

# R12.x Oracle Advanced Collections Fundamentals

## Key Features of Oracle Advanced Collections

- Understanding the Collector's Work Queue
- Using the Collections Window
- Navigating the Profile Tab
- Navigating the Transactions Tab
- Navigating the History Tab
- Navigating the AgingTab
- Navigating the NotesTab
- Navigating the Accounts Tab

## Managing Oracle Advanced Collections

- Setting up Administration Tasks
- Managing Delinquencies
- Managing Collection Methods
- Managing Work Items
- Running Collection Reports

## Setting Up Oracle Advanced Collections

- Setting up Oracle Applications to Work with Oracle Advanced Collections
- Creating Employees
- Creating Resources
- Setting up Security and Responsibilities
- Setting up Collector's Work Queue

## Implementing Oracle Advanced Collections

- Setting up Collections Questionnaire
- Setting up Collections Checklist
- Setting up Collections Task Pages
- Creating Scoring Components
- Creating Scoring Engines

## Setting up Strategies

- Creating or Updating a Scoring Filter
- Selecting a Strategy Level
- Creating a Work Item Template
- Creating a Strategy Template
- Adding Work Items to a Strategy Template
- Creating or Update a Strategy Filter
- Setting up Strategies

## Setting up Dunning Plans

- Setting Dunning Plan Aging Bucket
- Setting Collections Dunning Level
- Creating Dunning Plans
- Using Preconfigured Correspondence Templates and Queries
- Creating a Staged Dunning Plan
- Running Concurrent Programs for Dunning

## Searching the Customer Data

- Optimizing Searches
- Filtering Dynamic Transaction Tables
- Using Quick Searches
- Using Expanded Searches
- Creating a List
- Saving a Query for Reuse

## Interacting with Customers

- Viewing Customer Information
- Using Tabs
- Changing the Data Level View
- Designating Customer Contacts
- Viewing the Collections Tab in eBusiness Center

## Processing Transactions

- Viewing Transaction Data
- Using Bill Presentment Architecture
- Processing Payments
- Reversing Payments
- Adjusting Invoices
- Disputing Invoices
- Viewing Claims

## Managing Later-stage Delinquencies

- Understanding Collections Lifecycle
- Understanding Litigation
- Understanding Repossession
- Understanding Bankruptcy
- Recording a Bankruptcy
- Understanding Write-offs

## Setting up Scoring

- Understanding Scoring Features
- Understanding Score Values
- Understanding Scoring Components Weights
- Understanding Score Objects
- Using Preconfigured Scoring Components
- Using Preconfigured Scoring Engines