

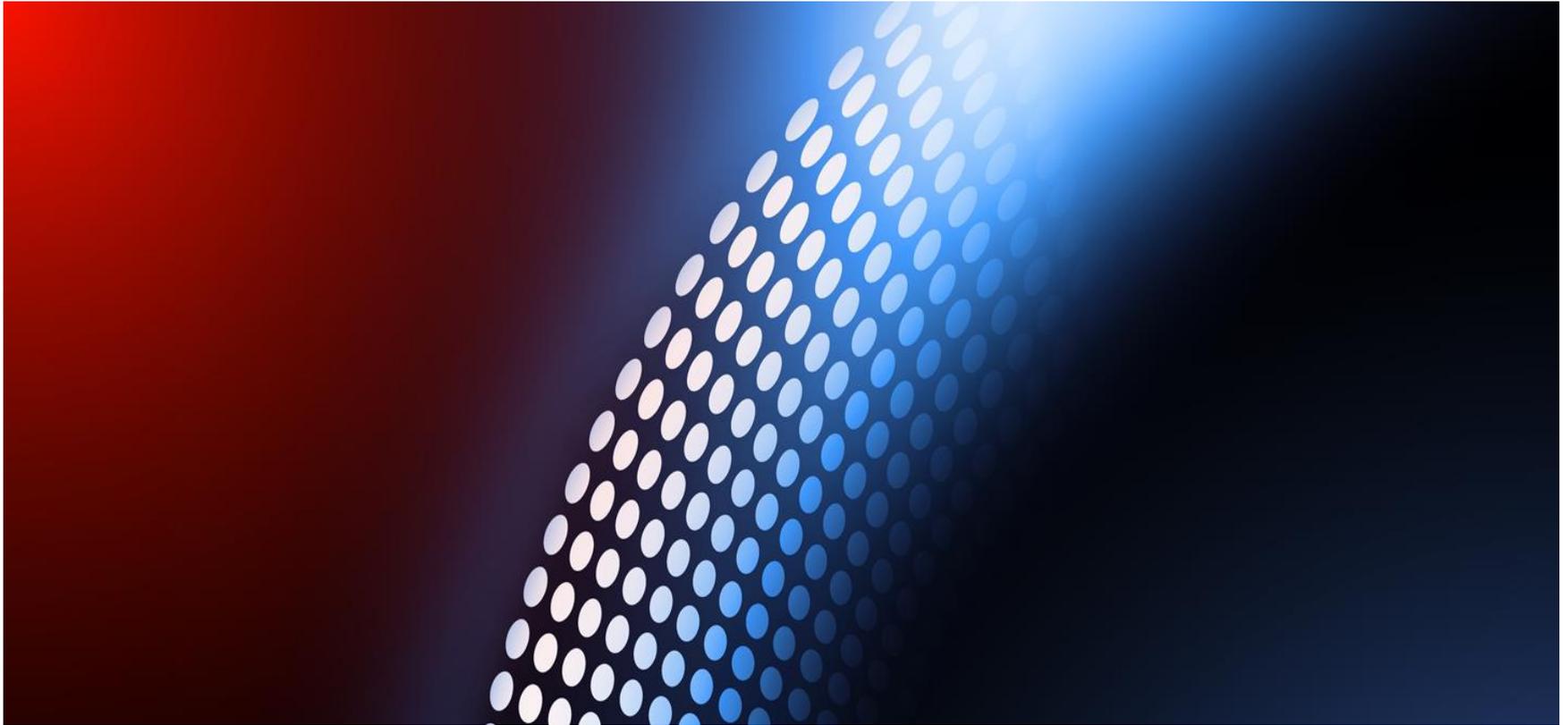


NAMOS
SOLUTIONS LTD

Oracle R12 Advanced Collections Overview

www.namossolutions.com

Introduction



Namos Solutions Ltd

Chris Mason is an Oracle E-Business Suite R12 Financials Certified Expert Consultant with proven 11i and R12 implementation experience, he has implemented Advanced Collections numerous across a wide range of industries.



Advanced Collections Overview

Do your collectors chase your customers from an aged debt report/ manage this process offline in Excel/ a separate collections system yet your on Oracle R12 or use Oracle Accounts Receivable...

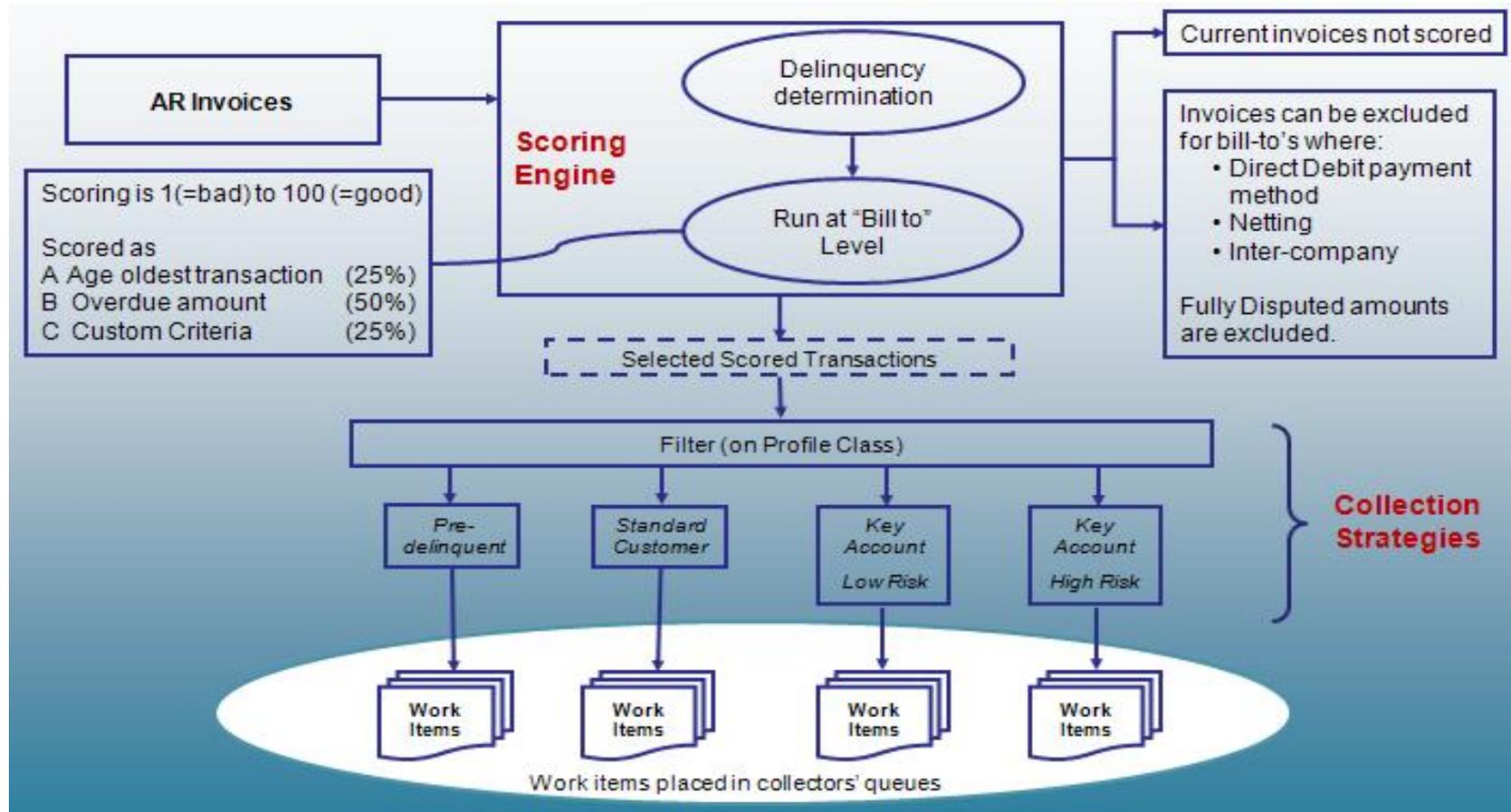
- Automated Universal Work Queue – collectors call list updated nightly with the collectors accounts and can be sorted by overdue debt
- Configurable scoring engine – chase customers on key components such as total amount overdue, age of oldest invoice etc.
- Configurable collection strategies – assign different strategies to different sets of customers – automate collection letters/ emails or tasks to call customers.
- Collections workbench with up to date invoices/ payments ‘sitting’ on AR data
- Task functionality – create tasks and assign these to other collectors, no need to use post-it noted or calendar reminders
- Add Notes to accounts, viewable by the whole team
- Promise to pay – take promises from customers and schedule them for the date promised, if this breaks you are reminded to re-chase

Advanced Collections – Key Features

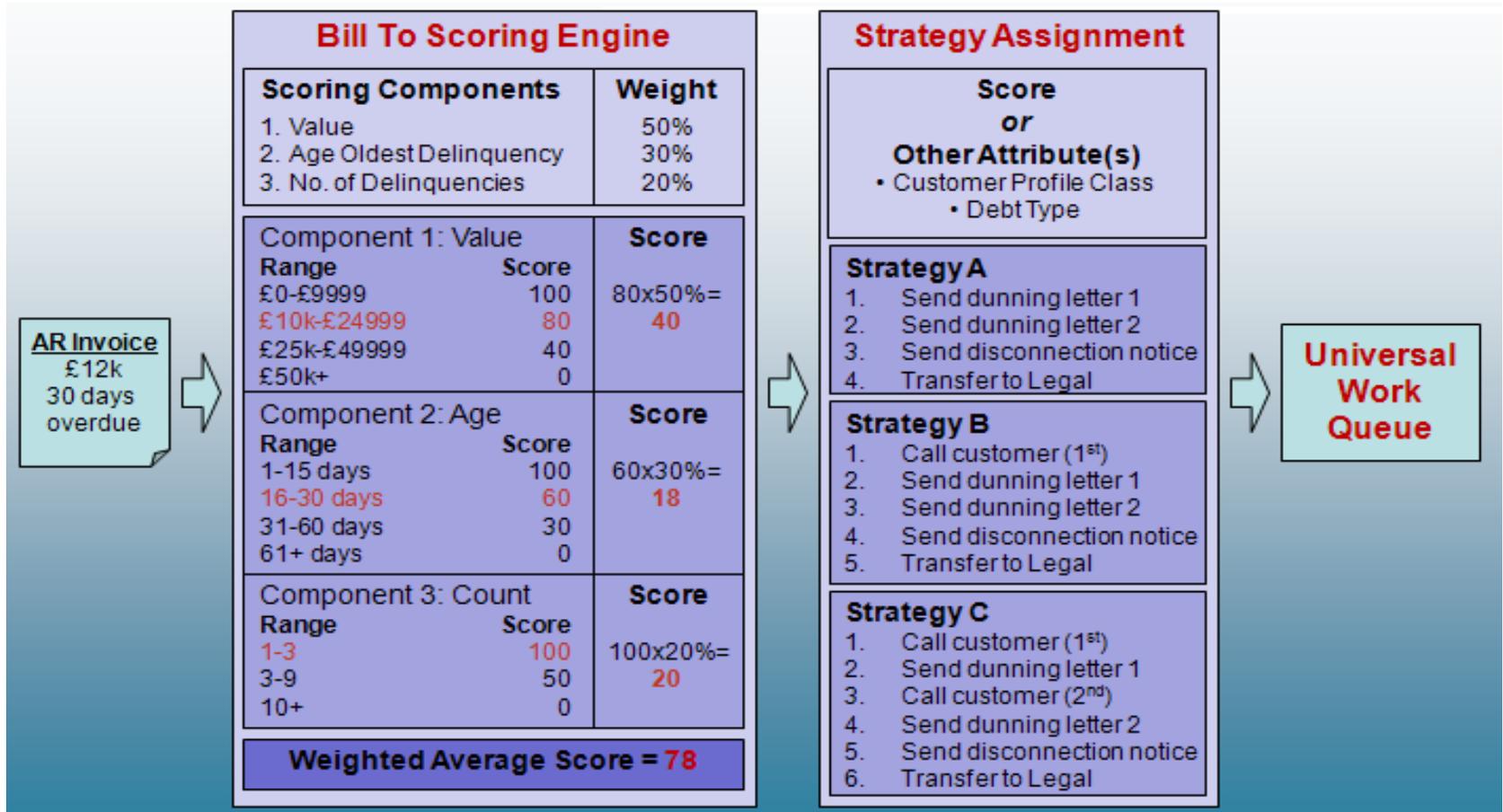
Collections agents and their managers can use Oracle Collections to:

- Identify delinquent customers
- Obtain a snapshot of the customer's past payment history
- Review a customer's aging data
- View key customer collections metrics
- Track each delinquency as it moves through the collections lifecycle
- Support standard methods of payments that will quickly resolve the delinquent situation
- Calculate collections scores for customers
- Plan and execute collections strategies to automate as much of the collections management process as possible
- Plan and execute collections dunning plans to automatically send dunning notices and optionally, schedule dunning callbacks
- Attach notes to a customer's records
- Create tasks

Advanced Collections How it Works



Advanced Collections Scoring Example



Powerful Collections Functionality

- Advanced Collections employs configurable collections strategies that determine various collections approaches for different segments of your customers. A strategy can be as complex as necessary to meet your business requirements (and different strategies can be assigned depending on the customer, so for instance a 'Key account' would not receive the same vigorous collections strategy as that of an account that may be deemed high risk).
- Strategies can be assigned at the following levels:
 - **Delinquency** – each overdue invoice is managed separately. Where a single account has multiple overdue invoices, each invoice will have its own set of actions and correspondences.
 - **Customer account** – each customer account is managed separately within a strategy. Where multiple bill to sites exist with overdue invoices, they will be managed together under one set of actions and correspondences.
 - **Customer bill to** – each customer bill to site is managed separately. Where a single bill to site has multiple overdue invoices, they will be managed together under one set of actions and correspondences. Where a single customer account has multiple bill to sites with overdue invoices, the invoices under each bill to site will be managed separately and each bill to site will have its own set of actions and correspondences.

Universal Work Queue

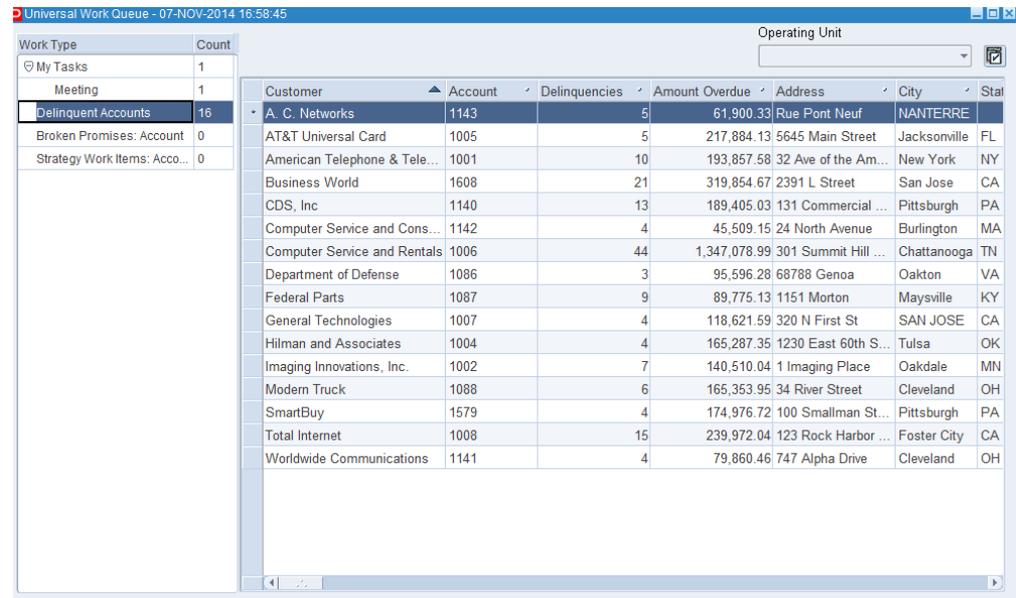
Universal Work Queue - 07-NOV-2014 16:58:45

Operating Unit:

Work Type	Count	Customer	Account	Delinquencies	Amount Overdue	Address	City	State
My Tasks	1	A. C. Networks	1143	5	61,900.33	Rue Pont Neuf	NANTERRE	
Meeting	1	AT&T Universal Card	1005	5	217,884.13	5645 Main Street	Jacksonville	FL
Delinquent Accounts	16	American Telephone & Tele...	1001	10	193,857.58	32 Ave of the Am...	New York	NY
Broken Promises: Account	0	Business World	1608	21	319,854.67	2391 L Street	San Jose	CA
Strategy Work Items: Acco...	0	CDS, Inc	1140	13	189,405.03	131 Commercial ...	Pittsburgh	PA
		Computer Service and Cons...	1142	4	45,509.15	24 North Avenue	Burlington	MA
		Computer Service and Rentals	1006	44	1,347,078.99	301 Summit Hill ...	Chattanooga	TN
		Department of Defense	1086	3	95,596.28	68788 Genoa	Oakton	VA
		Federal Parts	1087	9	89,775.13	1151 Morton	Maysville	KY
		General Technologies	1007	4	118,621.59	320 N First St	SAN JOSE	CA
		Hilman and Associates	1004	4	165,287.35	1230 East 60th S...	Tulsa	OK
		Imaging Innovations, Inc.	1002	7	140,510.04	1 Imaging Place	Oakdale	MN
		Modern Truck	1088	6	165,353.95	34 River Street	Cleveland	OH
		SmartBuy	1579	4	174,976.72	100 Smallman St...	Pittsburgh	PA
		Total Internet	1008	15	239,972.04	123 Rock Harbor ...	Foster City	CA
		Worldwide Communications	1141	4	79,860.46	747 Alpha Drive	Cleveland	OH

Universal Work Queue Continued...

- The Universal Work Queue (UWQ) is the source for getting work.
- In the left pane, you can view Active, Complete or Pending Delinquent Accounts, Broken Promises Tasks owned by the collector that is logged into the system.
- In the right pane, you can view customers and drilldown on each customer line. The UWQ columns can be moved and sorted by any one column. Changes can be saved per collector preferences.



Universal Work Queue - 07-NOV-2014 16:58:45

Work Type	Count	Customer	Account	Delinquencies	Amount Overdue	Address	City	State
My Tasks	1	A. C. Networks	1143	5	61,900.33	Rue Pont Neuf	NANTERRE	
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		Computer Service and Rentals	1006	44	1,347,078.99	301 Summit Hill ...	Chattanooga	TN
		Department of Defense	1086	3	95,596.28	68788 Genoa	Oakton	VA
		Federal Parts	1087	9	89,775.13	1151 Morton	Maysville	KY
		General Technologies	1007	4	118,621.59	320 N First St	SAN JOSE	CA
		Hilman and Associates	1004	4	165,287.35	1230 East 60th S...	Tulsa	OK
		Imaging Innovations, Inc.	1002	7	140,510.04	1 Imaging Place	Oakdale	MN
		Modern Truck	1088	6	165,353.95	34 River Street	Cleveland	OH
		SmartBuy	1579	4	174,976.72	100 Smallman St...	Pittsburgh	PA
		Total Internet	1008	15	239,972.04	123 Rock Harbor ...	Foster City	CA
		Worldwide Communications	1141	4	79,860.46	747 Alpha Drive	Cleveland	OH

- Double click on any line to drilldown and open the Advanced Collections forms.

Collections Form

Collection Record Header

Collections - Evelyn Dunbar - Computer Service and Rentals, Chattanooga

First	Evelyn	MI		Collections Status	Delinquent	Operating Unit	Vision Industries
Last	Dunbar			Identification Number	87-76545491	View	Account 1006
Title	Ms.			Customer Since	01-JUL-1970	Amount Overdue	1,347,078.99 GBP
Organization	Computer Service and Ren			Collections Score	7.9	Net Balance	1,347,078.99 GBP
Address	301 Summit Hill Drive			Collectible Transactions	44	DSO	0
Email	nobody@localhost			Delinquencies in Past Year	44	Last Payment Paid On	25-JUN-2008
Phone Type	Telephone			Delinquent Invoices	44	Last Payment Due On	17-MAR-2008
Phone	1 800 5558355			Business Level		Last Payment Amount	18 738 90 GBP

Collection Record Detail

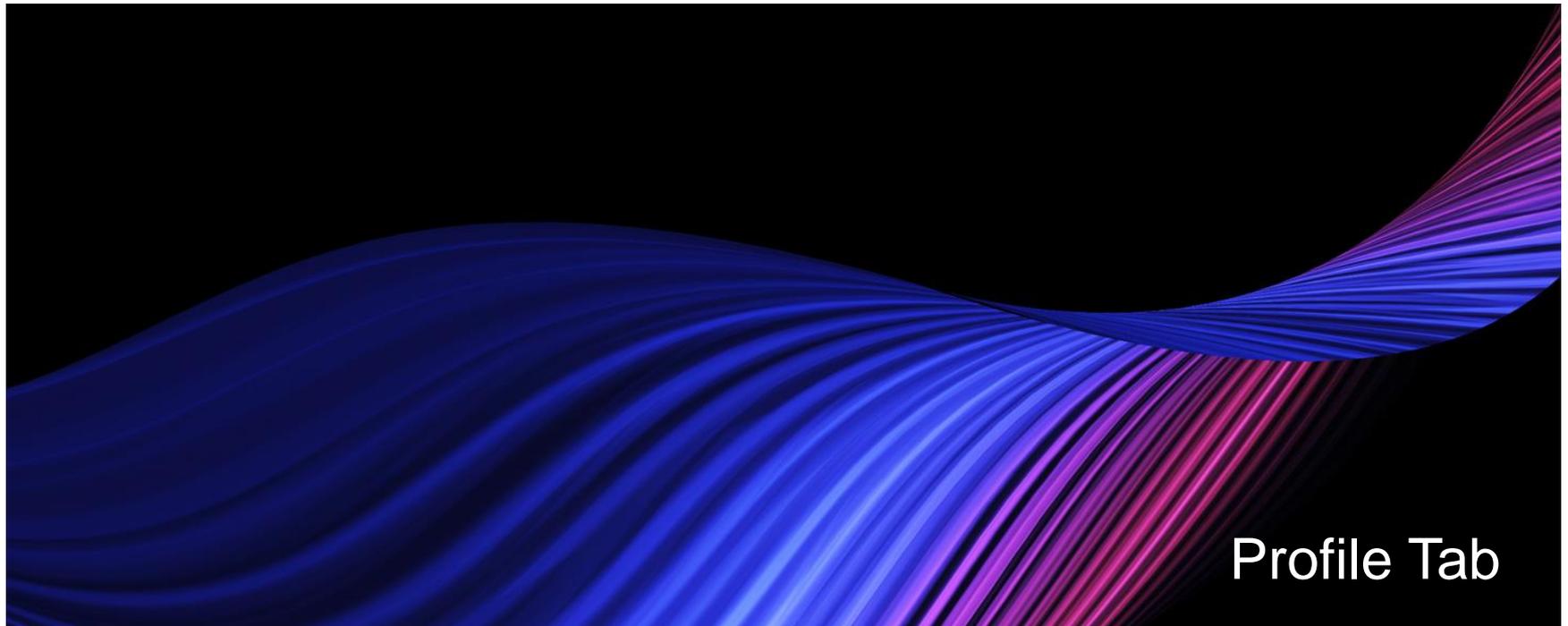
Accounts Transactions Lifecycle Strategy Aging Notes Tasks Loans

Class: [] Due Date: 18-MAR-2008 To: 25-JUL-2008 Include Current Include Closed

Transaction	Original Amount	Remaining Amount	Days Late	Due Date	Class	Dispute Amount	Dispute Date	Promised ?
510908	23,282.63	23,282.63	2296	25-JUL-2008	Invoice			
510887	23,282.63	23,282.63	2298	23-JUL-2008	Invoice			
125251	121,562.39	121,562.39	2300	21-JUL-2008	Invoice			
510868	23,282.63	23,282.63	2305	16-JUL-2008	Invoice			
125173	70,459.82	70,459.82	2307	14-JUL-2008	Invoice			
510847	23,282.63	23,282.63	2312	09-JUL-2008	Invoice			
125054	11,548.61	11,548.61	2312	09-JUL-2008	Invoice			
125052	2,674.42	2,674.42	2312	09-JUL-2008	Invoice			

Filtered by: [] Selected Transactions: 1 23,282.63 GBP

Oracle Advanced Collections



The profile tab is read-only information regarding your customer, the fields include:

1. Credit rating and other metrics
2. Past year installment payment metrics
3. Past year promises metrics

In the lower sections, you can define metrics through setup and assign values and alerts.

Profile Tab

- The Profile tab is the first tab in the Collections workbench. It provides a snapshot of delinquent customers by providing information on invoices and promises based on a rolling 12 month calendar.
- It provides information about the last payment made by the customer and the last customer interaction. The Delinquencies table displays all transactions that have a status of delinquent.

Collections - Evelyn Dunbar - Computer Service and Rentals, Chattanooga

First: Evelyn MI	Collections Status: Delinquent	Operating Unit: Vision Industries
Last: Dunbar	Identification Number: 87-76545491	View: Account 1006
Title: Ms.	Customer Since: 01-JUL-1970	Amount Overdue: 1,347,078.99 GBP
Organization: Computer Service and Ren	Collections Score: 7.9	Net Balance: 1,347,078.99 GBP
Address: 301 Summit Hill Drive	Collectible Transactions: 44	DSO: 0
Email: nobody@localhost	Delinquencies in Past Year: 44	Last Payment Paid On: 25-JUN-2008
Phone Type: Telephone	Delinquent Invoices: 44	Last Payment Due On: 17-MAR-2008
Phone: 1 800 5558355	Business Level:	Last Payment Amount: 18,738.90 GBP

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

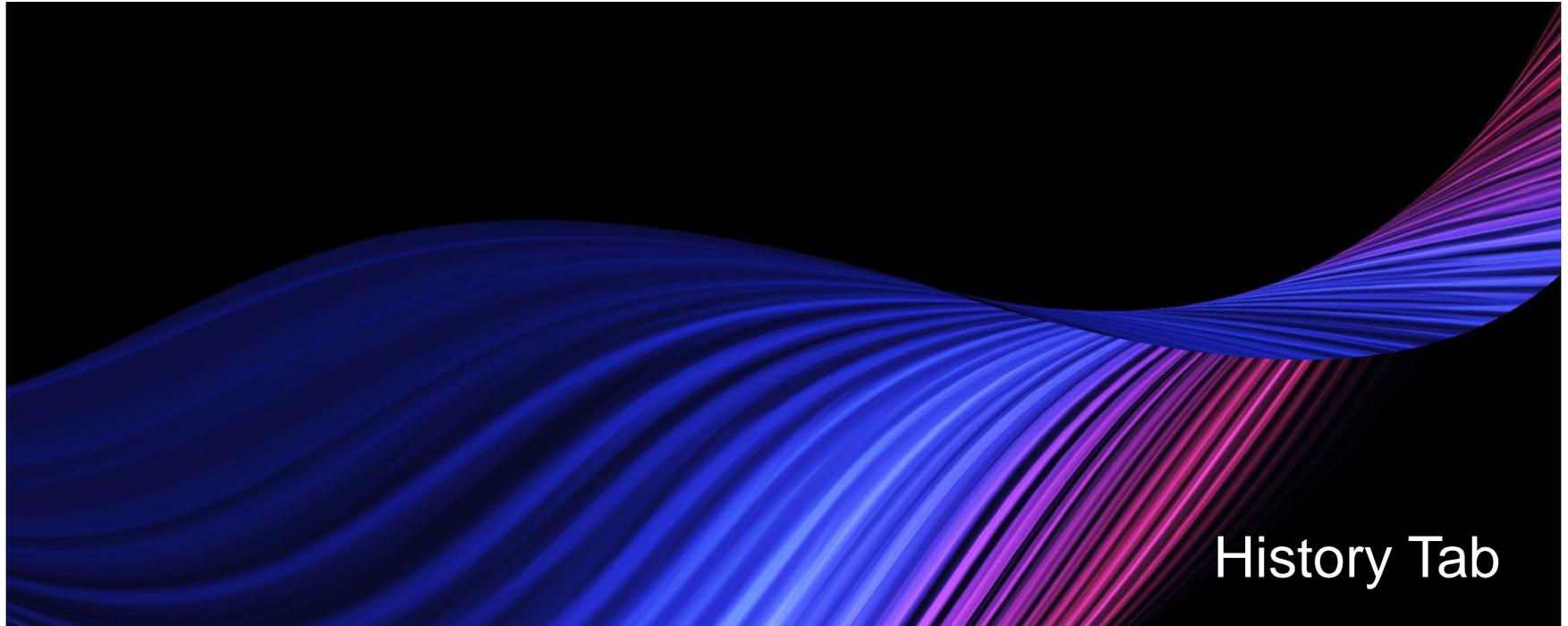
Credit Limit: 2,999,996.00 GBP	Past Year Installments:	Past Year Promises:	Last Interaction:
Credit Hold: No	Due: 0	Total: 0	Type: Issue Resolved
Credit Rating: Poor	On Time: 0	Broken: 0	Date: 22-DEC-2006
Collector Name: Jamie Jones	Unpaid: 0	Open: 0	Contacted By: Smith, Rick
Include in Dunning: Yes	Late: 0		Result:

Metrics as of 07-NOV-2014 Filter by Selected View

Metric Name	Metric Value	R
Account Credit Limit	2,999,996.00	

Metric Name	Metric Value	R
Average Days Late	0	L

Oracle Advanced Collections



On the History tab, you are able to view previous transactions on-the-fly. While contacting this customer, you have the ability to see a quick view of their activity. From here you are able to drill down into specific transaction detail.

History Tab

- Use the History tab to view historic information based on the selected type, such as dunning or adjustments.
- Collectors have to review and prove "due diligence" for collections calls. Collections agents can see information about previous interactions that occurred with a customer about issues relating to collections activities.

Oracle Collections - Evelyn Dunbar - Computer Service and Consulting, Burlington

First: Evelyn MI
Last: Dunbar
Title: Ms.
Organization: Computer Service and Con
Address: 24 North Avenue... Bt
Email: nobody@localhost
Phone Type: Telephone
Phone: 1 800 8881000 1234

Collections Status: Delinquent
Identification Number: 34-67420
Customer Since:
Collections Score: 10.9
Collectible Transactions: 4
Delinquencies in Past Year: 4
Delinquent Invoices: 4
Business Level:

Operating Unit: Vision Industries
View Account: 1142
Amount Overdue: 45,509.15 GBP
Net Balance: 45,509.15 GBP
DSO: 0
Last Payment Paid On: 18-JUN-2008
Last Payment Due On: 03-JUN-2008
Last Payment Amount: 17,597.97 GBP

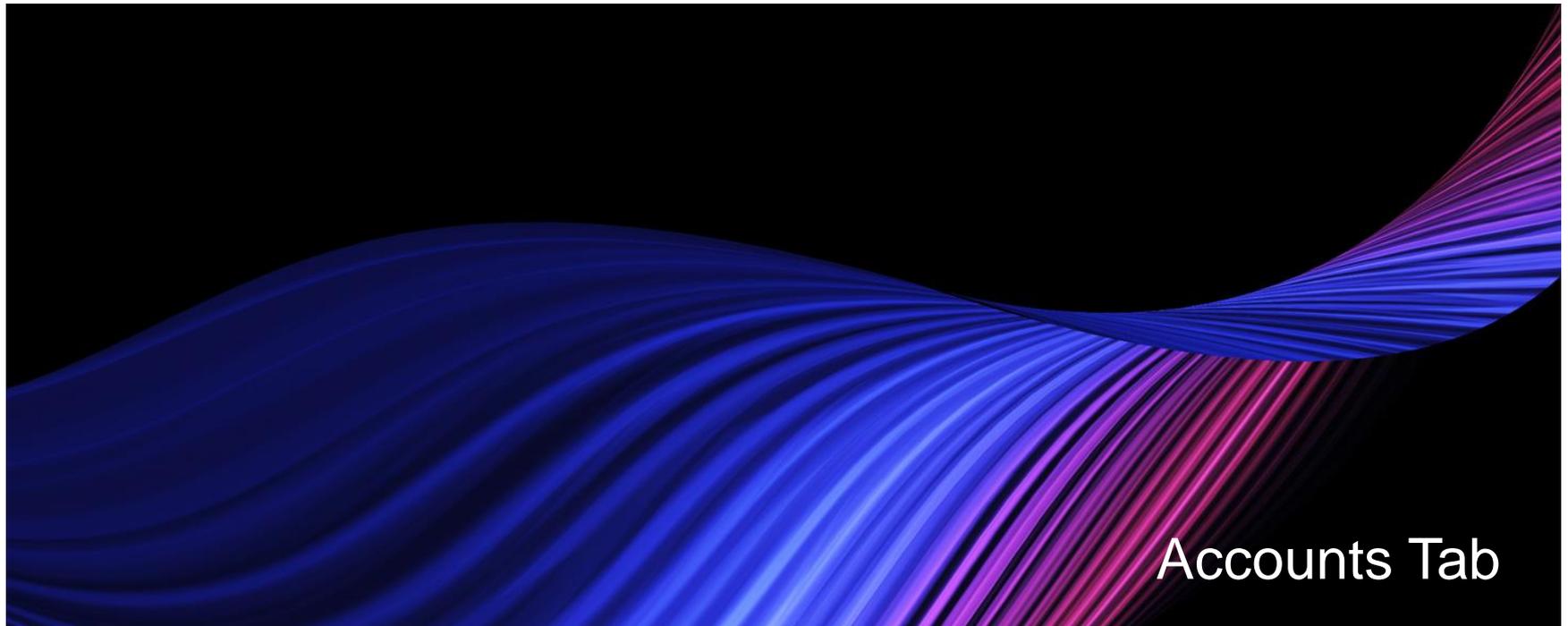
Profile: **History** Accounts Transactions Lifecycle Strategy Aging Notes Tasks Loans

Type: All Date: 11-MAY-2000 To: 07-NOV-2014 Display

Transaction	Activity	Status	Activity Date	Amount	Currency	Operating Unit	Notes
252798	Payment	Applied	18-JUN-2008	17,597.97	GBP	Vision Industries	
252209	Payment	Applied	16-JUN-2008	31,689.11	GBP	Vision Industries	
245804	Payment	Applied	06-MAY-2008	21,025.98	GBP	Vision Industries	
245385	Payment	Applied	02-MAY-2008	24,356.22	GBP	Vision Industries	
241119	Payment	Applied	03-APR-2008	2,685.82	GBP	Vision Industries	
240895	Payment	Applied	02-APR-2008	22,710.17	GBP	Vision Industries	
240678	Payment	Applied	01-APR-2008	118,369.81	GBP	Vision Industries	
237776	Payment	Applied	10-MAR-2008	14,517.60	GBP	Vision Industries	
237375	Payment	Applied	06-MAR-2008	41,277.10	GBP	Vision Industries	

Transaction Details Details (G)

Oracle Advanced Collections



The account tab lists all accounts within a parent company and allows the user to drill down on the accounts.

Accounts Tab

- The Account tab displays Information about the selected account. Click the Details Button for more information about the selected account.
- Additionally, the Customer Master is available from this screen.

Collections - Danielle Gasper - Hilman and Associates, Tulsa

First	Danielle	MI		Collections Status	Delinquent	Operating Unit	Vision Industries
Last	Gasper			Identification Number	78-45654786	View	Account 1004
Title	Ms.			Customer Since		Amount Overdue	165,287.35 GBP
Organization	Hilman and Associates			Collections Score	10.9	Net Balance	165,287.35 GBP
Address	1200 West 129th Stre	...		Collectible Transactions	4	DSO	0
Email	nobody@localhost			Delinquencies in Past Year	4	Last Payment Paid On	18-JUN-2008
Phone Type	Telephone	...		Delinquent Invoices	4	Last Payment Due On	20-JUN-2008
Phone	1 800 5558355			Business Level		Last Payment Amount	27,840.05 GBP

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

Account Number	Account Name	Account Status
1004	Hilman and Associ...	Active

Name	Hilman and Associates	Suspension Date	
Number	1004	Termination Date	
Status	Active	Statement Cycle	Monthly (25th)
Tax Code		Tax Rounding Rule	
Refund Method		Score	
Amount Overdue	165,287.35 GBP		
Net Balance	165,287.35 GBP		

Display All

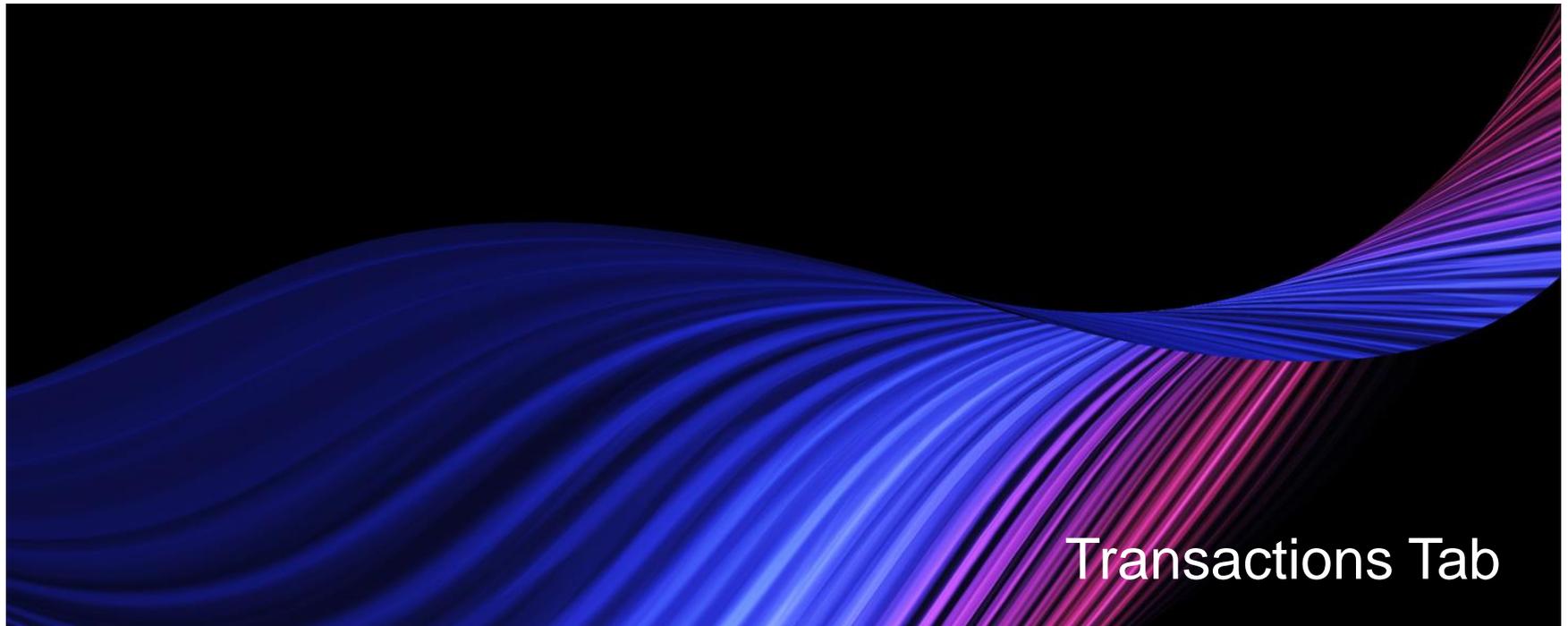
Details Customer Standard

View Open Lines Listing Payment Processing

Guidelines for Account Relationships

- When you create relationships between any customer accounts in Oracle Receivables, you indicate that the relationship is either one-way or reciprocal.
- When you apply receipts to an invoice in a one-way relationship, the parent account can apply receipts to the invoices in the related account, but receipts in the related account cannot be applied to the parent account's invoices. In other words, the parent can pay for the child but the child cannot pay for the parent in a one-way relationship.
- When applying invoices to commitments, an account can only apply invoices to commitments that it owns or to commitments of a parent customer account to which it is related. Reciprocal account relationships allow parties to pay each other's debit items and enter invoices against each other's commitments.
- You can define an unlimited number of customer account relationships.

Oracle Advanced Collections



In the transactions tab the customer's transaction are available. Results may be filtered on Invoice, Credit Memo, Debit Memo or Chargeback. From the transaction tab, payments can be processed, adjustments can be entered and other actions like disputes are managed. This is recommended as the default tab for collectors.

Transactions Tab

- In the Transactions tab select one of the following transaction classes for a selected account and date range:
- Invoice, Credit memo, Debit memo, Chargeback, Deposit Guarantee,
- Select a transaction and click Transaction Details.
- The Transaction Details window displays the line items for the transaction.
- If you want to send a copy of the transaction to the customer, then click Send Copy.

Oracle Collections - Danielle Gasper - Hilman and Associates, Tulsa

First: Danielle MI
 Last: Gasper
 Title: Ms.
 Organization: Hilman and Associates
 Address: 1200 West 129th Stre ...
 Email: nobody@localhost
 Phone Type: Telephone ...
 Phone: 1 800 5558355

Collections Status: Delinquent
 Identification Number: 78-45654786
 Customer Since: ...
 Collections Score: 10.9
 Collectible Transactions: 4
 Delinquencies in Past Year: 4
 Delinquent Invoices: 4
 Business Level: ...

Operating Unit: Vision Industries
 View: Account 1004
 Amount Overdue: 165,287.35 GBP
 Net Balance: 165,287.35 GBP
 DSO: 0
 Last Payment Paid On: 18-JUN-2008
 Last Payment Due On: 20-JUN-2008
 Last Payment Amount: 27,840.05 GBP

Class: Invoice Due Date: 07-JUL-2008 To: 25-JUL-2008 Include Current: Include Closed: Display

Transaction	Original Amount	Remaining Amount	Days Late	Due Date	Class	Dispute Amount	Dispute Date	Promised ?
125280	97,027.63	97,027.63	2296	25-JUL-2008	Invoice			
125231	11,490.09	11,490.09	2300	21-JUL-2008	Invoice			
125017	52,618.82	52,618.82	2314	07-JUL-2008	Invoice			
125051	4,150.81	4,150.81	2314	07-JUL-2008	Invoice			

Filtered by: Selected Transactions: 1 97,027.63 GBP

Buttons: Dunning History, Transaction Details, Adjustment Processing, Payment Processing, Full Screen

Disputes – Transaction Tab

- Debtors often refuse to pay invoices because they do not believe they owe money for a variety of reasons. Use this procedure to submit a dispute against an invoice (whether or not it is delinquent). Once created, a dispute is sent to Oracle Receivables via the Credit Memo Workflow for review and resolution.
- In the Transactions tab, select the invoice and click Transaction Details.
- If the customer is disputing a specific invoice line item, then perform the following steps:
 - Select Specific Invoice Lines from the Dispute Section LOV.
 - Select the line item.
 - Enter the dispute amount or dispute quantity for the line. If the invoice has no line items, then the line-item related dispute fields are not accessible.
 - The application calculates the dispute amount if you enter a dispute quantity. The dispute amounts are totaled in the Dispute Total field.

Next

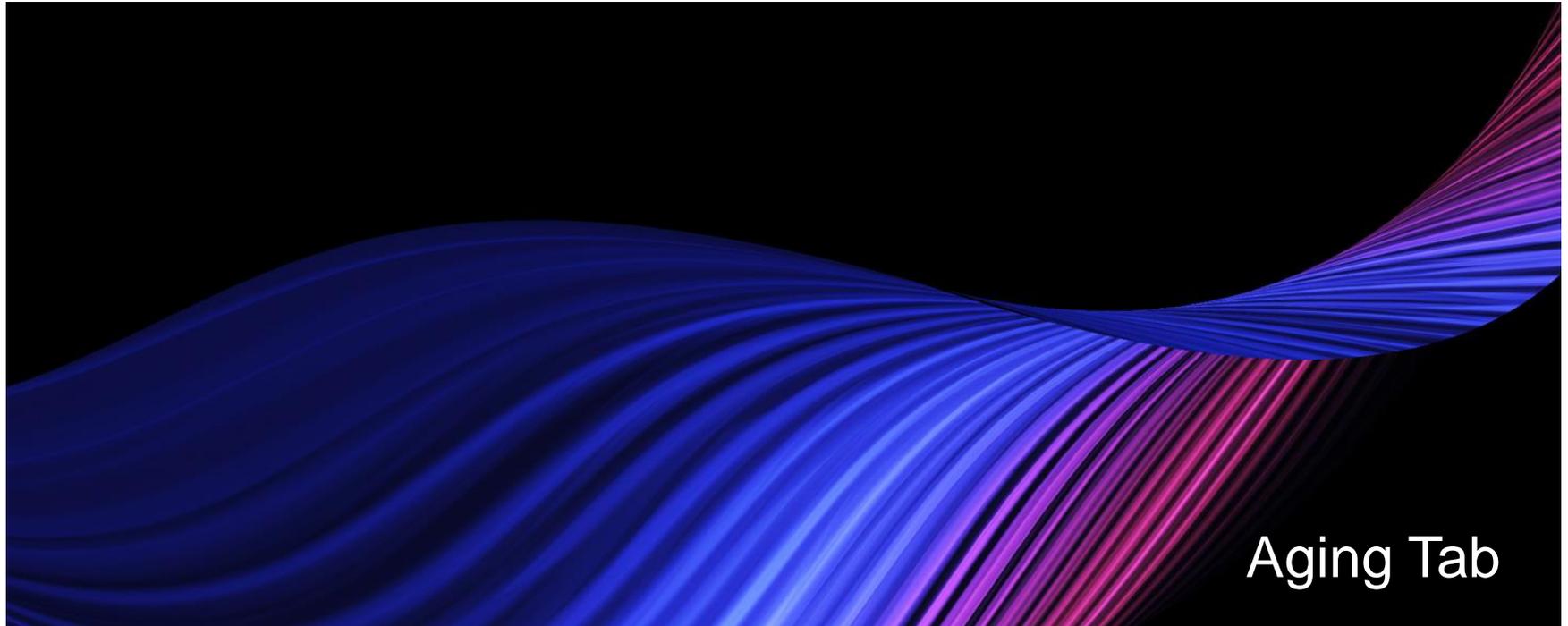
Disputes – Transaction Tab Continued

- If the customer wants to dispute a section of the invoice, then use the LOV in the Dispute Section field to select one of the following:
 - Lines subtotal
 - Shipping
 - Tax
 - Total
- The total amount for the selected section appears in the Dispute Totals field. Earlier disputes are not included in the total.
- If the customer's dispute is over an expected discount, enter the discount amount.
- The amount is calculated using the entered percent against the invoice total prior to shipping and tax.
- Select a dispute reason.
- Optionally, enter a note.
- Click Dispute.

Disputes – Transaction Tab Continued

- A dispute confirmation message containing a dispute number appears and can be used as a reference between customer and collector.
- Confirmation of the dispute is sent automatically if the necessary profiles are set and a default One-to-One Fulfillment template is defined.
- The dispute creates a Credit Memo Request in Oracle Receivables.
- While invoices are in dispute they are no longer labeled as delinquent. Disputed transactions are recorded in Interaction History, including the transaction number, class, type, date, status, amount, remaining amount, customer name, and organization.

Oracle Advanced Collections



You can view your customer's outstanding account balances on the Aging tab in Collections.

Aging Tab

- You can view your customer's outstanding account balances on the Aging tab in Collections. The Aging tab opens using the default aging bucket defined when you set up Collections, but you can view account balances using any aging bucket defined in Oracle Receivables. You can modify your display by specifying an aging bucket or by choosing to summarize open credits.
- Collections calculates and displays the total outstanding amounts for the current data level view, which can be by customer, bill to, or account. Aging per individual delinquency is not available.
 - You can view finance charges, approved and pending adjustments, and amounts in dispute.
 - You can view the amount of receipts at risk.
 - If you select to summarize open credits, you can view credits not aged for unapplied cash, on account cash, on account credits, cash claims, and prepayments.
 - Select the Transaction button to view all transactions for an aging bucket line. From there you can select a transaction and view transaction details, process payments, or enter a dispute.

Aging Tab Continued

Collections - Danielle Gasper - Hilman and Associates, Tulsa

First	Danielle	MI	Collections Status	Delinquent	Operating Unit	Vision Industries
Last	Gasper		Identification Number	78-45654786	View	Account 1004
Title	Ms.		Customer Since		Amount Overdue	165,287.35 GBP
Organization	Hilman and Associates		Collections Score	10.9	Net Balance	165,287.35 GBP
Address	1200 West 129th Stre	...	Collectible Transactions	4	DSO	0
Email	nobody@localhost		Delinquencies in Past Year	4	Last Payment Paid On	18-JUN-2008
Phone Type	Telephone	...	Delinquent Invoices	4	Last Payment Due On	20-JUN-2008
Phone	1 800 5558355		Business Level		Last Payment Amount	27,840.05 GBP

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	Collectible Amount	Invoice Installments	Currency
Current	0.00	0	GBP
1-30 Days	0.00	0	GBP
31-60 Days	0.00	0	GBP
61-90 Days	0.00	0	GBP
Over 90 Days	165,287.35	4	GBP
<< Totals >>	165,287.35	4	GBP

Open Credits:

 Unapplied Cash:

 On Account Cash:

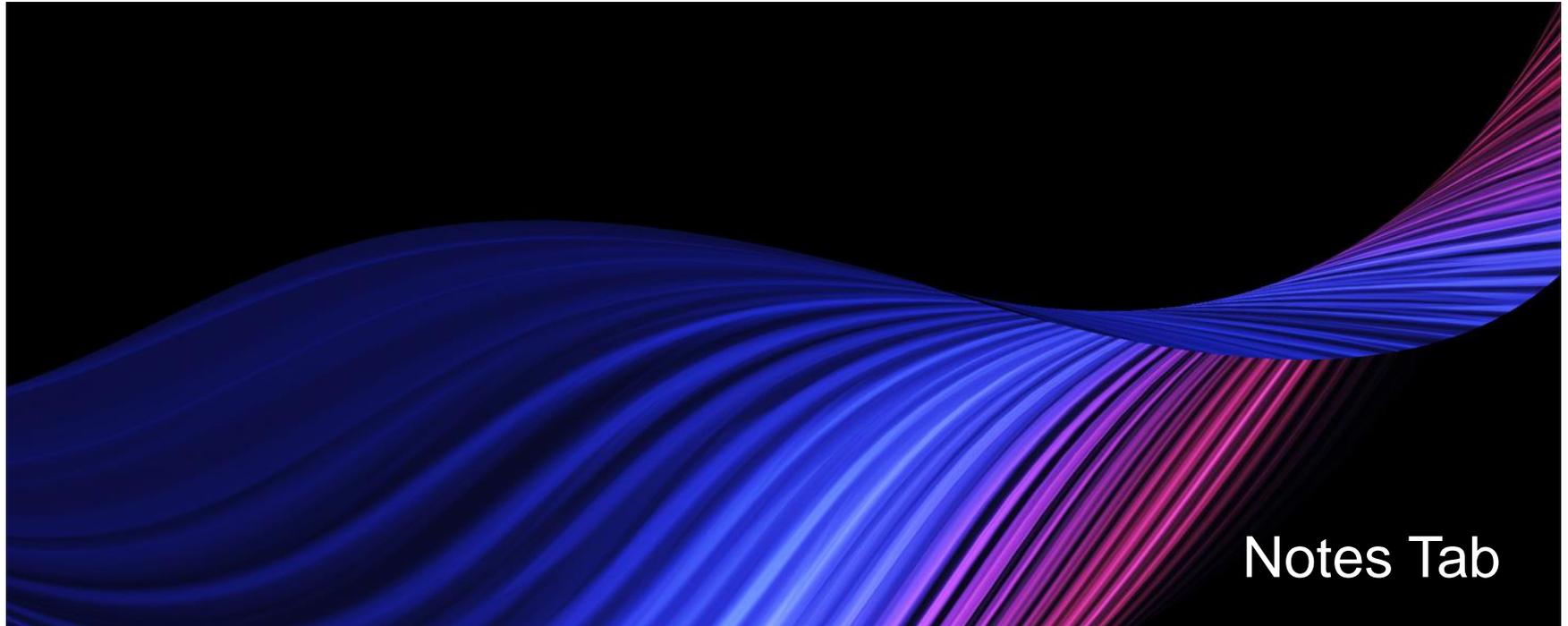
 On Account Credits:

 Cash Claims:

 Prepayments:

Transactions

Oracle Advanced Collections



Collectors can enter notes in the following situations:

- Processing a payment
- Recording a promise to pay
- Processing a dispute
- Reversing a payment
- Recording information related to a task

Notes Tab

- Collectors can enter notes in the following situations:
- Performing any interaction on a delinquency
- Processing a payment
- Recording a promise to pay
- Processing a dispute
- Reversing a payment
- Recording delinquency information
- Recording later stage delinquency information such as bankruptcy, litigation, write-off, repossession.
- Recording information related to a task

The screenshot displays the Oracle Collections software interface for a delinquent account. The window title is "Collections - Danielle Gasper - Hilman and Associates, Tulsa". The account details include:

- First Name: Danielle MI
- Last Name: Gasper
- Title: Ms.
- Organization: Hilman and Associates
- Address: 1200 West 129th Stre
- Email: nobody@localhost
- Phone Type: Telephone
- Phone: 1 800 5558355

Account Status and Metrics:

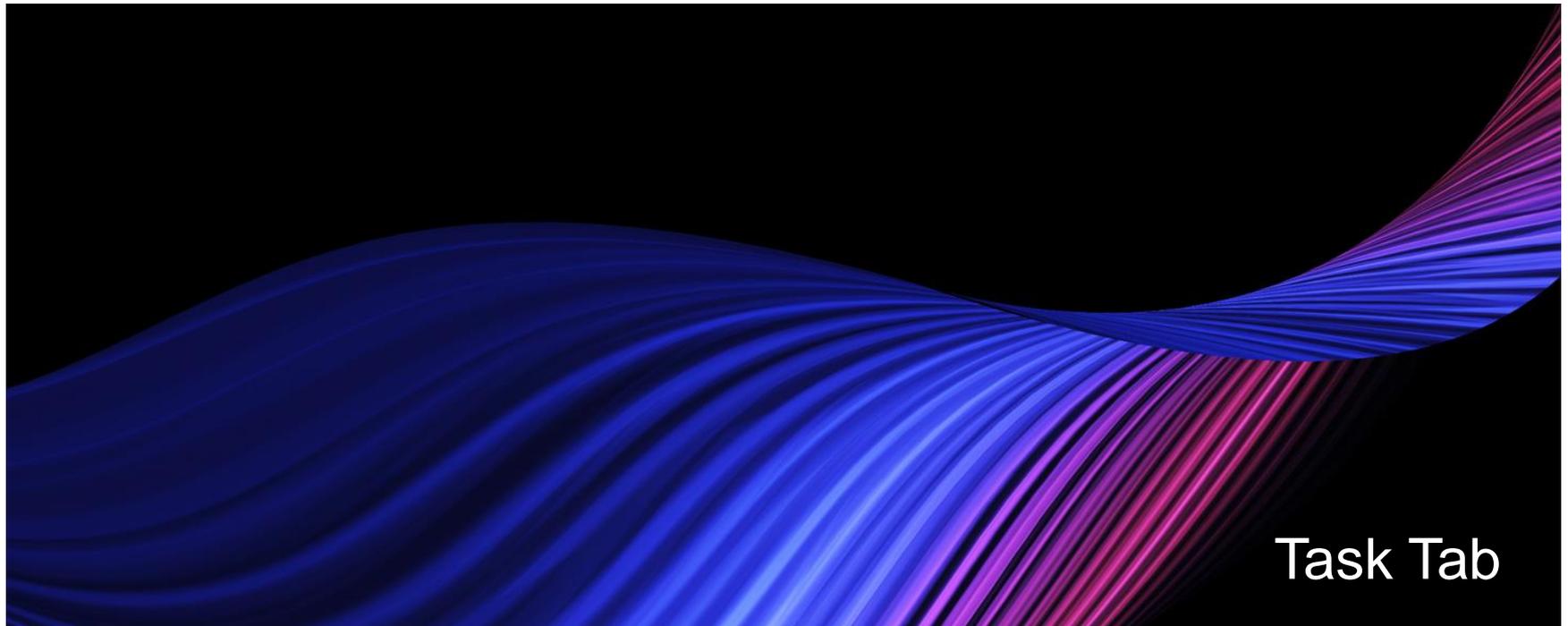
- Collections Status: Delinquent
- Identification Number: 78-45654786
- Customer Since: [Empty]
- Collections Score: 10.9
- Collectible Transactions: 4
- Delinquencies in Past Year: 4
- Delinquent Invoices: 4
- Business Level: [Empty]

Financial Summary:

- Operating Unit: Vision Industries
- View: Account 1004
- Amount Overdue: 165,287.35 GBP
- Net Balance: 165,287.35 GBP
- DSO: 0
- Last Payment Paid On: 18-JUN-2008
- Last Payment Due On: 20-JUN-2008
- Last Payment Amount: 27,840.05 GBP

The 'Notes' tab is active, showing a note entry form. The note is titled "Test note for demo" and was created by "Mason, Mr. Chris" on "07-NOV-2014 17:24:59". The note type is "Callback" and the status is "Public".

Oracle Advanced Collections



Use the task tab to enter tasks for follow-up

Tasks for Collectors are available in the Universal Work Queue and tasks can be assigned to fellow team members

Task Tab

- Use the Task tab to enter tasks for follow-up
- Tasks for Collectors are available in the Universal Work Queue.
- A useful tool to track call backs in a single source, you can also assign tasks to other members of your collection team

The screenshot displays a software interface for managing collection tasks. The window title is "Collections - Danielle Gasper - Hilman and Associates, Tulsa". The interface is divided into several sections:

- Contact Information:** First Name: Danielle, Last Name: Gasper, Title: Ms., Organization: Hilman and Associates, Address: 1200 West 129th Stre, Email: nobody@localhost, Phone Type: Telephone, Phone: 1 800 5558355.
- Financial Data:** Collections Status: Delinquent, Identification Number: 78-45654786, Customer Since: [empty], Collections Score: 10.9, Collectible Transactions: 4, Delinquencies in Past Year: 4, Delinquent Invoices: 4, Business Level: [empty].
- Accounting/Operational Data:** Operating Unit: Vision Industries, View: Account, Amount: 1004, Amount Overdue: 165,287.35 GBP, Net Balance: 165,287.35 GBP, DSO: 0, Last Payment Paid On: 18-JUN-2008, Last Payment Due On: 20-JUN-2008, Last Payment Amount: 27,840.05 GBP.
- Task Management:** A tabbed interface with "Tasks" selected. It shows a list of tasks with columns for Type, Name, Priority, and Status. A task is visible with Type: Meeting, Name: Callback, Priority: Medium, Status: In Planning, Time Zone: Europe/London, Start: 07-NOV-2014 17:25:17, Owner Type: [empty], Assignee Type: [empty], Assigned By: CMASON, Date Type: Planned, End: [empty], Owner: [empty], Assignee: [empty], and Description: Test task for demo.

Advanced Collections Work Item Example

Customer Name
Address Line 1
City
County
Post Code



7th November 2014

Re: Customer Reference: S00765

Dear Sir/Madam **FURTHER REMINDER**

Further to previous correspondence our records continue to show that the transactions listed below remain outstanding on your account.

As these transactions exceed the payment terms agreed between us, immediate payment of the outstanding balance is required.

If you have any query against them or any other reason for non-payment please contact me immediately using the contact details below.

Transaction No.	Transaction Date	Due Date	Transaction Amount	Amount Owing
1234566	01-Jun-2014	05-Jun-2014	£2000.00	£2,000.00
1234567	01-Jun-2014	05-Jun-2014	£3,000.00	£3,000.00
Total Balance Due				£5,000.00

When making payment please use the following procedures:

Cheques and payments should be made payable to Namos Solutions Ltd and sent to the address below. Please state your transaction number and customer reference on all payment documentation.

If you wish to pay by credit transfer, our bank details are as follows:

Bank Name: HSBC
Bank Account Number: 123456789
Sort Code: 10-20-30
Bank Account Name: Namos Solutions Ltd

We look forward to receiving your payment in the near future.

Yours faithfully

Chris Mason
Credit Control
Namos Solutions Ltd

Next steps....

Want to see more and understand how we can rapidly deploy Oracle Advanced Collections?

Please contact us:

www.namossolutions.com

enquiries@namossolutions.com

T: 0845 299 6220

