Oracle Advanced Collections

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E-BUSINESS SUITE
FINANCIALS

Oracle® Advanced Collections empowers you to collect money faster with less effort through streamlined processes that apply the best collections methods to customers to enable you to manage collection risk. 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.

KEY BUSINESS BENEFITS

- Oracle Advanced Collections enables you to:
- Get a more accurate and complete view of customer information
- Increase collections effectiveness
- Improve collections with easy set up and maintenance
- Reduce disputes and days sales outstanding (DSO)

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 the information they need to manage each customer. Historical information on interactions, correspondence, payments, promises, disputes and adjustments along with collection notes, aging data and customer metrics is available.
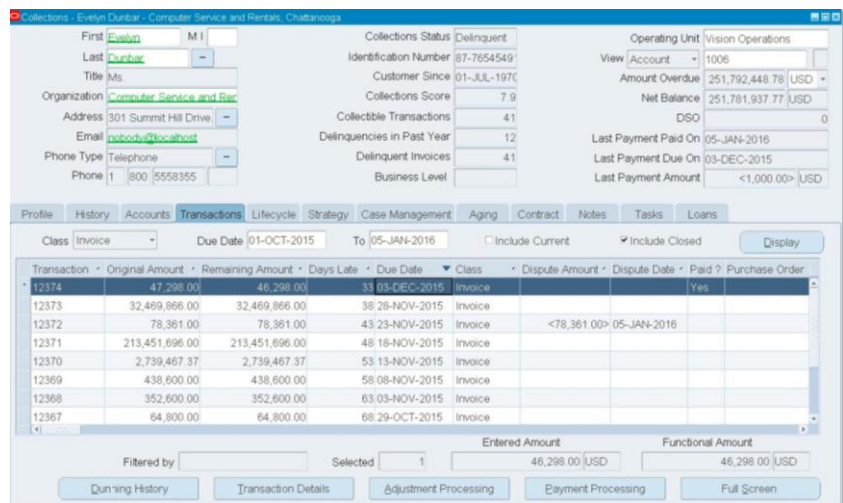

Figure 1: View collections data at the operating unit, customer, account, bill- to site or transaction level.

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.

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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.

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 on 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. Alternatively, treat various 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

Customer 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 the issue. 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-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 ongoing collections operations and lower IT costs.
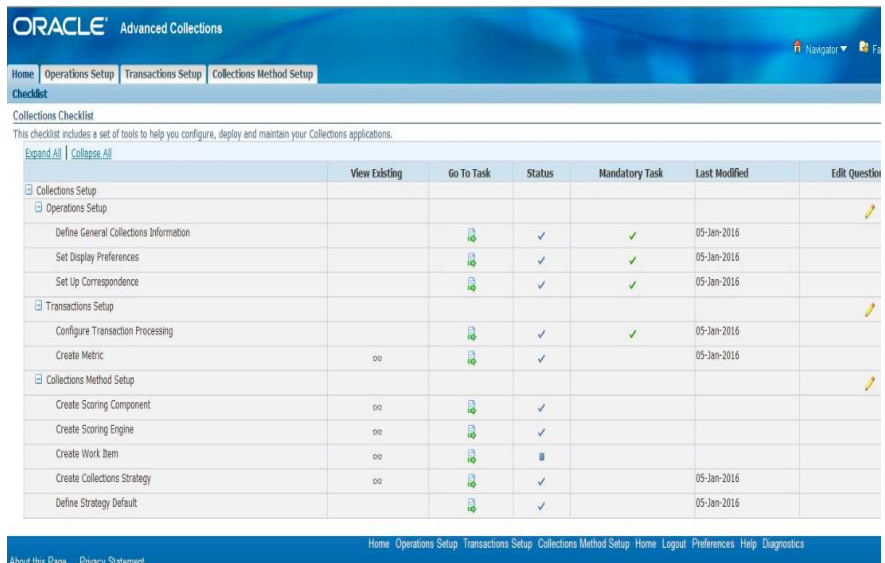
Figure 2: A Checklist screen provides instant status information and links to setup task pages.

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 the 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.

CONTACT US

For more information about Oracle Advanced Collections visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

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