ProSkills

Oracle Fusion Cloud Financials: Advanced Collections Fundamentals

Oracle Financials Cloud

DURATION	MODULES	COURSE CODE
2 Days	5 Lectures	—

Course Overview

Oracle Fusion Advanced Collections provides a streamlined and user-friendly user interface for collections professionals to easily identify delinquent customers and manage collections activities for which they are responsible. This simplifies the collector's job and promotes restoring the customer back into good standing.

What You Will Learn

- 1 Oracle Fusion Cloud Financials: Collections Fundamentals Overview
- Course Objectives
- Course Schedule
- Lesson Objectives
- Introduction to Oracle Cloud Applications
- Oracle Cloud Strategy
- Oracle Cloud Applications: Product Families
- Oracle Financials Cloud: Overview
- Financials Cloud: Key Features
- Advanced Collections: Overview
- Collections Work Area
- Collections Work Area Infotiles
- Summary

Configuring Collections

- Objectives
- Managing Collections Preferences: Overview
- Global Preferences
- Preferences
- Correspondence
- Demonstration
- Collections Shared Setups: Overview
- Required Shared Setups

- Collections Implementation Tasks
- Aging Method: Overview
- Creating an Aging Method
- Practice
- Collector: Overview
- Collectors Descriptive Flexfield
- Practice
- Dunning Configuration
- Dunning Features
- Aged or Staged Dunning Methods: Overview
- Implementation Considerations for Dunning
- Predefined Dunning Templates
- Customer Dunning Configuration
- Message Content for Dunning Letters Delivered Using Email
- Practice
- Summary

Designing and Using Scoring and Strategies

- Objectives
- Scoring and Strategies: Overview
- Scoring Formulas: Overview
- Scoring Formula Data Points: Overview
- Scoring Formula Status and Segment
- Data Points and Formulas: Example
- Expanded Scoring Data Points
- How Data Points, Scoring Formulas, and Strategies Work Together
- Practice
- History of Collections Scoring Details
- How Collections Strategies Support Activities
- Managing Collections Strategies
- Setting Up Strategies
- Collections Strategies Tasks: Example
- Collections Strategies by Transaction Type
- Collections Strategies by Transaction Type – An Example
- Flexible Wait Time Settings for Collections Strategy By Transaction Type
- Practices
- Collections Scoring and Strategy Assignments by Segment
- Managing Collections Strategy Assignments Types
- Default Strategy Assignments by Segment
- Predelinquent Strategy Assignments by Segment
- Demonstration
- Assign Predelinquent Strategies to Transactions
- Viewing Predelinquent Strategy Assignments
- Collections Strategies for Individual Transactions
- Individual Transaction Collection Strategy Tasks for External Systems

- Viewing Strategy Manual Tasks
- Strategy Processes: Overview
- Collections Delinquency Management Process
- Collections Scoring and Strategy Assignment Process
- Summary

Setting Up Customers and Transactions

- Objectives
- Customers and Parties
- The Trading Community Model
- Managing Customers
- Managing Customer Profile Classes
- Profile Class Tab: Part One
- Profile Class Tab: Part Two
- Late Charges Tab
- Practice
- Customer Model
- Header
- Address
- Address Business Purposes
- Simplified Customer Upload
- Practice
- Receivables: Overview
- Transactions: Overview
- Invoice Components: Part One
- Invoice Components: Part Two
- Creating an Invoice Manually
- Transaction Defaults
- Invoice Lines
- Invoice Distributions
- Completing Transactions
- Creating and Processing Transactions
- Practice
- Summary

Using Collections

- Objectives
- Collections Work Area
- Collections Work Area Infotiles
- Delinquent Customer Infotile
- Promises Infotile
- Strategy Tasks Infotile
- Activities Infotile
- Delinquent Infotile
- Delinquent Customer Infotile and Delinquent Customer Detail

- Profile Tab
- Options for Profile Details
- Options for Profile Details: Metrics
- Options for Profile Strategies
- Collector Update of Invoice Attributes and Contacts in Collections
- Options for Transactions Details
- Preview
- Advanced Collections Case Folder
- Performing Collection Activities from the Case Folder
- Practices
- Pay
- Practice
- Dispute
- FAQs for Process Collections Disputes
- Practice
- Attachment Category in Dispute Creation
- Implementing Attachment Security
- Adjust
- Adjustment Actions
- Practice
- Promise to Pay
- Promise to Pay Work Area
- Promise to Pay Status and State
- Practice
- Aging
- Contact
- Managing Customer Correspondence
- History
- Communication
- Enhanced Notes Capabilities
- Capture Notes for Collections Strategy Tasks
- Prerequisite for Requesting a Bankruptcy
- Requesting a Bankruptcy
- Processing a Bankruptcy Request
- Demonstration
- Configurable Collections Bankruptcy Workflow Notification
- Collection Manager Dashboard: Manage Resources
- Employ Query By Example in Collector Searches on the Manage
- Resources page
- Collections Manager Dashboard: Metrics
- Collection Metrics
- Practice
- Current and Delinquent Formulas
- Days Sales Outstanding Metrics
- Calculating Days Sales Outstanding Metrics
- Calculating Weighted Average Metrics

- Weighted Average Days Paid
- Promise Metrics
- Practice
- Email of Open Transactions to Customers
- Summary

Reviewing Reports and Analytics

- Objectives
- Collections Predefined Reports
- Collections Predefined Reports by Type
- Collections Aging Reports
- Collections Aging 4 Bucket Report
- Practice
- Collections Aging By Collector 7 Bucket Report
- Practice
- Collections Aging by Common Currency Report
- Practice
- Validate Customer Dunning Setup Report
- Practice
- Collections Promise Reconciliation Report
- Practice
- Configurable Collections Activity Management Notification
- Summary