

Oracle Collections Cloud

Oracle® Advanced Collections Cloud is part of Oracle Financials Cloud, enabling organizations to increase efficiencies, improve cash flow, reduce bad debt, and optimize customer relationships.

Oracle Advanced Collections Cloud orchestrates the entire collections process, and enables monitoring of the collections lifecycle so collectors can quickly resolve delinquencies and lower days sales outstanding. Organizations can collect more money faster with less effort by applying best practice collection methods.

INCREASE COLLECTIONS EFFICIENCY AND EFFECTIVENESS

Oracle Advanced Collections Cloud streamlines the collections process so your agents can prioritize their workload and focus on mission critical tasks. Agents spend less time keeping track of status and next steps, and spend more time resolving delinquencies. Agents can review customer information, request disputes, record promises, and apply payments. Sophisticated processes are run in the background, providing current and accurate information.

Manage and Minimize Delinquencies

The Collections work area provides comprehensive control of your assigned delinquent customers and collections tasks. At-a-glance reviews of current collections data are conveniently summarized into four infotiles for efficient prioritization of work, with a corresponding detail table for further analysis. You can take immediate action on pending items in the detail tables, or drill down to individual pages for more complex activities.

Collectors can organize work with advanced searches and work lists. As delinquencies are worked on, collectors can quickly reset the work status with dates for effective tracking and also manage tasks such as follow-up calls on dunning letters or resolve rejected items.

Collections managers can monitor and balance workloads, and view customers and delinquencies assigned to agents. Managers can reassign customers from one collector to another, and assign backup collectors.

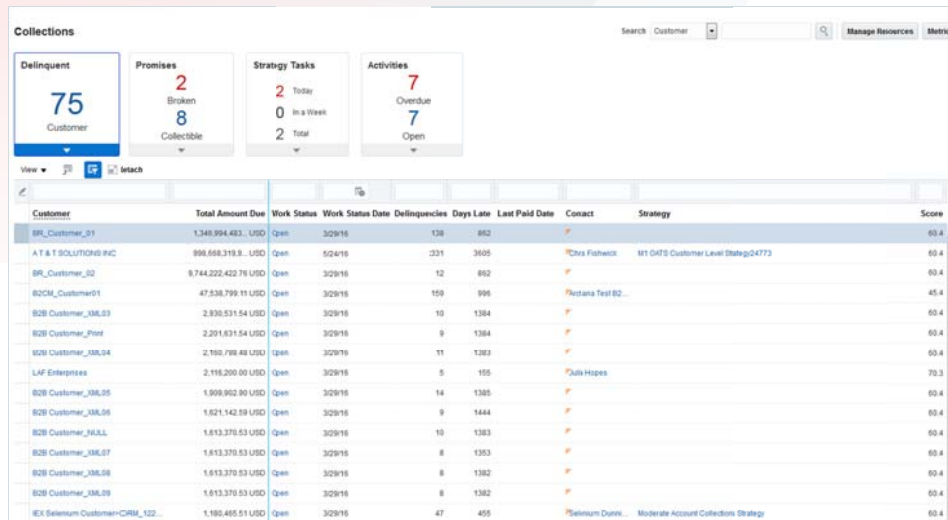


Figure 1: Collections Work Area

Key Features

Oracle Advanced Collections Cloud provides:

- Automated Delinquency Identification and Assignment
- Interactive Work Prioritization
- Detailed Customer Account Information
- Comprehensive Dunning
- Integrated Customer Payment Processing
- Streamlined Dispute and Adjustment Management
- Aggregated Customer Transaction View
- Real-Time Aging with Single Click
- Centralized Customer Data Management

Strengthen Customer Negotiations

The Collections Work Area provides a range of customer information giving improved insight and strengthening customer negotiations. Agents can create or view disputes and adjustments, create case folders to group related transactions, apply payments, and record customer promises to pay. Case folders allow collections activities to be performed against the entire group at one time, increasing collections efficiency by saving time and effort on customers that have a large number of similar invoices that can be grouped together. Agents have easy access to essential information including the customer's collections strategy, dunning letters and other correspondence history, and customer contact information and communication preferences.

Orchestrate Collections with Strategy Management

Strategy management allows you to configure tasks that are unique to your business, group tasks into a strategy, and apply that strategy based on each customer's collection risk score. Utilizing strategies can result in higher recovery rates of your outstanding receivables. Tasks are manual or automated and the system can assign them to the appropriate agent. The strategy workflow continues until all tasks are completed, or until the delinquency is resolved. Managers can remove or add strategy tasks to change the established collections activities.

Benchmark with Industry Metrics

Industry metrics evaluate the health of outstanding receivables, provide insight into the efficiency of collections organizations, and help to identify potential problem areas. Metrics include balance and efficiency, sales outstanding, and promise indicators. Collections managers can view the metrics across many customers, accounts, bill-to locations and business units, and agents can view them for a single customer, account or site.

ACCELERATE CASH FLOW

Oracle Advanced Collections Cloud helps collect money faster. You can take immediate action on past due accounts with advanced dunning letters and prioritized calls. Delinquencies are resolved quickly with aged and staged dunning letters, prioritized call-backs, and integration with Receivables.

Take Immediate Action

Speed up the collection process by automatically sending preconfigured or custom dunning letters to one or more customer contacts via e-mail, fax, or hard copy. Dunning letters are based on invoice aging, or staged dunning where the next letter is sent if customers do not pay within a specified number of days. You can exclude customers from receiving dunning letters on their profile. Agents can view a history of each dunning event including letters resent. If your customer has a question about the dunning notice they received, agents can click to access the dunning letter, and can see all transactions in the letter.

Agents can schedule, prioritize and track calls in their Activities Workbench. They can also create and save customer call lists, have full visibility to notes, and create notes during calls.

Promptly Resolve Customer Disputes and Manage Adjustments

Customer disputes occur for many reasons, such as billing errors, shipping problems, or service issues. Customers also ask for invoice adjustments before paying the balance. Managing these disputes and adjustment requests is time-consuming and often results in delayed customer payments.

Oracle Advanced Collections Cloud makes it easy to manage disputes at any level of granularity. Agents can instantly record disputes for specific invoice lines, line subtotals, invoice totals, percentages, tax or shipping lines. They can also drill down to invoice line details through integration with Receivables to research the disputed amount. Customer adjustment requests can also be quickly resolved. Before a new adjustment request is submitted for approval, collection agents can see a complete history of any previously requested, rejected and approved adjustments. Agents receive a notification when a dispute or adjustment is rejected so they can take immediate action.

Key Business Benefits

- Promptly resolve unpaid balances
- Easily track and manage customer accounts
- Respond quickly to customer inquiries
- Share customer data across business units for accurate, real-time access
- Organize customer information to support daily collection activities
- Reduce outstanding balances and improve customer satisfaction

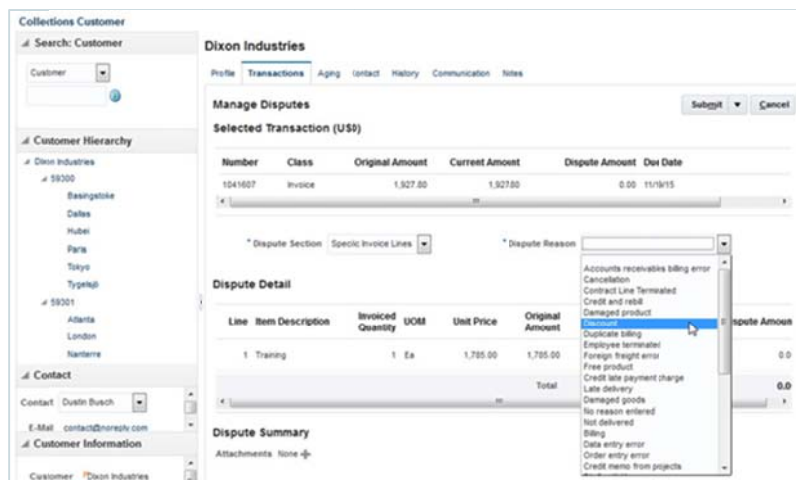


Figure 2: Integrated Dispute Management

Apply Payments Instantly

Agents can apply customer payments immediately by navigating to the transaction details. Validation of customer credit card or bank account information reduces data entry errors. Once the payment information is captured, the customer's account is updated directly in Receivables.

REDUCE BAD DEBT

Oracle Advanced Collections Cloud helps you minimize bad debt with risk scoring, promise-to-pay tracking, and real-time aging.

Risk Rank Customers with Configurable Scoring

Scoring is used to risk rank customers - scoring forms the foundation of collections activities. Scoring formulas utilize data points to score customer collectability. Strategies and dunning plans use this score to execute appropriate actions for delinquency or pre-delinquency determinations.

The screenshot shows the 'Edit Scoring Formula: Data Points' configuration screen. It includes a breadcrumb trail: Setup and Maintenance > Data Points > Status > Segments > Review. The main table lists data points with their weights and functions:

Data Points	Weight	Function
Party Delinquency Rate 1-30 Days	0.1	Yes
Party Delinquency Rate 31-60 Days	0.2	Yes
Party Delinquency Rate 61-90 Days	0.3	Yes
Party Delinquency Rate 91+ Days	0.4	Yes
Total	1	

Below this, the 'Party Delinquency Rate 31-60 Days: Details' section shows a table with 'From Range', 'To Range', and 'Score Value':

From Range	To Range	Score Value
0	1	100
1.01	10	50
10.01	20	30
20.01	100	1

Figure 3: Configurable Scoring

Hold Customers Accountable with Promise-to-Pay Tracking

Use promise to pay when a delinquent customer is unable to make a payment immediately, or plans to send payment later. You can record a payment commitment and promise to pay date for one or more delinquent transactions. Use statuses to track and report resolution of delinquencies.

Manage Risk with Real-Time Aging

Collections agents can recalculate customer accounts aging using a single click, to keep their views of a cust Cloud delivers preconfigured aging methods and allows tion's requirements.

Related Products

- Oracle Financials Cloud
- Oracle Configure, Price and Quote Cloud
- Oracle Order Management Cloud
- Oracle Analytics Cloud
- Oracle Enterprise Performance Management Cloud
- Oracle Risk Management Cloud

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