

# data sheet **ORACLE ADVANCED COLLECTIONS 11i**

*Oracle Advanced Collections allows you to collect more money faster and with less effort through streamlined processes that apply the right collections strategy to the right customers. Oracle Advanced Collections is a member of the Credit-to-Cash product family, which ensures a seamless and comprehensive revenue and receivables business process built on a single data model. The Oracle Credit-to-Cash solution helps you improve cash flow, increase efficiencies, optimize customer relationships and instill corporate and fiscal discipline.*

## Get a More Accurate View of Customer Information

Oracle Advanced Collections bridges the gap between back-office transactional data and front-office customer management processes. It automatically tracks and pushes data on delinquencies, broken promises, assigned tasks and strategy-related actions to the right collections agent at the right time. Additional functionality supports 'pre-delinquency' and 'later-stage delinquency' flows to ensure that nothing slips through the cracks and every collectible transaction is properly handled.

Agent productivity and collections effectiveness is improved when collectors easily see customer data at the appropriate level. Oracle Advanced Collections provides roll-up and drill-down data views throughout the application so a collections agent can focus on a single delinquency, concentrate on a specific customer account or bill-to location, or see everything about the entire customer.

The screenshot displays the Oracle Advanced Collections 11i interface. At the top, there are input fields for customer details: First Name (Andre), Last Name (Beaulie), Title (MR), and Organization (Business World). To the right, a summary box shows 'Collections Status: Delinquent', 'Identification Number: 539-36823', and 'Customer Since: 1998'. Further right, financial metrics are listed: 'View: Bill To', 'Amount Overdue: 2,243.27 USD', 'Net Balance: 12,243.27 USD', and 'DSO: 172'. Below these are 'Last Payment Paid On: 11-MAR-2003' and 'Last Payment Due On: 21-MAR-2002'. A navigation bar includes tabs for Profile, History, Pay Account, Pay Transaction, Lifecycle, Strategy (selected), Aging, Note, and Task. The main area contains two tables. The first table, 'Strategy Name', lists various collection strategies with columns for Strategy S..., Status, Bill To Location, Bill To Address, Valid From, and Valid To. The second table, 'Work Item Template Name', lists templates with columns for Status, Category T..., Assigned to, Start Time, and End Time. Action buttons like 'Change Strategy', 'Checklist', 'Send Dunning', 'Change Work Items', 'Complete Work', and 'Details' are visible on the right side of the tables.

**Collections data at the customer, account, bill-to, or delinquency level is easily viewed. Collections strategies and dunning plans also run at any data level.**

Historical information about interactions, payments and promises; notes written during previous collections activities; even aging data is available at selected View levels. These Views are easily changed on the Collections header, which drives the focus of the tabs below. This ensures that your collectors and collections activities match your business model, whatever it may be.

### Increase Collections Success

Oracle Advanced Collections supports the planning and management of collection strategies and related work items at the level appropriate for your business. By leveraging data views, scoring and strategies can run at customer, account, bill-to, or delinquency levels. Do your collectors work with a customer to resolve all of their non-payment issues? Run strategies at the customer level. Do your collectors work on individual delinquencies, one at a time? Run strategies at the delinquency level. Do different customer bill-to locations or accounts require different actions? Run strategies at the bill-to or account level. Or to treat individual customers or groups of customers differently to comply with regulatory, contractual or industry differences apply filtering to scoring and strategies.

Don't need to run complex strategies? Use configurable dunning plans! It's often appropriate to use a simple dunning plan to notify and collect from delinquent customers. Oracle Advanced Collections' flexible Dunning Plan feature automatically sends dunning letters – by email, fax, or printed letter - and schedules dunning callbacks if a customer hasn't responded. Dunning plans and letters are based on configurable scores, so even the most straightforward dunning activity can be as friendly or aggressive as necessary. And since dunning callbacks automatically appear on a collector's work list, agents are able to follow up proactively with an unresponsive customer.

Work Type	Count	Customer	Account	Bill To Location	Past Due Invoiced	Last Payment	Open Invoiced	Last
Delinquent Bill To	24	AT&T Universal Card	1005	Jacksonville (OPS)	537.25	18-JUN-2003	103,000.00	
Active	24	American Telephone and T...	1001	New York (OPS)	5,840.00	25-SEP-2003	674.09	
Complete	0	Business World	1608	San Jose (OPS)	1,000.00	13-AUG-2003	1,000.00	<
Pending	0	Computer Service and Ren...	1006	Chattanooga (OPS)	98,323.27	25-SEP-2003	74,930.05	
Broken Promises: Bill To	9	General Technologies	1007	San Jose (OPS)	13,974.00	21-AUG-2003	61,097.47	>
Active	7	Hilman and Associates	1004	Tulsa (OPS)	10.00	22-AUG-2003	423.98	
Complete	0	Imaging Innovations, Inc.	1002	Oakdale (OPS)	1,000.00	22-AUG-2003	2,102.59	
Pending	2	Total Internet	1008	Foster City (OPS)	9,472.05	18-AUG-2003	9,472.05	
Strategy Work Items: Bill To	12	Business World	1608	Oklahoma City	1,000.00	13-AUG-2003	1,000.00	<
All Tasks	4	Computer Service and Ren...	1006	Newark	894.00	25-SEP-2003	725.95	
Marketing Lists	6	General Technologies	1007	Ontario	84,385.47	21-AUG-2003	61,097.47	>
Vision Pre-delinquency	13	Hilman and Associates	1004	Seattle	840.00	22-AUG-2003	423.98	
Vision Collections Calls	14	Business World	1608	New York	1,000.00	13-AUG-2003	1,000.00	<
Reduce DSO-call	9	Computer Service and Ren...	1006	Garden City	5,584.78	25-SEP-2003	783.93	
Vision Customer Appre..	15	General Technologies	1007	New York (OPS)	4,378.93	21-AUG-2003	61,097.47	>
Advanced Outbound Pr...	19	Hilman and Associates	1004	Jadison	340.00	22-AUG-2003	423.98	
Advanced Outbound Pr...	1	Imaging Innovations, Inc.	1002	Marabou	11,000.00	22-AUG-2003	2,102.59	
Marketing Lists - Manual A...	0	Total Internet	1008	San Fran (OPS)	56,937.02	18-AUG-2003	56,937.02	
		Business World	1608	Houston (OPS)	11,000.00	13-AUG-2003	1,000.00	<
		Computer Service and Ren...	1006	Oakland	8,323.27	25-SEP-2003	8,030.58	
		General Technologies	1007	Elmira	52.00	21-AUG-2003	61,097.47	>
		Hilman and Associates	1004	Chicago	700.00	22-AUG-2003	423.98	
		Imaging Innovations, Inc.	1002	Miami (OPS)	1,000.00	22-AUG-2003	2,102.59	
		Total Internet	1008	Chicago	85,949.81	18-AUG-2003		

Prioritized work is assigned and pushed to each collector's Universal Work Queue

## Streamline the Collections Process

### Eliminate “One at a Time” Promises Creation with Mass Promises

Oracle Advanced Collections’ Mass Promises feature lets collections agents create promises to pay for groups of customer invoices, for example, all invoices related to a single purchase order or sales order. Pending promises are automatically tracked and monitored for payment. If payment is made, the invoices are automatically closed. Broken promises are automatically assigned to the collector for timely follow-up. And each promise is recorded in the customer’s promise history for payment and promise behavior analysis. Finally if a customer cannot keep original promises, the collectors can cancel them and negotiate new promise terms.

### Streamline Dispute Management

Customers’ disputes may occur for many reasons, such as damaged shipments, incorrect bills, discounts or other issues. Providing customers with choice in how these issues are logged improves customer relationships. Collections agents record these disputes in Oracle Advanced Collections and customers may log them through the Oracle iReceivables self-service module. The most current dispute status is always available for collectors and customers due to automated routing that drives dispute assignment and resolution.

Sometimes, customers simply “short-pay” because they believe they are entitled to a discount or trade promotion claim. In this case, Oracle E-Business Suite creates “claims” and assigns them to Oracle Trade Management agents to resolve. Collections agents have visibility into these claims to fully understand why delinquencies occur and which ones are being actively managed. This integrated approach resolves a variety of disputes in a more efficient, automated manner.

The screenshot displays the Oracle Advanced Collections interface for a customer account. The window title is "Collections - Business World (Andre Beaulie)". The main area shows a table of claims and deductions. The table has columns for Document Description, Document Number, Document Date, Claim Number, Due Date, Original Amount, and Claim Amount. The total amount is 380,322.71 USD. Below the table, there is a "Document Note" section with the text "Promo Discount".

Document Des...	Document ...	Documen...	Docum...	Claim Num...	Due Date	Original A...	Claim Am...	Acc...
Invoice	BST_6MAR_10	06-JUN-2002	100356	338575	06-JUL-2002	20,800.00	20,890.00	
Invoice	BST_24JUL_02	24-JAN-2003	100552	395801	23-FEB-2003	20,113.50	20,213.50	
Invoice	BST_24JUL_02	24-JAN-2003	100552	429047	24-APR-2003	20,723.00	20,823.00	
Invoice	BST_24JUL_02	24-JAN-2003	100552	437295	25-MAR-2003	20,113.50	20,213.50	
Invoice	BST_6MAR_11	06-FEB-2003	100357	594863	08-MAR-2003	3,049.41	2,014.41	
Invoice	BST_24JUL_01	24-FEB-2003	100551	721901	26-MAR-2003	139,920.00	140,020.00	
Invoice	BST_24JUL_01	24-FEB-2003	100551	756352	25-APR-2003	139,920.00	140,020.00	
Invoice	BST_24JUL_01	24-FEB-2003	100551	756386	25-MAY-2003	144,160.00	144,260.00	
Invoice	BST_24JUL_10	24-MAR-2003	100553	839222	23-APR-2003	20,638.20	20,738.20	
Invoice	BST_24JUL_10	24-MAR-2003	100553	948329	23-MAY-2003	20,638.20	20,738.20	
Invoice	BST_24JUL_10	24-MAR-2003	100553	978402	22-JUN-2003	21,263.60	21,363.60	
Unapplied	..._ST_REC_01	20-MAY-2003		983057	20-MAY-2003		<5,000.00>	
Unapplied	BOB_REC_02	20-MAY-2003		984372	20-MAY-2003		<5,000.00>	

Collectors can see Claims or Deductions information to effectively manage customer disputes and trade claims.

### **See Your Customers' Bills, Statements and Attachments as They See Them**

A key to successful collections management is the ability to understand and resolve payment issues quickly. Collectors can now view a customer's bill exactly as the customer sees it through a link to Oracle's bill presentment architecture component. This allows collectors to answer a customer's billing questions and resolve non-payment issues with the customer on the phone. Additionally, collections agents can easily reprint customer statements so they can be sent to the customer who wants a copy. The faster a customer receives a clear statement, the more likely they will remit their payments. And, through the attachment functionality, collections agents can view online images of purchase orders, sales orders or other supporting documentation that remove the roadblocks to a customer paying outstanding invoices.

### **Oracle E-Business Suite—The Complete Solution**

Oracle E-Business Suite enables companies to efficiently manage customer processes, manufacture products, ship orders, collect payments, and more—all from applications that are built on a unified information architecture. This information architecture provides a single definition of your customers, suppliers, employees, and products—all aspects of your business. Whether you implement one module or the entire Suite, Oracle E-Business Suite enables you to share unified information across the enterprise so you can make smarter decisions with better information.

## KEY FEATURES

### Integrated & Global

- Access sales, service, and contract information
- Operate around the globe: multi-lingual, multi-currency, international formats
- Leverage Oracle's other Credit-to-Cash integrated products:
  - Oracle Receivables
  - Oracle Credit Management
  - Oracle iReceivables
  - Oracle Trade Management
  - Oracle Customers Online
  - Oracle iPayment

### Collections Visibility

- Get single click access to more customer information
- View collections 'snapshot'
- See balance, collectible amount, collections score, DSO and invoice information
- See actionable work on work queue list
- Run Collections reports
- Search on customer and transactions
- See history of customer interactions

### Collections Planning

- Create or use delivered scoring, strategies and dunning plans
- Use filters to segment customer groups
- Create consistent dunning notices
- Run at customer, account, bill-to, or delinquency level
- Execute collections campaigns for high-volume call and dunning blitzes

### Promise to Pay and Payment Processing

- Create mass promises to pay
- Receive automatically tracked and reconciled broken promises in work queue
- Cancel an existing promise to pay
- Take credit card or bank EFT payments
- Obtain real-time payment authorization
- See payment and promise histories
- Create adjustments (write-offs)
- View all customer dispute and adjustment history

### Dispute Management

- See customer claims and deductions
- Initiate a credit memo
- Review disputes initiated by customer in iReceivables

### Agent Productivity

- See transaction aging at summary and detail level
- Create and view notes within the application
- Attach a document, file or web page to a collections event
- View invoices displayed as customer bills
- Increase personal productivity task scheduling and calendaring, work queues for managing to-dos
- View collections work at multiple levels
- Leverage integrated Computer Telephony Integration (CTI)

### Collections for Oracle Lease Management

- See lease contract-specific information
- Drill into special screens for continued tracking of lease related delinquencies
- Leverage vendor program information, cure and repurchase, and third party assignment interfaces
- Use seeded lease case scoring engines and strategies

Oracle Corporation  
World Headquarters  
500 Oracle Parkway  
Redwood Shores, CA 94065  
USA

Worldwide Inquiries:  
650.506.7000  
Fax: 650.506.7200  
<http://www.oracle.com>

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