NO	General Queries
1	Is there any specific requirement for the customer to implement Advanced Collection?
2	Irrespective of the core operating systems all the Revenue and Receipts are routed through Oracle Receivables (EBiz) including maintaining the customer master – please confirm
3	If any other Revenue Management system direct interface to Oracle GL, request the list of same with a brief description of the function in that system
4	What is the collection mechanism at present with the customer? - provide a brief on the existing process
5	There was a mention about Credit Control team who takes care of customer due follow up?
6	What is the number of Collectors?
7	Are there any groups for Collectors? And if exist .. Is there any hierarchy for the groups?
8	Are there any managers for collectors? And if exist .. Do they collect from customers or just managing collectors' tasks?
9	Collectors can create receipts in AR?
10	What is the customer base in approximate numbers?
11	Are all customers belongs to UAE or from other geographies too?
12	Hope there are sales persons / collectors under Credit Control team to follow up the customer due? – if yes, provide approximate numbers and also, approximately how many customers they deal with?
13	What are the documents, statements, letters you send to the customers for due follow up?
14	What is the frequency of the above communication?
15	Do you have any system based follow up like CRM telephone calls, recording, reminding etc., or it is only manual follow up?
16	VAT applicability for the existing customer and their transactions?
17	How many collection banks you have?
18	What will be the Bad Debts % or Days sales outstanding in general?
19	In which customer level do you follow up with customers? Customer, Account, Bill To .. ?
20	Do have any algorithm for customer scorning? If exist, please give a brief about it and how it's calculated
21	Provide any additional inputs if you find suitable for this requirement?

Response
Yes, The system shall aid the team to automate the current manual process on following up with customers and monitoring each balances.
Yes. All revenue and receipts are eventually transferred to Oracle Receivables.
None
We have advance customers, which don't have a credit terms, hence invoices are automatically due once billed and follow-up/reminder is done. Also, they are required to maintain a security deposit equivalent to their one-month billing cycle. For Credit customers who has a credit facility with ENT, normally is due after 30 days of the invoice billed. A collateral shall also be collected with an amount equivalent to 3-month projected transaction volume. Such collateral shall be monitored and request for extension shall be sent to customer 3 months prior the expiry and the collateral shall be periodically monitored and re-evaluated in case of increased operations.
Yes. We have a credit control team which consist of 2 employee.
We have 2 employee for credit control and both function as a collector
1 analyst - whom will be classified as the collector manager/admin/collector. And the other employee will
1 analyst who is managing the credit control function, also acts as a collector.
No, Collectors cannot create receipts/invoice. The team can only advise the Cash Management team on the invoices related to receipt application
We currently have 1800 active customers in ERP. An average of 600 customers are appearing in our aging with outstanding amounts.
Not all customers are located/based in UAE
We have two in the Credit Control function. The team shall split around 600 customers.
We use the "ENT Customer Outstanding Balance Report (Transactions)" for the full customer statement activity. We also use "ERP Customer Outstanding Balance Report XML" to show customer which invoices
for Advance customers, right after the billing we request them to settle their dues, while credit customers is requested normally after 30 days related to their payment terms.
Currently, it is only manual follow-ups
Yes, VAT is applicable based on memo line transactions.
We have ENBD and DIB. Both have a revenue and deposit account
on an average, we have 14% bad debts
We follow-up on the customer level.
None

ENT is updating its processes where a three-prong approach is being used. During the credit period, normal follow-up is being made. For the next 30 days starting from the day of default, the Finance team will send reminders and do the follow-up. From the 61st day of default, the commercial team will follow and from the 91st day of the default legal team shall be the incharge of follow-up and legal action.

Lets keep this at team leavel

Lets keep this at team leavel

to be discussed (X2 / X1)

to be discussed (X2 / X1)

this function is done across the functions however in the Finance there are two resrouces

However all follow-up are done on emails at present

As per proposed process, we think atleast 4 different stages of communications will be done wit

We have all scenarios i.e. charged, zero-rated and exempt customers

ENTC uses ECL model for bad debt calculation and not days outstanding

the new proposed process will be invoice level outstanding

th the customers