



Oracle R12 Advanced Collections

Duration: 1 Day **Course Code: FACR12** **Delivery Method: Virtual Learning**

Overview:

The Oracle R12 Advanced Collections course provides a thorough introduction to using the Dunning based Collections method provided by Oracle R12 Advanced Collections. Delegates will learn the key steps involved in the configuration of Oracle R12 Advanced Collections together with its use in day to day operations.

Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

Target Audience:

This course is suitable for credit control managers and staff, finance staff or those who provide support to them such as systems administrators. The Oracle R12 Advanced Collections course is suitable for Oracle customers who have upgraded from Oracle Financials 11i and who therefore wish to learn about the Dunning-based approach to credit control available to them through R12 Advanced Collections.

Objectives:

- By the end of this Oracle R12 Advanced Collections course delegates will be able to differentiate between the two key Collections methods. They will be able to identify, review and update key set up steps for Dunning-based credit control. They will be able to carry out day to day administrative tasks for Dunning-based Collections, as well as the range of Collections Agent user tasks, including running reports and reviewing customer metrics.
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Prerequisites:

A good understanding of the Receivables function within the delegates' own organisation is required together with an appreciation of the approach to credit controlling that the organisation is currently using.

Follow-on-Courses:

- Oracle R12 Accounts Receivable Setup & Management (FARSMR12)
 - Oracle R12 General Ledger Setup & Management (FGLSMR12)
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Content:

Oracle R12 Advanced Collections Training Course Course Contents - DAY 1

Course Introduction

- Administration and Course Materials
- Course Structure and Agenda
- Delegate and Trainer Introductions

Session 1: INTRODUCTION

- Collections Responsibilities
- Collections Agent
- Collections Manager
- Collections Administrator
- Collection Methods
- Dunning based Collections
- Operational Data Levels

Session 2: SETUP IN RELATED APPLICATIONS

- Set up in Related Applications
- Define Employees
- Define Collectors
- Define Resource Groups
- Define Resources
- View Resource Hierarchy
- Assign Collectors
- Define Profile Classes
- Other Related Applications
- iReceivables
- Notes
- Tasks
- XML Publisher
- Customer Interaction Tracking
- Oracle Customer Interaction History
- Other Applications

Session 3: DUNNING SETUP OVERVIEW

- Dunning Set up
- Set up Questionnaire
- Pre-configured Elements
- Collectors Work Queue Nodes
- Work Queue Profile Options
- Dunning Plan Set up Requirements
- Set the Collections level
- Create Templates for Dunning Correspondence
- Select an Aging Bucket for Dunning Plans
- Set Dunning level
- Create a Dunning Plan
- Set up the UWQ for Dunning Plans
- Review Scoring Engines

Session 4: STRATEGY SETUP OVERVIEW

- Strategy Overview
- Scoring Components
- Scoring Engines
- Work Items
- Strategies
- Strategy Defaults
- Enabling Strategies tab in Collections window

Session 5: USER PROCEDURES

- Advanced Collections User Interface
- Collections window
- Collections tab
- Profile
- History
- View Correspondence History
- View Adjustment History
- View Promises History
- View Dispute History
- View Interaction History
- Accounts
- Transactions
- Aging
- Notes
- Tasks
- Collectors Work Queue
- Customer Search
- Quick and Expanded Search
- Saved Results
- Designating Collections and Dunning Contacts
- Transaction Processing
- Payment Processing
- Promises to Pay
- Reversing Payments
- Adjusting Invoices
- Place an Invoice in Dispute
- AR Credit Memo Approval Request
- Working with the eBusiness Center
- Process a Callback
- Creating Tasks Manually
- Broken Promise Items

Session 7: REPORTS

- Reports
- Campaign / Collector Outcome Summary Report
- Promise Reconciliation Report
- Payment Campaign / Collector Summary / Detail Report
- Collections Campaigns

Session 8: LATER STAGE DELINQUENCIES

- Enable the Lifecycle tab in Collections
- Updating a Delinquency
- Litigation
- Repossession
- Bankruptcy

Session 9: METRICS

- Metrics
- View existing Metrics
- View Metrics in Collections window

- Transfer ownership of a Callback task
- Update a Callback task
- Reassign Ownership
- Reassign Ownership for a Fixed Time Period

Session 6: ADMINISTER DUNNING PLANS

- Dunning Plan Administration
- IEX: Promise Reconciliation
- IEX: Scoring Engine
- IEX: Send Dunning for Delinquent Customers
- IEX: Create Dunning and Broken Promise Callbacks
- IEX: Populate UWQ Summary Table

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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