

Upgrading to Receivables R12?

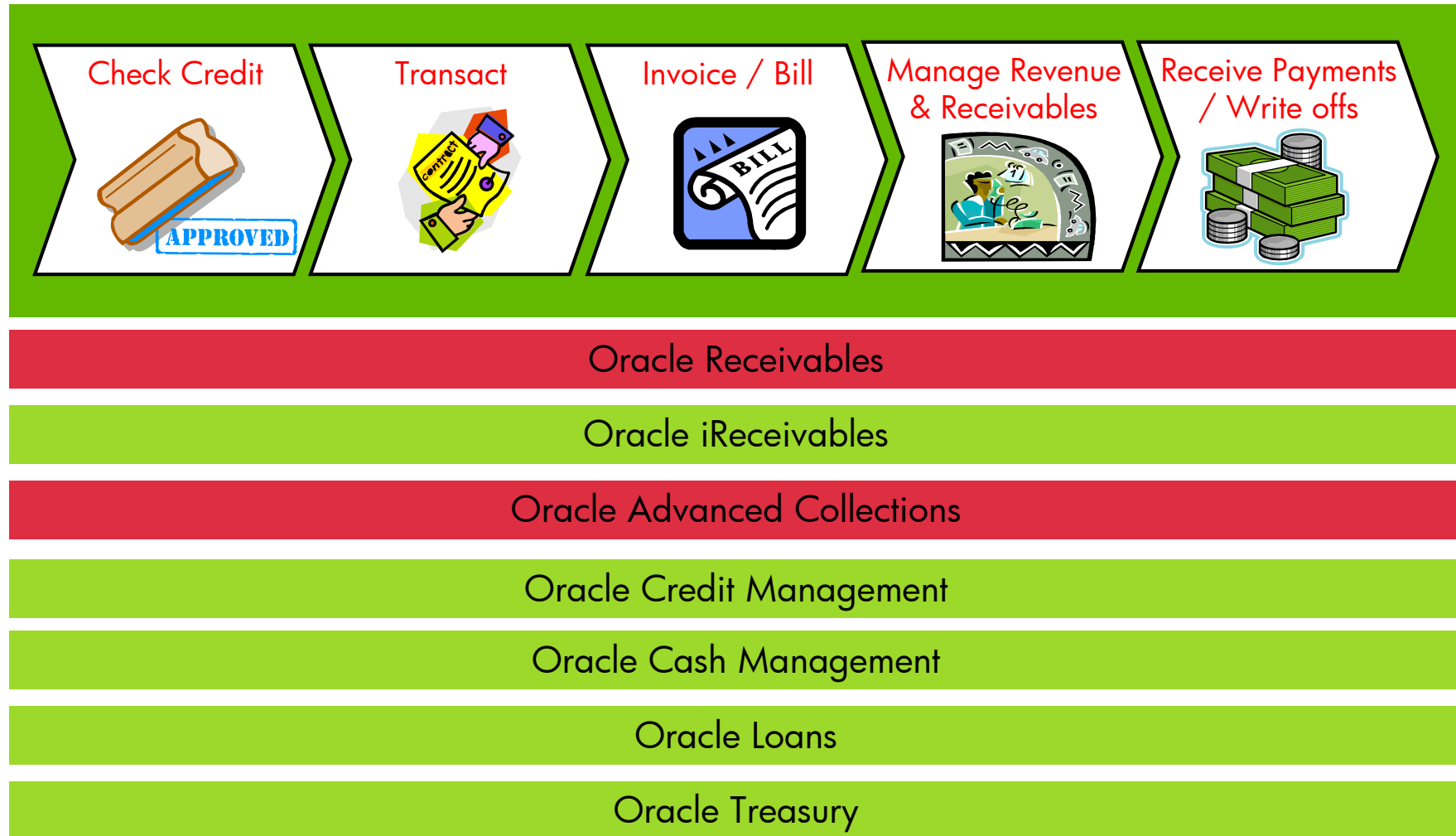
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Senior Functional Consultant, HP
Consulting



Agenda

- Receivables in the business
- Overview of new functionality in R12 Receivables
- Collections functionality:
 - Obsolescence from R11
 - Now available in R12
- Planning your R12 Receivables upgrade
- Advantages of migrating to Advanced Collections
- Conclusion
- Further reading & references

Credit to Cash process flow



New R12 Receivables Functionality

- Revenue Management Enhancements
 - Partial period revenue recognition
 - Revenue deferral
 - COGS and revenue matching
 - Enhanced payment-based revenue recognition*
- Line level cash application
- Funds Capture Enhancements
- Refunds
- Credit Card Error handling* & chargebacks
- Deduction Management*

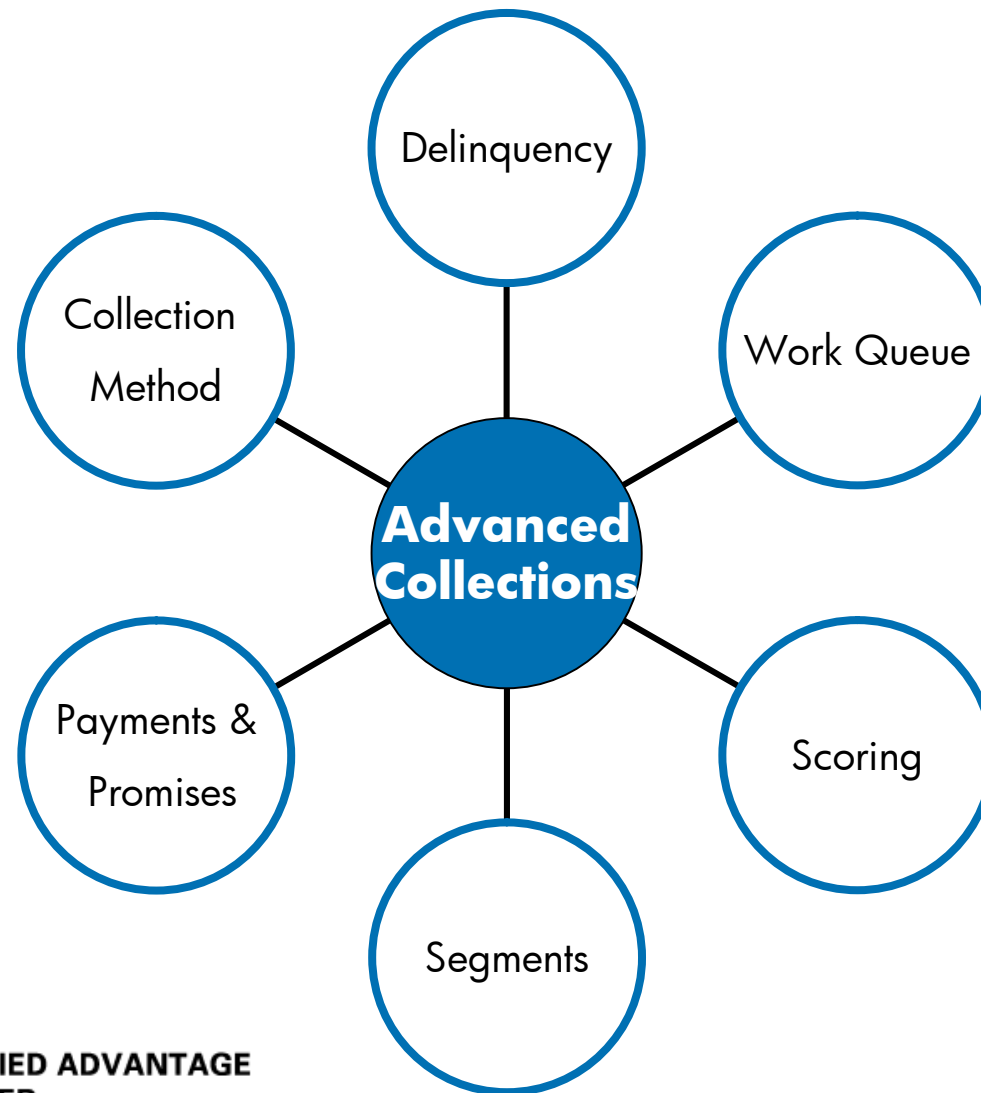
New R12 Receivables Functionality - continued

- Balance Forward Billing
- Late charges
- AP/AR Netting
- Reconciliation Enhancements *
- Customer Standard User Interface change
- Golden Tax Adaptor (Mainland China)

New R12 Receivables Functionality - continued

- R11 functionality now obsolete:
 - **Collections Workbench (Oracle Advanced Collections functionality)**
 - Bill of Exchange (Bills Receivable functionality)
 - Trade Accounting (Deduction Management *)
- Multi-Org Access Control
- E-Business Tax
- Legal Entities
- Subledger accounting

Key Concepts in Collections



Receivables R11 vs. R12

Receivables in R11

- Collector's To Do List:
 - Customer / Account search
 - Call Scheduler
 - Aging Reports / Tabs
- Operational Data Level
 - Account
 - Bill To Site
 - Transaction
- Multiple Responsibilities for multiple organisations
- Collector was manually assigned
- Calls were manually scheduled

Receivables in R12

- Collector's To Do List:
 - Universal Work Queue
- Operational Data Level
 - Customer (Party)
 - Account
 - Bill To Site
 - Transaction
- Single Responsibility for multiple organisations
- Collectors manually or automatically assigned
- Calls manually or automatically scheduled
- Promise to pay functionality & disputes

Still there – only better:

Receivables in R12

- Dunning Plans
 - XML Publisher
 - Optional callbacks
- Payment Processing
 - Integration with Oracle Payments
- Statements
- Collections Reports
- Bill Presentment Architecture
- Credit Holds
- Correspondence

So what's gone? – Customer Calls

Customer Calls (Vision Operations: USD) - Active Systems - HQ

Call ID:
Date: 05-SEP-2008 15:59:52
Status: Open

Collector: Jamie Jones
Trans Num:

Customer

Name: Active Systems - HQ
Number: 5319
Location: 12409

Address: 1536 Brooklyn Avenue
Menlo Park CA 94026

Contact | Response

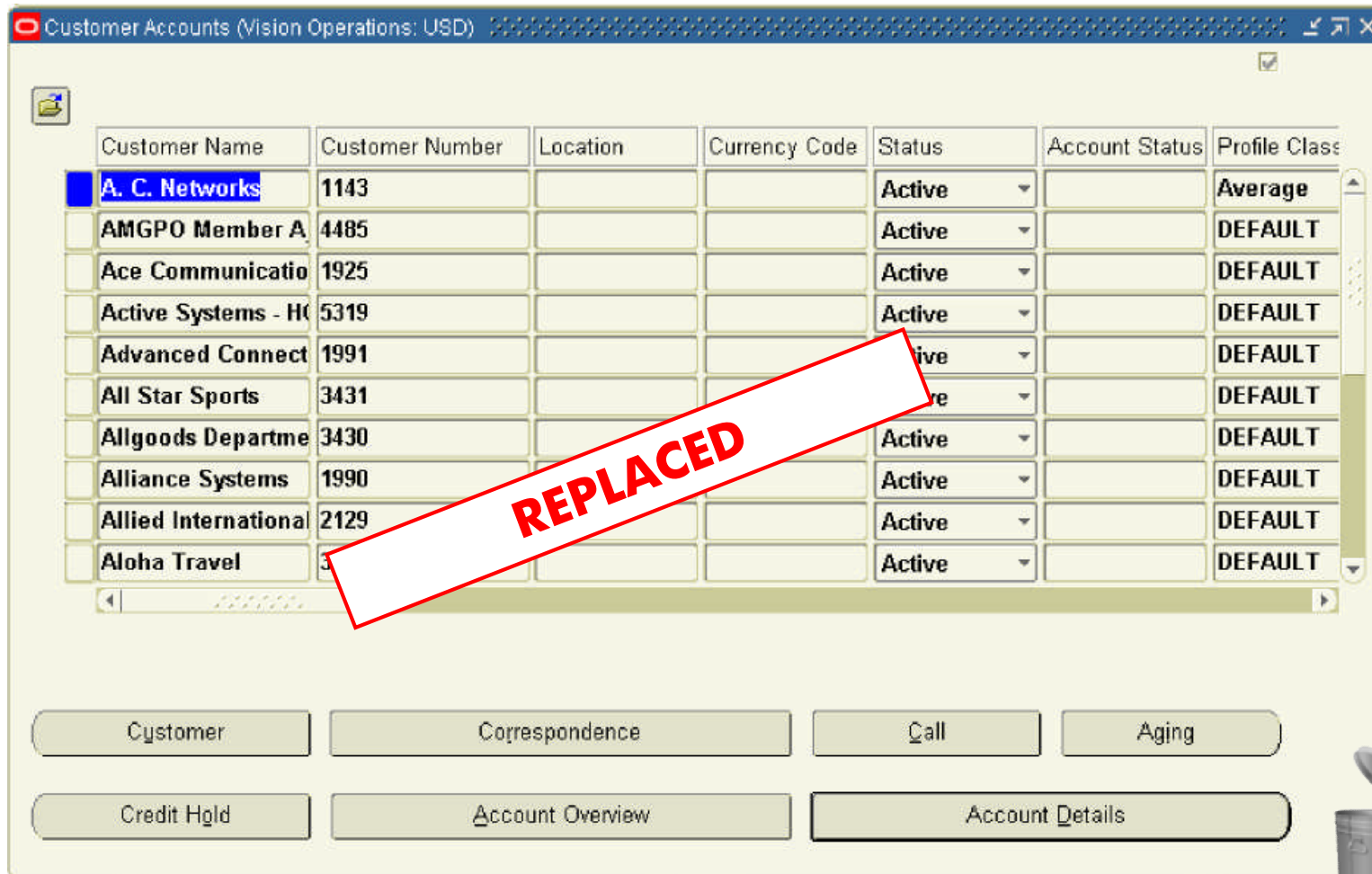
First Name: Last Name:
Job Title:
Phone: Extension:
FAX:

Customer Account | Actions | Topics

REPLACED



So what's gone? – Customer Accounts



The screenshot shows a window titled "Customer Accounts (Vision Operations: USD)". It contains a table with the following columns: Customer Name, Customer Number, Location, Currency Code, Status, Account Status, and Profile Class. The table lists several customer accounts, all with a status of "Active". A large red stamp with the word "REPLACED" is overlaid on the table, pointing towards the "A. C. Networks" row.

Customer Name	Customer Number	Location	Currency Code	Status	Account Status	Profile Class
A. C. Networks	1143			Active		Average
AMGPO Member A	4485			Active		DEFAULT
Ace Communicatio	1925			Active		DEFAULT
Active Systems - H	5319			Active		DEFAULT
Advanced Connect	1991			Active		DEFAULT
All Star Sports	3431			Active		DEFAULT
Allgoods Departme	3430			Active		DEFAULT
Alliance Systems	1990			Active		DEFAULT
Allied International	2129			Active		DEFAULT
Aloha Travel	3			Active		DEFAULT

Buttons at the bottom of the window include: Customer, Correspondence, Call, Aging, Credit Hgld, Account Overview, and Account Details.



So what's gone? – Account Overview

Account Overview (Vision Operations: USD)

Customer Name: **Active Systems - HQ**
Customer Number: **5319**
Location:
Trans Currency:

Periods: Dec-08
 Nov-08
 Oct-08
 Sep-08

Transactions | Receipts | Key Indicators

	Count	Entered Amount	Functional Amount
Invoices	3		56,831.26
Debit Memos	0		0.00
Chargebacks			0.00
	0		0.00
Receipts	1		<1,540.55>
Credit Memos	1		<5,553.23>
Receipts At Risk	0		0.00
Bills Receivable	0		0.00
Total		0.00	49,737.48

REPLACED



So what's gone? – Aging

Aging (Vision Operations: USD) - Active Systems - HQ

Customer Name: **Active Systems - HQ** Location:
Number: **5319** Currency:

Bucket	Amount
<input checked="" type="checkbox"/> Current	36,349.28
<input type="checkbox"/> 1-30 Days Past Due	0.00
<input type="checkbox"/> 31-60 Days Past Due	0.00
<input type="checkbox"/> 61+ Days Past Due	0.00
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
Outstanding Amount	36,349.28

Credits Not Aged

Unapplied Cash	<input type="text"/>	0.00
On Account Cash	<input type="text"/>	0.00
On Account Credits	<input type="text"/>	0.00
Cash Claims	<input type="text"/>	0.00
Prepayments	<input type="text"/>	0.00
Receipts At Risk	<input type="text"/>	
Customer Balance	<input type="text"/>	36,349.28

Dispute Amount: **0.00**
Pending Adjustments: **0.00**

[Account Details](#)

REPLACED



So what's gone? – Correspondence

Correspondence (Vision Operations: USD)

Calls Statements Dunning Letters

Collector	Date	Status	Contact	Response
Jamie Jones	11-NOV-2003	Open	John Wilkinson	
Jamie Jones	10-NOV-2002	Open	Doug Weilem	
Pat Beasley	21-FEB-2001	Open	Jolene Smith-Kelly	
Kerry Wiley	21-FEB-2001	Open	Jan Johnson	
Kerry Wiley	20-DEC-2000	Open	Jim Johnson	
Jamie Jones	26-AUG-2000	Open	Doug Weilem	Dispute Amount
Jamie Jones	16-APR-2000	Open	Doug Weilem	Cannot Contact
Pat Beasley	11-FEB-2000	Open	Jim Johnson	
Pat Beasley		Closed	Elizabeth Stevens	

Notes

Customer Name: Sizzle, Inc Location: 8046

Customer Number: 3368

Call Account Details

REPLACED



So what's changed? – Transaction Overview

Transaction Overview (Vision Operations: USD) - Active Systems - HQ

Address More

Transaction

Bill To: Active Systems - HQ
Number: 5319
Location: 12409
Address: 1536 Brooklyn Avenue
Menlo Park, CA 94026 United S

Ship To: Active Systems - HQ
Number: 5319
Location: 12410
Address: 1536 Brooklyn Avenue
Menlo Park, CA 94026 United S

Transaction Number: 10032030
Date: 28-AUG-2008
Type: Inv-Hdwre-East
Source: ORDER ENTRY
Reference: 62454
Terms: N30
Due Date: 27-SEP-2008
Transaction: [] []

Lines

Num	Item	Description	UOM	Quantity	Unit Price	Amount	Trans
1	AS54888	Sentinel Standard	Ea	1	1,599.00	1,599.00	ORDER EN..

Total: 1,730.92
Transaction: 1,730.92
Tax: 131.92
Freight: 0.00

NOT FOR COLLECTIONS

So what's changed? – Account Details

The screenshot shows the Oracle Account Details window for 'Active Systems - HQ'. The window title is 'Account Details (Vision Operations: USD) - Active Systems - HQ'. The main area contains a table with the following data:

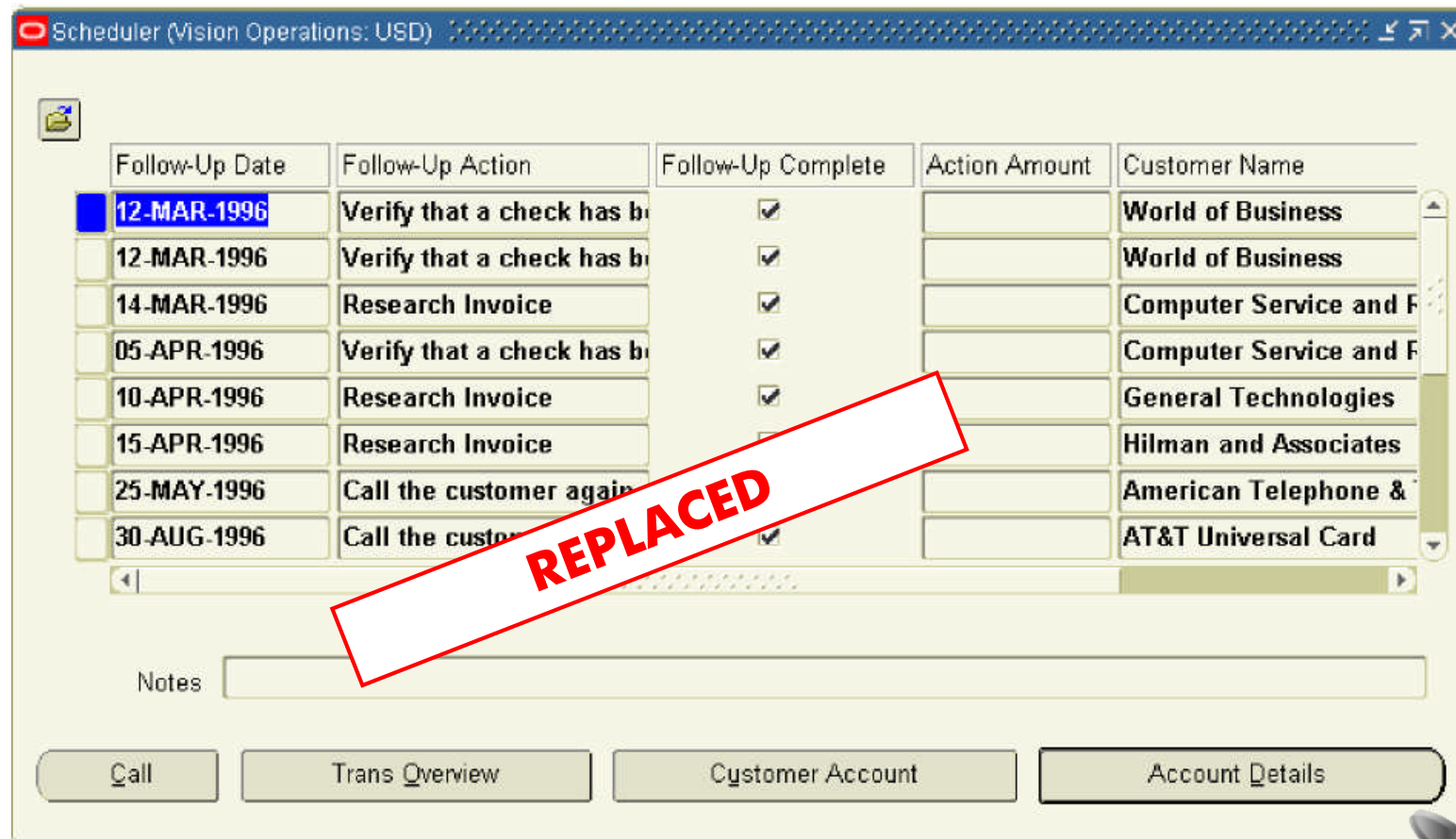
Number	Seq	Class	Days Late	Due Date	Currency	Original	Balance
10032030	1	Invoice	-22	27-SEP-2008	USD	1,730.92	

A large red stamp with the text 'NOT FOR COLLECTIONS' is overlaid on the table. Below the table, there is a summary section with the following data:

	Entered	Functional
Cumulative Balance		
Total Balance	1,730.92	1,730.92

At the bottom of the window, there are several buttons: 'Dispute History', 'Adjust', 'Transaction Overview', 'Balances', 'Details', and 'Activities'. The 'Dispute History' and 'Adjust' buttons are marked with a large red 'X'.

So what's gone? – Scheduler



Follow-Up Date	Follow-Up Action	Follow-Up Complete	Action Amount	Customer Name
12-MAR-1996	Verify that a check has b	<input checked="" type="checkbox"/>		World of Business
12-MAR-1996	Verify that a check has b	<input checked="" type="checkbox"/>		World of Business
14-MAR-1996	Research Invoice	<input checked="" type="checkbox"/>		Computer Service and F
05-APR-1996	Verify that a check has b	<input checked="" type="checkbox"/>		Computer Service and F
10-APR-1996	Research Invoice	<input checked="" type="checkbox"/>		General Technologies
15-APR-1996	Research Invoice	<input type="checkbox"/>		Hilman and Associates
25-MAY-1996	Call the customer again	<input type="checkbox"/>		American Telephone &
30-AUG-1996	Call the customer	<input checked="" type="checkbox"/>		AT&T Universal Card

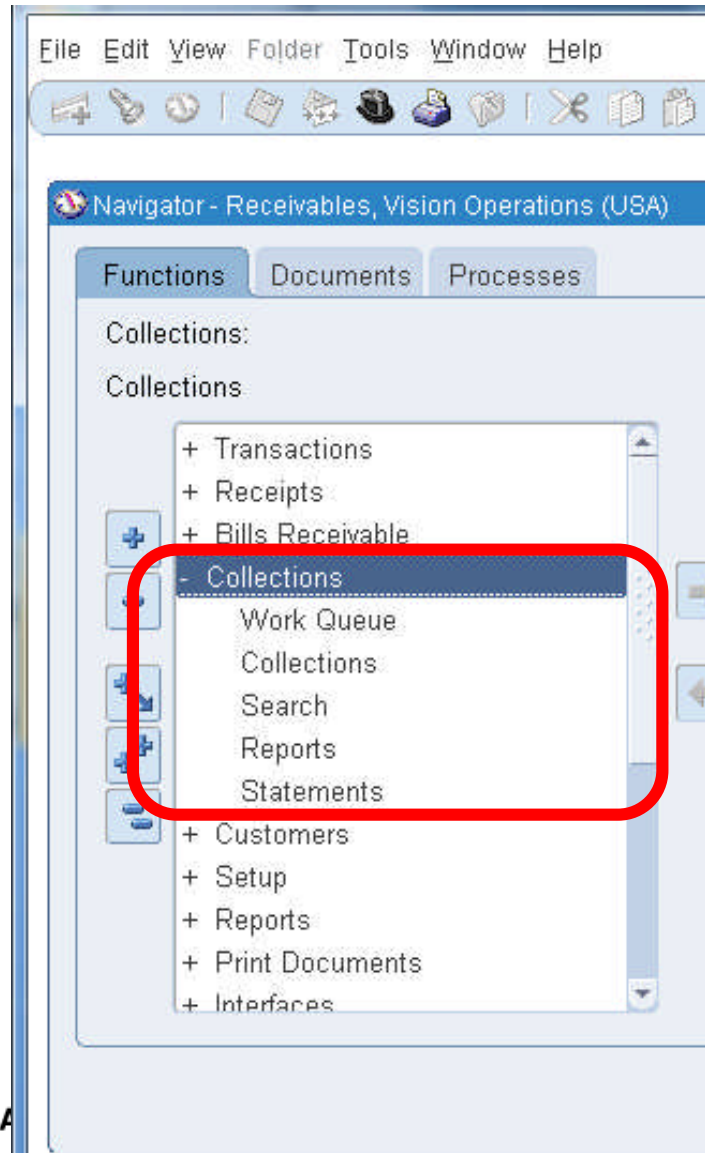
Notes

Call Trans Overview Customer Account Account Details

REPLACED



Say Hello to Collections - the new Collections Workbench:



Customer Search

File Edit View Folder Tools Actions Window Help

Customer Search

Operating Unit Vision Operations

Customer By

- Organization
- Party Relationship
- Person
- Customer Key
- Transaction
- Account
- Bill To
- Payment

Quick Search Expanded Search Saved Results

Select

Transaction Number

Organization

Account Number

Transaction Date To

Type Organization Status

Due Date To

Organization Status

Purchase Order

Sales Order

Bill Of Lading

Delivery Number

Include Inactive

Clear Search Close

This is a mandatory field. Please enter at least 0 characters for either Search or list of values.

Record: 1/1 ... List of Valu... <OSC>

Universal Work Queue

File Edit View Folder Tools Actions Window Help

Universal Work Queue - 18-OCT-2008 19:11:10

Work Type	Count
Delinquent Customers	20
Broken Promises: Custo...	0
My Tasks	2
Appointment	1
Callback	1

Operating Unit: Vision Operations

Operating Unit	Customer	Score	Amount Overdue	Delinquencies	Address
Vision Operations	Total Internet	40	131,634.73	5	123 Rock Harbor ...
Vision Operations	Imaging Innovations, Inc.	30.5	78,501.15	3	1 Imaging Place
Vision Operations	Acme Distribution Incorporated	88	22,724.50	5	99 Industrial Way
Vision Operations	Big 4 Rental	100	79,204.80	4	3401 Rosewood ...
Vision Operations	Business World	7.9	2,260,180.84	2	2391 L Street
Vision Operations	Computer Service and Consul...	80	41,000.00	1	24 North Avenue
Vision Operations	Computer Service and Rentals	7.9	12,390,392.98	32	301 Summit Hill ...
Vision Operations	SmartBuy	40	646,969.98	3	100 Smallman St...
Vision Operations	Federal Parts	80	255,500.00	2	1151 Morton
Vision Operations	ABC Application Software	55.1	281,875.00	1	536 Madison Ave...
Vision Operations	CDS, Inc	10.9	96,379.40	2	131 Commercial ...
Vision Operations	Department of Defense	45	165,564.65	16	68788 Genoa
Vision Operations	Worldwide Communications	45	98,800.00	2	747 Alpha Drive
Vision Operations	Discount SuperStore		844,362.81	2	3099 Perry Highway
Vision Operations	Hilman and Associates	40	1,195,447.06	2	1230 East 60th S...
Vision Operations	United Parcel Service	85	111,284.90	3	93 Peachtree Par...
Vision Operations	A. C. Networks	10.9	3,113,474.21	30	Rue Pont Neuf

Spreadtables - sorting

File Edit View Folder Tools Actions Window Help

Universal Work Queue - 18-OCT-2008 19:11:10

Operating Unit
Vision Operations

Work Type	Count	Customer	Operating Unit	Score	Amount Overdue	Delinquencies	Address
Delinquent Customers	20	A. C. Networks	Vision Operations	10.9	3,113,474.21	30	Rue Pont Neuf
Broken Promises: Custo...	0	ABC Application Software	Vision Operations	55.1	281,875.00	1	536 Madison Ave...
My Tasks	2	Acme Distribution Incorporated	Vision Operations	88	22,724.50	5	99 Industrial Way
Appointment	1	Big 4 Rental	Vision Operations	100	79,204.80	4	3401 Rosewood ...
Callback	1	Business World	Vision Operations	7.9	2,260,180.84	2	2391 L Street
		CDS, Inc	Vision Operations	10.9	96,379.40	2	131 Commercial ...
		Computer Service and Consul...	Vision Operations	80	41,000.00	1	24 North Avenue
		Computer Service and Rentals	Vision Operations	7.9	12,390,392.98	32	301 Summit Hill ...
		Department of Defense	Vision Operations	45	165,564.65	16	68788 Genoa
		Discount SuperStore	Vision Operations		844,362.81	2	3099 Perry Highway
		Federal Parts	Vision Operations	80	255,500.00	2	1151 Morton
		Hilman and Associates	Vision Operations	40	1,195,447.06	2	1230 East 60th S...
		Imaging Innovations, Inc.	Vision Operations	30.5	78,501.15	3	1 Imaging Place
		SmartBuy	Vision Operations	40	646,969.98	3	100 Smallman St...
		Total Internet	Vision Operations	40	131,634.73	5	123 Rock Harbor ...
		United Parcel Service	Vision Operations	85	111,284.90	3	93 Peachtree Par...
		Worldwide Communications	Vision Operations	45	98,800.00	2	747 Alpha Drive

Spreadtables – adding columns

File Edit View Folder Tools Actions Window Help

Universal Work Queue - 18-OCT-2008 19:11:10

Operating Unit
Vision Operations

Work Type	Count	Postal Code	Country	Last Payment Amount	Last Payment Date	Disputed Amount	Disputed
Delinquent Customers	20	92000	France	<15.90>	15-SEP-2008	0.00	
Broken Promises: Custo...	0	10012	United S...	221,312.88	28-FEB-2008	0.00	
My Tasks	2	07012	United S...	400.00	23-JAN-2008	0.00	
Appointment	1	93228	United S...	465,817.40	08-FEB-2007	0.00	
Callback	1	95106	United S...	89,377.87	07-OCT-2007	134,951.80	3
		15122	United S...	10,699.15	15-FEB-2008	0.00	0
		01803	United S...	76,711.45	27-FEB-2008	0.00	0
		37401	United S...	<300.00>	26-AUG-2008	<74,933.98>	3
		22124	United S...	46,358.07	26-FEB-2008	19,958.62	22
		15220	United S...	240,601.71	28-FEB-2008	212,278.09	105
		41056	United S...	14,481.83	27-FEB-2008	0.00	0
		74146	United S...	<12.62>	01-OCT-2008	0.00	0
		55128-3414	United S...	109,082.67	27-FEB-2008	<2.00>	0
		15220	United S...	153,201.46	28-FEB-2008	294,508.64	182
		94404	United S...	63,503.10	27-FEB-2008	0.00	0
		30328	United S...	42,500.00	27-FEB-2008	<4.00>	0
		44143	United S...	19,600.00	28-FEB-2008	0.00	0

Record: 1/1 ... <OSC>

ORACLE

Hide Column
Show Column
Show All Columns
Customizations

- County
- Province
- Phone Country Code
- Phone Area Code
- Phone Number
- Phone Extension
- Currency
- Past Due Installments
- Last Payment Currency
- Last Payment Number
- Open Invoices Amount
- Open Invoices
- Open Debit Memos Amount
- Open Debit Memos
- Open Deposits Amount
- Open Deposits
- Open Bills Receivables Amount
- Open Bills Receivables
- Open Chargeback Amount
- Open Chargeback
- Open Credit Memos Amount
- Open Credit Memos
- Unresolved Cash Amount
- Unresolved Cash
- Receipts At Risk Amount
- Pending Adjustment Amount
- Active Delinquencies
- Complete Delinquencies



Collections - Evelyn Dunbar - Computer Service and Rentals, Chattanooga

First	Evelyn	MI	Collections Status	Delinquent	Operating Unit	Vision Operations
Last	Dunbar		Identification Number	87-7654549	View	Customer
Title	Ms.		Customer Since	01-JUL-70	Amount Overdue	2,105,875.41 USD
Organization	Computer Service and Ren		Collections Score	7.9	Net Balance	2,246,159.41 USD
Address	301 Summit Hill Drive	...	Collectible Transactions	35	DSO	202154347
Email	ic@localhost.oracleleads.co		Delinquencies in Past Year	45	Last Payment Paid On	26-AUG-2008
Phone Type	Telephone	...	Delinquent Invoices	32	Last Payment Due On	10-SEP-2008
Phone	1	800 5558355			Last Payment Amount	<300.00> USD

- Profile
- History
- Accounts
- Transactions
- Lifecycle
- Strategy
- Ageing
- Notes
- Tasks
- Loans

Credit Limit	5,214,118.36 USD	Past Year Installments:	Past Year Promises:	Last Interaction:
Credit Hold	No	Due	Total	Type
Credit Rating	Poor	On Time	Broken	Date
Collector Name	Jamie Jones	Unpaid	Open	Contacted By
Include in Dunning	Yes	Late		Result

Metrics as of 18-OCT-2008 Filter by Selected View

Metric Name	Metric Value	Rating
Average Days Late	271	High
Weighted Average Days Paid	122	High
DSO - Conventional	202154347	
DSO - User Defined	173	High
Sales	2,444,687.23	High

Metric Name	Metric Value	Rating
Credit Limit	5,214,118.36	High
Deductions	0.00	Low
NSF History Count	1	Low
NSF History Amount	129,755.00	High
Credit Limit - YTD High	2,191,605.84	High



Collections - Evelyn Dunbar - Computer Service and Rentals, Chattanooga

First MI
 Last
 Title
 Organization
 Address ...
 Email
 Phone Type ...
 Phone

Collections Status
 Identification Number
 Customer Since
 Collections Score
 Collectible Transactions
 Delinquencies in Past Year
 Delinquent Invoices

Operating Unit
 View ▾
 Amount Overdue
 Net Balance
 DSO
 Last Payment Paid On
 Last Payment Due On
 Last Payment Amount

- Profile
- History
- Accounts
- Transactions
- Lifecycle
- Strategy
- Aging
- Notes
- Tasks
- Loans

Type ▾ Date To

Transaction	Activity	Status	Activity Date	Amount	Currency	Operating Unit	Notes
	Dunning	Open	18-OCT-2008				
516993	Promise	Collectible	18-OCT-2008	44,700.00	USD	Vision Operations	
767676	Payment	Applied	26-AUG-2008	300.00	USD	Vision Operations	
236641	Payment	Applied	27-FEB-2008	241,148.00	USD	Vision Operations	
236640	Payment	Applied	27-FEB-2008	67,050.00	CAD	Vision Operations	
	Dunning	Close	15-FEB-2008				
516848	Promise	Collectible	15-FEB-2008	54,400.00	USD	Vision Operations	
235785	Payment	Applied	13-FEB-2008	110,625.00	CAD	Vision Operations	
235786	Payment	Applied	13-FEB-2008	148,370.00	USD	Vision Operations	



Collections - Evelyn Dunbar - Computer Service and Rentals, Chattanooga

First MI
 Last
 Title
 Organization
 Address ...
 Email
 Phone Type ...
 Phone

Collections Status
 Identification Number
 Customer Since
 Collections Score
 Collectible Transactions
 Delinquencies in Past Year
 Delinquent Invoices

Operating Unit
 View ▾
 Amount Overdue
 Net Balance
 DSO
 Last Payment Paid On
 Last Payment Due On
 Last Payment Amount

- Profile
- History
- Accounts
- Transactions
- Lifecycle
- Strategy
- Aging
- Notes
- Tasks
- Loans

Type ▾
 Date
 To

Call Date	Call Outcome	Call Time	Collection Forecast	Complete	Follow Up Date	Follow Up	Forec:
10-NOV-2002		60009		No			

- Actions
- Topics

Action Amount	Action Date	Complete	Action	Note	User Name
1200	10-NOV-2002	No	Call customer for further info...	Customer needs to research	



Collections - Evelyn Dunbar - Computer Service and Rentals, Chattanooga

First MI

Last

Title

Organization

Address ...

Email

Phone Type ...

Phone

Collections Status

Identification Number

Customer Since

Collections Score

Collectible Transactions

Delinquencies in Past Year

Delinquent Invoices

Operating Unit

View

Amount Overdue

Net Balance

DSO

Last Payment Paid On

Last Payment Due On

Last Payment Amount

- Profile
- History
- Accounts**
- Transactions
- Lifecycle
- Strategy
- Aging
- Notes
- Tasks
- Loans

Account Number	Account Name	Account Status
1006	Computer Service a...	Active

Name

Number

Status

Tax Code

Refund Method

Amount Overdue

Net Balance

Suspension Date

Termination Date

Statement Cycle

Tax Rounding Rule

Score

Display All

Details

[View Open Lines Listing](#) [Payment Processing](#)

New Customer Interface

Customer Account

ORACLE®

Diagnostics Preferences Help Close Window

Update Account: 1006

Cancel Save Apply

Customer Information

Name **Computer Service and Rentals** Customer Type **ORGANIZATION**
Registry ID **1006**

Account

Account Number	1006	Sales Channel	Commercial	
Account Description	Computer Service and R	Reference	1006	
Classification	Other	Date Established	01-Jul-1970	
Account Type	External	<small>(example: 18-Oct-2008)</small>	Status	Active

Cust GL Class

Tax Loc Code

Tax Calc Code

Cust Price Cls

Customer Status **Bronze**
[Bronze Status](#)

Eliminations Dept

Context Value

Sites Account Profile Profile Amounts Payment Details Communication Relationships Order Management Late Charges Attachments

Account Sites

Status **Active**

Customer Addresses

Customer Account Page Tools >>

Bronze Status

Eliminations Dept

Context Value

[Sites](#) | [Account Profile](#) | [Profile Amounts](#) | [Payment Details](#) | [Communication](#) | [Relationships](#) | [Order Management](#) | [Late Charges](#) | [Attachments](#)

Account Sites

Status: Active

Purpose:

Operating Unit:

Show related contact sites

Previous 1-10 Next 10 >

Address	Mailstop	Country	Purposes	Operating Unit	Site Number	Status	Details	Remove
2164 Broadway, TEMPE, AZ 85282		United States	Ship To	Vision Operations	1221	Active		
1800 Satellite Drive, Distribution Center, Warehouse B, CHATTANOOGA, TN 37401		United States	Bill To, Ship To	Vision Project Mfg	1222	Active		
301 Summit Hill Drive, CHATTANOOGA, TN 37401		United States	Bill To, Late Charges, Ship To	Vision Operations	4292	Active		
301 Summit Hill Drive, CHATTANOOGA, TN 37401		United States	Bill To, Ship To	Vision Project Manufacturing USD	4292	Active		
234 Lester B. Pearson Road, IQUALUIT NUNAVUT TERRITORIES I2W 3E4, CANADA		Canada	Bill To	Vision Operations	1826	Active		
1800 Satellite Drive, Distribution Center, Warehouse B, CHATTANOOGA, TN 37401		United States	Bill To, Ship To	Vision Operations	1222	Active		
Computer France, Place de La Concorde, 75008 Paris, FRANCE		France	Bill To, Deliver To, Drawee, Dunning, Late Charges, Ship To, Statements	Vision Operations	1886	Active		
50 King Street, TORONTO ONTARIO M5H3Y2, CANADA		Canada	Ship To	Vision Project Mfg	1219	Active		
1156 River Street, ATLANTA, GA 30301		United States	Ship To	Vision Project Mfg	1220	Active		
2164 Broadway, TEMPE, AZ 85282		United	Ship To	Vision Project Mfg	1221	Active		

Account Profile

Customer Account

Eliminations Dept

Context Value

Bronze Status

Sites Account Profile Profile Amounts Payment Details Communication Relationships Order Management Late Charges Attachments

Profile Class

Credit and Collection

* Collector	<input type="text" value="Jamie Jones"/>	Collectible (%)	<input type="text" value="65"/>
Credit Rating	<input type="text" value="Poor"/>	<input checked="" type="checkbox"/> Credit Check	
Credit Classification	<input type="text" value="High Risk"/>	<input type="checkbox"/> Credit Hold	
Review Cycle	<input type="text" value="Weekly"/>	Credit Analyst	<input type="text" value="Stock, Ms. Pat"/>
Account Status	<input type="text" value="Low Volume"/>	Last Credit Review	<input type="text"/>
Risk Code	<input type="text" value="High"/>	Next Credit Review	<input type="text" value=""/> <small>(example: 18-Oct-2008)</small>
Tolerance (%)	<input type="text" value="0"/>		

Balance Forward Billing

Bill Level	<input type="text"/>	<input type="checkbox"/> Enable
Type	<input type="text"/>	

Terms

Payment Terms	<input type="text" value="Net 15"/>	<input checked="" type="checkbox"/> Override Terms
Discount Grace Days	<input type="text" value="0"/>	<input checked="" type="checkbox"/> Allow Discount

Receipts

Clearing Days	<input type="text"/>	<input checked="" type="checkbox"/> Automatic Receipts Include Disputed Items
Match Receipts By	<input type="text"/>	Remainder Rule Set <input type="text"/>

Profile Amounts

Customer Account

Tax Loc Code

Tax Calc Code

Cust Price Cls

Customer Status
Bronze Status

Eliminations Dept

Context Value

Sites | Account Profile | **Profile Amounts** | Payment Details | Communication | Relationships | Order Management | Late Charges | Attachments

Currency Rates and Limits

Add Currencies Context Value

Details	Currency	Delete
<input type="checkbox"/> Hide	CAD	
Min Receipt Amount	<input type="text" value="0.01"/>	Min Statement Amount <input type="text" value="1"/>
Credit Limit	<input type="text" value="3913200"/>	Min Dunning Amount <input type="text" value="1"/>
Order Credit Limit	<input type="text" value="1304400"/>	Min Dunning Invoice Amount <input type="text" value="1"/>
<input checked="" type="checkbox"/> Show	EUR	
<input checked="" type="checkbox"/> Show	GBP	
<input checked="" type="checkbox"/> Show	SEK	
<input type="checkbox"/> Hide	USD	
Min Receipt Amount	<input type="text" value="0.01"/>	Min Statement Amount <input type="text" value="1"/>
Credit Limit	<input type="text" value="3000000"/>	Min Dunning Amount <input type="text" value="1"/>
Order Credit Limit	<input type="text" value="1000000"/>	Min Dunning Invoice Amount <input type="text" value="1"/>

Payment Details

Customer Account

Eliminations Dept Bronze Status

Context Value

Sites | Account Profile | Profile Amounts | **Payment Details** | Communication | Relationships | Order Management | Late Charges | Attachments

Receipt Methods

Context Value

*Receipt Methods	Primary	Start Date	End Date	Delete
Credit Card	<input type="checkbox"/>	01-Jan-1998	<input type="text"/>	
Late Automatic Receipts	<input type="checkbox"/>	01-Jan-1990	<input type="text"/>	
ACH	<input type="checkbox"/>	01-Jan-2000	<input type="text"/>	

[Add Receipt Method](#)

Payment Instruments

Credit Cards

[Add](#) [Create](#)

[Show All Details](#) | [Hide All Details](#)

Details	Card Brand	Number	Expiration Date	Start Date	End Date	Priority	Increase Priority	Decrease Priority	Update
Show	Unknown	XXXXXXXX4900	31-Dec-2015	01-Jan-2001	01-Jan-2001	10			
Show	Unknown	XXXXXXXX4900	31-Dec-2015	01-Jan-2001	01-Jan-2001	10			
Show	American Express	XXXXXXXXXX1000	30-Nov-2015	09-Nov-2006	<input type="text"/>	10			
Show	Visa	XXXXXXXXXXXX1111	31-Dec-2010	27-Aug-2001	27-Aug-2001	10			
Show	Unknown	XXXXXXXXXXXX4561	31-Dec-2015	01-Jan-1990	01-Jan-1990	10			
Show	Visa	XXXXXXXXXXXX1111	30-Nov-2015	01-Jan-2000	<input type="text"/>	11			

Bank Account Transfer

Sites Account Profile Profile Amounts Payment Details Communication Relationships Order Management **Late Charges** Attachments

Enable Late Charges

Charge Calculation

Select the charge calculation method for calculating late charges.
 Mandatory Late Charges Late Payments Only
 Overdue Invoices Only
 Overdue Invoices and Late Payments

Additional Charges and Reductions

Select other transactions that can reduce late charge calculations.
 Credit Items
 Disputed Transactions

Profile Setup

Define how late charges are calculated.

Receipt Grace Days	<input type="text" value="0"/>	* Interest Days Period	<input type="text" value="30"/>
Late Charge Type	Adjustment	Interest Calculation Period	Daily
Interest Calculation Formula	Simple	Hold Charged Invoices	Yes
	* <input checked="" type="checkbox"/> Use Multiple Interest Rates	Charge Beginning Date	01-Jan-1997

Currency Rates and Conditions

Select *	Currency	Delete Duplicate
<input type="radio"/>	Canadian Dollar	
<input type="radio"/>	Euro	
<input type="radio"/>	Pound Sterling	
<input type="radio"/>	Swedish Krona	
<input checked="" type="radio"/>	US dollar	

Exchange Rate Information for CAD.

Exchange rate information is used when creating a foreign currency late charge transaction.
 Exchange Rate Type

Tolerances for CAD.

Define the tolerances for this currency.

Minimum Invoice Amount Overdue	Amount	* Amount	<input type="text" value="50"/>
Minimum Customer Balance Overdue	Percent	* Percent	<input type="text" value="5"/>
Minimum Late Charge	<input type="text" value="1"/>	Maximum Late Charge	<input type="text" value="100"/>

Interest Charge for CAD.

Define the interest charge type for this currency.
 Type
 * Rate

Penalty Charge for CAD

Define any additional penalty charges for this currency.
 Type



Late Charges setup

File Edit View Folder Tools Window Help

Charge Schedules

Schedule Name: 5 Tier Interest Late Charges Schedule Description: 5 Tier Interest Charge Schedule by F

Charge Schedules

Interest Tier	Schedule Type	Start Date	End Date	Enabled
5 Tier Interest	Percentage	01-JAN-2005		<input checked="" type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>

Tiers	Value
31-60 Days	3
61-90 Days	4
91-120 Days	5
121-150 Days	6
Over 150 Days	10



Collections - Evelyn Dunbar - Computer Service and Rentals, Chattanooga

First	Evelyn	MI	Collections Status	Delinquent	Operating Unit	Vision Operations
Last	Dunbar		Identification Number	87-7654549	View	Customer
Title	Ms.		Customer Since	01-JUL-70	Amount Overdue	2,105,875.41 USD
Organization	Computer Service and Ren		Collections Score	7.9	Net Balance	2,246,159.41 USD
Address	301 Summit Hill Drive	...	Collectible Transactions	35	DSO	202154347
Email	ic@localhost.oracleads.co		Delinquencies in Past Year	45	Last Payment Paid On	26-AUG-2008
Phone Type	Telephone	...	Delinquent Invoices	32	Last Payment Due On	10-SEP-2008
Phone	1 800 5558355				Last Payment Amount	<300.00> USD

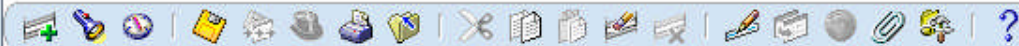
- Profile
- History
- Accounts
- Transactions**
- Lifecycle
- Strategy
- Aging
- Notes
- Tasks
- Loans

Class Invoice Due Date 22-NOV-2007 To 01-OCT-2008 Include Current Include Closed Display

Transaction	Original Amount	Remaining Amount	Days Late	Due Date	Currency	Class	Dispute Amount	Dispute Date	Pror
516993	44,700.00	44,700.00	331	22-NOV-2007	USD	Invoice			Yes
517081	76,075.00	76,075.00	323	30-NOV-2007	CAD	Invoice			
517096	32,725.00	32,725.00	321	02-DEC-2007	CAD	Invoice			
517118	145,410.00	145,410.00	318	05-DEC-2007	USD	Invoice			
517136	53,125.00	53,125.00	317	06-DEC-2007	USD	Invoice			
517199	73,185.00	73,185.00	314	09-DEC-2007	USD	Invoice			
517219	14,200.00	14,200.00	311	12-DEC-2007	USD	Invoice			
517260	65,550.00	65,550.00	308	15-DEC-2007	CAD	Invoice			

Filtered by Selected Transactions 1 44,700.00 USD

- Transaction Details**
- Adjustment Processing
- Payment Processing
- Full Screen



Transactions (Vision Operations : USD)

Transaction

Source	LEGACY	Date	07-NOV-2007
Number	516993	GL Date	07-NOV-2007
Class	Invoice	Currency	USD
Type	Inv-Support-East	Document Num	
Reference	750913070	Transaction	[]
Legal Entity	Vision Operations	<input checked="" type="checkbox"/> Complete	

Balance Due

Line	44,700.00
Tax	0.00
Freight	0.00
Charges	0.00
Total	44,700.00

[Details](#) [Refresh](#)

- Main
- More
- Notes
- Commitment
- Reference Information

Ship To	Bill To
Name	Computer Service and Rentals
Number	1006
Location	Chattanooga (OPS)
Address	301 Summit Hill Drive
	Chattanooga, TN 37401 United States
Contact	

Sold To

Name	Computer Service and Rentals
Number	1006

Paying Customer

Name	
Number	
Location	

Commitment	
Payment Term	Net 15
Invoicing Rule	
Due Date	22-NOV-2007

Payment Details

Receipt Method	
Payment Method	
Instrument Number	

[Select Instrument](#)

[Line Items](#) [Tax](#) [Freight](#) [Distributions](#) [Sales Credits](#) [Incomplete](#)

File Edit View Folder Tools Navigate To Actions Window Help

Collections - Evelyn Dunbar - Computer Service and Rentals, Cha

First MI

Last

Title

Organization

Address ...

Email

Phone Type ...

Phone

Operating Unit

View

Amount Overdue USD

Net Balance USD

DSO

Last Payment Paid On

Payment Due On

Payment Amount USD

Profile History Accounts Transactions

Class Due Date

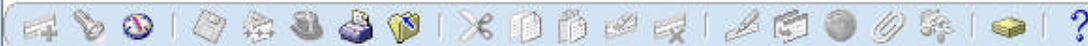
Include Current Include Closed

Transaction	Original Amount	Remaining Amount	Due Date	Currency	Class	Dispute Amount	Dispute Date	Pror
516993	44,700.00	44,700.00	22-NOV-2007	USD	Invoice			Yes
517081	76,075.00	76,075.00	30-NOV-2007	CAD	Invoice			
517096	32,725.00	32,725.00	02-DEC-2007	CAD	Invoice			
517118	145,410.00	145,410.00	05-DEC-2007	USD	Invoice			
517136	53,125.00	53,125.00	06-DEC-2007	USD	Invoice			
517199	73,185.00	73,185.00	09-DEC-2007	USD	Invoice			
517219	14,200.00	14,200.00	12-DEC-2007	USD	Invoice			
517260	65,550.00	65,550.00	15-DEC-2007	CAD	Invoice			

Filtered by

Selected Transactions USD

Copy Cell
Copy Selected Rows
Copy All Rows
Find in Table..
Refresh
Sort..
Go To..
Filters
View Notes
Transaction Workbench
Transaction Information
Invoice Transaction Flexfield
View Invoice
Activities
Unpaid Reason
Receivables Notes
New Filter
Manage Filters
No Filter
Quick Filter By Selected Column
Quick Filter By



Transactions

Delinquency State	Transaction Number	Installment	Due Date	Original Currency	Remaining Amount	Payment Amount	Payment in Original Currency	Pay in Full
Delinquent	517081	1	30-NOV-2007	CAD	76,075.00	59,859.15	76,075.00	<input checked="" type="checkbox"/>
								<input type="checkbox"/>
								<input type="checkbox"/>
								<input type="checkbox"/>
								<input type="checkbox"/>

Location Chattanooga (OPS)

Total 59,859.15 USD Pay All

Payment Method

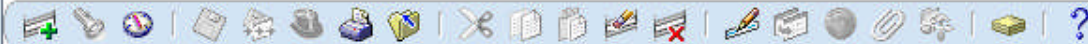
Bank Transfer Credit Card Promise Mass Promise

Payment Method
Card Brand
Credit Card Number ...
Security Code

Billing Address
Financial Institution Name
Expiration Date
Additional Information

Note

Submit Submit and Close Close



Transactions

Delinquency State	Transaction Number	Installment	Due Date	Original Currency	Remaining Amount	Payment Amount	Payment in Original Currency	Pay in Full
Delinquent	517081	1	30-NOV-2007	CAD	76,075.00	59,859.15	76,075.00	<input checked="" type="checkbox"/>
								<input type="checkbox"/>
								<input type="checkbox"/>
								<input type="checkbox"/>
								<input type="checkbox"/>

Location

Total Pay All

Payment Method

Bank Transfer Credit Card **Promise** Mass Promise

Cancel Status	Broken	Promise Date	Promise Amount	Collected Amount	Collectable Amount	Running Balance	Currency	Payment Method	Payment Account
<input type="checkbox"/>		18-OCT-2008	76,075.00	0.00	0.00		CAD		
<input type="checkbox"/>									
<input type="checkbox"/>									
<input type="checkbox"/> Cancel All		Totals	0.00	0.00	0.00				

Note

Evelyn promised to pay this invoice by credit card today



Collections - Evelyn Dunbar - Computer Service and Rentals, Chattanooga

First	Evelyn	MI	Collections Status	Delinquent	Operating Unit	Vision Operations
Last	Dunbar		Identification Number	87-7654549	View	Customer
Title	Ms.		Customer Since	01-JUL-70	Amount Overdue	2,105,875.41 USD
Organization	Computer Service and Ren		Collections Score	7.9	Net Balance	2,246,159.41 USD
Address	301 Summit Hill Drive	...	Collectible Transactions	35	DSO	202154347
Email	ic@localhost.oracleads.co		Delinquencies in Past Year	45	Last Payment Paid On	26-AUG-2008
Phone Type	Telephone	...	Delinquent Invoices	32	Last Payment Due On	10-SEP-2008
Phone	1 800 5558355				Last Payment Amount	<300.00> USD

- Profile
- History**
- Accounts
- Transactions
- Lifecycle
- Strategy
- Aging
- Notes
- Tasks
- Loans

Type: Promise Date: 21-APR-2001 To: 18-OCT-2008 Display

Invoice Number	Promise Date	Promise Broken	Promise Amount	Remaining Amount	Promise Status	Promise Made By	Promise
516993	18-OCT-2008		44,700.00	44,700.00	Collectible	Evelyn Dunbar	Jones, M
517081	18-OCT-2008		76,075.00	76,075.00	Collectible	Evelyn Dunbar	Jones, M
516848	15-FEB-2008		54,400.00	54,400.00	Collectible	Evelyn Dunbar	Stock, M
516725	12-FEB-2008		33,275.00	0.00	Fulfilled	Evelyn Dunbar	Stock, M
516244	24-JAN-2008	Yes	71,955.00	0.00	Fulfilled	Evelyn Dunbar	Stock, M

Notes

Transaction Details...



Collections - Evelyn Dunbar - Computer Service and Rentals, Chattanooga

First	Evelyn	MI	Collections Status	Delinquent	Operating Unit	Vision Operations
Last	Dunbar		Identification Number	87-7654549	View	Customer
Title	Ms.		Customer Since	01-JUL-70	Amount Overdue	2,105,875.41 USD
Organization	Computer Service and Ren		Collections Score	7.9	Net Balance	2,246,159.41 USD
Address	301 Summit Hill Drive	...	Collectible Transactions	35	DSO	202154347
Email	ic@localhost.oracleleads.co		Delinquencies in Past Year	45	Last Payment Paid On	26-AUG-2008
Phone Type	Telephone	...	Delinquent Invoices	32	Last Payment Due On	10-SEP-2008
Phone	1 800 5558355				Last Payment Amount	<300.00> USD

- Profile
- History
- Accounts
- Transactions
- Lifecycle
- Strategy
- Aging**
- Notes
- Tasks
- Loans

Aging Bucket: **Statement** Open Credits: **Age** Include Receipts at Risk [Display](#)

Bucket Statistics

Receipts at Risk		Adjustments	0.00	Dispute Amount	0.00
Finance Charges	0.00	Pending Adjustments	0.00		

Aging Bucket Line	Amount	Collectible Amount	Currency
Current	0.00	0.00	USD
1-30 Days	0.00	0.00	USD
31-60 Days	0.00	0.00	USD
61-90 Days	0.00	0.00	USD
Over 90 Days	2,246,159.41	2,105,875.41	USD
<< Totals >>	2,246,159.41	2,105,875.41	USD

Open Credits

Unapplied Cash	
On Account Cash	
On Account Credits	
Cash Claims	
Prepayments	

[Transactions](#)



Collections - Evelyn Dunbar - Computer Service and Rentals, Chattanooga

First MI
 Last
 Title
 Organization
 Address ...
 Email
 Phone Type ...
 Phone

Collections Status
 Identification Number
 Customer Since
 Collections Score
 Collectible Transactions
 Delinquencies in Past Year
 Delinquent Invoices

Operating Unit
 View ▾
 Amount Overdue
 Net Balance
 DSO
 Last Payment Paid On
 Last Payment Due On
 Last Payment Amount

- Profile
- History
- Accounts
- Transactions
- Lifecycle
- Strategy
- Aging
- Notes**
- Tasks
- Loans

View from To

Date	Note	Creator
18-OCT-2008 ...	Evelyn promised to pay this inv...	Jones, Mr. Jamie
24-JAN-2008 ...	Insufficient Funds - called Evely...	Stock, Ms. Pat

Type Status
 Date Created by
 Note

-
-
-
-





Collections - Evelyn Dunbar - Computer Service and Rentals, Chattanooga

First MI
 Last
 Title
 Organization
 Address ...
 Email
 Phone Type ...
 Phone

Collections Status
 Identification Number
 Customer Since
 Collections Score
 Collectible Transactions
 Delinquencies in Past Year
 Delinquent Invoices

Operating Unit
 View ▾
 Amount Overdue USD
 Net Balance USD
 DSO
 Last Payment Paid On
 Last Payment Due On
 Last Payment Amount USD

- Profile
- History
- Accounts
- Transactions
- Lifecycle
- Strategy
- Aging
- Notes
- Tasks
- Loans

Type	Name	Priority	Status
Appointment	Meeting with ...	High	Accepted
Callback	Callback Com...	High	Open
Letter	Send Intro Letter	Medium	In Planning
Callback	Call customer...	Medium	In Planning
Send Thank Y...	Send Thank Y...	Medium	In Planning
Lunch	Meet with con...	Medium	In Planning
Callback	Callback to se...	Medium	In Planning
Callback	Dunning Callb...	Unprioritized	Open

Type
 Contact
 Priority
 Time Zone
 Start
 Owner Type
 Assignee Type
 Assigned By

Subject
 Phone Number
 Status
 Date Type ▾
 End
 Owner
 Assignee ...
 Private

Description

Private (J) Display All (Q)



Work Type	Count
Delinquent Customers	20
Broken Promises: Custn	0
My Tasks	2
Appointment	1
Callback	1

Status: Scheduled Start:

Source Doc.	Type	Status	Customer Name	Priority	Creation Date
Party	Appointment	Accepted	Computer Service and Rentals	High	14-NOV-2002 15:2...
Party	Callback	In Planning	Computer Service and Rentals	Medium	07-FEB-2005 16:44...

Description:

Notes: Contact Notes

Actions:

Customer: Phone:

Name: Type:

Priority: Status:

New Note:

Next Steps – Advanced Collections

First: Evelyn MI
Last: Dunbar
Title: Ms.
Organization: Computer Service and Ren
Address: 301 Summit Hill Drive
Email: ic@localhost.oracleleads.co
Phone Type: Telephone
Phone: 1 800 5558355

Collections Status: Delinquent
Identification Number: 87-7654549
Customer Since: 01-JUL-70
Collections Score: 7.9
Collectible Transactions: 35
Delinquencies in Past Year: 45
Delinquent Invoices: 32

Operating Unit: Vision Operations
View: Customer
Amount Overdue: 2,105,875.41 USD
Net Balance: 2,246,159.41 USD
DSO: 202154347
Last Payment Paid On: 26-AUG-2008
Last Payment Due On: 10-SEP-2008
Last Payment Amount: <300.00> USD

Profile | History | Accounts | Transactions | Lifecycle | **Strategy** | Aging | Notes | Tasks | **Loans**

Strategy Name	Score	Status	Creation Date	Lowest Applicable S
ADS Customer Write-off Strategy	1	Closed	02-MAR-2005	
ADS Customer Catch-all Collections Strategy	50	Closed	02-MAR-2005	
• ADS Customer Moderate Collections Strategy	50	Canceled		
ADS Customer Soft Collections Strategy	1	Closed		

Work Item Name	Status	Type
• ADS Moderate Dunning Letter 1	Canceled	Send Email

PLUS

- Case Management tab (Lease Management)
- Contracts tab (Contracts)
- 2x Custom tabs

Details

Receivables vs. Advanced Collections

Receivables

- Universal Work Queue & Search tool
- Collections Workbench with header and tabs – Profile, History, Account, Transaction, Aging, Notes, Tasks
- Assignment of AR Collector
- Processing Payments
- Creating Promises
- Dispute Creation
- View invoices with Bill Presentment Architecture
- Receivables & Collections reports
- Seeded Delinquency creation and Scoring engine
- Configurable Dunning
- Correspondence



Advanced Collections

- Configurable scoring
- Configurable strategies and work items
- Configurable segments (filters)
- Collections Territories
- Work reassignment
- Additional Tabs:
 - Strategy
 - Lifecycle
 - Custom1 & Custom2
 - Loans tab (if licensed for Loans)
 - Case Management (if licensed for Leases)
 - Contracts (if licensed for Contracts)

Planning your Upgrade

- Read the documentation – think about:
- Functional changes:
 - Need for change management, user training
 - User roles & responsibilities, security impacts
 - Correspondence / reports that could be replaced with XML Publisher reports
 - Other changes that can be enabled or applied before the upgrade
- Technical – any customisations that:
 - Could be replaced with new standard functionality
 - Rely on changed database objects eg the views RA_CUSTOMERS and RA_ADDRESSES are no longer available in R12

Upgrade Steps for R12 Receivables (ie not licensed for Advanced Collections)

Step	Description
Complete Collections Setup Checklist	Online checklist of setup steps and configuration options eg operational data level, setup dunning plans
Receivables configuration (optional)	Setup configuration for new receivables functionality (if used) eg late charges, aging buckets
Configure Dunning Letters	Decide whether to use the seeded dunning letters or create new ones
Install XML Publisher (if using)	Refer to XML Publisher documentation
Convert Scheduled Calls into Collections History Tab	A program is provided to convert scheduled calls from Receivables, to 'Receivables Calls' in the History Tab
Convert Collectors into Resources	Collections requires collectors be setup as Resources, and a program is provided to convert collectors into Resources
Evaluate Menu access and responsibilities	Determine how users will access Collections functionality and reports
Schedule concurrent processes	Some processes need to be scheduled to ensure transactions are being created and processed eg Scoring, promise reconciliation

Why Upgrade?

Why Upgrade to R12?

- 1 Centralised collector's Work Queue
 - ✓ Improved work prioritisation
- 2 Automated & configurable dunning process, configurable correspondence
 - ✓ Improved productivity
- 3 Promises to Pay
 - ✓ Best practice

Why use Advanced Collections?

- 1 Configurable & automated Collection Strategies
 - ✓ Improved collections results & productivity
- 2 Customer segmentation
 - ✓ Tailored customer messaging
- 3 Configurable scoring
 - ✓ Best practice

Improving your Collections

“... For most companies, the results of automating collections are dramatic. They are enjoying a 10 to 20 percent reduction in days sales outstanding (DSO), a 25 percent reduction in past due receivables, and a 15 to 25 percent reduction in bad debt reserves. These metrics bespeak a significant increase in cash flow with commensurate profitability enhancements. And because of the productivity gains delivered by collection software, companies are also able to hold down their staffing costs. Such are the benefits that the costs associated with installing collection software can be recovered as early as the second month after going live, and usually in no more than six to nine months.”

David Schmidt, Paystream Advisors, Inc “Receivables and Collection Management: a White Paper”,
2007

Further information ...

- **Migrating to Oracle Advanced Collections: An Overview for Oracle Receivables Users** – An Oracle White Paper, Winter 2007 (*Metalink Note 389443.1*)
- **Best Practices for Adopting Oracle E-Business Suite, Release 12** – An Oracle White Paper, June 2008 (*Metalink Note 580299.1*)
- **Oracle Applications Upgrade Guide: Release 11i to Release 12.0.4**, June 2008 (*Metalink online documentation*)
- **R12 Receivables Implementation and User Guides** (*Metalink online documentation*)
- **R12 Advanced Collections Implementation and User Guides** (*Metalink online documentation*)

Or contact angelachin@hp.com



i n v e n t