign collectors, access later stage collections activities such as write-offs and bankruptcies, manage lease cases and strategies. Activities include:
  - View and update delinquency information
  - View and update litigation information
  - View and update repossession information
  - View and update bankruptcy information
  - View and update write-off information
  - View and update case information for Oracle Lease and Finance Management
  - Run reports

## Using the Collections Window

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

**Collections Header:** The header portion of the window displays summary information about the customer's delinquency and payment history.

The fields on the left side of the header show the contact for a customer. They display one telephone number for a customer based on contact type, purpose, and whether it is the primary or preferred number. A phone number with a purpose of *Collections* will take precedence over a primary number. A purpose of *Collections* takes precedence over whether a number is a primary number.

For example, if two numbers exist for a customer and both have a purpose of *Collections*, the one marked *Primary* will be displayed. If two numbers exist and only one has a purpose of *Collections*, the one with a purpose of *Collections* will display even if the other is marked *Primary*. If two numbers exist and neither has a purpose of *Collections*, the one marked *Primary* will be displayed.

The fields displayed in the middle of the header provide high-level statistics about the customer. The following table describes these fields.

Field	Description
Collections Status	Indicates the most critical delinquency status.

Field	Description
Customer Since	<p>The year since customer transactions began.</p> <p><b>Note:</b> This field displays the date of the customer's first purchase stored in the Year Established field on the Oracle Receivables Customer page. The Receivables user must enable this field by adding the field through page personalization and then populate it in order for Advanced Collections to show a date.</p>
Collections Score	Customer level score. You must run scoring at the customer level for a customer to populate this field. For example, if you collect at the bill to level, you must still run scoring at the customer level to display a value here.
Collectible Transactions	Number of current and delinquent transactions.
Delinquencies in the Past Year	Existing delinquencies for the last twelve months (rolling not calendar).
Delinquent Invoices	Number of transactions that are past due.

The fields on the right side of the header present information driven by the operational data view selected. The following table describes these fields.

Field	Description
Operating Unit	List of available operating units for data filtering and display.
View	Level of data displayed: Customer, Account, Bill To, and Delinquency.
Amount Overdue	Total amount of all past due transactions in Oracle Receivables.
Net Balance	Net amount of all debits and credits for.

Field	Description
DSO	Conventional DSO = (total outstanding receivables / total sales for last DSO days) * (DSO days).
Last Payment Paid On	Date of last payment received.
Last Payment Due On	The last payment received was applied to a payment schedule with this date. If payment was applied to more than one payment schedule, the oldest payment schedule is shown.
Last Payment Amount	Amount of last payment.

**Note:** Transactions include invoices, credit memos, debit memos, chargebacks, and other receivables instruments.

See also: Viewing Customer Information in Advanced Collections, page 4-1.

**Collections Tabs:** Detail information needed by Collections personnel is located in the following tabs, in the approximate order needed. You can hide tabs not used by your organization.

- Profile: See: Using the Profile Tab, page 4-5.
- History: See: Viewing History, page 4-5.
- Accounts: See: Viewing Account Information, page 12-21.
- Transactions: See: Viewing Transaction Data, page 12-28.
- Lifecycle: See: Viewing Collection Lifecycle Data, page 6-2.
- Strategy: See: Collections Strategies, *Oracle Advanced Collections Implementation Guide*.
- Case Management (used with Oracle Lease and Finance Management): See: Overview of Reporting to a Credit Bureau, page 9-1.
- Aging: See: Viewing Aging, page 4-8.
- Contract (used with Oracle Lease and Finance Management): See: Viewing Contracts a Customer Has with Your Organization, page 12-23.

- Note: See: Notes Tab, page 12-24.
- Task: See: Tasks Tab, page 12-24.
- Custom: See: Using Custom Tabs, page 12-26.
- Loans: See: Viewing Loan Information, page 12-25.

In addition, you can access online directory assistance from the toolbar. See: Using Directory Assistance, page 12-26.

## Using the Navigator in Oracle Advanced Collections

From the Navigator, you have several choices for using the application while performing your collections activities when logged in using the Collections Agent responsibility:

- **Collector's Work Queue:** Use this link to access your work tasks in the Collector's Work Queue. When you select a customer, transaction, or other collections-related object in your work queue, you go directly to Advanced Collections. See: Using Collector's Work Queue, page 2-7 for more information. When you select a task, the task is opened in the related application.
- **Collections:** The Collections window opens with no customer data. You can search to find a customer.
- **Search:** You can search for customers using the following three methods. Select the desired customer from the search results to open the Collections window. (See: Overview of Searching, page 3-1 for more information.)
  - Quick Search: A set of queries set up in the application such as payment, promise to pay, and dispute. Choose one.

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

- Expanded Search: You can create your own search.
- Saved Results: You can activate previous searches that were saved.
- **Reports:** Opens the Collections Reports page in Self Service Administration where you can run Collections reports. See: Running Oracle Advanced Collections Reports, page 11-1.

- **Statements:** Opens the Statement window in Oracle Receivables where you can view or print a customer statement.

## Accessing Multiple Organizations

If you have implemented a shared services operating model, internal Oracle Advanced Collections users can access, process, and report on data in an unlimited number of operating units within a single responsibility. With Multi-Org Access Control, users do not have to switch application responsibilities when viewing customer accounts in multiple operating units.

**Note:** If you select all operating units within a responsibility and if different currencies exist, then all the fields and tabs are NOT enabled. For example, the Aging tab will be disabled if different currencies exist for the operating units.

## Using Collector's Work Queue

The Collector's Work Queue (UWQ) displays actionable work items for a collector based on the display nodes selected when you set up UWQ. You can organize the information presented to match the operational data level at which your collectors work with customers. Work nodes can be consolidated and displayed at the customer level, account level, bill to level, or by individual delinquencies.

You can display the following nodes for a data level:

- **Delinquent Node:** Displays active, pending, and complete delinquent customers, accounts, bill to locations, or transactions assigned to the collector. When you double-click a line item, you go directly to the Transactions tab in Advanced Collections with the appropriate delinquency highlighted.
- **Broken Promises Node:** Displays active, pending, and complete broken promises. Promises are taken at the transaction level, but can be displayed grouped by customer, bill to location, account, or delinquency. When you double-click a line item you go directly to the History tab in Advanced Collections with the Promise History view selected.
- **Strategy Work Item Node:** Displays all the strategy work items assigned to the collector. When you double-click a line item you go directly to the Strategy tab in Advanced Collections with the appropriate strategy and work item highlighted. Strategy work items can be at the customer, account, bill to, or delinquency level.

**Note:** When you move to the Transactions, History, or Strategy tab from the Collector's Work Queue, the date range for the displayed

items will overrule any default date range settings for the work items to show all transactions (or histories) for that customer. You can set the default date range settings using the IEX: Default Date Range Span and IEX: Default End Date Range Span profile options. See: Profile Options, *Oracle Advanced Collections Implementation Guide*.

You can also display a **Task Node** with dunning callbacks, broken promise calls, approvals, meetings, problem resolutions, and other work items.

**Note:** The Collector's Work Queue provides the total number of actionable items for each node. However, the number of actionable work items shown for the active, complete and pending items is the total number for all the three nodes.

For information about how to refresh the information shown in the Collector's Work Queue, see: Running Concurrent Programs, page 10-1.

The IEU: Desktop: Work Selector profile option determines the layout of work items in UWQ. You can select either a two frame format that displays nodes and their work items (Hgrid) or a single frame with a drop down list of options (Cascade). See: Set Up Additional Oracle Advanced Collections Profile Options, *Oracle Advanced Collections Implementation Guide*.

To change the order of work items displayed or to search for a particular item, select a column heading to sort the information by that column.

## Related Topics

Display Collector's Work Queue Nodes, *Oracle Advanced Collections Implementation Guide*

Profile Options and Profile Categories Overview, *Oracle Advanced Collections Implementation Guide*

## Managing Assigned Work Items

You can designate an assigned strategy work item as active, pending, or complete. In the Collections window, select Actions from the toolbar and then select one of the options:

- Show in UWQ as Active: moves the items to the Active Strategy Work Items node
- Show in UWQ as Complete: moves the items to the Complete Strategy Items Work node
- Show in UWQ as Pending: moves the items to the Pending Strategy Work Items node

- Show in UWQ Advanced: allows the user to move the items to the Pending node for a user-entered amount of days before it is returned to the Active node

**Note:** There are 2 profile options that control how long a promise stays in the pending and completed nodes. IEX: UWQ Default Complete Node Days has a default setting of 30 days and IEX: UWQ Default Pending Days has a default setting of 10 days. If you override the default setting to null, then the program resets the number of days to 20 to prevent any errors. You can manually override these settings when you disposition the active work by entering the number of days for the task to remain in the work queue. See: Work Queue Configuration Category, *Oracle Advanced Collections Implementation Guide*.

The Actions menu is available from the Menu toolbar for the following:

- Delinquencies on the Lifecycle tab
- Broken promises in the Promise History table on the History tab

**Note:** Using the Actions menu options to change work item status does affect system performance. If you do not want to use this feature, set the IEX: Enable Work Queue Statuses profile option to No. This profile option is not part of the Collections Checklist tasks.

## About Dynamic Tables

Oracle Advanced Collections includes dynamic tables to provide additional functionality customer and delinquency information. You can identify a dynamic table by its alternating color striped rows.

In a dynamic table, you can:

- Arrange table layout by hiding, reordering, or moving columns, and changing column width
- Select up to three columns and sort in ascending or descending order
- Customize and save table layout and sorting settings
- Copy cells or rows to a spreadsheet



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## Searching

This chapter describes the methods you can use to search for information in the application.

This chapter covers the following topics:

- Overview of Searching

### Overview of Searching

The fastest way to search the Oracle Advanced Collections database is to use the Lists of Values (LOVs) provided with many fields.

Use the Universal Search window to search for information using multiple search criteria. You can use the universal search window to give you one-click access to information. Select one of the predefined quick searches and enter your criteria. The expanded searches provide a wide range of parameters you can use for your search. You can save the results of your search as a list or you can save your query for reuse. You can set the user profile option OTS: Default Universal Search Tab to set which tab appears when you open Universal Search.

You can search information displayed in dynamic tables by right clicking in the table and making a selection from a pop-up menu.

**Note:** Oracle Advanced Collections does not support the Query Enter / Query Run method of searching common to many Oracle applications.

### Using Partial Search Terms

Many Lists of Values fields let you search for partial words and numbers by using the % sign to indicate missing or unknown characters.

For example, a search for j%n in the First name field retrieves all first names starting with the letter j and ending with the letter n, including John, Jon, and Johann. A search for jο% retrieves all names starting with the letters "Jo". A search for %jο% retrieves all

names with the letters "jo" in the middle. To ensure quick performance, it is best not to use this last form of search.

## Optimizing Your Searches

For the fastest performance, you must narrow down the range of information you are searching as much as possible.

For example, if you receive a call from John Smith at *ABC Corp*, you should first use the Organization List of Values (LOV) to search for *ABC Corp*, and then use the First Name or Last Name LOVs to search for the name. Searching for the organization first narrows the range of individuals your application must search to just those who work for *ABC Corp*.

If you are not sure about the best way to search, then use the Universal Search window for the greatest flexibility.

## Related Topics

Performing Quick Searches, page 12-3

Performing Expanded Searches, page 12-5

Creating a List, page 12-7

Viewing a List You Have Created, page 12-10

Saving Query for Reuse, page 12-7

Searching Using a Query You Have Saved, page 12-8

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## Interacting with Customers

This chapter describes how to access information about customers, transactions, delinquencies, payments, aging, and balances.

This chapter covers the following topics:

- Overview of Interacting with Customers
- Viewing Customer Information
- Using the Profile Tab
- Viewing History
- Viewing Aging

### Overview of Interacting with Customers

Collectors need the ability to find historical information about their delinquent customers in order to be prepared to interact with their customers. Once prepared, collectors can more efficiently manage each customer.

### Viewing Customer Information

When you talk to a customer you can quickly review information about the customer including transactions, previous call, recent payments, and current balances.

#### **If you want to view customer information:**

Select a record from Collector's Work Queue or search for a customer from the Collections window using the following steps:

- Using the list of values (LOV), search for the organization name or the person's last or first name.
- Optionally, use the LOV to search for the contact name.

You can change the operational data level for customer information in the View field.

- **Customer:** Displays all information for the customer.
- **Account:** Displays information on a selected account. Select a specific account to display.
- **Bill To:** Displays information on a selected bill-to site location. Select a specific bill to location to display from the list of values.
- **Delinquency:** Displays information on a selected delinquency. Select a specific delinquency to display.

The Collections header recaps key customer information about delinquencies, including:

- Collectible transactions - the number of current and delinquent transactions
- Delinquent invoices - the number of transactions that are past due
- Amount overdue - the total amount of all past due transactions

**Note:** Transactions include invoices, credit memos, debit memos, chargebacks, and other receivables instruments.

See: Using the Collections Window, page 2-3 for more information about the fields displayed in the Collections header.

You can view customer information in the following ways:

- Select the **Profile** tab to view a summary of customer information including, installments and promises made in the past twelve months, date of last payment, last interaction, and metrics.
- Use the **History** tab to view historic information based on the selected history type, such as All, Payment, or Dispute. Information about lease payments and promises to pay on leasing contracts is available if you use Oracle Lease and Finance Management.
- You can see account details and all open (unpaid) transactions for each account from the **Account** tab.
- You can view summary and detail information and process payments on the **Transactions** tab.
- To see a list of all delinquent transactions and information about later stage events that happen during the collections life cycle, choose **Lifecycle** tab. A table lists the delinquent invoices and data fields displays details on each lifecycle status. See:

Viewing Collection Lifecycle Data, page 6-2.

- To view strategies and related work items for a customer, select the **Strategies** tab.
- Select the **Aging** tab to view aging for transactions by aging buckets at the customer, account, or bill to level. See: Viewing Aging, page 4-8.
- You can view or add notes regarding the customer on the **Note** tab. See: Notes Tab, page 12-24.
- To view all tasks for a customer, select **Task** tab. See: Tasks Tab, page 12-24.

To update and add organization and contact information, navigate to the eBusiness Center by double-clicking the Organization or Contact name in the Collections header. The Collections tab in the eBusiness Center displays information about delinquencies and payments for the selected customer, along with metrics.

- If you view an organization, or a contact at an organization, then the delinquency information displayed is for the organization account. In order to see delinquency information for a person, you need to view that person as a consumer, not as a contact.
- Click the Details button to open the Advanced Collections application for the displayed customer. The eBusiness Center remains open. You can also go to eBusiness Center from Advanced Collections by double clicking the selected Organization or Consumer.

### If you use Oracle Lease and Finance Management:

Oracle Advanced Collections supports collections activities for invoices coming from Oracle Lease and Finance Management and Oracle Receivables on the same screens. For Leasing invoices, Advanced Collections uses the concept of a case, which is defined as one or more lease contracts for a customer sharing the same parameters, such as the same bill-to address or private label determined by Oracle Lease and Finance Management. Advanced Collections uses those parameters to create cases or to add a contract to an existing case.

- To review case information for the customer, select the **Case Management** tab.

**Note:** In order for the Owner information to appear in the Case Management tab, run the IEX: Case Owner Load Balancing concurrent program.

- Select the **Contract** tab to view leasing contracts associated with your lease management customer.

## If you use Oracle Loans:

Oracle Advanced Collections supports collections activities for invoices originating from Oracle Loans and Oracle Receivables on the same screens. You can view loan information, loan details, and process payments for delinquent or defaulted loans from Oracle Advanced Collections.

- To review loan information for a customer, select the **Loans** tab.
- Click the Loan Number hypertext link for additional loan summary information.

## Changing the Operational Data Level View

When you go to Advanced Collections from Collector's Work Queue, the information displayed is at the same data level as the node selected in the work queue.

To see a more or less granular view of your customer, you can change the data level by selecting a different view from the drop down list in the View field on the Collections header.

## Related Topics

Operational Data Level, *Oracle Advanced Collections Implementation Guide*

## Designating Customer Contacts

For the customer displayed in the Collections header, you can designate two types of contact information.

- **Collections Contact:** Used for collections calls.
- **Dunning Contact:** Used for dunning and other collections correspondence.

**Note:** Both strategies and dunning plans send dunning correspondence, which can be letters, faxes, and e-mails.

To designate a contact type, highlight the contact in the Collections header. Then from the Actions menu, select Collections Contact or Dunning Contact. Whenever that customer appears in the Collections header, the Collections Contact is also automatically displayed.

## Related Topics

Customer Contact Information, page 12-13

## Using the Profile Tab

The Profile tab provides a snapshot of information about the organization displayed in the Collections header. It displays credit, collector, payment, and promise to pay information; the last customer interaction; and customer metrics, such as weighted average days paid and average days late. Metrics displayed in the Profile tab are configured by the Collections Administrator in the Transaction Setup of the Collections Checklist.

Metrics can be calculated periodically or in real-time mode. Metrics can be calculated to three data levels: customer, account, and bill-to.

## Related Topics

Set Up Metrics, *Oracle Advanced Collections Implementation Guide*

Profile Tab, page 12-11

Preconfigured Metrics, *Oracle Advanced Collections Implementation Guide*

## Viewing History

Use the **History** tab to view events related to collections activities that have occurred for a customer. You can view All History or filter by history type, such as correspondence or adjustments. Information about payments and promises to pay on leasing contracts is available if you use Oracle Lease and Finance Management.

History types available include:

- All, page 4-6
- Adjustments, page 4-6
- Correspondence, page 4-6
- Disputes, page 4-7
- Interaction, page 4-7
- Leasing Payment, page 4-7
- Leasing Promise, page 4-7
- Payment, page 4-7
- Promise, page 4-7

If you change the operational data view, Advanced Collections filters the items

displayed for a history type accordingly. Change the date range on the History tab to see more or fewer records for each history type.

## Viewing All History

All History is the default history type and provides a high-level, cumulative view of a customer's history. It lists all collections events in chronological order that have occurred for the date range specified. Select a column heading to sort the information by other criteria, such as transaction or status. The Notes column displays the last note written for the selected record. To view more details for a record, select another history type from the Type list of values.

See also: History Tab, page 12-14.

**Note:** Later-stage delinquencies are NOT included in All History.

## Viewing Adjustment History

Adjustment history provides details about adjustments in progress or already approved.

Collectors can create adjustments against delinquent transactions without approval in Oracle Receivables. Before creating an adjustment, the collector can access a customer's adjustment history. A collector might manage a customer differently, for example, if a customer has a history of frequent adjustment requests. Adjustment history details include amounts, dates, status, reason, adjustment activity name, and activity type.

See also: Adjustment History, page 12-15.

## Viewing Correspondence History

Correspondence history, previously called Dunning history, provides a view of all dunning notices and other related collections letters sent to a customer. Dunning notices can be sent as part of dunning plan or collections strategies. It also shows history of letters confirming payments, disputes, adjustments, reversals, and promises.

The Status column shows whether the invoices pertaining to the dunning letter correspondence are still delinquent or not by checking the status of all invoices related to the correspondence. If all invoices pertaining to that correspondence become current, then the correspondence status is set to close, else the status remains open. You can resend the correspondence only when the status is open. A resend option will send the correspondence with current delinquent invoices only and not as a copy of the earlier correspondence.

The Delivery Status column shows whether the delivery of the correspondence has been successful or not.

See also: Correspondence History, page 12-15.

## Viewing Dispute History

Dispute history provides a list of all disputes, or credit memo requests, made against a customer's transactions. It includes the status of disputes still under review in Receivables and notes created by a collector for the dispute.

See also: Dispute History, page 12-16.

## Viewing Interaction History

Interaction history provides insight into all customer contacts, listing dates and times, the employee resource, the reason for contact, and any outcomes. It also provides, if available, non-contact attempt information such as Ring, No Answers, and Busies and interactions from other business applications such as Oracle TeleSales.

See also: Interaction History, page 12-17.

## Viewing Leasing Payment History

If you use Oracle Lease and Finance Management, you can view payments on leasing invoices and lease contracts in Leasing Payment history.

The Payment on Leasing Invoices and Payment on Leasing Contracts options are only available if you use Oracle Lease and Finance Management.

## Viewing Leasing Promise History

If you use Oracle Lease and Finance Management with Oracle Advanced Collections, you can view promises to pay on leasing invoices and lease contracts in Leasing Promise history.

## Viewing Payment History

Payment history pulls information from Oracle Receivables for up-to-date receipts information. It displays all payments received from customers, including credit card refunds, and any notes entered by the collector with a payment.

If you want to see details of a payment, then select a line in the payment history and click Details. The Payment History Details window displays details including information from Oracle Payments.

If you want to reverse a payment, then select Reverse button on the Details window.

See also: Payment History, page 12-18.

## Viewing Promise History

Promise history provides a review of all promises to pay that a customer makes and indicates if payment was received and posted to the account or if the promise was

broken or cancelled.

See also: Promise History, page 12-19.

## Viewing Aging

You can view your customer's outstanding account balances on the Aging tab in Advanced Collections. The Aging tab opens using the default aging bucket defined in the Collections Checklist, but you can view account balances using any aging bucket defined in Oracle Receivables. You can modify your display by specifying an aging bucket or by choosing to summarize open credits.

Advanced Collections calculates and displays the total outstanding amounts for the current data level view, which can be by customer, bill to, or account. Aging per individual delinquency is not available.

- You can view finance charges, approved and pending adjustments, and amounts in dispute.
- You can view the amount of receipts at risk.
- If you select to summarize open credits, you can view credits not aged for unapplied cash, on account cash, on account credits, cash claims, and prepayments.

Select the Transaction button to view all transactions for an aging bucket line. From there you can select a transaction and view transaction details, process payments, or enter a dispute. See: Processing Payments, page 5-2 and Disputing Invoices, page 12-35 for more information.

## Related Topics

Viewing Open Credits, page 12-20

Viewing Account Information, page 12-21

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## Processing Transactions

This chapter describes how to enter payments, promises to pay, disputes, and adjustments.

This chapter covers the following topics:

- Overview of Processing Transactions
- Viewing Invoices Using Bill Presentment Architecture
- Processing Payments
- Accepting Promises to Pay
- Viewing Claims in Oracle Trade Management

### Overview of Processing Transactions

A collections agent can perform the following activities related to transactions and payment:

- View transaction data for delinquencies.  
See: Viewing Transaction Data, page 12-28.
- View invoices using Bill Presentment Architecture. See: Viewing Invoices Using Bill Presentment Architecture, page 5-2.
- Process payments. See: Processing Payments, page 5-2.
- Accept promises to pay. See: Accepting Promises to Pay, page 5-4.
- Reverse payments. See: Reversing Payments, page 12-33.
- Adjust invoices. See: Adjusting Invoices, page 12-34.
- Place an invoice in dispute. See: Disputing Invoices, page 12-35.

## Viewing Invoices Using Bill Presentment Architecture

If you have installed Oracle Bill Presentment Architecture (BPA), your collectors can view customer invoices online in a browser window. Since BPA retrieves billing data from multiple sources, including the transactional accounting data from Oracle Receivables, your collectors have access to more comprehensive billing information to answer questions and resolve non-payment issues. Your collector can view the invoice in the same format the bill presented to your customers.

You can view an invoice using BPA from the following tabs in Oracle Advanced Collections:

- Profile tab
- Dispute History
- Promise History
- Transactions tab

To view an invoice, highlight an invoice. Right click and select View Invoice from the pop-up menu.

A browser window opens to display the invoice formatted by a template in Bill Presentment Architecture. You can drill down to view more detailed billing information, if available for the invoice.

**Note:** You must log in using a self-service application to be able to view invoices using BPA.

For more information, see: Bill Presentment Architecture, *Oracle Bill Presentment Architecture User Guide*.

## Processing Payments

Use the Processing Payment window to take payments or promises to pay for invoices, accounts, or contracts.

You can process the following types of payments:

- Accept a credit card payment.
- Accept payment in the form of a bank transfer.
- Record a promise to pay one or more transactions.

**Note:** You cannot accept debit card payments in Oracle Advanced Collections.

You can access the Processing Payment window by selecting the Payment Processing button available on the following tabs:

- **Accounts:** Select an account. Account information from the previous window appears in the Processing Payment window. You can enter bank transfer and credit card payments only for accounts. You cannot enter promises.
- **Transactions:** Select an invoice. Invoice information from the previous window appears in the Processing Payment window. If you select a Leasing Invoice, leasing invoice information from the previous window appears in the Processing Payment window.
- **Lifecycle:** Select a delinquency. With a standard Oracle Advanced Collections implementation, invoice information from the previous window appears in the Processing Payment window. With an Oracle Lease and Finance Management implementation, leasing contract information related to the selected delinquency (case) appears in the Processing Payment window.
- **Aging:** Select an aging bucket line and then the Transactions button.

**If you use Oracle Lease and Finance Management:**

You can also access the Processing Payment window from the following tabs:

- **Contract:** Select a contract and click the Payment Processing button. Information from the previous window appears in the Processing Payment window.
- **Case Management:** Select a case and click the Payment Processing button. Information from the previous window appears in the Processing Payment window.

## Credit Card and Bank Account Information

Advanced Collections displays the payment method information created and stored in Oracle Payments. To protect customer information, only the last four digits display. Collectors can update expiration date, financial institution name, and additional payment information while working with a customer if the IEX: Enable Changes to Customer Instruments profile option is set to *Yes*. Update this profile option on the Configure Transaction Processing page of the Collections Checklist.

Collectors can add or update credit card or account information while working with a customer by clicking the ellipse to access Oracle Payments. New credit card and bank account information is added at the account level.

Credit cards or bank accounts, added at the bill to level are available in Processing

Payments. To view details for site level credit cards or bank accounts, go to the Customers page in Oracle Receivables.

To be able to authorize credit cards online when taking payments, set the IEX: On-Line Creditcard Payment profile option to *Yes*.

## Related Topics

Processing Credit Card Payments, page 12-30

Payment Processing, page 12-27

Processing Bank Check EFT Payments, page 12-31

## Accepting Promises to Pay

When a delinquent customer is not ready to make a payment immediately or plans to send payment later, you can enter a promise to pay to help resolve the delinquent account. You record the customer's promise to pay specific amounts at specific times. You can enter a promise to pay for a single transaction or for a group of transactions. You cannot enter a promise if all or part of a transaction is in dispute.

Oracle Advanced Collections tracks the expected payment automatically. If payment is made, then the promise status shown on the Promise tab on the Processing Payment window changes from Collectible to Closed. This information is also available on the History tab for promise records. Advanced Collections displays *Yes* in the Promised? column for the transaction records.

To keep promise information up to date in your system, run the IEX: Promise Reconciliation concurrent program daily. This program verifies reconciles payments against open promises and populates the Promises node in the Collector's Work Queue when payment is not received by the promise due date.

## Broken Promises

If a promise to pay is not fulfilled and no payment is made, then the promise status changes to Broken when you run the IEX: Promise Reconciliation concurrent program. Advanced Collections updates the Broken Promise node on the Collector's Work Queue and adds a broken promise task on the Task node. This alerts the collector to follow up with the customer. Until the promise is paid, No remains in the Paid? column of the transaction record on the History tab.

If you want callback tasks for broken promises to appear in the Task node of the Collector's Work Queue, then run the IEX: Create Dunning and Broken Promises Callbacks concurrent program after the promise reconciliation program. Collectors will be able to see broken promises in both the Task node and the Promises node. Running this program is optional.

**Note:** You must set the IEU: Queue: Promises profile option to *Yes* in order to display the broken promises node in the Collector's Work Queue. You can set this profile option manually or by using the Collections Checklist.

Set IEX: Callback Days for Promise profile to create callback work items. To correctly schedule callbacks, this concurrent program needs to be run every day after IEX: Promise Reconciliation concurrent program is run. The callback will only be created on this date. If the date is missed and the date passes without the concurrent program being run, then the callback will not be created.

## Related Topics

Entering a Promise to Pay, page 12-31

Display Collector's Work Queue Nodes, *Oracle Advanced Collections Implementation Guide*

## Viewing Claims in Oracle Trade Management

You can leverage the detailed information stored in Oracle Trade Management to resolve disputes quickly and more efficiently. You can view trade claims, deductions, and overpayments for a customer from Oracle Advanced Collections, if you have installed Oracle Trade Management.

### To view claims:

1. In the Accounts tab, select a customer account and then select the View Open Lines Listing button.

The Account Details window displays all open transactions for your customer, including trade claims and deductions. Select a transaction type and enter a date range to search for a specific transaction. Transaction types include Bills Receivable, Chargeback, Claim Investigation, Credit Memos, Debit Memos, Guarantee, Invoice, On Account, or Unapplied.

2. To view detailed information about a claim, click on a transaction. A browser window opens to display the transaction in Trade Management.
3. You can enter a note for a transaction from the Account Details page and view it anytime on the Notes tab or by clicking the Notes icon.

For more information on trade management functionality, see: *Oracle Trade Management User Guide*.



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## Managing Later-stage Delinquencies

This chapter explains how to manage delinquencies including later-stage collections activities such as litigation, write-offs, repossessions, and bankruptcies.

This chapter covers the following topics:

- Overview of Later-stage Delinquencies
- Viewing Collection Lifecycle Data
- Collections Lifecycle
- Managing Later-stage Delinquencies
- Bankruptcy
- Write-Offs
- Litigation
- Repossession
- Tracking Costs for Collecting a Case

### Overview of Later-stage Delinquencies

As a delinquency moves through the collections life cycle, its status may change or escalate over time. In the later stages of the collections life cycle, you may need to initiate other actions. Complicated delinquencies can involve changing credit or payment terms, bringing suit to get payment, repossessing and reselling assets to cure delinquencies, or customer bankruptcy.

Although Oracle Advanced Collections does not support all of the complex logistical, legal, or financial details of these situations, collectors can use the Lifecycle tab to manage key, high level dates and actions that help a collections organization delinquencies throughout the collections life cycle. Managers and collections specialists can use the Lifecycle tab to manage later-stage delinquency events.

## Viewing Collection Lifecycle Data

The Lifecycle tab provides a view of all of a customer's delinquencies. Complicated delinquencies can involve placing customers on credit or service hold (used only with Oracle Lease and Finance Management), bringing suit to get payment, repossessing and reselling assets to cure delinquencies, writing off assets, or customer bankruptcy. The Lifecycle tab, in conjunction with the Delinquencies pages used by collections specialists and managers, support these later-stage delinquency processes.

### Related Topics

Collections Lifecycle, page 6-2

## Collections Lifecycle

As the customer status changes it is critical for the collections team (manager, agent, and specialists) to be able to capture, view and update information about each status in order to track the delinquency and collect monies owed. It is also important for the user to be able to see summary and detailed information on past statuses for the selected delinquency or account in order to effectively manage the customer's current delinquency.

### Viewing Delinquencies

Use this procedure to view and update delinquency information.

1. Using the Collections Agent responsibility, in the Collections window, select the Lifecycle tab.

Open delinquencies for the selected view appear.

2. If you want closed delinquencies as well as open delinquencies, then select Display All.

The table lists open and closed delinquencies.

3. Select a delinquency from the table to view details about the delinquency.

The details change depending upon the status of the delinquency.

For information on updating delinquency information and escalating a delinquency, see: Updating a Delinquency, page 12-38.

### Related Topics

Reviewing Delinquencies, page 12-37

Viewing Collections Lifecycle Data, page 6-2

## Managing Later-stage Delinquencies

As the customer status changes, it is critical for the collections team (manager, agent, and collections specialists) to be able to capture, view and update information about each status in order to track the delinquency and collect monies owed. Collections agents can enter a change in status on the Lifecycle tab for managers and collections specialist to manage.

### Related Topics

Reviewing Delinquencies, page 12-37

Updating a Delinquency, page 12-38

## Bankruptcy

Companies must respond expediently to a delinquent customer's claim that they are planning or actually in bankruptcy. Companies must quickly execute strategies to get money from debtors, establish themselves as valid creditors with bankrupt debtors, or attempt to repossess and re-market assets to reduce their own financial exposure and bad debt.

A collector may be told by a debtor that they cannot pay because they are out of money and planning to declare bankruptcy. The collector should then gather initial information about the debtor's claim, attorneys involved, filings made and other legal information for a legal specialist.

- When a customer files for bankruptcy, manual or automated processes are also set in motion to prevent any more collections calls to the customer, turn off invoicing, and overall place the customer and all related accounts into the bankruptcy status.
- After the bankruptcy process is complete, you can begin additional actions including subsequent collections, write-off, and payment terms.

### Related Topics

Recording a Bankruptcy, page 12-39

## Write-Offs

If you use Oracle Lease and Finance Management, you can write off individual contracts in a case. Write-offs occur at the contract, account, or delinquency level. For non-leasing customers, use adjustments to write off individual delinquencies or individual items on a Receivables invoice. See: Adjusting Invoices, page 12-34.

See: Updating a Delinquency, page 12-38 to know more about the write-off process.

### **If you use Oracle Lease and Finance Management:**

To use Service Hold Request, set the IEX: Service Hold of Delinquencies profile option to *Yes*.

## **Litigation**

When a delinquent customer refuses, or is markedly slow, to resolve a delinquency, some collections organizations consider bringing suit to obtain payment on some or all of the debt.

The litigation process involves legal processes to obtain a judgment against a customer. This is done usually through a corporate lawyer or legal representative working for the collections organization. However, the collector is often the person who determines that further collections efforts for a specific delinquency will be fruitless and escalates the delinquency to litigation status.

### **If you use Oracle Lease and Finance Management:**

The Credit Hold Request and Service Hold Request are only available if you are using Oracle Lease and Finance Management and the IEX: Credit Hold of Delinquencies and IEX: Service Hold of Delinquencies profile options are set to *Yes*.

## **Repossession**

Equipment or other assets owned or leased by a customer can be repossessed as part of the effort to collect on debt. This status may exist toward the end of a collections cycle if the customer is unable or unwilling to pay and all other options have been explored. Rather than lose the entire value of the asset, the collections organization repossesses the asset. Asset remarketing may then take place.

## **Tracking Costs for Collecting a Case**

If you use Oracle Lease and Finance Management, you can review cases and track actual or budgeted costs for collecting on a case in Oracle Advanced Collections.

A case is defined as a group of contracts for a customer sharing the same bill-to address, private label, and other Leasing Contract parameters.

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## Using Dunning Plans

This chapter discusses how to use dunning plans.

This chapter covers the following topics:

- Running Concurrent Programs for Dunning Plans
- Dunning in Correspondence History

### Running Concurrent Programs for Dunning Plans

You must run the following concurrent programs in Oracle Advanced Collections to execute dunning plans:

- **IEX: Promise Reconciliation:** This program updates the open promise information in Advanced Collections with payments received in Oracle Receivables to determine outstanding items.
- **IEX: Territory Assignment:** This program assigns collectors to customers who are using Oracle 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. If you are using Territory Assignment, it is advisable to run this concurrent program first whenever you run the IEX: Scoring Engine Harness.
- **IEX: Scoring Engine Harness:** You can select up to five scoring engines to run at the same time. The scoring harness assigns a value to an object such as a customer, account, or bill to location. Another score determines whether transactions are delinquent, pre-delinquent, or current.

At a minimum, you must run a scoring engine that scores transactions to create delinquencies; and then run a scoring engine to score the level of your dunning plan (customer, account, or bill to location). For more details on concurrent programs, see: Running Concurrent Programs, page 10-1.

- **IEX: Send Dunning for delinquent customers:** This program sends the results of

the scoring engine harness to Oracle XML Publisher to send out dunning correspondence.

- **IEX: Create Dunning And Broken Promise Call Backs:** If you have dunning callbacks as part of your dunning plan, run this program to create callback work items to a collector's task list in the Collector's Work Queue.

You can schedule the concurrent programs for dunning to run periodically or on specific days, in sequence, or according to other parameters related to your business process.

## Related Topics

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

## Dunning in Correspondence History

When you select the Correspondence history type on the History tab, Oracle Advanced Collections provides a review of all dunning events initiated by the dunning process. You can view this information by customer, account, bill to location, or delinquency data level. Summary level information on all dunning events are also displayed in the All history.

For more information, see: Viewing Correspondence History, page 4-6.

## Related Topics

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

Correspondence History, page 12-15

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## Using Strategies

This chapter explains how to create and use strategies to automate your collections process.

This chapter covers the following topics:

- Viewing Strategies for a Customer
- Changing Work Items in a Strategy
- Changing a Strategy
- Reviewing Strategies as a Manager

### Viewing Strategies for a Customer

Use this procedure to view strategies for a customer, account, bill to location, or delinquency.

**Steps:**

1. Using the Collections Agent responsibility, in the View list, select the object for which you want to view strategies: Customer, Account, Bill To, or Delinquency.
2. Select the Strategy tab.  
The list of strategies for the selected object appears.
3. Select a strategy.  
The work items for the selected strategy appear.
4. If you want to view a related checklist, then click Checklist.  
The Checklist Details window lists items on the checklist with dates and whether or not items are completed.
5. If you want to see details for a work item, then select the work item and click

Details.

The Work Item Details window displays the detail information.

6. Optionally, you can edit the status, dates, and assignee fields in Work Item Detail.
7. To complete a work item, click Complete Work. This initiates a workflow notification process and updates the work item status in Collector's Work Queue.

## Changing Work Items in a Strategy

If you determine that work items in a strategy need to change, you can change, skip, or add new work items. Use this procedure to change work items for a customer, account, or bill to location, or delinquency strategy.

### Steps:

1. Using the Collections Agent responsibility, in the View list, select the object for which you want to view strategies: Customer, Account, or Bill To, or Delinquency.

2. Select the Strategy tab.

The list of strategies for the selected object appears.

3. Select a strategy.

The work items for the selected strategy appears.

4. Click Change Work Item.

The Strategy User Item Selection window lists all current work items for the strategy as well as all available work item templates available.

5. If you want to skip one of the work items, then highlight it and click Skip.

The status for the work item changes to *Skip*.

**Note:** If you click Complete Work for a wait time work item, Oracle Advanced Collections executes the wait time.

6. To add a work item:

- Highlight the work item above the sequence where the new work item should appear.
- Select the work item from the Available section.
- Click the arrow to move the item to the Assigned section.

The work item appears below the highlighted item and is given a Work Item Order number that equals the one on the line before plus one.

7. To remove an item that was manually added:
  - Highlight the item you want to remove in the Assigned section.
  - Click the arrow to move it to the Available section.
8. Click OK.

## Changing a Strategy

Use this procedure to change a strategy for a customer, account, bill to location, or delinquency.

**Note:** If you change a strategy and not all of the work items for that strategy have been executed, then those work items that have not yet been executed will change with the strategy.

### Steps:

1. Using the Collections Agent responsibility, in the View list, select the object for which you want to view strategies: Customer, Account, Bill To, or Delinquency.

2. Select the Strategy tab.

The list of strategies for the selected object appears.

3. Select a strategy.

The work items for the selected strategy appear.

4. To change a strategy:

- Click Change Strategy.

The Change Strategy window displays available strategy templates.

- Select a template.
- Click OK.

The highlighted strategy on the Strategy tab is replaced with the new strategy template.

## Reviewing Strategies as a Manager

Using the Collections Manager responsibility, use the following procedure to view strategies and work items in Oracle Advanced Collections that are assigned to you as a manager.

### Steps:

1. Using the Collections Manager responsibility, select the Strategy tab.

A list of your strategies appears.

2. Click a strategy name.

The details for that strategy appear.

3. Optionally, if the Checklist button is enabled, you can do the following:

- Click Checklist.

The checklist for the strategy appears.

- Optionally, enter date information for checklist items.

- Optionally, select Complete for checklist items.

Your changes appear the next time you view the checklist, but are not saved to the database.

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## Reporting and Transferring Cases to External Parties

This chapter discusses how to report Oracle Lease and Finance Management cases to a credit bureau and how to transfer cases to an external agency.

This chapter covers the following topics:

- Overview of Reporting to a Credit Bureau
- Using a Strategy to Notify and Report to a Credit Bureau
- Overview of Transferring to an External Agency
- Using a Strategy to Transfer to an External Agency
- Details of Transfer to External Agency Workflows

### Overview of Reporting to a Credit Bureau

When a case in Oracle Lease and Finance Management reaches a certain stage of delinquency, you may decide to report the customer to a credit bureau. The procedure of reporting to a credit bureau generally consists of two stages:

1. **Notification:** To allow for legal requirements in some countries, you may notify the customer of your intention to report the customer to a credit bureau. Generally, when you notify the customer, you specify a grace period of several days.
2. **Reporting:** At the end of the grace period, if no further progress has been made on clearing the delinquency, you make the data available to a credit bureau.

You can use three ways to implement the complete Report to Credit Bureau procedure:

1. **Strategy method:** The notification and reporting stages are incorporated in the strategy that is associated with the case.
2. **Manual method:** You manually perform the two operations of notification and

reporting.

3. **Universal report method:** You report all contracts, regardless of delinquency, with no pre-notification.

The Strategy method is largely automatic; you must set up a strategy that incorporates two work items, one that triggers the notification stage, and one that triggers the reporting stage.

The Manual method requires you log in to a Collections window and trigger the stages of notification and reporting from there.

To trigger the Universal report method, you must schedule a specific concurrent program that reports all the contracts.

To complete all the methods, you must run a number of background concurrent programs. Generally, you group your concurrent program requests into request sets, and schedule them to run daily; you may alter the scheduling and timing to suit the requirements of your organization.

The Collections Leasing Agent and Collections Leasing Administrator responsibilities are added in Oracle Advanced Collections, which are used to manage and use the Report to Credit Bureau functionality from Oracle Lease and Finance Management.

## Related Topics

[Using a Strategy to Notify and Report to a Credit Bureau, page 9-2](#)

## Using a Strategy to Notify and Report to a Credit Bureau

You must either create a new strategy, or update an existing strategy, to incorporate two work items:

- Notify of Intent to Report
- Report to Credit Bureau

These work items each call a workflow. You may customize these workflows, for example, to add any steps that call for approval. The names of the work items and their corresponding workflow names are shown in the following table:

### ***Report to Credit Bureau - Work Items and Workflows***

Work Item Name	Workflow Name
Notify of Intent to Report	IEX: Notify of Intent to Report

Work Item Name	Workflow Name
Report to Credit Bureau	IEX: Report to Credit Bureau

To allow for a wait period between the notification and the reporting, you must build the wait period into your strategy, either by a specific intermediate work item or by specifying pre-execution or post-execution times on your Notify of Intent to Report or Report to Credit Bureau work items.

To fulfill and complement the steps in the strategy, the IEX: Process Pending and IEX: Notify Customer concurrent programs must be scheduled to run as required (for example, once a day).

For information about running these concurrent programs and their parameters, see: Concurrent Programs for Oracle Lease and Finance Management, page 10-6.

The IEX: CB Notification Grace Days profile option is not used in the Strategy method.

**Note:** At the end of the reporting stage, the data is available to the credit bureau in the interface tables. Additional software is required to validate and transfer the data from the interface tables for use by the credit bureau.

## Related Topics

Manually Notifying Customers of Impending Report to Credit Bureau, page 12-41

Manually Reporting a Customer to a Credit Bureau, page 12-42

Reporting All Customers, page 12-42

## Overview of Transferring to an External Agency

At a certain stage of delinquency, you may decide to transfer one or more cases to an external agency, with the expectation that the external agency will have some success in dealing with the delinquencies. If, after a specified time interval, you determine that the transfer has not been as successful as desired, you can recall the cases from the external agency.

You can transfer cases to an external agency only if your Advanced Collections environment is integrated with Oracle Lease and Finance Management.

The Collections Leasing Agent and Collections Leasing Administrator responsibilities are added in Oracle Advanced Collections, which are used to manage and use the Transferring to an External Agency functionality from Oracle Lease and Finance Management.

The procedure of transferring to an external agency generally consists of three main stages:

1. **Transfer:** You make the data available to the external agency for a certain period of time.
2. **Review:** At the end of the time that the data has been available to the external agency, you review the cases. At this stage, if there has been insufficient progress by the external agency on the clearing of the delinquencies, you can notify the external agency of your intent to recall an individual case or all cases.
3. **Recall:** You can recall cases either immediately at review time, or you can specify that another time period should pass before recall.

There are two ways to implement the complete Transfer to External Agency procedure:

1. **Strategy method:** The transfer, review and recall stages are incorporated in the strategy that is associated with the case.
2. **Manual method:** You manually perform the three operations of transfer, review and recall. As you review the case or cases, you can decide to recall them immediately or later.

The Strategy method is largely automatic; you must set up a strategy that incorporates a work item for each stage that you wish to include in your strategy. Typically, you set up the strategy with a work item for each of the three main stages. However, this is not mandatory; for example, you can have a strategy that includes work items for just the transfer and recall stages.

The Manual method requires you to log in to a Collections window and trigger the stages you wish to implement from there (the respective buttons for each of the stages are Transfer, Recall Notice - for the review stage - and Recall).

To complete all the methods, you must run a number of background concurrent programs. Generally, you group your concurrent program requests into request sets, and schedule them to run daily; you may alter the scheduling and timing to suit the requirements of your organization.

## Related Topics

Using a Strategy to Transfer to an External Agency, page 9-5

Manually Transferring Cases to an External Agency, page 12-43

Manually Reviewing Transferred Cases, page 12-44

Manually Recalling Transferred Cases, page 12-45

## Using a Strategy to Transfer to an External Agency

You must either create a new strategy, or update an existing strategy, to incorporate one or more of the following work items:

- Transfer to External Agency
- Notify of Intent to Recall
- Recall Case

These work items each call a workflow. You may customize the workflows, for example, to add any steps that call for approval. The names of the work items and their corresponding workflow names are shown in the following table.

***Transfer to External Agency - Work Items and Workflows***

Work Item Name	Workflow Name
Transfer to External Agency	IEX: Transfer to External Agency
Notify of Intent to Recall	IEX: Notify of Intent to Recall
Recall Case	IEX: Recall Case

For more information about these workflows, see: Details of Transfer to External Agency Workflows, page 9-6.

To allow for wait periods between each of the work items, you must build the wait periods into your strategy, either by specific intermediate work items or by specifying pre- or post-execution times on your work items.

The seeded work items do not send out any specific notifications. However, they each write out "Notification Pending" records to interface tables, which you can use if you customize the strategy to include your own notifications.

To fulfill and complement the steps in the strategy, the IEX: Process Pending concurrent program must be scheduled to run as required (for example, once a day).

The general purpose of IEX: Process Pending is to write data to the interface tables and to update the status of the transfer. In addition, when it is run after the Transfer to External Agency work item has been processed, it also scores the cases and assigns an external agency to the case based on the score.

For information about running these concurrent programs and their parameters, see: Concurrent Programs for Oracle Lease and Finance Management, page 10-6.

**Note:** At the end of the transfer stage, the data is available to the external agency in the interface tables. Additional software is required to validate and transfer the data from the interface tables for use by the external agency.

## Related Topics

Overview of Reporting to a Credit Bureau, page 9-1

## Details of Transfer to External Agency Workflows

### IEX: Transfer to External Agency

This workflow changes the status of the cases being transferred to Processed.

This workflow also writes "Notification Pending" records to the OKL\_OPEN\_INT and IEX\_OPEN\_INT\_HST open interface tables.

### IEX: Notify of Intent to Recall

The main objectives of this workflow, which is the main process in the review stage, are:

- To re-score the transferred cases
- To flag the cases that are to be recalled

This workflow re-scores all the transferred cases due for review, using the scoring engine identified by the IEX: EA Score Engine ID profile option.

The external agency is expected to "improve" a case's score by a certain amount. This amount is specified by the value of the IEX: EA Score Diff For Recall profile option. If the difference between the new and old scores is less than the value of the profile option, the case is flagged for recall. The status is changed to *Notified*.

(For example, the score for a case just before transfer is 40, and the score for the same case is 60 at the end of the transfer time. If the value of IEX: EA Score Diff For Recall is 30, then this case will be flagged for recall.)

This workflow also writes "Notification Pending" records to the OKL\_OPEN\_INT and IEX\_OPEN\_INT\_HST open interface tables.

### IEX: Recall Case

This workflow changes the status of the cases being recalled to Recalled.

This workflow also writes "Notification Pending" records to the OKL\_OPEN\_INT and

IEX\_OPEN\_INT\_HST open interface tables.



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## Administering Oracle Advanced Collections

This chapter describes how to administer the ongoing functions in Oracle Advanced Collections such as running concurrent programs.

This chapter covers the following topics:

- Using Preconfigured Components
- Running Concurrent Programs
- Concurrent Programs for Oracle Lease and Finance Management

### Using Preconfigured Components

Oracle Advanced Collections provides preconfigured scoring components, scoring engines, work item templates, strategy templates, metrics formulas, and correspondence templates and queries to use with the application.

You can use these features without any additional setup during the testing phase of your implementation. You can also use these preconfigured elements in your live production environment if they suit your business needs.

For more information on the preconfigured components, see: Preconfigured Correspondence Templates, *Oracle Advanced Collections Implementation Guide*, Preconfigured Scoring Engines, *Oracle Advanced Collections Implementation Guide*, Preconfigured Scoring Components, *Oracle Advanced Collections Implementation Guide*, Preconfigured Strategy Templates, *Oracle Advanced Collections Implementation Guide*, Preconfigured Strategy Work Items, *Oracle Advanced Collections Implementation Guide*.

### Running Concurrent Programs

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

parameters to use when running the same concurrent program. The default is set to run at the site level.

When you run a concurrent program, it runs across all operating units in your organization unless you specify an operating unit as one of the parameters.

For detailed instructions for running and maintaining concurrent programs, refer to the *Managing Concurrent Processing and Concurrent Programs, Oracle E-Business Suite System Administrator's Guide - Maintenance*.

You can use concurrent programs in Advanced Collections to create delinquencies, reconcile promises, assign strategies, execute dunning plans, initialize Credit Management customer information, process Oracle Lease and Finance Management functionality, and more. The concurrent programs and the order you execute them will vary depending on whether you are running Strategies or Dunning Plans, and whether or not you leverage Oracle Lease and Finance Management.

Run concurrent programs as often as you need to keep your operational systems current. For example, if you assign strategy work items every day, then run the IEX: Strategy Management current program daily. If you send dunning notices only at the beginning of a billing cycle, then run IEX: Send Dunning for Delinquent Customers every month at that time.

## If you use Strategies:

When you use Strategies, you need to run the following concurrent programs in this order:

- **Workflow Background Process: IEX: Collection Strategy Workflow:** Initiates the execution of assigned strategies and continues monitoring strategies in progress.

### Parameters

- **Work Item: IEX: Collection Strategy Work Flow**
  - **Processed Deferred: Yes**
  - **Process Timed Out: Yes**
- **Workflow Background Process: IEX: Strategy Fulfillment Mailer:** Executes automated correspondence work items for strategies.

### Parameters

- **Work Item: IEX: Strategy Fulfillment Mailer**
- **Processed Deferred: Yes**
- **Process Timed Out: Yes**

- **IEX: Promise Reconciliation:** Verifies if payments were posted for promises; creates broken promise items for UWQ.
- **IEX: Scoring Engine Harness:** Scores and creates delinquencies, and scores customer, accounts, and bill-to locations. Add up to five scoring engines to the scoring engine harness. For more information see: Concurrent Programs for Scoring, *Oracle Advanced Collections Implementation Guide* and Preconfigured Scoring Engines, *Oracle Advanced Collections Implementation Guide*.
- **IEX: Strategy Management:** Compares the object's score with available strategies' ranks and assign appropriate strategies. It also creates work items in active strategies.

#### Parameters

- **Operating Unit:** Used for viewing and assigning strategies based on the multiple operating unit levels as specified in the checklist.
- **Ignore Change Strategy Switch:** If set to *Yes*, the Strategy Management program does not dynamically change the strategy assigned to an object if the score is outside the tolerance level set for the strategy. Ignoring dynamic strategy changing improves system performance. The default is *No*.
- **IEX: Assign Collections Level:** Interfaces the migrated data from the legacy systems to Oracle Advanced Collections and assigns a specific default Collections level to the migrated segment of customers.

Remember that each concurrent program must be completed before the subsequent concurrent program is submitted to ensure the accuracy of the data and programs.

### If you use Dunning Plans:

When you are running Dunning Plans, you will need to run the following concurrent programs in this order:

- **IEX: Promise Reconciliation:** Verifies if payments were posted for invoices with promises; creates broken promise items for UWQ.
- **IEX: Scoring Engine Harness:** Scores and creates delinquencies, and scores customers, accounts, or bill-to locations. Add up to five scoring engines to the scoring engine harness. For more information see: Concurrent Programs for Scoring, *Oracle Advanced Collections Implementation Guide* and Preconfigured Scoring Engines, *Oracle Advanced Collections Implementation Guide*.
- **IEX: Send Dunning Letters for Delinquent Customers:** Compares the score of the object with the active dunning plan and sends the dunning letters for all appropriate delinquent customers.

- **IEX: Dunning and Broken Promise Call Backs:** Reviews the dunning plan and creates all necessary callback tasks for delinquent customers.

Remember that each concurrent program must be completed before the subsequent concurrent program is submitted to ensure the accuracy of the data and programs.

### If you use Universal Work Queue:

Use the IEX Populate UWQ Summary Table concurrent program to update delinquent customer data in the Collector's Work Queue. This program consolidates information from the following sources and summarizes it in the IEX\_DLN\_UWQ\_SUMMARY table:

- Credit summary information from the AR\_TRX\_BAL\_SUMMARY table
- Trading Community Architecture (TCA) data from the HZ\_PARTIES and HZ: CONTACT POINTS tables
- Delinquency information from IEX\_DELINQUENCIES\_ALL AND IEX\_PROMISES tables

The data in the Collector's Work Queue refreshes each time you run the IEX: Populate UWQ Summary Table concurrent program.

**Note:** This program displays information in the Collectors Work Queue only for the operational data level at which you run strategies. For example, if you run strategies at the account level, the concurrent program will only summarize information for the account level nodes.

The Active, Pending, and Complete subnodes display the total number of delinquencies for the primary node and do not break out the number by subnode status.

Data refreshes after the concurrent program completes.

#### Parameters

- **From Date:** Leave the parameter blank to run the program in total refresh mode or enter the date the program last ran for incremental mode.

The first time you run this program, leave the From Date parameter blank to initialize and load the data. Then schedule the program to run daily in incremental mode. Enter the date of the previous run in the From Date parameter.

Schedule the program to run periodically with the parameter set to null to ensure all data is captured. Since a total refresh can take several hours to run if your database is large, schedule this to run weekly or at a frequency suitable to you business operations. If the total refresh takes less than 30 minutes to run, you can run the program in total refresh mode more frequently.

- **Operating Unit:** Used for viewing and assigning strategies based on the multiple

operating unit levels as specified in the checklist.

The IEX: Populate UWQ Summary Tables concurrent program is submitted only once. The summary program loops for each default collections definition level specified in the Operational Setup. The UWQ summary data is populated for each party based on Collections level only one node at a time. The Collections Definition levels enables the UWQ nodes automatically.

- **Truncate:** When the From Date value is given, then Truncate value defaults to *No* and cannot be changed. But if the From Date value is NOT given, then Truncate value defaults to *Yes* and it truncates the IEX\_DLN\_UWQ\_SUMMARY table even though it's processing for single operating unit.

The IEX: Populate UWQ Summary Tables concurrent program is submitted only once. The summary program loops for each default collections definition level specified in the Operational Setup. The UWQ summary data is populated for each party based on Collections level only one node at a time. The Collections Definition levels enables the UWQ nodes automatically.

### If you use Territory Manager:

- Generate Territory Packages
- **IEX: Territory Assignment:** defaults to the Multiple Collections level as defined and configured by the Collection Administrator to assign collectors at multiple Collections levels.

Run this program as needed to assign collectors based on collections usage.

### For System Maintenance:

You can run the following administrative concurrent programs periodically for system maintenance:

- **IEX: Clear Delinquency Buffers Table**

Run this program to clear the buffer tables used in scoring. Run it only if the scoring concurrent program stops before completing. Do not run this program while any other programs are running.

- **IEX: Create Dunning and Broken Promise Call Backs**

This program reviews dunning plans and promises and creates all necessary callback tasks in the Task node on the Collector's Work Queue for delinquent customers. Run this program daily.

- **IEX: Purge Score History Table**

This program purges historical data stored in the IEX\_SCORE\_HISTORIES table.

Run this after scoring if you do not want to save historical scoring data. Clearing the table improves performance and does not affect information available to collectors.

If you maintain score history, run this program infrequently, such as weekly or monthly, to reduce the amount of data stored.

**Parameters**

- **Truncate all data:** Set to *Yes* to clear all data from the table quickly. If set to *No* then table data is purged row by row. Leave this parameter blank if you want purge data using other parameters.
- **Score Object ID:** Purge data for a single customer.
- **Score Object Code:** Purge data for a single object, such as party or transaction.
- **Request ID:** Purge data for a specific scoring engine harness concurrent request ID.
- **Save Last Run:** Set to *Yes* to save only data from the last time the scoring engine harness ran.
- **Batch Size:** Set the size of the purge batches. Recommended value is 100,000 to 200,000.
- **IEX: Refresh Metric Summary Table**  
Use this program to update metric information if you run metrics in batch mode.
- **IEX: Populate UWQ Summary Table**  
Use this program to initialize and maintain customer information in the Collector's Work Queue.
- **Refresh AR Transactions Summary Table**  
Use this program to initialize and maintain customer information.

## Concurrent Programs for Oracle Lease and Finance Management

Oracle Lease and Finance Management uses the following concurrent programs:

- **IEX: Case Owner Load Balancing**  
This concurrent program balances the number of cases assigned to collectors. This allows the Owner information to appear in the Case Management tab.
- **IEX: Notify Customer**  
Customers will be notified of the intent to report them to the credit bureau through

the Report to Credit Bureau Screen. Pending notifications are created in the open interface, which are then to be processed. This concurrent program picks up all pending records and sends notifications to the customer using Oracle One-to-One Fulfillment.

#### **Parameters**

- **Object Type:** This specifies the type of objects, which are to be processed by this API. Currently it is defaulted to OKX\_LEASE. At the time of implementation, the underlying API can be extended to process other object types. This parameter is mandatory.
- **Case Number:** This specifies the case number of the records to be processed. This parameter is optional. If this parameter is populated, only customers assigned to that case are notified.
- **Party ID:** This specifies the party ID of the records to be processed. This parameter is optional. If this parameter is populated, notifications are sent out only for those cases belonging to this party ID.
- **Agent ID:** This parameter is necessitated by the call to One-to-One Fulfillment. If it is not provided, a user profile value will be used.
- **Content ID:** This identifies the fulfillment template that is used for customer notification. If it is not provided, a user profile value will be used.
- **From:** This is the FROM EMAIL ID of the e-mail sent to the customer, by the concurrent notification API, to notify about intent to report to the credit bureau. If it is not provided, a user profile value will be used.
- **Subject:** This is the subject of the e-mail sent to the customer, by the concurrent notification API, to notify about intent to report to the credit bureau. If it is not provided, a user profile value will be used.
- **E-mail:** This parameter is provided in case a notification is to be sent to a single customer (run the concurrent program on an ad hoc basis). If this parameter is specified, then the case number parameter must be specified along with this.
- **IEX: Notify Ext Agency**

Used to inform the external agency about the recall of a case, which has been assigned to them. A pending notification will be created for the external agency.

#### **Parameters**

- **Object Type:** This specifies the type of objects, which are to be processed by this API. Currently it is defaulted to OKX\_LEASE. At the time of implementation, the underlying API can be extended to process other object types. This parameter is mandatory.

- **Case Number:** This specifies the case number of the records to be processed. This parameter is optional. If this parameter is populated, only the external agency, to which the case is assigned, is notified.
  - **External Agency ID:** This specifies the external agency ID of the records to be processed. This parameter is optional. If this parameter is populated, notifications are sent out only to this external agency.
  - **Agent ID:** This parameter is necessitated by the call to One-to-One Fulfillment. If it is not provided, a user profile value will be used.
  - **Content ID:** This identifies the fulfillment template that is used for external agency notification. If it is not provided, a user profile value will be used.
  - **From:** This is the FROM EMAIL ID of the e-mail sent to the external agency, by the concurrent notification API. If it is not provided, a user profile value will be used.
  - **Subject:** This is the subject of the e-mail sent to the external agency, by the concurrent notification API. If it is not provided, a user profile value will be used.
  - **E-mail:** This parameter is provided in case a notification is to be sent to a single external agency (run the concurrent program on an ad hoc basis). If this parameter is specified, then the case number parameter must be specified along with this.
- **IEX: Process Pending**  
 Records are inserted into the open interface with a pending status, as part of the Report to Credit Bureau, Transfer to External Agency, with only the mandatory fields populated. This concurrent program then populates the rest of the information and updates the status of the record to indicate that it has been processed.  
**Parameters**
    - **Object Type:** This specifies the type of objects, which are to be processed. Currently it is defaulted to OKX\_LEASE. At the time of implementation, the underlying API can be extended to process other object types. This parameter is mandatory.
    - **Case Number:** This specifies the case number of the records to be processed. This parameter is optional. If this parameter is populated, only records belonging to that case will be processed.
  - **IEX: Recall Transfer**  
 Recalls a case from an external agency. Cases marked for recall are actually recalled

by this program.

#### **Parameters**

- **Object Type:** This specifies the type of objects to be processed by this API. Currently it is defaulted to OKX\_LEASE. At the time of implementation, the underlying API can be extended to process other object types. This parameter is mandatory.
- **Case Number:** This specifies the case number of the records to be processed. This parameter is optional. If this parameter is populated, only customers assigned to that case are notified.
- **External Agency ID:** This parameter is provided in case this program is to be run for a single external agency (run the concurrent program on an ad hoc basis).

**Comments:** This parameter is provided when this program is run for a single external agency (run the concurrent program on an ad hoc basis). A comment can be entered using this parameter.

- **IEX: Report All Contracts**

This concurrent program retrieves Contract information from the system to be reported to credit bureaus. It accepts no parameters. It inserts Contract data into an interface table, from which the user organization can retrieve the data, format appropriately and send it as a report to the appropriate Credit Bureau. The status of records when inserted into this table is "Pending". The IEX: Process Pending concurrent program must be run in order to retrieve complete details on all the contracts to be inserted into the interface table.

- **IEX: Review Transfer**

Used to inform the external agency of the intent to recall a case, which has been assigned to them. A notification will be created for the external agency and a review task will be created for the collections agent so that the case can be reviewed and a decision can be made about the case recall.

#### **Parameters**

- **Object Type:** This specifies the type of objects to be processed by this API. Currently it is defaulted to OKX\_LEASE, which represents cases consisting of multiple Lease Contracts. At the time of implementation, the underlying API can be extended to process other object types. This parameter is mandatory.
- **Case Number:** This specifies the case number of the records to be processed. This parameter is optional. If this parameter is populated, only customers assigned to that case are notified.
- **External Agency ID:** This parameter is provided in case this program is to be

run for a single external agency (run the concurrent program on an ad hoc basis).

**Comments:** This parameter is provided when this program is run for a single external agency (run the concurrent program on an ad hoc basis). A comment can be entered using this parameter.

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## Running Reports

This chapter describes the reports available to collectors and their managers.

This chapter covers the following topics:

- Running Oracle Advanced Collections Reports
- Campaign Outcome Summary Report
- Collector Outcome Summary Report
- Payment Collector Summary Report
- Payment Collector Detail Report
- Payment Campaign Summary Report
- Payment Campaign Detail Report
- Promise Reconciliation Summary Report - Schedule or Collector
- Promise Reconciliation Detail Report - Schedule or Collector

### Running Oracle Advanced Collections Reports

The Collection Agent and Collections Manager responsibilities in Oracle Advanced Collections can run reports.

The following reports are available:

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

- **Reconciliation Report:** This report compares promises to pay with receipt of promised payments.

## Related Topics

Running the Campaign and Collector Outcome Reports, page 12-48

## Campaign Outcome Summary Report

The Campaign Outcome Summary Report shows how a collections campaign is performing. It displays the following information:

- Campaign
- Outcome includes the following:
  - Number of disputes
  - Number of wrong numbers
  - Number of left messages
  - Number of refusals
  - Number of call backs
  - Promises
  - Payments
- Result: A result of an interaction or activity. Results are defined in Interaction History.
- Reason: A reason for the result of an interaction or activity. Reasons are defined in Interaction History.
- Count

## Collector Outcome Summary Report

The Collector Outcome Summary Report shows how a collector is performing. It displays the following information:

- Collector
- Outcome: The outcome is the immediate response to an agent's call, such as

Contact, No Answer, or Busy. Outcomes are defined in Interaction History.

- Result: A result of an interaction or activity. Results are defined in Interaction History.
- Reason: A reason for the result of an interaction or activity. Reasons are defined in Interaction History.
- Count
- Subtotal

## Payment Collector Summary Report

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

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

## Related Topics

Running the Payment Collector Report, page 12-49

## Payment Collector Detail Report

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

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

## Payment Campaign Summary Report

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

- Campaign: Campaign name
- Total collected: Total currency amount for the period for the payment types selected in the report parameters
- Hourly average: The total collected divided by the number of hours logged
- Hourly goal: The hourly goal set in the report parameters
- Percent of hourly average: Hourly average collected divided by the hourly goal
- Daily average: Total collected divided by number of days logged
- Daily goal: The daily goal set in the report parameters
- Percent of daily average: Daily average collected divided by the daily goal

- Payments: Number of payments
- Average payment: Average currency amount per payment
- Invoices: Number of invoices
- Average invoice: Average currency amount per invoice
- Accounts: Number of accounts
- Average accounts: Average currency amount per account

## Related Topics

Running the Payment Campaign Report, page 12-50

## Payment Campaign Detail Report

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

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

## Promise Reconciliation Summary Report - Schedule or Collector

The Promise Reconciliation Summary Report compares promises with payments and with broken promises. The report shows the following fields by schedule or by collector:

- Number of promises to pay made
- Promise to pay amount

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

## **Promise Reconciliation Detail Report - Schedule or Collector**

The Promise Reconciliation Detail Report itemizes promises to pay and payments and shows balances due. The report shows the following fields by schedule or by collector:

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

---

## User Procedures

This chapter describes how to use Oracle Advanced Collections functionality, defines selected terminology you will encounter, and addresses frequently asked questions for each feature.

This chapter covers the following topics:

- Finding Text in Dynamic Tables
- Performing Quick Searches
- Performing Expanded Searches
- Creating a List
- Saving a Query for Reuse
- Searching Using a Query You Have Saved
- Viewing a List You Have Created
- Profile Tab
- Customer Contacts
- History Tab
- Viewing Adjustment History
- Viewing Correspondence History
- Viewing Dispute History
- Viewing Interaction History
- Viewing Payment History
- Viewing Promise History
- Viewing Account Balances by Aging Bucket
- Viewing Open Credits
- Viewing Account Information

- Viewing Cases
- Viewing Contracts a Customer Has With Your Organization
- Notes Tab
- Tasks Tab
- Viewing Loan Information
- Using Custom Tabs
- Using Attachments
- Using Directory Assistance
- Payment Processing
- Viewing Transaction Data
- Processing Credit Card Payments
- Adding Credit Card Information
- Processing Bank Check EFT Payments
- Entering a Promise to Pay
- Reversing Payments
- Adjusting Invoices
- Disputing Invoices
- Reviewing Delinquencies
- Updating a Delinquency
- Recording a Bankruptcy
- Closing a Bankruptcy
- Manually Notifying Customers of Impending Report to Credit Bureau
- Manually Reporting a Customer to a Credit Bureau
- Reporting All Customers
- Manually Transferring Cases to an External Agency
- Manually Reviewing Transferred Cases
- Manually Recalling Transferred Cases
- Controlling Status in the Collections Header
- Reassigning Work
- Running the Campaign and Collector Outcome Reports
- Running the Payment Collector Report
- Running the Payment Campaign Report

- Running the Reconciliation Report
- Self Registering Accounts

## Finding Text in Dynamic Tables

You can search information displayed in dynamic tables by right clicking in the table and making a selection from a pop-up menu. You can search all information including text within notes, information entered using the lists of values and drop-down lists, as well as information supplied by the application, such as transaction and account numbers.

You can recognize a dynamic table by its striped rows and headers.

## Performing Quick Searches

Searches using the Quick Search tab in Universal Search are optimized for fast retrieval of basic information. You select search criteria for one of the available queries, fill in the criteria for all the fields, and click Search. There are seven different quick searches for payments, for example. (See: Overview of Searching, page 3-1 for other available search methods.) The searches range from an organization name search to a search by a range of payment receipt dates.

### Steps:

1. Using the Collections Agent responsibility, launch the Universal Search window from the Navigator, or by clicking Find in the toolbar. This is the flashlight icon.

The Universal Search window appears.

2. Select the Operating Unit.
3. Select the Customer By search option.

The following table list the search options available:

Search Option	Description
Organization	Search results return party by identifying address.
Bill To	Search results return all bill-to locations for that organization.

Search Option	Description
Party Relationship	Search results return all the relationships made for the contacts for an organization or a person.
Person	Search results return person by identifying address.
Customer Key	Search results return all contacts attached to the organization or a person.
Transaction	Search results return all transactions for that organization.
Account	Search results return all accounts for that organization.
Payment	Search results return all payments made by the organization.
Dispute	Search results return all disputes made by the organization.
Promise To Pay	Search results return all promises made by the organization.

4. On the Quick Search tab, select the radio button corresponding to the query you want to use.
5. Enter search terms in all fields.
 

**Note:** Limit the use of the % character to customer-related fields. These include First Name, Last Name, and Organization Name. You can use the % character to represent any unknown characters in a search term.
6. If you want to include inactive records in the search, then select the Include Inactive Records check box.
7. Click Search.
 

The window displays the results of your search as a dynamic table on the same tab where you entered your search criteria. You can sort the results by any column.

8. Select the item in the table and open the relative window in one of the following ways:
  - If you want to view this item in a separate window, then select the check box labeled with Multiple Collection Centers.
  - If you want to display one item and close the search window, then click OK.
  - If you want to display an item but leave the search window open in the background so you can come back and select another item, then click Apply.

The application displays an item in the Collections window.

You can view all of the publicly accessible notes associated with an item and create new notes by clicking the View Notes button in the search results.

## Restrictions

Use this procedure to search your database using the Universal Search window. You can search for partial words and numbers, but you must use the % sign to indicate missing or unknown characters. For example, a search for j%n in the First name field retrieves all first names starting with the letter j and ending with the letter n, including John, Jon, and Johann.

The search combines the different search criteria using the logical AND. This means that entering two search criteria returns only results matching both search criteria. For example, searching on a partial name and a partial phone number returns only individuals whose names and phone numbers match both.

## Related Topics

Performing Expanded Searches, page 12-5

## Performing Expanded Searches

Use this procedure to search your database using the Universal Search window. If you require a search based on a different set of search criteria than those available on the Quick Search tab, or you want to search by a range of values, then enter queries on the Expanded Search tab instead of performing a quick search.

### Steps:

1. Using the Collections responsibility, launch the Universal Search window from the Navigator, or by clicking Find in the toolbar. This is the flashlight icon.

The Universal Search window appears.

2. Select the Operating Unit.

3. Select the Customer By search option.
4. If you want to use a query you have saved for your search, then follow the procedure outlined in Searching Using a Saved Query.
5. Select the Expanded Search tab.
6. Enter search criteria in any of the fields in the Basic region or in the Advanced region or both. In the Advanced region, select a search term using the Item List of Values (LOV), enter an operator using the Condition LOV, and enter the value of that condition in the Value field.
7. If you want to include inactive records in the search, then select the Include Inactive Records check box.
8. Click Search.

The window displays the results of your search as a dynamic table on the same tab where you entered your search criteria. You can sort the results by any column.

9. Select the item in the table and open the relative window in one of the following ways:
  - If you want to view this item in a separate window, then select the check box labeled with Multiple Collection Centers.
  - If you want to display one item and close the search window, then click OK.
  - If you want to display an item but leave the search window open in the background so you can come back and select another item, then click Apply.

The application displays an item in the Collections window.

You can view all of the publicly accessible notes associated with an item and create new notes by clicking the View Notes button in the search results.

## Restrictions

Use this procedure to search your database using the Universal Search window. You can search for partial words and numbers, but you must use the % sign to indicate missing or unknown characters. For example, a search for j%n in the First name field retrieves all first names starting with the letter j and ending with the letter n, including John, Jon, and Johann.

The search combines the different search criteria using the logical AND. This means that entering two search criteria returns only results matching both search criteria. For example, searching on a partial name and a partial phone number returns only individuals whose names and phone numbers match both.

## Related Topics

Performing Quick Searches, page 12-3

Overview of Searching, page 3-1

## Creating a List

Use this procedure to save the results of a search as a list. The lists you save appear in the Saved Results tab of the Universal Search window and can be used elsewhere in the application. You may want to create a callback list or a list of contacts you want to export to a spreadsheet. The list is a static snapshot of data at the time the list is created.

### Steps:

1. Click Find in the toolbar and perform a search using the Universal Search Window.
2. Click Save Results.  
The Save Results window appears.
3. Enter a list name.
4. Optionally, enter a description.
5. Check to make sure that Active is displayed in the List field.
6. You can modify the description or active status for the list in the Saved Results tab. Click Update to save the changes.

The list you have created can be viewed in the Saved Results window.

## Related Topics

Viewing a List You Have Created, page 12-10

## Saving a Query for Reuse

Lists are static. They give you a snapshot in time of your data. If you want to keep track of information that is changing all the time, then you can save your search criteria rather than creating a list. That way you can reuse the same query as often as you want and get the latest information each time. For example, you can refresh a list of your current delinquent customers and last payment dates on a daily basis.

Use this procedure to save queries for reuse in your searches.

**Steps:**

1. Click Find in the toolbar. This is the flashlight icon. Alternatively, you can open Universal Search from the Navigator or from a Search button.

The Universal Search window appears.

2. Select the Operating Unit.
3. Select the Customer By search option.

**Note:** The query you save is available for use only when you are searching for the same information type.

4. Select the Expanded Search tab.
5. Enter search criteria in any of the fields in the Basic region or in the Advanced region, or both. For each search term in the Advanced region:
  1. Select the search term using the Item List of Values (LOV).
  2. Enter an operator using the Condition LOV.
  3. Enter the value of that condition in the Value field.
6. If you want to include inactive records in the search, then select the Include Inactive Records check box.
7. Click Save Criteria.

The Save Criteria window displays.
8. Enter a name for the query you are saving. For example: my delinquent customers.
9. Enter an optional description.

## Searching Using a Query You Have Saved

Use this procedure to search using a query you have saved.

### Prerequisites

- ☐ You must save your query first.

**Steps:**

1. Navigate to the Universal Search window from the navigator of by clicking Find in the toolbar (this is the flashlight icon).

The Universal Search window appears.

2. Select the Operating Unit.
3. Select the Customer By search option.

**Note:** Saved queries are listed only when you select the same information type used to create them.

4. Select the Expanded Search tab.
5. Click Open Criteria.
6. Select the query you want to use from the list.
7. Click OK.

The query criteria are populated in the Universal Search window.

8. Optionally, modify the search criteria.
9. Click Search.

The window displays the results of your search as a dynamic table on the same tab where you entered your search criteria. You can sort the results by any column.

10. Select the item in the table and open the relative window in one of the following ways:
  - If you want to view this item in a separate window, then select the check box labeled with Multiple Collection Centers.
  - If you want to display one item and close the search window, then click OK.
  - If you want to display an item but leave the search window open in the background so you can come back and select another item, then click Apply.

**Restrictions**

The application displays an item in the Collections window.

You can view all of the publicly accessible notes associated with an item and create new

notes by clicking the View Notes button in the search results.

## Viewing a List You Have Created

Use this procedure to view a list you have created using the Universal Search window.

### Prerequisites

- ☐ You can only view and use lists you have created.

#### Steps:

1. Launch Universal Search from the Navigator, or click Find in the toolbar. This is the flashlight icon.

The Universal Search window appears.

2. Select the Operating Unit.
3. Select the Customer By search option.
4. Select the Saved Results tab.

The tab displays the lists you have created in a dynamic table which you can sort by selecting a column heading.

5. If you want to filter the list by list status, then select Active or Inactive.
6. If you want to view all lists, select All.
7. Select a list you want to view.
8. Click Open to view the list.

The tab displays the list in a dynamic table.

9. Select the item in the table and open the relative window in one of the following ways:
  - If you want to view this item in a separate window, then select the check box labeled with Multiple Collection Centers.
  - If you want to display one item and close the search window, then click OK.
  - If you want to display an item but leave the search window open in the background so you can come back and select another item, then click Apply.

The application displays an item in the Collections window.

## Restrictions

You can view notes associated with an item by clicking the View Notes button.

## Profile Tab

### Uses

- View a snapshot of customer information including:
  - Credit information
  - Payments and promises during the last twelve months
  - Most recent customer interaction
  - Key operational metrics

## Definitions

Term	Definition
<b>Include in Dunning</b>	Indicates if a customer is included in the current dunning cycle. Use the Action menu to manually change this setting.
<b>Collector Name</b>	<p>Name of the collector:</p> <ul style="list-style-type: none"><li>• specified in the Collector field on the Customer page in Oracle Receivables</li><li>• defined as a resource in Oracle Resource Manager or Oracle Territory Manager</li></ul> <p>Enter the collections agent's or collections manager's first and last name consistently across Advanced Collections enabling the correct collector name to appear in the Profile tab and all collections correspondence.</p>
<b>Filter by Selected View</b>	Select this check box if you want to display metric information specific only to the view shown in the Collections header.

Term	Definition
<b>Metric Name</b>	The name of a measurement or key indicator relating to the customer.
<b>Metric Value</b>	The value calculated by the metric formula.
<b>Past Year Installments</b>	Payment record for the previous twelve months.
<b>Past Year Promises</b>	Promises to pay for the previous twelve months.
<b>Rating</b>	Indicates whether the metric value falls in a low, medium, or high range of all possible values.

## Related Topics

Using the Profile Tab, page 4-5

Using the Collections Window, page 2-3

Set Up Metrics, *Oracle Advanced Collections Implementation Guide*

## Frequently Asked Questions

### *What is the Include in Dunning field used for?*

This indicates whether the customer is included in the current cycle of dunning correspondence or not. To change this setting, go to the Actions menu and select Include in Dunning or Exclude from Dunning. Then select Refresh to display your change. If you exclude a customer from dunning, the customer will not be included in dunning until you change the selection on the Actions menu.

### *How can I put a credit hold on a customer?*

You can apply or release a credit hold from the Actions menu. Set the IEX: Enable Credit Hold profile option to *Yes* to enable this menu item. Credit hold information is also viewable on the Profile: Transaction tab on the Customers page in Oracle Receivables.

### *How often is the metrics data refreshed?*

You can set the IEX: Metric Calculation Method profile option to refresh the data in batch or real time mode.

In batch mode, the data is refreshed periodically, based on how often the concurrent program is run. Make sure you schedule the Delinquency Status Determination concurrent program to run before the Metrics concurrent program so that your data will

reflect the most recent delinquency information.

If you set this profile option to Real Time, Advanced Collections calculates the metric values each time a collections agent navigates to the Profile tab. Running complex metrics formulas in real time mode may cause performance issues.

***How much data is used to calculate metric values?***

Metrics are calculated using data from the past twelve months. If you want to use a larger range of data, then create a new metrics. See: Set Up Metrics, *Oracle Advanced Collections Implementation Guide*.

***Do I have to set up my own metric calculations?***

No, Advanced Collections has preconfigured metric calculations that are grouped by Customer, Account, and Bill To views. For a list of metrics available in Advanced Collections, see: Metrics, *Oracle Advanced Collections Implementation Guide*.

***Can I add additional metrics?***

Yes. Use Create Metrics in the Transaction Setup portion of the Collections Checklist to add or modify metrics. If entirely new metrics are needed, have your system administrator or SQL developer create the components because metrics formulas consist of PL/SQL or function statements.

***Do I have to use all the seeded metrics?***

No, in the Collections Checklist, enable only the metric calculations that you want to use. You can also set the order in which they appear on the Profile tab.

***How do you set the collector at the Party level?***

Currently Oracle Receivables does not support party collector information. To set a collector at the Party level, you must use Oracle Territory Management.

## Customer Contacts

### Uses

- Specify contacts for collections and dunning purposes.

### Related Topics

Designating Customer Contacts, page 4-4

## Frequently Asked Questions

***How do I designate the purpose for a contact?***

In the Advanced Collections header, select an organization and highlight a contact name. From the Actions menu, select:

- Collections Contact - used for collections phone calls.

- Dunning Contact - used for dunning and other correspondence.

***Should I set up a contact for both collections and dunning?***

Yes. Advanced Collections automatically displays the Collections Contact in the Collections header with the customer information, making it easy for your collectors to place calls. All collections correspondence will be sent to the Dunning Contact. If you set up both a collections and a dunning contact, you ensure consistent contact methods, and eliminate mistakes and miscommunications with your customer.

***When I record a promise to pay, which contact is displayed in the Promise Made by field?***

The Customer Contact.

***Can the collections contact and the dunning contact be the same?***

Yes.

## History Tab

### Uses

- View historic customer and transaction information based on type of history selected. For a list of the history types, see: Viewing History, page 4-5.
- Select a payment record from the History tab, right click and select Receipts Workbench to navigate to AR Receipts Workbench. You can also use the Navigate to > Receipts Workbench menu option.

### Definitions

Term	Definition
Resource Name	Employee who interacted with the customer.

## Frequently Asked Questions

***How do I view more detailed information for a line?***

For more information for a line, select a different type of history. You can view more information for a line in Payment History by clicking Details.

***How can I see notes related to a line?***

You can view notes in the Notes field when viewing Adjustment, Dispute, Payment, or Promise History. For All History, Advanced Collections displays the last note created in the Notes column.

***Can I select which history types are available?***

Yes. Use the IEX\_HISTORY\_TYPE lookup, to enable or disable history types.

*Can I change the default type of history that displays on the History tab?*

Yes. The default history type is controlled by the IEX: Default History Type profile option.

## Viewing Adjustment History

### Uses

- View adjustment information for a customer displayed chronologically.

### Definitions

Term	Definition
Activity Name	Advanced Collections uses the Adjustments activities set up in Receivables, including write-offs, claims, and finance charges.
Type	Advanced Collections displays the Adjustment type set up in Receivables.

### Related Topics

Viewing History, page 4-5

### Frequently Asked Questions

*Can I limit the number of lines displayed?*

Change the date range to reduce the number of lines displayed or to narrow your search.

## Viewing Correspondence History

### Uses

- View correspondence information for a customer displayed chronologically.

## Definitions

Term	Definition
<b>Type</b>	Indicates the delivery method for the correspondence: e-mail, fax, or print.
<b>Status</b>	Indicates the status of the correspondence event: closed (successful) or open (not yet sent).
<b>Amount Due</b>	Total delinquent amount that triggered the dunning.
<b>Resend button</b>	Select this button to resend a dunning notice reflecting the most current delinquency information.

## Related Topics

Viewing History, page 4-5

## Frequently Asked Questions

*Can I limit the number of lines displayed?*

Change the date range to reduce the number of lines displayed or to narrow your search.

*Why don't all sent correspondence have an interaction?*

This can be for a number of reasons.

1. During implementation, the interaction tracking was not enabled properly.
2. If correspondence is sent through a concurrent program such as strategies, the interaction tracking mechanism is not called there and interactions are not recorded.

## Viewing Dispute History

### Uses

- View dispute information for a customer displayed chronologically.

## Definitions

Term	Definition
<b>Dispute Status</b>	Reflects the status of the credit memo request in Oracle Receivables.
<b>Dispute Reason</b>	Indicates the reason for the dispute, selected by the collector when entering the dispute.
<b>Dispute Section</b>	Indicates the name of the invoice section disputed, such as Total. Appears only if dispute was entered for an invoice section.

## Related Topics

Viewing History, page 4-5

## Frequently Asked Questions

*Can I limit the number of lines displayed?*

Change the date range to reduce the number of lines displayed or to narrow your search.

## Viewing Interaction History

### Uses

- View interaction history for a customer displayed chronologically.

## Definitions

Term	Definition
<b>Resource Name</b>	The employee who interacted with the customer.
<b>Action</b>	For a selected interaction, the action that occurred as defined in Oracle Interaction

Term	Definition
	History.
<b>Outcome</b>	For a selected interaction, the immediate response to an agent's interaction, such as Contact, No Answer, or Busy. Outcomes are defined in Interaction History.
<b>Result</b>	For a selected interaction, a result of an interaction or activity. Results are defined in Interaction History.
<b>Reason</b>	For a selected interaction, a reason for the result of an interaction or activity. Reasons are defined in Interaction History.
<b>Object Name</b>	For a selected interaction, the object as defined in Interaction History.

## Related Topics

Viewing History, page 4-5

## Frequently Asked Questions

*Can I limit the number of lines displayed?*

Change the date range to reduce the number of lines displayed or to narrow your search.

## Viewing Payment History

### Uses

- View payment history information for a customer displayed chronologically.

### Definitions

Term	Definition
------	------------

Term	Definition
<b>State</b>	Confirmed or cleared state of the receipt in Oracle Receivables.
<b>Status</b>	Applied or unapplied receipt in Oracle Receivables.
<b>Taken By</b>	The resource name for the agent who took the payment or Receivables if the payment was not taken through Advanced Collections.

## Related Topics

Viewing History, page 4-5

## Frequently Asked Questions

*Can I limit the number of lines displayed?*

Change the date range to reduce the number of lines displayed or to narrow your search.

*Can I view credit card payments in payment history?*

Yes. Payment history includes credit card payments and credit card refunds.

## Viewing Promise History

### Uses

- View a history of customer promises to pay listed chronologically.

### Definitions

Term	Definition
<b>Promise Status</b>	Open or broken promise.
<b>Promise Broken</b>	Either Yes or No.
<b>Payment Amount</b>	Amount of promised payment.

## Related Topics

Viewing History, page 4-5

## Frequently Asked Questions

*Can I limit the number of lines displayed?*

Change the date range to reduce the number of lines displayed or to narrow your search.

## Viewing Account Balances by Aging Bucket

Use this procedure to view account balances by aging bucket.

1. Using the Collections Agent responsibility, select a customer and select to view by customer, account, or bill to location.
2. Select the Aging tab.  
  
The aging balance information for your customer, bill to, or account displays using the default aging bucket and does not display open credits or receipts at risk.  
  
The collectible amount represents the total value of all current and delinquent transactions.
3. To change the aging bucket, select a different aging bucket from the drop down list for the Aging Bucket field and then click Display.
4. To view receipts that have not yet cleared the bank and factored receipts that have not been risk eliminated, check the Receipts at Risk box and click Display.

## Viewing Open Credits

Use this procedure to view open credits.

1. Select a customer.
2. Select the Aging tab in the Collections window.
3. Select Summarize from the list of values in the Open Credits field.
4. Select the Display button.
5. The open credit information displays in the Open Credits box.

## Viewing Account Information

Use this procedure to view account information.

### Steps:

1. Using the Collections Agent responsibility, select an account in the Accounts tab of the Collections window.
2. Click Details.  
The Account Details screen displays information about the selected account.
3. Optionally, view credit information for the account in the Credit tab. Information is read only.
4. Optionally, in the Roles tab, view existing role information that was entered in Oracle Receivables.
5. Optionally, in the Sites tab, view existing information entered in Oracle Receivables.
6. Optionally, in the Relationships tab, view existing account relationship information entered in Oracle Receivables.
7. Click Cancel to return to the Collections window.
8. Click Customer to navigate to Oracle Receivables where you can see additional information about this account.

## Restrictions

### Guidelines for Account Relationships

When you create relationships between any customer accounts in Oracle Receivables, you indicate that the relationship is either one-way or reciprocal.

When you apply receipts to an invoice in a one-way relationship, the parent account can apply receipts to the invoices in the related account, but receipts in the related account cannot be applied to the parent account's invoices.

When applying invoices to commitments, an account can only apply invoices to commitments that it owns or to commitments of a parent customer account to which it is related. Reciprocal account relationships allow parties to pay each other's debit items and enter invoices against each other's commitments.

### If you use Oracle Trade Management

If you have installed Oracle Trade Management, you can view trade claims, disputes, overpayments and other information for your customer by selecting the View Open

Lines Listing button. See: Viewing Claims in Oracle Trade Management, page 5-5.

## Related Topics

*Oracle Receivables User Guide*

## Viewing Cases

You can view cases for a customer from the Case Management tab. Oracle Advanced Collections must be integrated with Oracle Lease and Finance Management.

A case is defined as a group of contracts for a customer sharing the same bill-to address, private label, and other Lease Contract parameters. When a contract is created, Oracle Lease and Finance Management calls the Case API passing in the rules to create a case, the Case API look for a currently open and existing case that matches the given rules. If no case is found that matches the rule, then a new case is created.

You can manage later stage delinquency for all contracts for a case from at Case Management tab.

## Prerequisites

- ☐ Display the party in the Collections header.

### Steps:

1. Using the Collections Agent responsibility, select the Case Management tab.

The tab displays the cases in a dynamic table.

2. Select the case you want to view.

Click the ellipsis button besides contract to view all contracts associated with the case. You can assign the status of litigation/repossession/writeoff from this page. You can also see the details of the contract by clicking on the contract number. This will navigate to the leasing centre contract UI.

**Note:** You can create the Repossession from this tab. Repossession is against an asset attached to the contract. Once created, the repossession can be closed by filling up the disposition code. However, this will not bring back the assets of the repossession to the available list in the Contract and Case Management tab.

3. If you want to enter payment information for a case, then click Payment Processing and follow the Processing Payments procedure.

## Viewing Contracts a Customer Has With Your Organization

You can view contracts for a customer if you are using the Oracle Contracts applications. To have full use of the Contracts tab, Oracle Advanced Collections must be integrated with Oracle Lease and Finance Management.

### Prerequisites

- ☐ Display the party in the Collections header.

#### Steps:

1. Using the Collections Agent responsibility, select the Contract tab.

The tab displays the contracts in a dynamic table.

2. Select the contract category you want to view.

Contract information appears.

**Note:** You can create the Repossession from this tab. Repossession is against an asset attached to the contract. Once created, the repossession can be closed by filling up the disposition code. However, this will not bring back the assets of the repossession to the available list in the Contract and Case Management tab.

3. If you want to enter payment information for a lease contract, then click Payment Processing and follow the Processing Payments procedure.

4. If you want to view the details of a contract, then:

1. Select the contract in the table.

2. Click Details.

The appropriate Oracle Contracts application opens, depending upon the type of contract.

### Related Topics

*Oracle Sales Contracts Implementation and Administration Guide*

*Oracle Service Contracts User Guide*

## Notes Tab

Collectors can enter notes in the following situations:

- Performing any interaction on a delinquency
- Processing a payment
- Recording a promise to pay
- Processing a dispute
- Reversing a payment
- Recording delinquency information
- Recording later stage delinquency information such as bankruptcy, litigation, write-off, or repossession.
- Reviewing cases
- Completing a customer interaction
- Recording information related to a task

The Note tab in the Collections window displays notes related to the data level displayed in the header.

## Related Topics

Viewing Customer Information, page 4-1

## Tasks Tab

The Task tab in the Collections window displays all open tasks relating to the customer displayed in the Collections window header. Select a task in the list of tasks to see detailed information about the task.

To display only tasks associated with the View selected in the Collections header, such as Account or Delinquency, set the OTS: Task Details - Query Task By profile option to Reference.

See: Profile Options Not Owned by Oracle Advanced Collections, *Oracle Advanced Collections Implementation Guide*.

## Viewing Loan Information

If you use Oracle Loans, you can use the Loans tab to view information about all loans for a customer or other view shown in the Collections header.

You can access the Loans tab from within Advanced Collections, as a loans servicing agent, to view loans with a status of current, delinquent, or in default. You can also use the Collector's Work Queue to track strategy work items for delinquent loans or broken promises.

From the Loans tab, you can:

- Click Transaction Details to view the details for all invoices or debit memos billed for a loan. Select a transaction from the drop down list. You can view only open transactions, not paid transactions. From Transaction Details, you can process a dispute or enter a payment.
- Click Payment Processing to process a payment for a loan.

The Transactions tab displays Loans invoices in the list of transactions. The loan number appears in the Transaction Number column.

**Tip:** Rearrange the columns in the dynamic table to display the loan number at the beginning of the table so you can quickly find a loan. Save your new configuration.

**Tip:** If the lending organization generates multiple invoices and/or debit memos each month for principal, interest, and fees, sort transactions using the transaction number (loan number) and due date. This groups all transactions for a loan and due date so you can quickly find a specific transaction.

You can also navigate to Transaction Details and Payment Processing. See: Processing Payments, page 5-2.

If a delinquent loan cannot be resolved, you can initiate later-stage collections activities such as litigation, bankruptcy, and repossession. Later-stage delinquency activities are performed at the transaction level. You cannot write off a loan in Advanced Collections, but you can make adjustments or create credit memos in Oracle Receivables.

- On the Lifecycle tab, select a loan number.
- Click New Status and select a new status for an individual loan transaction.
- Enter the information for the new status.

See: Managing Later-stage Delinquencies, page 6-3.

## Using Custom Tabs

The Collections window includes two tabs that can be customized to support the unique business requirements of your enterprise. These tabs are hidden until programmed by your implementation team or system administrator. Use them if you need to provide specific information for your collectors that is not available with the standard functionality of Advanced Collections.

## Using Attachments

You can add attachments to a collections issue that collectors can access when interacting with customers. For example, you can attach an image file to a delinquency to show the item that your customer ordered or attach a scanned copy of the sales order for the transaction. Attachments can be in the form of a document reference, file, long text, short text, or a web page.

The Attachment icon in the toolbar indicates whether the Attachments feature is enabled in the Collections window. When the button is grayed out, the Attachment feature is not available. When the Attachment feature is enabled in a window, the icon becomes a solid paper clip. The icon changes to a paper clip holding a paper when the Attachment feature is enabled in a window and the current record has at least one attachment.

To view the attachment, choose the Attachment icon, or choose attachments from the View menu.

For more information, see: About Attachments, *Oracle Applications User's Guide*.

## Using Directory Assistance

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

### Prerequisites

- ☐ Web assistance must be set up.

### Steps:

1. Use your self service web applications login and select Directory Assistance from the Navigator.  
The Directory Assistance page appears.
2. Use the LOV to select the URL for the directory assistance web site you want to use.
3. If required, enter your search information. One or more fields are required

depending upon the chosen directory assistance web site.

4. Click Search Web.

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

## Payment Processing

### Uses

- Enter, view, and query payments or promises to pay for invoices, accounts, or contracts.

### Related Topics

Processing Payments, page 5-2

Processing Credit Card Payments, page 12-30

Processing Bank Check EFT Payments, page 12-31

Accepting Promises to Pay, page 5-4

### Frequently Asked Questions

***Where can I access the Processing Payments button?***

You can click the Payment Processing button from the Accounts, Transactions, Lifecycle, Aging, and History tabs. If you use Oracle Lease and Finance Management, you can access Process Payments from Contract and Case Management tabs.

***Can I enter a partial payment?***

If the customer wants to pay a partial amount, then enter the payment amount for that item.

***How are credit card payments authorized?***

When you submit a credit card payment, the information is sent to Oracle Receivables which sends it to Oracle Payments for authorization and processing. Oracle Payments determines if the card is valid and reserves the funds. If it cannot authorize the charge, Payments returns an error to the Payments Processing window in Advanced Collections.

For more information about how Oracle Payments authorizes payments, see: Authorize Transaction from Source Product Flow (F2), *Oracle Payments Implementation Guide*.

***Can I send a payment confirmation to a customer?***

If the IEX: Send Correspondence Automatically profile option is set to *Yes*, then Advanced Collections sends a confirmation document to the customer's dunning contact address and a correspondence event is recorded in the customer's history. For more information about profile options, see: Correspondence Category, *Oracle Advanced*

## Viewing Transaction Data

Use this procedure to view transaction data.

### Steps:

1. Using the Collections Agent responsibility, in the Transactions tab of the Collections window, select one of the following transaction classes for a selected account and date range:

- Invoice
- Credit memo
- Debit memo
- Chargeback
- Deposit
- Guarantee
- Bills Receivable (to be supported in the future)
- Leasing Invoice (used for Oracle Lease and Finance Management only)

**Note:** Leasing Invoice displays only the contract consolidated invoices created prior to the uptake of Oracle Lease and Finance Management. For new contract users, this class is not available.

2. Select Include Current to display transactions that are not past due, delinquent transactions that have been paid, and delinquent transactions for the date range. Select Include Closed to also display transactions with a Closed (paid on time) status for the date range selected.

**Note:** Transaction status can be:

- Current: Not past due or delinquency that has been paid
- Delinquent: past due
- Blank: Paid before due date

3. All the transactions pertaining to the date range will be shown in the dynamic table.

**Note:** When you select multiple transactions for processing, the application limits the selection to 4000 characters. Select only a few transactions at a time.

4. You can include or exclude the columns from the display by right clicking on the column header.
5. Use the Filtering By option to filter the transactions, if required.

**Note:** The filtering option for the transaction data is not available for Sales Order, Score, Paid, or Promise Date columns.

6. If applicable, you can select a transaction, right click and select Reason for Delinquency.

Select a reason for delinquency from the LOV.

**Note:** You can add your own customized reasons for delinquency to the LOV.

See: Reviewing Delinquencies, page 12-37.

7. If applicable, you can select a transaction, right click and select Transaction Workbench to navigate to AR Transaction Workbench. You can also use the Navigate to > Transaction Workbench menu option.

## Restrictions

### If you use Oracle Lease and Finance Management:

To display contract information on the Transaction tab, you must expose the following columns:

- Interface Header Context: displays source of contract (Oracle Lease and Finance Management)
- Interface Header Attribute1: displays contract number.

The Transaction Details window displays information about selected leasing invoices or leasing contracts but the dispute functionality is not available. You can also access Transaction Details from the Lifecycle tab.

## Processing Credit Card Payments

Use this procedure to process credit card payments.

### Steps:

1. Click the Payment Processing button on any tab that supports payment processing. Account or invoice information from the tab appears in the Processing Payment window.
2. If the customer wants to pay all items, then select Pay All.
3. If the customer wants to pay the full amount for a specific item, then select Pay in Full for that item.
4. If the customer wants to pay a partial amount, then enter the payment amount for that item.
5. Choose the Credit Card tab and enter the credit card details for the payment. See: Adding Credit Card Information, page 12-30.
6. Enter a note about the payment.
7. Click Submit or Submit and Close.

If the IEX: Send Correspondence Automatically profile option is set to *Yes*, then a confirmation document is sent to the customer's dunning address using the correspondence method and template specified in the Collections Checklist. For more information about correspondence profile options, see: Correspondence Category, *Oracle Advanced Collections Implementation Guide*.

## Adding Credit Card Information

Use this procedure to add credit card information for payments.

### Steps:

1. Click Payment Processing on any tab that supports payment processing. Account or invoice information from the tab appears in the Processing Payment window.
2. Select the Credit Card tab.
3. Click the ellipsis button, next to the credit card number field, then click Create in credit card section in the Payment Details window.
4. Enter the credit card information and click Apply.

5. Review the credit card information in the Payment Details window and click Apply.

## Processing Bank Check EFT Payments

Use this procedure to process bank transfer payments.

### Steps:

1. Click the Payment Processing button on any tab that supports payment processing. Information from the tab appears in the Processing Payment window.
2. If you are paying on accounts and you want to see the total balance due for an account, then click in the Click to Calculate Balance field.
3. If the customer wants to pay all items, then select Pay All.
4. If the customer wants to pay the full amount for a specific item, then select Pay in Full check box for that item.
5. If the customer wants to pay a partial amount, then enter the payment amount for that item.
6. Choose the Bank Transfer tab and enter the information for the payment. To add a new account number, click the ellipse and add the information in Payment Details.
7. Enter a note about the payment.
8. Click Submit or Submit and Close. The bank transfer payment is authorized through Oracle Payments and then sent on to Oracle Receivables.

If the IEX: Send Correspondence Automatically profile option is set to *Yes*, then a confirmation document is sent to the customer's dunning address using the correspondence method and template specified in the Collections Checklist. For more information about correspondence profile options, see: Correspondence Category, *Oracle Advanced Collections Implementation Guide*.

## Entering a Promise to Pay

### To enter a promise to pay for a single transaction:

1. Select a transaction on any of the tabs that support payment processing and click the Payment Processing button.
2. Select the Promise tab.

3. Select an item in the payment region. The item information appears in the Promise tab.
4. Enter the promise amount, promise date, and planned payment method.
5. The Adjusted column reflects the difference between the promise amount entered and the amount overdue for that item.
6. Optionally enter the payment account (such as the credit card number) or a payment item number (such as the check number).
7. Optionally, enter a note in the Notes Detail window.
8. Click Submit or Submit and Close.

If the IEX: Send Correspondence Automatically profile option is set to *Yes*, then a promise confirmation document is sent to the customer's dunning address using the correspondence method and template specified in the Collections Checklist. Otherwise, collectors can manually send correspondence to confirm a promise to pay. To change this setting, go to the Collections Checklist.

**Note:** Send confirmation letters only after entering all promises for a customer, since the confirmation letter contains the cumulative information for each promise entered. It could be either multiple promises made for a single transaction or for multiple transactions.

For example, if two promises were made for a transaction, the first confirmation letter will include information regarding the first promise made, while the second confirmation letter will contain cumulative information regarding both the promises made for the transaction.

Once the promise has been submitted, select View Notes from the Actions menu to display all the notes for the transaction. You can create new notes or update existing notes only from the View Notes window. The notes for a transaction are also displayed on the History tab.

Oracle Advanced Collections creates a broken promise callback in the Collector's Work Queue for the collector who took the promise if the promised payment is not made.

### **To enter a promise to pay for multiple transactions:**

1. Select multiple transactions on any of the tabs that supports payment processing and click the Payment Processing button.
2. Select the Mass Promise tab.

3. Enter the date of the expected payment, payment method. Optionally enter the payment account (such as the credit card number) or a payment item number (such as the check number) if available.
4. Optionally, enter a note for the promise.
5. Click Submit.

After recording a promise to pay, Advanced Collections updates the Promise? column on the Transaction Tab to *Yes*.

### **To cancel a promise to pay:**

You can cancel a promise to pay, with a status of open, if no payment has been recorded for the promise. You can use this feature to cancel a promise *before the promise due date* if the promise is no longer valid. When a promise is canceled, only the promise is deleted. The delinquency remains.

A canceled promise cannot be reinstated. However, you can enter a new promise.

All canceled promises are recorded in Promise History. You can use the Promise Reconciliation report to identify customers who habitually promise payment, but then cancel their promises. In the report, a canceled promise is not identified as a broken promise.

1. Select a transaction or group of transactions on any tab that supports payment processing and click Payment Processing.
2. Select the Promise tab.
3. In the Payment Method region, select Cancel. For multiple transactions, you can select Cancel All to cancel all promises shown.

## **Reversing Payments**

Customers occasionally ask that recent payments received be reversed due to errors in the information they gave the collector or to a disagreement they have with their delinquency. If your organization allows this, use this procedure to reverse a payment.

### **Steps:**

1. In the Collections window, select the History tab.
2. Choose the history type Payment History.
3. Select the account.
4. Enter a date range.

5. Click the Display button to generate the payment history.
6. Highlight the payment and click Details.  
The Payment History Details window displays information about the selected payment.
7. Highlight one or more payment lines and click Reverse Payment.  
The Reverse Payment window displays the selected receipt number.
8. Use the LOV to choose a reversal category.
9. Use the LOV to choose a reason for the reversal.
10. Enter a note to explain the reversal.
11. Click Reverse.  
A payment reversal request is recorded and the payment status changes. The delinquency is reopened the next time the concurrent programs are run.  
A reversal confirmation message containing a reversal number appears and can be used as a reference by the customer and collector.  
If the IEX: Send Correspondence Automatically profile option is set to *Yes*, then a confirmation document is sent to the customer's dunning address using the correspondence method and template specified in the Collections Checklist. For more information about correspondence profile options, see: Correspondence Category, *Oracle Advanced Collections Implementation Guide*.  
**Note:** The IEX: Enable Receipt Reversal profile option controls whether you can reverse payments. For more information about business flow profile options, see: Business Flow Configuration Category, *Oracle Advanced Collections Implementation Guide*.

## Restrictions

If a customer requests a payment reversal, it is a good idea to obtain payment again from the customer using a different payment method or source.

## Adjusting Invoices

Collectors can adjust overdue transactions while talking to their customers. Use this procedure to submit an adjustment against an invoice (whether or not it is delinquent).

**Steps:**

1. Using the Collections Agent responsibility, in the Transactions tab, select the invoice and click Adjustment Processing.
2. You can review the status of other adjustments made against this transaction in the Adjustment Processing region.
3. To enter a new adjustment against this transaction, create a new row in this region.
4. Enter the adjustment activity, amount, date, and reason.
5. Optionally, enter a note.
6. Click Adjustment.

Note that collectors must have the financial authority to initiate such adjustments. This financial authority can be based on responsibility, job category, amount of the transaction or related adjustment, or a combination of these items.

If a collector attempts to make an adjustment that exceeds his or her authority, then the adjustment is considered pending. A collections manager must approve the pending adjustment in Oracle Receivables. See: *Approving Adjustments, Oracle Receivables User Guide*.

When you adjust a transaction in Oracle Advanced Collections, the adjustment is created in Oracle Receivables.

An adjustment confirmation message containing an adjustment number appears and can be used as a reference between customer and collector.

If the IEX: Send Correspondence Automatically profile option is set to *Yes*, then a confirmation document is sent to the customer's dunning address using the correspondence method and template specified in the Collections Checklist. For more information about correspondence profile options, see: *Correspondence Category, Oracle Advanced Collections Implementation Guide*.

**Restrictions**

The user profile option IEX: Allow Adjustments must be set to *Yes*.

Confirmation of the adjustment is sent if an adjustment confirmation template is defined in the IEX: Adjustment Fulfillment Template profile option.

**Disputing Invoices**

Debtors often refuse to pay invoices because they do not believe they owe money for a variety of reasons. Use this procedure to submit a dispute against an invoice (whether or not it is delinquent). Once created, a dispute is sent to Oracle Receivables through the

Credit Memo Workflow for review and resolution. See: AME Credit Memo Request Workflow, *Oracle Receivables User Guide*.

**Steps:**

1. Using the Collections Agent responsibility, in the Transactions tab, select the invoice and click Transaction Details.
2. If the customer is disputing a specific invoice line item, then perform the following steps:
  1. Select Specific Invoice Lines from the Dispute Section LOV.
  2. Select the line item.
  3. Enter the dispute amount or dispute quantity for the line. If the invoice has no line items, then the line-item related dispute fields are not accessible.

The application calculates the dispute amount if you enter a dispute quantity. The dispute amounts are totaled in the Dispute Total field.
3. If the customer wants to dispute a section of the invoice, then use the LOV in the Dispute Section field to select one of the following:
  - Lines subtotal
  - Shipping
  - Tax
  - Total

The total amount for the selected section appears in the Dispute Totals field. Earlier disputes are not included in the total.
4. If the customer's dispute is over an expected discount, enter the discount amount.

The amount is calculated using the entered percent against the invoice total prior to shipping and tax.
5. Select a dispute reason.
6. Optionally, enter a note.
7. Click Dispute.

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

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

If the IEX: Send Correspondence Automatically profile option is set to *Yes*, then a confirmation document is sent to the customer's dunning address using the correspondence method and template specified in the Collections Checklist. For more information about correspondence profile options, see: Correspondence Category, *Oracle Advanced Collections Implementation Guide*.

The dispute creates a Credit Memo Request in Oracle Receivables.

## Reviewing Delinquencies

Use the following procedure to review delinquency information.

1. Using the Collections Manager responsibility, in the Delinquencies tab, choose Summary.

The Delinquency Summary page displays delinquencies assigned to you.

2. Click the delinquency ID for the record you want to work on.

The Delinquency Detail page appears.

3. If you want to add a predicted recovery amount or predicted recovery chance, then enter the data into the corresponding fields.

4. If you want to view actual cost information for the delinquency, then choose Actual Cost from the menu.

The actual cost details appear.

If you want to add an actual cost, then click Create.

The Create Costs page appears.

Enter cost information.

5. If you want to view budgeted cost information for the delinquency, then choose Budget Cost from the menu.

The budgeted cost details appear.

The Create Costs page appears.

Enter cost information.

6. If you want to review the strategies relating to the selected delinquency, then choose Strategies from the menu.

The Strategies page lists the names and active dates of the strategies assigned to the delinquency.

7. If you want to review the value of assets involved in the bankruptcy, then choose Asset Value from the menu.

The Asset Value page displays a list of assets.

See also: Updating a Delinquency, page 12-38.

## Updating a Delinquency

Use this procedure to update information about a delinquency that has a status of *delinquent*.

### Prerequisites

The Collections window is open and the customer appears in the header.

Select a View (customer, account, bill to, or delinquency).

### Steps

1. Using the Collections Agent responsibility, in the Collections window, select the Lifecycle tab.  
Delinquency information for the selected view appears.
2. Select a delinquency from the table that has a status of Delinquent.  
The details appear on the tab.
3. Optionally, select an unpaid reason from the List of Values (LOV).
4. Optionally, click the ellipsis button beside Strategy to view details of the displayed strategy.
5. Optionally, enter a note about the delinquency.
6. If you want to send a request for service hold to your manager for approval, then select Service Hold Request. A workflow notification is sent to your manager when you save.
7. If you want to see detail information about the delinquent invoice, then click Transaction Details.  
The Transaction Details window displays detail information. You can also enter dispute information in this window.
8. If you want to process a payment from the Lifecycle tab, then click Payment Processing.

The Payment Processing window opens.

9. If the delinquency is beyond normal collections procedures, then click New Status and change the status.

A status change starts a workflow and sends a notification to a manager or specialist for approval and further action.

**Note:** When you select multiple delinquencies for processing, the application limits the selection to 4000 characters. Select only a few transactions at a time.

## Guidelines

Service Hold Request is only available if you are using Oracle Lease and Finance Management and the IEX: Service Hold of Delinquencies profile option is set to *Yes*.

## Recording a Bankruptcy

You can record information when customers claim they are planning to declare or are actually in bankruptcy. When you change the status of a delinquent customer to Bankruptcy:

- Oracle Workflow sends an e-mail notification to the designated manager, or bankruptcy specialist logged in as Collections Manager. This person can review the data captured by the collections agent and add or update it as the bankruptcy proceeds.
- Dunning activities may stop if a new Bankruptcy Strategy is started. For Oracle Lease and Finance Management, invoicing can be stopped if the IEX: Turn Off Invoice On Bankruptcy profile option is set to *Yes*.
- The bankruptcy status appears in the Collections header to prevent contact by collections agents.
- All delinquencies for all accounts for the customer are removed as delinquencies from the work queue.

## Prerequisites

Select the appropriate data level view (customer, account, bill to, or delinquency).

### To record a bankruptcy:

1. Using the Collections Agent responsibility, in the Collections window, select the

Lifecycle tab. Delinquency information for the selected view appears.

2. Click New Status.
3. In the Status field, select Bankrupt from the LOV.
4. Enter the chapter number, if known.
5. Select the legal firm from the LOV, if known.
6. Optionally, click the ellipsis button beside Firm to see details about the firm.  
The Address Information window displays addresses and contacts for the firm.
7. In the Counsel field, enter the name of the attorney assigned to the bankruptcy.
8. In the Court field, use the LOV to select the court or district under which the filing was made.
9. Optionally, click the ellipsis button beside Court to see details about the court.  
The Address Information window displays addresses and contacts for the court.
10. Enter the filing, court order, and bankruptcy closed dates, if known.
11. Optionally, enter a note about the bankruptcy.

## Related Topics

Bankruptcy, page 6-3

## Closing a Bankruptcy

You can close open bankruptcies and revert them to earlier status.

**Note:** You cannot create another bankruptcy unless the previous bankruptcy is closed.

## Prerequisites

Select the appropriate data level view (customer, account, bill to, or delinquency).

## To close a bankruptcy:

1. Select Bankruptcy from the Tools.

2. Select an open Bankruptcy.
3. Select Bankruptcy Withdrawn or Bankruptcy Dismissed as the disposition code from drop down menu.
4. Apply the record

## Related Topics

Bankruptcy, page 6-3

## Manually Notifying Customers of Impending Report to Credit Bureau

You can manually start the procedure to notify a customer of your intention to report the customer to a credit bureau.

## Prerequisites

- ☐ You are in Advanced Collections and have chosen Report to Credit Bureau from the Functions tab in the Navigator.

### Steps:

1. Using the Collections Agent responsibility, search for the case that is the subject of the impending report.
2. You can optionally examine the case details, the contract details and the history details.
3. Click Notify Customer.

This sets the action to Notify Customer, and the status to Manual action pending, and a row appears with this information in the History Details area.

## Restrictions

To complete the notification process, you must have scheduled the IEX: Process Pending and IEX: Notify Customer concurrent programs.

IEX: Process Pending writes data to interface tables, and sets the status to Processed.

IEX: Notify Customer sends the notification email to the customer, and sets the status to Complete.

For information about running these concurrent programs and their parameters, see: Concurrent Programs for Oracle Lease and Finance Management, page 10-6.

After the time period specified by the IEX: CB Notification Grace Days profile option, a

follow-up task is created for the collections agent, indicating that it is time to report the customer to a credit bureau.

## Manually Reporting a Customer to a Credit Bureau

You may have previously notified the customer of your intention to report the customer to a credit bureau.

### Prerequisites

- ☐ You are in Advanced Collections and have chosen Report to Credit Bureau from the Functions tab in the Navigator.

Optionally, you may have previously notified the customer of your intention to report the customer to a credit bureau.

### Steps:

1. Search for the case that is the subject of the impending report.
2. You can optionally examine the case details, the contract details and the history details.
3. Click Report Customer.  
This sets the action to Report Customer, and the status to Manual action pending.
4. To complete the reporting process, you must have scheduled the IEX: Process Pending concurrent program.  
IEX: Process Pending writes data to interface tables, and sets the status to Processed.

**Note:** After the IEX: Process Pending concurrent program has finished executing, the data is available to the credit bureau in the interface tables. Additional software is required to validate and transfer the data from the interface tables for use by the credit bureau.

For information about running these concurrent programs and their parameters, see: Concurrent Programs for Oracle Lease and Finance Management, page 10-6.

## Reporting All Customers

This process makes the data for all customers available to a credit bureau, regardless of delinquency.

**Steps:**

1. Using the Collections Administrator responsibility, navigate to Foundation and Sales Set Up > Concurrent Requests > Run.
2. Schedule the IEX: Report All Contracts concurrent program request.
3. To complete the reporting process, you must have scheduled the Process Pending concurrent program.

The IEX: Process Pending concurrent program writes data to interface tables, and sets the status to Processed.

**Note:** After the IEX: Process Pending concurrent program has finished executing, the data is available to the credit bureau in the interface tables. Additional software is required to validate and transfer the data from the interface tables for use by the credit bureau.

For information about running these concurrent programs and their parameters, see: Concurrent Programs for Oracle Lease and Finance Management, page 10-6.

## Manually Transferring Cases to an External Agency

Use this procedure if you want to manually trigger the transfer of cases to an external agency.

**Prerequisites**

- ☐ You are in Advanced Collections and have chosen Transfer to External Agency from the Functions tab in the Navigator.

**Steps:**

1. Using the Collections Agent responsibility, search for the case that you intend to transfer to an external agency.
2. You can optionally examine the case details, the contract details and the history details.
3. Click Transfer.  
The Transfer Case window appears.
4. Select a Review Date. On the review date, a task will be created on the agent's work queue as a reminder to review the case transfer.

The default review date will be the current date plus the number of days specified in the IEX: EA Transfer Days profile option.

5. Move to Agency, then click the ellipsis button that appears and select an agency from the drop down list.
6. Click Update.
7. To complete the transfer process, you must have scheduled the IEX: Process Pending and IEX: Review Transfer concurrent programs .

IEX: Process Pending writes data to interface tables, and sets the status to Processed.

IEX: Review Transfer will create a task on the collection agent's work queue on the review date.

This procedure of manually transferring cases to an external agency also writes "Notification Pending" records to the OKL\_OPEN\_INT and IEX\_OPEN\_INT\_HST open interface tables.

**Note:** After the IEX: Process Pending concurrent program has finished executing, the data is available to the external agency in the interface tables. Additional software is required to validate and transfer the data from the interface tables for use by the external agency.

For information about running these concurrent programs and their parameters, see: Concurrent Programs for Oracle Lease and Finance Management, page 10-6.

## Manually Reviewing Transferred Cases

Use this procedure to decide what to do with the transferred cases. You can either trigger an automatic recall or specify that you wish to review a case before recall.

For both options, automatic recall or review before recall, you can specify the dates on which the operations should take place.

### Prerequisites

- ☐ You are in Advanced Collections and have chosen Transfer to External Agency from the Functions tab in the Navigator.
- ☐ You have previously transferred a case to an external agency.

**Steps:**

1. Using the Collections Agent responsibility, search for the case which you want to review.
2. You can optionally examine the case details, the contract details and the history details.
3. Click Recall Notice.

The Recall Notice window appears.

4. Select either the Automatic Recall or Review Before Recall radio button.
5. If you choose Automatic Recall, you must specify the Recall Date.

The default recall date will be the current date plus the number of days specified in the IEX: EA Recall Grace Days profile option.

If you choose Review Before Recall, you must specify both the Recall Date and the Review Date. The Recall Date is not required for the review process, but can be included in any notification messages that you may wish to create.

6. Click Update.
7. To complete the automatic recall or review process, you must have scheduled the IEX: Review Transfer and IEX: Recall Transfer concurrent programs.

IEX: Review Transfer examines the cases set for Review Before Recall, sets the status to Notified and, on the review date, creates a task in the collection agent's work queue.

IEX: Recall Transfer examines the cases set for Automatic Recall and, on the recall date, sets the status to Recalled.

This procedure of manually reviewing cases also writes "Notification Pending" records to the OKL\_OPEN\_INT and IEX\_OPEN\_INT\_HST open interface tables, no matter whether you choose the Automatic Recall or the Review Before Recall option.

For information about running these concurrent programs and their parameters, see: Concurrent Programs for Oracle Lease and Finance Management, page 10-6.

## Manually Recalling Transferred Cases

Use this procedure to manually recall transferred cases.

## Prerequisites

- ☐ You are in Advanced Collections and have chosen Transfer to External Agency from the Functions tab in the Navigator.
- ☐ You have previously transferred a case to an external agency.

### Steps:

1. Using the Collections Agent responsibility, search for the case which you want to review.
2. You can optionally examine the case details, the contract details and the history details.
3. Click Recall.  
A window appears, with a message asking you if you are sure you want to perform the recall.
4. If you wish to perform the recall, click Yes.
5. This procedure of manually recalling transferred cases sets the status to Recalled, and also writes Notification Pending records to the OKL\_OPEN\_INT and IEX\_OPEN\_INT\_HST open interface tables.

## Controlling Status in the Collections Header

The Collections Header includes a Status field for the customer. This status indicates the customer's most critical delinquency status.

You can determine the priority in which to display a customer's delinquency status. For example, if a customer bankruptcy takes precedence over other delinquency statuses in your company, then create a new customer status prioritization and give bankruptcy the most critical collections status priority.

Use the procedure given in Set Up Customer Status Prioritization, *Oracle Advanced Collections Implementation Guide* to set up filters and priorities that control the status displayed in the header for each customer.

## Reassigning Work

You can temporarily reassign work from one collector to another on a one-time basis or for a specific date range. You can also permanently change the customers assigned to a collector using a manual or automatic method. This transfers all new work items to the new collector.

**To manually reassign work to a different collector:**

You can manually change work assignments for your collectors using the Collections Administrator responsibility. For example, if a collector is out sick, you can reassign some or all of the work items that appear in the Collector's Work Queue for a collector to a different collector or to multiple collectors. You can sort broken promises, work items, and customers assigned to a resource to locate specific items to reassign to another resource. Or you can transfer ownership of all items owned by a collector to a different collector.

**Note:** To change work assignments permanently, use Territory Manager or the Customer page in Oracle Receivables to change the collector assigned to the customer.

1. Using the Collections Administrator responsibility, go to Ownership.
2. Select the type of ownership you want to reassign:
  - Broken Promise Ownership
  - Work Item Ownership
  - Customer Ownership - reassigns both broken promises and work items
3. Select the current resource owner.
4. Select the resource owner you want to transfer to.
5. Click the Display button to show all items or customers assigned to current collector.
6. Select the items you want to transfer. Then click Update. Or, to transfer ownership of all items assigned to a collector, click Update All.

**To reassign work for a specific time period:**

If you want to temporarily change work assignments for a specific time period, use the Collector Reassignment page available for the Collections Manager responsibility. The collector assigned to the customer will not change. Only the work items will be displayed in the Collector's Work Queue for the collector who is covering the work temporarily. Once the specified time period expires, the work items will no longer be displayed in the work queue for the temporary collector.

**Note:** You can temporarily reassign the following work assignments from one collector to another:

- Delinquent: Customer
- Strategy Work Item: Customer
- Broken Promises: Customer

#### **To permanently reassign a new collector to a customer (Manual Method):**

You can manually change the collector assigned to a customer, account, or bill to location in the Customer page in Oracle Receivables. On the Profile: Transaction tab, enter the name of the new collector for the customer, or other level, in the Credit & Collections section. This change is permanent.

#### **To permanently reassign a collector to a customer (Automatic Method):**

You can automatically change collector assignments at the customer, account, and bill to level by running Oracle Territory Manager. This changes customer assignments in the customer profiles. The new assignments are visible in the Customer page in Oracle Receivables. This change is permanent.

**Note:** When you reassign a collector, using the manual or automatic method, current open work items for any running strategies will not be reassigned. Only new work items and open promises to pay are assigned to the new collector.

## **Related Topics**

Set Up Territory Management, *Oracle Advanced Collections Implementation Guide*

## **Running the Campaign and Collector Outcome Reports**

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

### **Steps:**

1. Navigate to Reports.

The Collections Reports page lists available reports.

2. Click Campaign Collector Outcome Report.

The page lists parameters for running the report.

3. In the Date field, choose the time period the report covers.
4. In the Type field, choose to run the report by campaign or by collector.
5. Use the LOVs to choose filter information in the remaining fields:
  - Campaign Schedule
  - Collector
  - Outcome
  - Result
  - Reason
6. Click Run Report.

## Running the Payment Collector Report

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

### Steps:

1. Navigate to Reports.

The Collections Reports page lists available reports.
2. Click Payment Collector Report.

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

9. Enter the goal amount.
10. Click Run Report.

## Running the Payment Campaign Report

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

### Steps:

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

## Running the Reconciliation Report

The Reconciliation Report compares promises to pay with receipts of promised payments. In this report, canceled promises are not identified as broken promises.

Use this procedure to run the Reconciliation Report.

### Steps:

1. Using the Collections Agent responsibility, navigate to Reports.  
The Collections Reports page lists available reports.

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

## Self Registering Accounts

Use the following procedure to self register accounts.

1. Using the Collections Agent responsibility, navigate to the Collections window.  
Search for the organization with an active e-mail address.
2. Select Accounts as the View By.
3. Select Actions > Self Registration.
4. Once the self registration procedure is completed, you receive a confirmation message.



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