

# ORACLE ADVANCED COLLECTIONS

## KEY FEATURES

- Configurable scoring elements, customer metrics, and collections strategies
- Dynamic strategy changing
- Pre-configured correspondence templates
- Streamlined customer and transaction management
- Efficient payment processing
- Streamlined payment and promise tracking
- Automatic work assignment and correspondence execution
- Simplified setup and system maintenance
- Pre-configured Scoring Elements, Customer Metrics, Collections Strategies and Correspondence Templates

*Oracle® Advanced Collections allows you to collect more money faster and with less effort through streamlined processes that apply the best collections method to customers at the right time. Oracle Advanced Collections is part of Oracle's Credit to Cash solution which helps you improve cash flow, increase efficiencies, optimize customer relationships and instill corporate and fiscal discipline.*

### Get a More Accurate and Complete View of Customer Information

Oracle Advanced Collections increases collections efficiency by bridging the gap between back-office transactional data and front-office customer management processes. Easy navigation and a filtering tool that organizes large amounts of transactional data provide agents with all the information they need to manage each customer. Historical information about interactions, correspondence, payments, promises, disputes and adjustments; notes written during previous collections activities; even aging data and customer metrics are available at selected levels.

The screenshot displays the Oracle Advanced Collections interface. At the top, it shows customer details for Evelyn Dunbar, including her first and last name, title (Ms.), organization (Computer Service and Rentals), address (301 Summit Hill Drive), email (e@localhost.Oracleads.co), and phone number (1 800 5568355). It also displays Collections Status (Delinquent), Identification Number (87-7654549), Customer Since, Collections Score (10.9), Collectible Transactions (40), Delinquencies in Past Year (92), and Delinquent Invoices (39). The Operating Unit is Vision Operations, and the View Account is 1006. Financial summary includes Amount Overdue (2,366,631.32 USD), Net Balance (2,376,631.32 USD), DSO (397), Last Payment Paid On (07-DEC-2006), Last Payment Due On (25-AUG-2006), and Last Payment Amount (46,118.00 USD).

Below the customer information is a navigation bar with tabs for Profile, History, Accounts, Transactions, Lifecycle, Strategy, Aging, Notes, and Tasks. The Transactions tab is active, showing a table of transactions with columns for Transaction, Original Amount, Remaining Amount, Days Late, Due Date, Paid?, Class, Dispute Amount, and Dispute Date. The table is filtered by Due Date from 16-APR-2006 to 25-AUG-2006. The table contains several rows of invoice data, including Transaction 511422 with an original amount of 46,287.00 and a remaining amount of 46,287.00, due on 227 20-APR-2006.

**Figure 1: View collections data at the operating unit, customer, account, bill-to site or transaction level.**

Payments, disputes, adjustments, and promises to pay are easily captured and automatically tracked; broken promises are automatically assigned for timely follow-up. Using single collections agent assignment or complex collections territory definitions, actionable work is automatically pushed to collections agents or agent groups. 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.

Truly effective collectors have all the customer information they need in a single

place. Oracle's Multi-Org Access Control enables companies that have implemented a shared services operating model to efficiently process business transactions by allowing users to access, process, and report on data for an unlimited number of operating units within a single responsibility. Oracle Advanced Collections also 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, even across operating units.

### **Increase Collections Effectiveness**

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 different customer bill-to locations or accounts require different actions? Run strategies at the bill-to or account level. Or treat different segments of customers differently to comply with regulatory, contractual or industry differences. Use collections scores to dynamically change the strategies as the scores change.

Don't need to run complex strategies? Use configurable dunning plans! 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.

### **Manage Disputes And Claims More Efficiently**

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

### **Improve Control of Collections with Easy Setup and Maintenance**

Oracle Advanced Collections' setup checklist tool allows functional managers to easily and quickly configure system settings for rapid implementation in pilot, pre-

**KEY BENEFITS**

ORACLE ADVANCED COLLECTIONS ENABLES YOU TO:

- Get a more accurate and complete view of customer information
- Increase collections effectiveness
- Improve control of collections with easy set up and maintenance.

**RELATED PRODUCTS:**

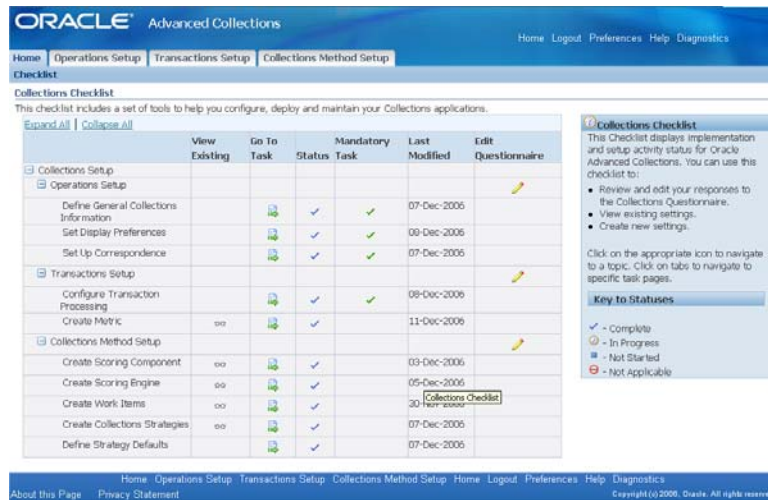
- Oracle Credit Management
- Oracle Bill Presentment Architecture
- Oracle iReceivables
- Oracle Receivables
- Oracle Payments
- Oracle Lease Management
- Oracle Loans
- Oracle Projects
- Oracle Trade Management
- Oracle Financial Intelligence
- Oracle Customer Data Management

**RELATED SERVICES**

The following services are available from Oracle Support Services:

- Oracle E-Business Suite Accelerators
- Oracle Application Solution Centers
- Oracle University
- Oracle Consulting

production and production systems. It also includes pre-configured scoring elements, collections strategies, metrics, and correspondence templates ready to use in your test and production environments. The result is lower system setup and maintenance costs. As the production system needs to be modified, the functional manager can go back to the setup environment to make those changes, without depending on IT. Detailed task setup pages allow managers to review existing configurations and easily update them providing better control of on-going collections operations and lower IT costs.



**Figure 2: A Checklist screen provides instant status information and links to setup task pages.**

**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, 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.

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