Oracle Advanced Collections Cloud



Oracle® Advanced Collections Cloud orchestrates the entire collections process, and empowers you to monitor the collections lifecycle so your collectors can quickly resolve delinquencies and lower days sales outstanding (DSO). Organizations can collect more money faster with less effort by applying best practice collection methods.

Agents can prioritize their workload and increase efficiency with tasks such as updating work status, requesting disputes, recording promises, and applying payments. Strategy management enables collectors to tailors tasks based on customer risk scores. Industry metrics empower users to evaluate the health of outstanding receivables, provide insight into the efficiency of collections organizations, and help to identify potential problem areas.

Oracle Advanced Collections Cloud is part of Oracle Financials Cloud's credit to cash solution enabling organizations to increase efficiencies, improve cash flow, reduce bad debt, and optimize customer relationships.

Increase Collections Efficiency and Effectiveness

Oracle Advanced Collections Cloud streamlines the collections process so agents focus on mission critical tasks. Agents spend less time researching customer delinquencies and keeping track of status and next steps, and spend more time resolving delinquencies. Agents can review customer information, request disputes, record promises, and submit payments. Sophisticated processes are run in the background, providing current and accurate information to collectors.

Manage and Minimize Delinquencies

Automatically identify and assign delinquent customers to your agents on their Collections Dashboard. The Delinquent Customers table provides essential customer information including work status and aging.

Collectors can organize work with advanced searches and ability to save searches, and tailor the dashboard to create work lists. As delinquencies are worked on, collectors can quickly re-set the work status with dates for effective tracking and reporting.

Track and manage tasks such as follow-up calls on dunning letters or resolve rejected disputes in the Activities table on the Collections Dashboard.

KEY BUSINESS BENEFITS

Oracle Advanced Collections Cloud enables you to:

- Promptly resolve unpaid balances
- Easily track and manage customer accounts
- · Respond quickly to customer inquiries
- Share customer data across business units for accurate, real-time access
- Organize customer information to support daily collection activities
- Reduce outstanding balances and improve customer satisfaction



Collections managers utilize the Manage Resources tab to monitor and balance workloads, and view customers and delinquencies assigned to agents. Managers can reassign customers from one collector to another, and assign backup collectors.

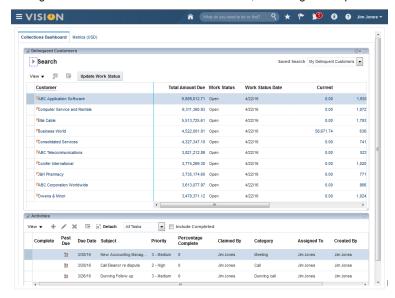


Figure 1. Collections Dashboard

Strengthen Customer Negotiations

Access general customer information including delinquency scores from the Collections Dashboard. Obtain improved insight and strengthen customer negotiations with tabs for customer Profile, Transactions, Aging, Contact, Communication and Notes.

Agents access the Transactions tab to create or view disputes and adjustments, create case folders to group related transactions, apply payments, and record customer promises to pay. Case folders allow agents to apply payments to individual transactions, and create promises and add notes for all of transactions in the case folder.

The Profile tab provides essential customer information including the customer's collections strategy. Manage customer dunning letters and other correspondence on the History tab. Control customer information on the Contact tab, and update the customer's modes of communication on the Communication tab.

KEY FEATURES

Oracle Advanced Collections Cloud provides:

- Automated Delinquency Identification and Assignment
- · Interactive Work Prioritization
- Detailed Customer Account Information
- · Comprehensive Dunning
- Integrated Customer Payment Processing
- Streamlined Dispute and Adjustment Management
- Aggregated Customer Transaction View
- · Real-Time Aging with Single Click
- Centralized Customer Data Management

RELATED PRODUCTS

- Oracle Financials Cloud
- Oracle Configure, Price and Quote Cloud
- · Oracle Order Management Cloud
- Oracle Expenses Cloud
- Oracle Accounting Hub Reporting Cloud
- · Oracle Risk Management Cloud
- Oracle Enterprise Performance Management Cloud

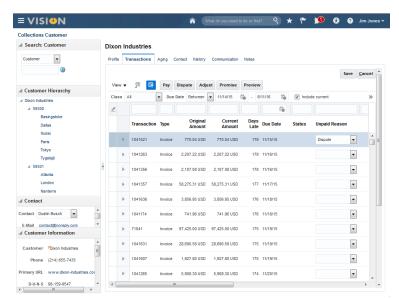


Figure 2. Collections Customer Details

Orchestrate Collections with Strategy Management

Oracle Advanced Collections' strategy management allows you to configure tasks that are unique to your business, group tasks into a strategy, and apply that strategy based on each customer's collection risk score. Utilizing strategies can result in higher recovery rates of your outstanding receivables.

Tasks are manual or automated and can be assigned to the appropriate agent by the application. The strategy workflow continues until all tasks are completed, or until the delinquency is resolved. Managers can change the established collections tasks by removing or adding strategy tasks on the Profile tab.

Benchmark with Industry Metrics

Oracle Advanced Collections Cloud delivers several key metrics based on industry standard formulas. Metrics measure collections performance and include balance and efficiency, sales outstanding, and promise indicators. Collections managers can view the metrics across many customers, accounts, bill-to locations and business units, and agents can view them for a single customer, account or site.

These metrics allow your organization to better understand the health of your outstanding receivables, provide insight into the efficiency of collections, and identify potential problem areas that require further investigation.

For example, a score near 100% for the Collection Effectiveness Index indicates that a collection department has been very effective in collecting from customers. The sales outstanding metrics such as Days Sales Outstanding are essential to help you determine the effectiveness of your credit and collection efforts.

Accelerate Cash Flow

Oracle Advanced Collections Cloud helps companies collect money faster. Collections agents can take immediate action on past due accounts with advanced dunning letters and prioritized calls. Delinquencies are resolved quickly with aged and staged dunning letters, prioritized call-backs, and integration with Receivables.

Take Immediate Action

Enhance collector efficiency and take quick action by leveraging alerts, advanced dunning capabilities and prioritized call lists.

Speed up the collection process by automatically sending preconfigured or custom dunning letters to one or more customer contacts via e-mail, fax, or hard copy. Send dunning letters based on invoice aging, or staged dunning letters where the system sends the next letter if customers do not pay within a specified number of days. You can also exclude customers from receiving dunning letters on their profile.

Agents can view a history of each dunning event including letters resent. If your customer has a question about the dunning notice they received, agents can click to access the dunning letter, and can see all transactions in the letter.

Agents can schedule, prioritize and track calls in their Activities Workbench. They can also create and save customer call lists, and have full visibility to notes, and create notes during calls.

Promptly Resolve Customer Disputes and Manage Adjustments

Customer disputes occur for many reasons, such as billing errors, shipping problems, or service issues. Customers also ask for invoice adjustments before paying the balance. Managing these disputes and adjustment requests is time-consuming and often results in delaying customer payments.

Oracle Advanced Collections Cloud makes it easy to manage disputes at any level of granularity. Agents can instantly record disputes for specific invoice lines, line subtotals, invoice totals, percentages, tax or shipping lines. They can also drill down to invoice line details through integration with Receivables to capture more information on the disputed amount.

Customer adjustment requests can also be quickly resolved. Before a new adjustment request is submitted for approval, collection agents can see a complete history of any previously requested, rejected and approved adjustments.

Agents receive a notification when a dispute or adjustment is rejected so they can take immediate action.

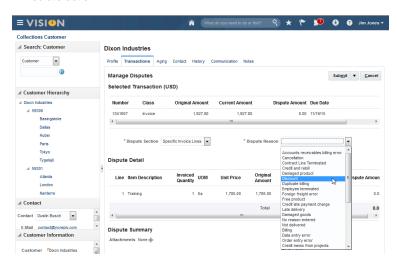


Figure 3. Integrated Dispute Management

Apply Payments Instantly

Agents can apply customer payments immediately by navigating to the transaction details. The application reduces data entry errors by validating customer credit card or bank account information. Once the payment information is captured, the customer's payment updates their account directly in Receivables.

Reduce Bad Debt

Oracle Advanced Collections Cloud helps you minimize bad debt with risk scoring, promise-to-pay tracking, and real-time aging.

Risk Rank Customers with Configurable Scoring

Scoring is used to risk rank customers—scoring forms the foundation of collections activities. Strategies and dunning plans use the score to execute appropriate actions for delinquency or pre-delinquency determinations.

Scoring formulas utilize data points to score customer collectability. A strategy is associated to the customer based on customer scores generated by the scoring formula.

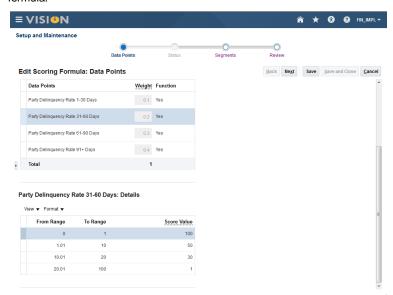


Figure 4. Configurable Scoring

Hold Customers Accountable with Promise-to-Pay Tracking

Use promise to pay when a delinquent customer is unable to make a payment immediately, or plans to send payment later. You can record a payment commitment and promise to pay date for one or more delinquent transactions. Use statuses to track and report resolution of delinquencies.

Manage Risk with Real-Time Aging

Collections agents can recalculate customer accounts aging using a single click. This allows them to keep the views of their customers current. Oracle Advanced Collections Cloud delivers preconfigured aging methods and allows you to create new ones based on your organization's requirements.

Oracle Applications Cloud

Oracle Advanced Collections Cloud is part of Oracle Applications Cloud, which are completely open, standards-based enterprise applications that can function in the cloud via a web browser. Customers are adopting cloud computing in many different ways. Oracle's strategy is to offer customer choice and flexibility with the broadest, most complete portfolio of cloud services and products that enable the cloud. The applications and databases deployed in the Oracle Cloud are portable and can be easily moved to/from a private cloud or on-premise environment. Designed as a complete suite of applications, Oracle Applications Cloud help you improve performance, lower IT costs, and get better results. Whether you choose one module, a product family, or the entire suite, Oracle enables you to gain the benefits of Oracle Applications Cloud at a pace that matches your business needs.



CONTACT US

For more information about Oracle Advanced Collections Cloud, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

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Integrated Cloud Applications & Platform Services

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