



Oracle Fusion Cloud Financials: Advanced Collections Fundamentals

Student Guide
D105423GC10

Learn more from Oracle University at education.oracle.com



Author

Vijay Kumar Dodda

Publishers

Pavithran Adka

Syed Imtiaz Ali

Jayanthi Keshavamurthy

Sujatha Nagendra

260922202525C

Copyright © 2025, Oracle and/or its affiliates.

Disclaimer

This document contains proprietary information and is protected by copyright and other intellectual property laws. The document may not be modified or altered in any way. Except where your use constitutes "fair use" under copyright law, you may not use, share, download, upload, copy, print, display, perform, reproduce, publish, license, post, transmit, or distribute this document in whole or in part without the express authorization of Oracle.

The information contained in this document is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

Restricted Rights Notice

If this documentation is delivered to the United States Government or anyone using the documentation on behalf of the United States Government, the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software" or "commercial computer software documentation" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

Trademark Notice

Oracle®, Java, MySQL, and NetSuite are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

Third-Party Content, Products, and Services Disclaimer

This documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Contents

1 Oracle Fusion Cloud Financials: Collections Fundamentals Overview

- Course Objectives 1-2
- Course Schedule 1-3
- Lesson Objectives 1-5
- Introduction to Oracle Cloud Applications 1-6
- Oracle Cloud Strategy 1-7
- Oracle Cloud Applications: Product Families 1-8
- Oracle Financials Cloud: Overview 1-9
- Financials Cloud: Key Features 1-10
- Advanced Collections: Overview 1-11
- Collections Work Area 1-12
- Collections Work Area Infotiles 1-13
- Summary 1-14

2 Configuring Collections

- Objectives 2-2
- Managing Collections Preferences: Overview 2-3
- Global Preferences 2-4
- Preferences 2-6
- Correspondence 2-7
- Demonstration 2-8
- Collections Shared Setups: Overview 2-9
- Required Shared Setups 2-10
- Collections Implementation Tasks 2-11
- Aging Method: Overview 2-12
- Creating an Aging Method 2-13
- Practice 2-14
- Collector: Overview 2-15
- Collectors Descriptive Flexfield 2-16
- Practice 2-17
- Dunning Configuration 2-18
- Dunning Features 2-19
- Aged or Staged Dunning Methods: Overview 2-20
- Implementation Considerations for Dunning 2-21
- Predefined Dunning Templates 2-22

Customer Dunning Configuration 2-23
Message Content for Dunning Letters Delivered Using Email 2-25
Practice 2-27
Summary 2-28

3 Designing and Using Scoring and Strategies

Objectives 3-2
Scoring and Strategies: Overview 3-3
Scoring Formulas: Overview 3-4
Scoring Formula Data Points: Overview 3-5
Scoring Formula Status and Segment 3-6
Data Points and Formulas: Example 3-7
Expanded Scoring Data Points 3-8
How Data Points, Scoring Formulas, and Strategies Work Together 3-9
Practice 3-10
History of Collections Scoring Details 3-11
How Collections Strategies Support Activities 3-12
Managing Collections Strategies 3-13
Setting Up Strategies 3-14
Collections Strategies Tasks: Example 3-15
Collections Strategies by Transaction Type 3-17
Collections Strategies by Transaction Type - An Example 3-18
Flexible Wait Time Settings for Collections Strategy By Transaction Type 3-19
Practices 3-20
Collections Scoring and Strategy Assignments by Segment 3-21
Managing Collections Strategy Assignments Types 3-22
Default Strategy Assignments by Segment 3-23
Predelinquent Strategy Assignments by Segment 3-24
Demonstration 3-25
Assign Predelinquent Strategies to Transactions 3-26
Viewing Predelinquent Strategy Assignments 3-27
Collections Strategies for Individual Transactions 3-28
Individual Transaction Collection Strategy Tasks for External Systems 3-29
Viewing Strategy Manual Tasks 3-30
Strategy Processes: Overview 3-31
Collections Delinquency Management Process 3-32
Collections Scoring and Strategy Assignment Process 3-33
Summary 3-34

4 Setting Up Customers and Transactions

- Objectives 4-2
- Customers and Parties 4-3
- The Trading Community Model 4-4
- Managing Customers 4-5
- Managing Customer Profile Classes 4-6
- Profile Class Tab: Part One 4-7
- Profile Class Tab: Part Two 4-9
- Late Charges Tab 4-11
- Practice 4-13
- Customer Model 4-14
- Header 4-15
- Address 4-17
- Address Business Purposes 4-19
- Simplified Customer Upload 4-20
- Practice 4-21
- Receivables: Overview 4-22
- Transactions: Overview 4-23
- Invoice Components: Part One 4-24
- Invoice Components: Part Two 4-26
- Creating an Invoice Manually 4-28
- Transaction Defaults 4-29
- Invoice Lines 4-31
- Invoice Distributions 4-33
- Completing Transactions 4-35
- Creating and Processing Transactions 4-37
- Practice 4-38
- Summary 4-39

5 Using Collections

- Objectives 5-2
- Collections Work Area 5-3
- Collections Work Area Infotiles 5-4
- Delinquent Customer Infotile 5-5
- Promises Infotile 5-6
- Strategy Tasks Infotile 5-8
- Activities Infotile 5-9
- Delinquent Infotile 5-10
- Delinquent Customer Infotile and Delinquent Customer Detail 5-11
- Profile Tab 5-12
- Options for Profile Details 5-13

Options for Profile Details: Metrics 5-15
Options for Profile Strategies 5-17
Collector Update of Invoice Attributes and Contacts in Collections 5-18
Options for Transactions Details 5-19
Preview 5-20
Advanced Collections Case Folder 5-21
Performing Collection Activities from the Case Folder 5-22
Practices 5-23
Pay 5-24
Practice 5-26
Dispute 5-27
FAQs for Process Collections Disputes 5-29
Practice 5-30
Attachment Category in Dispute Creation 5-31
Implementing Attachment Security 5-32
Adjust 5-33
Adjustment Actions 5-34
Practice 5-35
Promise to Pay 5-36
Promise to Pay Work Area 5-37
Promise to Pay Status and State 5-39
Practice 5-40
Aging 5-41
Contact 5-43
Managing Customer Correspondence 5-44
History 5-45
Communication 5-46
Enhanced Notes Capabilities 5-47
Capture Notes for Collections Strategy Tasks 5-48
Prerequisite for Requesting a Bankruptcy 5-49
Requesting a Bankruptcy 5-50
Processing a Bankruptcy Request 5-51
Demonstration 5-52
Configurable Collections Bankruptcy Workflow Notification 5-53
Collection Manager Dashboard: Manage Resources 5-54
Employ Query By Example in Collector Searches on the Manage
Resources page 5-55
Collections Manager Dashboard: Metrics 5-56
Collection Metrics 5-58
Practice 5-61
Current and Delinquent Formulas 5-62

Days Sales Outstanding Metrics 5-63
Calculating Days Sales Outstanding Metrics 5-64
Calculating Weighted Average Metrics 5-66
Weighted Average Days Paid 5-68
Promise Metrics 5-69
Practice 5-70
Email of Open Transactions to Customers 5-71
Summary 5-73

6 Reviewing Reports and Analytics

Objectives 6-2
Collections Predefined Reports 6-3
Collections Predefined Reports by Type 6-4
Collections Aging Reports 6-5
Collections Aging 4 Bucket Report 6-6
Practice 6-7
Collections Aging By Collector 7 Bucket Report 6-8
Practice 6-9
Collections Aging by Common Currency Report 6-10
Practice 6-11
Validate Customer Dunning Setup Report 6-12
Practice 6-13
Collections Promise Reconciliation Report 6-14
Practice 6-15
Configurable Collections Activity Management Notification 6-16
Summary 6-17

