Work Instruction

Enter Collection Calls, Record Disputes, and Schedule Follow-up

Purpose

Use this procedure to enter the details of your collection calls and disputes, and to schedule follow up call reminders for yourself.

Prerequisites

- You have been assigned the appropriate AR responsibility (*HRVD^AR^TUB^ORG^COL*).
- You have been set up as a collector in the system.
- Your customer has been set up in the AR system.

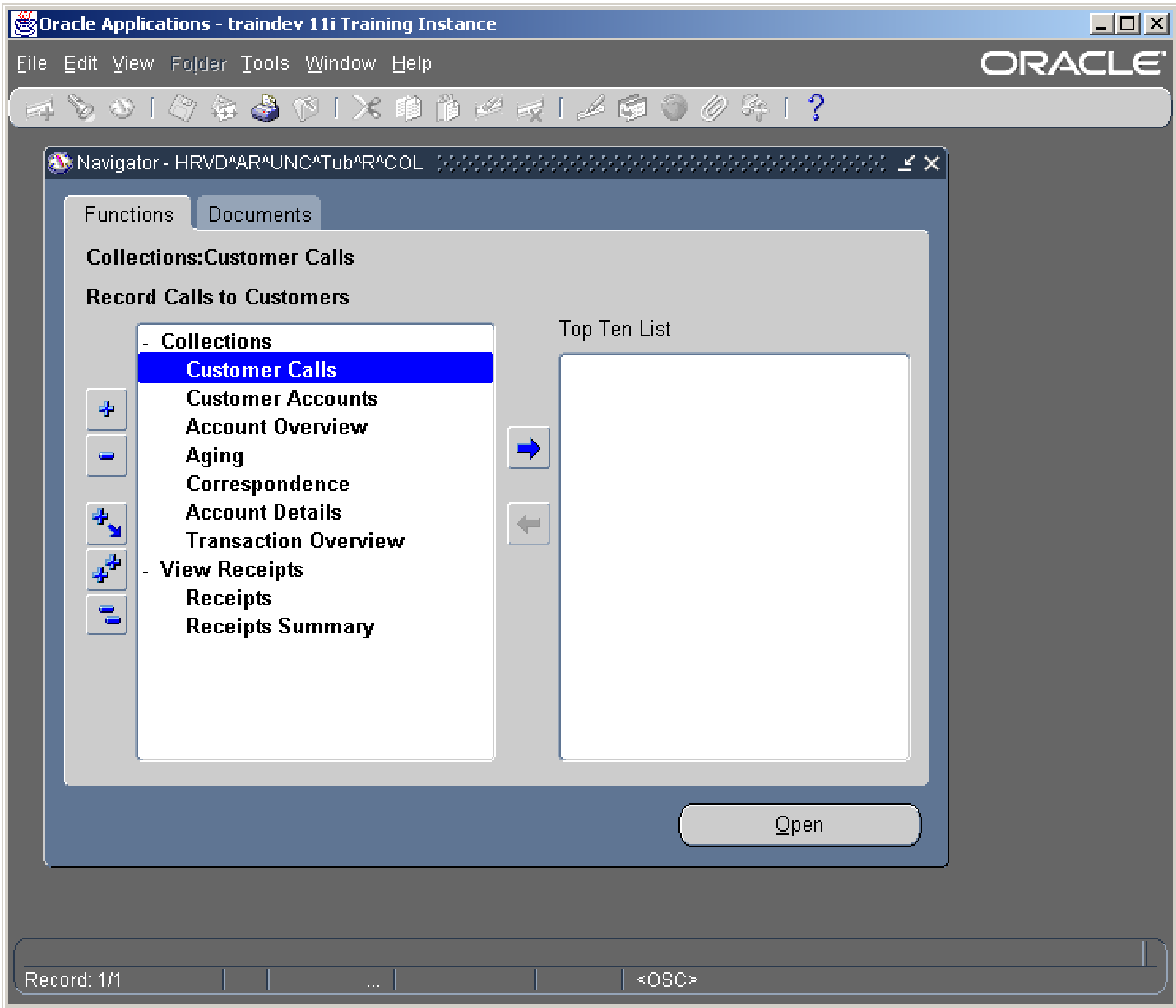
Helpful Hints

Use these keyboard shortcut keys to speed your work:

- %: Wildcard
- F7: Enter Query
- F8: Execute Query
- F9: View List of Values for a Field
- F10: Save

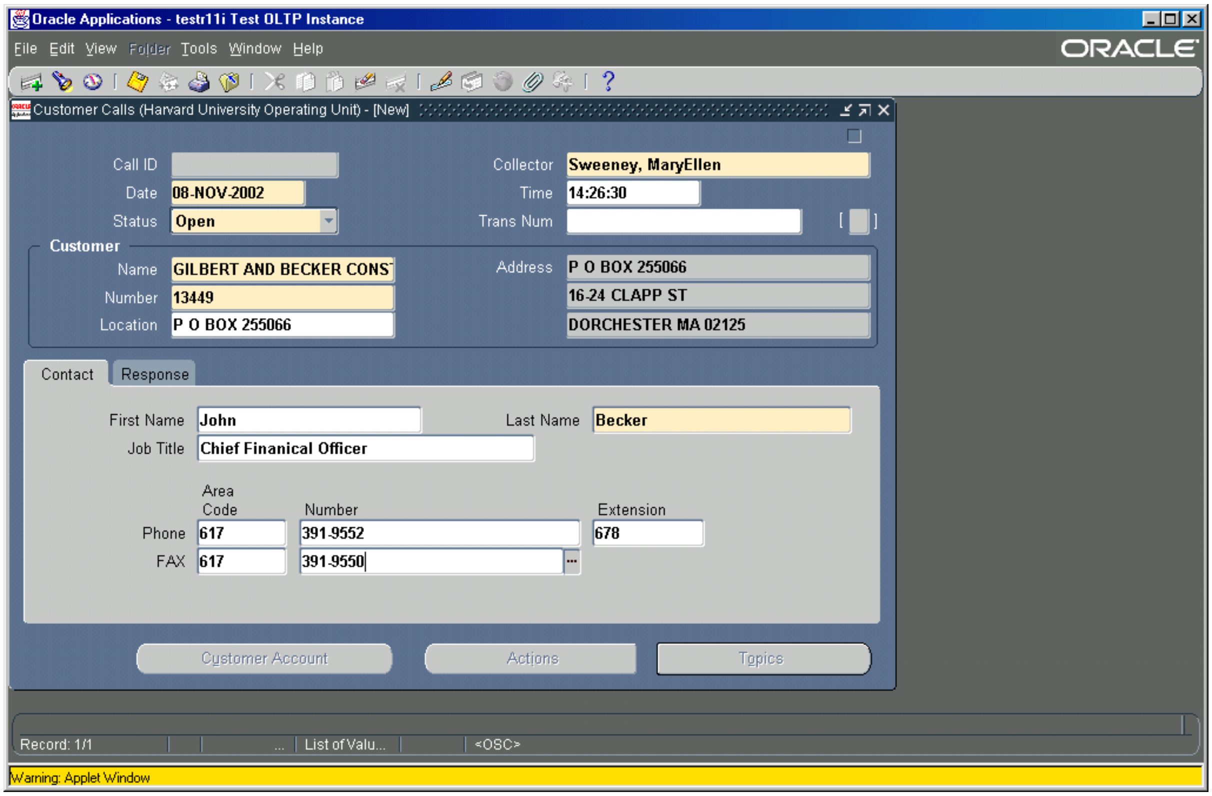
Procedure

Oracle Navigator



1. Click on **Collections ➔ Customer Calls** to start this procedure.

Customer Calls – Header and Contact Tabs



2. Complete the following required and optional fields in the screen header and the **Contact** tab to set up the record of your customer call:

Harvard does not use fields not listed below.

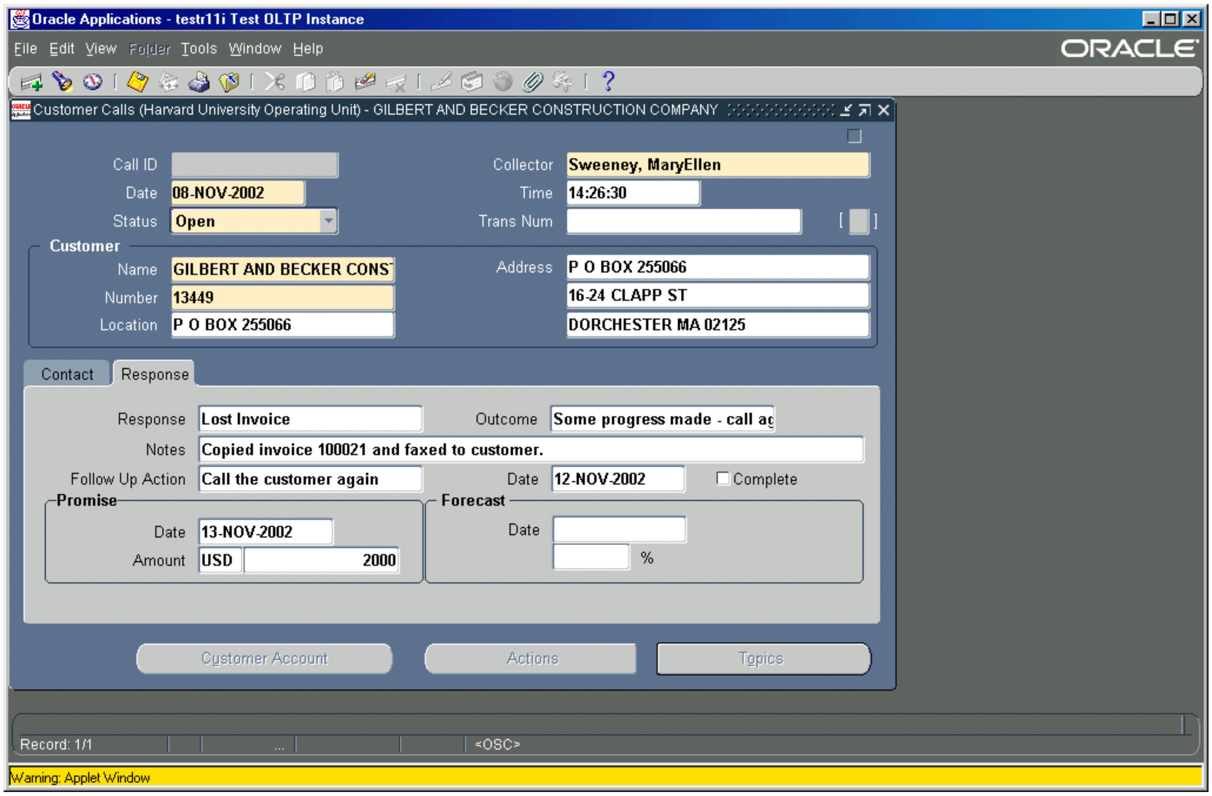
In the Header, This Field	R/O/C	Enter
Collector	R	Your name as collector (from the list of values) **Note:** You must be set up as a collector for your name to be listed
Date	R	System defaults to today's date (DD-MMM-YYYY) **Note:** Change the date if the call was not placed on the same day that you are recording it in the system.

In the Header, This Field	R/O/C	Enter
Time	R	System defaults to current time (24-hour format) **Note:** Change the time if the call was not placed on the same day that you are recording it in the system.
Transaction Number	O	The invoice number **Note:** A list of values is available for this field.
Name	R	A portion of the customer's name, or select a name from the list of values
Number	R	The customer number **Note:** This field defaults after you enter a customer name.
Location	O	The customer billing address (select it from the list of values)
Address	O	Defaults once a location is specified

In the Contact Tab, This Field	R/O/C	Enter
First Name	R	The first name of person contacted Use the list of values to select names that have already been entered.
Last Name	R	The last name of person contacted Use the list of values to select names that have already been entered.
Job Title	O	The job title of person contacted (select it from the list of values)
Phone	R	The phone number of person contacted
Fax	O	The fax number of person contacted

3. Click the Response tab to enter information about your customer call.

Customer Calls – Response Tab



4. Complete the following required and optional fields to record your customer call:

Harvard does not use fields not listed below.

In This Field	R/O/C	Enter
Response	R	The listing that matches the customer's response (from the list of values)
Outcome	O	The outcome from the list of values **Note:** A list of values is available for this field.
Notes	O	Additional information about the call
Follow-up Action	O	Any follow-up action to be taken by the collector
Date	O	Date follow-up action should take place (DD-MON-YYYY) **Note:** This information will appear on your Scheduler (see Step 8)

In This Field	R/O/C	Enter
Promise Date	O	Date by which customer has promised payment (DD-MON-YYYY)
Promise Amount	O	Amount customer has promised to pay on that date

5. Click [Save] to save the information you have entered on this call.

After you save the call information, the [Customer Account], [Actions], and [Topics] buttons will become active.

The [Actions] button is for Central AR use only.

6. Perform one of the following:

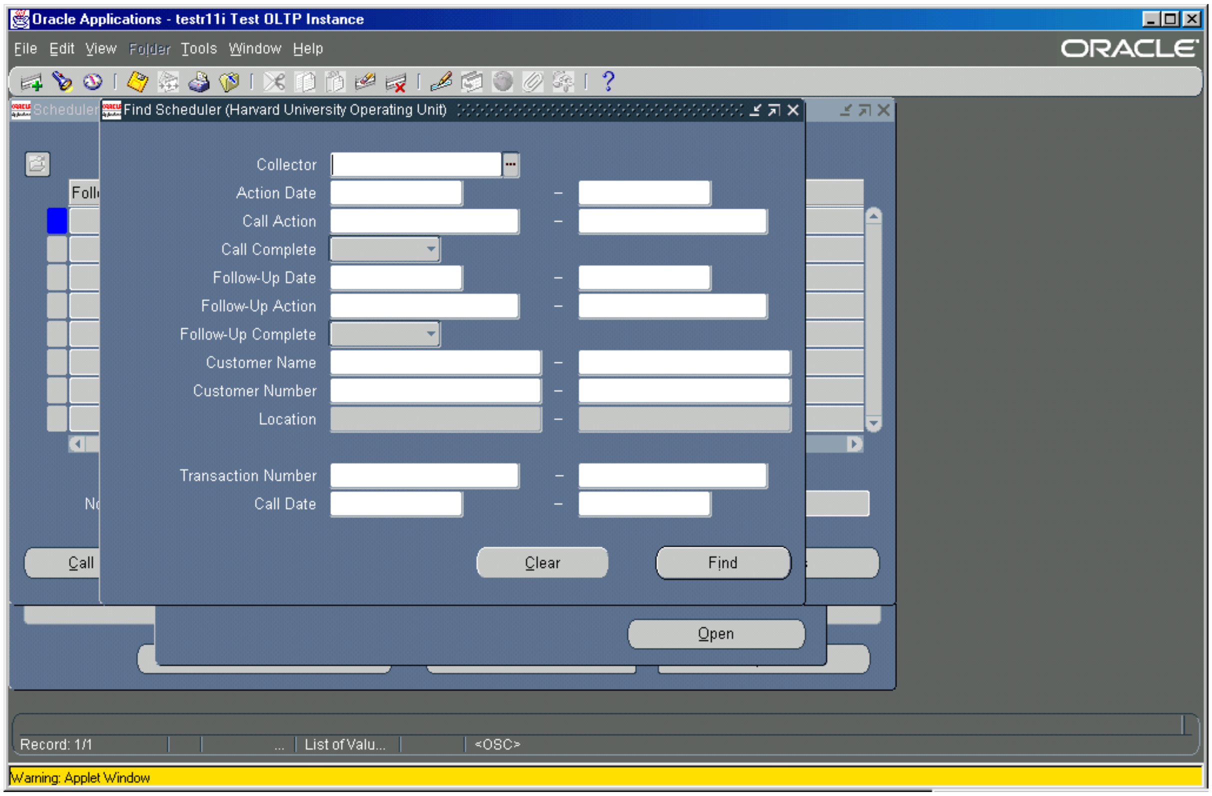
If You Need To	Then	Go To
View account detail for this customer	Click [Customer Account].	"Review Collection Activity" work instruction
Use the "Scheduler" function	1. Close form 2. Open "Scheduler" from the Oracle Navigator.	Step 8
Record a customer dispute	Click [Topics].	Step 11
Record a new customer call	Click [Clear Form] .	Step 2
Exit and use another Oracle application	Select **File → Switch Responsibility**.	Result
Exit Oracle applications	Select **File → Exit Oracle Applications**.	Result

7. You have completed this task.

Result

You have recorded your collection call to a customer and scheduled follow up with this customer.

Find Scheduler

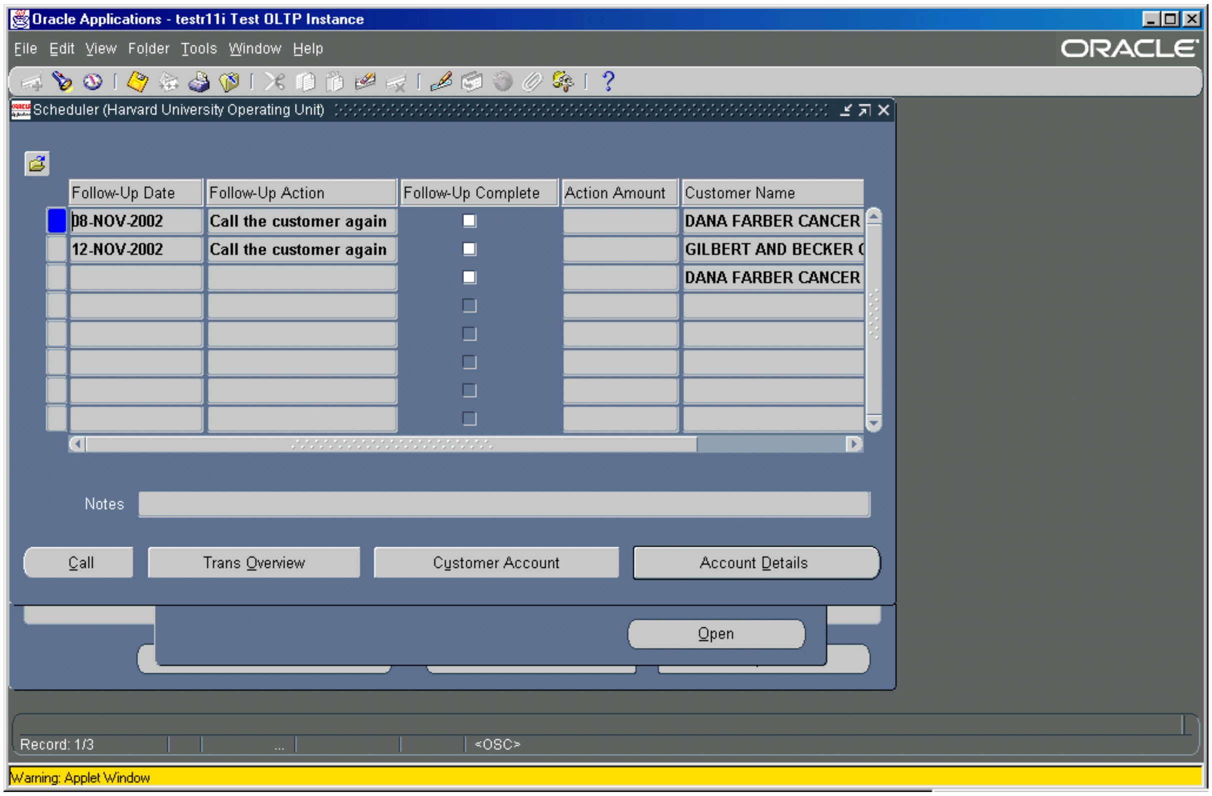


8. To find your scheduler, complete the following required fields:

Scheduler is designed for use as an electronic reminder to alert you when you need to make follow up collection calls. To do this effectively for you, it should be opened regularly, even daily, so that you can see if you have collection follow up calls scheduled.

In This Field	R/O/C	Enter
Collector	R	Your name as collector (from the list of values)
Follow-Up Complete	R	Select **No**

Scheduler



9. Perform one of the following:

If You Need To	Then	Go To
Make and record a scheduled follow up collection call	1. Click Call. 2. Review your previous call record and note down the telephone number and contact person information. 3. Click  to clear the **Contact** and **Response** tab information and record a new call to this customer.	Step 2
View transaction overview	Click Transactions Overview.	"View Account Details" work instruction

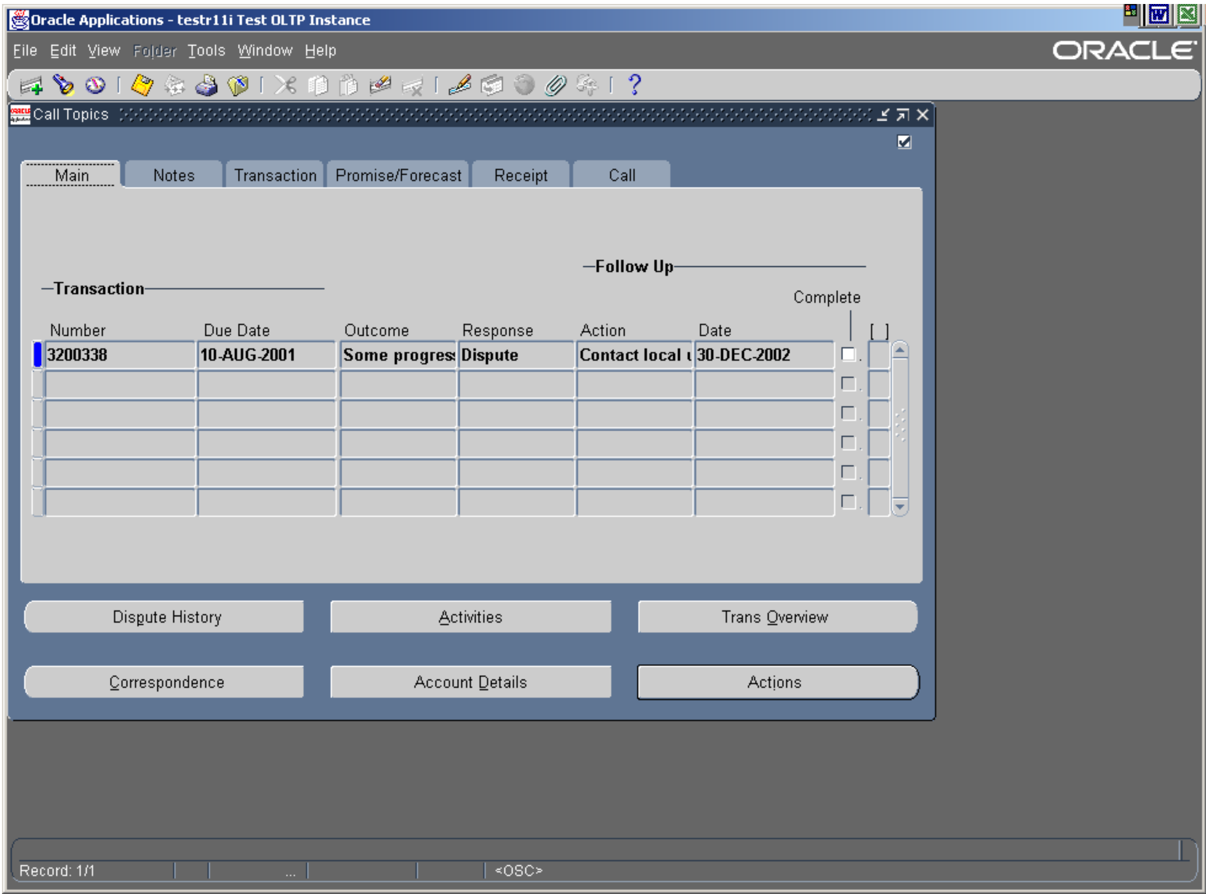
If You Need To	Then	Go To
View account information for this customer	Click Customer Account.	"Review Collection Activity" work instruction
View additional customer account details	Click Account Details.	"View Account Details" work instruction
Indicate that you have completed your scheduled follow up call	Select ☑ **Follow Up Complete**.	N/A
Return to the Oracle Navigator screen for this application	Close form.	Navigator
Exit and use another Oracle application	Select **File → Switch Responsibility**.	Result
Exit Oracle applications	Select **File → Exit Oracle Applications**.	Result

10. You have completed this task.

Result

You have reviewed your scheduled follow up calls and taken appropriate action using your AR Scheduler.

Customer Calls Screen



11. Complete/Review the following required fields:

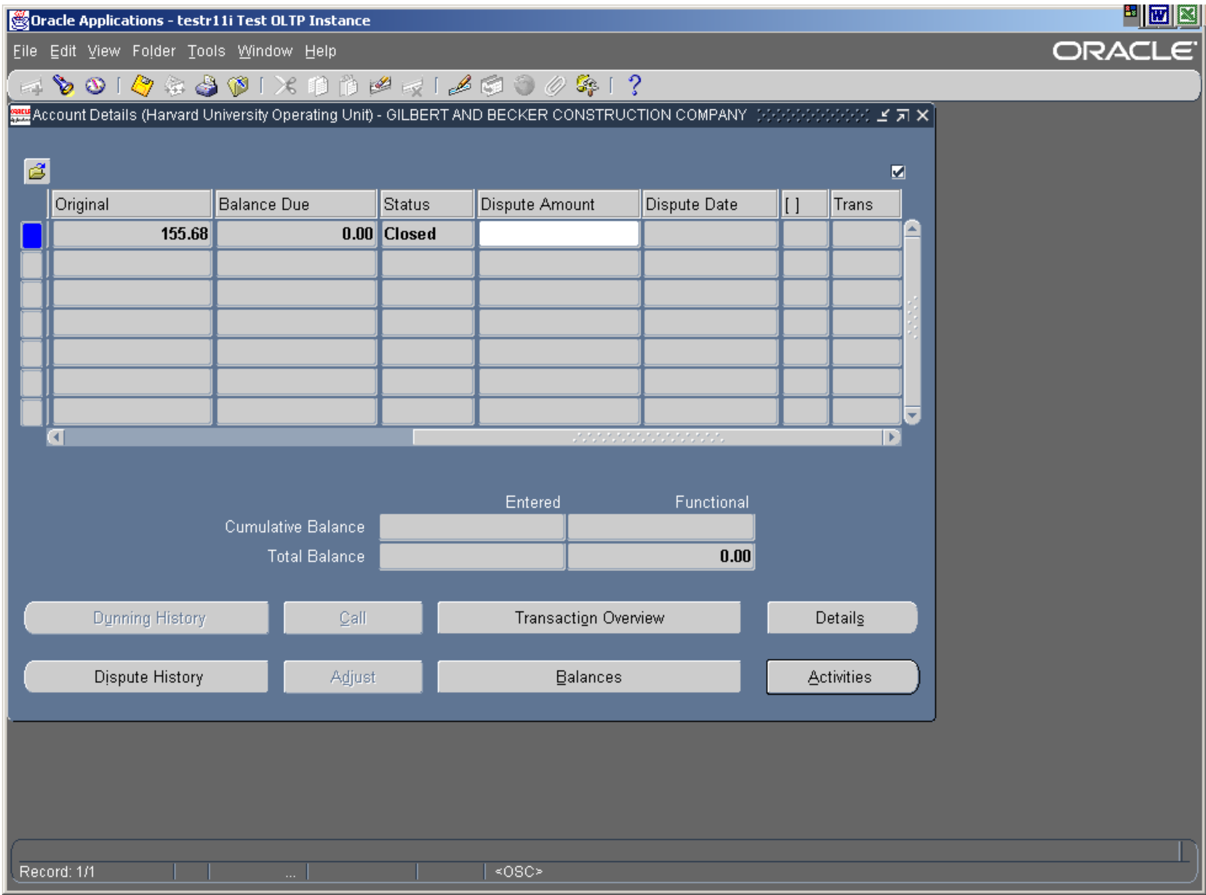
12. As required, complete/review the following fields:

In This Field	R/O/C	Enter
Transaction	R	The transaction number in dispute (select it from the list of values)
Due Date	R	Defaults to the original due date
Outcome	R	An outcome from the list of values
Response	R	“Dispute” (select it from the list of values)
Action	R	An action from the list of values
Date	R	A follow up date from the list of values

13. Click to save the information you have entered on this dispute and to enable the.

14. Click Account Details

Account Details Screen



15. When the screen opens, scroll to the right and complete the following fields:

In This Field	R/O/C	Enter
Dispute Amount	R	Amount of transaction in dispute
Dispute Date	R	Date dispute was made by the customer

To remove a dispute, locate the transaction:

15.1 Click on **Collections ➔ Account Details** in the Oracle Navigator screen.

15.2 Enter the transaction number and click Find .

15.3 Once you have located the disputed transaction, change the *Dispute Amount* to zero and change the *Dispute Date* to today's date.

15.4 Click to save your changes.

16. You have completed this task.

Result

You have recorded customer dispute information.