

# **Oracle® Advanced Collections**

Implementation Guide

Release 12.2

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Oracle Advanced Collections Implementation Guide, Release 12.2

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# Send Us Your Comments

## **Oracle Advanced Collections Implementation Guide, Release 12.2**

### **Part No. E48898-02**

Oracle welcomes customers' comments and suggestions on the quality and usefulness of this document. Your feedback is important, and helps us to best meet your needs as a user of our products. For example:

- Are the implementation steps correct and complete?
- Did you understand the context of the procedures?
- Did you find any errors in the information?
- Does the structure of the information help you with your tasks?
- Do you need different information or graphics? If so, where, and in what format?
- Are the examples correct? Do you need more examples?

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Note: Before sending us your comments, you might like to check that you have the latest version of the document and if any concerns are already addressed. To do this, access the new Oracle E-Business Suite Release Online Documentation CD available on My Oracle Support and [www.oracle.com](http://www.oracle.com). It contains the most current Documentation Library plus all documents revised or released recently.

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# Preface

## Intended Audience

Welcome to Release 12.2 of the *Oracle Advanced Collections Implementation Guide*.

This guide assumes you have a working knowledge of the following:

- The principles and customary practices of your business area.
- Computer desktop application usage and terminology.

If you have never used Oracle E-Business Suite, we suggest you attend one or more of the Oracle E-Business Suite training classes available through Oracle University.

See Related Information Sources on page xii for more Oracle E-Business Suite product information.

## Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

## Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

## Structure

### 1 Setting Up Related Applications

This chapter describes the setup steps required before you implement Oracle Advanced

Collections.

## **2 Implementing Oracle Advanced Collections**

This chapter describes the implementation process required for Oracle Advanced Collections.

### **3 Collections Methods Setup**

This chapter describes the business processes and implementation considerations for setting up your collection methods. It is divided into three sections covering scoring, strategies, and dunning.

### **4 Verifying the Implementation**

This chapter discusses how to verify that your implementation is successful.

#### **A Lookups**

This appendix lists the lookups used by Oracle Advanced Collections.

#### **B Profile Options**

This appendix lists the profile options used for Oracle Advanced Collections.

#### **C Preconfigured Correspondence Templates**

This appendix provides letter samples and the queries used to produce the preconfigured correspondence templates.

#### **D Metrics**

This appendix lists the preconfigured metrics available in Oracle Advanced Collections.

#### **E Preconfigured Scoring Elements**

This appendix describes the preconfigured scoring engines and scoring components provided in the application.

#### **F Preconfigured Strategy Elements**

This appendix lists the preconfigured work items and templates available for strategies.

#### **G Collections Features for Oracle Receivables and Advanced Collections**

This appendix describes the Oracle Advanced Collections functionality available in Oracle Receivables.

#### **H Oracle Lease and Finance Management Open Interface Tables**

This appendix describes the Oracle Lease and Finance Management open interface tables.

## **Related Information Sources**

This book is included in the Oracle E-Business Suite Documentation Library, which is supplied in the Release 12.2 Media Pack. If this guide refers you to other Oracle E-Business Suite documentation, use only the latest Release 12.2 versions of those guides.

### **Online Documentation**

All Oracle E-Business Suite documentation is available online (HTML or PDF).

- **PDF** - See the Oracle E-Business Suite Documentation Library for current PDF

documentation for your product with each release.

- **Online Help** - Online help patches (HTML) are available on My Oracle Support.
- **Release Notes** - For information about changes in this release, including new features, known issues, and other details, see the release notes for the relevant product, available on My Oracle Support.
- **Oracle Electronic Technical Reference Manuals** - The Oracle Electronic Technical Reference Manual (eTRM) contains database diagrams and a detailed description of database tables, forms, reports, and programs for each Oracle E-Business Suite product. This information helps you convert data from your existing applications and integrate Oracle E-Business Suite data with non-Oracle applications, and write custom reports for Oracle E-Business Suite products. The Oracle eTRM is available on My Oracle Support.

### **Related Guides**

You should have the following related books on hand. Depending on the requirements of your particular installation, you may also need additional manuals or guides.

#### **Oracle Alert User's Guide:**

This guide explains how to define periodic and event alerts to monitor the status of your Oracle E-Business Suite data.

#### **Oracle Application Framework Developer's Guide:**

This guide contains the coding standards followed by the Oracle E-Business Suite development staff to produce applications built with Oracle Application Framework. This guide is available in PDF format on My Oracle Support and as online documentation in JDeveloper 10g with Oracle Application Extension.

#### **Oracle Application Framework Personalization Guide:**

This guide covers the design-time and run-time aspects of personalizing applications built with Oracle Application Framework.

**Important:** Oracle Advanced Collections does not contain any end-user personalizable regions, and there are no special considerations that you need to be aware of when creating administrator-level personalizations of its regions or pages. For general information about how to create personalizations, refer to this guide.

#### **Oracle Fusion Middleware Adapter for Oracle Applications User's Guide (Oracle Application Server Adapter for Oracle Applications User's Guide):**

This guide covers the use of Adapter for Oracle Applications in developing integrations between Oracle E-Business Suite and trading partners.

Please note that the user's guide can be found in the following documentation libraries:

- As part of the Oracle Fusion Middleware and SOA Suite in 11g, *Oracle Fusion Middleware Adapter for Oracle Applications User's Guide* is available in the Oracle Fusion Middleware 11g Documentation Library.
- As part of the Oracle Application Server in 10g, *Oracle Application Server Adapter for Oracle Applications User's Guide* is available in the Oracle Application Server 10g Documentation Library.

#### **Oracle Diagnostics Framework User's Guide:**

This manual contains information on implementing and administering diagnostics tests for Oracle E-Business Suite using the Oracle Diagnostics Framework.

#### **Oracle E-Business Suite Concepts:**

This book is intended for all those planning to deploy Oracle E-Business Suite Release 12.2, or contemplating significant changes to a configuration. After describing the Oracle E-Business Suite architecture and technology stack, it focuses on strategic topics, giving a broad outline of the actions needed to achieve a particular goal, plus the installation and configuration choices that may be available.

#### **Oracle E-Business Suite CRM System Administrator's Guide:**

This manual describes how to implement the CRM Technology Foundation (JTT) and use its System Administrator Console..

#### **Oracle E-Business Suite Desktop Integration Framework Developer's Guide:**

Oracle E-Business Suite Desktop Integration Framework is a development tool that lets you define custom integrators for use with Oracle Web Applications Desktop Integrator. This guide describes how to define and manage integrators and all associated supporting objects, as well as how to download and upload integrator definitions.

#### **Oracle E-Business Suite Developer's Guide:**

This guide contains the coding standards followed by the Oracle E-Business Suite development staff. It describes the Oracle Application Object Library components needed to implement the Oracle E-Business Suite user interface described in the *Oracle E-Business Suite User Interface Standards for Forms-Based Products*. It provides information to help you build your custom Oracle Forms Developer forms so that they integrate with Oracle E-Business Suite. In addition, this guide has information for customizations in features such as concurrent programs, flexfields, messages, and logging.

#### **Oracle E-Business Suite Flexfields Guide:**

This guide provides flexfields planning, setup, and reference information for the Oracle E-Business Suite implementation team, as well as for users responsible for the ongoing maintenance of Oracle E-Business Suite product data. This guide also provides information on creating custom reports on flexfields data.

#### **Oracle E-Business Suite Installation Guide: Using Rapid Install:**

This book is intended for use by anyone who is responsible for installing or upgrading

Oracle E-Business Suite. It provides instructions for running Rapid Install either to carry out a fresh installation of Oracle E-Business Suite Release 12.2, or as part of an upgrade to Release 12.2.

**Oracle E-Business Suite Integrated SOA Gateway User's Guide:**

This guide describes the high level service enablement process, explaining how users can browse and view the integration interface definitions and services residing in Oracle Integration Repository.

**Oracle E-Business Suite Integrated SOA Gateway Implementation Guide:**

This guide explains how integration repository administrators can manage and administer the Web service activities for integration interfaces including native packaged integration interfaces, composite services (BPEL type), and custom integration interfaces. It also describes how to invoke Web services from Oracle E-Business Suite by employing the Oracle Workflow Business Event System, and how to manage Web service security, configure logs, and monitor SOAP messages.

**Oracle E-Business Suite Integrated SOA Gateway Developer's Guide:**

This guide describes how system integration developers can perform end-to-end service integration activities. These include orchestrating discrete Web services into meaningful end-to-end business processes using business process execution language (BPEL), and deploying BPEL processes at run time.

This guide also explains how to invoke Web services using the Service Invocation Framework. This includes defining Web service invocation metadata, invoking Web services, and testing the Web service invocation.

**Oracle E-Business Suite Maintenance Guide:**

This guide contains information about the strategies, tasks, and troubleshooting activities that can be used to help ensure an Oracle E-Business Suite system keeps running smoothly, together with a comprehensive description of the relevant tools and utilities. It also describes how to patch a system, with recommendations for optimizing typical patching operations and reducing downtime.

**Oracle E-Business Suite Security Guide:**

This guide contains information on a comprehensive range of security-related topics, including access control, user management, function security, data security, and auditing. It also describes how Oracle E-Business Suite can be integrated into a single sign-on environment.

**Oracle E-Business Suite Setup Guide:**

This guide contains information on system configuration tasks that are carried out either after installation or whenever there is a significant change to the system. The activities described include defining concurrent programs and managers, enabling Oracle Applications Manager features, and setting up printers and online help.

**Oracle E-Business Suite User's Guide:**

This guide explains how to navigate, enter data, query, and run reports using the user

interface (UI) of Oracle E-Business Suite. This guide also includes information on setting user profiles, as well as running and reviewing concurrent requests.

**Oracle E-Business Suite User Interface Standards for Forms-Based Products:**

This guide contains the user interface (UI) standards followed by the Oracle E-Business Suite development staff. It describes the UI for the Oracle E-Business Suite products and how to apply this UI to the design of an application built by using Oracle Forms.

**Oracle e-Commerce Gateway User's Guide:**

This guide describes the functionality of Oracle e-Commerce Gateway and the necessary setup steps in order for Oracle E-Business Suite to conduct business with trading partners through Electronic Data Interchange (EDI). It also describes how to run extract programs for outbound transactions, import programs for inbound transactions, and the relevant reports.

**Oracle e-Commerce Gateway Implementation Guide:**

This guide describes implementation details, highlighting additional setup steps needed for trading partners, code conversion, and Oracle E-Business Suite. It also provides architecture guidelines for transaction interface files, troubleshooting information, and a description of how to customize EDI transactions.

**Oracle iSetup Developer's Guide:**

This manual describes how to build, test, and deploy Oracle iSetup Framework interfaces.

**Oracle iSetup User's Guide:**

This guide describes how to use Oracle iSetup to migrate data between different instances of the Oracle E-Business Suite and generate reports. It also includes configuration information, instance mapping, and seeded templates used for data migration.

**Oracle Report Manager User's Guide:**

Oracle Report Manager is an online report distribution system that provides a secure and centralized location to produce and manage point-in-time reports. Oracle Report Manager users can be either report producers or report consumers. Use this guide for information on setting up and using Oracle Report Manager.

**Oracle Web Applications Desktop Integrator Implementation and Administration Guide:**

Oracle Web Applications Desktop Integrator brings Oracle E-Business Suite functionality to a spreadsheet, where familiar data entry and modeling techniques can be used to complete Oracle E-Business Suite tasks. You can create formatted spreadsheets on your desktop that allow you to download, view, edit, and create Oracle E-Business Suite data, which you can then upload. This guide describes how to implement Oracle Web Applications Desktop Integrator and how to define mappings, layouts, style sheets, and other setup options.

**Oracle Workflow Administrator's Guide:**



This guide explains how to complete the setup steps necessary for any product that includes workflow-enabled processes. It also describes how to manage workflow processes and business events using Oracle Applications Manager, how to monitor the progress of runtime workflow processes, and how to administer notifications sent to workflow users.

**Oracle Workflow API Reference:**

This guide describes the APIs provided for developers and administrators to access Oracle Workflow.

**Oracle Workflow Client Installation Guide:**

This guide describes how to install the Oracle Workflow Builder and Oracle XML Gateway Message Designer client components for Oracle E-Business Suite.

**Oracle Workflow Developer's Guide:**

This guide explains how to define new workflow business processes and customize existing Oracle E-Business Suite-embedded workflow processes. It also describes how to define and customize business events and event subscriptions.

**Oracle Workflow User's Guide:**

This guide describes how users can view and respond to workflow notifications and monitor the progress of their workflow processes.

**Oracle XML Gateway User's Guide:**

This guide describes Oracle XML Gateway functionality and each component of the Oracle XML Gateway architecture, including Message Designer, Oracle XML Gateway Setup, Execution Engine, Message Queues, and Oracle Transport Agent. It also explains how to use Collaboration History that records all business transactions and messages exchanged with trading partners.

The integrations with Oracle Workflow Business Event System, and the Business-to-Business transactions are also addressed in this guide.

**Oracle XML Publisher Report Designer's Guide:**

Oracle XML Publisher is a template-based reporting solution that merges XML data with templates in RTF or PDF format to produce a variety of outputs to meet a variety of business needs. Using Microsoft Word or Adobe Acrobat as the design tool, you can create pixel-perfect reports from the Oracle E-Business Suite. Use this guide to design your report layouts.

This guide is available through the Oracle E-Business Suite online help.

**Oracle XML Publisher Administration and Developer's Guide:**

Oracle XML Publisher is a template-based reporting solution that merges XML data with templates in RTF or PDF format to produce a variety of outputs to meet a variety of business needs. Outputs include: PDF, HTML, Excel, RTF, and eText (for EDI and EFT transactions). Oracle XML Publisher can be used to generate reports based on existing Oracle E-Business Suite report data, or you can use Oracle XML Publisher's

data extraction engine to build your own queries. Oracle XML Publisher also provides a robust set of APIs to manage delivery of your reports via e-mail, fax, secure FTP, printer, WebDav, and more. This guide describes how to set up and administer Oracle XML Publisher as well as how to use the Application Programming Interface to build custom solutions.

This guide is available through the Oracle E-Business Suite online help.

**Oracle E-Business Suite Upgrade Guide Release 12.0 and 12.1 to 12.2:**

This guide provides information for DBAs and Applications Specialists who are responsible for upgrading a Release 11i Oracle E-Business Suite system (techstack and products) to Release 12.2. In addition to information about applying the upgrade driver, it outlines pre-upgrade steps and post-upgrade steps, and provides descriptions of product-specific functional changes and suggestions for verifying the upgrade and reducing downtime.

**Oracle E-Business Suite Multiple Organizations Implementation Guide:**

This guide describes the multiple organizations concepts in Oracle E-Business Suite. It describes in detail on setting up and working effectively with multiple organizations in Oracle E-Business Suite.

**Oracle Financials and Oracle Procurement Functional Upgrade Guide: Release 11i to Release 12:**

This guides provides detailed information about the functional impacts of upgrading Oracle Financials and Oracle Procurement products from Release 11i to Release 12.2. This guide supplements the *Oracle E-Business Suite Upgrade Guide Release 12.0 and 12.1 to 12.2*.

**Oracle Financials Concepts Guide:**

This guide describes the fundamental concepts of Oracle Financials. The guide is intended to introduce readers to the concepts used in the applications, and help them compare their real world business, organization, and processes to those used in the applications.

**Oracle Financials Glossary:**

The glossary includes definitions of common terms that are shared by all Oracle Financials products. In some cases, there may be different definitions of the same term for different Financials products. If you are unsure of the meaning of a term you see in an Oracle Financials guide, please refer to the glossary for clarification. You can find the glossary in the online help or in the *Oracle Financials Implementation Guide*.

**Oracle Financials Implementation Guide:**

This guide provides information on how to implement the Oracle Financials E-Business Suite. It guides you through setting up your organizations, including legal entities, and their accounting, using the Accounting Setup Manager. It covers intercompany accounting and sequencing of accounting entries, and it provides examples.

**Oracle Advanced Collections User Guide:**

This guide describes how to use the features of Oracle Advanced Collections to manage your collections activities. It describes how collections agents and managers can use Oracle Advanced Collections to identify delinquent customers, review payment history and aging data, process payments, use strategies and dunning plans to automate the collections process, manage work assignments, and handle later-stage delinquencies.

**Oracle Bill Presentment Architecture User's Guide:**

This guide provides you information on using Oracle Bill Presentment Architecture. Consult this guide to create and customize billing templates, assign a template to a rule and submit print requests. This guide also provides detailed information on page references, seeded content items and template assignment attributes.

**Oracle Cash Management User Guide:**

This guide describes how to use Oracle Cash Management to clear your receipts, as well as reconcile bank statements with your outstanding balances and transactions. This manual also explains how to effectively manage and control your cash cycle. It provides comprehensive bank reconciliation and flexible cash forecasting.

**Oracle Credit Management User Guide:**

This guide provides you with information on how to use Oracle Credit Management. This guide includes implementation steps, such as how to set up credit policies, as well as details on how to use the credit review process to derive credit recommendations that comply with your credit policies. This guide also includes detailed information about the public application programming interfaces (APIs) that you can use to extend Oracle Credit Management functionality.

**Oracle General Ledger User's Guide:**

This guide provides information on how to use Oracle General Ledger. Use this guide to learn how to create and maintain ledgers, ledger currencies, budgets, and journal entries. This guide also includes information about running financial reports.

**Oracle iReceivables Implementation Guide:**

This guide provides information on how to implement Oracle iReceivables. Use this guide to understand the implementation steps required for application use, including how to set up and configure iReceivables, and how to set up the Credit Memo Request workflow. There is also a chapter that provides an overview of major features available in iReceivables.

**Oracle Lease and Finance Management Implementation Guide:**

This guide describes how to implement Oracle Lease and Finance Management.

**Oracle Loans User Guide:**

This guide describes how to set up and use Oracle Loans. It includes information on how to create, approve, fund, amortize, bill, and service extended repayment plan and direct loans.

**Oracle Payments Implementation Guide:**

This guide describes how Oracle Payments, as the central payment engine for the Oracle E-Business Suite, processes transactions, such as invoice payments from Oracle Payables, bank account transfers from Oracle Cash Management, and settlements against credit cards and bank accounts from Oracle Receivables. This guide also describes how Oracle Payments is integrated with financial institutions and payment systems for receipt and payment processing, known as funds capture and funds disbursement, respectively. Additionally, the guide explains to the implementer how to plan the implementation of Oracle Payments, how to configure it, set it up, test transactions, and how use it with external payment systems.

#### **Oracle Payments User Guide:**

This guide describes how Oracle Payments, as the central payment engine for the Oracle E-Business Suite, processes transactions, such as invoice payments from Oracle Payables, bank account transfers from Oracle Cash Management, and settlements against credit cards and bank accounts from Oracle Receivables. This guide also describes to the Payment Administrator how to monitor the funds capture and funds disbursement processes, as well as how to remedy any errors that may arise.

#### **Oracle Receivables Implementation Guide:**

This guide provides you with information on how to implement Oracle Receivables. Use this guide to understand the implementation steps required for application use, including how to set up customers, transactions, receipts, accounting, tax, and collections. This guide also includes a comprehensive list of profile options that you can set to customize application behavior.

#### **Oracle Receivables Reference Guide:**

This guide provides you with detailed information about all public application programming interfaces (APIs) that you can use to extend Oracle Receivables functionality. This guide also describes the Oracle Receivables open interfaces, such as AutoLockbox which lets you create and apply receipts and AutoInvoice which you can use to import and validate transactions from other systems. Archiving and purging Receivables data is also discussed in this guide.

#### **Oracle Receivables User Guide:**

This guide provides you with information on how to use Oracle Receivables. Use this guide to learn how to create and maintain transactions and bills receivable, enter and apply receipts, enter customer information, and manage revenue. This guide also includes information about accounting in Receivables. Use the Standard Navigation Paths appendix to find out how to access each Receivables window.

#### **Oracle XML Publisher Administration and Developer's Guide:**

Oracle XML Publisher is a template-based reporting solution that merges XML data with templates in RTF or PDF format to produce a variety of outputs to meet a variety of business needs. Outputs include: PDF, HTML, Excel, RTF, and eText (for EDI and EFT transactions). Oracle XML Publisher can be used to generate reports based on existing E-Business Suite report data, or you can use Oracle XML Publisher's data extraction engine to build your own queries. Oracle XML Publisher also provides a

robust set of APIs to manage delivery of your reports through e-mail, fax, secure FTP, printer, WebDav, and more. This guide describes how to set up and administer Oracle XML Publisher as well as how to use the Application Programming Interface to build custom solutions.

#### **Oracle HRMS Documentation Set:**

This documentation set includes these books:

- **Oracle HRMS Compensation and Benefits Management Guide:**

Learn how to use Oracle HRMS to manage your total compensation package. For example, read how to administer salaries and benefits, set up automated grade/step progression, and allocate salary budgets. You can also learn about setting up earnings and deductions for payroll processing, managing leave and absences, and reporting on compensation across your enterprise.

- **Oracle HRMS Configuring, Reporting, and System Administration Guide:**

Learn about extending and configuring Oracle HRMS, managing security, auditing, information access, and letter generation.

- **Oracle HRMS Enterprise and Workforce Management Guide:**

Learn how to use Oracle HRMS to represent your enterprise. This includes setting up your organization hierarchy, recording details about jobs and positions within your enterprise, defining person types to represent your workforce, and also how to manage your budgets and costs.

- **Oracle HRMS Implementation Guide:**

Learn about the setup procedures you need to carry out in order to successfully implement Oracle HRMS in your enterprise.

- **Oracle HRMS Payroll Processing Management Guide:**

Learn about wage attachments, taxes and social insurance, the payroll run, and other processes.

- **Oracle HRMS Workforce Sourcing, Deployment, and Talent Management Guide:**

Learn how to use Oracle HRMS to represent your workforce. This includes recruiting new workers, developing their careers, managing contingent workers, and reporting on your workforce.

#### **Oracle Common Application Calendar Implementation Guide:**

The Implementation Guide contains important reference and background information on each of the Oracle Common Application Calendar. In addition, it contains procedures and implementing and System Administration tasks that are necessary to perform in each of the modules.

#### **Oracle Advanced Inbound Telephony Implementation Guide:**

This guide describes how to implement Oracle Advanced Inbound Telephony.

**Oracle Advanced Outbound Telephony Implementation Guide:**

This guide describes how to implement Oracle Advanced Outbound Telephony.

**Oracle Customer Interaction History Implementation Guide:**

Oracle Advanced Collections uses Oracle Customer Interaction History to track all customer interaction events.

**Oracle Interaction Center Server Manager Implementation Guide:**

This guide describes how to implement Oracle Interaction Center Server Manager.

**Oracle Marketing Implementation Guide:**

This guide provides detailed functional and integration setup information for technical consultants, application administrators, and implementation team members.

**Oracle Marketing User Guide:**

This document describes concepts and procedures that business users need to know to use Oracle Marketing to complete day-to-day tasks.

**Oracle TeleSales Implementation Guide:**

This guide explains how to implement the features of Oracle TeleSales. Many of the procedures and explanations in this guide can be used to administer the application after the product is implemented.

**Oracle Territory Manager Implementation Guide:**

This guide covers the steps needed to implement Oracle Territory Manager.

**Oracle Trade Management Implementation Guide:**

This guide provides detailed functional and integration setup information for Oracle Trade Management, which can be used by technical consultants, application administrators, and implementation team members.

**Oracle Trading Community Architecture Administration Guide:**

This guide describes how to administer and implement Oracle Trading Community Architecture (TCA). You set up, control, and manage functionality that affects data in the TCA Registry. It also describes how to set up and use Resource Manager to manage resources.

## **Integration Repository**

The Oracle Integration Repository is a compilation of information about the service endpoints exposed by the Oracle E-Business Suite of applications. It provides a complete catalog of Oracle E-Business Suite's business service interfaces. The tool lets users easily discover and deploy the appropriate business service interface for integration with any system, application, or business partner.

The Oracle Integration Repository is shipped as part of the E-Business Suite. As your

instance is patched, the repository is automatically updated with content appropriate for the precise revisions of interfaces in your environment.

You can navigate to the Oracle Integration Repository through Oracle E-Business Suite Integrated SOA Gateway.

## **Do Not Use Database Tools to Modify Oracle E-Business Suite Data**

Oracle **STRONGLY RECOMMENDS** that you never use SQL\*Plus, Oracle Data Browser, database triggers, or any other tool to modify Oracle E-Business Suite data unless otherwise instructed.

Oracle provides powerful tools you can use to create, store, change, retrieve, and maintain information in an Oracle database. But if you use Oracle tools such as SQL\*Plus to modify Oracle E-Business Suite data, you risk destroying the integrity of your data and you lose the ability to audit changes to your data.

Because Oracle E-Business Suite tables are interrelated, any change you make using an Oracle E-Business Suite form can update many tables at once. But when you modify Oracle E-Business Suite data using anything other than Oracle E-Business Suite, you may change a row in one table without making corresponding changes in related tables. If your tables get out of synchronization with each other, you risk retrieving erroneous information and you risk unpredictable results throughout Oracle E-Business Suite.

When you use Oracle E-Business Suite to modify your data, Oracle E-Business Suite automatically checks that your changes are valid. Oracle E-Business Suite also keeps track of who changes information. If you enter information into database tables using database tools, you may store invalid information. You also lose the ability to track who has changed your information because SQL\*Plus and other database tools do not keep a record of changes.





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# Setting Up Related Applications

This chapter describes the setup steps required before you implement Oracle Advanced Collections.

This chapter covers the following topics:

- Overview of Setup Process
- Create Employee Locations and Organizations
- Create Employees
- Define Resource Group Hierarchy
- Assign Roles and Resource Groups
- Assign Collectors
- Set Up Oracle Receivables
- Enable AR Transactions Summary Tables
- Set Up Oracle Cash Management
- Set Up Oracle Payments
- Enable Oracle iReceivables
- Set Up Units of Measure
- Set Up Security and Responsibilities
- Set Up Notes
- Set Up Tasks
- Set Up Oracle XML Publisher
- Create Oracle XML Publisher Templates
- Correspondence and Bind Variables
- Enable Customer Interaction Tracking
- Set Up Oracle Customer Interaction History

- Enable Oracle Interaction Center
- Set Up Legacy Calls for Oracle Receivables
- Set Up Call Wrap-up Administration
- Implement Oracle Trade Management
- Install Oracle Bill Presentment Architecture
- Install Oracle Lease and Finance Management
- Install Oracle Loans

## Overview of Setup Process

Before you implement Oracle Advanced Collections, you must set up other Oracle E-Business Suite applications. Follow the steps listed in the table below. Optional steps extend or add functionality to Oracle Advanced Collections.

After setting up the applications required for your business, you can implement Oracle Advanced Collections. See: Setting Up Oracle Advanced Collections, page 2-1.

You can determine the order in which you perform these steps, except for the first two steps listed. Create employee locations, organizations, and employees before performing any of the other steps.

### *Pre-Implementation Checklist*

Step Number	E-Business Product	Step	Required
Step 1	Oracle HRMS	Create Employee Locations and Organizations, page 1-4	Required
Step 2	Oracle HRMS	Create Employees, page 1-4	Required
Step 3	Oracle Resource Manager	Define Resource Group Hierarchy, page 1-4	Optional
Step 4	Oracle Resource Manager	Assign Roles and Resource Groups, page 1-6	Required
Step 5	Oracle Territory Manager	Assign Collectors, page 1-8	Optional
Step 6	Oracle Receivables	Set Up Oracle Receivables, page 1-14	Required
Step 7	Oracle Receivables	Enable AR Transaction Summary Tables, page 1-15	Required
Step 8	Oracle Cash Management	Set Up Oracle Cash Management, page 1-15	Required

Step Number	E-Business Product	Step	Required
Step 9	Oracle Payments	Set Up Oracle Payments, page 1-15	Optional
Step 10	Oracle iReceivables	Set Up Oracle iReceivables, page 1-16	Optional
Step 11	Oracle Inventory	Set Up Units Of Measure, page 1-16	Required for Strategies
Step 12	Oracle Applications Object Library	Set Up Security and Responsibilities, page 1-17	Required
Step 13	Oracle Notes	Set Up Notes, page 1-18	Optional
Step 14	Oracle Tasks	Set Up Tasks, page 1-19	Optional
Step 15	Oracle XML Publisher	Set Up Oracle XML Publisher, page 1-20	Optional
Step 16	Oracle XML Publisher	Create Oracle XML Publisher Templates, page 1-21	Optional
Step 17	Oracle TeleSales	Enable Customer Interaction Tracking, page 1-23	Optional
Step 18	Oracle Customer Interaction History	Set Up Interaction History, page 1-24	Optional
Step 19	Oracle TeleSales	Enable Interaction Center, page 1-25	Optional
Step 20	Oracle TeleSales	Set Up Call Wrap-up Administration, page 1-26	Optional
Step 21	Oracle Marketing	Implement Oracle Trade Management, page 1-26	Optional
Step 22	Oracle Bill Presentment Architecture	Set Up Bill Presentment Architecture, page 1-27	Optional
Step 23	Oracle Lease and Finance Management	Install Oracle Lease and Finance Management, page 1-27	Optional
Step 24	Oracle Loans	Install Oracle Loans, page 1-28	Optional

## Create Employee Locations and Organizations

Set up organizations in Oracle HRMS to record the physical location where your employees work and all the different departments and sections which make up your enterprise. A default business organization has been set up for you, so this step is not required for Oracle Advanced Collections to be fully operational. However, you must set up organizations if you plan to use any financial ERP application in the future.

Using organizations can also help you set up security in Oracle Advanced Collections. For example, you can attach responsibilities with different levels of security to the different operating units you set up as organizations. Any individuals employed in those units automatically inherit that responsibility.

See: Setting Up Organizations, *Oracle HRMS Enterprise and Workforce Management Guide*.

### Related Topics

Overview of Setup Process, page 1-2

## Create Employees

You must create the individuals who will be using the collections application you are implementing as employees before you can set them up as users.

Follow the steps in Entering a New Person, *Oracle HRMS Workforce Sourcing, Deployment, and Talent Management Guide*. Make sure that you enter Employee in the Category field.

The navigation paths for creating employees are different depending on the type of installation of Oracle HRMS you have.

- If you have the full installation of Oracle Human Resources, a module of Oracle HRMS, you must use HR and perform this step under the HRMS Manager responsibility. Navigate to the Enter and Maintain window.

### Related Topics

Overview of Setup Process, page 1-2

## Define Resource Group Hierarchy

You set up Resource groups to:

- Assign customer and work to groups of collectors.
- Control the access by managers to collections information maintained by their subordinates.

- Determine how collections information is aggregated in reports.

If you want managers to access collections tasks created by their subordinates, then you must set up a hierarchy of resource groups that mirrors your collections organization.

You can have multiple employees in one group. An employee in a group with the role of manager automatically becomes the manager of the other employees in that group and of the employees in the groups below in the hierarchy.

**Note:** You must not assign more than one employee with the role of Manager per group. Doing so will impact the reporting accuracy.

## Prerequisites

- ☐ You must have a CRM Resource Manager responsibility.

You must be defined as a resource.

### Steps:

1. Using the CRM Administrator responsibility, navigate to Maintain Resources > Groups.

The Define Groups window appears.

2. To find an existing resource group:
  - Click Find on the application toolbar to open the Find Group window.
  - Select a group name from the list of values in the Group Name field and click Find. The application populates the Results section with the group name search results.
  - Select a group name in the Results table and click OK. The application populates the Define Groups window with the group information.
3. To create a new group:
  - Enter a group name in the Group Name field.
  - Enter a brief description of the group in the Group Description field.
  - Enter the effective dates for the group in the Start and End fields.

**Tip:** To create a hierarchy of groups, start at the bottom or the top of the hierarchy. This will make it easier to link each group

to the parent group or to its child groups.

## Restrictions

If collections managers are responsible for managing their own customers' delinquencies, then they should be part of their own groups.

Use the Relations tab to relate Parent Groups.

See also: Phase II: Managing Resources in *Oracle Trading Community Architecture Administration Guide*.

## Related Topics

Overview of Setup Process, page 1-2

## Assign Roles and Resource Groups

Use this procedure to import employees from Oracle HRMS.

## Prerequisites

- ☐ Set up employees in HRMS

### Steps:

1. Using the CRM Resource Manager responsibility, navigate to Maintain Resources > Import Resources.  
The Selection Criterion window appears.
2. Select Employee from the Resource Category drop-down list.
3. If you are importing a single employee, then use the List of Values in the Name field. For groups of employees, search by job title, competency, or other search criteria.
4. Click Search.  
The employees that match your search criteria appear.
5. Select the check boxes for the employees you want to import as resources into your application. The next step will assign a single role to each of the selected resources.
6. Click Create Resource.

The Default Values window appears.

7. Use the Role LOV to select one of the available roles to assign to the resources. Assign a role with a role type of Collections. Available roles are Collections Agent and Collections Manager.

8. Click OK.

The Selected Resources window appears. This window displays the list of employees about to be assigned the role.

9. If there are any employees on the list you do not want to receive this role, then deselect their Select check box.

10. Click Save Resource.

The Save Resource button grays out indicating that you have successfully imported the resources.

11. If you want to add additional roles to any of the employees then:

1. Select the employee.

2. Click Details.

The Resource window displays information about the employee.

3. On the Role tab, use the Role Type LOV to select Collections.

4. Use the Role LOV to select the role.

5. Change the start date to a date before today.

6. Add any additional role for this employee by repeating the above three steps.

7. Click Save on the toolbar and close the Resource window.

12. Assign resource groups to each employee and select the roles they are going to have in each. For each employee:

1. Select the employee in the Selected Resource window.

2. Click Details.

The Resource window displays information about the employee.

3. In the Group region of the Groups tab, use the Name LOV to assign a group to the employee.

4. Use the Name LOV in the Group Member Role region to select one or more

roles for this employee in the group.

5. Change the start date to a date before today.
6. Click Save on the toolbar.
7. Repeat the above three steps for each group to which you want to assign the employee.

## Restrictions

Role type must be Collections or users will not be able to log into Oracle Advanced Collections. Collections managers need to have Collections roles. Seeded roles include Collections Agent and Collections Manager. You can create additional collections roles, but Oracle recommends you use the seeded roles as these are tied to Oracle Advanced Collections functionality.

You can assign a resource to multiple groups, but a group should have only one manager.

Managers should be assigned to their own group if they manage customers' delinquencies.

If you are moving agents from one group to another, do not remove them from their original group. Instead, click Move and add them to the new group. This will automatically end date their previous group membership.

See also: Overview of Managing Resources, *Oracle Trading Community Architecture Administration Guide*.

## Related Topics

Overview of Setup Process, page 1-2

## Assign Collectors

You can assign collectors using one of two methods, based on your product configuration and usage.

- Use Oracle Territory Manager to automatically assign collectors to customers, accounts, or bill-to locations.

**Note:** If you collect at the customer level, you must use Oracle Territory Manager to assign collectors. Go to the Credit and Collection region of the Account Profile for Customers.



- Use the Customers page in Oracle Receivables to manually assign the collectors at account or bill-to level.

Oracle Territory Manager provides user interfaces and functionality to manage territories for collections and other functional organizations. Oracle Advanced Collections uses Oracle Territory Manager to align collectors with customers in territories and allow collectors to see their work in the Collector's Work Queue.

The Collector's Work Queue uses collector assignments to determine which customers, account, or bill-to sites to display to collectors. Strategy work items use collector assignments to assign the next work item.

**Note:** To temporarily reassign work from one collector to another, see *Reassigning Work, Oracle Advanced Collections User Guide*.

To be able to assign collectors using Oracle Territory Manager:

- Create Resources, page 1-9
- Set Up Territories, page 1-10
- Run Concurrent Programs, page 1-11

### Create Resources:

You must identify the resources that will be assigned to each territory.

Resources can be:

- Resources created in Oracle Resource Manager
- Collectors identified in the Collector field in the Customer Profile Classes window of Oracle Receivables

**Note:** Resources must have a Role Type of *Collections* and a Role of *Collections Agent*.

To manage and display resource names correctly, enter first and last names consistently so that the name of the collector appears correctly in the Collector field on the Profile Tab and in collections correspondence.

1. If you have established resources in Oracle Resource Manager and use Oracle Territory Manager, run the IEX: Resource Collectors to AR Collectors concurrent program to create collectors in Oracle Receivables. This program transfers existing collectors to the HZ\_CUSTOMER\_PROFILES table to maintain assignments.
2. If you are migrating from using the Collectors Workbench in Oracle Receivables to Oracle Advanced Collections, run the IEX: AR Collectors to Resource Collectors

concurrent program to create a resource for each collector you set up in Oracle Receivables.

### **Set Up Territories:**

You can create territories for individuals or for teams of collections representatives.

See: Setting Up Territories, *Oracle Territory Manager Implementation Guide*.

**Note:** Oracle Territory Manager supports the Collections Territory Administrator (includes Territory Reports User) role for role based access control of data security in Oracle Advanced Collections.

1. Navigate to the Territory Management responsibility.
2. Enable the transaction matching attributes you want to be available for collections territories.

**Note:** You must use the *Collections* usage.

3. Create territory templates to reuse when creating territories.
4. Create your territories using the *Collections* usage.

**Note:** Oracle Advanced Collections allows territory assignment only at three levels, that is Customer, Account, and Bill To, but not at organizational level. So the territory set up done in Oracle Territory Management for one operating unit is applicable for all the available operating units for the customer, account, or bill to site.

The territory set up done in Oracle Territory Management for one operating unit is applicable for all the available operating units.

See: *Oracle Territory Manager Implementation Guide*.

5. Select the transaction type of Customer on the Overview tab.

By selecting Customer you can:

- Use any of the available account matching attributes to set up your territories.
- Assign the different resources in the territory to access account information. You can assign a single resource to one or more of these Access Types on the Resources tab. Different resources can be set up to gain access to different types of information.

Oracle Advanced Collections supports the following matching attributes for creating collections territories:

**Available Transaction Matching Attributes**

- Account Classification
- Account Code
- Account Hierarchy
- Area Code
- City
- Company Annual Revenue
- Country
- County
- Customer Category
- Customer Name Range
- Number of Employees
- Postal Code
- Province
- Sales Partner of
- SIC Code
- State
- TCA Hierarchy

**Run Concurrent Programs for Territory Assignment:**

After you create territories, you must run the following concurrent programs, in the order listed, to assign collectors to customers:

1. Synchronize Territory Assignment Rules: Use the Territory Management responsibility to access this concurrent program. Run it to create territories defined in the territory setup and add the customers to each territory. It must be run at least once before you assign resources and each time after you modify the territory setup.

2. IEX: Territory Assignment: Use the Collections Administrator responsibility. This concurrent program assigns collectors to delinquent customers using Oracle Territory Manager. You can assign collectors at the customer, account, or bill-to level. This program retrieves a list of available collectors for each territory and assigns the first collector on the list.

## Restrictions

Technical points to remember about Oracle Territory Manager:

- Resources must have a role type of *Collections* and a role of *Collections Agent*.
- The IEX: Territory Assignment concurrent program reads the definition of the *Collections* usage and assigns resources to the customers.
- Assignment can be done at the customer (party) level, at the account level or at the bill-to level, but Oracle Territory Manager only assign collectors to customers with delinquencies. Customers with delinquencies have balances in the AR\_TRX\_BAL\_SUMMARY table.
  - This assignment controls the data a collector can view in the Collector's Work Queue and selects collectors for work item assignment.
- Oracle Advanced Collections does not distinguish if collector assignment comes from Oracle Territory Manager or from Oracle Receivables. If you do not use the Oracle Territory Manager, you can populate the Collector field on the Customer page in Oracle Receivables manually.
- Confirm assignments for Customers on the Profile tab in the Oracle Advanced Collections. Confirm assignments for Account and Bill To in the Collector field on the Customer page in Oracle Receivables.

**Note:** Collectors assigned at the customer level are not shown in the Customer page in Oracle Receivables.

- The data is stored in the Collector field in the HZ\_CUSTOMER\_PROFILES table.
- Territories are used only to populate the HZ\_CUSTOMER\_PROFILES table. The IEX: Strategy Management concurrent program will read the resource from the HZ\_CUSTOMER\_PROFILES table and if there is a group resource assigned to that profile, collections will attempt to maintain all resources within that group with the same number of work items.

For example, the following resources are assigned to the profile:

Resource Name	Number of Work Items
Resource1	4
Resource2	4
Resource3	6
Resource4	3

If there are four work items to assign, IEX: Strategy Management concurrent program will make the following assignment:

Resource Name	Number of New Work Items Assigned
Resource1	1
Resource2	1
Resource3	0
Resource4	2

The resulting total number of work items for each resource is as follows:

Resource Name	New Number of Work Items
Resource1	5
Resource2	5
Resource3	6
Resource4	5

**Note:** If there is only one resource assigned to the customer profile, Oracle Advanced Collections will use that resource.

## Related Topics

Overview of Setup Process, page 1-2

## Set Up Oracle Receivables

Set up Oracle Receivables according to the steps outlined in the Setup Checklist, *Oracle Receivables Implementation Guide*. These steps include setting up products related to Oracle Receivables, such as Oracle General Ledger. You may have previously completed these steps when setting up a different Oracle Applications product.

Oracle Advanced Collections requires the following items to be implemented:

- Currencies. See: Defining Currencies, *Oracle General Ledger User Guide*.
- Daily conversion rate types and daily rates. See: Defining Conversion Rate Types, *Oracle General Ledger User Guide* and Entering Daily Rates, *Oracle General Ledger Implementation Guide*.

You must also set the default exchange rate type in Oracle Credit Management to be able to convert data from multiple currencies to your operating currency. See: Defining Credit Management System Options, *Oracle Credit Management User Guide*.

- Aging buckets. See: Aging Buckets and Interest Tiers, *Oracle Receivables Implementation Guide*.
- Lockboxes. See: Lockboxes, *Oracle Receivables Implementation Guide*.
- Receipt methods. See: Receipt Methods, *Oracle Receivables Implementation Guide*.
- Credit memo workflow. See: Credit Management Application Workflow, *Oracle Credit Management User Guide*.
- Approval Limits. See: Approval Limits, *Oracle Receivables Implementation Guide*.
- Collectors. See: Collectors, *Oracle Receivables Implementation Guide*.
- Transaction Types. See: Define Transaction Types, *Oracle Receivables Implementation Guide*.

When setting up transaction types, do not allow negative numbers for invoices or debit memos.

### Set Up Payment Options for Credit Card and EFT Payments:

If you want to accept credit card or EFT payments in Oracle Advanced Collections through Oracle Payments then you need to set up these payment options correctly in Oracle Receivables.

1. Create a new remittance type for Collections Credit Card Payments and set it up as a credit card remittance.
2. Create a new remittance type for Collections EFT Payments and set it up as a cash remittance.

## Related Topics

Overview of Setup Process, page 1-2

## Enable AR Transactions Summary Tables

Oracle Advanced Collections leverages the extensive customer information contained and updated in the AR Transactions Summary tables. This information is displayed on the Collector's Work Queue Delinquency nodes and provides a quick snapshot of the financial health of delinquent customers. Information can be viewed at the customer, account, bill to, or delinquency data level. Summary information is also displayed within Oracle Advanced Collections.

Perform this procedure only once. After setting the profile option, the AR Transaction Summary Tables refresh automatically.

### To enable the AR Transactions Summary table:

1. Set the AR: Allow Summary Table Refresh profile option to *Yes* at Application level. See Overview of Receivables User Profile Options, *Oracle Receivables Implementation Guide*.

## Related Topics

Overview of Setup Process, page 1-2

## Set Up Oracle Cash Management

Use Oracle Cash Management to set up the bank accounts required for processing payments received from customers. If you have previously defined remittance banks while setting up another Oracle Applications product, skip this step.

See: Bank Account Model Overview, *Oracle Cash Management User Guide*.

## Set Up Oracle Payments

Refer to the *Oracle Payments Implementation Guide* for detailed steps related to implementing and configuring this module.

**Note:** For standard implementations, Oracle Advanced Collections calls Oracle Receivables' APIs to create receipts. Oracle Receivables then calls Oracle Payments APIs to process credit card or bank EFT/ACH payments.

**Note:** If you use Oracle Lease and Finance Management, Oracle Advanced Collections calls Oracle Payments APIs to capture funds in Oracle Lease and Finance Management. Oracle Advanced Collections then calls Oracle Lease and Finance Management's APIs to send receipts to Oracle Receivables.

## Related Topics

Overview of Setup Process, page 1-2

## Enable Oracle iReceivables

Oracle iReceivables allows your customers to go online and review, pay, or dispute their bills. This reduces the need for internal collectors to work with customers. Follow the instructions in the *Oracle iReceivables Implementation Guide* to configure iReceivables.

## Set Up Units of Measure

You must set up time units of measure (UOM) in Oracle Inventory if you plan to use wait times in strategies. For the UOM to appear in the Work Item Template, you must create the UOM under the UOM class, (DO NOT use TIME class). You must also set up the conversion rates for the UOM.

**Note:** Please note in order for Advanced collection to calculate the wait time correctly, you must use base unit hour.

In addition, the Time Unit of Measure Class profile option must be set.

**Note:** If you have already configured other financial applications, you may have already set up UOM.

### Steps:

1. Using the Inventory responsibility, navigate to Unit of Measure Classes.

From the list of classes, select the Class you want to use and then select Units of Measure. Define the units of measure you will use for wait times in strategies.



Base = Hour.

Day = conversion 24

Also create additional units in case needed and make sure the conversion is correct.

**Note:** The base unit has to be hour.

After entering the units of measure, select Conversions and enter the conversion values for the units of measure.

2. Using the System Administrator responsibility, set the Time Unit of Measure Class profile option at Application level to Collections using the class you created with base unit hour.
3. Bounce the apache server and clear the *\_oa\_html\_pages* directory and browser cache.

## Set Up Security and Responsibilities

Use this procedure to set up individual employees as users for your application.

### Steps:

1. Using the System Administrator responsibility, navigate to the Users window.
2. Enter a user name and password. You are asked to reenter the password a second time.
3. Use the Person List of Values (LOV) to select the employee that will be using the user name and password.
4. Assign one or more responsibilities to the user. The available responsibilities are:
  - **Collections Agent:** This responsibility has access to the Collections window, Universal Work Queue, searching, eBusiness Center, directory assistance, and reports.
  - **Collections Manager:** This responsibility supports the collections specialist who can review and manage delinquencies, lease related information, escalations, later stage delinquencies, collector reassignment, and reports.
  - **Collections Administrator:** This responsibility has access to implementation setup pages, reports, creating and maintaining strategies and collections work items, creating scoring components, creating scoring engines, enabling or disabling scoring engines, creating dunning plans, setting customer status priorities, and setting up directory assistance.

5. Click Save in the toolbar.

**Note:** Although the responsibilities you assign have the same names as the roles you will assign in the next step, they perform a different function. Responsibilities are a general feature of all Oracle applications and control what features of the application a user can access. The roles you set up in Resource Manager control what collections information users can view and modify.

## Related Topics

Overview of Setup Process, page 1-2

Setting Up Oracle Advanced Collections, page 2-1

## Set Up Notes

Oracle Notes is a CRM Foundation component which comes with a set of predefined Oracle Advanced Collections note types. You can choose whether or not you want to use the predefined set of note types. You can also create customized note types of your own.

Notes created in Advanced Collections are always associated to the organization and person, if identified. Additionally, notes can be associated with other objects related to the activity during which they were created, such as a payment, a dispute, or a promise to pay.

### Note Types

- Collections Account
- Collections Adjustment
- Collections Bankruptcy
- Collections Bill To
- Collections Cases
- Collections Delinquency
- Collections Dispute
- Collections Dunning
- Collections Invoices
- Collections Leasing Contract

- Collections Leasing Invoice
- Collections Litigation
- Collections Payment
- Collections Payment Reversal
- Collections Promise to Pay
- Collections Repossession
- Collections Writeoff

### **Adding Note Types:**

1. Using the CRM Administrator responsibility, navigate to the Application Object Library: Note Types Lookups window.
2. Define the code, meaning, and description as desired. You are only required to define a tag for a new, customized note type.
3. Save the record when you are finished.

### **Disabling an Existing Note Type:**

Assign an end date to an existing note type to disable it.

### **Mapping Note Types to a Source:**

When you map a note type to a source object, you limit the visible note types for that source to the defined subset of note types.

See also: *Implementing Notes, Oracle Common Application Calendar Implementation Guide.*

## **Related Topics**

Overview of Setup Process, page 1-2

## **Set Up Tasks**

Oracle Tasks is a component of CRM Foundation and has predefined task types. If you use dunning plans with callbacks, Oracle Advanced Collections creates tasks for the assigned collectors using the available callback task type. Run the IEX: Create Dunning And Broken Promise Call Backs concurrent program to display dunning callbacks in the Collector's Work Queue.

Refer to the Implementing Task Manager section of the *Oracle Common Application*

*Calendar Implementation Guide*. Oracle Advanced Collections functionality is limited to the following:

1. Defining Task Status (Status Transition and Rules is not supported)
2. Defining Task Priorities
3. Defining Task Types (Resource Requirements and Workflow are not supported)
4. Defining Task Templates (Dependencies and recurrences are not supported)

When setting up task types, you must map all task types.

**Tip:** Map the task types you want to use to Collections. Map all unwanted task types to another application, such as Sales. This will remove all unwanted task types from the drop down list in Oracle Advanced Collections.

## Related Topics

Overview of Setup Process, page 1-2

## Set Up Oracle XML Publisher

You must use Oracle XML Publisher to deliver collections-related correspondence to your customers. Oracle XML Publisher generates correspondence for both strategies and dunning plans; confirmation letters for payments, promises, adjustments, reversals and disputes; and copies of invoices.

**Note:** Customers who previously implemented Oracle One-to-One Fulfillment must now use Oracle XML Publisher.

XML Publisher uses a template and query model to generate and send correspondence. The template provides the form and text for the correspondence. The query supplies the customer-related data that appears in the form letter.

Set up your internet printing protocols, such as CUPS, to be used by Oracle XML Publisher. Then enter the fax and printer names and other required XML options in the Setup Checklist in Collections Administration. See: *Oracle XML Publisher Administration and Developer's Guide* for setup instructions.

**Note:** If you use the XML Publisher Configuration file to control your XML Publisher delivery settings, then any information entered in the Setup Checklist for the XML Publisher Integration category profile options that are part of Oracle Advanced Collections will be ignored.

For more information see: XML Publisher Configuration File, *Oracle XML Publisher Administration and Developer's Guide*.

## Related Topics

Create XML Publisher Templates, page 1-21

Overview of Setup Process, page 1-2

## Create Oracle XML Publisher Templates

### Uses

- Create or update correspondence templates.

## Related Topics

Set Up Oracle XML Publisher, page 1-20

Set Up Correspondence, page 3-33

Overview of Setup Process, page 1-2

## Frequently Asked Questions

### *When do I need to create new templates?*

If the preconfigured Oracle XML Publisher templates available in Oracle Advanced Collections do not suit your business process, you can create new templates. It is recommended that you review and test the preconfigured templates before creating new ones.

### *Who can create XML Publisher templates?*

A functional business user, with knowledge of how correspondence should be worded, creates the text for a template and saves it as a rich text format file (RTF) or as a portable document file (PDF). A DBA with knowledge of the database schema as well as SQL programming creates and registers the queries for the templates.

### *How do I create a new XML template?*

Using your XML Publisher Administration responsibility, create a new template and template ID code. See: *Oracle XML Publisher Administration and Developer's Guide*.

The new template and its ID code are stored in the XDO\_TEMPLATES\_B table.

### *How can I create or update a query for an existing template?*

Use the following steps to create or update a query for an existing template:

- Using Collections Administrator responsibility, click Manage Templates Query.

- Click Create Query
- Search the appropriate template for which you want to enter the query for and enter the query in the Query Editor box.
- To update an existing query, search for the template for which the query needs to be updated.
- Click Update against the query listed for the template.

***How many characters are allowed in a XML query?***

The STATEMENT column in the IEX\_XML\_QUERIES table provides up to 4000 characters. This can be extended to 20000 characters by using the ADDITIONAL\_QUERY column and leaving the STATEMENT column blank.

## Correspondence and Bind Variables

Oracle Advanced Collections sends correspondence using Oracle XML Publisher from Payment, Promise, Invoice Dispute, Invoice Send Copy, and Strategy Send work items. Oracle Advanced Collections identifies the contact, address and contact point details, (fax, e-mail, or print ) from the Collections relationship or Dunning Contact preferences from customer standard form.

While sending the correspondence, the bind variables are passed from the application to the queries whose results are merged with templates. Letter templates are stored in XDO\_TEMPLATES\_VL table. Template names are determined from the system profiles corresponding to the activities. Activity can be Payments, Disputes, Promises, and such.

The following table describes the bind variables passed from the application by a functional activity.

Activities	Bind Variables List	Seeded Query ID
Invoice Send Copy	INVOICE_ID, ACCOUNT_ID, PARTY_ID	39
Payment confirmation	PAYMENT_ID, RESOURCE_ID, PARTY_ID, LOCATION_ID	33
Dispute Confirmation	DISPUTE_ID, PARTY_ID, CONTACT_ID, LOCATION_ID	34
Promise to Pay	PROMISE_DETAIL_ID, RESOURCE_ID, CONTACT_ID, PARTY_ID, LOCATION_ID	35

Activities	Bind Variables List	Seeded Query ID
Adjustment Confirmation	ADJUSTMENT_ID, RESOURCE_ID, CONTACT_ID, PARTY_ID, LOCATION_ID	36
Payment Reversal	RECEIPT_ID, RESOURCE_ID, CONTACT_ID, PARTY_ID, LOCATION_ID	37
Consolidated Invoice Confirmation	CONSOLIDATED_INVOICE_ID, RESOURCE_ID, CONTACT_ID, PARTY_ID, LOCATION_ID	38
Strategy (Customer)	PARTY_ID, LOCATION_ID, CONTACT_ID, RESOURCE_ID	1, 5, 9, 13, 17, 21, 25, 29
Strategy (Account)	PARTY_ID, ACCOUNT_ID, LOCATION_ID, CONTACT_ID, RESOURCE_ID	2, 6, 10, 14, 18, 22, 26, 30
Strategy (Bill To)	PARTY_ID, ACCOUNT_ID, CUSTOMER_SITE_USE_ID, LOCATION_ID, CONTACT_ID, RESOURCE_ID	3, 7, 11, 15, 19, 23, 27, 31
Strategy (Delinquency)	PARTY_ID, ACCOUNT_ID, CUSTOMER_SITE_USE_ID, DELINQUENCY_ID, LOCATION_ID, CONTACT_ID, RESOURCE_ID	4, 8, 12, 16, 20, 24, 28, 32

## Enable Customer Interaction Tracking

Enable interaction tracking if you want to automatically capture all interaction touchpoints that a collector makes while working with a customer. Tracking interactions saves collectors' time and improves efficiency. Interaction information can be viewed on the History tab.

Set the following profile options to Yes:

- OTS: Interactions-Default Outcome
- OTS: Interactions-Default Action
- OTS: Interactions-Default Action Item

- OTS: Interactions-Enable Automatic Start
- OTS: Interactions-Enable Auto Wrapup
- OTS: Interaction-Generate Customer Activity
- OTS: Interactions-Generate Notes Activity
- OTS: Interactions-Generate Task Activity
- OTS: Interactions-Start on Query

In Collections Center toolbar, there are traffic signal buttons (green to start interactions and red to wrap up) which indicate the status of interactions. This can also be accessed from the Tools menu.

Refer to the Activity Tracking, page B-9 profile options to enable interactions in IEX.

## Related Topics

Overview of Setup Process, page 1-2

Oracle Advanced Collections Profile Options and Profile Categories Overview, page B-1

Set Up Additional Oracle Advanced Collections Profile Options, page 2-10

## Set Up Oracle Customer Interaction History

If you want to track all customer interactions in your collections process, you must set up Oracle Customer Interaction History to enable automatic customer interaction tracking.

Advanced Collections records the actions and action items, listed in the table below, for interactions in Customer Interaction History. You can amend these values in Customer Interaction History.

Action	Action Item
Payment	Reversal
Payment	Credit Card
Payment	Bank Transfer
Payment	Promise to Pay



Action	Action Item
Payment	Terms
Dispute	Invoice
Dispute	Debit Memo
Dispute	Send Copy of Invoice
Directory Assistance	Dial New Number
Case	Create Case
Strategy	Create Strategy
Strategy	Modify Strategy

**Note:** Customer Interaction History does not track correspondence sent by strategy work items. To view a record of this correspondence, go to the History tab in Advanced Collections and select Correspondence History.

See also: Implementing Tasks, *Oracle Customer Interaction History Implementation Guide*.

## Related Topics

Overview of Setup Process, page 1-2

## Enable Oracle Interaction Center

If you want to leverage Oracle Advanced Collections functionality in a call center environment, follow the instructions in *Oracle Advanced Outbound Telephony Implementation Guide* and *Oracle Advanced Inbound Telephony Implementation Guide*. If Advanced Outbound Telephony is installed, then set the OTS: Advanced Outbound Installation profile option to Yes.

See also: *Oracle Interaction Center Server Manager Implementation Guide*.

## Related Topics

Overview of Setup Process, page 1-2

## Set Up Legacy Calls for Oracle Receivables

If you want to display all history, both past and future dated, created in Receivables calls screens, you must set up the AR Legacy Calls option in the History tab. Migrating customers will be able to display Receivables legacy calls if desired in the LOV. By default, the option is not enabled. You must enable the option using the setup steps.

**Note:** AR Legacy Calls will not be included in *ALL* view because the view is from a separate table.

1. Navigate to Receivables responsibility.
2. Navigate to System > Setup > Quick Code > Collections.
3. Query the *IEX\_HISTORY\_TYPE* type.
4. Navigate to the *RECEIVABLES\_CALLS* code and enable the checkbox.

### Related Topics

Overview of Setup Process, page 1-2

## Set Up Call Wrap-up Administration

Refer to the instructions in the *Oracle TeleSales Implementation Guide* to set up the following:

- Create outcomes, results, and reasons for call wrapup
- Link outcomes to results and reasons
- Assign outcomes

### Related Topics

Overview of Setup Process, page 1-2

## Implement Oracle Trade Management

If you want to allow collectors to access trade claims and deductions in Oracle Advanced Collections, you must implement Trade Management. See: *Oracle Trade Management Implementation Guide*.

## Related Topics

Overview of Setup Process, page 1-2

## Install Oracle Bill Presentment Architecture

If you want to allow collectors access to customer invoices presented online, you must set up Bill Presentment Architecture (BPA). For information on how to implement BPA, see *Oracle Bill Presentment Architecture User's Guide*.

## Related Topics

Overview of Setup Process, page 1-2

## Install Oracle Lease and Finance Management

If you want to use Oracle Advanced Collections for collections on leasing contracts, you must install Oracle Lease and Finance Management.

For information on how to install Oracle Lease and Finance Management, see the *Oracle Lease and Finance Management Implementation Guide*.

In addition, this guide and the *Oracle Advanced Collections User Guide* have additional information about installing and using Lease and Finance Management with Advanced Collections.

If you are using an earlier version of Advanced Collections that does not consolidate invoices originating in Oracle Receivables and Lease and Finance Management, then you must use the following procedure to convert all existing lease case delinquencies to invoice delinquencies.

### Convert Case Delinquencies:

1. Manually run the iexupdst script to close all delinquencies that have a case ID. The script updates the delinquency status to Closed. The script is located at \$IEX\_TOP/patch/115/sql/iexupdst.sql.
2. Disable the Case Scoring Engine and remove it from the Scoring Engine Harness.
3. Run the IEX: Strategy Management concurrent program to close the strategies for the delinquencies updated in Step 1.
4. Run the IEX: Scoring Harness concurrent program for all invoices to create delinquencies. Select the Delinquency Status Determination scoring engine as the parameter.
5. Create new strategies using the new data level and then run the IEX: Strategy

Management concurrent program to use the new strategies.

**Important:** It is STRONGLY recommended that you run strategies at the Customer, Account, or Bill To level. Do not run strategies at the Delinquency level.

## Related Topics

Overview of Setup Process, page 1-2

Configuring Oracle Advanced Collections for Oracle Lease and Finance Management, page 2-15

## Install Oracle Loans

If you want to use Oracle Advanced Collections for collections on loans, you must install Oracle Loans.

For information on how to install Oracle Loans, see *Oracle Loans User Guide*.

In addition, this guide and the *Oracle Advanced Collections User Guide* have additional information about installing and using Loans with Advanced Collections.

## Related Topics

Overview of Setup Process, page 1-2

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## Implementing Oracle Advanced Collections

This chapter describes the implementation process required for Oracle Advanced Collections.

This chapter covers the following topics:

- Setting Up Oracle Advanced Collections
- Using Preconfigured Elements
- Operational Data Level
- Multiple Level Strategies for Different Operating Units
- Display Collector's Work Queue Nodes
- Set the Desktop Display Style
- Set Up Custom Tabs
- Set Up Metrics
- Set Up Additional Oracle Advanced Collections Profile Options
- Set Up Customer Status Prioritization
- Enable Web Directory Assistance
- Set Up Workflow for Promise Approval
- Configure Oracle Advanced Collections for Oracle Lease and Finance Management

### Setting Up Oracle Advanced Collections

Oracle Advanced Collections provides a user interface to guide you through the implementation process. As you answer questions and make decisions about how you will use the application, Advanced Collections sets system profile options in the background at the site level. It also performs setup tasks, such as displaying tabs and creating scoring engines. After completing your implementation, you can continue to use the Checklist to manage and update key features such as scoring and strategies.

The implementation user interface is available under the Collections Administrator responsibility and has three parts:

- Collections Questionnaire, page 2-3
- Collections Checklist, page 2-3
- Task Pages, page 2-3

Before you begin implementing Advanced Collections, you must make certain business decisions about your collections process. The decisions you make will affect the choices you make in the Questionnaire and Checklist. Learn more about the following areas before you begin:

- Operational data levels, page 2-4
- Scoring, page 3-2
- Strategies, page 3-20 and Using Dunning Plans, page 3-41
- Correspondence, page 3-30

### **Requirements**

Questionnaire, Checklist, and Task pages should be completed by someone who is familiar with your business rules and has operational and functional knowledge of your collections organization.

Use the Collections Administrator responsibility to access these pages.

### **Prerequisites**

Set up E-Business Suite applications and configure them for use with Oracle Advanced Collections.

**Note:** If you are upgrading from a previous version, Oracle Advanced Collections will populate the Questionnaire and Checklist to reflect your earlier product configuration. You must review the Questionnaire and Checklist to verify that the settings correctly migrated and support your business practices. Make changes if necessary.

If you use dunning plans, you must change the default collections method in the Questionnaire from strategies to dunning plans.

The Questionnaire and Checklist set profile options at the site level and will not affect existing profile options set at the user, application, or responsibility level. Your responses to the Questionnaire and Checklist will not override any profile options previously set at any level other than the site level.

For a list of the profile options set by the Questionnaire and Checklist,

see: Profile Options for Collections Questionnaire and Checklist, page B-43.

## Collections Questionnaire

The Questionnaire asks basic questions about how you plan to use Advanced Collections. It covers three areas – Operations, Transactions, and Collections Methods. Your answers to these questions determine which setup steps appear as tasks on the Collections Checklist. The Questionnaire appears automatically when you select the Setup Checklist link in the Navigator for the first time. You can also access the questionnaire from links on the Collections Checklist.

## Collections Checklist

The Checklist itemizes the setup tasks to be completed for the three areas of the Questionnaire.

The Checklist is designed to make your implementation process easier and faster. It lists the setup tasks to be completed based on your responses in the Collections Questionnaire, indicates which tasks are mandatory, and shows the status of each task.

**Note:** The Collections Checklist sets all Advanced Collections system profile options for you except those related to using Oracle Lease and Finance Management, Oracle TeleSales, and profile options that you can only change using the Profile Navigator option.

## Collections Task Pages

The task pages ask additional questions about each topic. The questions are written in clear, non-technical language. On-screen tips and information provide additional information about questions when necessary and links to more information in the online help documentation. As you complete each task page, the status of the task is updated on the Checklist. You can come back to task pages to make changes in your system settings at any time.

## Using Preconfigured Elements

Oracle Advanced Collections provides preconfigured elements for scoring, strategies, metrics, and correspondence. These elements include scoring components, scoring engines, work item templates, strategy templates, metrics formulas, along with correspondence templates and queries. You can use the preconfigured elements in test and pre-production environments. You can also use the preconfigured elements in your production environment if they suit your business needs.

While it is not necessary to modify preconfigured elements, the instructions are included in the Collections Checklist to show you the order in which you need to set up these elements. Work with your collections manager to determine the modifications to be performed during implementation. You can also follow these procedures when modifying or adding elements.

## Related Topics

Using Preconfigured Elements, page E-1

## Operational Data Level

The operational data level represents the level at which you conduct your collections business with your customers.

- Customer
- Account
- Bill To location
- Delinquency

When you select a data level in the Collections Questionnaire, you set the level for running scoring and strategies.

In addition, the operational data level affects many aspects of how you use Advanced Collections and controls whether some buttons are enabled or not. It affects sending correspondence, territories for assigning collectors, and whether data from multiple operating units can be displayed.

## Related Topics

Multiple Level Strategies for Different Operating Units, page 2-4

Displaying Collector's Work Queue Nodes, page 2-5

Viewing Customer Information, *Oracle Advanced Collections User Guide*

Setting Up Oracle Advanced Collections, page 2-1

## Multiple Level Strategies for Different Operating Units

The Collections Manager sets up the default levels at which the business unit can run, view and do collections using the in the Collections Administration checklist. Click *Define the Operating Unit Collections Level* in the Operating Setup tasks. The Collections Administrator can default at three levels namely the System level (basic level at which the organization does business with its customers and collects- either at party level or at



account level or at bill to site level or delinquency level), the Operating Units level and the Party level, if any, as per the policies and scenarios of the business in which the operation exists. The priority order of the defaults are as follows: Customers, then Operating Unit, and last, System, as the defaults are applied from the lowest level to the topmost level.

So the Collections level specified at customer level or party level has priority over the Collections level specified at the operating unit. And further the Collections level specified at operating unit level has priority over the Collections level specified at the system level. In System level, you define at what level does the organization do business with its customers with four options either at party level or at account level or at bill to site level or delinquency level.

In the checklist, the operating unit default can be setup by one-to-one mapping of operating unit with the Collections level or by selecting multiple operating units and assigning them one-to-one with the Collections level. So each concurrent program is run at the default collection level is assigned to the program or request based on the lowest level of the Collections defaults. Also in the checklist, you define whether the business organization would want to override the defaults at the party level or not. If set to *Yes*, then the Collection Manager or Administrator in the Collections Workbench can override the other defaults by selecting specific Collections level for that party and saving the record. Basically when the Party or Customer or Organization name is selected in Collections Workbench, the Collections level attribute is first set based on the operating unit, if any, selected in the header level. If not available then, the Collections level attribute is set from the system level given in the checklist.

## Related Topics

Operational Data Levels, page 2-4

Displaying Collector's Work Queue Nodes, page 2-5

Using Collector's Work Queue, *Oracle Advanced Collections User Guide*

Set Up Additional Oracle Advanced Collections Profile Options, page 2-10

Overview of Setup Process, page 1-2

## Display Collector's Work Queue Nodes

To optimize your collectors' efficiency, organize the information presented in Collector's Work Queue to match the operational data level at which your collectors work with customers: customer, account, bill to location, or delinquency. When you use the Advanced Collections Setup Checklist to configure your system, the work queue nodes are automatically set to reflect your operational data level, your collections method, and other collections settings.

The nodes available for each operational data level are:

- **Strategy Work Node:** Displays all the strategy work items assigned to the collector,

including customer information, and work item summary information.

- **Broken Promises Node:** Displays broken promises assigned to the collector. Even though promises are taken at the transaction level, you can display them grouped by customer, bill to location, or account.
- **Delinquent Node:** Displays delinquent customers, accounts, bill to locations, or transactions assigned to the collector.

You can also display a *Task Node* to list broken promise and dunning callbacks, approvals, meetings, problem resolutions, and other items that make up the Collector's Work Queue.

**Note:** You should displays nodes for only one data level, either customer, account, bill to location, or delinquency, and show all collection nodes available at that data level. Data is refreshed when you run the IEX: Populate UWQ Summary Table concurrent program. This program only populates information for the data level at which you run strategies. For more information, see: *Running Concurrent Programs, Oracle Advanced Collections User Guide*.

The IEX Populate UWQ Summary concurrent program is submitted only once. The program loops for each collections definition level specified on the Operation Setup task. The IEX Delinquency Management concurrent program updates the summary data based on the Collections level for that particular party.

All the nodes can be enabled based on the following profile options at the specific business level of the organization. The UWQ summary data is populated for each party based on Collections level only one node at a time.

- **IEU: Queue: Account View Delinquency:** Set to *Yes*.
- **IEU: Queue: Account View Promises:** Set to *Yes*.
- **IEU: Queue: Account View Strategies:** Set to *No*.

**Note:** If you use dunning plans instead of strategies, you should hide Strategy Work Item nodes since they are related to strategies.

**Note:** Marketing lists are used for high volume outbound collections campaigns. If you do not want marketing lists displayed in the Collector's Work Queue, then set the AMS: Queue: Marketing Lists profile option to *No*.

Even though you use the Advanced Collections Setup Checklist to determine the nodes

displayed in the Collector's Work Queue, you can also set the *IEU: Queue Order* profile option to indicate the order in which each node appears. For example, if you want to display collectors' work items organized by customer, you set the following profile options to *Yes*:

- IEU: Queue: Customer View Delinquencies
- IEU: Queue: Customer View Promises
- IEU: Queue: Customer View Strategies

You could set the order they appear in UWQ as follows:

- IEU: Queue Order: Customer View Delinquencies: 3
- IEU: Queue Order: Customer View Promises: 2
- IEU: Queue Order: Customer View Strategies: 1

## Related Topics

Operational Data Levels, page 2-4

Multiple Level Strategies for Different Operating Units, page 2-4

Using Collector's Work Queue, *Oracle Advanced Collections User Guide*

Set Up Additional Oracle Advanced Collections Profile Options, page 2-10

Overview of Setup Process, page 1-2

## Set the Desktop Display Style

The IEU: Desktop: Work Selector profile option controls the appearance of the UWQ desktop. You can display Collector's Work Queue nodes as either:

- Hgrid: Work queue nodes are presented in a navigator frame and work items are displayed in another frame based on the node selected. Users can drill down or roll up to display the appropriate level of detail.
- Cascade: Work is displayed in a single frame based on the node selected from a drop down list.

For information on setting this profile option, see: Set Up Oracle Additional Advanced Collections Profile Options, page 2-10.

### Reusing Application Windows:

The IEU: Non-Media: Navigate profile option determines whether a new Advanced Collection window is opened every time the user selects a new work item. Set to Yes to

tell UWQ to reuse the same window when a user selects a new work item. Set to *No* if you want UWQ to open an additional window when users select a new work item. Set to *Yes* to save computer resources. The profile option can be set at the site, application, responsibility, and user levels.

## Related Topics

Overview of Setup Process, page 1-2

## Set Up Custom Tabs

The Collections window has two tabs that you can customize to provide functionality specific to your organization or industry, that is not provided elsewhere in Oracle Advanced Collections. For example, you could program one tab to display additional customer data that relates to your industry sector that your collectors can refer to while interacting with customers.

The tabs are labeled Custom1 and Custom2. To be able to use the custom tabs, your implementation team or system administrator must:

- Unhide one or both tabs according to standard procedures for including and excluding menus.
- Add Oracle Forms code for the desired functionality for each tab.

Setting up the custom tabs to be used by your collectors will not alter your support agreement with Oracle. However, it is recommended that you save the custom code before applying patches or mini-packs.

## Related Topics

Setting Up Oracle Advanced Collections, page 2-1

## Set Up Metrics

### Uses

- Create new metrics
- Modify existing metrics
- Select the metrics you want to display on the Profile tab
- Set the display order
- Set rating ranges for a metric

## Definitions

Term	Definition
<b>Function</b>	Indicates if the metric uses a function call to derive a value.
<b>Value</b>	The select statement or function for the metric.
<b>Object</b>	The database entity for the metric.
<b>Rating</b>	The value (High, Medium, Low) of a specific metric in relation to all possible values.

## Related Topics

Preconfigured Metrics, page D-1

Profile Tab, *Oracle Advanced Collections User Guide*

## Frequently Asked Questions

### *How often are metric values calculated?*

Use the IEX: Metric Calculation Method profile option to determine whether Advanced Collections calculates the information each time you navigate to the Profile tab or in batch mode. If you set the profile option to batch mode, you must schedule the IEX: Refresh Metrics Summary Table concurrent program to run to refresh the data.

### *Do I have to display all metrics on the Profile tab?*

No. You can select which metrics to display by updating the details for each metric. Select the Enabled box for only those metrics you want to view on the Profile tab. You can also set the display order for the metrics.

To select the metrics to display on the Profile tab, go to the Create Metric section of the Collections Checklist using the Collections Administrator responsibility.

### *Can I create a new metric?*

You can define new metrics based on your corporate policies and formulas. Since metric formulas use SQL/Plus statements or function calls to calculate data, you will need a qualified DBA to do this.

### *How are ratings used with metrics?*

Ratings tell the collector how to interpret or evaluate a metric value. For some metrics, such as Average Days Late, the meaning or relevance of the calculated value is clear to the collector. To increase the usefulness of a metric, you can define high, medium, and

low ranges of possible metric values to clarify the number returned by Advanced Collections for a customer.

***What is the test button used for?***

Verify the accuracy of metric values and ranges with test data before you use the metric with production data. Select a party in the Identifier field with known metric values and click Test.

## Set Up Additional Oracle Advanced Collections Profile Options

In addition to the profile options set by the Collections Questionnaire and Checklist, you can set additional system profile options to define how Oracle Advanced Collections behaves for users. You can set up your application according to your company's business requirements.

The procedure for setting up and changing profile options is the same for all Oracle applications. For a detailed description of the procedures, refer to the *Oracle E-Business Suite Setup Guide*.

For information on profile options available for Advanced Collections, see: Category and Profile Option Descriptions, page B-7.

**Steps:**

1. Using the Collections Administrator responsibility, choose Profiles to open the Find System Profile Values window.
2. Enter your search criteria in the Display region.
3. Click in the Profile Field. Enter a partial name of the profile using "%" as a wild card.
4. Click Find. The found profiles are displayed in the System Profile Values window.
5. Click in the field of the profile you want to set or change.
6. Select a value from the List of Vales (LOV).
7. Click Save on the toolbar.

### Related Topics

Profile Options for Collections Questionnaire and Checklist, page B-43

## Set Up Customer Status Prioritization

The Collections Header includes a Status field for the customer. This status represents

the most critical status of the customer and indicates to the collector what delinquency issues this customer has. Often, the status of Bankruptcy is the most critical and the company using Oracle Advanced Collections identifies the prioritization of the various statuses using the Customer Status Prioritization menu item. Use this procedure to set up filters and priorities that control the status displayed in the header for each customer.

## Prerequisites

- ☐ If you want to use a filter, create the view that the filter will use.

### Steps:

1. Using the Collections Administrator responsibility, select Customer Status Prioritization .

The Customer Status Prioritization page lists existing prioritizations with their start and end dates.

2. Click Create.

The Create Customer Status Prioritization page appears.

3. Enter a name.

4. Enter a description.

5. Enter start and end dates for the prioritization to be active.

6. Click Create.

The prioritization is saved and appears in the Customer Status Prioritization page.

7. If you want to associate a filter with this prioritization, then perform the following steps:

1. In the Filter Name column, click Create.

The Customer Status Prioritization Filter page appears and the filter type is Customer Status Filter.

2. Enter a filter name.

3. If you want the filter to be active, select Y.

4. Select the view name to use for the filter.

5. Select the column name to filter.

6. Click Create.

The filter is saved and the Customer Status Prioritization page appears.

8. Click the prioritization that you created.

The Status Prioritization Details page appears.

9. Click Add Line.

Several blank lines appear.

10. From the Customer Prioritization LOV, choose the status that will be the first priority.

11. In the Priority field, enter 1.

12. Select Y to enable the delinquency line.

13. Optionally, enter additional status lines for priority 2, 3, and so on.

14. Click Update to save your record.

## Related Topics

Setting Up Oracle Advanced Collections, page 2-1

## Enable Web Directory Assistance

Enable Web Directory Assistance if you want your collectors to be able to automatically access the directory assistance Web site used by your organization to look up calling numbers.

### Steps:

1. Using the Collections Administrator or Collections Manager responsibility, navigate to the Web Assistance page.
2. Click Create Web Assistance.
3. Using another browser window, navigate to the web directory assistance service you want to use.
4. Perform a search for any individual. Keep the page with the results open. You will need to refer to it for the rest of this procedure.

For example, navigate to [www.superpages.com](http://www.superpages.com), select the People Pages tab, and search for John Doe in California.



The search returns a page with the following URL:

```
http://directory.superpages.com/wp/results.jsp?SRC=&PS=15&PI=1&STYPE=WS&WF=John&WL=Doe&T=&S=CA&search=Find
```

5. In the Search URL field, enter the part of the URL before the question mark (?).

In the SuperPages.com example, you copy and paste the following:

```
http://directory.superpages.com/wp/results.jsp
```

6. In the Header Constant field, enter the part of the CGI portion of the URL header that remains constant when you perform different searches.

**Note:** You may need to perform additional searches to determine what portion of the URL remains constant.

In the SuperPages.com example, this is: SRC=&PS=15&PI=1.

7. In the Trailer Constant field, enter the constant part of the URL after the search terms.

In the SuperPages.com example, this is: &search=Find

8. Enter the switch separator. The switch separator is always the ampersand (&).
9. Enter the URL separator. The URL separator is always the question mark (?).
10. Click Update.

The Web Assistance page displays the web assistance you saved.

11. Click Detail for the web assistance you created.

12. In the Web Assistance Details page, click CGI Switches.

The Oracle Advanced Collections Web Directory Administration page displays switch information for the web directory.

13. Create each switch to include in the search. The switches are the CGI script variables used for your search criteria. Each switch is followed by an equals (=) sign. In the SuperPages.com example the switches are: WF, WL, T, and S.

For each switch:

1. Click Create CGI Switch.
2. Enter the switch in the Switch Code field. The entry is case sensitive.
3. Enter a number in the Sort Order field indicating the order this switch appears in the URL.

4. Select Y next to the search criteria related to this switch. For SuperPages.com, WF is used for first name, WL for last name, T for city, and S for state.
  5. Set the Enable field to Y. Any disabled switch has a corresponding disabled field on the Directory Assistance page.
  6. If user entry for this switch is required by the web assistance service, then select Y for the Required field. Look on the search web page to find out what fields are required. In the SuperPages.com example, last name is the required field.
  7. Click Update.  
The Web Assistance Details page displays the new switch.
14. After testing your settings, set Enabled to Y.
- Note:** You can enable only one directory service at a time.
15. Click Update to save your changes.

## Related Topics

Setting Up Oracle Advanced Collections, page 2-1

## Set Up Workflow for Promise Approval

If your business process requires manager approval before a collector can record a promise to pay for a customer, you can set up a workflow to automate the approval process.

## Prerequisites

- ☐ Create a workflow for the promise approval process that sends notifications to the appropriate resources. Define the process in the workflow as PROMISE\_WORKFLOW.

For information about creating workflows, see: *Defining a Workflow Process, Oracle Workflow Developer's Guide*.

### Steps:

1. Using the Collections Administrator responsibility, enter the name of the promise approval workflow in IEX: Item Type of Promise Workflow profile option.
2. Set IEX: Approval Required for Promise profile option to Yes.

## Related Topics

Setting Up Oracle Advanced Collections, page 2-1

## Configure Oracle Advanced Collections for Oracle Lease and Finance Management

Oracle Advanced Collections supports the ability to collect from Receivables and Lease and Finance Management invoices in the same instance. If you are using Oracle Lease and Finance Management, you must configure Oracle Advanced Collections to integrate the functionality of the two applications.

In the Operations section of the Collections Questionnaire, select Lease Contracts when answering the following question:

- For which of the following does your organization collect?

Oracle Advanced Collections exposes the Case Management and Contract tabs on the Collections page. It adds Leasing Payment and Leasing Promise to the list of history types available on the History tab. It adds Leasing Invoice to the list of transaction classes available on the Transaction tab.

The Collections Leasing Agent and Collections Leasing Administrator responsibilities are added in Oracle Advanced Collections, which are used to manage and use the Report to Credit Bureau and Transfer to an External Agency functionalities from Oracle Lease and Finance Management.

In addition, verify or enable the items listed below.

**Set the following profile options used in a Collections/Lease and Finance Management operation:**

- Enable IEX: iPayment Payee ID
- Enable IEX: Disable iPayment Processing
- Enable IEX: CB Customer Notification Email From
- Enable IEX: CB Customer Notification Email Subject
- Enable IEX: CB Customer Notification Template
- Enable IEX: CB Customer Notification Grace Days
- Enable IEX: Case Default Resource
- Enable IEX: Credit Hold of Delinquency
- Enable IEX: Default Bankruptcy Notice of Assignment

- Enable IEX: EA Recall Grace Days
- Enable IEX: EA Score Diff For Recall
- Enable IEX: EA Score Engine ID
- Enable IEX: EA Transfer Days
- Enable IEX: EA Vendor Notification Email From
- Enable IEX: EA Vendor Notification Email Subject
- Enable IEX: EA Vendor Notification Template
- Enable IEX: Service Hold of Delinquencies
- Enable IEX: Turn off Collections Activity for Bankruptcy
- Enable IEX: Default Notice of Bankruptcy Assignment
- Enable IEX: Turn Off Invoice on Bankruptcy
- Enable IEU: Queue: Delinquency View Delinquencies (Case Level)
- Enable IEU: Queue: Delinquency View Promises (Case Level)
- Enable IEU: Queue: Delinquency View Strategies (Case Level)
- Enable IEU: Queue Order: Delinquency View Delinquencies (Case Level)
- Enable IEU: Queue Order: Delinquency View Promises (Case Level)
- Enable IEU: Queue Order: Delinquency View Strategies (Case Level)
- Disable IEX: Activity Enabled in Dispute
- Disable IEX: Allow Disputes
- Disable IEX: Allow Adjustments

**Enable the following concurrent programs:**

- Hide IEX: Create Dunning and Broken Promise Call Backs
- Hide IEX: Send Dunning for Delinquent Customers
- Expose IEX: Case Owner Load Balancing
- Expose IEX: Notify Customer

- Expose IEX: Process Pending
- Expose IEX: Recall Transfer
- Expose IEX: Report All Contracts
- Expose IEX: Review Transfer
- Expose IEX: Notify Ext Agency
- Expose IEX: Open Interfaces

**Set the following default workflow background processes:**

- Expose IEX: CO Recall Case from External Agency
- Expose IEX: CO Report to Credit Bureau
- Expose IEX: CO Review Transfer to External Agency
- Expose IEX: CO Transfer to External Agency
- Expose IEX: Delinquency Asset Work Flow
- Expose IEX: WF for Collection Delinquent Service Hold
- Expose IEX: WF for Collections Delinquent Credit Hold

**Change the following graphical elements in Oracle Advanced Collections:**

- Report to Credit Bureau
- Transfer to External Agency
- Leasing Center
- Expose Case Column Number in the Strategy table on the Lifecycle tab
- Expose Case Column Number in the top Strategy table on the Strategy tab

**Expose case-related scoring engines in Collections Manager:**

- Case Scoring

## Related Topics

Setting Up Oracle Advanced Collections, page 2-1



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## Collections Methods Setup

This chapter describes the business processes and implementation considerations for setting up your collection methods. It is divided into three sections covering scoring, strategies, and dunning.

This chapter covers the following topics:

- Overview of Scoring
- Score Objects
- Concurrent Programs for Scoring
- Preconfigured Scoring Engines
- Set Up Scoring
- Scoring Components
- Create Scoring Components
- Weight
- Segments in Scoring Engines
- Create or Update a Scoring Segment
- Create New Scoring Engines
- Add Scoring Components
- Set Score Ranges
- Enter Parameters for Function Variables
- Set Up Delinquency Status Score Ranges
- Collections Strategies
- How Strategies Work
- Strategy Checklists
- Segments in Strategies

- Preconfigured Elements for Strategies
- Work Items
- Create Work Items
- Create a Work Item - General Information
- Create a Work Item - Details
- Set Up Correspondence
- Custom Workflows
- Assign Skills
- Create Collections Strategies
- Strategy General Information
- Adding a Strategy Segment
- Scoring Rules
- Add Work Items
- Define Strategy Default
- Default Strategy Resource
- Overview of Using Dunning Plans
- Dunning Process
- Dunning Requirements
- Creating Correspondence Templates
- Dunning Plans
- Aging Bucket Lines for Dunning
- Set Dunning Plan Aging Bucket
- Setting Dunning Level
- Set Collections Dunning Level
- Creating a Dunning Plan
- Create Dunning Plans
- Set Up Universal Work Queue for Dunning Plans

## Overview of Scoring

Scoring forms the foundation of your collections activities. Oracle Advanced Collections uses scoring in two ways:

- To determine transaction status: current, delinquent, and pre-delinquent.



When scoring transactions, Advanced Collections looks at transactions from Oracle Receivables, including invoices, debit memos, and chargebacks; lease invoices originating in Oracle Lease and Finance Management; or loans invoices originating in Oracle Loans. In general, if a customer has delinquent transactions, the customer is considered to be delinquent.

- To determine the value of each customer.

When scoring to assign customer value, you can use any data point about the customer. Typically you run customer value scoring at an operational data level (customer, account, bill to, or delinquency).

Once you know which transactions are delinquent and you know the relative value of a customer, you can manage delinquencies more effectively with either collections strategies or dunning plans.

**Note:** The score displayed in the Collections Score field in the Collections header is always the customer-level score.

## How Customer Value Scoring Works

Let's say you want to evaluate your customers and select the appropriate collections management method for each. In this example, you want to use three factors to select the collections plan for a customer: how much they owe, how many transaction are overdue, and how long they have been a customer. To find out this information, you create a scoring engine with three scoring components to calculate the following information for each customer:

- The total overdue amount
- The number of delinquencies
- The number of years you have had a relationship with this customer

But how do you use the results of these scoring components to rank your customers? For some components, a high number means you are dealing with a good customer, but in other instances, a low number is better.

- The total overdue amount - low number is better
- The number of delinquencies - low number is better
- How long you have been doing business - high number is better

To qualify the numbers returned by the scoring components, break down the possible numerical results into ranges and assign a value, or score, to each range.

The following tables show the ranges and scores for each scoring component.

***Amount Overdue Scoring Component***

<b>Amount Overdue</b>	<b>Score</b>
\$0 - \$999	100
\$1000 - \$4999	50
\$5000 - \$9999	25
Over \$10,000	10

***Number of Delinquencies Scoring Component***

<b>Number of Delinquencies</b>	<b>Score</b>
0 - 9	100
10 - 19	50
20 - 39	25
over 40	10

***Customer Since Scoring Component***

<b>Customer Since</b>	<b>Score</b>
Less than 1 year	10
1 - 2 years	50
3 - 5 years	75
over 5 years	100

However, one type of information about a customer may be more important than another when evaluating which collections activities to use. Let's say that the amount a customer owes is a more important factor than how long they have been your customer

or the number of delinquencies they have. You need a way to compare the disparate numbers derived by the scoring components. To do this, assign a weight to each component to indicate its relative importance to the total score. The total weight of all components must add up to 1.0.

The following table shows the weights for the scoring components.

Scoring Component	Weight
Amount overdue	.5
Number of delinquencies	.3
Customer since	.2

Based on this setup, Advanced Collections calculates the score for a customer who owes \$18,425 on 9 delinquencies, and has been a customer for 2 years as follows:

$$(10 \times .5) + (100 \times .3) + (50 \times .2) = 5 + 30 + 25 = 60$$

You can create new scoring engines or use the preconfigured scoring engines provided by Advanced Collections. In either case, you must test your assumptions by running scoring in a test environment with a small segment of your actual data.

## How Transaction Scoring Works

Scoring transactions to determine whether they're current, delinquent or pre-delinquent works the same as scoring for customer value, but with one additional step. A transaction scoring engine with one or more scoring components obtains scores for all transactions. Once the transactions have been scored, you need to set score ranges for the status of either current, delinquent or (if your business rules require) pre-delinquent.

For example, your Transaction scoring engine uses a component that looks at the due date of a transaction and then assigns a status based on the score and the defined score ranges. If the due date for a transaction is greater than today's date, it assigns a score of 1 and the transaction is current. If the due date is less than today's date, score is 100 and the transaction is delinquent. Using the preconfigured Delinquency Status Determination scoring engine, the score ranges are shown in the following table:

Score Range Low	Score Range High	Status
1.00	10.99	Current
11.00	100.00	Delinquent

## Related Topics

Set Up Scoring, page 3-7

## Score Objects

Scoring calculates a score value for an object in the database. You can score the following types of objects seeded in Advanced Collections, or you can create new scoring objects.

- **Party, Account, or Bill To:** The operational data level at which you do business with your customers.
- **Transaction:** A transaction created in Oracle Receivables, or originating in Oracle Loans or Oracle Lease and Finance Management. When determining the delinquency status of transactions, Oracle Advanced Collections creates a delinquency in a Collections table and the status of the transaction on the Transaction tab is shown as *Delinquent*. When a transaction is paid and no longer delinquent, the status becomes *Current*.
- **Case:** A group of leasing contracts for a customer sharing the same bill-to address, private label, and other contract parameters. Case only applies if you use Oracle Lease and Finance Management.

## Related Topics

Set Up Scoring, page 3-7

## Concurrent Programs for Scoring

- The IEX: Scoring Engine Harness concurrent program runs from one to five scoring engines. Run the preconfigured scoring engines or the scoring engines you create with this program. You can run scoring for a single operating unit or for all operating units.

You can run the IEX: Delinquency Status Determination scoring engine in the Scoring Engine Harness. This program determines whether a transaction is delinquent or current by running the IEX: Delinquency Management concurrent program. This program calculates the scores and assigns a status. It runs at the transaction level.

If you set the IEX: Enable Raising Customer Status Change Event profile option to Yes, then an additional program runs called IEX: Raise Delinquency Create Event. This program creates a business event for each transaction that changes status to Delinquent or Current. The business event notifies the applications integrated with

Advanced Collections of the changed in status for the transaction. The parameters for the program are Party\_ID, COLLECTION\_STATUS, ACCOUNT\_ID, BILL\_TO\_ID, PAYMENT SCHEDULE\_ID, and DELINQUENCY\_ID.

Additionally, you can identify a non-scoring concurrent program to run with a scoring engine by adding the program name during scoring engine setup. After the Scoring Engine Harness concurrent program runs the scoring engine, it runs the related concurrent program immediately after it scores the invoices, loans, or cases. This streamlines the scoring process and eliminates the need to run related concurrent programs separately from the Request window.

For example, you can add the Strategy Management concurrent program to a scoring engine which will assign collections strategies based on the score results.

You can run scoring for a single operating unit or for all operating units.

- Run the IEX: Purge Score History Table concurrent program to purge historical data stored for scoring. For more information about this program, see: *Running Concurrent Programs, Oracle Advanced Collections User Guide*.

## Related Topics

Set Up Scoring, page 3-7

Preconfigured Scoring Engines, page 3-7

## Preconfigured Scoring Engines

Advanced Collections provides several scoring engines that can run at every operational data level.

You can use the preconfigured scoring engines to test Advanced Collections in a preproduction environment. You can also use these scoring engines in your production environment if they meet your business requirements.

For a list of available scoring engines, see: *Preconfigured Scoring Engines*, page E-1.

## Set Up Scoring

Perform the following tasks to set up scoring engines:

- Create Scoring Components, page 3-10
- Create New Scoring Engines, page 3-14
- Add Scoring Components, page 3-16
- Set Score Ranges, page 3-17

- Create or Update a Scoring Segment, page 3-12
- Enter Parameters for Function Variables, page 3-18
- Set Up Delinquency Status Score Ranges, page 3-19
- Verify your scoring engines in a test environment

## Scoring Components

The scoring component in a scoring engine uses a select statement or a function to return a score value. For example, a scoring component can determine the total number of delinquencies for a customer or how long a customer has been doing business with your company. Every scoring engine must have at least one scoring component.

The values calculated by a scoring component are then assigned scores based on the ranges of values defined for each scoring component in the scoring engine (defined in Step 2 of Create Scoring Engine). Score range numbers can be positive or negative numbers to two decimal places, and must account for scores from -999,999,999 to 999,999,999. In Oracle Advanced Collections a higher score is generally considered good and a lower score is considered bad.

When creating scoring components, you must specify whether to use a select statement or a function to retrieve data. You will need to have your DBA or other technical staff create the value or code to enter when creating a scoring component.

- **Select Statement:** A SQL select statement.
- **Function:** A function must have a minimum of two input variables (object ID and score component ID). The object ID represents the data level scored and can be party\_id, cust\_account\_id, billtositeuse\_id, payment\_schedule\_id, or other database object. The score component ID is the scoring component the function is associated with. Include a result ID in a function if the return value from the function is to be used in the scoring engine.

Here is an example of a function. In this example, the object ID is p\_party\_id and score component ID is p\_score\_component\_id.

```

FUNCTION simple_score_component(p_party_id IN NUMBER,
p_score_component_id IN NUMBER)
returns number
is
    l_param_value;
    l_return_value;
begin
    select value
    into l_param_value
    from IEX_SCORE_COMP_PARAMS
    where score_component_id = p_score_component_id
        and code = amt_delinquency
    return l_return_value;
end

```

When you create the scoring component, add a call statement for the function. Here is an example of a call statement:

```

Call simple_score_component(party_id, :score_component_id) into
:raw_score

```

You can define parameters for a function to extend its ability to capture data. Parameters are name:value pairs, such as amt\_delinquency, 10 or days\_past\_due, 14. Parameters are stored in the IEX\_SCORE\_COMP\_PARAMS table. You can identify parameters for any or all of the function scoring components you add to a scoring engine. On the Parameter tab in Step 2 of Create Scoring Engine, enter the name of the parameter in the Code field and the value for the parameter. Once you define function parameters, you can easily update a scoring engine by changing the parameter values.

In the function example above, amt\_delinquency is the function parameter.

**Note:** To successfully use a function scoring component in a scoring engine, be sure to:

- Create the function in the database
- Create a scoring component and add the Call statement.
- Create a scoring engine and add the component to the engine.
- On the Parameters tab, define the parameters for the function.

## Related Topics

Create Scoring Components, page 3-10

Enter Parameters for Function Variables, page 3-18

# Create Scoring Components

## Uses

- Create or update scoring components used in scoring engines.

## Definitions

Term	Definition
<b>Scoring Component</b>	A select statement or function that returns one numeric value from the database based on existing information.
<b>Object</b>	The database entity to be scored.
<b>Function</b>	Indicates if the scoring component uses a function call to derive a value.

## Related Topics

Scoring Components, page 3-8

Preconfigured Scoring Components, page E-3

Overview of Scoring, page 3-2

## Frequently Asked Questions

### *What does a scoring component do?*

When a concurrent program runs a scoring engine, the scoring component derives a value for the object being scored. A scoring component calculates an answer to a business question, such as "How many delinquencies does this customer have?" or "How long have I been doing business with this customer?"

### *Who creates scoring components?*

The Collections Administrator creates scoring components.

### *Are there any prerequisites?*

If you are creating new scoring components, you must know how to create SQL statements and functions.

### *What objects can I score?*

You can select any object in the Oracle database or other database, but typically, you



will score transactions or operational data level objects, such as customers, accounts, or bill to locations.

**Note:** To score customers, select Party as the object and not Collection Customer.

*Why do I have to indicate if the scoring component is a function?*

Advanced Collections performs different operations with functions and select statements but cannot recognize the difference on its own. If you enter a function but do not identify it as a function, your scoring component will fail to retrieve the appropriate information. For more information about functions, see: Scoring Components, page 3-8.

## Weight

Optionally, each score component is assigned a weight. All active score components for a scoring engine must add up to 1.0. Weight determines the relative importance of each scoring component. For instance, a score may be based on both "what year did the customer relationship start?" and "how many overdue payments does this customer have?" Since it's more important to consider the number of delinquencies over the years that someone has been your customer, the overdue payments component has more weight. The score component is multiplied by the assigned weight.

If weighting is not used, the raw score is used.

## Related Topics

Add Scoring Components, page 3-16

Set Score Ranges, page 3-17

## Segments in Scoring Engines

Advanced Collections uses segments to limit the scope of a scoring engine and improve system performance. Each scoring engine must have an associated segment. Segments create a subset of records, or view, in the database to score against. For example, a collections organization could run scoring for a segment of all customers, or it could create a segment to limit customers by variables, such as country, annual revenue, or disputed transactions. Scoring engines use segments to optimize performance, score groups of customers differently, and support operations in different regions around the world. For example, you can process Australian invoices when it is nighttime in Australia and United States invoices when it is nighttime in the US.

Every scoring engine must have a segment. Your database administrator creates a subset of the database called a view based on a PL/SQL query or a function. Then your Collections Administrator creates a segment, associates it with a database view, and then adds the segment to a scoring engine.

## Related Topics

Create or Update a Scoring Segment, page 3-12

# Create or Update a Scoring Segment

## Uses

- Create or update a scoring segment for a scoring engine.

## Definitions

Term	Definition
<b>View Name</b>	The name of the database view used to limit the data to be scored. View names must begin with <i>IEX_F_</i> and end in <i>_V</i> .
<b>Column Name</b>	A column in the database view that stores the ID key for the object being scored.

## Related Topics

Overview of Scoring, page 3-2

Create a Scoring Engine, page 3-14

## Frequently Asked Questions

### *What does a segment do?*

A segment enables the scoring engine to look at a segment or view of the database. Segments limit the scope of a scoring engine and improve system performance.

### *Does every scoring engine have to have a segment?*

Yes. You must create a segment for a scoring engine.

### *Are there any prerequisites?*

A scoring engine must exist.

Your database administrator must create a database view if existing views are not appropriate.

### *Who can create a segment?*

The Collections Administrator can create new segments.

***Are there any guidelines?***

The view name must begin with *IEX\_F\_* and end with *\_V*. The view must be created in the APPS schema (the Database owner of the object must be = 'APPS').

The data type of the column name must be a number.

The view must have a column for the ID of the object being scored as shown in the following table:

Object Being Scored	Object ID
Customer	Party_ID
Account	Cust_Account_ID
Site	Site_Use_ID
Invoice	Payment_Schedule_ID
Delinquency	Delinquency_ID
Case	Case_ID

***Are there any seeded views for scoring?***

Yes. Advanced Collections provides the following seeded views:

- IEX\_F\_ACCOUNTS\_V - Used to score customer accounts
- IEX\_F\_BILLTO\_V - Used to score based on customer bill-to information
- IEX\_F\_CASES\_V - Used for Leasing
- IEX\_F\_DEL\_CASES\_V - Used for Leasing
- IEX\_F\_PARTIES\_V - Use to score customer/party
- IEX\_F\_SCORE\_INVOICES\_V - Used to score payment schedules and determine if they are delinquent

***What does the Test button do?***

Click Test to test the scoring engine with your new segment. Advanced Collections displays the number of records the scoring engine will score using this segment.

# Create New Scoring Engines

## Uses

- Create a new scoring engine.

## Definitions

Term	Definition
Type	The database entity to be scored.
Concurrent Program	<p>The name of an additional batch process that runs with the scoring engine.</p> <p>Use the IEX: Delinquency Status Determination concurrent program to determine the status of transactions.</p>
Segment	<p>A segment enables a scoring engine to run against a subset or segment of the database.</p> <p>Segments are required for scoring engines.</p>
Weight Required	<p>Check this box if you want to indicate the relative importance of two or more scoring components in a scoring engine. See: Scoring Engine Details.</p> <p>If not checked, the scoring engine simply adds the raw scores together to calculate the score.</p>
Score Range	The highest and lowest expected scores.
Out of Range Rule	If a score value falls outside the expected score range, this setting tells Advanced Collections what score value to use in its place. If you select Closest, Advanced Collections assigns the closest valid score number. If you select Farthest, it assigns the farthest valid score number.
Used To Determine Status	Check this box if you want the scoring engine to determine the collections status of

Term	Definition
	transactions. Status can be current, delinquent, or optionally, predelinquent.

## Related Topics

Overview of Scoring, page 3-2

Add Scoring Components, page 3-16

Concurrent Programs, *Oracle Advanced Collections User Guide*

Preconfigured Scoring Engines, page E-1

## Frequently Asked Questions

### *Are there any prerequisites?*

Set up new scoring components if you are not using preconfigured components.

### *Do I have to create scoring engines?*

No. You can use the preconfigured scoring engines if they meet your business needs.

Oracle Advanced Collections has eight preconfigured scoring engines. You cannot delete or change these scoring engines. You can copy existing scoring engines and modify them, or create new ones.

For a list of scoring engines, see: Preconfigured Scoring Engines, page E-3.

### *Where does Advanced Collections use scores?*

Advanced Collections uses scores to determine the delinquency status of each transaction and to determine the relative value of customers. Strategies and dunning plans then use the customer value score to execute appropriate actions for delinquency or pre-delinquency situations.

### *Why should a scoring engine have an Out of Range Rule?*

If a score result is not within the score range of a scoring engine, then the Out of Range Rule tells Advanced Collections how to convert the score to be within the defined range.

For example, a scoring engine has a score range of 1 to 200 and the Out of Range Rule is set to Farthest. If the scoring engine scores a customer at 205, then that score will be converted to 1 and be within the range of the scoring engine.

### *What is the recommended best practice for working with scoring engines?*

You should test all scoring components and scoring engines in a test environment using a portion or all of your production data. Once you are satisfied with the scoring results and performance, you can move your tested scoring engines to your production environment.

### *What is the next step?*

Once you create a scoring engine, you can add and configure the components and then add a filter. See: Add Scoring Components, page 3-16.

## Add Scoring Components

### Uses

- Add scoring components to a scoring engine.

### Definitions

Term	Definition
<b>Weight</b>	Weight assigns the relative importance of each component in a scoring engine. The total weight for all scoring components in a scoring engine must = 1.0. Using weights is optional.
<b>Component Detail</b>	A link to the Score Components Details page where you define ranges and associated score values for a scoring component.
<b>Parameter</b>	A parameter is a value used in a function to generate a result.

### Related Topics

Overview of Scoring, page 3-2

Create Scoring Components, page 3-10

Set Score Ranges, page 3-17

### Frequently Asked Questions

*Are there any prerequisites?*

A scoring engine must exist.

Scoring components must exist.

*Who can add scoring components?*

The Collections Administrator.

*How do I know how the weights will affect the scores?*

To understand how weights will affect your scoring results, run all of your scoring

engines in a test environment using a subset of your actual data. This will let you test your assumptions and verify that you are getting the desired score results.

*What should I keep in mind about weights?*

- You must enable a scoring component before you can set the weight.
- Use decimals and not whole numbers.
- If you are using weights, all weights must add up to 1.0.

See: Weight, page 3-11.

## Set Score Ranges

### Uses

- Set up score ranges for a scoring component.

### Related Topics

Overview of Scoring, page 3-2

Create Scoring Components, page 3-10

### Frequently Asked Questions

*Are there any prerequisites?*

A scoring engine must exist and must have components assigned to it.

*Who can set score ranges?*

The Collections Administrator.

*What range of numbers can I use for score ranges?*

Score range numbers can be positive or negative numbers to two decimal places, and must account for numbers from -999,999,999.99 to 999,999,999.99.

*How do I enter the score ranges?*

Advanced Collections defaults -999999999.99 for the beginning Range Low value and 999999999.99 for the Range High value. Simply enter the Range Low value for each row you need and Advanced Collections will default the Range High value for you to ensure all numbers are contiguous and do not overlap.

# Enter Parameters for Function Variables

## Uses

- Enter parameters for function variables used in scoring components.

## Definitions

Term	Definition
Code	A variable that is part of the code for a function.

## Related Topics

Overview of Scoring, page 3-2

Create Scoring Components, page 3-10

## Frequently Asked Questions

### *Do I always enter parameters for a scoring component?*

No, entering parameters is optional. You can only enter parameters if the scoring component uses a function. If you define parameters for a function then you can easily update a scoring engine by changing the parameter values when needed rather than having to create a new scoring engine. Advanced Collections stores parameters as name:value pairs.

### *Who can enter parameters?*

The Collections Administrator.

### *Are there any prerequisites?*

A scoring engine must exist and must have a scoring component that uses a function.

### *Are there any restrictions if I am using Oracle Lease and Finance Management?*

The Case Scoring engine uses a function. You cannot change the parameters for the Case Scoring engine, used for scoring leasing invoices. You can, however, copy that scoring engine and change the parameters for it.



# Set Up Delinquency Status Score Ranges

## Uses

- Define the score ranges that determine the status of a transaction.

## Definitions

Term	Definition
Status	Identifies whether a transaction is current, delinquent, and optionally, pre-delinquent.

## Related Topics

Overview of Scoring, page 3-2

Create New Scoring Engines, page 3-14

## Frequently Asked Questions

*What if I only use the preconfigured scoring engine, Delinquency Status Determination?*

If you use a preconfigured delinquency scoring engine, such as Delinquency Status Determinations or Case Scoring, then you do not have to set up delinquency status score ranges.

*What types of status can Advanced Collections assign?*

If you run the preconfigured scoring engine, IEX: Delinquency Status Determination, to determine delinquency status, Advanced Collections assigns a status of Current or Delinquent to transactions. If you are using Oracle Loans, it can also assign a status of Active or In Default. If you want to be able to assign the status to Pre-Delinquent, then you must create a new scoring engine to determine delinquency status. Best practice recommendation is to copy and modify IEX: Delinquency Status Determination. Be sure to include the IEX: Delinquency Management concurrent program as part of this scoring engine.

If you want to be able to assign the status Pre-Delinquent, then you must create a new scoring engine to determine delinquency status. Best practice recommendation is to copy and modify IEX: Delinquency Status Determination. Be sure to include the IEX: Delinquency Management concurrent program as part of this scoring engine.

*Are there any prerequisites?*

A scoring engine must exist and must have a scoring component.

You must use the IEX: Delinquency Status Determination concurrent program.

*Who can set the delinquency status score ranges?*

The Collections Administrator.

*Can I modify the score ranges in the preconfigured Delinquency Status Determination scoring engine?*

No, but you can copy the Delinquency Status Determination scoring engine and modify the copy.

*What range numbers can I enter?*

Enter range numbers from -999,999,999.99 to 999,999,999.99.

*How do I score transactions as pre-delinquent?*

To be able to determine which transactions are pre-delinquent, you must create a new scoring engine for status determination with score ranges for current, delinquent and pre-delinquent statuses. The easiest way to do this is to make a copy of the Delinquency Status Determination scoring engine and modify it.

**Note:** You can only run strategies for pre-delinquent transactions at the transaction level.

*What does the Payment Schedule Delinquency Determination scoring component do?*

This scoring component looks at the database to identify transactions as current or delinquent. For all payment schedules (an Oracle Receivables term for the payment due date of an invoice) that are due before the current date, have no disputes, and have a remaining balance greater than zero, it assigns a score of 11.00 to 100. These are delinquent transactions. For all other payment schedules, it assigns a score of 1.00 to 10.99. These are current transactions.

*What happens if a transaction moves from Delinquent to Pre-delinquent or from current status?*

Advanced Collections will update the status of delinquent invoice to revised status whenever the IEX: Delinquency Status Determination concurrent program is run.

## Collections Strategies

Use collections strategies as an alternative to dunning plans, to automate the collections management process and support complex collections activities. Strategies can be used to recover delinquent transactions such as invoices from Oracle Receivables, cases as identified by Oracle Lease and Finance Management, or loan transactions from Oracle Loans.

**Note:** Use either strategies or dunning plans to manage your delinquencies, but not both methods.

A strategy is a series of manual or automated tasks, known as work items, linked together in the order in which they will be executed. Each work item is a collection

activity to recover a delinquency, such as making a phone call or sending a letter, and can be reused and included in many strategies. A strategy is associated with a collections object, such as customers or accounts. The collections object is the data level you do business at.

Strategies leverage the information from the Oracle Advanced Collections scoring engines that identify delinquent transactions and rank delinquent objects. Based on the score results, the Strategy Management concurrent program assigns appropriate strategies to the collections objects. When a strategy runs, it uses:

- Oracle Workflow to initiate and manage work items, and to send notifications to designated personnel
- Oracle Human Resources to identify the best collector or specialist for a work item based on the skills required to complete the work item

**Note:** You need to have the full installation of Oracle HRMS for strategies to use skills, but you can create strategies without skills on a shared Oracle HRMS deployment.

- Oracle XML Publisher to send correspondence
- Oracle database views to create segments for strategies to target groups of similar customers or transactions
- Oracle Universal Work Queue to display the collector's work item assignments

Earlier, strategies could be run at one level per install (either at party level or at account level or at bill to site level or delinquency level) based on the operational setup in the Collections Checklist using the Collections Administrator responsibility. Now, you can assign different levels to different parties and run strategies at different Operating Unit Levels. You can run strategies at multiple levels and view UWQ at different operating units levels for different nodes (Delinquencies, Broken Promises and Strategy Work items nodes) and also run strategy management concurrent program for different levels of parties and different operating units.

The Collections strategy is derived and assigned from the Scoring Engine components when the Strategy engine is run based on the Operating Unit parameter. Strategy Management concurrent program runs to assign work items based on score of delinquent invoices and tracks the strategies that are in progress. The program then compares the object's score with available strategies ranks and assigns appropriate strategies. It also creates work items in active strategies.

The operational level setup in the Checklist allows you to override system level defaults for each party in the collections workbench. The collection agent can default the strategy level (either at party level or at account level or at bill to site level or delinquency level) for each operating unit by mapping levels with each operating unit level in operational setup.

To set up and use strategies, complete the following Checklist tasks:

- Create Work Items, page 3-31
- Create Collections Strategies, page 3-35
- Define Strategy Defaults, page 3-40

## Related Topics

How Strategies Work, page 3-22

Strategy Checklists, page 3-24

Preconfigured Elements for Strategies, page 3-25

## How Strategies Work

After creating delinquencies and scoring collections objects, run the IEX: Strategy Management concurrent program to select a strategy for each delinquent object. Each strategy is ranked based on the score it applies to. This rank determines how hard (aggressive) or how softly the strategy treats delinquent customers. For example:

- Strategy 1 (soft) has 4 work items:
  1. Send reminder letter
  2. Make call
  3. Make call
  4. Send dunning letter
- Strategy 2 (hard) has 3 work items:
  1. Send dunning letter
  2. Make call
  3. Make tougher call

For these strategies let's assume that a higher rank (score) means a softer strategy. We designate Strategy 1 to apply to a score of 50 and Strategy 2 to be used for a score of 30. If the Strategy Management program doesn't find a strategy to match the exact score, it assigns a more aggressive (harder) strategy. If the delinquency score returned by the scoring engine is 35, then the selection module in the program looks for strategies ranked 35, and if not found, looks for 34, then 33, and so on. In this example, the program assigns Strategy 2 to the delinquent object.

Strategies can also use segments to apply a strategy only to a specific group of customers or collections objects. The selection module verifies the segments associated with the strategy before assigning work items. Let's assume that Strategy 2 applies for the following conditions:

1. Delinquencies in the US
2. Delinquencies of customers in a particular industry
3. Delinquencies greater than \$1,000,000.00

All conditions must be satisfied in order to assign Strategy 2.

You can create segments to suit your business. Other typical segments are based on country (France has one set of collections rules and Germany another) and customer industry type (large hospitals with large revenue potential are treated differently than small grocery chains).

See also: Changing Strategies Based on Tolerance, page 3-23.

## Related Topics

Collections Strategies, page 3-20

Strategy Checklists, page 3-24

## Changing Strategies Based on Tolerance

When you create a strategy template, you can designate if you want its strategies to change dynamically if the score of the data level object changes within a predetermined range or tolerance. Then when you run the IEX: Strategy Management concurrent program, Advanced Collections automatically assigns a different strategy from the template to the object if the score for the object changes beyond the minimum tolerance set for the strategy template.

**Note:** If you change a strategy and not all of the work items for that strategy have been executed, then those work items that have not yet been executed will change with the strategy.

**Tip:** When you run the IEX: Strategy Management program, if you set the Ignore Change Strategy Switch parameter to Yes, then the program will ignore any Change Strategy settings in the strategy templates and will not change strategies when scores change. Since changing strategies dynamically requires system resources, run the Strategy Management program only periodically with this parameter set to No.

### Changing Strategies Example 1

Strategy template has 4 strategies with minimum applicable scores of 60, 40, 20, and 10.

Tolerance for strategy template is 10.

Customer score is 30 and strategy 20 is assigned.

The scoring engine runs and customer score changes to 41. The strategy management concurrent program assigns strategy 40 to the customer automatically because the score changed more than the tolerance of 10.

### **Changing Strategies Example 2**

Strategy template has 4 strategies with minimum applicable scores of 60, 50, 20, and 10.

Tolerance for strategy template is 10.

Customer score is 30 and strategy 20 is assigned.

The scoring engine runs and customer score changes to 41. The strategy management concurrent program looks for a new strategy to apply to the customer because the score changed more than the tolerance of 10. However since it looks for a strategy at or lower than the customer score, it can only apply strategy 20. Even though the customer score changed more than the tolerance, strategy 20 still applies.

## **Related Topics**

How Strategies Work, page 3-22

Running Concurrent Programs, *Oracle Advanced Collections User Guide*

## **Strategy Checklists**

A checklist is an optional list of manual tasks that can be referred to during the execution of a strategy. A checklist provides a more detailed list of items that collectors and specialists should be aware of, but that are not work items driven by the strategy. For example, you create a bankruptcy strategy with a work item named *Contact debtor's attorney* and then add a checklist of additional items to the strategy. The checklist items are 1) confirm debtor has filed; 2) confirm retainer fee has been paid; 3) capture the firm and counsel's name. The checklist guides the user to complete the tasks that are not specific work items.

Create checklists in a similar fashion as strategies and assign to a strategy when the strategy template is created. The strategy engine does not execute work items from checklists.

### **To create and use a checklist:**

- Create work items. Use the Configure Work Items flow to create manual work items for your checklist. Use the description field to provide additional information for the task.
- Create a checklist. Use the Create Collections Strategies flow to set up a checklist. Make sure to identify it as a checklist and enable it. Checklists do not use segments

or score components. Add the checklist work items.

**Note:** Include the word 'Checklist' in the name to distinguish it from strategies.

- Associate the checklist to a strategy. When you create or update a strategy, add a checklist in the General Information step.

## Related Topics

Collections Strategies, page 3-20

## Segments in Strategies

Use a segment to limit your strategy to a subset of your database, such as all customers in a specified country. Creating a segment for a strategy is optional.

Oracle Advanced Collections uses segments with:

- Scoring engines - to identify the universe of customers to be scored, and to improve scoring engine performance
- Strategies - to determine which segment of the database the strategy applies to

Specifying a segment for a strategy means that conditions must be satisfied in order to run the strategy. The Strategy Management concurrent program first determines if a strategy has a segment. If it does, the collections object must be part of the segment, or database view, in order for the program to assign the strategy.

## Related Topics

Adding a Strategy Segment, page 3-38

Collections Strategies, page 3-20

## Preconfigured Elements for Strategies

Oracle Advanced Collections includes preconfigured elements for strategies that you can use during implementation to test your setup. You can also use these elements in your live production environment if they match your business needs, or copy and modify them.

For a list of strategy elements included with Advanced Collections, see: Preconfigured Strategy Templates, page F-1, Preconfigured Strategy Work Items, page F-3, Preconfigured Workflows for Strategy Work Items, page F-5.

## Related Topics

Collection Strategies, page 3-20

## Work Items

Each strategy is made up of one or more work items. A work item is a task to be executed manually or automatically and is driven by a workflow. The workflow notifies the collector to perform a task or initiates the automatic process. Every work item has an associated workflow.

Work items are grouped by work type:

- **Manual:** a task to be completed by a collector or specialist. It is displayed as an entry on the Strategy Work Item node in Collector's Work Queue. It can be sorted by priority and other methods. When completed, the work item is removed from the queue. Manual work items include a personal visit, phone call, and review tasks.
- **Automatic:** a task completed by an automated process. This group includes tasks such as sending e-mails, faxes, or sending documents to be printed.
- **Workflow:** a custom workflow that initiates an automated task not performed by a preconfigured workflow.

As a strategy runs:

- A work item is assigned to a resource based on the parameters of the work item, such as skills required to complete a work item, or ownership of the customer by the collector. If a manual work item requires specialized skills to execute, then the work item can only be assigned to a resource with those skills.
- Automatic work items are executed by the system running a workflow associated to the work item template. Once the work item is assigned, the owner can see its details. In addition the user can change the date limit for execution of a future work item.

Viewing Strategies for a Customer, *Oracle Advanced Collections User Guide*

If no other resources are available, the strategy assigns a work item to the default strategy resource identified on the Define Strategy Default task page. See: Default Strategy Resource, page 3-41.

You can search for work items based on work types and categories.

Use the Work Item Task pages to create or update a work item. Advanced Collections displays a series of "train stations" to guide you through the process.

- General, page 3-31



- Work Item Details, page 3-32
- Correspondence, page 3-30
- Assign Skills, page 3-34
- Review

## Related Topics

Add Work Items, page 3-40

Collections Strategies, page 3-20

Using Custom Workflows, page 3-28

Create Work Items, page 3-31

## Work Item Details

When creating a work item, add a wait time if you want to schedule the work item to start after a specific time interval. The Strategy Management program can wait before or after a work item executes, to initiate the next work item. For example, if you want to allow five days after sending a polite reminder to a customer before scheduling a follow-up phone call, then add a 5 day pre-wait detail when you create the phone call work item. You can also add wait time after a work item executes. Wait times are part of work items, not strategies.

You can specify if a work item is optional. If not completed by the collector, an optional work item closes automatically at the end of the time period specified, and frees up the strategy to initiate the next work item. Optional work items can have pre-wait or post-wait times.

You can also specify to escalate a work item from the collector who owns it to a manager, if not completed on time. You can escalate only manual work items.

On the Strategy tab, collectors can view work item details by clicking the Details button.

## Work Item Status

As a strategy runs, the status for each work item updates.

- **To Be Created:** Work item not yet created.
- **Pre-wait:** Status of a work item when created by the Workflow Background Process if a pre-wait is assigned. Collectors cannot work on a work item at this point, except to cancel the strategy or close the delinquency. When Pre-wait expires, the work item status changes to Open and the collector can execute the task.
- **Created:** Work item created by Workflow Background Process.

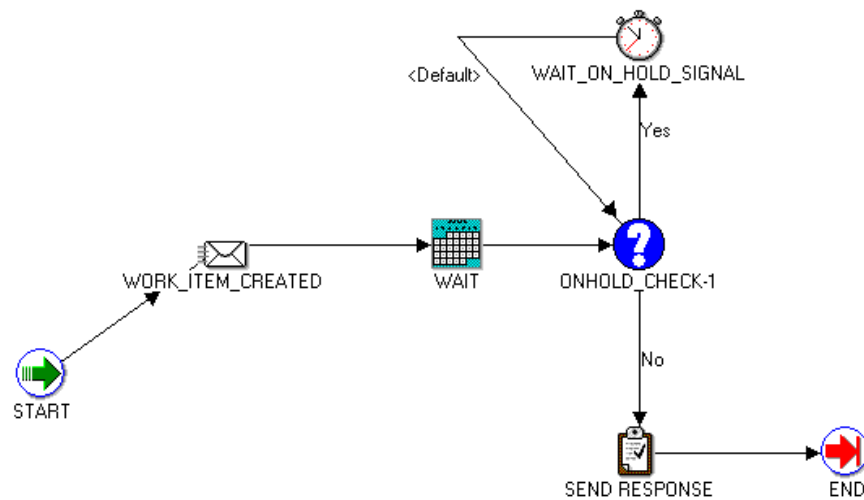
- **Open:** Work in progress.
- **Skip:** Work item was skipped.
- **Time-out:** Assigned collector didn't assign work item before optional wait time expired.
- **In Error:** Problem occurred sending out correspondence.
- **Closed:** Work item no longer needs to be performed because related delinquency has been paid in full.
- **Canceled:** Strategy switched and work item no longer needs to be performed.
- **Complete:** Work item task has been completed by collector.

## Using Custom Workflows

If the preconfigured workflows do not meet your needs, create a custom workflow. Oracle Advanced Collections provides a preconfigured workflow, IEX: Strategy Custom Work Flow (IEXSTRCM), that you can use as a template.

**Warning:** You must copy, modify, and rename this workflow. Do not add IEX: Strategy Custom Work Flow to a work item.

### ***IEX: Strategy Custom Work Flow***



The figure above shows the process defined for the IEX: Strategy Custom Work Flow.

**Note:** The **WAIT** step in this process is an internal workflow wait time for load balancing. It is not the same thing as a pre-wait or post-wait time you add to a work item. When you copy and modify this workflow, *do not* delete the **WAIT** step.

Your system administrator or DBA can modify this workflow process by following the general steps below.

#### **Creating a Custom Workflow**

1. Copy IEX: Strategy Custom Work Flow.
2. Rename the copy.
3. Using Oracle Workflow Builder, modify the workflow based on your business needs.

**Attributes:** Add additional attributes as needed. Do not remove any attributes from the workflow.

**Messages:** Add or customize messages. Do not delete the messages or the workflow will not run properly.

**Processes:** Customize the process @ strategy custom work flow and rename. Process names cannot contain a colon (:).

4. Load the customized workflow into the database.
5. Select and add your new workflow in Step 3, page 3-34 of the Create Work Item task, Collections Checklist.
6. Add the name of the new custom workflow to the Work Flow Background Process as a new item type to schedule the workflow to run.

For more information, see: *Oracle Workflow Developer's Guide*.

## Related Topics

Work Items, page 3-26

Collections Strategies, page 3-20

## Correspondence

Oracle Advanced Collections uses Oracle XML Publisher to deliver all correspondence to your customers. For a description of this process, see: Set Up Oracle XML Publisher, page 1-20.

Correspondence is sent either as confirmation when a collections activity is complete or as part of a work item in a strategy. You can designate whether correspondence is sent automatically or manually.

Whether you use preconfigured templates or create new templates, you identify specific templates to use for confirmation letters and invoice copies in the Set Up Correspondence task of the Collections Checklist. For correspondence associated with strategy work items, such as collections letters, select a correspondence template when you create a work item.

You can view any correspondence which is sent through e-mail/fax/print using the View Requests option. In the Request window, select IEX XML Generated and Delivery request and click View Output. Use this navigation flow only when Oracle XML publisher is being used for printing and not Oracle Fulfillment.

You must also identify a dunning contact for each customer or other data level that you collect for. See: Designating Customer Contacts, *Oracle Advanced Collections User Guide*.

## Related Topics

Preconfigured Templates in Oracle XML Publisher, page C-1

Set Up Oracle XML Publisher, page 1-20

Create Oracle XML Publisher Templates, page 1-21

## Create Work Items

To create or update work items, complete the steps in the Create Work Items flow which you can access from the Collections Checklist or from the Create Work Items tab.

**To create a work item:**

- General Information, page 3-31
- Set Up Details, page 3-32
- Set Up Correspondence, page 3-33 or Custom Workflows, page 3-34
- Assign Skills, page 3-34
- Review

## Related Topics

Work Items, page 3-26

Create Collections Strategies, page 3-35

Collections Strategies, page 3-20

## Create a Work Item - General Information

### Uses

- Add basic information for new work item.

### Definitions

Term	Definition
<b>Work Type</b>	Indicates the type of work item and how it executes, such as Manual, Automatic, or Workflow.
<b>Category Type</b>	Indicates the subcategory of work type.

## Related Topics

Create Work Item - Details, page 3-32

Work Items, page 3-26

## Frequently Asked Questions

*When should I enable a work item?*

You must enable a work item to add it to a strategy. Disable a work item when it is no longer used. You can delete a work item only if it is not part of any enabled or disabled strategy.

*Can I create additional work types and category types?*

No.

*What happens if I select the Notify check box?*

If you select Notify, then Oracle Workflow sends an e-mail notification to the collector that a work item has been assigned.

*How do I add a custom workflow to a work item?*

For Work Type, select Workflow. Then in Step 3, search and add the custom workflow to the work item. To learn how to create a custom workflow, see: Using Custom Workflows, page 3-28.

## Create a Work Item - Details

### Uses

- Add work item wait times, make work item optional, or escalate a work item.

## Related Topics

Create Work Item - General Information, page 3-31

Set Up Correspondence, page 3-33

Custom Workflows, page 3-34

Work Items, page 3-26

## Frequently Asked Questions

*When should I add a wait time?*

Add a wait time if you want the Workflow Background Process to wait to execute a work item.

*Does it make sense to add wait times before and after a work item executes?*

No. For efficiency and consistency, use one or the other when creating work items. Then when you plan the work items needed for a strategy, you can logically determine which work items need wait times.

Even though there are no restrictions to keep you from adding a pre-wait do not add a pre-wait time to the first work item in a strategy unless you have a business need to do so.

***How does an optional work item act in a strategy?***

When you designate a work item as optional, the work item will be closed automatically if not completed in the specified time period.

***What happens if a work item is escalated?***

If you specify an escalation wait time for a work item, then an automatic notification is sent to a collector's manager if the work item is not completed in the specified time period.

## Set Up Correspondence

### Uses

- Select the correspondence template to be used for a manual or automatic work item.

### Related Topics

Create a Work Item - Details, page 3-32

Assign Skills, page 3-34

Work Items, page 3-26

### Frequently Asked Questions

***Where do I get more information on Oracle XML Publisher?***

You can find more information in *Oracle XML Publisher Administration and Developer's Guide*.

***Do I have to use Oracle XML Publisher to send correspondence?***

Yes. XML Publisher is the standard tool used by Oracle Applications for formatting reports and correspondence.

***Can I modify or change the preseeded correspondence templates?***

Yes, but save the revised template with a new name and register it. See: Create Oracle XML Publisher Templates, page 1-21.

## Custom Workflows

### Uses

- Associate a custom workflow to a workflow type work item.

### Related Topics

Assign Skills, page 3-34

Create a Work Item - Details, page 3-32

Work Items, page 3-26

### Frequently Asked Questions

*Can I add IEX: Strategy Custom Work Flow to a work item?*

No. If you want to use a custom workflow, you must copy, modify and rename IEX: Strategy Custom Work Flow.

*How do I create a custom workflow?*

See: Using Custom Workflows, page 3-28 for instructions on how to create a custom workflow.

## Assign Skills

### Uses

- Identify the skills required to execute the work item.

The following table describes the process steps of creating a skill, linking the skill to employee, and defining skill in work item.

Step	Process	Responsibility	Navigation/Action
1	Creating Skill	HRMS Manager	Navigate to Career Management > Competencies.  Create skill.



Step	Process	Responsibility	Navigation/Action
2	Linking Skill to Employee	HRMS Manager	Navigate to Fastpath > Competencies  Select the employee and link the skill set to the employee.
3	Defining Skill in Work Item	Collections Administrator	Navigate to Setup Checklist  Create work item and assign the skill set defined above.

## Frequently Asked Questions

### *Do I have to assign skills for each work item?*

No. Assigning skills is optional. Assign a skill when a work item can only be performed by someone with specialized skills

### *How can I learn more about using skills?*

Skills are based on competencies set up in Oracle HRMS that are then associated with resources. For more information, see: Competencies Overview, *Oracle HRMS Workforce Sourcing, Deployment, and Talent Management Guide* and Defining Competencies, *Oracle HRMS Workforce Sourcing, Deployment, and Talent Management Guide*.

### *What happens if the skill set assigned to the work list does not match with the skill of the collector?*

If the skill assigned with the work list does not match with the skill of the collector, it will be assigned to the default collector. It is essential to define the collector in customer profile first either directly or through group and assign the skill to the customer.

## Create Collections Strategies

To create or update strategies, complete the steps in the Create Collections Strategies flow which you can access from the Collections Checklist or the Create Collections Strategies tab.

When you create a strategy, you begin by defining a strategy template. The template could be based on a segment of the database, such as all customers in UK or all accounts with high balance amounts. If a segment is not used, then the strategy will be assigned based on the score.

Then for the template, you set score ranges to further group customers within the segment, and add the work items for each strategy. Advanced Collections creates one strategy for each low score you specify. The name of the strategy concatenates the template name plus the strategy score.

**Tip:** To add in intelligence to your strategy names, name your template to reference the database segment it applies to. Then name your strategy score ranges to identify the type of strategy approach, such as hard, medium, and soft. For example, the strategy names could be UK Customers Hard, UK Customers Medium, and UK Customers Soft.

When you run the Strategy Management concurrent program, it compares the score of the object to the score values in the strategy templates to determine which strategy to apply to the object.

To ensure that Advanced Collections assigns a strategy to every delinquent object, you must create scoring components and strategy templates that account for all score numbers generated by your scoring engine. If scoring or strategy assignment misses an object, Advanced Collections uses the Default Strategy Template, which has the lowest score/rank of 0, to assign a strategy. This ensures that a strategy is assigned to all objects. You must designate a default template.

The contents of an existing strategy can be copied too. You need to give new name to the copy. This is especially useful when a complex strategy has been created and tested, you can reuse the strategy and tweak it as required.

**Note:** The Strategy Management concurrent program searches for scores for objects. It does not check to see which scoring engine created the score.

**To create a strategy:**

- General Information, page 3-37
- Segments, page 3-38
- Scoring Rules, page 3-39
- Work Items, page 3-40
- Review

## Related Topics

Collections Strategies, page 3-20

Create Work Items, page 3-31

## Strategy General Information

### Uses

- Add or update general information for a strategy.

### Definitions

Term	Definition
<b>Checklist</b>	A more granular list of items related to a work item that collectors can refer to as they perform a task.
<b>Minimum Tolerance</b>	The smallest number by which a score can change and dynamically switch the strategy to a different strategy.
<b>Strategy Level</b>	The level at which you do business with your customers. You set this level in the Questionnaire.
<b>Type</b>	Designates what type of delinquency the strategy applies to, such as Delinquent, Litigation or Write-off.

### Related Topics

[Adding a Strategy Segment, page 3-38](#)

[Create Collections Strategies, page 3-35](#)

[Switch Strategies Dynamically, page 3-23](#)

### Frequently Asked Questions

*How do I create a checklist?*

Use the Create Strategy steps to create a checklist.

# Adding a Strategy Segment

## Uses

- To identify the segment of your database that the strategy uses.

## Definitions

Term	Definition
<b>Key</b>	Unique identifier in the database view that links the view to the collections object, such as transaction or customer. It is the data level at which you run strategies.
<b>View Name</b>	Name of the database view used to limit the scope of a strategy.

## Related Topics

Scoring Rules, page 3-39

Strategy General Information, page 3-37

Segments, page 3-25

## Frequently Asked Questions

### *Who creates segments?*

Your database administrator creates and registers a database view to access a group of records. Views appear in the View Name drop down list on the Segments page when creating or updating strategies. The collections administrator adds a segment to a strategy in the Create Strategy flow.

### *Are there any restrictions for the database view?*

The segment name be in the format, *IEX\_F\_[name]\_V*. The view must be created in the APPS schema (the Database owner of the object must be = 'APPS').

The view must contain an object ID column that is the same as the data level at which you run strategies. For example, if you run strategies at the customer level, *PARTY\_ID* must be a column in the view.

### *Are there any seeded views for strategies?*

Yes, *IEX\_F\_STRATEGIES\_V*. Use this view as an example of how to implement a

strategy filter.

***Why do some segments have more than one key?***

A developer can designate multiple primary keys when creating a view. This occurs when the view is used for multiple purposes.

## Scoring Rules

### Uses

- Add a scoring engine to a strategy.

### Definitions

Term	Definition
<b>Weight</b>	Weight assigns the relative importance of each component in a scoring engine. The total weight of all scoring components in a scoring engine must = 1.0. Using weights is optional.
<b>Range</b>	The highest and lowest expected scores.

### Related Topics

Work Items, page 3-40

Add a Strategy Segment, page 3-38

Overview of Scoring, page 3-2

### Frequently Asked Questions

***Do I have to select a scoring engine?***

No, this step is optional.

***Can I change the weight, component details, or parameters of the score components?***

No, the score components are displayed for information only.

***Will the strategy only apply to scores generated by the scoring engine I select in this step.***

No, not necessarily. There is no direct association between the strategy and the scoring engine selected here. If you want to limit the strategy to the results of a specific scoring engine, then the best practice recommendation is to use the same segment in the scoring engine and the strategy.

## Add Work Items

### Uses

- Add strategy names and scores.
- Add work items for each strategy to be created from this strategy template.

### Definitions

Term	Definition
Strategy Name	The name of the strategy to be created using the template identified in Step 1.

### Related Topics

Scoring Rules, page 3-39

Work Items, page 3-26

### Frequently Asked Questions

*I cannot add work items for the strategies in my strategy template. What is wrong?*

You must select a strategy name by clicking its radio button in order to be able to add work items.

## Define Strategy Default

### Uses

- Identify the default strategy to be used if no other strategy applies.

### Related Topics

Collections Strategies, page 3-20

### Frequently Asked Questions

*What happens if I don't define a default strategy?*

If you do not define a default strategy, the Strategy Management program errors out if it can't find any matching strategies.

*When should I create my own default strategy instead of using the preconfigured strategy catch all strategy for my collections level?*

The Catch All Strategy is a basic strategy. Create your own default strategy if you want to use different work items as a default strategy.

*Can I modify the Catch All Strategy?*

No, but you can copy it, modify the duplicate strategy to suit your requirements, and select it as the default strategy template.

*My default strategy is not being assigned. What is wrong?*

Verify that your default strategy is active. Advanced Collections cannot assign an inactive strategy. Also, the Strategy Management concurrent program will error out if you disable the designated default strategy.

## Default Strategy Resource

If Advanced Collections is unable to assign an available resource for a work item in a strategy, it assigns the default strategy resource identified in the Define Strategy Default page of the Collections Checklist. This ensures that all work items have an assigned resource and appear as a task in the Collector's Work Queue.

The default resource can be a collector or manager.

## Overview of Using Dunning Plans

Use dunning plans to manage your delinquencies if you utilize a simple collections process as part of your business practices. For example, if you send a letter to a customer regarding a delinquency and then follow up with a call if payment has not been received, you can use dunning plans. For complex collections processes or if you use multiple collections processes, you can use collections strategies. See: Collections Strategies, page 3-20.

When you use dunning plans, Advanced Collections selects delinquent customers and then, based on the oldest aging and the customer, account, bill to, or delinquency score, automatically sends out the appropriate dunning correspondence. For each aging bucket line, the system can send different dunning notices to different customers based on their scores.

Advanced Collections uses concurrent programs to execute the dunning process. Once you set up your dunning plans, you can schedule these programs to run automatically. It is recommended that you run dunning with the same frequency as your billing cycle. You must decide the data level for your dunning plan (customer, account, bill to, or delinquency) and create a dunning plan before you can execute the concurrent programs for the dunning process.

**Note:** Use either dunning plans or strategies to manage your delinquencies, but not both methods.

## Related Topics

Dunning Plans, page 3-44

Dunning Process, page 3-42

Creating Correspondence Templates, page 3-43

Running Concurrent Programs for Dunning Plans, *Oracle Advanced Collections User Guide*

## Dunning Process

The dunning process automates collections activities with the following:

- The Delinquent Status Determination concurrent program identifies delinquent transactions and assigns a status of delinquent, pre-delinquent (optional) or current.
- Then Advanced Collections scoring engine scores each customer at the selected dunning level: customer, account, bill to, or delinquency.
- The Send Dunning to Delinquent Customers concurrent program uses the score and aging to determine which dunning to send. Oracle XML Publisher automatically creates and sends out dunning correspondence according to the score and dunning plan. Correspondence can be a letter, e-mail, or fax. The correspondence event is recorded in the customer's correspondence history.
- The Create Dunning and Broken Promises Call Backs concurrent program creates callback tasks for the collectors to follow up if payment is not received. Dunning callbacks appear as callback tasks in the Collector's Task node in Collector's Work Queue.

The Collections Administrator creates dunning plans as part of the Collections Checklist. You can create one dunning plan for each aging bucket, with different delivery methods and correspondence templates for each score range, and multiple score ranges for each aging bucket line, as needed.

Dunning plans run at the level you select as your collections activity level in the Collections Questionnaire.

## Related Topics

Overview of Using Dunning Plans, page 3-41

Dunning Plans, page 3-44



## Dunning Requirements

Before you can run dunning, you must set up the following:

- Set the collections level: customer, account, bill to, or delinquency. See: Setting the Dunning Level, page 3-46.
- Create templates for dunning correspondence, as needed. See: Creating Correspondence Templates, page 3-43.
- Select an Aging Bucket for Dunning Plans, page 3-44.
- Create a dunning plan for each aging bucket to be used. See: Creating a Dunning Plan, page 3-48.
- Set up Work Queue task node to display callback tasks. See: Set Up Universal Work Queue for Dunning Plans, page 3-49.
- Set up scoring engines to create delinquencies and score the appropriate level. See: Set Up Scoring, page 3-7.

## Related Topics

Overview of Using Dunning Plans, page 3-41

## Creating Correspondence Templates

Oracle XML Publisher generates the dunning correspondence that you send to your delinquent customers. Advanced Collections provides seeded templates for correspondence or you can create new templates to meet your business needs.

You can send dunning correspondence as a letter, e-mail, or fax.

Determine how many templates you need for your dunning plans. For example, a dunning plan could consist of the following:

- A polite reminder letter for a customer who usually pays promptly.
- An e-mail asking for payment for all past due items.
- A firmly worded letter demanding payment before legal action is taken.

**Note:** If you currently use Oracle One-to-One Fulfillment for correspondence, you must migrate to Oracle XML Publisher.

## Related Topics

Overview of Using Dunning Plans, page 3-41

Set Up Oracle XML Publisher, page 1-20

Preconfigured Correspondence Templates, page C-1

## Dunning Plans

Perform the following steps to set up dunning plans. You can run either dunning plans or strategies, but not both.

- Set Dunning Plan Aging Bucket, page 3-45
- Set Collections Dunning Level, page 3-47
- Create Dunning Plans, page 3-48
- Set Up Universal Work Queue for Dunning Plans, page 3-49

## Aging Bucket Lines for Dunning

You can create dunning plans for each aging bucket created in Oracle Receivables. Each dunning plan is composed of one or more score ranges and correspondence templates associated with aging bucket lines. For each aging bucket line, you can send different dunning notices to customers with different scores.

After you select the scoring engine for the dunning plan, you can select a correspondence template for each aging bucket line and optionally schedule a callback.

Exclude any column of aging bucket by not adding or removing that aging bucket row.

Specify different range of scores for the same aging bucket line and attach a letter to that range of score.

**Note:** You need to give the range in two decimal places (say 1 to 10 range and 10.01 to 100 the second range for same aging bucket line). It checks the continuity in decimal places also.

**Note:** Each aging bucket line is assigned a line number. The scoring engine uses this line number to perform comparisons rather than using the score ranges.

For example, if you set up the following aging bucket in Oracle Receivables:

Aging Bucket Line Number	Score Range
1	1 - 30
2	30.01 - 60
3	60.01 - 90

Then the scoring engine should be set up to compare aging bucket line numbers, not the score range referenced by that number. The scoring engine will then identify the aging bucket line number that has the oldest aged invoice for the default aging bucket.

Low	High	Score
1	1	95
2	2	75
3	999	60

## Related Topics

Overview of Using Dunning Plans, page 3-41

Set Dunning Plan Aging Bucket, page 3-45

## Set Dunning Plan Aging Bucket

### Uses

- Select the aging bucket for your dunning plan.

The aging bucket determines when dunning letters are sent out to customers. You can designate the same aging bucket you select as the default aging bucket for Aging tab information or select a different aging bucket if needed. You set the default aging bucket in the Collections Checklist.

**Note:** Remember, you can run either dunning plans or strategies,

but not both. You do not set the Dunning Plan Aging Bucket if you are running strategies.

## Related Topics

Dunning Plans, page 3-44

Overview of Using Dunning Plans, page 3-41

## Frequently Asked Questions

*Are there any prerequisites?*

Set up aging buckets in Oracle Receivables.

*Who can perform this step?*

The Collections Administrator.

*How do I set the Dunning Plan Aging Bucket?*

When you create a dunning plan, you can select the aging bucket.

**Warning:** Advanced Collections uses the aging buckets that have been created in Oracle Receivables. Do not delete these aging buckets.

## Setting Dunning Level

You specify the data level at which to run dunning plans when you identify the level at which you do business with your customers in the Collections Questionnaire. This data level can be set at each operating level. Use the Define Operating Unit Collection Level page to define the collections for each operating level. The data level determines whether dunning notices are sent based on customers, accounts, bill to locations, or delinquencies.

- **Customer level:** Sends a single dunning notice detailing all delinquencies for a customer and optionally schedules a callback based on the party score and the range specified in the dunning plan.
- **Account level:** Sends one notice for every delinquent account and optionally schedules a callback based on the account score and range.
- **Bill To level:** Sends one notice for every delinquent bill to location and optionally schedules a callback based on the bill to score and range.
- **Delinquency level:** Sends one notice for each delinquency that a customer has and optionally schedules a callback. Advanced Collections uses the transaction score to select the most appropriate dunning notice/callback configuration.

See: Set Collections Dunning Level, page 3-47.

## Set Collections Dunning Level

### Uses

- Set the operational data level at which your dunning plans operate.

**Note:** If you use strategies instead of dunning plans, you do not have to set the dunning level.

### Related Topics

Dunning Plans, page 3-44

Overview of Using Dunning Plans, page 3-41

### Frequently Asked Questions

*Do I have to set the dunning level if I am running strategies?*

No.

*For which data levels can I run dunning?*

The IEX: Sending Dunning to Delinquent Customers concurrent program creates dunning letters at one of the following operational data levels:

- **Customer:** Sends one dunning notice per delinquent customer. This the recommended data level for maximum efficiency and optimal system performance.
- **Account:** Sends one dunning notice per delinquent account.
- **Bill To Location:** Sends one dunning notice per delinquent billing location.
- **Delinquency:** Sends one dunning notice per delinquent transaction.

*Are there any prerequisites?*

Set up aging buckets in Oracle Receivables.

See: Set Dunning Plan Aging Bucket, page 3-45.

*How do I set the dunning level?*

You set the dunning level in the Collections Questionnaire. It is the level at which you do business with your customers.

*If I am dunning at the Delinquency level, can I send a single dunning notice that contains all the delinquencies for the customer?*

Yes. Use the IEX: Consolidate Invoice Template profile to designate the correspondence

template that consolidates delinquencies in a single letter.

## Creating a Dunning Plan

You can create dunning plans for each aging bucket you use. In a dunning plan, you specify which correspondence template to use based on a score range for each aging bucket line. You can have multiple score ranges for each aging bucket line. Specify a correspondence template, delivery method, and optional callback for each range of scores.

See: Create Dunning Plans, page 3-48.

## Related Topics

Overview of Using Dunning Plans, page 3-41

## Create Dunning Plans

### Uses

- Create a dunning plan.

## Related Topics

Dunning Plans, page 3-44

Overview of Using Dunning Plans, page 3-41

## Frequently Asked Questions

*Who can create a dunning plan?*

The Collections Administrator.

*Are there any prerequisites?*

You must create correspondence templates if you are not using the preconfigured templates. See: Set Up Oracle XML Publisher Templates, page 1-20.

*What score range numbers can I use?*

There is no limit for range numbers. You can use negative numbers and integers to two decimals places. Be sure the score ranges you enter fit within the high and low score ranges of the scoring engine that scores your customer, account, bill-to location, or transactions.

*Can I change a dunning plan after I create it?*

You can make changes to a completed dunning plan at any time.

*Should I test my dunning plan before using it in a production environment?*

Yes. Be sure to test your dunning plan with all or a portion of your data to verify that it is working as you intend. If you are using customer data, you may want to advise the customers in your test that they will be receiving some test dunning letters.

## Set Up Universal Work Queue for Dunning Plans

### Uses

- Configure Universal Work Queue to display scheduled tasks for dunning plans.

### Related Topics

Dunning Plans, page 3-44

Overview of Using Dunning Plans, page 3-41

### Frequently Asked Questions

*What work nodes do I need for dunning?*

If you use dunning plans, you should hide the following Universal Work Queue (UWQ) nodes related to strategies to avoid confusion. Your collectors do not need to see them in their list of work items.

- IEU: Queue: Account View Strategies
- IEU: Queue: Bill To Strategies
- IEU: Queue: Customer View Strategies
- IEU: Queue Order: Account View Strategies
- IEU: Queue Order: Bill To View Strategies
- IEU: Queue Order: Customer View Strategies

For a complete list of profile options, see: Profile Options and Profile Categories Overview, page B-1.

*Can I set up Universal Work Queue so that collectors can navigate from dunning callbacks directly to dunning history in Advanced Collections?*

Yes. Using the CRM Administrator responsibility, go to Task and Escalation Manager : Setup and click Objects Meta-data. Query the JTF object, Party. Set Open from Task to No.





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## Verifying the Implementation

This chapter discusses how to verify that your implementation is successful.

This chapter covers the following topics:

- Use the Diagnostic Tests
- Implementation Verification Tasks for Mandatory Components
- Create Accounts
- Create Invoices
- Create Delinquencies
- Verify Delinquencies
- Dispute an Invoice
- Adjust an Invoice
- Record a Promise to Pay
- Process a Credit Card Payment
- Process a Bank EFT Payment
- Verify Payment Processing
- Verify the Collector's Actions
- Verify Collector's Work Queue Navigation
- Verify Interaction Tracking
- Implementation Verification Tasks for Optional Components
- Verifying Integration with Oracle Lease and Finance Management

### Use the Diagnostic Tests

After completing the implementation steps, run the entire suite of diagnostic tests available for the CRM Foundation application using the System Administration

responsibility. You can run the tests from the Basic tab or the Advanced tab. In the Basic tab, you can run the following tests:

- RunAll
- UserTest
- AOLTests
- PropertyManager
- UserProfile
- AKData
- Security Manager
- TerritoryManager
- DiagnosticsSecurity
- JTFSessions
- AOLSessions
- CachingFramework

In the Advanced tab, you can modify the parameters used in the test.

Each test generates a report if a problem is encountered. The report identifies the problem and provides a suggested resolution to the problem.

## Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

Implementation Verification Tasks for Optional Components, page 4-16

## Implementation Verification Tasks for Mandatory Components

Perform the tasks in this section to verify the implementation of the mandatory components of Oracle Advanced Collections.

**Note:** You must complete the prerequisites before performing the verification tasks.

## Prerequisites

- ☐ Configure Collections Checklist, Questionnaire and tasks.
  1. Dunning Letters
  2. Follow Up Payment, Promise, Adjustment, and Dispute Templates
  3. Send Copy of Invoice template
- ☐ Create Scoring Components
- ☐ Create Scoring Engine
  1. Select Components
  2. Weight Components
- ☐ Determine if you will run Dunning Plans or Strategies. If running Dunning Plans:
  1. Select Dunning Plan level
  2. Select Aging Bucket for Dunning Plan
  3. Create Dunning Plan
  4. Select Dunning Letters
  5. Determine send method for Letter Fulfillment
  6. Determine callback requirements (Select Yes for testing)
- ☐ Configure Oracle Receivables Credit Memo Workflow
- ☐ Configure Collector's Work Queue nodes
- ☐ If you run Strategies:
  1. Select data level
  2. Create or use test Work Item Templates
  3. Create or use test Strategy Templates

### 1. Tasks

The following list describes the Implementation Verification tasks for Mandatory Components in detail:

- Create Accounts, page 4-4
- 2. Create Invoices, page 4-5
- 3. Create Delinquencies, page 4-6
- 4. Verify Delinquencies, page 4-7
- 5. Dispute an Invoice, page 4-8
- 6. Adjust an Invoice, page 4-9
- 7. Record a Promise to Pay, page 4-9
- 8. Process a Credit Card Payment, page 4-10
- 9. Process a Bank EFT Payment, page 4-11
- 10. Verify Payment Processing, page 4-11
- 11. Verify the Collector's Actions, page 4-13
- 12. Verify Collector's Work Queue Navigation, page 4-13
- 13. Verify Interaction Tracking, page 4-14

## Create Accounts

Create some test accounts tied to existing customers.

### Guidelines

You can also create accounts in Oracle Receivables using the Customer page.

You should create several accounts so that you can verify individual account information is reflected accurately in the Collections Header as well as in the Aging tab and Delinquency table on the Profile tab.

In order to test the Dunning and Fulfillment functions, enter your e-mail address as the Primary Bill To address. By doing this, once the Dunning Plan is executed, you will be able to verify that the appropriate dunning letter with the appropriate data is received.

### Steps:

1. Using the Collections Agent or Collections Manager responsibility, navigate to the eBusiness Center.
2. Search and select a customer.

3. Navigate to the Account tab.
4. Click New.
5. Enter account information.
6. Enter your e-mail address as the primary bill to address.
7. Save. Keep a note of the customer name and account number.
8. Repeat for two more accounts for that customer. Repeat steps to have multiple customers with multiple accounts. Add the customer names and account numbers to your note.

## Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

## Create Invoices

Create invoices in Oracle Receivables complete with line items and amounts, and then make them due *immediately* or with 30/60/90 terms. Back date the creation dates so that the invoices will be flagged as delinquent when the concurrent program requests are submitted. Here is where you create the individual invoice lines, compute tax, and then *complete* the invoices. Then you are ready to request concurrent programs so that these invoices are aged and will become delinquencies.

### Steps:

1. Using the Receivables, Vision Operations or comparable responsibility in a test or live environment, from the Navigator, open Transactions and choose Transactions.
2. Enter a free form invoice number.
3. Select Invoice type.
4. Select Invoice class.
5. For Terms select IMMEDIATE.  
This creates an immediate delinquency.
6. Enter Invoice Lines using the following steps for each line:
  1. Choose Line Items.  
The Line window appears.

2. Enter item, description, quantity, and unit price.
3. Close Lines window.
4. Click Tax.
5. Click Complete.

**Tip:** Make the line items on each invoice different and remember what the totals are so that you can verify amounts on the Collections Header and Profile tab.

## Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

## Create Delinquencies

### Steps:

1. Using the Collections Administrator responsibility, choose Requests from the View menu.

The Find Request window appears.

2. Click Submit a New Request.
3. Select Single Request.
4. Click OK.
5. Run the following concurrent programs for Dunning Plans in this order:
  - IEX: Promise Reconciliation
  - IEX: Scoring Engine Harness: request a Transaction Scoring Engine to score invoices and then to create delinquencies
  - A second IEX: Scoring Engine Harness: request a Party Scoring Engine and an Account Scoring Engine
  - IEX: Send Dunning for Delinquent Customers
  - IEX: Create Dunning and Broken Promise Call Backs

Each concurrent program must complete before any subsequent concurrent

program is submitted, to ensure the accuracy of the data and programs.

6. Run the following concurrent program to verify strategies:
  - IEX: Strategy Management

## Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

## Verify Delinquencies

Verify if delinquencies were accurately created and if all the dependent processes occurred.

### Steps:

1. Using the Collections Agent responsibility, go to Collector's Work Queue and see if the delinquent accounts are listed under the Delinquent Accounts node.
2. Verify that there are callback tasks in the Task node for the delinquent accounts.
3. Navigate to the Collections window.
4. Can you find all of your delinquencies in the Collections Header? Switch account views to verify delinquent amounts, number of invoices, and the collections score.
5. Select the Transactions tab and verify delinquencies are listed. Switch between Customer, Bill To, and Account views to see data in all views.
6. Select the Aging tab and verify aging information. Switch between Customer, Bill To, and Account views in the Collections Header.
7. Click the customer's name (Organization) in the Collections header.  
The eBusiness Center displays the customer information.
8. Select the Collections tab and make sure the information is the same as on the Profile tab.
9. Return to the Collections window and navigate to the History tab.
10. Select the Dunning History.  
You should see the dunning events that have occurred. These are the dunning letters that should have been e-mailed to you when the concurrent programs were run.

11. Check your e-mail. Did you receive a dunning e-mail for each delinquent account? The dunning letter should list all of the delinquent transactions for each account.
12. If you use strategies, go to Collector's Work Queue and verify that Strategy Work Items are displayed.
13. Select a work item to open the Strategies tab in Advanced Collections.
14. Verify that an Open Strategy is displayed in the parent table and one Open Work Item is displayed in the child table.
15. Select Work Item Details and review the work item.
16. Click Complete Work to complete the work item. Verify that a new Open Work Item appears.

## Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

## Dispute an Invoice

Verify that a collections agent can record a dispute for an invoice.

**Tip:** Keep a record of your dispute for later verification.

### Steps:

1. Using the Collections Agent responsibility, select the customer.
2. In the Transactions tab, select an invoice.
3. Click Transaction Details.
4. Enter a dispute reason.
5. Enter a dispute quantity or amount.
6. Enter a note.
7. Click Submit.

Oracle Advanced Collections calls the Oracle Receivables Credit Memo Workflow.

8. Click Send Copy.

A copy of the transaction is e-mailed to you.



## Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

## Adjust an Invoice

Verify that a collections agent can adjust an invoice.

### Steps:

1. Using the Collections Agent responsibility, select the customer.
2. In the Transactions tab, select an invoice.
3. Click Adjustment Processing.
4. Create a new row in the Adjustment Processing region and enter the required adjustment details: activity name, type, amount, date, line number, and note.
5. Click Adjustment.

Oracle Advanced Collections reviews the approval limits defined in Oracle Receivables before processing the adjustment.

If you set up the appropriate profile options, then a copy of the adjustment is e-mailed to your customer.

## Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

## Record a Promise to Pay

### Steps:

1. Select the customer.
2. In the Transactions tab, select an invoice.
3. Click Payment Processing.  
The Payment Processing window appears.
4. Enter a payment amount.
5. Enter three promise to pay lines, each with a different due date. Make one due date

today's date. Enter three different amounts.

6. Enter a note.
7. Click Submit.

**Note:** Alternatively, you can process a Mass Promise to verify broken promise functionality.

## Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

## Process a Credit Card Payment

Oracle Payments processes the credit card information and applies the cash in Oracle Receivables.

## Prerequisites

- ☐ Oracle Payments must be fully configured.

### Steps:

1. Select the customer.
2. In the Transactions tab, select an invoice.
3. Click Payment Processing.  
The Payment Processing window appears.
4. Enter a payment amount.
5. Enter the bogus credit card number such as 4111111111111111 (4 followed by 15 1's).
6. Enter the amount to be charged against the credit card. Keep a note of the payment amount for later verification.
7. Enter a note for the payment.
8. Click Submit.

## Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

## Process a Bank EFT Payment

The final type of payment processing is Bank Electronic Funds Transfer or EFT. Collectors use this type of money transfer to take payments immediately.

Similar to credit card payment processing, Oracle Advanced Collections calls Oracle Payments to verify the bank information and to obtain the authorization for the funds transfer.

## Prerequisites

- ☐ Oracle Payments must be fully configured.

### Steps:

1. Using the Collections Agent responsibility, select the customer.
2. In the Transactions tab, select an invoice.
3. Click Payment Processing.  
The Payment Processing window appears.
4. Enter a payment amount.
5. Enter bank numbers and amounts.
6. Enter a note for the payment.
7. Click Submit.

## Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

## Verify Payment Processing

At this time, you can verify if the payments and disputes that were attributed to the delinquencies were accurately processed by Oracle Advanced Collections and Oracle Payments, and ultimately posted within Oracle Receivables.

### Guidelines

If all points do not verify, check the following:

- Did the concurrent programs complete?
- Was transaction information updated?
- Was correspondence sent out, if applicable?

**Steps:**

1. Using the Collections Agent responsibility, go to Collector's Work Queue and check the following:
  1. Are the counts of delinquent transactions by Account a smaller number now that some are paid?
  2. Is the broken Promise to Pay now represented in the Account Level Promise node? Check the count of the broken promises by Account.
  3. What is the status of the delinquency that is in Dispute?
2. Navigate to the Collections window and verify the following:
  1. Can you find these delinquencies in the Collections Header: switch account views, verify delinquent amounts and number of invoices. Have the cured delinquencies been removed?
  2. Move to the Profile tab and verify the delinquencies can be seen in the Delinquency View. Are all of the delinquencies there?
  3. Move to the Transactions tab. Switch between each account and see if the delinquent invoices are there. What is the status of the disputed invoices?
3. Click the customer's name (Organization) to navigate to eBusiness Center. Check the data on the Collections tab.
4. Check your e-mail. Did you receive an e-mail for each payment, promise, adjustment, or dispute processed with the appropriate payment, promise, adjustment, and dispute information included? Did you receive a copy of the invoice as per the request?

## **Related Topics**

Implementation Verification Tasks for Mandatory Components, page 4-2

## Verify the Collector's Actions

At this time, you can verify what the collectors have done and if all of their actions have been recorded in the various histories, if all notes have been saved, and if all payment processing transactions appear in reports.

### Guidelines

If all points do not verify, check the following:

- Did the concurrent programs complete?
- Are the reports running at all?

### Steps:

1. Using the Collections Agent responsibility, in the History tab of the Collections window, go to Payment history and verify your credit card and bank EFT payments, including your notes.

Go to the Promise to Pay history and verify your recorded promises and related notes.

2. Go to the Dispute history and verify the details of the dispute and your notes.
3. From the Navigator, choose Reports.  
The Collections Reports page appears in a separate browser window.
4. Check the Reconciliation Report to see if the broken promise is noted.
5. Check the Collector Report to see if all payments, promises, and disputes are noted, if invoice information is accurate, and if accounts are noted.
6. Go to the Collections header and look for the information that is on the Collector Report. Switch account views and verify delinquent amounts and number of invoices. Have the cured delinquencies been removed?

## Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

## Verify Collector's Work Queue Navigation

At this time, you can verify if the flows from Collector's Work Queue (UWQ) are mapped to the correct tab within Oracle Advanced Collections. You should check each flow to ensure the collector can efficiently navigate through the application.

### Guidelines

If the verification fails, review your selections in the Collections Questionnaire and Checklist. See: Display Collector's Work Queue Nodes, page 2-5.

### Steps:

1. Using the Collections Agent responsibility, from the Navigator, choose Collector's Work Queue.

The UWQ window opens.

From UWQ Account Level Delinquency node select a delinquency and click Get Work.

Does the Collections Transactions tab appear with the selected delinquent invoice highlighted and the appropriate data level set in the Collections Header?

2. From UWQ Account Level Promise node select a Broken Promise and click Get Work.

Does the appropriate customer appear in Collections and the right Promise record appear on the History tab?

3. From UWQ customer level strategy work item node, select a work item and click Get Work.

Does the appropriate strategy and work item appear on the Strategy tab?

4. From UWQ Task node, find a callback and click Get Work.

Does the Collections Dunning History appear with selected dunning and invoice highlighted?

## Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

## Verify Interaction Tracking

Interaction Tracking can be manual or automatic. Manual interaction tracking requires the collector to start and stop interactions using the traffic lights on the tool bar. The actions and action items columns are automatically filled in based on where the collector navigates within the application. Automatic interaction tracking begins as soon as a collector selects a record from Collector's Work Queue or queries a record (both are based on profiles).

### Guidelines

Other profile options affect how interaction history behaves. See: Set Up Oracle Additional Advanced Collections Profile Options, page 2-10 for more information.

## Prerequisites

- ☐ Set related interaction tracking profiles. See: Set Up Oracle Additional Advanced Collections Profile Options, page 2-10.

### Steps:

1. Using the Collections Agent responsibility, query and view a Customer in the Collections window.
2. Click the first traffic light to start the interaction.
3. Process a payment and make a note of the details of your transaction.
4. Click the second traffic light to verify actions and to end the interaction.
5. Navigate to the History tab and verify that Interaction History has this new interaction.
6. Change the profiles to automatically start the interaction.
7. In Collector's Work Queue, select a work item and click Get Work.
8. In the Collections window, note that the first traffic light is grey.
9. Process a payment and make a note of the details of your transaction.
10. Return to UWQ and select another record.
11. Navigate to the History tab and verify that the Interaction History has this new interaction.
12. To change to manual interaction tracking, change the IEX: Automatically Start Interactions profile option to *No*.
13. Query and view a Customer in the Collections window.  
Click the first traffic light to start the interaction.
14. Process a payment and make a note of the details of your transaction.
15. End the interaction.
16. Navigate to the History tab and verify that the Interaction History has this new interaction.

## Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

## Implementation Verification Tasks for Optional Components

Verify the implementation of any optional components of Oracle Advanced Collections, if installed.

Determine if your implementation includes any of the following optional components.

- Oracle Marketing and its dependency, Oracle Discoverer
- Oracle Advanced Inbound
- Oracle Advanced Outbound

Be sure someone on your implementation team has expertise in the optional components you are implementing. Also make sure the components have been installed. Then refer to the Implementation or User Guides for each module for verification and validation steps related to each module.

## Related Topics

Implementation Verification Tasks for Mandatory Components, page 4-2

## Verifying Integration with Oracle Lease and Finance Management

After you have configured Oracle Advanced Collections to integrate with Oracle Lease and Finance Management, verify the following:

### Collections Header

Confirm the following calculations and resulting data are specific to Oracle Lease and Finance Management:

- Collectable transactions
- Delinquencies
- Days Sales Outstanding (DSO)
- Last payment due on last payment amount

## Related Topics

Implementation Verification Tasks for Optional Components, page 4-16







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## Lookups

This appendix lists the lookups used by Oracle Advanced Collections.

This appendix covers the following topics:

- Collections Lookups

### Collections Lookups

This appendix provides a table listing the lookups used by Oracle Advanced Collections in E-Business Suite applications. It includes lookups with three different levels of modification:

- **System (S):** The implementer can only change the wording of a list of values (LOV) choices the user sees on the screen. No deletions or additions are allowed.
- **Extensible (E):** The implementer can change both the wording of the LOV choices and add new choices for the user.
- **User (U):** The implementer can change the lookup completely, deleting and adding LOV choices at will.

### Collections Lookups

**Responsibility:** Collections Administrator

The following table lists lookups for Oracle Advanced Collections, their values or defaults, the areas they affect, and the access level.

### Collections Lookups

Application	Lookup Type	Values	Affects	Level
AR	CREDIT_MEMO_REASON		Dispute Reason	
IEX	CODE_STATUS	Active Inactive		S
IEX	IEX_ALL_TYPE	ALL		S
IEX	IEX_ASSIST_TYPES	PHONE_ASSIST WEB_ASSIST		S
IEX	IEX_CNSLD	Enabled Not Enabled	Consolidated Leasing invoices	U
IEX	IEX_DISPOSTION_CODE	APPROVED: Approved Full Contract  APPROVED_PARTIAL: Approved Partial Contract (means partially approved)  REJECTED: Rejected		S
IEX	IEX_DISPUTED_SECTION	LINES_SUBTOTAL SHIPPING SPECIFIC_INVOICE_LINES TAX TOTAL		S

Application	Lookup Type	Values	Affects	Level
IEX	IEX_DISPUTE_REASONS	A/R Error	Disputing Invoices	S
		Cancellation		
		A contact line has been terminated		
		Credit and Rebill		
		Duplicate Billing		
		Free Product		
		Freight Error		
		Late Payment		
		No Reason Entered		
		Order Entry Error		
		PA_Credit_Memo		
		PA_Write_Off		
		Return		
		Sales Tax Error		
		Shipping and Handling		
		Tax Exempt		
		VAT 0%		
		VAT 2%		
		VAT 6.5%		
		WF_TEST_REASON		
IEX	IEX_PAYMENT_TYPES	BA (Electronic Funds Transfer)	Payments	E
		CC (Credit Card)		
IEX	IEX_PROMISE_STATUSES	Broken	Promise to Pay	S
		Fulfilled		
		In Question		
		Open		

Application	Lookup Type	Values	Affects	Level
IEX	IEX_REPO_DISPOSITION	APPROVED_PEND: Approved / Pending CLOSED: Closed COMPLETE: Complete OPEN: Open REQUESTED: Repossession Requested REJECTED: Rejected	Repossession	U
IEX	IEX_REPO_DISP_REASON	NOT_REPOSSESSED: Asset not repossessed REJECTED: Management Rejected REPOSSESSED: Asset repossessed	Repossession	U
IEX	IEX_TRANSACTION_TYPES	CB (Charge Back) CM (Credit Memo) DEP (Deposit) DM (Deposit Memo) GUAR (Guarantee) INV (Invoice)		S
IEX	IEX_UWQ_LABELS	DELINQUENCY_WORK_CLASS_LABEL (My Delinquencies) DUNNING_WORK_CLASS_LABEL (My Dunning) PROMISES_WORK_CLASS_LABEL (My Broken Promises)	Universal Work Queue	U
IEX	IEX_UWQ_NODE_STATUSES	ACTIVE PENDING COMPLETE	Universal Work Queue	S

Application	Lookup Type	Values	Affects	Level
IEX	IEX_STRATEGY_WORK_STATUS	Canceled Closed Complete Created In Error Open Pre-wait Skip Time-out	Strategy Work Items	U
IEX	IEX_WRITEOFF_DISPOSITION_CODE	APPROVED: Approved CANCELLED: Cancelled PARTIALLY_APPROVED: Partially Approved REJECTED: Rejected REVERSED: Reversed	Write-off	U
IEX	IEX_WRITEOFF_DISP_REASON	3RD_PART_EXT: Third Party Assigned (External) 3RD_PART_INT: Third Party Assigned (Internal) CONTINUE_COLLECTIONS: Continue Collections CONTRACT_TERMINATED: Contract Terminated CREDIT_MEMO_ISSUED: Credit Memo Issued INSURANCE_CLAIM: File Insurance claim for lost asset LOST_PROVISION_CREATED: Lost Provision Created SKIP_TRACE: Send to Skip Trace	Write-off	U





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## Profile Options

This appendix lists the profile options used for Oracle Advanced Collections.

This appendix covers the following topics:

- Oracle Advanced Collections Profile Options and Profile Categories Overview
- Category and Profile Option Descriptions
- Profile Options for Collections Questionnaire and Checklist
- Profile Options Not Owned by Oracle Advanced Collections

### Oracle Advanced Collections Profile Options and Profile Categories Overview

During implementation, administrators use the collections checklist to set a value for most of the Oracle Advanced Collections system profile options. These profile options are set at the site level and specify how Advanced Collections controls access to and processes data. Other profile options can be set by individual users. These profiles can be changed later in the Setup module, if needed.

See: Setting User Profile Options, *Oracle Applications System Administrator's Guide - Maintenance*

See: Category and Profile Option Descriptions, page B-7

#### **Advanced Collections Categories**

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- Activity Tracking, page B-9
- Business Flow Configuration, page B-11
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#### **Advanced Collections Profile Options**

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- IEU: Queue: Account View Promises, page B-9
- IEU: Queue: Account View Strategies, page B-9
- IEU: Queue: Bill-to View Delinquencies, page B-34
- IEU: Queue: Bill-to View Promises, page B-34
- IEU: Queue: Bill-to View Strategies, page B-34
- IEU: Queue: Customer View Delinquencies , page B-24
- IEU: Queue: Customer View Promises, page B-24
- IEU: Queue: Customer View Strategies , page B-24
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- IEU: Queue Order: Bill-to View Delinquencies, page B-34
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- IEU: Queue Order: Customer View Delinquencies, page B-24
- IEU: Queue Order: Customer View Promises, page B-24
- IEU: Queue Order: Customer View Strategies, page B-24
- IEU: Queue Order: Delinquency View Delinquencies, page B-27
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- IEU: Queue Order: Delinquency View Strategies, page B-27
- IEX: Activity Enabled in Account, page B-10
- IEX: Activity Enabled in Adjustment, page B-10
- IEX: Activity Enabled in Delinquency, page B-11
- IEX: Activity Enabled in Dispute, page B-11
- IEX: Activity Enabled in Payment, page B-11
- IEX: Activity Enabled in Promises, page B-11
- IEX: Activity Enabled in Strategy, page B-11
- IEX: Adjustment Fulfillment Template, page B-21
- IEX: Allow Adjustments, page B-32
- IEX: Allow Changes to Customer Payment Data, page B-12
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- IEX: Allow Promise Date Duplication Within Account, page B-32
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- IEX: Case Default Resource, page B-29
- IEX: CB Customer Notification Email From, page B-29
- IEX: CB Customer Notification Email Subject, page B-29
- IEX: CB Customer Notification Template, page B-29
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- IEX: Collections Bucket, page B-32
- IEX: Collections Rate Type, page B-33
- IEX: Consolidated Invoice Template, page B-21
- IEX: Contact Information Level, page B-15
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- IEX: EA Vendor Notification Email From, page B-30
- IEX: EA Vendor Notification Email Subject, page B-30
- IEX: EA Vendor Notification Email Template, page B-30
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- IEX: Enable Electronic Funds Payment, page B-12
- IEX: Enable Promise to Pay, page B-13
- IEX: Enable Raising Customer Status Change Event, page B-13
- IEX: Enable Real Time Customer Assignment, page B-15
- IEX: Enable Receipt Reversal, page B-13
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- IEX: Minimum Dunning Amount Profile Check, page B-16
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- IEX: Promise Grace Period, page B-33
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- IEX: Skip Default Strategy Assignment, page B-13
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- IEX: Strategy Assignment Default Resource, page B-18
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- IEX: Strategy Default Template, page B-22
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## Category and Profile Option Descriptions

This section describes profile options by category.

The tables in this section provide profile option information as follows:

- The Default column displays the default profile option value in italics or No Default if none exists.
- The User Access column indicates whether you can view or update the profile option.

- The User, Responsibility, Application, and Site columns indicate at which levels the system administrator can update these profile options.

The key for this table is:

- Update: You can update the profile option.
- View Only: You can view the profile option but cannot change it.
- No Access: You cannot view or change the profile option.

## Account Work Queue Configuration Category

This category includes profile options that control display options for the Account nodes in the collector's work queue.

**Note:** These profile options are owned by Oracle Advanced Collections and are associated only with the Collector's Work Queue, even though they begin with the prefix *IEU*.

### Account Work Queue Configuration Category

Profile Option	Default	User Access	System Administration: User	System Administration: Responsibility	System Administration: Application	System Administration: Site
IEU: Queue: Account View Delinquencies	No Default	Update	Update	Update	Update	Update
IEU: Queue: Account View Promises	No Default	Update	Update	Update	Update	Update
IEU: Queue: Account View Strategies	No Default	Update	Update	Update	Update	Update
IEU: Queue Order: Account View Delinquencies	No Default	Update	Update	Update	Update	Update



Profile Option	Default	User Access	System Administration: User	System Administration: Responsibility	System Administration: Application	System Administration: Site
IEU: Queue Order: Account View Promises	No Default	Update	Update	Update	Update	Update
IEU: Queue Order: Account View Strategies	No Default	Update	Update	Update	Update	Update

#### **IEU: Queue: Account View Delinquencies**

Choose Yes to display delinquent accounts. Set to No to hide delinquent accounts.

#### **IEU: Queue: Account View Promises**

Choose Yes to display accounts for which promises to pay have been broken.

#### **IEU: Queue: Account View Strategies**

Choose Yes to display strategy work items grouped by account.

#### **IEU: Queue Order: Account View Delinquencies**

Enter number 1, 2, or 3 to specify the order in which the delinquent account node appears in Collector's Work Queue.

#### **IEU: Queue Order: Account View Promises**

Enter number 1, 2, or 3 to specify the order in which the account broken promise node appears in the Collector's Work Queue.

#### **IEU: Queue Order: Account View Strategies**

Enter number 1, 2, or 3 to specify the order in which the account strategy work item node appears in the Collector's Work Queue

### **Activity Tracking Category**

This category includes profile options that control interactions.

**Activity Tracking Category**

Profile Option	Default	User Access	System Administration: User	System Administration: Responsibility	System Administration: Application	System Administration: Site
IEX: Activity Enabled in Account	No Default		Update	Update	Update	Update
IEX: Activity Enabled in Adjustment	No Default		Update	Update	Update	Update
IEX: Activity Enabled in Delinquency	No Default		Update	Update	Update	Update
IEX: Activity Enabled in Dispute	No Default		Update	Update	Update	Update
IEX: Activity Enabled in Payment	No Default		View Only	Update	Update	Update
IEX: Activity Enabled in Promises	No Default		Update	Update	Update	Update
IEX: Activity Enabled in Strategy	No Default		View Only	Update	Update	Update

**IEX: Activity Enabled in Account**

Set to Yes to automatically record interaction activity when a collector accesses the Accounts tab and makes a modification. If set to No, then interaction activity must be recorded manually.

**IEX: Activity Enabled in Adjustment**

Set to Yes to automatically record interaction activity when an Adjustment is created. If set to No, then interaction activity must be recorded manually.

### **IEX: Activity Enabled in Delinquency**

Set to Yes to automatically record interaction activity when a collector accesses the Lifecycle tab and makes a modification. If set to No, then interaction activity must be recorded manually.

### **IEX: Activity Enabled in Dispute**

Set to Yes to automatically record interaction activity when a Dispute is created. If set to No, then interaction activity must be recorded manually.

### **IEX: Activity Enabled in Payment**

Set to Yes to automatically record interaction activity when a Payment is created. If set to No, interaction activity must be recorded manually.

### **IEX: Activity Enabled in Promises**

Set to Yes to automatically record interaction activity when a Promise is created. If set to No, then interaction activity must be recorded manually.

### **IEX: Activity Enabled in Strategy**

Set to Yes to automatically record interaction activity when a collector accesses the Strategy tab and makes a modification. If set to No, then interaction activity must be recorded manually.

## **Business Flow Configuration Category**

This category includes profile options that enable and disable specific business flows within the application.

### ***Business Flow Configuration Category***

<b>Profile Option</b>	<b>Default</b>	<b>User Access</b>	<b>System Administration: User</b>	<b>System Administration: Responsibility</b>	<b>System Administration: Application</b>	<b>System Administration: Site</b>
IEX: Allow Changes to Customer Payment Data			Update	Update	Update	Update
IEX: Enable Credit Card Payment	Yes		Update	Update	Update	Update

Profile Option	Default	User Access	System Administration: User	System Administration: Responsibility	System Administration: Application	System Administration: Site
IEX: Enable Credit Hold			Update	Update	Update	Update
IEX: Enable Electronic Funds Payment	Yes		Update	Update	Update	Update
IEX: Enable Promise to Pay	Yes		Update	Update	Update	Update
IEX: Enable Raising Customer Status Change Event	No		View Only	View Only	View Only	Update
IEX: Enable Receipt Reversal	Yes		Update	Update	Update	Update
IEX: Skip Default Strategy Assignment	No		Update	Update	Update	Update

### **IEX: Allow Changes to Customer Payment Data**

If Yes, then it allows collectors to add and update customer bank account and credit card information.

### **IEX: Enable Credit Card Payment**

If Yes, then it enables the Credit Card tab in Processing Payments.

Specify the receipt method set in Oracle Receivables that corresponds to this remittance type.

### **IEX: Enable Credit Hold**

If Yes, then it displays the Apply Credit Hold and Release Credit Hold option on the Actions menu.

### **IEX: Enable Electronic Funds Payment**

If Yes, then it enables the Electronic Transfer tab in Processing Payments.

**IEX: Enable Promise to Pay**

If Yes, then it enables the Promise to Pay tab in Processing Payments.

**IEX: Enable Raising Customer Status Change Event**

If Yes, it creates a business event to notify integrated applications of a change in delinquency status.

**IEX: Enable Receipt Reversal**

If Yes, then it allows a collector to process a Reversal. If No, then the Reversal button is grayed out.

**IEX: Skip Default Strategy Assignment**

If Yes, then it will skip the strategy assignment, if no strategy matches the criteria except the default one. If No, then it assigns the default strategy.

**Collections Methods Category**

This category includes profile options that control the collection methods used by the application.

***Collections Methods Category***

<b>Profile Option</b>	<b>Default</b>	<b>User Access</b>	<b>System Administration: User</b>	<b>System Administration: Responsibility</b>	<b>System Administration: Application</b>	<b>System Administration: Site</b>
IEX: Contact Information Level	<i>All</i>	Update	Update	Update	Update	Update
IEX: Enable Real Time Customer Assignment	<i>N</i>	Update	Update	Update	Update	Update
IEX: Hash Area Size for TAP	No Default	Update	View Only	View Only	View Only	Update
IEX: Hold Dunning if Full Amount Promised	No Default	Update	Update	Update	Update	Update

Profile Option	Default	User Access	System Administration: User	System Administration: Responsibility	System Administration: Application	System Administration: Site
IEX: Minimum Dunning Amount Profile Check	<i>Account for Dunning / Strategy Level = Account</i>  <i>Bill To for Dunning / Strategy Level = Bill To</i>  <i>Delinquency for Dunning / Strategy Level = Delinquency</i>	Update	Update	Update	Update	Update
IEX: Number of Child Account Workers for TAP	1	Update	View Only	View Only	View Only	Update
IEX: Percent Analyzed for TAP	20	Update	View Only	View Only	View Only	Update
IEX: Sort Area Size for TAP	No Default	Update	View Only	View Only	View Only	Update
IEX: Strategy Assignment Default Resource	No Default	Update	Update	Update	Update	Update
IEX: Strategy Grace Period	No Default	Update	Update	Update	Update	Update

Profile Option	Default	User Access	System Administration: User	System Administration: Responsibility	System Administration: Application	System Administration: Site
IEX: Territory Minimum Number of Records for Parallel Processing	No Default	Update	View Only	View Only	View Only	Update
IEX: Territory Number of Child Processes	1	Update	View Only	View Only	View Only	Update

### IEX: Contact Information Level

Set to *All* to display contacts from Account Level and Site Level Contacts for a Party and Collections, dunning contact for a party. Set to *Account* to display contacts from Account Level for a Party and Collections, dunning contact for a party. Set to *Bill To* to display contacts from Site Level for a Party and Collections, dunning contact for a party.

### IEX: Enable Real Time Customer Assignment

This profile option determines whether the Territory Access program assigns collectors to customers in batch mode or in real time. Batch mode is recommended. Set to Yes to run in real time. Set to No to assign territories in batch mode.

### IEX: Hash Area Size for TAP

This profile option sets the hash area size used by the Territory Assignment program when assigning collectors to customers. It controls the amount of memory used by the program. If you do not set this profile option, the hash area size will be 10,000.

### IEX: Hold Dunning if Full Amount Promised

#### For Staged Dunning plan:

*When profile value is Yes:*

- After creating a promise for amount equivalent to amount due remaining of the invoice, it's stage number gets updated to null. This invoice doesn't get included in the dunning letters.
- If all the invoices corresponding to dunning object (Party/Account/Bill to/Delinquency) are fully promised, no dunning letter gets generated.

*When profile value is No:*

- After creating a promise for amount equivalent to amount due remaining of the invoice, it's stage number remains same. This invoice gets included in the appropriate dunning letter.
- If all the invoices corresponding to dunning object (Party/Account/Bill to/Delinquency) are fully promised, still the dunning letter will be sent.

**For Days Overdue Dunning plan:**

*When profile value is Yes:*

- Even though invoice is fully promised, generated dunning letters includes this invoice.
- If all the invoices corresponding to dunning object (Party/Account/Bill to/Delinquency) are fully promised, no dunning letter gets generated.

*When profile value is No:*

- Even though invoice is fully promised, generated dunning letters includes this invoicer.
- If all the invoices corresponding to dunning object (Party/Account/Bill to/Delinquency) are fully promised, still dunning letter will be sent.

**IEX: Minimum Dunning Amount Profile Check**

**Dunning/Strategy Level - Customer:**

- Sends letter without checking for Minimum Dunning Amount, irrespective of value of IEX: Minimum Dunning Amount Profile Check profile option

**Dunning / Strategy Level - Account:**

- IEX: Minimum Dunning Amount Profile Check - Account: Sends letter only if Account total amount due remaining is greater than 0 and greater than minimum dunning amount at Account level. If Minimum Dunning amount at Account level is null or doesn't exist then also, it sends dunning letter.
- IEX: Minimum Dunning Amount Profile Check - Bill To: When Dunning/Strategy level is Account, this profile value cannot be Bill To or Bill To/Account. In this scenario IEX: Send Dunning for Delinquent Customers concurrent program ends in error, Automatic work items get skipped and Resend from Correspondence history or Send Dunning from Strategy tab throws error.
- IEX: Minimum Dunning Amount Profile Check - Bill To/Account: When Dunning/Strategy level is Account, this profile value cannot be Bill To or Bill To/Account. In this scenario IEX: Send Dunning for Delinquent Customers



concurrent program ends in error, Automatic work items get skipped and Resend from Correspondence history or Send Dunning from Strategy tab throws error.

- IEX: Minimum Dunning Amount Profile Check - None: Sends letter without checking for Minimum Dunning Amount.
- IEX: Minimum Dunning Amount Profile Check - null or blank: When value for this profile option is null, it considers Account as default value and behaves same way as if the value is Account.

#### **Dunning/Strategy Level - Bill To:**

- IEX: Minimum Dunning Amount Profile Check - Account: Sends letter only if Account total amount due remaining is greater than 0 and greater than minimum dunning amount at Account level. If Minimum Dunning amount at Account level is null or doesn't exist then also, it sends dunning letter.
- IEX: Minimum Dunning Amount Profile Check - Bill To: Sends letter only if Bill To total amount due remaining is greater than 0 and greater than minimum dunning amount at Bill To level. If Minimum Dunning amount at Bill To level is null or doesn't exist then also, it sends dunning letter.
- IEX: Minimum Dunning Amount Profile Check - Bill To/Account: Sends letter only if Bill To total amount due remaining is greater than 0 and greater than minimum dunning amount at Bill To level. If Minimum Dunning amount at Bill To level is null or doesn't exist then, it sends letter only if Account level amount due remaining is greater than Minimum dunning amount at Account level. If minimum dunning amount doesn't exist at Account level also, it sends dunning letter without any check.
- IEX: Minimum Dunning Amount Profile Check - None: Sends letter without checking for Minimum Dunning Amount.
- IEX: Minimum Dunning Amount Profile Check - null or blank: When value for this profile option is null, it considers Bill To as default value and behaves same way as if the value is Bill To.

#### **Dunning/Strategy Level - Delinquency:**

- IEX: Minimum Dunning Amount Profile Check - Account: Sends letter only if Account total amount due remaining is greater than 0 and greater than minimum dunning amount at Account level. If Minimum Dunning amount at Account level is null or doesn't exist then also, it sends dunning letter.
- IEX: Minimum Dunning Amount Profile Check - Bill To: Sends letter only if Bill To total amount due remaining is greater than 0 and greater than minimum dunning amount at Bill To level. If Minimum Dunning amount at Bill To level is null or doesn't exist then also, it sends dunning letter.

- IEX: Minimum Dunning Amount Profile Check - Bill To/Account: Sends letter only if Bill To total amount due remaining is greater than 0 and greater than minimum dunning amount at Bill To level. If Minimum Dunning amount at Bill To level is null or doesn't exist then, it sends letter only if Account level amount due remaining is greater than Minimum dunning amount at Account level. If minimum dunning amount doesn't exist at Account level also, it sends dunning letter without any check.
- IEX: Minimum Dunning Amount Profile Check - None: Sends letter without checking for Minimum Dunning Amount.
- IEX: Minimum Dunning Amount Profile Check - null or blank: When value for this profile option is null, it considers Delinquency as default value and behaves same way as if the value is Delinquency.

### **IEX: Number of Child Account Workers for TAP**

This profile option launches the child concurrent programs used by the Territory Assignment program. The minimum value is 1 and the maximum value is 10. If no value is set then the Territory Assignment program derives the number of parallel workers based on the number of records, up to a maximum of 10. If you set this profile option to more than 10, then the program will limit the number of child workers to 10.

Set this profile option one number higher than the desired number of parallel workers. For example, if you want 2 child account workers, enter 3.

The default value is 1.

### **IEX: Percent Analyzed for TAP**

This profile option sets the percentage of records analyzed when running the Territory Access program. You can enter values between 1 and 100.

The default value is 20.

### **IEX: Sort Area Size for TAP**

This profile option sets the sort size area used by the Territory Assignment program. If you change the value for the profile, it only affects system performance when running the Territory Assignment program.

If you do not set this profile option, then the program will set the sort area size at 10,000.

The default value is 10,000.

### **IEX: Strategy Assignment Default Resource**

The resource name (of a person) who will be assigned if no resources match the work item specifications.

### IEX: Strategy Grace Period

Number of days to wait before executing strategies.

### IEX: Territory Minimum Number of Records for Parallel Processing

This profile option sets the minimum number of records that will cause Territory Assignment program to run in parallel processing mode. If less than the number specified, then program will run in a single mode.

The recommended setting is 100. You do not have to set this profile option unless you want to change system performance.

Default: 100.

### IEX: Territory Number of Child Processes

This setting determines the minimum number of records for each parallel process run by the Territory Assignment program.

## Correspondence Category

This category includes profile options that control how the application sends correspondence to customers.

### *Correspondence Category*

Profile Option	Default	User Access	System Administration: User	System Administration: Responsibility	System Administration: Application	System Administration: Site
IEX: Adjustment Fulfillment Template			Update	Update	Update	Update
IEX: Consolidated Invoice Template	No Default		View Only	View Only	View Only	View Only
IEX: Default Fulfillment Subject	<i>Message from Collections Department</i>		Update	Update	Update	Update

<b>Profile Option</b>	<b>Default</b>	<b>User Access</b>	<b>System Administration: User</b>	<b>System Administration: Responsibility</b>	<b>System Administration: Application</b>	<b>System Administration: Site</b>
IEX: Dispute Confirmation Letter	No Default		Update	Update	Update	Update
IEX: Fulfillment Printer	No Default		Update	Update	Update	Update
IEX: Fulfillment Send Method	No Default		Update	Update	Update	Update
IEX: Invoice Fulfillment Template	No Default		Update	Update	Update	Update
IEX: Pay Reversal Confirmation Letter	No Default		Update	Update	Update	Update
IEX: Payment Confirmation Letter	No Default		Update	Update	Update	Update
IEX: Promise to Pay Confirmation Letter	No Default		Update	Update	Update	Update
IEX: Send Correspondence Automatically	Automatic		Update	Update	Update	Update
IEX: SMTP From	No Default		Update	Update	Update	Update
IEX: Strategy Default Template	<i>Customer Catch-all Collections Strategy</i>		Update	Update	Update	Update

Profile Option	Default	User Access	System Administration: User	System Administration: Responsibility	System Administration: Application	System Administration: Site
IEX: Strategy Fulfillment Resource	No Default		Update	Update	Update	Update
IEX: Strategy Unique Fulfillment	No Default		Update	Update	Update	Update
IEX: Use Customer Language for Dunning Letters	No		Update	Update	Update	Update

#### **IEX: Adjustment Fulfillment Template**

Designates the correspondence template to use to send out adjustment confirmation correspondence.

#### **IEX: Consolidated Invoice Template**

If IEX: Strategy Unique Fulfillment is set to *Yes*, enter the name of the correspondence template to be used to send one dunning letter to a customer that consolidates all delinquencies for a day.

#### **IEX: Default Fulfillment Subject**

This profile option determines the text for the subject line of all correspondence e-mails sent out.

#### **IEX: Dispute Confirmation Letter**

Select the correspondence template to be sent to customers as a confirmation when a dispute is recorded. For this to work, IEX: Send Correspondence Automatically must also be set to *Yes*.

#### **IEX: Fulfillment Printer**

Specify the printer name used by Oracle One-to-One Fulfillment for correspondence.

**Note:** Since you must now use Oracle XML Publisher for printing, this profile option is no longer used.

**IEX: Fulfillment Send Method**

If IEX: Send Correspondence Automatically is set to *Yes*, then you can select E-mail, Fax, or Print to identify the default correspondence send method. If IEX: Send Correspondence Automatically is set to *No*, there is no default method and the collector selects the send method when sending correspondence.

**IEX: Invoice Fulfillment Template**

Enter the template to be used to send a copy of the invoice from Transaction Details.

**IEX: Pay Reversal Confirmation Letter**

Select the correspondence template to be sent to customers as a confirmation when a payment reversal is recorded. For this to work, IEX: Send Correspondence Automatically must also be set to *Yes*.

**IEX: Payment Confirmation Letter**

Select the correspondence template to be sent to customers as a confirmation when a payment is recorded. For this to work, IEX: Send Correspondence Automatically must also be set to *Yes*.

**IEX: Promise to Pay Confirmation Letter**

Select the correspondence template to be sent to customers as a confirmation when a payment is recorded. For this to work, IEX: Send Correspondence Automatically must also be set to *Yes*.

**IEX: Send Correspondence Automatically**

Set to *Automatic* to send the dunning letter to the e-mail provided in the organization contacts. Set to *Manual* to open a popup window in which you can provide the e-mail address to which the dunning letter will be sent. Set to *Disabled* so that the dunning letter will never be sent.

**IEX: SMTP From**

The name that will appear on the "From" line for e-mails sent to customers.

**IEX: Strategy Default Template**

Select the default strategy template to be assigned if no matching strategy exists when running Strategy Management.

**IEX: Strategy Fulfillment Resource**

The name that will appear on the "From" line for all e-mails and faxes sent to customers.

### **IEX: Strategy Unique Fulfillment**

Used when running strategies at the delinquency level. This profile controls correspondence sent to customers. Set to *Yes* to send a single correspondence each day that consolidates all delinquency information. You must also enter the correspondence template name to be used in the IEX: Consolidated Invoice Template profile option.

### **IEX: Use Customer Language for Dunning Letters**

Used for selecting the language for the dunning letter. Set to *Yes* to select the language defined for the site to which dunning letter is going to be sent in customer standard form.

## **Customer Work Queue Configuration Category**

This category includes profile options that control display options for viewing customer items in the work queue.

These profile options are owned by Oracle Advanced Collections and are associated only with the Collector's Work Queue, even though they begin with the prefix *IEU*.

### ***Customer Work Queue Configuration Category***

<b>Profile Option</b>	<b>Default</b>	<b>User Access</b>	<b>System Administration: User</b>	<b>System Administration: Responsibility</b>	<b>System Administration: Application</b>	<b>System Administration: Site</b>
IEU: Queue: Customer View Delinquencies	<i>No</i>		Update	Update	Update	Update
IEU: Queue: Customer View Promises	<i>No</i>		Update	Update	Update	Update
IEU: Queue: Customer View Strategies	<i>No</i>		Update	Update	Update	Update
IEU: Queue Order: Customer View Delinquencies			Update	Update	Update	Update

Profile Option	Default	User Access	System Administration: User	System Administration: Responsibility	System Administration: Application	System Administration: Site
IEU: Queue Order: Customer View Promises			Update	Update	Update	Update
IEU: Queue Order: Customer View Strategies			Update	Update	Update	Update

### IEU: Queue: Customer View Delinquencies

Choose Yes to display delinquencies grouped by customer. Set to No to hide delinquent customers.

### IEU: Queue: Customer View Promises

Choose *Yes* to display customers for which promises to pay have been broken.

### IEU: Queue: Customer View Strategies

Choose *Yes* to display strategy work items grouped by customer.

### IEU: Queue Order: Customer View Delinquencies

Enter number 1, 2, or 3 to specify the order in which the delinquent customer node appears in the Collector's Work Queue.

### IEU: Queue Order: Customer View Promises

Enter number 1, 2, or 3 to specify the order in which the customer broken promises node appears in the Collector's Work Queue.

### IEU: Queue Order: Customer View Strategies

Enter number 1, 2, or 3 to specify the order in which the customer strategy work items node appears in the Collector's Work Queue.

## Debug Category

This category includes profile options that control debugging operations within the application.



### ***Debug Category***

<b>Profile Option</b>	<b>Default</b>	<b>User Access</b>	<b>System Administration: User</b>	<b>System Administration: Responsibility</b>	<b>System Administration: Application</b>	<b>System Administration: Site</b>
IEX: Debug Level	20	Update	Update	Update	Update	Update
IEX: Disable iPayment Processing	No	Update	Update	Update	Update	Update
IEX: On-Line Creditcard Payment	No Default	No Access	No Access	Update	Update	Update

#### **IEX: Debug Level**

This profile option controls the level at which debugging information is collected. The default is 20. Generally, this setting should not be changed as the debug level affects system performance.

If you experience problems running the IEX: Strategy Management concurrent program, then set this profile option to 1 to enable SQL Trace. Use trace files to troubleshoot the problem.

#### **IEX: Disable iPayment Processing**

Set to Yes to disable Oracle Payments processing in Oracle Lease and Finance Management implementations. Disable payment processing only for debugging purposes. This profile option does not affect processing payments for transactions in Oracle Advanced Collections.

#### **IEX: On-Line Creditcard Payment**

Set this profile option to *Yes* if you want collectors to be able to authorize credit card payments online. Oracle Advanced Collections determines the validity of the credit card account through Oracle Payments and records the authorization code and payment server ID for the charge.

### **Delinquency Work Queue Configuration Category**

This category includes profile options that control display options for delinquency work queue items.

These profile options are owned by Oracle Advanced Collections and are associated only with the Collector's Work Queue, even though they begin with the prefix *IEU*.

***Delinquency Work Queue Configuration Category***

<b>Profile Option</b>	<b>Default</b>	<b>User Access</b>	<b>System Administration: User</b>	<b>System Administration: Responsibility</b>	<b>System Administration: Application</b>	<b>System Administration: Site</b>
IEU: Queue: Delinquency View Delinquencies	No Default		Update	Update	Update	Update
IEU: Queue: Delinquency View Promises	<i>No</i>		Update	Update	Update	Update
IEU: Queue: Delinquency View Strategies	<i>No</i>		Update	Update	Update	Update
IEU: Queue Order: Delinquency View Delinquencies	<i>No</i>		Update	Update	Update	Update
IEU: Queue Order: Delinquency View Promises	No Default		Update	Update	Update	Update
IEU: Queue Order: Delinquency View Strategies	No Default		Update	Update	Update	Update

**IEU: Queue: Delinquency View Delinquencies**

Choose *Yes* to display delinquent transactions in the Collector's Work Queue. Set to *No* to hide delinquencies.

**IEU: Queue: Delinquency View Promises**

Choose *Yes* to display transactions for which promises to pay have been broken.

**IEU: Queue: Delinquency View Strategies**

Choose *Yes* to include strategy work items grouped by transactions.

**IEU: Queue Order: Delinquency View Delinquencies**

Enter number 1, 2, or 3 to specify the order in which the delinquent transaction node appears in the Collector's Work Queue.

**IEU: Queue Order: Delinquency View Promises**

Enter number 1, 2, or 3 to specify the order in which transaction broken promise node appears in the Collector's Work Queue.

**IEU: Queue Order: Delinquency View Strategies**

Choose *Yes* to include work items for transactions in the Collector's Work Queue.

**Leasing Integration Category**

This category includes profile options that control integration with Oracle Lease and Finance Management.

***Leasing Integration Category***

<b>Profile Option</b>	<b>Default</b>	<b>User Access</b>	<b>System Administration: User</b>	<b>System Administration: Responsibility</b>	<b>System Administration: Application</b>	<b>System Administration: Site</b>
IEX: Case Default Resource	No Default		Update	Update	Update	Update
IEX: CB Customer Notification Email From	No Default		Update	Update	Update	Update
IEX: CB Customer Notification Email Subject	No Default		Update	Update	Update	Update
IEX: CB Customer Notification Template	No Default		Update	Update	Update	Update

<b>Profile Option</b>	<b>Default</b>	<b>User Access</b>	<b>System Administration: User</b>	<b>System Administration: Responsibility</b>	<b>System Administration: Application</b>	<b>System Administration: Site</b>
IEX: CB Notification Grace Days	No Default		View Only	Update	View Only	Update
IEX: Check Dunning Amount at Function Currency	Yes		Update	Update	Update	Update
IEX: EA Recall Grace Days	No Default		Update	Update	Update	Update
IEX: EA Score Diff For Recall	No Default		Update	Update	Update	Update
IEX: EA Score Engine ID	No Default		Update	Update	Update	Update
IEX: EA Transfer Days	No Default		Update	Update	Update	Update
IEX: EA Vendor Notification Email From	No Default		Update	Update	Update	Update
IEX: EA Vendor Notification Email Subject	No Default		Update	Update	Update	Update
IEX: EA Vendor Notification Template	No Default		Update	Update	Update	Update
IEX: Process Strategies by Operating Unit	No Default		Update	Update	Update	Update
IEX: Strategy Creation on Bankruptcy	No Default		Update	Update	Update	Update

Profile Option	Default	User Access	System Administration: User	System Administration: Responsibility	System Administration: Application	System Administration: Site
IEX: Turn Off Collections Activity for Bankruptcy	Yes		View Only	Update	Update	Update

#### **IEX: Case Default Resource**

Select the default resource to be assigned if no matching resource exists when assigning cases.

#### **IEX: CB Customer Notification From**

Sets the e-mail address displayed on the From line on the Intent to Report To Credit Bureau notice sent by e-mail to a customer.

#### **IEX: CB Customer Notification Subject**

The text displayed in the Subject line on the Intent to Report to Credit Bureau e-mail notice sent to a customer.

#### **IEX: CB Customer Notification Template**

The name of the correspondence template used to inform the customer of the intent to report them to the credit bureau.

#### **IEX: CB Notification Grace Days**

After the customer has been notified about intent to report to the credit bureau, this user profile specifies the number of days before a follow-up is initiated in order to make a decision to report the customer to the credit bureau.

#### **IEX: Check Dunning Amount at Function Currency**

Set to *Yes* for the current functionality to continue. If set to *No*, then Advanced Collections checks the minimum dunning invoice amount and minimum dunning amount at Currency level before processing the dunning letter. However the dunning letter will have all the invoices irrespective of limit.

#### **IEX: EA Recall Grace Days**

After the elapse of the period for which the case has been transferred to an external agency and if there has been no significant positive change in the case score, the external agency will be informed about intent to recall and will be given a grace period

to respond to this notification. This grace period is determined by the value in this user profile.

**IEX: EA Score Diff for Recall**

The score value used to determine eligibility to recall the case from the external agency after expiration of grace days. A concurrent API will compare the scores of a case after the expiration of the transfer period to determine eligibility for recall. If the positive difference in scores is less than the value in this user profile, then a case will be considered for recall and a notification will be sent to the concerned external agency.

**IEX: EA Score Engine ID**

The ID of the scoring engine, which is used to score cases for the transfer to external agency process.

**IEX: EA Transfer Days**

The number of days for which a case is transferred to an external agency, after which it is considered for review if there is no significant positive change in the case score. If the review date is not specified in the Transfer to External Agency screen when a case is transferred to an external agency, this value is used to generate the review date.

**IEX: EA Vendor Notification Email From**

The FROM EMAIL ID of the e-mail sent to the external agency by the concurrent notification API, to notify about intent to recall the case or a case recall.

**IEX: EA Vendor Notification Email Subject**

Subject of the e-mail sent to the external agency by the concurrent notification API, to notify about intent to recall the case or a case recall.

**IEX: EA Vendor Notification Template**

Content ID of the notification template that is used to inform the external agency of the intent to recall a case, which has been assigned to them, or to inform the external agency about a case recall. It has to be populated with the content ID of the template after the template has been created in Fulfillment. This is used by the concurrent notification API to generate an e-mail, which is sent to the external agency to notify about intent to recall the case or a case recall.

**IEX: Process Strategies by Operating Unit**

Set to *Yes* to process strategies by Operating Unit.

**IEX: Strategy Creation on Bankruptcy**

Set to *Yes* to allow creation of strategies for bankruptcy.

## IEX: Turn Off Collections Activity for Bankruptcy

If set to *No* then collections activities are continued. If set to *Yes* then everything is turned to bankruptcy status, new delinquencies are created for non-delinquent cases and then turned to bankruptcy, so all collections activities are stopped.

## Operations Category

This category includes profile options that control operations in the application.

### Operations Category

Profile Option	Default	User Access	System Administration: User	System Administration: Responsibility	System Administration: Application	System Administration: Site
IEX: Allow Adjustments	<i>Yes</i>		Update	Update	Update	Update
IEX: Allow Disputes	<i>Yes</i>		Update	Update	Update	Update
IEX: Allow Promise Date Duplication Within Account	<i>No</i>		Update	Update	Update	Update
IEX: Batch Size	No Default		Update	Update	Update	Update
IEX: Collections Bucket	<i>iCollections</i>		View Only	Update	Update	Update
IEX: Collections Rate Type	<i>Corporate</i>		Update	Update	Update	Update
IEX: Callback Days for Broken Promise	No Default		Update	Update	Update	Update
IEX: Exclude Dispute Amount From Remaining Amount	No Default		Update	Update	Update	Update

Profile Option	Default	User Access	System Administration: User	System Administration: Responsibility	System Administration: Application	System Administration: Site
IEX: iPayment Payee ID	No Default		Update	Update	Update	Update
IEX: Maximum Promise to Pay Range	No Default		Update	Update	Update	Update
IEX: Promise Grace Period	No Default		Update	Update	Update	Update
IEX: Strategy Disabled	No Default		Update	Update	Update	Update

### **IEX: Allow Adjustments**

Set to *Yes* to let collectors view adjustment history and initiate adjustments.

### **IEX: Allow Disputes**

Set to *Yes* to let collectors initiate disputes.

### **IEX: Allow Promise Date Duplication Within Account**

This profile option controls whether collectors can enter more than one promise to pay with the same promise due date for an account.

### **IEX: Approval Required for Promise**

Set to *Yes* if an approval is required for promises. If so, a workflow is launched to obtain the approval.

### **IEX: Batch Size**

Enter a number if you want to limit the number of objects to be scored at one time.

### **IEX: Callback Days for Broken Promise**

Determines the number of days after a broken promise is created that a promise callback is created.

### **IEX: Collections Bucket**

The name of the aging bucket created in Oracle Receivables to be used as the default for



the Collections Aging tab.

**IEX: Collections Rate Type**

Enter the exchange rate type from Oracle Receivables to be used for Oracle Advanced Collections.

**IEX: Exclude Dispute Amount From Remaining Amount**

Set this profile option to *Yes* to exclude the disputed amount from the remaining transaction amount.

**IEX: iPayment Payee ID**

Set this profile option if you process payments for Oracle Lease and Finance Management. Select the payment payee ID configured for Oracle Advanced Collections when setting up Oracle Payments.

**IEX: Item Type of Promise Workflow**

Name of the workflow launched for the promise approval. (None is seeded.)

**IEX: Maximum Promise to Pay Range**

Enter the maximum number of days from a payment due date that a promise to pay can be entered. Collectors will be able to enter a promise to pay if the due date for delinquency is not more than this number of days old.

**IEX: Promise Grace Period**

Grace period after the promise is due before it is considered a broken promise.

**IEX: Strategy Disabled**

Set to *Yes* to disable strategy functionality.

**Site Work Queue Configuration Category**

This category includes profile options that control the work queue display for the site.

These profile options are owned by Oracle Advanced Collections and are associated only with the Collector's Work Queue, even though they begin with the prefix *IEU*.

**IEU: Site Work Queue Configuration Category**

Profile Option	Default	User Access	System Administration: User	System Administration: Responsibility	System Administration: Application	System Administration: Site
IEU: Queue: Bill To View Delinquencies			Update	Update	Update	Update
IEU: Queue: Bill To View Promises			Update	Update	Update	Update
IEU: Queue: Bill To View Strategies	No		Update	Update	Update	Update
IEU: Queue Order: Bill To View Delinquencies	No		Update	Update	Update	Update
IEU: Queue Order: Bill To View Promises	No		Update	Update	Update	Update
IEU: Queue Order: Bill To View Strategies			Update	Update	Update	Update

**IEU: Queue: Bill To View Delinquencies**

Set to *Yes* to display delinquencies grouped by bill-to location in Collector's Work Queue. Set to *No* to hide delinquent bill-to locations.

**IEU: Queue: Bill To View Promises**

Set to *Yes* to display bill-to locations for which promises to pay have been broken.

**IEU: Queue: Bill To View Strategies**

Set to *Yes* to display strategy work items grouped by bill-to location.

### IEU: Queue Order: Bill To View Delinquencies

Enter number 1, 2, or 3 to specify the order in which the delinquent bill-to node appears in the Collector's Work Queue.

### IEU: Queue Order: Bill To View Promises

Enter number 1, 2, or 3 to specify the order in which the bill-to broken promises node appears in the Collector's Work Queue.

### IEU: Queue Order: Bill To View Strategies

Enter number 1, 2, or 3 to specify the order in which the bill-to strategy work items node appears in the Collector's Work Queue.

## UI Category

This category include profile options that control user interface preferences.

### UI Category

Profile Option	Default	User Access	System Administration: User	System Administration: Responsibility	System Administration: Application	System Administration: Site
IEX: Automatically Populate Grids	<i>Yes</i>	Update	Update	Update	Update	Update
IEX: Default Date Range Span	<i>90</i>	Update	Update	Update	Update	Update
IEX: Default End Date Range Span	<i>0</i>	Update	Update	Update	Update	Update
IEX: Default History Type	<i>All</i>	Update	Update	Update	Update	Update
IEX: Default Payment Method	<i>Credit Card</i>	Update	Update			
IEX: Default Tab in Collections	<i>Profile</i>	Update	Update	Update	Update	Update

<b>Profile Option</b>	<b>Default</b>	<b>User Access</b>	<b>System Administration: User</b>	<b>System Administration: Responsibility</b>	<b>System Administration: Application</b>	<b>System Administration: Site</b>
IEX: Default Transaction Type	No Default	Update	Update	Update	Update	Update
IEX: Default Universal Search Tab	No Default	Update	Update	Update	Update	Update
IEX: Default Universal Search Type	No Default	Update	Update	Update	Update	Update
IEX: Dunning Contact Selection Method	All		Update	Update	Update	Update
IEX: Launch Notes History	<i>Grid</i>	Update	Update	Update	Update	Update
IEX: Maintain Status in Lifecycle Tab	<i>Not Allowed</i>	Update	Update	Update	Update	Update
IEX: Metric Calculation Method	No Default	Update	Update	Update	Update	Update
IEX: Minimum Number of Characters for Lookup	No Default	Update	Update	Update	Update	Update
IEX: Service Hold of Delinquencies	<i>No</i>	Update	View Only	View Only	Update	Update
IEX: Show Last Payment Due On Field	<i>Yes</i>	Update	Update	Update	Update	Update

### **IEX: Default Automatically Populate Grids**

Set to *Yes* to automatically populate grids. Set to *No* to require the user to click Display to populate tables. To reduce performance issues relating to display of large amounts of data, set to *No*.

### **IEX: Default Date Range Span**

Enter the number of days of data to be included in a search or in information displayed as a default on the History and Transaction tabs. For example, if you want searches to return a four month range of data as a default, enter *120*. You must also set the **IEX: Default End Date Range Span** profile option.

### **IEX: Default End Date Range Span**

After you set the **IEX: Default Date Range Span** profile option, set this profile option to indicate when you want the default date range span to end. Enter a negative number to set the end date in the future. For example, if the default date range span is *120* days and you want to display data for 90 days previous to today's date and 30 days in the future, enter *-30*.

### **IEX: Default History Type**

Set this profile option to determine the default history type displayed on the History tab.

### **IEX: Default Payment Method**

Choose the type of payment tab to appear when the user opens the Process Payments window.

### **IEX: Default Tab in Collections**

Choose the Collections window tab to appear when the user first opens the Collections window.

You can set the options to any particular tab or by selecting the "Always" option, the tab will be default no matter where you are navigating from.

- Accounts or Accounts Always
- Aging or Aging Always
- Case Management or Case Management Always
- Contract or Contract Always
- Custom1 or Custom1 Always

- Custom2 or Custom2 Always
- History or History Always
- Lifecycle or Lifecycle Always
- Loans or Loans Always
- Notes or Notes Always
- Profile or Profile Always
- Strategy or Strategy Always
- Tasks or Tasks Always
- Transactions or Transactions Always

#### **IEX: Default Transaction Type**

Enter the transaction type to be the default that is displayed on the Transactions tab of the Collections window.

#### **IEX: Default Universal Search Tab**

Use this profile option to set the default tab that appears when using Universal Search.

#### **IEX: Default Universal Search Type**

Use this profile option to set the default search type selected when using Universal Search.

#### **IEX: Dunning Contact Selection Method**

If set to *All*, all the contact roles are selecting while choosing the contact. If set to *Dunning*, then it selects only the dunning contact role while choosing the contact.

#### **IEX: Launch Notes History**

This profile option controls the format used to display notes. Set to *Grid* to display notes in an exportable, table format. Set to *Text* to display notes in a plain, readable text format.

#### **IEX: Maintain Status in Lifecycle Tab**

This profile option controls whether the New Status button in the Lifecycle tab be displayed or not. By default, it is set to *Not Allowed*.

### **IEX: Metric Calculation Method**

This profile option controls whether Oracle Advanced Collections calculates customer metrics in batch mode or in real time when you access the Profile tab.

### **IEX: Minimum Number of Characters for Lookup**

Set this profile option to determine the minimum number of characters that a collector must type before seeing a list of values.

### **IEX: Service Hold of Delinquency**

Set to *Yes* if you are using Oracle Lease and Finance Management. Setting *No* disables the Service Hold check box on the Lifecycle tab.

### **IEX: Show Last Payment Due Field**

This profile option determines whether Oracle Advanced Collections displays information in the Last Payment Due On field on the Collections header. Setting this profile option to *No* improves system performance.

## **Work Queue Configuration Category**

This category includes profile options that control the general display parameters in all the Collections work queues.

### **Work Queue Configuration Category**

<b>Profile Option</b>	<b>Default</b>	<b>User Access</b>	<b>System Administration: User</b>	<b>System Administration: Responsibility</b>	<b>System Administration: Application</b>	<b>System Administration: Site</b>
IEX: Enable Work Queue Statuses	<i>No</i>		Update	Update	Update	Update
IEX: Hide Bankruptcy in UWQ	<i>Yes</i>		Update	Update	Update	Update
IEX: Territory Access	<i>No Default</i>		View Only	Update	Update	Update

Profile Option	Default	User Access	System Administration: User	System Administration: Responsibility	System Administration: Application	System Administration: Site
IEX: UWQ Default Complete Node Days	30		Update	Update	Update	Update
IEX: UWQ Default Pending Days	10		Update	Update	Update	Update
IEX: Work Queue Access	Full		Update	Update	Update	Update

### IEX: Enable Work Queue Statuses

Set this profile option to display or hide the Active, Pending, and Complete subnodes in the Collector's Work Queue. If set to *Yes*, collectors can use the Actions menu to update the status of work items assigned to them.

### IEX: Hide Bankruptcy in UWQ

Choose *No* to display bankruptcies tasks for collectors in Collector's Work Queue.

### IEX: Territory Access

This profile option determines the level at which the Territory Assignment program runs. It can be set at the customer, account, or bill-to level. This setting assigns collectors at the desired level and is the same data level you do business with your customers. The default value is Customer.

You must rerun the IEX: Territory Assignment concurrent program, if you change the setting.

### IEX: UWQ Default Complete Node Days

Enter the number of days a work item will stay in the Complete node before it is removed.

### IEX: UWQ Default Pending Days

Enter the number of days a work item will stay in the Pending node before moving to the Active Node.



**Note:** If you set this profile option to null, work items will remain in the Pending node for 20 days.

### **IEX: Work Queue Access**

Allows either Full or Restricted access to the Collector's Work Queue. Full access provides visibility to all customers. Restricted access provides visibility to only those customers assigned to the user by the Territory Assignment process.

### **XML Publisher Integration Category**

This category includes profile options related to using Oracle XML Publisher to send correspondence.

#### ***XML Publisher Integration***

<b>Profile Option</b>	<b>Default</b>	<b>User Access</b>	<b>System Administration: User</b>	<b>System Administration: Responsibility</b>	<b>System Administration: Application</b>	<b>System Administration: Site</b>
IEX: Fax IPP Host	No Default		Update	Update	Update	Update
IEX: Fax IPP Port	No Default		Update	Update	Update	Update
IEX: Fax IPP Printer Name	No Default		Update	Update	Update	Update
IEX: IPP Printer Name	No Default		Update	Update	Update	Update
IEX: Print IPP Host	No Default		Update	Update	Update	Update
IEX: Print IPP Port	No Default		Update	Update	Update	Update
IEX: Test Email Destination	No Default		Update	Update	Update	Update
IEX: Test Fax Number	No Default		Update	Update	Update	Update

Profile Option	Default	User Access	System Administration: User	System Administration: Responsibility	System Administration: Application	System Administration: Site
IEX: SMTP Host	No Default		Update	Update	Update	Update

**Note:** IEX: Document Format for XML Publisher profile option is no longer used.

### IEX: Fax IPP Host

Set this profile option to identify the IPP host name for faxing.

### IEX: Fax IPP Port

Set this profile option to identify the IPP Port used for faxing correspondence generated by XML Publisher.

### IEX: Fax IPP Printer Name

Set this profile option to identify the IPP printer name used for faxing correspondence generated by XML Publisher.

### IEX: IPP Printer Name

Specify the printer name for sending correspondence generated by Oracle XML Publisher. Begin the name with a slash (/) as in /printer1.

### IEX: Print IPP Host

Specify the name of the print host used by Oracle XML Publisher for correspondence. Use the format `printer host name + domain` as in `xdo.us.oracle.com`. Do not include a protocol such as `http://`.

### IEX: Print IPP Port

The name of the print port used by Oracle XML Publisher.

### IEX: Test Email Destination

When delivering email, it checks the value of respective profile and if it is not null, it sets the destination with the profile value. If it is null, then the email is delivered to actual destination.

**IEX: Test Fax Number**

When delivering fax, it checks the value of respective profile and if it is not null, it sets the destination with the profile value. If it is null, then the fax request is delivered to actual destination.

**IEX: SMTP Host**

The name of the e-mail server.

## Profile Options for Collections Questionnaire and Checklist

**Collections Questionnaire**

The following table provides a list of profile options set when you answer questions in the Collections Questionnaire.

Section	Question	Sets
Operations	At what level does your organization do business with customers?	IEU: Queue: Account View Delinquencies
		IEU: Queue: Account View Promises
		IEU: Queue: Account View Strategies
		IEU: Queue: Customer View Delinquencies
		IEU: Queue: Customer View Promises
		IEU: Queue: Customer View Strategies
		IEU: Queue: Delinquency View Delinquencies
		IEU: Queue: Delinquency View Promises
		IEU: Queue: Delinquency View Strategies
		IEU: Queue: Bill-to View Delinquencies
Transactions	Do collections agents take payment from customers?	IEU: Queue: Bill-to View Promises
		IEU: Queue: Bill-to View Strategies
		Displays Bank Transfer and Credit Card tabs in Payment Processing

Section	Question	Sets
Transactions	Which payment methods do you accept?	IEX: Enable Credit Card Payment IEX: Enable Electronic Funds Payment
Transactions	What other transaction activities do you allow?	IEX: Enable Receipt Reversal IEX: Allow Adjustments IEX: Allow Disputes
Transactions	Do you take promises to pay from your customers?	IEX: Enable Promise to Pay
Transactions	Which later stage delinquencies does your organization manage?	IEX: Default Bankruptcy Notice of Assignment IEX: Turn Off Collections Activity on Bankruptcy IEX: Turn Off Invoice on Bankruptcy IEX: Hide Bankruptcy in UWQ
Collections Methods	Which collections methods does your organization use?	IEX: Strategy Disabled

### Collections Checklist: Operations Setup

The following table provides a list of profile options set when you answer questions in the Operations Setup section of the Collections Checklist.

Topic	Question	Sets
General Collections Information	What aging bucket should be automatically displayed?	IEX: Collections Bucket
General Collections Information	Should collectors have access to all customers or only customers they work with?	IEX: Work Queue Access
General Collections Information	At which level do you assign territories to collectors?	IEX: Territory Access Level

Topic	Question	Sets
General Collections Information	Select the exchange rate type for multi-currency transactions.	IEX: Collections Rate Type
General Collections Information	Are collectors allowed to assign or release a customer credit hold?	IEX: Enable Credit Hold
General Collections Information	Will collectors initiate service hold requests?	IEX: Service Hold of Delinquency
General Collections Information	Which items do you want to track from customer interactions?	IEX: Activity Enabled in Accounts IEX: Activity Enabled in Adjustment IEX: Activity Enabled in Delinquency IEX: Activity Enabled in Dispute IEX: Activity Enabled in Payment IEX: Activity Enabled in Promises IEX: Activity Enabled in Strategy
Display Preferences	Select the tab that will be displayed when a collector opens the Collections window.	IEX: Default Tab in Collections
Display Preferences	Select the default history type for the History tab.	IEX: Default History Type
Display Preferences	Select the Search tab to be displayed in the Search window.	IEX: Default Universal Search Tab
Display Preferences	Which search type will be displayed in the Search window?	IEX: Default Universal Search Type
Display Preferences	What is the minimum number of characters that an agent needs to type before seeing a list of values?	IEX: Minimum Number of Characters for Lookup
Display Preferences	How many days of data do you want to display automatically on the History and Transaction tabs?	IEX: Default Date Range Span

Topic	Question	Sets
Display Preferences	How many days forward or back from today's date should the date range start?	IEX: Default End Date Range Span
Display Preferences	Should data be displayed automatically for collectors?	IEX: Automatically Populate Grids
Display Preferences	Should collectors see more than one operating unit in the Work Queue?	IEU: Desktop: UI: Show Quick Filter Panel
Display Preferences	Select the default payment method tab to be displayed on the Payments window.	IEX: Default Payment Method
Display Preferences	Do you want to calculate metrics in batch or real-time?	IEX: Metric Calculation Method
Correspondence	Do you want to send correspondence automatically after each customer interaction?	IEX: Send Correspondence Automatically
Correspondence	What should be the default send correspondence method?	IEX: Fulfillment Sent Method
Correspondence	For each of the following select the letter template to be used.	IEX: Adjustment Fulfillment Template IEX: Consolidate Invoice Template IEX: Dispute Confirmation Letter IEX: Invoice Fulfillment Template IEX: Pay Reversal Confirmation Letter IEX: Payment Confirmation Letter IEX: Promise to Pay Confirmation Letter

Topic	Question	Sets
Correspondence	For each of the following, enter the XML Publisher setting.	IEX: Fax IPPHost IEX: Fax IPP Port IEX: Fax IPP Printer Name IEX: IPP Printer Name IEX: Print IPP Host IEX: Print IPP Port IEX: SMTP Host
Correspondence	What 'From' address should appear in XML e-mail correspondence?	IEX: SMTP From

### Collections Checklist: Transaction Setup

The following table provides a list of profile options set when you answer questions in the Transactions Setup section of the Collections Checklist.

Topic	Question	Sets
Configure Transaction Processing	Select the default transaction type for the Transaction tab.	IEX: Default Transaction Type
Configure Transaction Processing	Select the name of the vendor bank used to process electronic payments.	IEX: iPayment Payee ID
Configure Transaction Processing	Can collectors update customer bank account and credit card information?	IEX: Allow Changes to Customer Payment Data
Configure Transaction Processing	How many days after the promise payment due date will a promise be called broken?	IEX: Promise Grace Period
Configure Transaction Processing	How many days from a payment due date can a promise to pay be made?	IEX: Maximum Promise to Pay Range
Configure Transaction Processing	How many days after the promise is broken should a callback be scheduled?	IEX: Callback Days for Broken Promise

Topic	Question	Sets
Configure Transaction Processing	Can more than one promise to pay have the same promise due date?	IEX: Allow Promise Date Duplication with Account

### Collections Checklist: Collections Method Setup

The following table provides a list of profile options set when you answer questions in the Collections Method Setup section of the Collections Checklist.

Topic	Question	Sets
Define Strategy Defaults	Select a default strategy template.	IEX: Strategy Default Template

## Related Topics

Profile Options and Profile Categories Overview, page B-1

Setting Up Oracle Advanced Collections, page 2-1

## Profile Options Not Owned by Oracle Advanced Collections

**IEU: Desktop: UI: Show Quick Filter Panel:** Set this profile option to Yes to be able to filter tasks by operating unit in the Collector's Work Queue. The default is Yes.

**OS: Customer Access Privilege:** This profile determines which customers a collector can view in eBusiness Center. Set to Full Access to view all customers; set to Sales Team/Territory Access to view only customers in a collector's territory; set to Prospecting and the collector can read but not write data. This can be set at all profile levels.

**OTS: Interactions-Default Action:** Users must perform at least one activity for the interaction to end. If the user doesn't perform any activity but ends the interaction anyway, then the application uses the default action set in this profile and the default action item from the OTS: Interaction Default Action Item profile option.

The default is Action with action ID = 1 (Item Added).

**OTS: Interactions-Default Action Item:** The application uses the default action item set in this profile together with the default action set in the OTS: Interaction Default Action profile option whenever the user does not perform an action required to wrap up an interaction.

The default is Action item with action ID = 1 (Account).

**OTS: Interactions-Default Outcome:** This profile determines the default value of the



Outcome field in the wrap-up window.

This is also the value the application uses for outcomes of interactions that are ended automatically. The application uses this value if there is no outcome associated with the campaign schedule for this interaction. If there is a campaign associated with the interaction, then the application uses the outcome for that campaign schedule.

The default is Outcome with outcome ID = 1 (No Answer).

**OTS: Interactions-Enable Auto Wrapup:** When this profile is set to No, the wrap-up window appears automatically prompting users to enter the outcomes and reasons for the activity.

When this profile is set to Yes, the interaction ends automatically without the users seeing the wrap-up window.

**OTS: Interactions-Enable Automatic Start:** Set to Yes to record interactions after the interaction is started. Set to No to require agents to start and end interactions manually.

**OTS: Interactions-Record Media Item ID:** Interactions track different types of communications with customers including e-mails and phone calls placed through Oracle Inbound and Outbound Telephony applications. The record includes a unique identifier for the communication. This profile determines if that unique identifier is recorded or not. This identifier is never displayed for the user.

The default is Yes.

**OTS: Interactions-Max Interactions Displayed:** Determines how many interactions to display in the Overview tab.

**OTS: Interactions-Start On Query:** Set to Yes to start an interaction whenever the user displays a new record and to support automatic start of interactions.

Set to No to start the interaction only when the user updates or deletes information in a record.

The default is No.

**OTS: Task Details-Query Tasks By:** If set to Reference, Oracle Advanced Collections displays on the Task tab only tasks associated with the View By selected in the Collections header.

**OTS: Telesales Interaction Enabled:** If set to Yes, TeleSales records interactions after the interaction is started. A setting of No limits agents to starting and ending interactions manually.

The default is No.

## Related Topics

Profile Options and Profile Categories Overview, page B-1



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## Preconfigured Correspondence Templates

This appendix provides letter samples and the queries used to produce the preconfigured correspondence templates.

This appendix covers the following topics:

- Preconfigured Templates for Oracle XML Publisher
- Payment Confirmation Letter Template
- Dispute Confirmation Letter Template
- Promise Confirmation Letter Template
- Adjustment Confirmation Letter Template
- Payment Reversal Confirmation Letter Template
- Consolidated Invoice Confirmation Letter Template
- Invoice Letter Template
- Pre-delinquent Letter Template
- Soft Dunning Letter 1 Template
- Soft Dunning Letter 2 Template
- Moderate Dunning Letter 1 Template
- Moderate Dunning Letter 2 Template
- Hard Dunning Letter 1 Template
- Hard Dunning Letter 2 Template
- Hard Dunning Letter 3 Template

### Preconfigured Templates for Oracle XML Publisher

Oracle Advanced Collections provides preconfigured templates for correspondence generated by Oracle XML Publisher. These letters are used in dunning plans, strategies,

and to confirm activities during customer interactions.

This appendix provides samples of each preconfigured letter template, the query that produces the output, and the bind variables for the query. Sample letters are shown at the customer data level. Collections provides for a query for each operational data level.

Preconfigured letter templates include:

- Payment Confirmation Template, page C-2
- Dispute Confirmation Template, page C-4
- Promise Confirmation Letter Template, page C-6
- Adjustment Confirmation Template, page C-8
- Payment Reversal Confirmation Template, page C-10
- Consolidated Invoice Copy Template, page C-12
- Invoice Copy Template, page C-14
- Pre-delinquent Letter Template, page C-16
- Soft Dunning Letter 1 Template, page C-21
- Soft Dunning Letter 2 Template, page C-26
- Moderate Dunning Letter 1 Template, page C-31
- Moderate Dunning Letter 2 Template, page C-36
- Hard Dunning Letter 1 Template, page C-41
- Hard Dunning Letter 2 Template, page C-46
- Hard Dunning Letter 3 Template, page C-46

## **Payment Confirmation Letter Template**

The text of the Payment Confirmation Letter Template is as follows:

sysdate

First Name Last Name  
Org Name  
1910 Oracle Way  
Suite 100  
City, State Postal Code

This is to confirm your payment by Payment Method in the amount of  
\$0.00 made on sysdate.

If you prefer in the future, you can easily make payment by either  
credit card, electronic funds transfer, or through our self service  
portal. Please discuss these options and benefits with us if  
that would be preferred.

Your business is important to us.  
If you have any questions, call us at Collector Phone 1.

Sincerely,

Collector Name  
Collector Title  
Collector Phone

## Bind Variables for Payment Confirmation Letter Query

This query uses the bind variables shown in the following table:

Query Level	Bind Variables
Customer	PARTY_ID, PAYMENT_ID

## Query for Payment Confirmation Letter

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select l.meaning from iex_payments p, iex_lookups_v l
where l.lookup_type = 'IEX_PAYMENT_TYPES' and p.payment_method =
l.lookup_code
and p.payment_id = :PAYMENT_ID ) payment_method,
(SELECT r.amount from iex_payments p, iex_pay_receipt_xref xpr ,
ar_cash_receipts_all r
WHERE p.payment_id = :PAYMENT_ID and xpr.payment_id = p.payment_id
and p.payment_id = xpr.payment_id and r.cash_receipt_id =
xpr.cash_receipt_id) last_payment_amount,
(select to_char(p.creation_date, 'MM/DD/YYYY') from iex_payments p where
p.payment_id = :PAYMENT_ID ) payment_date,
(select rs.source_phone from jtf_rs_resource_extns rs , iex_payments p
where rs.resource_id = p.resource_id and p.payment_id = :PAYMENT_ID )
collector_phone1,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs, iex_payments p
where rs.resource_id = p.resource_id and p.payment_id = :PAYMENT_ID )
collector_name,
(select rs.source_job_title from jtf_rs_resource_extns rs ,
iex_payments p
where rs.resource_id = p.resource_id and p.payment_id = :PAYMENT_ID )
collector_title,
(select rs.source_phone from jtf_rs_resource_extns rs , iex_payments p
where rs.resource_id = p.resource_id and p.payment_id = :PAYMENT_ID )
collector_phone
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'COLLECTIONS'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Dispute Confirmation Letter Template

The text of the Dispute Confirmation Letter Template is as follows:

sysdate

First Name Last Name

Org Name

1910 Oracle Way

Suite 100

City, State Postal Code

This is to confirm your dispute in the amount of \$0.00  
submittted sysdate, reference number Credit Memo Number, against  
invoice number Invoice Number.

Thank you in advance for prompt payment of the balance of the  
invoice, \$0.00.

If you have any questions, call us at Collector Phone 1.

Sincerely yours,

Collector Name

Collector Title

Collector Phone

## Bind Variables for Dispute Confirmation Letter Query

This query uses the bind variables shown in the following table:

Query Level	Bind Variables
Customer	PARTY_ID, DISPUTE_ID

## Query for Dispute Confirmation Letter

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
to_char(sysdate, 'MM/DD/YYYY') sysdate1,
(select dv.dispute_amount from iex_disputes_v dv, iex_disputes d
where d.rowid = dv.row_id and d.dispute_id = :DISPUTE_ID )
last_dispute_amount,
(select dv.invoice_number from iex_disputes_v dv, iex_disputes d where
d.rowid = dv.row_id and d.dispute_id = :DISPUTE_ID ) invoice_number,
(select cm.request_id from iex_disputes d where d.dispute_id =
:DISPUTE_ID ) credit_memo_number,
(select amount_due_remaining from
(select aps.amount_due_remaining
from iex_disputes_v dv, iex_disputes d, ra_customer_trx ct,
ar_payment_schedules aps
where d.rowid = dv.row_id and ct.trx_number = dv.invoice_number and
aps.customer_trx_id = ct.customer_trx_id
and d.dispute_id = :DISPUTE_ID order by aps.creation_date desc)
where rownum = 1) invoice_amount_due,
(select rs.source_phone from jtf_rs_resource_extns rs, iex_disputes d
where rs.user_id = d.created_by and d.dispute_id = :DISPUTE_ID )
collector_phonel,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs, iex_disputes d
where rs.user_id = d.created_by and d.dispute_id = :DISPUTE_ID )
collector_name,
(select rs.source_job_title from jtf_rs_resource_extns rs, iex_disputes
d
where rs.user_id = d.created_by and d.dispute_id = :DISPUTE_ID )
collector_title,
(select rs.source_phone from jtf_rs_resource_extns rs, iex_disputes d
where rs.user_id = d.created_by and d.dispute_id = :DISPUTE_ID )
collector_phone
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'COLLECTIONS'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Promise Confirmation Letter Template

The text of the Promise Confirmation Letter Template is as follows:



sysdate

First Name Last Name  
Org Name  
1910 Oracle Way  
Suite 100  
City, State Postal Code

This is to confirm your Promise to Pay in the amount of \$0.00  
logged sysdate.

Invoice Number	Promise Amount	Promise Due Date
Begin Group 10000	\$0.00	sysdateEnd Group

Thank you in advance for prompt payment in the amount of \$0.00.  
If you have any questions, call us at Collector Phone 1.

Sincerely yours,

Collector Name  
Collector Title  
Collector Phone

## Bind Variables for Promise Confirmation Letter Query

This query uses the bind variables shown in the following table:

Query Level	Bind Variables
Customer	PROMISE_DETAIL_ID, LAST_UPDATE_DATE, PARTY_ID, CUST_ACCOUNT_ID, RESOURCE_ID

## Query for Promise Confirmation Letter Template

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
to_char(sysdate, 'MM/DD/YYYY') sysdate1,
(select sum(pv.promise_amount) from iex_promises_v pv
where pv.cust_account_id= :CUST_ACCOUNT_ID and trunc(sysdate) =
trunc(pv.creation_date)) ptp_amount,
(select sum(pv.promise_amount) from iex_promises_v pv
where pv.cust_account_id= :CUST_ACCOUNT_ID and trunc(sysdate) =
trunc(pv.creation_date)) ptp_amount1,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone1,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
cursor (select pv.trx_number invoice_number, to_char(pv.promise_date,
'MM/DD/YYYY') ptp_due_date, pv.promise_amount ptp_amount2
from iex_promises_v pv where pv.cust_account_id= :CUST_ACCOUNT_ID and
trunc(sysdate) = trunc(pv.creation_date)
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'COLLECTIONS'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Adjustment Confirmation Letter Template

The text of the Adjustment Confirmation Letter Template is as follows:

sysdate

First Name Last Name  
Org Name  
1910 Oracle Way  
Suite 100  
City, State Postal Code

This is to confirm the adjustment in the amount of \$0.00  
submitted today, sysdate, against invoice number Invoice Number.

Thank you in advance for prompt payment in the outstanding amount  
of \$0.00.  
If you have any questions, call us at Collector Phone 1.

Sincerely yours,

Collector Name  
Collector Title  
Collector Phone

## Bind Variables for Adjustment Confirmation Letter Query

This query uses the bind variables shown in the following table:

Query Level	Bind Variables
Customer	PARTY_ID, ADJUSTMENT_ID

## Query for Adjustment Confirmation Letter Template

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
to_char(sysdate, 'MM/DD/YYYY') sysdate1,
(select adj.total_amount from iex_app_adj_v adj where adj.adjustment_id
= :ADJUSTMENT_ID ) total_amount,
(select adj.trx_number from iex_app_adj_v adj where adj.adjustment_id =
:ADJUSTMENT_ID )invoice_number,
(select amount_due_original from
(select aps.amount_due_original
from iex_app_adj_v adj, ra_customer_trx ct, ar_payment_schedules aps
where ct.trx_number = adj.trx_number and aps.customer_trx_id =
ct.customer_trx_id
and adj.adjustment_id = :ADJUSTMENT_ID order by aps.creation_date desc)

where rownum = 1) invoice_amount,
(select rs.source_phone from jtf_rs_resource_extns rs, iex_app_adj_v
adj
where rs.user_id = adj.created_by and adj.adjustment_id = :ADJUSTMENT_ID
) collector_phone1,
(select rs.source_first_name ||' '||rs.source_last_name from
jtf_rs_resource_extns rs, iex_app_adj_v adj
where rs.user_id = adj.created_by and adj.adjustment_id = :ADJUSTMENT_ID
) collector_name,
(select rs.source_job_title from jtf_rs_resource_extns rs,
iex_app_adj_v adj
where rs.user_id = adj.created_by and adj.adjustment_id = :ADJUSTMENT_ID
) collector_title,
(select rs.source_phone from jtf_rs_resource_extns rs, iex_app_adj_v
adj
where rs.user_id = adj.created_by and adj.adjustment_id = :ADJUSTMENT_ID
) collector_phone
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'COLLECTIONS'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Payment Reversal Confirmation Letter Template

The text of the Payment Reversal Confirmation Letter Template is as follows:

sysdate

First Name Last Name  
Org Name  
1910 Oracle Way  
Suite 100  
City, State Postal Code

Re: Confirming Payment Reversal

This is to confirm the payment reversal in the amount of  
\$0.00 submittted REVERSAL DATE, reference number RECEIPT NUMBER.

If you have any questions, call us at Collector Phone 1.

Sincerely,

Collector Name  
Collector Title  
Collector Phone

## Bind Variables for Payment Reversal Confirmation Letter Query

This query uses the bind variables shown in the following table:

Query Level	Bind Variables
Customer	PARTY_ID, RECEIPT_ID, RESOURCE_ID

## Query for Payment Reversal Confirmation Letter Template

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select currency_code from ar_cash_receipts where cash_receipt_id =
:RECEIPT_ID ) currency_code,
(select amount from ar_cash_receipts where cash_receipt_id =
:RECEIPT_ID) amount,
(select to_char(reversal_date, 'MM/DD/YYYY') from ar_cash_receipts where
cash_receipt_id = :RECEIPT_ID ) reversal_date,
(select receipt_number from ar_cash_receipts where cash_receipt_id =
:RECEIPT_ID ) receipt_number,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phonel,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'COLLECTIONS'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Consolidated Invoice Confirmation Letter Template

The text of the Consolidated Invoice Confirmation Letter Template is as follows:

sysdate

First Name Last Name  
Org Name  
1910 Oracle Way  
Suite 100  
City, State Postal Code

Re: Invoice copy

Here is a copy of the invoice 1001 you requested. Please let me know if I can be of further assistance.

The due date is sysdate with amount due remaining \$0.00.

Your business is important to us.  
If you have any questions, call us at Collector Phone 1.

Sincerely,

Collector Name  
Collector Title  
Collector Phone

## Bind Variables for Consolidated Invoice Confirmation Letter Query

This query uses the bind variables shown in the following table:

Query Level	Bind Variables
Customer	PARTY_ID, CONSOLIDATED_INVOICE_ID, RESOURCE_ID

## Query for Consolidated Invoice Confirmation Letter Template

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select consolidated_invoice_number from iex_leasing_invoices_v where
consolidated_invoice_id = :CONSOLIDATED_INVOICE_ID )
consolidated_invoice_number,
(select to_char(invoice_due_date, 'MM/DD/YYYY') from
iex_leasing_invoices_v where consolidated_invoice_id =
:CONSOLIDATED_INVOICE_ID ) invoice_due_date,
(select currency_code from iex_leasing_invoices_v where
consolidated_invoice_id = :CONSOLIDATED_INVOICE_ID ) currency_code,
(select amount_due_remaining from iex_leasing_invoices_v where
consolidated_invoice_id = :CONSOLIDATED_INVOICE_ID )
amount_due_remaining,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone1,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'COLLECTIONS'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Invoice Letter Template

The text of the Invoice Letter Template is as follows:



Re: INVOICE COPY

rac bill to customer_name	rac ship to customer_name
raa bill to address1	raa ship to address1
raa bill to address2	raa ship to address2
raa bill to address3	raa ship to address3
raa bill to address4	raa ship to address4

raa remit to address1  
raa remit to address2  
raa remit to address3  
raa remit to address4

Invoice: trx\_number  
Billing Date: trx\_date  
Shipping Date: ship date actual  
Purchase Order Number: purchase order  
Bill to Customer Number: rac bill to customer num

Terms: term name                      Due Date: term due date

Item Num	Description	Quantity	Unit	Extended Amount
		Shipped	Price	
Begin Group	description	1	\$0.00	\$0.00
line number				End Group

Sub Total: \$0.00  
Tax: \$0.00  
Total: \$0.00

## Bind Variables for Invoice Letter Query

This query uses the bind variables shown in the following table:

Query Level	Bind Variables
Customer	INVOICE_ID

## Query for Invoice Letter Template

```
select to_char(a.trx_date, 'MM/DD/YYYY') trx_date, a.trx_number
trx_number,
to_char(a.term_due_date, 'MM/DD/YYYY') term_due_date, b.name term_name,
a.purchase_order purchase_order, a.ship_date_actual ship_date_actual,
a.rac_bill_to_customer_name rac_bill_to_customer_name,
a.rac_bill_to_customer_num rac_bill_to_customer_num,
a.raa_bill_to_address1 raa_bill_to_address1,
a.raa_bill_to_address2 raa_bill_to_address2, a.raa_bill_to_address3_db
raa_bill_to_address3,
a.raa_bill_to_city || ', ' || a.raa_bill_to_state || ' ' ||
a.raa_bill_to_postal_code raa_bill_to_address4,
a.rac_ship_to_customer_name rac_ship_to_customer_name,
a.raa_ship_to_address1 raa_ship_to_address1,
a.raa_ship_to_address2 raa_ship_to_address2, a.raa_ship_to_address3_db
raa_ship_to_address3,
a.raa_ship_to_city || ', ' || a.raa_ship_to_state || ' ' ||
a.raa_ship_to_postal_code raa_ship_to_address4,
a.raa_remit_to_address1 raa_remit_to_address1,
a.raa_remit_to_address2 raa_remit_to_address2,
a.raa_remit_to_address3_db raa_remit_to_address3,
a.raa_remit_to_city || ', ' || a.raa_remit_to_state || ' ' ||
a.raa_remit_to_postal_code raa_remit_to_address4,
(select sum(d.extended_amount) from ra_customer_trx_lines_v d
where d.customer_trx_id = :INVOICE_ID and d.line_type = 'TAX' group by
d.customer_trx_id) tax,
(select sum(d.extended_amount) from ra_customer_trx_lines_v d
where d.customer_trx_id = :INVOICE_ID and d.line_type <> 'TAX' group by
d.customer_trx_id) sub_total,
(select sum(d.extended_amount) from ra_customer_trx_lines_v d
where d.customer_trx_id = :INVOICE_ID group by d.customer_trx_id)
sum_extended_amount,
cursor (
select decode(c.line_type, 'LINE', c.line_number, null) line_number,
decode (line_type, 'TAX', initcap(c.line_type) || ' ' || c.tax_code ||
' @ ' || c.tax_rate,
'LINE', c.description, 'CB', c.description, initcap(c.line_type))
description,
c.quantity quantity, c.unit_selling_price unit_selling_price,
c.extended_amount extended_amount
from ra_customer_trx_lines_v c
where c.customer_trx_id = :INVOICE_ID order by c.customer_trx_line_id
) as payment_history
from ra_customer_trx_partial_v a, ra_terms_vl b
where a.customer_trx_id = :INVOICE_ID and a.term_id = b.term_id(+)
```

## Pre-delinquent Letter Template

The text of the Pre-delinquent Letter Template is as follows:

sysdate

First Name Last Name  
Org Name  
1910 Oracle Way  
Suite 100  
City, State Postal Code

Re: Courtesy Reminder

This is a friendly reminder that you have upcoming payments due.

Invoice Number	Amount Due	Due Date
Begin Group 10000	\$0.00	sysdateEnd Group

To take advantage of our Terms, you must pay \$0.00 by the due date.

If you have already sent your payment, we thank you. If you have any questions, please don't hesitate to contact us.

Sincerely,

Collector Name  
Collector Title  
Collector Phone

## Bind Variables for Pre-delinquent Letter Query

This query uses the bind variables shown in the following table:

Query Level	Bind Variables
Customer	RESOURCE_ID, PARTY_ID
Account	RESOURCE_ID, PARTY_ID, ACCOUNT_ID
Bill To	RESOURCE_ID, PARTY_ID, ACCOUNT_ID, CUSTOMER_SITE_USE_ID
Delinquency	RESOURCE_ID, PARTY_ID, ACCOUNT_ID, CUSTOMER_SITE_USE_ID, DELINQUENCY_ID

## Query for Pre-delinquent Letter - Customer Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
group by dd.party_cust_id) total_amount_due_remaining,
(select rs.source_first_name || '-' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'PREDELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Query for Pre-delinquent Letter - Account Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID group by dd.party_cust_id,
dd.cust_account_id) total_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.payment_schedule_id =
ar.payment_schedule_id
and d.status = 'PREDELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Query for Pre-delinquent Letter - Bill To Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id =
:CUSTOMER_SITE_USE_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id)
total_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.customer_site_use_id =
:CUSTOMER_SITE_USE_ID and d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'PREDELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Query for Pre-delinquent Letter - Delinquency Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id =
:CUSTOMER_SITE_USE_ID and dd.delinquency_id = :DELINQUENCY_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id,
dd.delinquency_id) total_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.customer_site_use_id =
:CUSTOMER_SITE_USE_ID and d.delinquency_id = :DELINQUENCY_ID and
d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'PREDELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Soft Dunning Letter 1 Template

The text of the Soft Dunning Letter 1 Template is as follows:

sysdate

First Name Last Name  
Org Name  
1910 Oracle Way  
Suite 100  
City, State Postal Code

Re: Overdue Payments

This is a friendly reminder advising you that the following payments are overdue.

Invoice Number	Amount Due	Due Date
Begin Group 10000	\$0.00	sysdateEnd Group

The total amount due is \$0.00.

If you have already sent your payment, we thank you. If you have any questions, please don't hesitate to contact us.

Sincerely,

Collector Name  
Collector Title  
Collector Phone

## Bind Variables for Soft Dunning Letter 1 Query

This query uses the bind variables shown in the following table:

Query Level	Bind Variables
Customer	RESOURCE_ID, PARTY_ID
Account	RESOURCE_ID, PARTY_ID, ACCOUNT_ID
Bill To	RESOURCE_ID, PARTY_ID, ACCOUNT_ID, CUSTOMER_SITE_USE_ID
Delinquency	RESOURCE_ID, PARTY_ID, ACCOUNT_ID, CUSTOMER_SITE_USE_ID, DELINQUENCY_ID



## Query for Soft Dunning Letter 1 - Customer Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
group by dd.party_cust_id) total_amount_due_remaining,
(select rs.source_first_name || '-' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Query for Soft Dunning Letter 1 - Account Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID group by dd.party_cust_id,
dd.cust_account_id) total_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.payment_schedule_id =
ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Query for Soft Dunning Letter 1 - Bill To Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id =
:CUSTOMER_SITE_USE_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id)
total_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.customer_site_use_id =
:CUSTOMER_SITE_USE_ID and d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Query for Soft Dunning Letter 1 - Delinquency Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id =
:CUSTOMER_SITE_USE_ID and dd.delinquency_id = :DELINQUENCY_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id,
dd.delinquency_id) total_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.customer_site_use_id =
:CUSTOMER_SITE_USE_ID and d.delinquency_id = :DELINQUENCY_ID and
d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Soft Dunning Letter 2 Template

The text of the Soft Dunning Letter 2 Template is as follows:

sysdate

First Name Last Name  
Org Name  
1910 Oracle Way  
Suite 100  
City, State Postal Code

Re: Second Notice Overdue Payments

We are writing this letter to call your attention to the below referenced overdue items with us. We are still awaiting your payment.

Invoice Number	Amount Due	Due Date
Begin Group 10000	\$0.00	sysdateEnd Group

Please ensure that payment of \$0.00 reaches us, at the latest, by sysdate.

Thanking you for your business and anticipating a prompt response.

Sincerely,

Collector Name  
Collector Title  
Collector Phone

## Bind Variables for Soft Dunning Letter 2 Query

This query uses the bind variables shown in the following table:

Query Level	Bind Variables
Customer	RESOURCE_ID, PARTY_ID
Account	RESOURCE_ID, PARTY_ID, ACCOUNT_ID
Bill To	RESOURCE_ID, PARTY_ID, ACCOUNT_ID, CUSTOMER_SITE_USE_ID
Delinquency	RESOURCE_ID, PARTY_ID, ACCOUNT_ID, CUSTOMER_SITE_USE_ID, DELINQUENCY_ID

## Query for Soft Dunning Letter 2 - Customer Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
group by dd.party_cust_id) total_amount_due_remaining,
to_char(sysdate+14, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Query for Soft Dunning Letter 2 - Account Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID group by dd.party_cust_id,
dd.cust_account_id) total_amount_due_remaining,
to_char(sysdate+14, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.payment_schedule_id =
ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Query for Soft Dunning Letter 2- Bill To Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id =
:CUSTOMER_SITE_USE_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id)
total_amount_due_remaining,
to_char(sysdate+14, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.customer_site_use_id =
:CUSTOMER_SITE_USE_ID and
d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```



## Query for Soft Dunning Letter 2 - Delinquency Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id =
:CUSTOMER_SITE_USE_ID and dd.delinquency_id = :DELINQUENCY_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id,
dd.delinquency_id) total_amount_due_remaining,
to_char(sysdate+14, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.customer_site_use_id =
:CUSTOMER_SITE_USE_ID and d.delinquency_id = :DELINQUENCY_ID and
d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Moderate Dunning Letter 1 Template

The text of the Moderate Dunning Letter 1 Template is as follows:

sysdate

First Name Last Name  
Org Name  
1910 Oracle Way  
Suite 100  
City, State Postal Code

Re: Overdue Notice

We are writing this letter to call your attention to the overdue invoices listed below. We are awaiting your payment.

Invoice Number	Amount Due	Due Date
Begin Group 10000	\$0.00	sysdateEnd Group

Please ensure that payment of \$0.00 reaches us by sysdate.  
To expedite payment, please call at the number below.

Thanking you for your business and anticipating a prompt response.

Sincerely,

Collector Name  
Collector Title  
Collector Phone

## Bind Variables for Moderate Dunning Letter 1 Query

This query uses the bind variables shown in the following table:

Query Level	Bind Variables
Customer	RESOURCE_ID, PARTY_ID
Account	RESOURCE_ID, PARTY_ID, ACCOUNT_ID
Bill To	RESOURCE_ID, PARTY_ID, ACCOUNT_ID, CUSTOMER_SITE_USE_ID
Delinquency	RESOURCE_ID, PARTY_ID, ACCOUNT_ID, CUSTOMER_SITE_USE_ID, DELINQUENCY_ID

## Query for Moderate Dunning Letter 1 - Customer Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
group by dd.party_cust_id) total_amount_due_remaining,
to_char(sysdate+14, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id
= :RESOURCE_ID ) collector_supervisor,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Query for Moderate Dunning Letter 1 - Account Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID group by dd.party_cust_id,
dd.cust_account_id) total_amount_due_remaining,
to_char(sysdate+14, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id
= :RESOURCE_ID ) collector_supervisor,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.payment_schedule_id =
ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Query for Moderate Dunning Letter 1 - Bill To Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id =
:CUSTOMER_SITE_USE_ID group by
dd.party_cust_id , dd.cust_account_id, dd.customer_site_use_id)
total_amount_due_remaining,
to_char(sysdate+14, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id
= :RESOURCE_ID ) collector_supervisor,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.customer_site_use_id =
:CUSTOMER_SITE_USE_ID and d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Query for Moderate Dunning Letter 1 - Delinquency Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id =
:CUSTOMER_SITE_USE_ID and dd.delinquency_id = :DELINQUENCY_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id,
dd.delinquency_id) total_amount_due_remaining,
to_char(sysdate+14, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id
= :RESOURCE_ID ) collector_supervisor,
cursor(select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.customer_site_use_id =
:CUSTOMER_SITE_USE_ID and d.delinquency_id = :DELINQUENCY_ID and
d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Moderate Dunning Letter 2 Template

The text of the Moderate Dunning Letter 2 Template is as follows:

sysdate

First Name Last Name  
Org Name  
1910 Oracle Way  
Suite 100  
City, State Postal Code

Re: SECOND NOTICE Overdue Payments

We are writing this letter to call your attention to the overdue invoices listed below. We are still awaiting your payment.

Invoice Number	Amount Due	Due Date
Begin Group 10000	\$0.00	sysdateEnd Group

Please ensure that payment of \$0.00 reaches us by sysdate. To expedite payment, and avoid escalation, please call at the number below.

Thanking you for your business and anticipating a prompt response.

Regards,

Collector Name  
Collector Title  
Collector Phone

## Bind Variables for Moderate Dunning Letter 2 Query

This query uses the bind variables shown in the following table:

Query Level	Bind Variables
Customer	RESOURCE_ID, PARTY_ID
Account	RESOURCE_ID, PARTY_ID, ACCOUNT_ID
Bill To	RESOURCE_ID, PARTY_ID, ACCOUNT_ID, CUSTOMER_SITE_USE_ID
Delinquency	RESOURCE_ID, PARTY_ID, ACCOUNT_ID, CUSTOMER_SITE_USE_ID, DELINQUENCY_ID

## Query for Moderate Dunning Letter 2 - Customer Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
group by dd.party_cust_id) total_amount_due_remaining,
to_char(sysdate+7, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id
= :RESOURCE_ID ) collector_supervisor,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```



## Query for Moderate Dunning Letter 2 - Account Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID group by dd.party_cust_id,
dd.cust_account_id) total_amount_due_remaining,
to_char(sysdate+7, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id
= :RESOURCE_ID ) collector_supervisor,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.payment_schedule_id =
ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Query for Moderate Dunning Letter 2 - Bill To Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id =
:CUSTOMER_SITE_USE_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id)
total_amount_due_remaining,
to_char(sysdate+7, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id
= :RESOURCE_ID ) collector_supervisor,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.customer_site_use_id =
:CUSTOMER_SITE_USE_ID and d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Query for Moderate Dunning Letter 2 - Delinquency Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id =
:CUSTOMER_SITE_USE_ID and dd.delinquency_id = :DELINQUENCY_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id,
dd.delinquency_id) total_amount_due_remaining,
to_char(sysdate+7, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id
= :RESOURCE_ID ) collector_supervisor,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.customer_site_use_id =
:CUSTOMER_SITE_USE_ID and d.delinquency_id = :DELINQUENCY_ID and
d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Hard Dunning Letter 1 Template

The text of the Hard Dunning Letter 1 Template is as follows:

sysdatea

First Name Last Name  
Org Name  
1910 Oracle Way  
Suite 100  
City, State Postal Code

We are writing this letter to call your attention to the overdue  
invoices listed below. We are awaiting your payment.

Invoice Number	Amount Due	Due Date
Begin Group 10000	0.00	sysdateEnd Group

Please ensure that payment of \$ \$0.00 reaches us by sysdate.

If you wish to discuss any issues please call the undersigned.

Regards,

Collector Name  
Collector Title  
Collector Phone

## Bind Variables for Hard Dunning Letter 1 Query

This query uses the bind variables shown in the following table:

Query Level	Bind Variables
Customer	RESOURCE_ID, PARTY_ID
Account	RESOURCE_ID, PARTY_ID, ACCOUNT_ID
Bill To	RESOURCE_ID, PARTY_ID, ACCOUNT_ID, CUSTOMER_SITE_USE_ID
Delinquency	RESOURCE_ID, PARTY_ID, ACCOUNT_ID, CUSTOMER_SITE_USE_ID, DELINQUENCY_ID

## Query for Hard Dunning Letter 1 - Customer Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
group by dd.party_cust_id) total_amount_due_remaining,
to_char(sysdate+7, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id
= :RESOURCE_ID ) collector_supervisor,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Query for Hard Dunning Letter 1 - Account Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID group by dd.party_cust_id,
dd.cust_account_id) total_amount_due_remaining,
to_char(sysdate+7, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id
= :RESOURCE_ID ) collector_supervisor,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.payment_schedule_id =
ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Query for Hard Dunning Letter 1 - Bill To Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id =
:CUSTOMER_SITE_USE_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id)
total_amount_due_remaining,
to_char(sysdate+7, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id
= :RESOURCE_ID ) collector_supervisor,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.customer_site_use_id =
:CUSTOMER_SITE_USE_ID and d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Query for Hard Dunning Letter 1 - Delinquency Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id =
:CUSTOMER_SITE_USE_ID and dd.delinquency_id = :DELINQUENCY_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id,
dd.delinquency_id) total_amount_due_remaining,
to_char(sysdate+7, 'MM/DD/YYYY') required_pay_date,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id
= :RESOURCE_ID ) collector_supervisor,
cursor (select ct.trx_number invoice_number, to_char(ar.due_date,
'MM/DD/YYYY') due_date, ar.amount_due_remaining amount_due_remaining
from iex_delinquencies d, ar_payment_schedules ar, ra_customer_trx ct
where d.party_cust_id = h.party_id
and d.cust_account_id = :ACCOUNT_ID and d.customer_site_use_id =
:CUSTOMER_SITE_USE_ID and d.delinquency_id = :DELINQUENCY_ID and
d.payment_schedule_id = ar.payment_schedule_id
and d.status = 'DELINQUENT'
and ar.customer_trx_id = ct.customer_trx_id
) as payment_history
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Hard Dunning Letter 2 Template

The text of the Hard Dunning Letter 2 Template is as follows:



sysdate

First Name Last Name  
Org Name  
1910 Oracle Way  
Suite 100  
City, State Postal Code

Re: SECOND NOTICE Overdue Payment

Recently your attention was called upon regarding the above referenced account via our calls and the previous letter. The amount of \$0.00 is now considerably past due.

We must receive payment immediately to keep your credit in good standing with us.

Please courier your payment today or contact us to pay by credit card or electronic transfer of funds.

We sincerely hope and expect that your payment be on its way so that there is no disruption to our business partnership.

Sincerely,

Collector Name  
Collector Title  
Collector Phone

## Bind Variables for Hard Dunning Letter 2 Query

This query uses the bind variables shown in the following table:

Query Level	Bind Variables
Customer	RESOURCE_ID, PARTY_ID
Account	RESOURCE_ID, PARTY_ID, ACCOUNT_ID
Bill To	RESOURCE_ID, PARTY_ID, ACCOUNT_ID, CUSTOMER_SITE_USE_ID
Delinquency	RESOURCE_ID, PARTY_ID, ACCOUNT_ID, CUSTOMER_SITE_USE_ID, DELINQUENCY_ID

## Query for Hard Dunning Letter 2 - Customer Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
group by dd.party_cust_id) total_amount_due_remaining,
(select rs.source_first_name || '-' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id
= :RESOURCE_ID ) collector_supervisor
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Query for Hard Dunning Letter 2 - Account Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID group by dd.party_cust_id,
dd.cust_account_id) total_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id
= :RESOURCE_ID ) collector_supervisor
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Query for Hard Dunning Letter 2 - Bill To Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id =
:CUSTOMER_SITE_USE_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id)
total_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id
= :RESOURCE_ID ) collector_supervisor
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Query for Hard Dunning Letter 2 - Delinquency Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id =
:CUSTOMER_SITE_USE_ID and dd.delinquency_id = :DELINQUENCY_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id,
dd.delinquency_id) total_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id
= :RESOURCE_ID ) collector_supervisor
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Hard Dunning Letter 3 Template

The text of the Hard Dunning Letter 3 Template is as follows:

sysdate

First Name Last Name  
Org Name  
1910 Oracle Way  
Suite 100  
City, State Postal Code

Re: Final NOTICE Overdue Payment

Recently your attention was called upon regarding your account via our calls and the previous letter. The amount of \$0.00 is now immediately due.

We must receive payment immediately to keep your credit in good standing with us.

Please courier your payment today or contact us to pay by credit card or electronic transfer of funds.

We sincerely hope and expect that your payment be on its way so that there is no disruption to our business partnership. Unless we receive payment within 48 hours, your account will be forwarded to our legal department.

Sincerely,

Collector Name  
Collector Title  
Collector Phone

## Bind Variables for Hard Dunning Letter 3 Query

This query uses the bind variables shown in the following table:

Query Level	Bind Variables
Customer	RESOURCE_ID, PARTY_ID
Account	RESOURCE_ID, PARTY_ID, ACCOUNT_ID
Bill To	RESOURCE_ID, PARTY_ID, ACCOUNT_ID, CUSTOMER_SITE_USE_ID
Delinquency	RESOURCE_ID, PARTY_ID, ACCOUNT_ID, CUSTOMER_SITE_USE_ID, DELINQUENCY_ID

### Query for Hard Dunning Letter 3 - Customer Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
group by dd.party_cust_id) total_amount_due_remaining,
(select rs.source_first_name || '-' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id
= :RESOURCE_ID ) collector_supervisor
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Query for Hard Dunning Letter 3 - Account Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID group by dd.party_cust_id,
dd.cust_account_id) total_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id
= :RESOURCE_ID ) collector_supervisor
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```



## Query for Hard Dunning Letter 3 - Bill To Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id =
:CUSTOMER_SITE_USE_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id)
total_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id
= :RESOURCE_ID ) collector_supervisor
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

## Query for Hard Dunning Letter 3 - Delinquency Level

```
select to_char(sysdate, 'MM/DD/YYYY') currsysdate, sub.person_first_name
first_name, sub.person_last_name last_name, h.party_name org_name,
a.address1 address1, a.address2 address2, a.city city, a.state state,
a.postal_code postal_code,
sub.person_first_name first_name1,
(select sum(amount_due_remaining) from iex_delinquencies dd,
ar_payment_schedules aps
where dd.payment_schedule_id = aps.payment_schedule_id and
dd.party_cust_id = h.party_id
and dd.cust_account_id = :ACCOUNT_ID and dd.customer_site_use_id =
:CUSTOMER_SITE_USE_ID and dd.delinquency_id = :DELINQUENCY_ID group by
dd.party_cust_id, dd.cust_account_id, dd.customer_site_use_id,
dd.delinquency_id) total_amount_due_remaining,
(select rs.source_first_name || ' ' || rs.source_last_name from
jtf_rs_resource_extns rs where resource_id = :RESOURCE_ID )
collector_name,
(select source_job_title from jtf_rs_resource_extns rs where
resource_id = :RESOURCE_ID ) collector_title,
(select source_phone from jtf_rs_resource_extns rs where resource_id =
:RESOURCE_ID ) collector_phone,
(select source_mgr_name from jtf_rs_resource_extns rs where resource_id
= :RESOURCE_ID ) collector_supervisor
from ast_locations_v a, hz_parties h, hz_relationships rel, hz_parties
sub
where rel.object_id = :PARTY_ID
and a.primary_flag = 'Y'
and a.party_id = rel.party_id
and a.status = 'A'
AND rel.relationship_type = 'DUNNING'
AND rel.status = 'A'
AND rel.object_id = h.party_id
AND rel.object_type = 'ORGANIZATION'
AND rel.object_table_name = 'HZ_PARTIES'
AND h.status = 'A'
AND rel.subject_id = sub.party_id
AND rel.subject_type = 'PERSON'
AND rel.subject_table_name = 'HZ_PARTIES'
AND sub.status = 'A'
```

---

## Metrics

This appendix lists the preconfigured metrics available in Oracle Advanced Collections.

This appendix covers the following topics:

- Preconfigured Metrics

### Preconfigured Metrics

Oracle Advanced Collections provides the preconfigured metrics shown in the following table. You can run each metric at the customer, account, or bill to operational data level.

Metric	Description
Weighted Average Days Paid	<p>Weighted Average Days Paid (WAP) is the number of days a customer takes to make payments (Days Late + Terms). Date Paid - Invoice Date</p> <p>The average is weighted by the payment amount and assumes that a \$10000 payment is more significant than \$100.</p> <p>WAP is calculated by adding Weighted Average Terms and Weighted Average Days Late: days allowed + days late = days taken.</p>

Metric	Description
Weighted Average Days Late	<p>Average number of days a payment was late, weighted by dollar amount. The amount of the closed item is used to weight the days.</p> <p>* Assumes that a \$100,000 invoice that is 10 days late is more serious than a \$10 invoice paid 10 days late.</p> <p>Calculation: <math>\text{sum (item amount * days late)} / \text{sum (item amount)}</math>.</p> <p>The item amount is drawn from the first instance of item activity that has the same entry type as the closed item.</p> <p>Days late is the number of days between the due date and the accounting date of the item activity that closed the item.</p>
Weighted Average Terms	<p>Calculates the average number of days allowed for a customer before payment is due, weighted according to the item amount.</p> <p>Some invoices may be due in 20 days, other in 30 or 40. The Weighted Average Days Late calculation tells you that the customer pays, on average, 5 days late. But that number is much more meaningful when you know that the customer had an average of 25 days to make payments.</p>
Average Days Late	<p>Days late is calculated as the number of days between the due date and the accounting date of the entry that closed the item.</p> <p>Avg Days Late is calculated as <math>\text{sum (days late)} / \text{number of items}</math>.</p>
Conventional Days Sales Outstanding (DSO) *	<p>Multiply the customers current A/R Balance by 30 and divide by prior period sales.</p> <p>At a specific point-in-time, measure indicated how long it takes to convert receivables to cash. Interprets trends in receivable turnover.</p> <p>* You must set your DSO calculations based on number of days in your accounting month - usually 28 or 30 days.</p>

<b>Metric</b>	<b>Description</b>
True DSO	<p>The accurate and actual number of days credit sales are unpaid. This is a complicated formula as you have to tie every invoice back to net sales for the month in which the invoice originated.</p> <p>Formula: True DSO per invoice = Number of days from invoice date to reporting date * (invoice amount / net credit sales for the month in which sale occurred)</p> <p>The sum of True DSO for all open invoices = True DSO per total accounts receivable.</p>
Collection Effectiveness Index (CEI)	<p>This percentage expresses the effectiveness of collection efforts over time. The closer to 100%, the more effective the collection efforts. It is a measure of the quality of collection of receivables, not of time.</p> <p>CEI accurately measures collection effectiveness (amounts that are collectible and are actually collected).</p> <p>Used to evaluate individuals, subgroups, and overall groups.</p> <p>Formula: <math>[\text{Beginning Receivables} + (\text{Credit Sales} / N) - \text{Ending Total Receivables}] / [\text{Beginning Receivables} + (\text{Credit Sales} / N) - \text{Ending Current Receivables}] \times 100</math>.</p> <p>*N = Number of Months</p>
NSF History Amount	Dollar amount of NSF checks for past twelve months.
NSF History Count	Number of NSF checks for past twelve months.
Deductions	Number and Dollar amount of deductions created each accounting period.
Sales	Actual Credit Sales billed in the past twelve months.
Credit Limit	The current credit amount available for a customer.
High Credit YTD	The highest credit limit for a customer in the past 12 months.



---

## Preconfigured Scoring Elements

This appendix describes the preconfigured scoring engines and scoring components provided in the application.

This appendix covers the following topics:

- Using Preconfigured Scoring Elements
- Preconfigured Scoring Engines
- Preconfigured Scoring Components

### Using Preconfigured Scoring Elements

Oracle Advanced Collections provides preconfigured elements for scoring that you can use to test your implementation, or use in your live production environment if they suit your business needs.

This appendix contains information regarding the following elements:

Preconfigured Scoring Engines, page E-1

Preconfigured Scoring Components, page E-3

### Preconfigured Scoring Engines

The following table lists the preconfigured scoring engines available in Oracle Advanced Collections.

### **Preconfigured Scoring Engines**

<b>Scoring Engine</b>	<b>Description</b>	<b>Object</b>	<b>Segment</b>	<b>Number in Scoring Engine Harness</b>
Delinquency Status Determination	Scores transactions to determine status of current or delinquent.	Collections Transactions	Invoice Delinquency Filter	2
Customer Scoring	Scores the party (customer). Displays the score in the Collections Score field in the Collections Header.	Party	Delinquent Parties Filter	1
Account Scoring	Scores the account. Displays the score in the Score field on the Accounts tab.	Account	Accounts Filter	6
Bill To Scoring	Scores the Bill To sites.	Bill To	Delinquent Bill Site To Filter	7
Case Scoring	Scores Lease and Finance Management contracts.	Collections Case	Case Filter	3
Loans Delinquency Scoring	Scores Oracle Loans invoices.			
Sample Delinquent Installment	Scores transactions.	Collections Transactions	Oracle Collections Delinquent Invoice Filter	5
Sample Case Delinquency	Scores Lease and Finance Management contracts.	Collections Case	Oracle Collections Delinquent Case Filter	4

**Note:** Use the Sample Case Delinquency and Sample Delinquent Installment scoring engines only if you used them in earlier releases of Oracle Advanced Collections. For all other installations, these scoring engines have been replaced by Delinquency Status Determination and Case Scoring.

For your reference, this table lists the old names used for preconfigured scoring engines in previous releases.



Scoring Engine	Old Scoring Engine Name
Delinquency Status Determination	Default Invoice Delinquency Management Engine
Customer Scoring	Sample Delinquent Party Score Engine
Account Scoring	Sample Delinquent Account Score Engine
Bill To Scoring	Sample Bill to Score Engine
Case Scoring	Default Case Delinquency Management Engine
Sample Delinquent Installment	Sample Delinquent Installment Score Engine
Sample Case Delinquency	Sample Case Delinquency Score Engine

## Preconfigured Scoring Components

The following tables describe the preconfigured scoring components for use with scoring engines.

### ***Aging Bucket Line for Account***

<b>Object</b>	Account
<b>Description</b>	Identifies the oldest aged transaction for the account.
<b>Object</b>	Account
<b>Type Value</b>	Select nvl(max(abl.Bucket_Sequence_num),0) From ar_aging_buckets ab, Ar_aging_bucket_lines abl, IEX_app_preferences_vl iex, Ar_payment_Schedules arp, IEX_DELINQUENCIES DEL Where abl.aging_bucket_id = ab.aging_bucket_id AND Ab.bucket_name = iex.preference_value AND Iex.preference_name = 'DUNNING PLAN AGING BUCKET' AND DEL.payment_schedule_id = arp.payment_schedule_id AND (sysdate - arp.due_date) between abl.days_start and abl.days_to and Del.Cust_Account_ID = :ACCOUNT_ID
<b>Function</b>	N
<b>Old Name</b>	Account Aging Bucket Line

***Aging Bucket Line for Bill To***

---

<b>Object</b>	Bill To
<b>Description</b>	Identifies the oldest aged transaction for the Bill To.
<b>Component</b>	Select nvl(max(abl.Bucket_Sequence_num),0) From ar_aging_buckets ab, Ar_aging_bucket_lines abl, IEX_app_preferences_vl iex, Ar_payment_Schedules arp, IEX_DELINQUENCIES DEL Where abl.aging_bucket_id = ab.aging_bucket_id AND Ab.bucket_name = iex.preference_value AND Iex.preference_name = 'DUNNING PLAN AGING BUCKET' AND DEL.payment_schedule_id = arp.payment_schedule_id AND (sysdate - arp.due_date) between abl.days_start and abl.days_to and Del.Customer_Site_Use_ID = :BILL_TO_ID
<b>Function</b>	N
<b>Old Name</b>	Bill To Aging Bucket Line

---

***Aging Bucket Line for Customer***

---

<b>Object</b>	Party (used to score customers)
<b>Description</b>	Identifies the oldest aged transaction for the customer.
<b>Type Value</b>	Select nvl(max(abl.Bucket_Sequence_num),0) From ar_aging_buckets ab, Ar_aging_bucket_lines abl, IEX_app_preferences_vl iex, Ar_payment_Schedules arp, IEX_DELINQUENCIES DEL Where abl.aging_bucket_id = ab.aging_bucket_id AND Ab.bucket_name = iex.preference_value AND Iex.preference_name = 'DUNNING PLAN AGING BUCKET' AND DEL.payment_schedule_id = arp.payment_schedule_id AND (sysdate - arp.due_date) between abl.days_start and abl.days_to and Del.Party_Cust_ID = :PARTY_ID
<b>Function</b>	N
<b>Old Name</b>	Party Aging Bucket Line

---

---

***Aging Bucket Line for Delinquency***

---

<b>Object</b>	Delinquency
<b>Description</b>	Determines the aging of the Delinquency.
<b>Component</b>	Select nvl(abl.Bucket_Sequence_num,0) From ar_aging_buckets ab, Ar_aging_bucket_lines abl, IEX_app_preferences_vl iex, Ar_payment_Schedules arp, IEX_DELINQUENCIES DEL Where abl.aging_bucket_id = ab.aging_bucket_id AND Ab.bucket_name = iex.preference_value AND Iex.preference_name = 'DUNNING PLAN AGING BUCKET' AND DEL.payment_schedule_id = arp.payment_schedule_id AND (sysdate - arp.due_date) between abl.days_start and abl.days_to and Del.delinquency_id = :DELINQUENCY_ID
<b>Function</b>	N
<b>Old Name</b>	Delinquency Aging Bucket Line

---

---

***Amount Overdue to Delinquency Threshold***

---

<b>Object</b>	Loan
<b>Description</b>	Determines Status of the Delinquent Loan
<b>Component</b>	SELECT trunc(NVL(sum.TOTAL_OVERDUE, 0) / NVL(term.DELINQUENCY_THRESHOLD_AMOUNT, 1)) from LNS_PAYMENTS_SUMMARY_V sum, LNS_TERMS term where sum.loan_id = :loan_id and sum.loan_id = term.loan_id
<b>Function</b>	N

---

---

***Case Delinquency Determination***

---

<b>Object</b>	Case
<b>Description</b>	Creates a score for a Leasing Case.
<b>Component</b>	Call IEX_SCORE_CASE_PVT.Calculate_Score (:case_id, :score_component_id) into :raw_case_score)

---

---

<b>Function</b>	Y
<b>Old Name</b>	Case Scoring Component: What is the latest case score?

---



---

***Customer Since for Account***

---

<b>Object</b>	Account
<b>Description</b>	Determines how long we've been doing business with the Account.
<b>Component</b>	SELECT TO_CHAR(CREATION_DATE, 'YYYY') FROM HZ_CUST_ACCOUNTS WHERE CUST_ACCOUNT_ID = :CUST_ACCOUNT_ID
<b>Function</b>	N
<b>Old Name</b>	Account Since

---



---

***Customer Since for Bill To***

---

<b>Object</b>	Bill To
<b>Description</b>	Determines how long we've been doing business with the Bill To.
<b>Component</b>	SELECT TO_CHAR(CREATION_DATE, 'YYYY') FROM HZ_CUST_SITE_USES WHERE CUSTOMER_SITE_USE_ID = :billto_id
<b>Function</b>	N
<b>Old Name</b>	Customer Since for Bill To

---



---

***Customer Since for Customer***

---

<b>Object</b>	Party (used to score customers)
<b>Description</b>	Determines how long have we've been doing business with the customer.

---

---

<b>Component</b>	SELECT TO_CHAR(CREATION_DATE, 'YYYY') FROM HZ_PARTIES WHERE PARTY_ID = :party_id
<b>Function</b>	N
<b>Old Name</b>	Customer Since for Party

---

#### ***Delinquencies Amount for Account***

---

<b>Object</b>	Account
<b>Description</b>	Identifies the total overdue amount owed by the Account.
<b>Component</b>	Select NVL(sum(ar.acctd_amount_due_remaining),0) from ar_payment_schedules ar, iex_delinquencies del where ar.payment_schedule_id = del.payment_schedule_id AND del.status in ( 'DELINQUENT', 'PREDELINQUENT') AND del.cust_account_id = :cust_account_id AND del.creation_date >= sysdate -365
<b>Function</b>	N
<b>Old Name</b>	Amount of Delinquencies for Account

---

#### ***Delinquencies Amount for Bill To***

---

<b>Object</b>	Bill To
<b>Description</b>	Identifies the total overdue amount owed by this Bill To.
<b>Component</b>	Select NVL(sum(ar.acctd_amount_due_remaining),0) from ar_payment_schedules ar, iex_delinquencies del where ar.payment_schedule_id = del.payment_schedule_id AND del.status in ( 'DELINQUENT', 'PREDELINQUENT') AND del.customer_site_use_id = :billto_id AND del.creation_date >= sysdate -365
<b>Function</b>	N
<b>Old Name</b>	Amount of Delinquencies for Bill To

---

---

***Delinquencies Amount for Customer***

---

<b>Object</b>	Party (used to score customers)
<b>Description</b>	Identifies the total overdue amount owed by the Customer.
<b>Scoring Component</b>	Select NVL(sum(ar.acctd_amount_due_remaining),0) from ar_payment_schedules ar, iex_delinquencies del where ar.payment_schedule_id = del.payment_schedule_id AND del.status in ( 'DELINQUENT', 'PREDELINQUENT') AND del.party_cust_id = :party_id AND del.creation_date >= sysdate -365
<b>Function</b>	N
<b>Old Name</b>	Amount of Delinquencies for Party

---

---

***Number of Delinquencies for Account***

---

<b>Object</b>	Account
<b>Description</b>	Determines how many delinquencies exist for the Account.
<b>Component</b>	SELECT COUNT(1) FROM IEX_DELINQUENCIES WHERE CUST_ACCOUNT_ID = :CUST_ACOCUNT_ID
<b>Function</b>	N
<b>Old Name</b>	Number of Delinquencies for Account

---

---

***Number of Delinquencies for Bill To***

---

<b>Object</b>	Bill To
<b>Description</b>	Determines how many delinquencies exist for the Bill To.
<b>Component</b>	SELECT COUNT(1) FROM IEX_DELINQUENCIES WHERE CUSTOMER_SITE_USE_ID = :billto_id
<b>Function</b>	N

---

---

<b>Old Name</b>	Number of Delinquencies for Bill To
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---

***Number of Delinquencies for Customer***

---

<b>Object</b>	Party (used to score customers)
<b>Description</b>	Determines how many delinquencies exist for the customer.
<b>Score Component Value</b>	SELECT COUNT(1) FROM IEX_DELINQUENCIES WHERE PARTY_CUST_ID = :party_id
<b>Function</b>	N
<b>Old Name</b>	Number of Delinquencies for Party

---

---

***Payment Schedule Delinquency Determination***

---

<b>Object</b>	Collections Transaction
<b>Description</b>	This scoring component uses a data view that consists of all payment schedules when the current date is greater than the due date, nothing is in dispute, and the remaining amount is greater than zero. The component compares this view with the group of all payment schedules. It assigns a score of 1.0 to 10.99 for payment schedules that are not in the view and a score of 11 to 100 for payment schedules in the view.
<b>Component</b>	SELECT Nvl(Count(1), 0) FROM IEX_DELINQUENCIES_NEW_V WHERE Payment_Schedule_id = :payment_schedule_id
<b>Function</b>	N

---





---

## Preconfigured Strategy Elements

This appendix lists the preconfigured work items and templates available for strategies.

This appendix covers the following topics:

- Preconfigured Strategy Templates
- Preconfigured Strategy Work Items
- Preconfigured Workflows for Strategy Work Items

### Preconfigured Strategy Templates

The following table lists the preconfigured strategy templates available in Oracle Advanced Collections.

#### *Preconfigured Strategy Templates*

Seeded Strategy Name	Seeded Description	Strategy Level
Customer Pre-delinquent Strategy	Strategy used with pre-delinquent customers	Customer
Customer Soft Collections Strategy	Soft Customer Collections Strategy	Customer
Customer Moderate Collections Strategy	Moderate Customer Collections Strategy	Customer
Customer Hard Collections Strategy	Hard Customer Collections Strategy	Customer
Customer Catch-all Collections Strategy	Catch All Customer Collections Strategy	Customer
Litigation Strategy for Customer	Later-stage strategy for customer litigations	Customer

<b>Seeded Strategy Name</b>	<b>Seeded Description</b>	<b>Strategy Level</b>
Repossession Strategy for Customer	Later-stage strategy for customer repossessions	Customer
Write-off Strategy for Customer	Later-stage strategy for customer contract write-offs ONLY	Customer
Bankruptcy Strategy for Customer	Later-stage strategy for customer bankruptcies	Customer
Account Pre-delinquent Strategy	Strategy used with pre-delinquent accounts	Account
Account Soft Collections Strategy	Soft Account Collections Strategy	Account
Account Moderate Collections Strategy	Moderate Account Collections Strategy	Account
Account Hard Collections Strategy	Hard Account Collections Strategy	Account
Account Catch-all Collections Strategy	Catch All Account Collections Strategy	Account
Litigation Strategy for Account	Later-stage strategy for account litigations	Account
Repossession Strategy for Account	Later-stage strategy for account repossessions	Account
Write-off Strategy for Account	Later-stage strategy for account contract write-offs ONLY	Account
Bankruptcy Strategy for Account	Later-stage strategy for account bankruptcies	Account
Bill To Pre-delinquent Strategy	Strategy used with pre-delinquent accounts	Bill To
Bill To Soft Collections Strategy	Soft Bill To Collections Strategy	Bill To
Bill To Moderate Collections Strategy	Moderate Bill To Collections Strategy	Bill To
Bill To Hard Collections Strategy	Hard Bill To Collections Strategy	Bill To
Bill To Catch-all Collections Strategy	Catch All Bill To Collections Strategy	Bill To
Litigation Strategy for Bill To	Later-stage strategy for bill to litigations.	Bill To
Repossession Strategy for Bill To	Later-stage strategy for bill to repossessions	Bill To

Seeded Strategy Name	Seeded Description	Strategy Level
Write-off Strategy for Bill To	Later-stage strategy for bill to contract write-offs ONLY	Bill To
Bankruptcy Strategy for Account	Later-stage strategy for bill to bankruptcies	Bill To
Delinquency Pre-delinquent Strategy	Strategy used with pre-delinquent accounts	Delinquency
Delinquency Soft Collections Strategy	Soft Delinquency Collections Strategy	Delinquency
Delinquency Moderate Collections Strategy	Moderate Delinquency Collections Strategy	Delinquency
Delinquency Hard Collections Strategy	Hard Delinquency Collections Strategy	Delinquency
Delinquency Catch-all Collections Strategy	Catch All Delinquency Collections Strategy	Delinquency
Litigation Strategy for Delinquency	Later-stage strategy for delinquency litigations.	Delinquency
Repossession Strategy for Delinquency	Later-stage strategy for delinquency repossessions	Delinquency
Write-off Strategy for Delinquency	Later-stage strategy for delinquency contract write-offs ONLY	Delinquency
Bankruptcy Strategy for Delinquency	Later-stage strategy for delinquency bankruptcies	Delinquency

## Preconfigured Strategy Work Items

The following table lists the preconfigured strategy work items available in Oracle Advanced Collections.

### *Preconfigured Strategy Work Items*

Work Item	Description	Manual or Automatic	Send Method	Suggested Skill Set	Required?
Pre-delinquency Courtesy Letter	Courtesy reminder notice to a pre-delinquent customer	Automatic	E-mail	N/A	Optional
Pre-delinquency Courtesy Call	Courtesy collections call to pre-delinquent customer	Manual	N/A	N/A	Optional

<b>Work Item</b>	<b>Description</b>	<b>Manual or Automatic</b>	<b>Send Method</b>	<b>Suggested Skill Set</b>	<b>Required?</b>
Soft Dunning Letter 1	First soft dunning letter	Automatic	E-mail	N/A	Optional
Soft Dunning Letter 2	Second soft dunning letter	Automatic	E-mail	N/A	Optional
Moderate Dunning Letter 1	First moderate dunning letter	Automatic	E-mail	N/A	Optional
Moderate Dunning Letter 2	Second moderate dunning letter	Automatic	E-mail	N/A	Optional
Hard Dunning Letter 1	First hard dunning letter	Automatic	E-mail	N/A	Optional
Final Demand Letter	Final demand letter to customer	Automatic	E-mail	N/A	Optional
Soft Collections Call 1	First collections call	Manual	N/A	N/A	Optional
Soft Collections Call	Second collections call	Manual	N/A	N/A	Optional
Moderate Collections Call 1	First moderate collections call	Manual	N/A	Moderate collections	Optional
Moderate Collections Call 2	Second moderate collections call	Manual	N/A	Moderate collections	Optional
Hard Collections Call 1	First hard collections call	Manual	N/A	Hard collections	Optional
Hard Collections Call 2	Second hard collections call	Manual	N/A	Hard collections	Optional
Review Moderate Customer Account	Review this customer account to determine next action	Manual	N/A	Ability to review customer's collections situation	Required
Customer site visit	Customer site visit	Manual	N/A	Able to travel to customer site	Optional

Work Item	Description	Manual or Automatic	Send Method	Suggested Skill Set	Required?
Review Pending Bankruptcy	Review to determine bankruptcy action	Manual	N/A	Has knowledge of bankruptcy/ creditor process	Required
Review Pending Repossession	Review to determine repossession action	Manual	N/A	Has knowledge of repossession process	Required
Review Pending Litigation	Review to determine legal action	Manual	N/A	Has knowledge of legal aspects of collections	Required
Review Pending Write off	Review to determine write-off action for Leasing write off only	Manual	N/A	Has knowledge of lease write-off process	Required

## Preconfigured Workflows for Strategy Work Items

The following table lists the preconfigured workflows for strategy work items available in Oracle Advanced Collections.

To customize a preconfigured workflow, you must copy, modify, and rename the workflow in order to use it.

Workflow	Description
IEX: Collection Strategy Workflow	<p>This workflow executes the work items in a strategy including setting status and wait times.</p> <p>Customizing this workflow is not recommended.</p>

Workflow	Description
IEX: CO Recall Case from External Agency	<p>For Oracle Lease and Finance Management. This workflow recalls the case from the external agency and sends the work item complete signal after recalling the case.</p> <p>You can customize this workflow to suit your business requirements but do not remove the send signal.</p>
IEX: CO Report to Credit Bureau	<p>For Oracle Lease and Finance Management. This workflow reports a customer to a credit bureau and sends the work item complete signal after reporting the case.</p> <p>You can customize this workflow to suit your business requirements but do not remove the send signal.</p>
IEX: CO Review Transfer to External Agency	<p>For Oracle Lease and Finance Management. This workflow gives the leasing agent the option to review the transfer. The workflow sends the work item complete signal after reporting the customer.</p> <p>You can customize this workflow to suit your business requirements but do not remove the send signal.</p>
IEX: CO Transfer to External Agency	<p>For Oracle Lease and Finance Management. This workflow transfers the case to an external agency and sends the work item complete signal after transferring the case.</p> <p>You can customize this workflow to suit your business requirements but do not remove the send signal.</p>
IEX: Contract Termination Notification	<p>For Oracle Lease and Finance Management. This workflow sends the notification of approval of writeoff contracts to the case owners.</p>

<b>Workflow</b>	<b>Description</b>
IEX: Strategy Custom Workflow	<p>Executes work items in a custom workflow when triggered by work items in the IEX: Collections Strategy Workflow.</p> <p>Customizing this workflow is not recommended. You can copy and modify the workflow, but do not remove the initial wait node.</p>
IEX: Strategy Fulfillment Mailer	<p>This workflow initiates all automatic correspondence work items in your strategies when triggered by work items in the IEX: Collection Strategy Workflow.</p> <p>Customizing this workflow is recommended, but do not remove the initial wait node.</p>
IEX: WF for Bankruptcy Status	<p>This workflow executes when you create a bankruptcy for a delinquency. This workflow sends a notification to the collections manager for approval. When the manager approves, it notifies the collector and sets the contact preference to Do Not Call.</p>
IEX: WF for Collection Delinquent Credit Hold	<p>When you create a bankruptcy, this workflow runs if the Credit Hold check box is selected for a customer. It send a notification to the collections manager for approval and updates the approval status.</p> <p>You can customize this workflow to suit your business requirements.</p>
IEX: WF for Collection Delinquent Service Hold	<p>When you create a bankruptcy, this workflow runs if the Service Hold check box is selected for a customer. It sends a notification to the collections manager for approval and updates the approval status.</p> <p>You can customize this workflow to suit your business requirements.</p>
IEX: Case Reassignment	Obsolete
IEX: CO Notify Customer	Obsolete

<b>Workflow</b>	<b>Description</b>
IEX: Delinquency Asset Workflow	Obsolete
IEX: WF for Delinquency Current Status Notice	Obsolete
IEX: WF Delinquency New Status Creating Notice	Obsolete
IEX: WF for Delinquency Status Approval	Obsolete
IEX: WF for Refund Approval	Obsolete
IEX: WF to Notify a Third Party for Repossession	Obsolete
IEX: Writeoff Approval Request	Obsolete



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# Collections Features for Oracle Receivables and Advanced Collections

This appendix describes the Oracle Advanced Collections functionality available in Oracle Receivables.

This appendix covers the following topics:

- List of Collections Features for Oracle Receivables and Advanced Collections

## List of Collections Features for Oracle Receivables and Advanced Collections

A limited version of Oracle Advanced Collections functionality is available in Oracle Receivables and replaces the Receivables Collections Workbench. Receivables users who have not purchased a license for Advanced Collections are not authorized to use the full feature set of this product.

Use the following lists to identify the collections features available for Receivables and for Advanced Collections.

### Collections Features for Receivables

- Collector's Work Queue, *Oracle Advanced Collections User Guide*
- Search tool, *Oracle Advanced Collections User Guide*
- Collections header and tabs, *Oracle Advanced Collections User Guide*
  - Profile with preconfigured metrics, *Oracle Advanced Collections User Guide*
  - History, *Oracle Advanced Collections User Guide*
  - Account, *Oracle Advanced Collections User Guide*

- Transaction, *Oracle Advanced Collections User Guide*
- Aging, *Oracle Advanced Collections User Guide*
- Notes, *Oracle Advanced Collections User Guide*
- Tasks, *Oracle Advanced Collections User Guide*
- Assign collectors using the AR Collector field
- View collections information by customer, account, bill to, or delinquency data levels, *Oracle Advanced Collections User Guide*
- Process payments, *Oracle Advanced Collections User Guide*
- Create promises, *Oracle Advanced Collections User Guide*
- Enter disputes, *Oracle Advanced Collections User Guide* and adjustments, *Oracle Advanced Collections User Guide*
- View invoices using Oracle Bill Presentment Architecture, *Oracle Advanced Collections User Guide*
- Run Receivables and Collections reports, *Oracle Advanced Collections User Guide*
- Preconfigured delinquency creation engine, page E-1
- Preconfigured customer scoring engine, page E-1
- Configurable dunning, page 3-41 tool including dunning correspondence and callbacks
 

**Note:** You perform all dunning activities in Oracle Advanced Collections. However, Oracle Receivables provides you with the Dunning Letter Reprint - Historical Receivables Only program so that you can reprint historical *Days Overdue* dunning letters that were sent to your customers in a previous release of Receivables. Use this program to conduct collections research for a specific customer. See: Reprinting Historical Dunning Letters, *Oracle Receivables User Guide*.
- Correspondence, page 3-30 for disputes, adjustments, reversals, invoices, promises, and payments

## Oracle Advanced Collections Features

Oracle Advanced Collections provides the functionality listed above plus the following features:

- Configurable scoring, page 3-2
- Configurable strategies and work items, page 3-20
- Configurable segments, page 3-11 (database views for use with scoring and strategies)
- Create collections territories using Territory Manager, page 1-8
- Reassigning Work , *Oracle Advanced Collections User Guide*
- Additional Advanced Collections tabs:
  - Strategy, *Oracle Advanced Collections User Guide*
  - Lifecycle, *Oracle Advanced Collections User Guide*
  - Custom 1, *Oracle Advanced Collections User Guide*
  - Custom 2, *Oracle Advanced Collections User Guide*
- Tabs available with additional licensing:
  - If you use Oracle Loans - Loans, *Oracle Advanced Collections User Guide*
  - Case Management, if you use Oracle Lease and Finance Management
  - If you use Oracle Contracts - Contracts, *Oracle Advanced Collections User Guide*



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## Oracle Lease and Finance Management Open Interface Tables

This appendix describes the Oracle Lease and Finance Management open interface tables.

This appendix covers the following topics:

- Open Interface Tables
- OKL\_OPEN\_INT Table
- OKL\_OPEN\_INT\_PRTY Table
- OKL\_OPEN\_INT\_ASST Table
- IEX\_OPEN\_INT\_HST Table

### Open Interface Tables

This appendix describes the Oracle Lease and Finance Management Open Interface tables used during the Report to Credit Bureau and Transfer to External Agency processes. Data is written to these open interface tables during these processes, and made available to the credit bureau or external agency.

Sections in this appendix include:

- OKL\_OPEN\_INT Table, page H-2
- OKL\_OPEN\_INT\_PRTY Table, page H-5
- OKL\_OPEN\_INT\_ASST Table, page H-7
- IEX\_OPEN\_INT\_HST Table , page H-9

## OKL\_OPEN\_INT Table

The OKL\_OPEN\_INT table provides contract information as shown in the following table.

*Open Interface Table OKL\_OPEN\_INT*

Column Name	Null?	Data Type	Description
ID	NOT NULL	NUMBER	Unique identifier
PARTY_ID	NOT NULL	NUMBER	Customer ID
PARTY_NAME	NOT NULL	VARCHAR2(360)	Customer name
PARTY_TYPE	NOT NULL	VARCHAR2(30)	Customer type, for example, individual, organization
DATE_OF_BIRTH		DATE	
PLACE_OF_BIRTH		VARCHAR2(60)	
PERSON_IDENTIFIER		VARCHAR2(60)	Person identifier, for example, Social Security Number
PERSON_IDEN_TYPE		VARCHAR2(30)	For example, Social Security Number, tax ID, and so on
COUNTRY		VARCHAR2(60)	
ADDRESS1		VARCHAR2(240)	
ADDRESS2		VARCHAR2(240)	
ADDRESS3		VARCHAR2(240)	
ADDRESS4		VARCHAR2(240)	
CITY		VARCHAR2(60)	

Column Name	Null?	Data Type	Description
POSTAL_CODE		VARCHAR2(60)	
STATE		VARCHAR2(60)	
PROVINCE		VARCHAR2(60)	
COUNTY		VARCHAR2(60)	
PO_BOX_NUMBER		VARCHAR2(50)	
HOUSE_NUMBER		VARCHAR2(50)	
STREET_SUFFIX		VARCHAR2(50)	
APARTMENT_NUMBER		VARCHAR2(50)	
STREET		VARCHAR2(50)	
RURAL_ROUTE_NUMBER		VARCHAR2(50)	
STREET_NUMBER		VARCHAR2(50)	
BUILDING		VARCHAR2(50)	
FLOOR		VARCHAR2(50)	
SUITE		VARCHAR2(50)	
ROOM		VARCHAR2(50)	
POSTAL_PLUS4_CODE		VARCHAR2(50)	
CAS_ID	NOT NULL	NUMBER	Case identifier, foreign key to the EX_CASES_ALL_B table
CASE_NUMBER	NOT NULL	VARCHAR2(240)	Case number (referenced from IEX_CASES_ALL_B)

Column Name	Null?	Data Type	Description
KHR_ID	NOT NULL	NUMBER	Contract ID
CONTRACT_NUMBER	NOT NULL	VARCHAR2(120)	Contract number
CONTRACT_TYPE	NOT NULL	VARCHAR2(30)	Contract type, for example, lease, loan
CONTRACT_STATUS	NOT NULL	VARCHAR2(30)	Contract status
ORIGINAL_AMOUNT		NUMBER(14,3)	Original amount on the contract
START_DATE		DATE	Contract start date
CLOSE_DATE		DATE	Contract close date
TERM_DURATION		NUMBER(10)	Number of terms
MONTHLY_PAYMENT_AMOUNT		NUMBER(14,3)	
LAST_PAYMENT_DATE		DATE	Date the last payment was made
DELINQUENCY_OCCURRENCE_DATE		DATE	Date on which the first missed payment was due
PAST_DUE_AMOUNT		NUMBER(14,3)	Overdue amount
REMAINING_AMOUNT		NUMBER(14,3)	Outstanding balance
CREDIT_INDICATOR		VARCHAR2(30)	Qualifies remaining amount
NOTIFICATION_DATE		DATE	Date on which notification of intent to report was sent to the customer to



Column Name	Null?	Data Type	Description
CREDIT_BUREAU_REPO RT_DATE		DATE	Date on which the open interface record was accessed by the credit bureau
EXTERNAL_AGENCY_T RANSFER_DATE		DATE	Date on which the open interface record was accessed by the external agency
EXTERNAL_AGENCY_R ECALL_DATE		DATE	Date on which the contract was recalled from the external agency
REFERRAL_NUMBER		NUMBER	Number of times the case was transferred to an external agency
CONTACT_ID		NUMBER	Contact ID of the collections agent to whom the case is assigned
CONTACT_NAME		VARCHAR2(360)	Name of the collections agent to whom the case is assigned
CONTACT_PHONE		VARCHAR2(2000)	Phone of the collections agent to whom the case is assigned
CONTACT_EMAIL		VARCHAR2(2000)	E-mail address of the collections agent to whom the case is assigned

## OKL\_OPEN\_INT\_PRTY Table

The OKL\_OPEN\_INT\_PRTY table provides guarantor information as shown in the following table.

**Open Interface Table OKL\_OPEN\_INT\_PRTY**

Column Name	Null?	Data Type	Description
ID	NOT NULL	NUMBER	Unique identifier
KHR_ID	NOT NULL	NUMBER	Contract ID
PARTY_ID	NOT NULL	NUMBER	Guarantor ID
PARTY_NAME	NOT NULL	VARCHAR2(360)	Guarantor name
COUNTRY		VARCHAR2(240)	
ADDRESS1		VARCHAR2(240)	
ADDRESS2		VARCHAR2(240)	
ADDRESS3		VARCHAR2(240)	
ADDRESS4		VARCHAR2(240)	
CITY		VARCHAR2(240)	
POSTAL_CODE		VARCHAR2(240)	
STATE		VARCHAR2(240)	
PROVINCE		VARCHAR2(240)	
COUNTY		VARCHAR2(240)	
PO_BOX_NUMBER		VARCHAR2(240)	
HOUSE_NUMBER		VARCHAR2(240)	
STREET_SUFFIX		VARCHAR2(240)	
APARTMENT_NUMBER		VARCHAR2(240)	
STREET		VARCHAR2(240)	

Column Name	Null?	Data Type	Description
RURAL_ROUTE_NUMBER		VARCHAR2(240)	
STREET_NUMBER		VARCHAR2(240)	
BUILDING		VARCHAR2(240)	
FLOOR		VARCHAR2(240)	
SUITE		VARCHAR2(240)	
ROOM		VARCHAR2(240)	
POSTAL_PLUS4_CODE		VARCHAR2(240)	
PHONE_COUNTRY_CODE		VARCHAR2(10)	
PHONE_AREA_CODE		VARCHAR2(10)	
PHONE_NUMBER		VARCHAR2(40)	
PHONE_EXTENSION		VARCHAR2(20)	

## OKL\_OPEN\_INT\_ASST Table

The OKL\_OPEN\_INT\_ASST table provides asset information as shown in the following table.

**Open Interface Table OKL\_OPEN\_INT\_ASST**

Column Name	Null?	Data Type	Description
ID	NOT NULL	NUMBER	Unique identifier
KHR_ID	NOT NULL	NUMBER	Contract ID

Column Name	Null?	Data Type	Description
INSTANCE_NUMBER	NOT NULL	VARCHAR2(30)	Instance number of the asset
ASSET_ID	NOT NULL	NUMBER(15)	Asset ID
ASSET_NUMBER		VARCHAR2(240)	Asset number
DESCRIPTION		VARCHAR2(240)	
ASSET_TYPE		VARCHAR2(240)	
MANUFACTURER_NAME		VARCHAR2(240)	
MODEL_NUMBER		VARCHAR2(240)	
SERIAL_NUMBER		VARCHAR2(240)	
TAG_NUMBER		VARCHAR2(240)	
ORIGINAL_COST		NUMBER	
QUANTITY		VARCHAR2(240)	
COUNTRY		VARCHAR2(240)	Columns below store asset address information
ADDRESS1		VARCHAR2(240)	
ADDRESS2		VARCHAR2(240)	
ADDRESS3		VARCHAR2(240)	
ADDRESS4		VARCHAR2(240)	
CITY		VARCHAR2(240)	
POSTAL_CODE		VARCHAR2(240)	
STATE		VARCHAR2(240)	

Column Name	Null?	Data Type	Description
PROVINCE		VARCHAR2(240)	
COUNTY		VARCHAR2(240)	
PO_BOX_NUMBER		VARCHAR2(240)	
HOUSE_NUMBER		VARCHAR2(240)	
STREET_SUFFIX		VARCHAR2(240)	
APARTMENT_NUMBER		VARCHAR2(240)	
STREET		VARCHAR2(240)	
RURAL_ROUTE_NUMBER		VARCHAR2(240)	
STREET_NUMBER		VARCHAR2(240)	
BUILDING		VARCHAR2(240)	
FLOOR		VARCHAR2(240)	
SUITE		VARCHAR2(240)	
ROOM		VARCHAR2(240)	
POSTAL_PLUS4_CODE		VARCHAR2(240)	

## IEX\_OPEN\_INT\_HST Table

The IEX\_OPEN\_INT\_HST table provides open interface history information as show in the following table.

**Open Interface Table IEX\_OPEN\_INT\_HST**

Column Name	Null?	Data Type	Description
ID	NOT NULL	NUMBER	Unique identifier
OBJECT1_ID1	NOT NULL	VARCHAR2(40)	Foreign key to JTF_OBJECTS_B table
OBJECT1_ID2		VARCHAR2(200)	Foreign key to JTF_OBJECTS_B table
JTOT_OBJECT1_CODE	NOT NULL	VARCHAR2(30)	Foreign key to JTF_OBJECTS_B table
ACTION	NOT NULL	VARCHAR2(240)	Action performed on the open interface record, for example:  NOTIFY_CUST  REPORT_CB  TRANSFER_EXT_AGENCY  NOTIFY_EXT_AGENCY
STATUS	NOT NULL	VARCHAR2(240)	Status of action performed on the open interface record, for example:  PENDING_AUTO  PENDING_MANUAL  PENDING_ALL  PROCESSED  COMPLETE  RECALLED  NOTIFIED  COLLECTED
COMMENTS		VARCHAR2(2000)	Free form text entered by credit bureau & external agency

Column Name	Null?	Data Type	Description
REQUEST_DATE	NOT NULL	DATE	Date on which request was made
PROCESS_DATE		DATE	Date on which request was processed
EXT_AGENCY_ID		NUMBER	External agency ID, foreign key to the EX_EXT_AGENCY_B table
TRANSFER_DAYS		NUMBER(10)	Number of days for which the contract is transferred to the external agency (note: REQUEST_DATE + TRANSFER_DAYS = the review date)
EXTEND_DAYS		NUMBER(10)	This specifies the grace period after the external agency is notified of intent to recall
REVIEW_BEFORE_RECALL_FLAG		VARCHAR2(1)	Specifies whether review is to be performed before recall





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