

O2 Works

Putting Oracle to Work

Oracle E-Business Specialists

An Overview of Oracle Advanced Collections

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Advanced Collections

Release 12 Advanced Collections

- Legacy collections workbench is obsolete
- Work Queues provide summarized listings of Delinquent Customers
- Collector's Workbench provides accurate and complete real-time data
- Supports work prioritization by targeting high dollar, highly delinquent transactions
- Generates Automatic and Manual Collections Activities

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Advanced Collections

- Work Queues provide summarized listings of Delinquencies
- Collector's Workbench provides accurate and complete real-time data
- Supports work prioritization by targeting high dollar, highly delinquent transactions
- Generates Automatic and Manual Collections Activities
- Two broad implementation options
 - Strategies
 - Dunning Plans

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Universal Work Queue

Work Nodes		Work Items							
Work Type	Count	Customer	Account	Bill To Loc...	Score	Scoring ...	Delinquen...	Amount Ov...	Address
Strategy Work Items: ...	2	3D SYSTEMS INC.	39061	ROCK HILL	85	Bill To Sco...	2	5609.04	333 THREE 3...
Broken Promises: Ac...	0	3M COMPANY	3033	SAINT PAUL,...	85	Bill To Sco...	4	12179.70	PO BOX 33121
Delinquent Transacti...	4243	401KABLE, INC.	54227	ODESSA, TX	95	Bill To Sco...	1	1000.00	PO BOX 101
Broken Promises: De...	0	480 BIOMEDICAL, INC.	50657	WATERTOWN	90	Bill To Sco...	2	2244.49	480 ARSENA...
My Tasks	1	A.E. PETSCHER COM...	1073	ENGLEWOOD	25.4	Bill To Sco...	42	153527.19	ATTN: ACCO...
Breakfast	1	ABBOTT IRELAND	7112	MADRID	85	Bill To Sco...	1	6500.00	ABBOTT VA...
Delinquent Bill To	688	ABBOTT VASCULAR ...	2156	NORTH CHIC...	50	Bill To Sco...	6	78282.50	ABBOTT LAB...
Broken Promises: Bill...	0	ABBOTT VASCULAR ...	1060	North Chicago	50	Bill To Sco...	11	86963.00	ABBOTT LAB...
		ABBOTT VASCULAR ...	43466	ALAJUELA	85	Bill To Sco...	1	9900.00	BLDG B31, Z...
		ABC INSULATION S...	47807	MEMPHIS	95	Bill To Sco...	1	706.80	4905 SOUTH...

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Universal Work Queue

- Work Queues are populated with up to date Receivables Data maintained by Concurrent Programs
- Delinquencies are populated based on the level the Business selects to Collect on – Customer, Account or Bill To
- Strategy Work items populate manual Collections activities due to be performed by the Collector
- Work Items are populated based Current Data for Delinquent Accounts
- Additional Data Fields can be added using Spread table Metadata
- Exportable to Excel
- Drill Down on specific Records to view Account Details

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Collectors Workbench

Collections - 3M COMPANY, SAINT PAUL

First MI Collections Status **Delinquent** Operating Unit
 Last Identification Number View **Bill To** SAINT PAUL, MN
 Title Customer Since Amount Overdue 12179.70 USD
 Organization **3M COMPANY** Collections Score 85 Net Balance 12179.70 USD
 Address PO BOX 33121...SAI Collectible Transactions 4 DSO 0
 Email Delinquencies in Past Year 13 Last Payment Paid On 03/24/2017
 Phone Type Delinquent Invoices 4 Last Payment Due On 03/23/2017
 Phone Business Level Last Payment Amount 390.20 USD

Profile History Accounts Transactions Lifecycle Strategy Aging Notes Tasks

Class All Due Date 03/23/2017 To 04/08/2017 Include Current Include Closed Display

Transact...	Original A...	Remaining A...	Days ...	Due Date	Class	Dispute A...	Dispute ...	Promis...	Paid ?	Purchase ...	Sales Ord
1743043	291.60	291.60	16	04/08/2017	Invoice					USMMM8KF9T	1324596
1740892	11500.00	11500.00	26	03/29/2017	Invoice					USMMM9JF7B	1323586
1740005	242.85	242.85	32	03/23/2017	Invoice					USMMM8KF9T	1324596
1740007	145.25	145.25	32	03/23/2017	Invoice					USMMM8KF9T	1324596

Filtered by Selected Transactions 1 291.60 USD

Dunning History Transaction Details Adjustment Processing Payment Processing Full Screen

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Collectors Work Bench

- Provides detailed listing of a Customer Record.
- Can be viewed at Different Customer levels – Customer, Account, Bill To
- Header Level provides summary information for Customer
- Specific Tabs provide detailed information on Transactions, History, Customer Profile and Aging.

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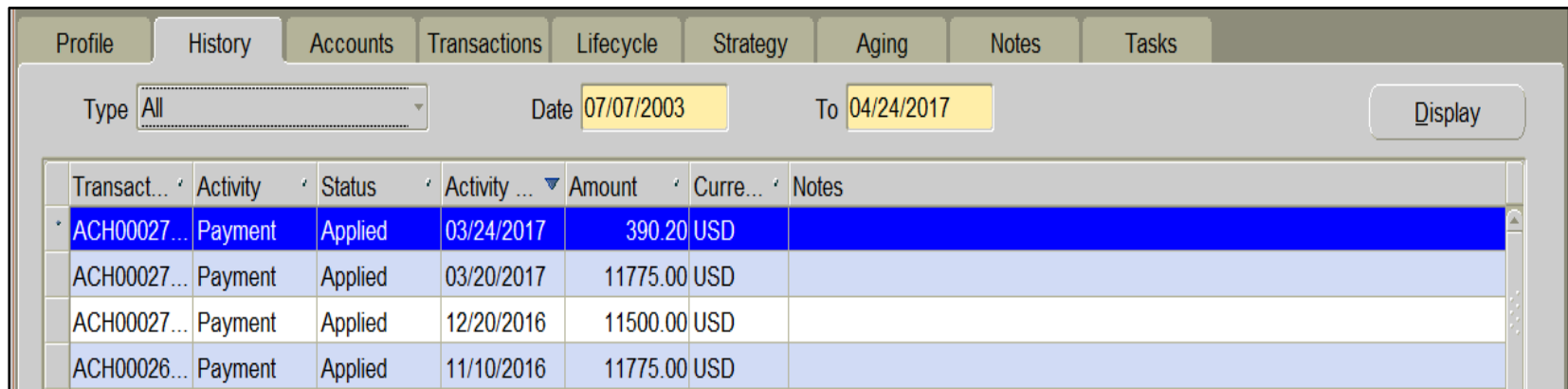
Profile Tab

Profile	History	Accounts	Transactions	Lifecycle	Strategy	Aging	Notes	Tasks	
Credit Limit		USD		Past Year Installments:		Past Year Promises:		Last Interaction:	
Credit Hold				Due	15	Total	0	Type	
Credit Rating				On Time	0	Broken	0	Date	
Collector Name				Unpaid	4	Open	0	Contacted By	
Include in Dunning				Late	11			Result	
Metrics as of	04/24/2017			Filter by Selected View	<input checked="" type="checkbox"/>				
Metric Name	Metric Value	Rating	Metric Name	Metric Value	Rating				
Average Days Late	14		Customer NSF History Amount	0					
Customer Collections Effectiveness In...	96		Customer NSF History Count	0					
Customer Conventional DSO	0		Customer True DSO	0					
Customer Credit Limit	Not Applicable		Customer Weighted Average Days Paid	37					
Customer Deduction	0								

- Provides Summary Profile Information.
- Additional Metrics can be created using SQL to provide additional data.

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History Tab



Transact...	Activity	Status	Activity ...	Amount	Curre...	Notes
ACH00027...	Payment	Applied	03/24/2017	390.20	USD	
ACH00027...	Payment	Applied	03/20/2017	11775.00	USD	
ACH00027...	Payment	Applied	12/20/2016	11500.00	USD	
ACH00026...	Payment	Applied	11/10/2016	11775.00	USD	

- Provides history of Customer Payments, Adjustments, Correspondence, Disputes and Promises.
- Changing the Type provides additional details
- Drill Down to view specific Transactions

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Account Tab

The screenshot shows the Oracle Advanced Collections Account Tab interface. It features a tabbed menu at the top with options: Profile, History, Accounts (selected), Transactions, Lifecycle, Strategy, Aging, Notes, and Tasks. Below the tabs is a table with columns: Account Nu..., Account Name, and Account St... The table contains one row with the value '3033' in the first column and 'Active' in the third column. To the right of the table is a form with various fields: Name (empty), Number (3033), Status (Active), Tax Code (empty), Refund Method (empty), Amount Overdue (12179.70 USD), Net Balance (12179.70 USD), Suspension Date (empty), Termination Date (empty), Statement Cycle (Monthly Cycle), Tax Rounding Rule (empty), and Score (85). At the bottom of the form are buttons for 'View Open Lines Listing', 'Payment Processing', 'Details', and 'Customer Standard'. A checkbox labeled 'Display All' is also present.

- Provides history of Customer Payments, Adjustments
- Drill Down to Customer Standard to View and Update Customer
- Drill Down can be removed based on Business Requirements

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Transactions Tab

Profile	History	Accounts	Transactions	Lifecycle	Strategy	Aging	Notes	Tasks			
Class	All	Due Date	03/23/2017	To	04/08/2017	<input type="checkbox"/> Include Current	<input type="checkbox"/> Include Closed	Display			
Transact...	Original A...	Remaining A...	Days ...	Due Date	Class	Dispute A...	Dispute ...	Promis...	Paid ?	Purchase ...	Sales Ord
1743043	291.60	291.60	16	04/08/2017	Invoice					USMMM8KF9T	1324596
1740892	11500.00	11500.00	26	03/29/2017	Invoice					USMMM9JF7B	1323586
1740005	242.85	242.85	32	03/23/2017	Invoice					USMMM8KF9T	1324596
1740007	145.25	145.25	32	03/23/2017	Invoice					USMMM8KF9T	1324596

- View Summary of Delinquent Transactions
- Optional View Current and Closed Transactions
- Drill Down to Transactions Details
- Record Adjustments, Promises to Pay and Disputes

Advanced Collections

Transactions Tab

Profile	History	Accounts	Transactions	Lifecycle	Strategy	Aging	Notes	Tasks				
Class	All	Due Date	03/23/2017	To	04/08/2017	<input type="checkbox"/> Include Current	<input type="checkbox"/> Include Closed	Display				
Transact...	Original A...	Remaining A...	Days ...	Due Date	Class	Dispute A...	Dispute ...	Promis...	Paid ?	Purchase ...	Sales Ord	
1743043	291.60	291.60	16	04/08/2017	Invoice					USMMM8KF9T	1324596	
1740892	11500.00	11500.00	26	03/29/2017	Invoice					USMMM9JF7B	1323586	
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- Optional View Current and Closed Transactions
- Drill Down to Transactions Details
- Record Adjustments, Promises to Pay and Disputes

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Lifecycle Tab

Profile	History	Accounts	Transactions	Lifecycle	Strategy	Aging	Notes	Tasks
Transaction...	Status	Days	Score	Status	Delinquent	Transaction Number	1740892	
1743043	Delinquent	16	100	Delinquency	113958	Amount Overdue	11500.00	USD
1740892	Delinquent	26	100	Unpaid Reason		Invoice Amount	11500.00	USD
1740005	Delinquent	32	100	Asset Value		Due On	03/29/2017	
1740007	Delinquent	32	100	Last Contact		Strategy		
				Contact Date		Next Task		

- History of Delinquent Transactions
- Record Unpaid Reason
- Add Notes

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Strategy Tab

Strategy Name	Lowest Applicable ...	Status	Operating Unit
Zeus Bill To Call Strategy	0	Open	Zeus Industrial Pr...

Display Closed

Change Strategy

On Hold / Release

Checklist

Send Dunning

Change Work Items

Complete Work

Details

Work Item Name	Status	Type	Assigned to	Start Date	Compl...	Or...	Escalated?
1st Phone Call	Pre-wait	Phone Call	Peters, Carl	04/24/201...		100	
2nd Phone Call	To Be Cre...	Phone Call				200	
3rd Phone Call	To Be Cre...	Phone Call				300	
Review/Inactivate Account	To Be Cre...	Review				400	

- Shows Collection Strategy assigned
- Work Items can be completed or updated

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Aging Tab

The screenshot shows the 'Aging' tab in the Oracle Advanced Collections interface. At the top, there are navigation tabs: Profile, History, Accounts, Transactions, Lifecycle, Strategy, Aging (selected), Notes, and Tasks. Below the tabs, there are input fields for 'Aging Bucket' (set to 'Collections'), 'Open Credits' (set to 'Age'), and a checkbox for 'Include Receipts at Risk'. A 'Display' button is located to the right. Below this is a 'Bucket Statistics' section with input fields for 'Receipts at Risk', 'Adjustments' (0.00), 'Dispute Amount' (0.00), 'Finance Charges' (0.00), and 'Pending Adjustments' (0.00). The main part of the interface is a table with columns: 'Aging Bucket Line', 'Collectible Am...', 'Invoice Install...', and 'Currency'. The table has four rows: 'Current' (0.00, 0 USD), '1-30 DaysPast Due' (11791.60, 2 USD), '31-60 DaysPast Due' (388.10, 2 USD), and '61-90 DaysPast Due' (0.00, 0 USD). To the right of the table is an 'Open Credits' section with input fields for 'Unapplied Cash', 'On Account Cash', and 'On Account Credits'.

Aging Bucket Line	Collectible Am...	Invoice Install...	Currency
Current	0.00		0 USD
1-30 DaysPast Due	11791.60		2 USD
31-60 DaysPast Due	388.10		2 USD
61-90 DaysPast Due	0.00		0 USD

- Shows Aging Detail of Customer Account
- Drill down to view details of each Bucket

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Notes Tab

Profile History Accounts Transactions Lifecycle Strategy Aging Notes Tasks

Aging Bucket **Collections** Open Credits **Age** Include Receipts at Risk

Bucket Statistics

Receipts at Risk		Adjustments	0.00	Dispute Amount	0.00
Finance Charges	0.00	Pending Adjustments	0.00		

Aging Bucket Line	Collectible Am...	Invoice Install...	Currency
Current	0.00	0 USD	
1-30 DaysPast Due	11791.60	2 USD	
31-60 DaysPast Due	388.10	2 USD	
61-90 DaysPast Due	0.00	0 USD	

Open Credits

Unapplied Cash	
On Account Cash	
On Account Credits	

- View Existing Notes on Customer Record
- Add additional Notes
- Notes can be added at Customer, Account, Bill To or Transaction level.

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Tasks Tab

Type	Name	Priority	Status	N...	So
Type	Appointment				
Contact					
Priority	Medium				
Time Zone	America/New_York				
Start	04/24/2017 12:43:20				
Owner Type	Employee Resource				
Assignee Type					
Assigned By	AWILSON				
Name	Meet with Customer				
Phone Number					
Status	Open				
Date Type	Planned				
End					
Owner	Wilson, Carl				
Assignee					
	<input type="checkbox"/> Private				

- Assign Tasks to be completed
- Tasks will be displayed in Work Queue when they become due.

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Scoring

- Scoring can be used to determine the Priority of a Delinquent Account
- Scoring can be used to determine which Strategy to Apply
- Scoring Components are business metrics used as the basis to Score
- Seeded Components are Amount Past Due, Aging, Number of Past Due Transactions and Customer Since
- Additional Scoring Components can be created based on Business Requirements
- Scoring Engines are defined based on Scoring Components, Weights and Ranges.

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Implementation Options

- Oracle Advanced Collections R12 provides two distinct implementation options:
 1. **Dunning Plans:** Combines the scoring engine and the aging to determine the set of Dunning letters to be sent
 2. **Strategies:** A robust method of setting collections operations by combining Automatic work items and Manual tasks assigned to the Collector.

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Dunning Plans

- Dunning plans are a Simpler way of setting up your collections process
- The output is a Dunning letter and call back task
- Dunning letters can be delivered through print, fax and email
- A call back task can be defined with a pre-defined delay to follow up on the dunning letter

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Strategies

- A set of Automatic and Manual Tasks executed in sequence
- Strategies consist of a set of Work Items with Pre Determined Intervals
- Work items
 - Manual (Call customer)
 - Automatic (Send reminder, dunning letters)
 - Workflow (execute a workflow process)
- Scoring can be used to assign Different Strategies with different Work Items and different Work Item Intervals
- Segment Views can also be created to assign different Strategies based on different Business criteria

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Additional Features

- Collector assignment through Territory Management (required when collectors are assigned at Party level)
- Oracle Telesales Integration: Collector's workbench provides seamless integration to the e-Business Center
- Oracle Payment integration: For credit card and EFT transactions
- Automatic Fulfillment: For delivery of correspondence through Fax, Email and Print

About the Author

Andrew Wilson has 19 years experience as an Oracle System Administrator and Oracle Financials, Order Management, Distribution and CRM Consultant. He also has experience in Manufacturing as well as custom development work and design. His background includes module implementation, production support, and project management. In addition, he has 24 years working experience in Accounting, System Administration, and Support functions.

Presentation Available

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Thank you

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