

R12.x Oracle Advanced Collections Fundamentals

Code: D60087GC10
Length: 3 days
URL: [View Online](#)

In this intensive course, you'll learn about Oracle Advanced Collections, Release 12, implementation and usage. This course is designed for customers who have implemented Oracle E-Business Suite Release 12 or Oracle E-Business Suite 12.1.

Learn To:

- Perform integration steps with Oracle Applications.
- Configure and implement strategies or dunning plans as collections methods.
- Use Work Queue to quickly direct calls and emails to delinquent customers.
- Implement and maintain Oracle Advanced Collections.

Oracle Advanced Collections

This three day course is designed to cover the core elements of Oracle Advanced Collections. You learn to track transactions at customer, account, site or delinquency levels. Such fine-tuning allows you to create multi-level strategies across different levels for each customer, enabling greater clarity and collections for your business.

Maintain a Strong Collections Process

You will also learn to raise disputes, litigation, write-offs and repossession on transactions. These are some features that help maintain a strong and flexible collections process; this delivers desired financial strength for your business.

Product Integration

This course will help you leverage the tight integration offered by Oracle Applications across the E-Business Suite Financial products, Release 12.

Skills Gained

- Implement Collection Strategies
- Implement Collection Dunning Plan

Prerequisites

- Knowledge of Oracle Receivables and Oracle Payables
- Knowledge of Oracle Territory Manager
- Knowledge of Oracle Leasing and Finance Management

Course Details

Key Features of Oracle Advanced Collections

- Understanding the Collector's Work Queue
- Using the Collections Window
- Navigating the Profile Tab
- Navigating the Transactions Tab
- Navigating the History Tab
- Navigating the AgingTab
- Navigating the NotesTab
- Navigating the Accounts Tab

Managing Oracle Advanced Collections

- Setting up Administration Tasks
- Managing Delinquencies
- Managing Collection Methods
- Managing Work Items
- Running Collection Reports

Setting Up Oracle Advanced Collections

- Setting up Oracle Applications to Work with Oracle Advanced Collections
- Creating Employees
- Creating Resources
- Setting up Security and Responsibilities
- Setting up Collector's Work Queue

Implementing Oracle Advanced Collections

- Setting up Collections Questionnaire
- Setting up Collections Checklist
- Setting up Collections Task Pages
- Creating Scoring Components
- Creating Scoring Engines

Setting up Strategies

- Creating or Updating a Scoring Filter
- Selecting a Strategy Level
- Creating a Work Item Template
- Creating a Strategy Template
- Adding Work Items to a Strategy Template
- Creating or Update a Strategy Filter
- Setting up Strategies

Setting up Dunning Plans

- Setting Dunning Plan Aging Bucket
- Setting Collections Dunning Level
- Creating Dunning Plans
- Using Preconfigured Correspondence Templates and Queries
- Creating a Staged Dunning Plan
- Running Concurrent Programs for Dunning

Searching the Customer Data

- Optimizing Searches
- Filtering Dynamic Transaction Tables
- Using Quick Searches
- Using Expanded Searches
- Creating a List
- Saving a Query for Reuse

Interacting with Customers

- Viewing Customer Information
- Using Tabs
- Changing the Data Level View
- Designating Customer Contacts
- Viewing the Collections Tab in eBusiness Center

Processing Transactions

- Viewing Transaction Data
- Using Bill Presentment Architecture
- Processing Payments
- Reversing Payments
- Adjusting Invoices
- Disputing Invoices
- Viewing Claims

Managing Later-stage Delinquencies

- Understanding Collections Lifecycle
- Understanding Litigation
- Understanding Repossession
- Understanding Bankruptcy
- Recording a Bankruptcy
- Understanding Write-offs

Setting up Scoring

- Understanding Scoring Features
 - Understanding Score Values
 - Understanding Scoring Components Weights
 - Understanding Score Objects
 - Using Preconfigured Scoring Components
 - Using Preconfigured Scoring Engines
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