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Strategy Name	Work Item Detail
3 Normal	<ul style="list-style-type: none"> Ø Contact the Customer (30 days delay) Ø Decision on Overdue
2 Urgent	<ul style="list-style-type: none"> Ø Contact the Customer (10 days delay) Ø Decision on Overdue
1 Serious	<ul style="list-style-type: none"> Ø Freeze the Account Ø Contact the Customer Ø Decision on Overdue
Dispute Order Management	<ul style="list-style-type: none"> Ø Inform OM of Dispute Ø Dispute + Reason
Write-Off	<ul style="list-style-type: none"> Ø Request Write-Off Overdue Amount +Recover VAT Ø Place Delinquency in write-off
Bankruptcy	<ul style="list-style-type: none"> Ø Fill in form Konkurs/Betalingsstandsning and Place customer in Bankruptcy

Oracle Terminology

A delinquency is a transaction which is overdue for payment from the customer and which is not in dispute. And not (fully) paid

Strategy

A collections strategy consists of a series of

manual or automated steps (known as **Work Items**) linked together in the order in which they should be executed. These steps may be actions such as a phone call. A strategy is associated to a delinquency based on the scoring engine.

The following three strategies are assigned to the delinquencies based on the following criteria:

1 Normal:

Delinquencies less than \$ 20,000 and due date of less than 60 days

2 Urgent:

Delinquencies less than \$ 20,000 and a due date more than 60 days OR
Delinquency greater than \$ 20,000 and a due date less than 60 days

3 Serious:

Delinquencies greater than \$ 20,000 and a due date greater than 60 days

All delinquencies greater than 90 days

Upon completion of each work item the Collector closes it. In the case of an automated process, the system closes the work item. This triggers the continuation of the strategy by the assignment of the next work item until all work items for the selected strategy are completed or until the delinquency is closed, whichever comes first. More Examples below

Customer Assignment

Each Customer is assigned to a Collector based upon territories. The work items relating to these customers are therefore assigned to the correct collector

Toolbar Icons

Oracle Collections has additional icons on the toolbar:



Start an Interaction



End the Interaction



Next Call



Universal Work Queue



Calendar datebook



View Notes



Menu Items

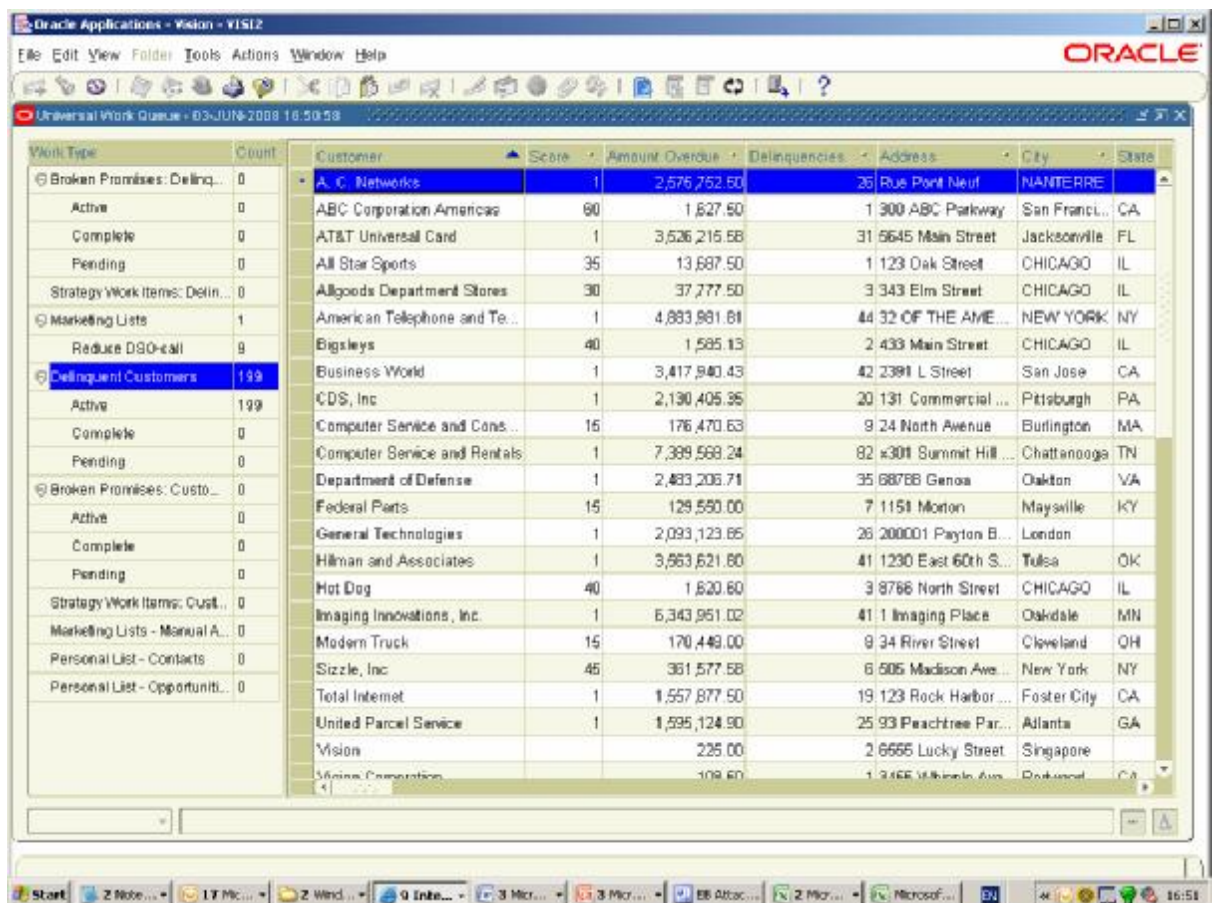
Additional Functionality in the menu bar are:

Tools: From this menu option, it is also possible to start and end the interaction.

Navigate To: Universal Work Queue

Actions: Refresh. This will refresh the screen you are currently in

The Universal Work Queue (UWQ)



Responsibility: IEX Collections Agent

The Universal Work Queue is used to manage:

- Strategy work items
- Broken Promises
- Tasks
- Delinquent Items

The output produced from applying a strategy to a delinquency is that the next work item to be carried out appears on the work list of the collector. When the payment is received and applied the overdue will disappear and will not return to the collector's worklist.

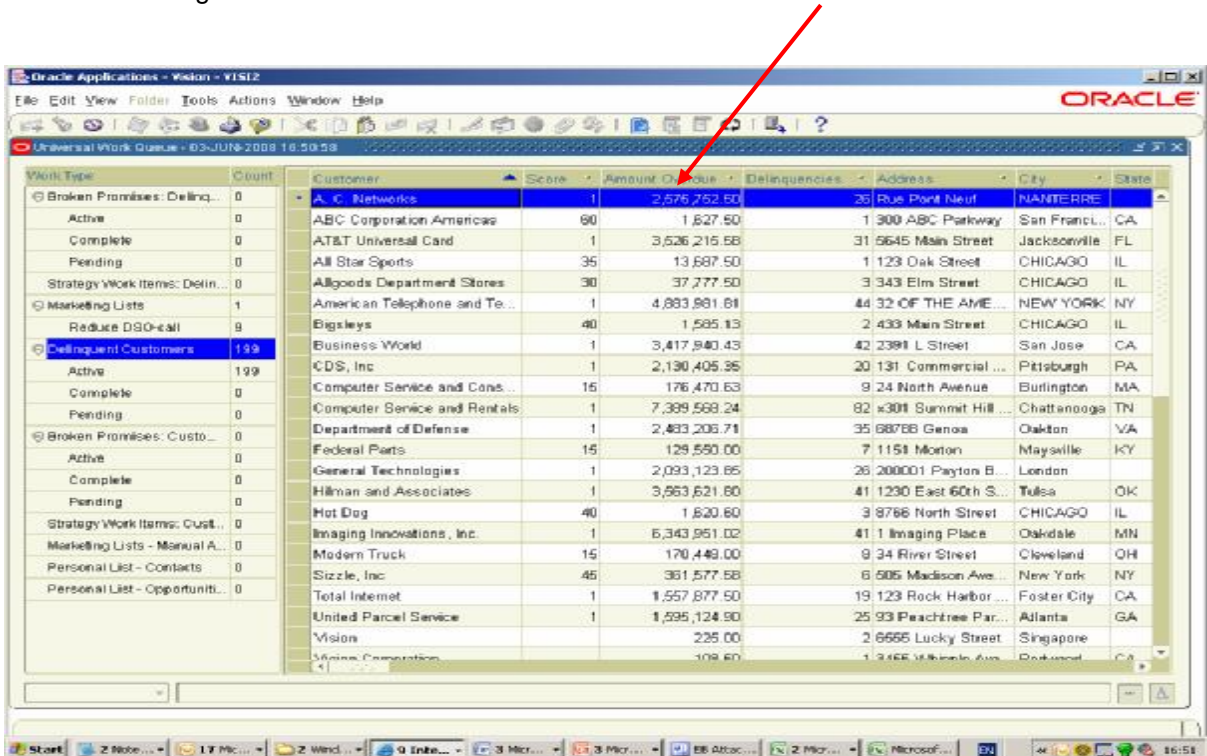
The work queue displays Items requiring attention together with the numbers for each area:

My Delinquencies: This displays all delinquent transactions. When you double-click a line item you go directly to the Delinquency tab in the Collections window with the appropriate delinquency highlighted. This will be most frequently used to manage overdue payments.

My Tasks Tasks are split by the type of tasks (Task Name) which require attention. e.g. Email Follow Up.

My Broken Promises: All broken promises are displayed. When you double-click a line item you go directly to the History tab in the Collections window with the Promise History view selected.

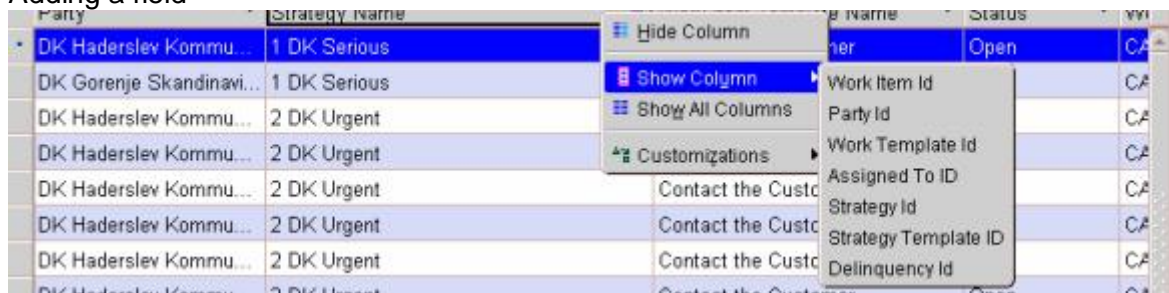
My Strategy Work Items: Displays all Collections strategy work items assigned to you. A background workflow process will send a delinquency to the next stage in the strategy. When you double-click a line item you go directly to the Strategy tab in the Collections window with the appropriate strategy and work item highlighted. Managing Work Items from the Universal Work Queue
Sorting Data



Using the

Universal Work queue, it is possible to sort the work items/tasks etc in order of highest priority by clicking on the title bar.

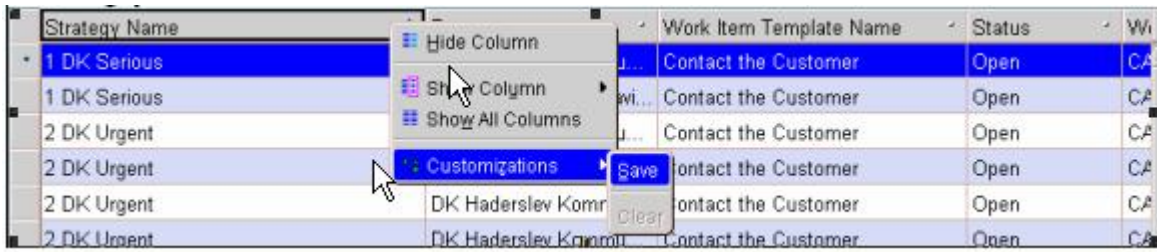
Adding a field



By right-clicking on the title bar it is possible to add a new column, add all columns or hide a column.

It is possible to move columns around by dragging and dropping.

Saving your work

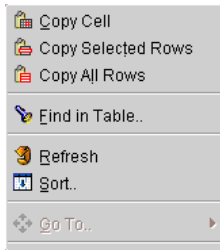


If you wish to save the screen with your changes, right click with the mouse on the title bar and select 'Customisations/Save'.

If you wish to use the default screen at a later stage, select 'Customisations/Clear'.

Searching in the UWQ

If you wish to search for a particular record in the UWQ, place your cursor on the column anywhere in the detail section of the queue. Right click with your mouse

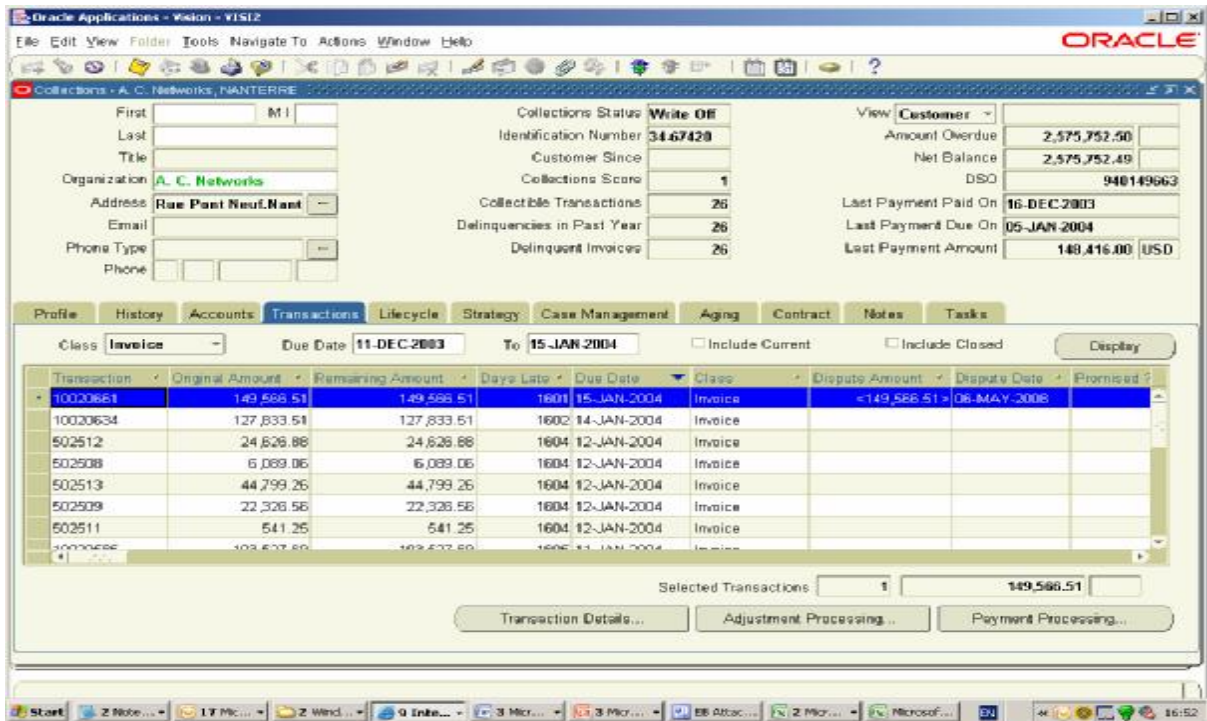


Select 'Find in Table'.



Enter search criteria in the Find screen and click on 'Find'.Managing Work Items from the Universal Work Queue

By double- clicking on a delinquent transaction, you will navigate to the Collections screen.



Ø This screen will give details of the Customer account you have double-clicked on.

Displayed collections header information includes the following fields:

Ø Organisation: The Customer name.,Address: The Customer Address.Email,Phone Number,Customer since,Collections score

	Payment Days	Score
Eg. Low risk	Less than or equal to 10	1
	11-20	25
	21-35	50
	Greater than 35	100

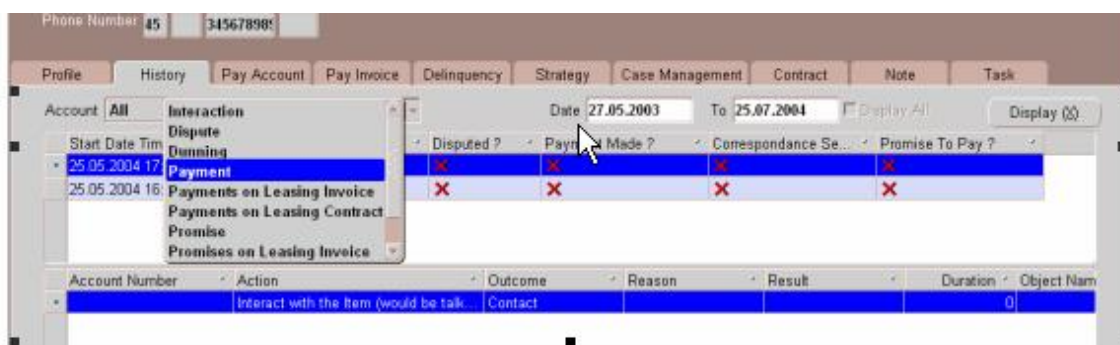
- Ø Collectable transactions: The number of transactions which can be collected on.Number of delinquencies in the past year: Number of times a customer was overdue on payments in the payment schedule.Delinquent Invoices: The number of current delinquent invoices.View: Select if you wish to view the Account or the delinquency only. Amount overdue.Net Balance
- Ø DSO Days Sales Outstanding.Last payment paid on: The date of the last payment,Last payment due on: The date the last payment was due (if applicable),Last payment amount: The amount of the last payment.

PROFILE TAB

The Profile tab is the first tab which the collector should review prior to making a call to the customer. It provides a snapshot of the delinquent customer and contains the following fields:

- Ø Total installments due in the last year: For example, if a customer is on a monthly payment plan that started a year ago, the total is twelve.
 - Ø Number of on time installments in the last year
 - Ø Number of unpaid installments in the last year
 - Ø Number of late installments in the last year
 - Ø Total promises in the last year. A promise is a 'promise to pay'
 - Ø Total broken promises in the last year
 - Ø Last payment amount and currency
 - Ø Last payment due date
 - Ø Date last payment was made
 - Ø Last payment status: Status of the last payment (Applied/Unapplied etc)
 - Ø Last interaction type: An interaction is a touch point that occurs between a customer, a customer system, a resource, or a resource system. An example of a touchpoint is a phone call between an agent and a customer. This information comes from Interaction History.
 - Ø Last interaction date: The date of the last interaction
 - Ø Contacted by: Who the contact was
 - Ø Contact result: The result of the last interaction.
- In addition, you must select both the aging table and the delinquencies table from the View drop-down list. Review the information.

HISTORY



Before the call is made the Collector should also review historical information about their delinquent customers in order to be prepared to respond to questions, objections, disputes, and refusals. Agents should select one of the following histories from the Type LOV on the History tab in the Collections window:

Interaction history This provides insight into all call attempts made to reach debtors including non-contact attempts such as Ring No Answers and Busies. Call history includes information about all activities that took place during the call such as a payment, disputes or promise to pay.

The Calls section of call history includes the following columns:

- Ø Call start date time
- Ø Resource name: The employee who made or took the call.
- Ø Disputed (yes/no)
- Ø Payment made (yes/no)
- Ø Correspondence sent (yes/no)
- Ø Promise to pay (yes/no)
- Ø Action: The type of interaction, such as a call. Actions are defined in Interaction History.
- Ø Outcome: The outcome is the immediate response to an agent's call, such as Contact, No Answer, or Busy. Outcomes are defined in Interaction History.
- Ø Reason: A reason for the result of an interaction or activity. Reasons are defined in Interaction History.
- Ø Result: A result of an interaction or activity. Results are defined in Interaction History.

Ø Duration: The duration of the call.

Ø Object name: The object is defined in Interaction History.

Dispute history



The dispute history provides a review of all disputes made against invoices per account.

Invoices are listed for all open disputes. If you want to see all disputes, then select Display All. Notes appear at the bottom of the window, the most recent note first. While invoices are in dispute they are no longer labelled as delinquent.

Payments



Payment history pulls information from Oracle A/R for up-to-date receipts posted and displays all payments received against an account. Or you can search for payments without specifying accounts. Payment history includes the following columns:

- Ø Receipt number, Receipt date, Functional amount: Amount in the set of books currency, Receipt amount and currency: Amount in the currency that was used when paid, Status: Applied or unapplied. , Posted date: Date the receipt is posted to General Ledger, GL date: Date assigned to the receipt that designates the GL accounting period it belongs to, Document number: Check number given by the customer when payment was made, Taken by: The resource name for the agent who took the payment, or A/R if the payment was not taken through Collections, Payee: The customer's ID with the payment processing vendor

Notes made against accounts appear at the bottom of the window, the most recent note first.

Promise to pay history

The promise to pay history provides a review of all promises to pay that were made to the account or for invoices as well as confirmation payment was received and posted to the account. The page displays all promises to pay other than those that are open. To also see open promises to pay, select Display All. Promise to pay history includes the following columns:

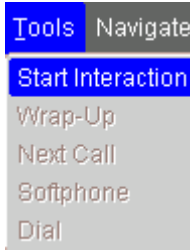
- Ø Account number, Invoice number, Instalment number, Instalment due date, Promise to pay , creation date, Promise to pay date, Promise amount, Status (open or broken promise), Promise payment method, Currency, Payment account: Optional free-form field. Enter the bank account the check will come from or the credit card account. --> in the History Tab no information is

entered manually, Payment item number: Optional free-form field. Enter the check number. --> in the History Tab no information is entered manually

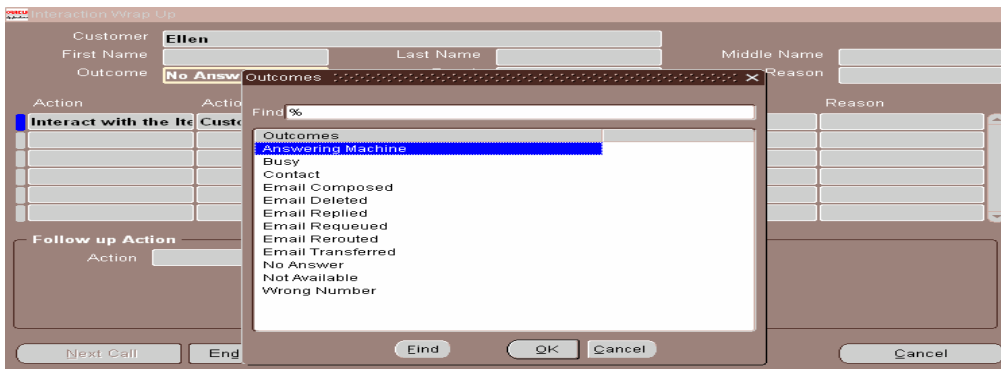
Choose start and end dates for the report, and click Display.

Interacting with Customers

Once prepared, collectors need to respond and interact efficiently with each customer. To start an interaction, navigate to Tools/Start Interaction or click on the start interaction icon from the toolbar.

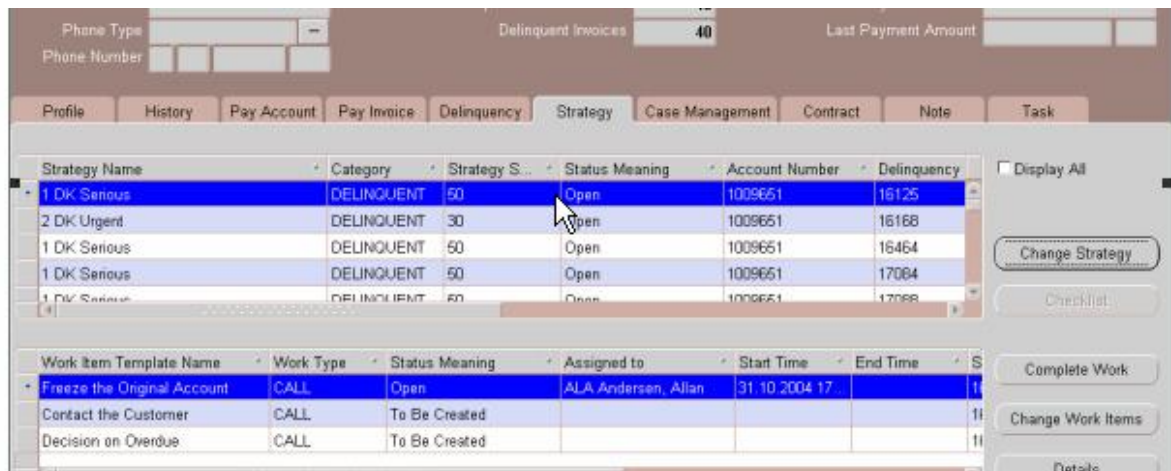


During Interaction with the customer, you can record Promises to Pay, Disputes, notes and create tasks (See the manual for details on how to do these tasks). To end a task, navigate to Tools/ Wrap up.



The Customer Name and contact will default in. Select the Outcome of the call from the list of values. E.g. 'Contact'. Click on 'End Interaction'. The interaction can now be viewed in the History Tab of the Collections screen.

Changing a Strategy



Oracle Collections automatically assigns one of three strategies to a delinquency as described above. While on a call to a customer or after a decision made by the collections department, it may be

necessary to change the strategy for one or all of the delinquencies for that customer. To do this, select the 'Strategy' tab for the customer account.

- Ø Strategy Name The name of the strategy
- Ø Category There are two categories: Delinquent and Litigation. These are used for system purposes only.
- Ø Strategy Score The score which is applied to the delinquency
- Ø Status Meaning The status of the strategy
- Ø Account Number The customer account number.
- Ø Delinquency The delinquency number (id)

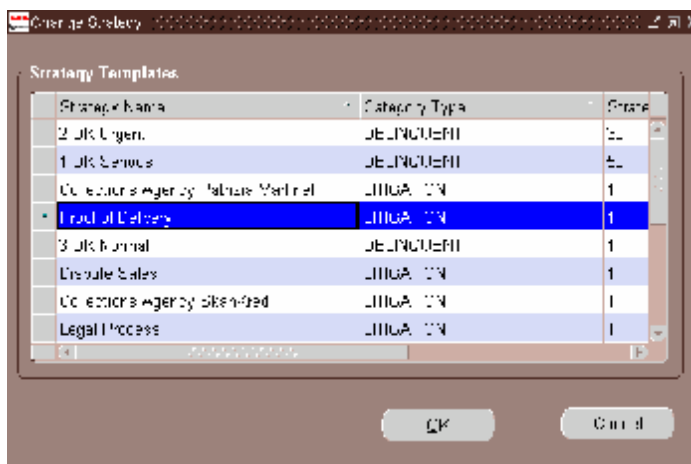
Select 'Display All' to display all the strategies for the Customer.

In the child area the work items relating to the strategy are displayed:

- Ø Work Item Name The name of the work item
- Ø Work Type The category of the work type
- Ø Status The status of the workitem: Complete, Open, Timeout
- Ø Assigned to Which collector it is assigned to
- Ø Start time/End Time

To Change a Strategy from this screen:

- Ø Click on the button 'Change Strategy' and select the new strategy from the list of values.



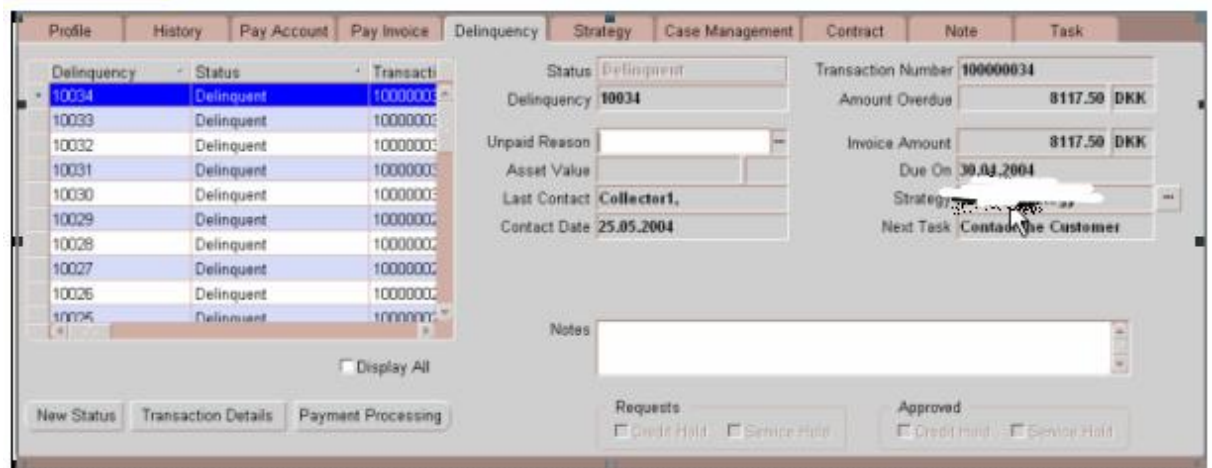
- Ø Click 'OK'.
- Ø You will receive the message 'Strategy Changed Successfully'.
- Ø You will see the Strategy in the Parent Table and the new open work item displayed in the child table. [Hint: Use --> Actions --> Refresh]

To Place a delinquency in Dispute

A dispute may be the reaction of a customer on one of the steps of an overdue strategy. The customer can also notify other areas e.g. sales, logistics or order management department of a dispute. In these cases the dispute will be forwarded to the collection department. A dispute requires a different process since an internal investigation needs to take place. This investigation will be activated and followed up by Credit Management but the investigation and solution of the problem will be done by other internal departments.

You can place a delinquency in dispute from the 'Delinquency' tab or the 'Pay invoice' tab

DELINQUENCY

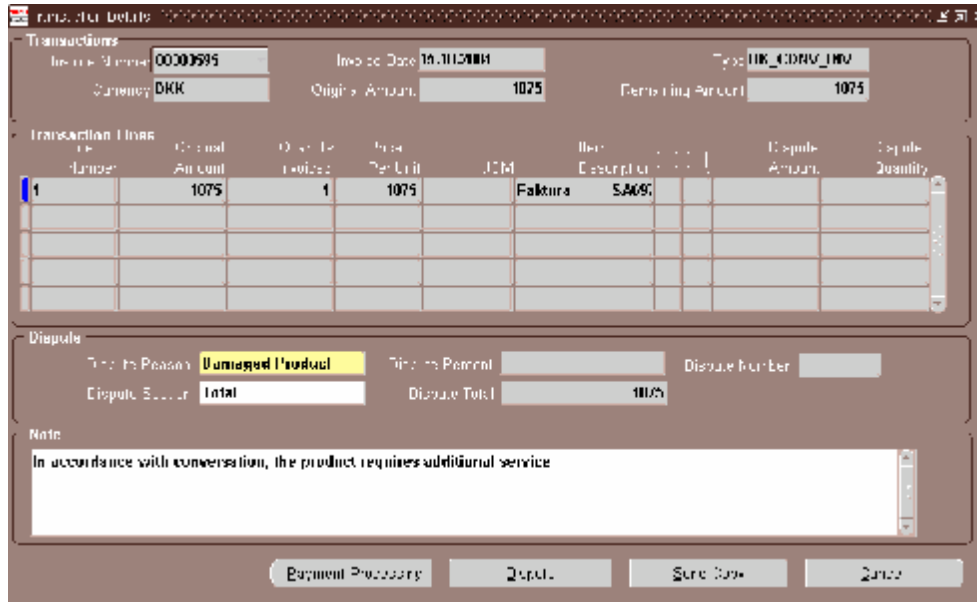


This screen shows the delinquencies for a particular customer and for each delinquency, the following information appears:

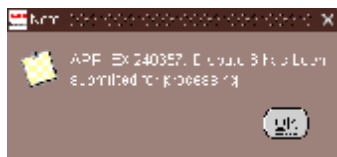
- Ø Status: The status of the delinquency
- Ø Delinquency Number: Each delinquency is given a unique number. This is not the same as the transaction number.
- Ø Unpaid Reason: This is an optional field. An unpaid reason can be selected from the list of values.
- Ø Last Contact: Details of the last collector to contact the customer and the contact date.
- Ø Transaction Number: The number of the transaction
- Ø Amount Overdue: The amount owing on the transaction
- Ø Invoice Amount: The amount of the transaction
- Ø Due on: The due date
- Ø Strategy: The strategy the transaction is linked to. By clicking on the ellipsis button next to Strategy, you can view the details of the displayed Strategy (See details above)
- Ø Next Task: The next work item on the strategy
- Ø Notes: Notes, if any.

Click on 'Transaction Details'. This will take you to the transaction details.

Click on 'Payment Processing'. This will take you to payment processing.



- Ø Select Specific Invoice Lines from the Dispute Section LOV.
- Ø 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.
- Ø The application calculates the dispute amount if you enter a dispute quantity. The dispute amounts are totalled in the Dispute Total field.
- Ø 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, Shipping, Tax, Total.
- Ø The total amount will appear in the Dispute Totals field.
- Ø If the customer's dispute is over an expected discount, enter the discount amount.
- Ø Select a dispute reason.
- Ø Optionally, enter a note.
- Ø Click **Dispute**.
- Ø A dispute confirmation message containing a dispute number appears and can be used as a reference between customer and collector.



Recording a Promise to Pay

Navigate to the 'Delinquency' tab from the Collections screen. Click on 'Payments Processing'

Delinquency State	Invoice Number	Installation	Installment Due Date	Original Currency	Remaining Amount	Payment Amount	Payment Amount in Original Currency	Pay in Full
Delinquent	06383595	1	30.10.2004	DKK	1,875.00	0.00	0.00	<input type="checkbox"/>
Location: København Ø Total: 0.00 DKK <input type="checkbox"/> Pay All								

Payment Information		Payment Method							
Cancel Status	Broken	Promise Date	Promise Amount	Collected Amount	Collectable Amount	Running Balance	Currency	Payment Method	
<input type="checkbox"/>		02.11.2004	1,000.00	0.00	1,000.00	875.00	DKK		
<input type="checkbox"/>		12.11.2004	875.00	0.00	875.00	0.00	DKK		
Totals			1,875.00	0.00	1,875.00				

Payment Note
As Per Conversation with SK. Payment Plan is as recorded.

This can also be done from the Pay Invoice Tab

Account Tab

Account Name	Account Number	Current Balance
	1000862	

Name	1000862	Suspension Date	
Number	Active	Termination Date	
Tax Code		Statement Cycle	
Payment Terms		Subcategory Code	
Refund Method		Tax Rounding Rule	

Details (i) Customer Standard Payment Processing

The table in the Pay Account tab displays the following fields for all the customer's accounts. Select Display All if you want to see closed accounts as well as all open accounts.

- Ø Account name
- Ø Account number
- Ø Current balance
- Ø Account status
- Ø Established date
- Ø Activation date

Details

- Ø Click on the 'Details' button

PAY INVOICE

Invoice No.	Account No.	Amount	Remaining	Currency	Days	Class	Installment	Transaction Date
100000000	1000962	7817.50	7817.50 DKK		13	Chargeback	13.05.2004	1.13.06.2004
100000000	1000962	682967.50	682967.50 DKK		26	Debit Memo	30.04.2004	1.31.03.2004
100000001	1000962	8117.50	8117.50 DKK		26	Invoice	30.04.2004	1.31.03.2004
100000002	1000962	8117.50	8117.50 DKK		26	Invoice	30.04.2004	1.31.03.2004
100000003	1000962	8117.50	8117.50 DKK		26	Invoice	30.04.2004	1.31.03.2004
100000004	1000962	8117.50	8117.50 DKK		26	Invoice	30.04.2004	1.31.03.2004
100000005	1000962	8117.50	8117.50 DKK		26	Invoice	30.04.2004	1.31.03.2004
100000006	1000962	8117.50	8117.50 DKK		26	Invoice	30.04.2004	1.31.03.2004
100000007	1000962	8117.50	8117.50 DKK		26	Invoice	30.04.2004	1.31.03.2004

Use the Pay Invoice tab to review open invoices and other transactions for an account. You can process a promise to pay for the invoice or record a dispute for an invoice or a line on an invoice.

You can view any of the following transaction classes for a selected account and date range: Invoice, Credit memo, Debit memo, Chargeback, All.

You can view: Invoice number, Account Number, Original amount due, Remaining amount due, Currency, Days Late, Class of Transaction, Instalment number, due date. Tab across the screen to view if an invoice is in dispute, if a promise to pay has been made.

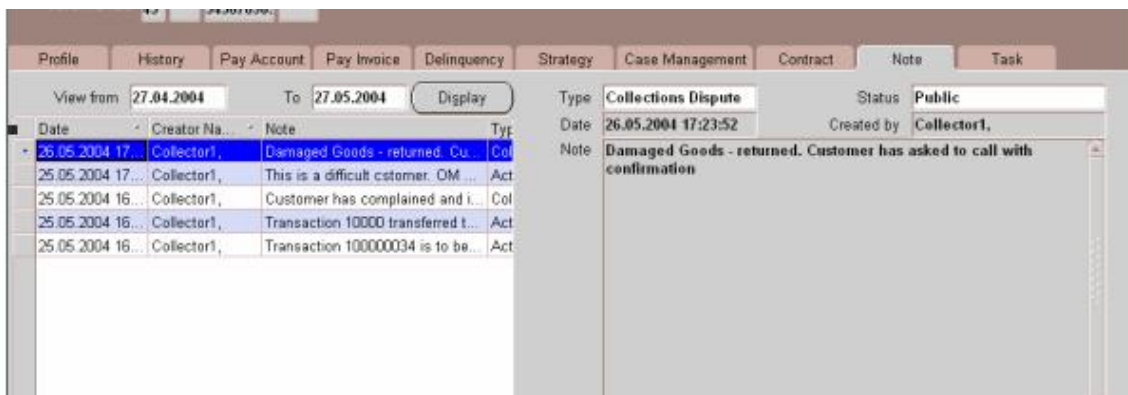
From the 'Transaction Details' button it is possible to put any of the transactions on dispute (See section above on putting invoices in dispute).

If a customer promises to make a payment, then select the transaction and click Process Payment . See 'Recording Promise to Pay' section.

Entering Notes

A note can be entered when entering a dispute or a promise to pay. General notes are entered in the dispute tab.

NOTE



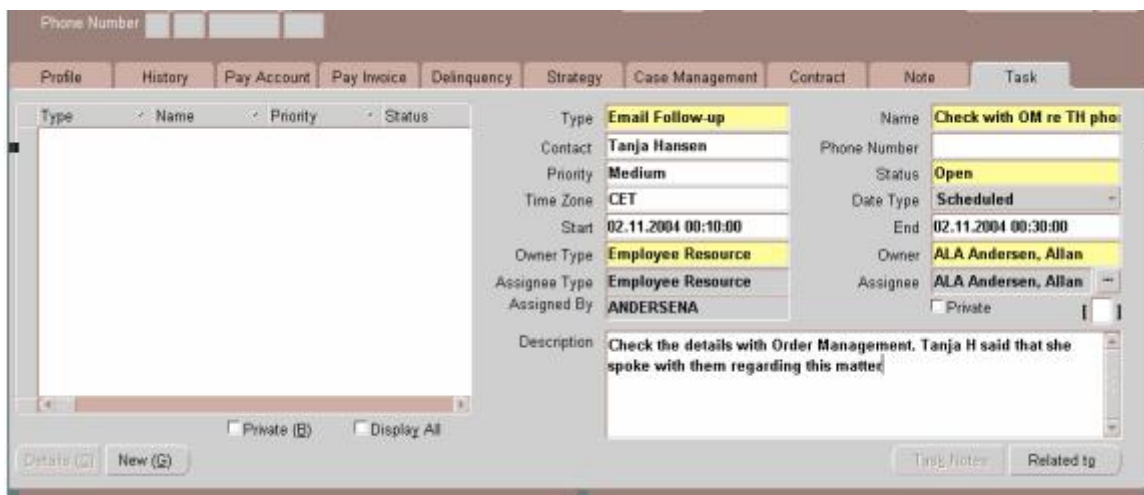
This screen displays all notes relating to a customer. It is possible to enter the range of dates you wish the notes to be displayed for.

The notes appear on the right hand side of the screen or can be entered here.

To see all notes relating to a delinquency click on 'Display'.

Updating a task from the Collections Screen.

Navigate to the Collections screen and select the 'Task' tab.



To enter a task, select:

Type: This is the type of task e.g. Follow up Action, Email follow up. Select this from the LOV

Name: Enter the name for the task. This name should be meaningful and make it easy to determine what the task is about when you view the Universal work queue.

Contact Enter the Contact Name from the LOV

Phone Number This will default in from the LOV if appropriate.

Priority: Enter the priority of the task – High, Medium, Low. Change as appropriate

Status This is 'Open' (For tasks you create) or 'Closed'. Once you change the status to 'Closed' it will no longer appear on the UWQ.

Start/End Date Enter a start (Optional) and End Date. This date is used to search on due tasks. This appears in the 'Actual Start/End Dates' in the Task Search Form

Owner Type Select 'Employee Resource' if you wish the owner to be an individual Employee or 'Group Resource' if you wish the owner to be a particular group.

Owner This field displays the owner of the task. If necessary you can change the owner by selecting from the list of values.

If you wish the task to appear on your calendar, double-click on the three dots next to assignee

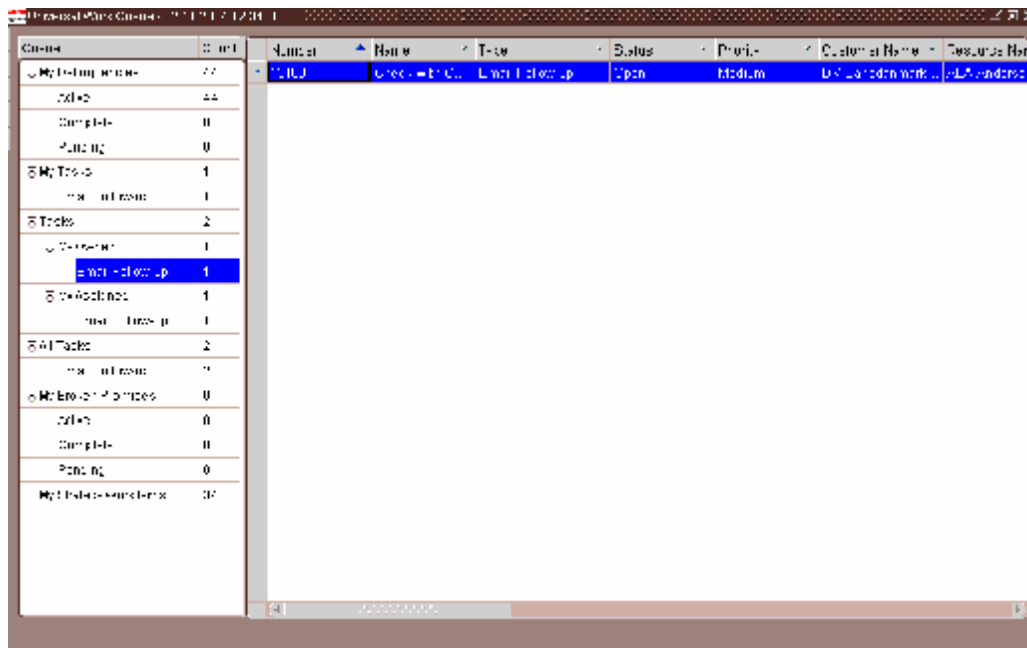


Re-Enter the Type, Employee (Or Group) and status. Ensure that you tick 'Show on Calendar'. You can enter the details for as many employees as you wish. Click 'OK' when you have finished.

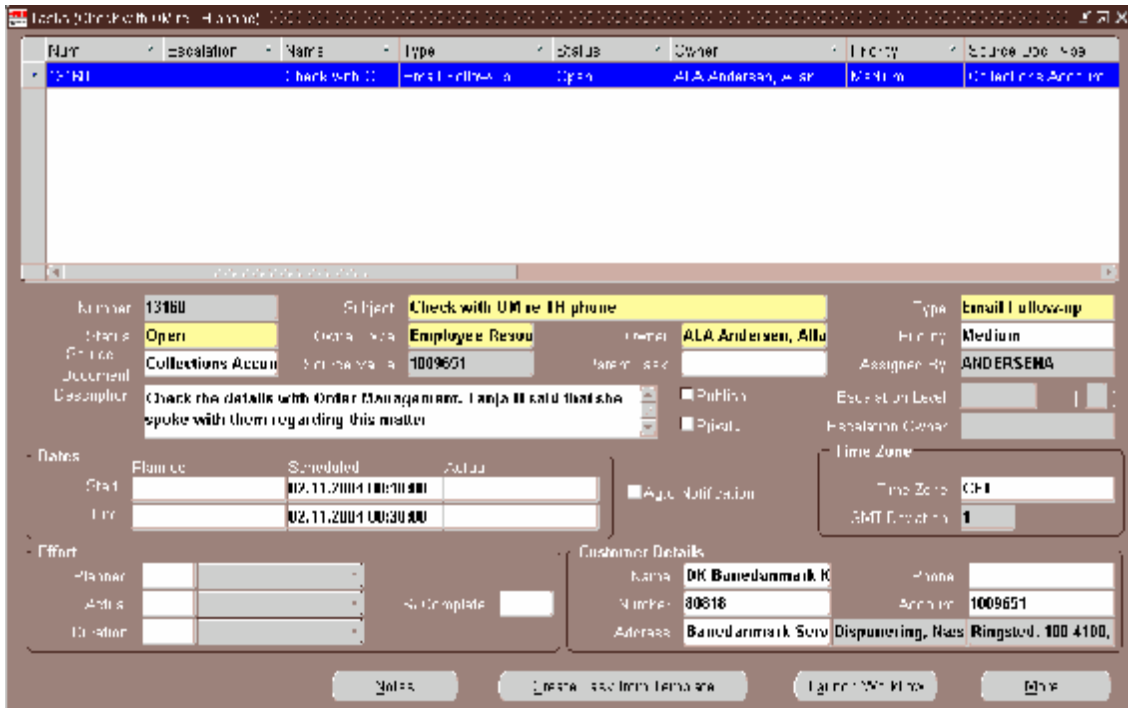
Assigned By Defaults in with your assignment

Description Enter a description of the task

Updating a Task from the Universal Work Queue



To process the task, double click on the task on the right hand side of the screen from my tasks or click on details from all tasks.



Change the status of the task: Select from 'Open' or 'Closed' in the list of values.

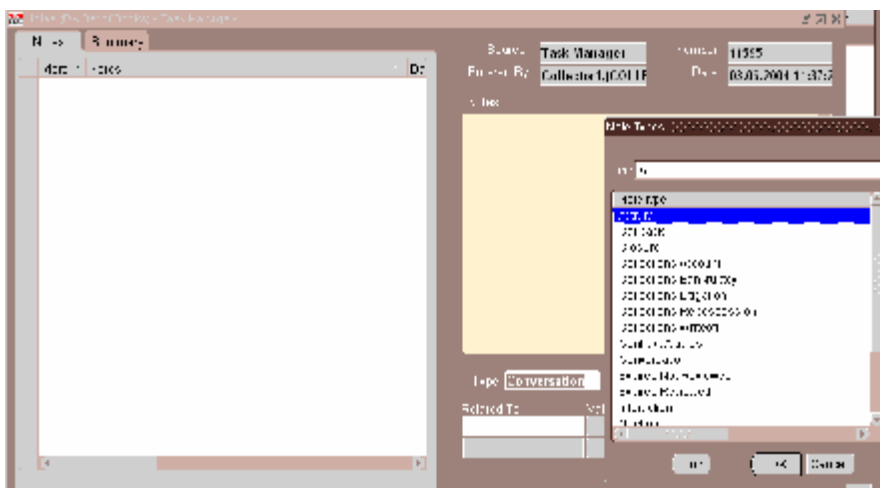
Owner Type This defaults in. Select 'Employee Resource' if you wish the owner to be an individual Employee or 'Group Resource' if you wish the owner to be a particular group. Please note that tasks are entered in the Task Tab. If necessary you can change this value.

Owner This field displays the owner of the task. If necessary you can change the owner by selecting from the list of values.

Priority The priority can be changed by selecting from the list of values.

To make an update to a task, add details to the description field or click on the 'Notes' button:

Adding a note to the task:



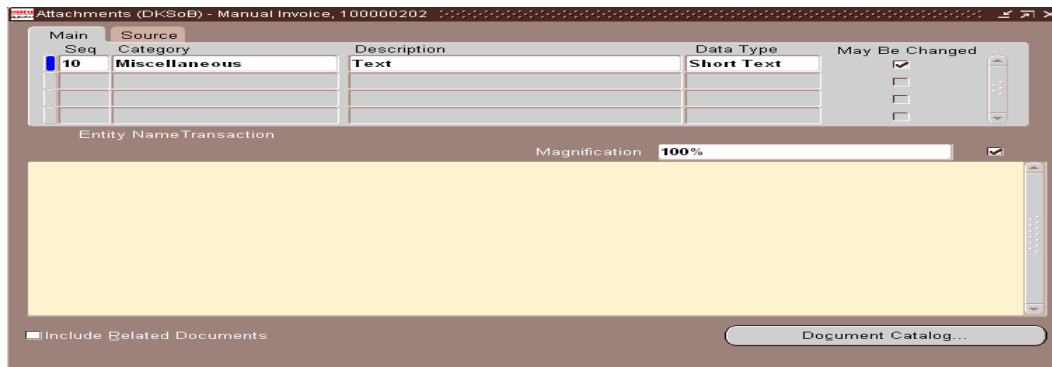
- Ø Enter the note in the free type area: e.g. the content of a phone conversation.
- Ø Select the type from the list of values.
- Ø Keep the default status of Public.

- Ø Optionally, in the 'Related To' field, select a context beginning with Collections from the list of values.
- Ø The notes are displayed on the left hand side of the screen.
- Ø By selecting the Summary tab, you will see a summary of the content of the notes.

Adding Attachments

It is possible to add an attachment to a transaction or at customer level.

Click on the paperclip in the toolbar. 



- Seq For each attachment (Note, File etc) enter a new line number. Use the numbering convention 10, 20, 30 etc.
- Category Select 'Miscellaneous' from the list of values
- Description Enter a meaningful description for the attachment
- Data Type Select from the list of values: 'Short Text' for a note and enter the note
Select File if you wish to attach a file. Click on 'browse' and find the file you wish to load. Click 'OK' when you have found the file. Close the browser and when asked if the file has been successfully uploaded, click 'OK'.





Placing a Delinquency in Litigation

To place a delinquency in litigation, navigate to the delinquency tab

The screenshot shows the Oracle Collections CRM interface with the 'Delinquency' tab selected. A table on the left lists delinquencies with columns for Delinquency, Status, and Transaction. The first row is selected, showing Delinquency 21724 with Status Delinquent and Transaction 08383595. The right-hand form shows the 'Status' dropdown set to 'Litigation'. Other fields include 'Delinquency' (21724), 'Unpaid Reason', 'Disposition', 'Asset Value', 'Transaction Number' (08383595), 'Amount Overdue' (1,875.00 DKK), 'Judgement Date', and 'Strategy'. A 'Notes' field is also present. At the bottom, there are buttons for 'New Status', 'Transaction Details', and 'Payment Processing', along with checkboxes for 'Requests' and 'Approved'.

Click on 'New Status'.

Enter a status (Litigation) from the drop down list. Enter details of the litigation with notes where applicable. The Collections manager will be able to log on and see how many delinquencies are in litigation.

Write off

Request write-off overdue amount and recover VAT

A bad debt write off form must be completed. This is used for approval and processing of the write-off. Where necessary, copies of official documentation must be attached. The write off must be approved by the Collections department and the Head of Finance

Place Delinquency in Write -off

To place a delinquency in write-off, navigate to the delinquency tab

The screenshot shows the Oracle Collections CRM interface with the 'Delinquency' tab selected. The table on the left is the same as in the previous screenshot. The right-hand form shows the 'Status' dropdown set to 'Write Off'. Other fields include 'Delinquency' (21724), 'Write Off Type' (Contract), 'Process' (Route to Billing Department), 'Prior Write Off', 'Pay Off Value', 'Strategy', 'Transaction Number' (08383595), 'Amount Overdue' (1,875.00 DKK), 'Request Date', 'Write Off Reason' (Unresolved Dispute), 'Number of Asset', 'Write Off Amount', 'Leasing', and 'Disposition'. A 'Notes' field is also present. At the bottom, there are buttons for 'New Status', 'Transaction Details', and 'Payment Processing', along with checkboxes for 'Requests' and 'Approved'.

Click on 'New Status'.

Enter a status (Write off) from the drop down list. Enter details of the Write off with notes where applicable. The Collections manager will be able to log on and see how many delinquencies are in write off.

Bankruptcy

Once a strategy has been completed or when it is decided to escalate another path will be chosen. One of the possible escalation paths is bankruptcy. Bankruptcy has been identified as a

separate path since this requires immediate action. Possible action paths are repossession and legal proceedings.

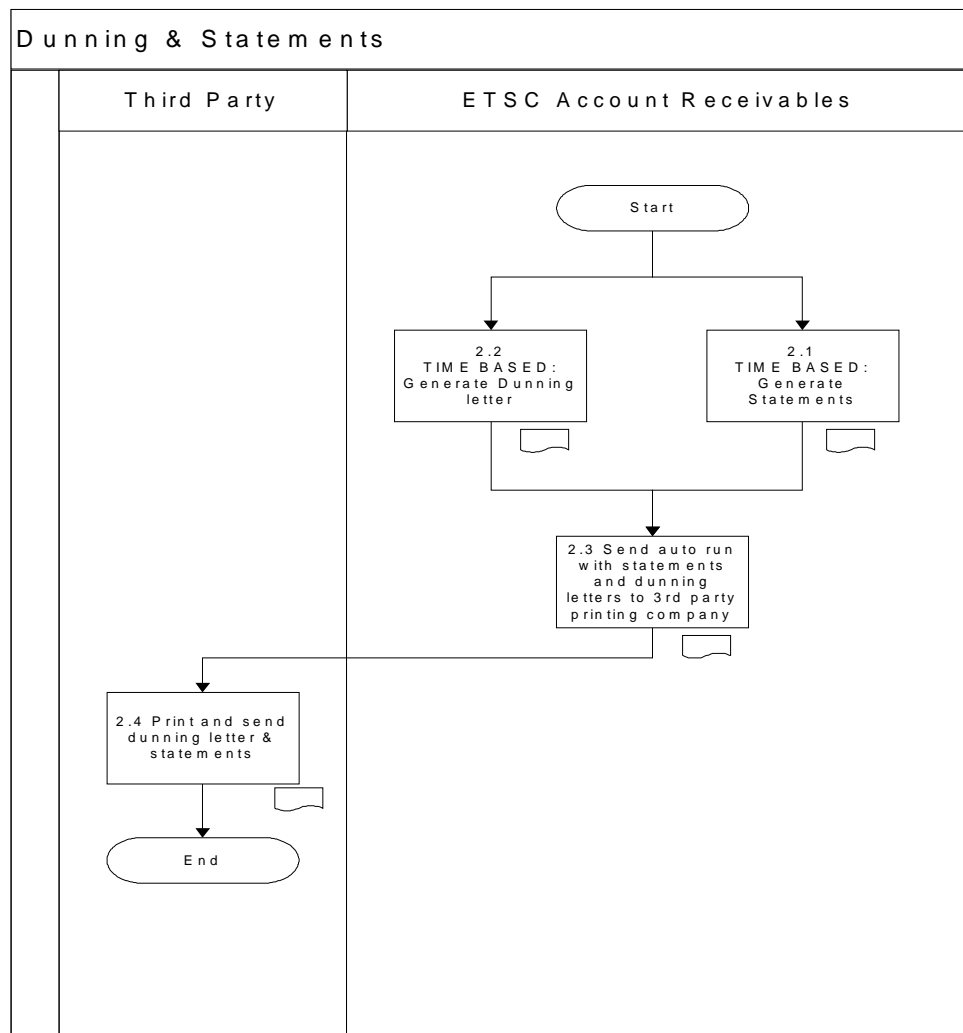
Customer Holds

Placing a Customer Account on Hold

As part of a strategy a customer can be put on hold in Oracle. It is mandatory however that before starting any of the following escalations will be started that a customer is put on hold:

- Ø Repossession
- Ø Undertake Legal Proceedings
- Ø Sell to Collection Agency
- Ø Write Off
- Ø Bankruptcy

Navigate: Customers > Standard
Dunning and Statement Process



Dunning letters & statements

Dunning letters are sent to customers to remind them that they have outstanding invoices on their account and Company would like to receive payment urgently. Reminder letters will be generated according to a defined schedule, reminder letters run in sequence, each letter becoming more serious resulting in further action being taken. A standard letter is generally defined, however, the number of

letters to be sent to a customer may depend upon the country. The decisions of which reminder letter to be sent will be governed by Oracle configuration based on days overdue or customer balances and the sequence of letters already sent. It will also be possible to run Reminder letters on an ad-hoc basis when chasing specific customers for overdue amounts. All Dunning letters and Statements will be automatically sent to a 3rd party printing company. They will be responsible for printing and mailing the letters. The reminder letters will be available on-line for reprinting and customer access. It is also possible to attach statements and reminder letters to emails and mail them to customers.

Navigate from tool bar: View > Requests

Note: Once the dunning letter has been produced it is not possible to exclude customers from the dunning run.

Note: The 'Sample Dunning Letter Print' option can be used to display the text of the letter, rather than select dunning letter generate as below, select sample dunning letter print and then choose the required letter.

- Ø Select the 'Submit new request' button
- Ø Select the single request option
- Ø Press O.K.
- Ø Click on the list of values within the Name field
- Ø Select 'Dunning Letter Generate'
- Ø Highlight and press O.K.

The parameters box will automatically open.

Order By	What order the information should be sorted by
Dunning as of Date	Up to what date should invoices be identified for dunning
Letter set Low and High	Select the relevant countries letter set for the dunning
Customer Low and High	If for a particular customer i.e. adhoc then enter their name from the list of values or leave blank for all customers set for dunning.
Collector Low and High	To run the dunning letters by the relevant collector then select the name from the list of values.
Dunning Method	This will always be staged.
Transaction No	Use this to run the dunning for a particular invoice
Preliminary	Yes = print the dunning letter No = print a preliminary report

Once the relevant information has been selected then press O.K. The system will automatically open up the 'Request Summary' window.

Note: To schedule dunning runs refer to the navigation manual section for scheduling.

Dunning letters are programmed to run on a weekly basis. These will automatically be sent to a third party printing company. The third party printing company is responsible for the distribution and mailing of the statements and reminder letters. Statements and reminder letters will be made available on-line for reprinting and customer access. It will also be possible to attach statements and reminder letters to email and mail them to customers. The output pdf file is posted on-line and available for email. There is a notification from TP Printing regarding receipt of the file. There is On-line access to statements and reminder letters. There is restricted access to this.

Generate Statements

Monthly Statements will be generated by Collections for all customers marked to receive Statements. Statements will be formatted to a standard. Pre-defined Oracle configuration will determine items to be listed on Statements. Statements will be sent to customer addresses as defined on the customer set-up. Additionally Statements may be generated on an ad-hoc basis upon customer request.



Statement Process

Before a statement can be produced for a customer the customer file must state that the customer will receive a statement.

Refer to the Customer Inquiry module for flagging a customer to receive statements.

Navigate: *Print Documents > Statements*

Update Statement Cycles

It is necessary to ensure that statement cycles are up to date

Setup>Print>Statement Cycles

