Level 2 – To Be – Analyze Receivables

Condition Monitor:

The Condition Monitor process scans customer and item information to determine whether their current condition (based on defined business rules) should trigger an action plan. The process will be run as part of the overnight batch schedule.

Create reports and analyze folders:

- **A)** Balances and cash reports
- **B)** Business unit activity reports
- **C)** Customer and related reports
- **D)** Past due accounts
- **E)** Post accounts

Note: The information on the above reports is generally available through the online system and through Condition Monitor A inquire/lookup functions. This is recommended to use the online research first, which will trigger receive activity in exceptions, rather than immediately running the above reports.

Create reports and review information:

- **Review reports**
- **Create reports**
- **A) Balances and cash reports**
- **B) Business unit activity reports**
- **C) Customer and related information**
- **D) Past due accounts**
- **E) Post accounts**

Check information:

- **A) Group-related information**
- **B) Status of pending items, posting results or refunds**
- **C) Business unit-related information**
- **D) Actual and potential matches reports**
- **E) Item activity by match group**
- **F) Invoice detail**

Create reports:

- **A)** Balances and cash reports
- **B)** Business unit activity reports
- **C)** Customer and related reports
- **D)** Past due accounts
- **E)** Post accounts

Check daily activity:

- **Check activity**
- **Create reports and review information**
- **Review information**
- **Create reports**
- **Review reports**

Maintenance & Transfer worksheets:

- **Customer conversations**
- **Check daily activity**
- **Check for changes**
- **Check activity**
- **Create reports and review information**
- **Review information**
- **Create reports**
- **Review reports**

Item splitting:

- **A)** Balances and cash reports
- **B)** Business unit activity reports
- **C)** Customer and related information
- **D)** Past due accounts
- **E)** Post accounts

Check for changes:

- **Update user-defined information**
- **Create reports and review information**
- **Check activity**
- **Create reports and review information**
- **Review information**
- **Create reports**
- **Review reports**

Vendor inquiry:

- **Transfer worksheets**
- **Check for vendors**
- **Vendor inquiries**
- **Vendor inquiry**
- **Check activity**
- **Create reports and review information**
- **Review information**
- **Create reports**
- **Review reports**

Customer conversations:

- **Check daily activity**
- **Check for changes**
- **Check activity**
- **Create reports and review information**
- **Review information**
- **Create reports**
- **Review reports**

Maintenance & Transfer worksheets:
Level 2 – To Be – Monitor Actions and Conditions

(21) Owner Action Status Report
Owner Action Status report lists the number of new action assignments by action owner in the reporting period. For each action, the report provides:
1) Total number of actions.
2) The number and percentage of canceled and completed actions for each action owner.
3) The number and percentage of canceled and completed actions by the Condition Monitor process.
Note: The most efficient way for users to monitor their work is to access the Owner Action List directly and work action items from there, rather than running a hard-copy report.

(22) Actions by Customer/Conditions Report
This report lists the total number of actions, the number of actions by condition, the number of actions completed or canceled by the operator. It lists the number of actions completed or canceled by the Condition Monitor process.
Use the report to review details about action items on the customer action list for each action owner.

(23) Work With Actions
1) Work with actions on the Owner Action List:
   - Navigation: Accounts Receivable> Customer Interactions> Actions> Owner Action List
   - Enter search criteria that defines which customers appear in the list.
2) Work with actions on the Customer Action List:
   - Navigation: Accounts Receivable> Customer Accounts> Customer Information> Account Overview> Customer Action
   - Enter search criteria that defines which customer’s actions appear in the list.
3) Work with actions on the Item Action page:
   - Navigation: Accounts Receivable> Customer Accounts> Item Information> View/Update Item Details
   - Enter search criteria that defines which items appear in the list.

(24) Re-assign Actions
Re-assign Actions Action Page displays a list of action assignments for each action owner. The report lists the total number of actions, the number of actions by condition, the number of actions completed or canceled by the operator. It lists the number of actions completed or canceled by the Condition Monitor process.
Use the report to review details about action items on the customer action list for each action owner.

(25) Perform Actions
Perform Actions Action Page displays a list of action assignments for each action owner. The report lists the total number of actions, the number of actions by condition, the number of actions completed or canceled by the operator. It lists the number of actions completed or canceled by the Condition Monitor process.

(26) Assign Action
Assign Action when a new action item is assigned to an owner or when Condition Monitor creates new action items, the system automatically adds the action items to the owner’s Action List.

UNDERSTANDING CONDITIONS
A condition occurs when there is a change of status for a customer’s account, such as reaching a credit limit or exceeding a user-defined balance due. A condition can also occur when a new deduction or disputed item is created. The Condition Monitor process checks for customer accounts or items that meet the configured conditions and creates action items based on templates and rules that have been configured.
PeopleSoft delivers several system-defined conditions. User-defined conditions can also be created. Each condition is monitored at the customer-level or the item-level. Details for the condition trigger on the Collection Rule, Assessment Rule and Assessment Rule User pages must be configured. Some example conditions include:
- Collection
  - COLL Amount and age of customer balances that are overdue.
  - Approaching Credit Limit ACLA Customer’s calculated outstanding balance reaches a certain dollar amount or percentage of their credit limit.
  - Exceeded Credit Limit ECLA Customer’s calculated outstanding balance exceeds their credit limit.
  - Conversation Follow-Up CFLU Follow-up date has been reached. A follow-up action has been entered.

(13) Workload Balance
When a supervisor is reviewing the workload of action owners, the Reassign Action page displays a list of action assignments for each action owner. If an action owner has a large number of action items, the supervisor can reassign selected action items to a different action owner.

(14) Assign Action
When a new action item is assigned to an owner or when Condition Monitor creates new action items, the system automatically adds the action items to the owner’s Action List.

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