



ONEASIT
EASY RECOVERY MANAGEMENT

oneasIT SOLUTIONS 



Easy Control Bad Debts

A FICA integrated debits recovery control system to allow a close follow of bad payers internally and externally after the release to external collections agencies.

Bad payer can reach high dunning levels quickly and often, the dunning history of a customer it's not enough to control these bad debts and utility companies don't always have CRM and WEBUI implemented to be able to use the collections work list, with ERM we bring an easy to use work list directly to FICA, that can also be used in CRM, to consult and treat recovery cases.



Work list cases

Recovery cases can be created in a dunning activity after reaching a certain dunning level or manually due to bankruptcy or collective debit management. This recovery cases can then be treated or consulted via the recovery work list.

Advanced Recovery Management

Display selection screen | Create Recovery Case

Selection Criteria

Recovery Case Number: [] to []
 Business Partner: [] to []
 Contract Account: [] to []
 Legacy Number: [] to []
 Recovery Case Status: []
 Recovery Case Category: []
 Recovery Case Type: []
 External Reference 1: []
 External Reference 2: []
 Role Number: []
 Responsible customer: []
 Transmission Date: []

RecCaseNum	Partner	Contract Acct	Index	Category	Type	Status	RecAmount	Crcy	Cat. Text	Type Text	ID	Status Text
200114	2000000121	2500070	1	RE	DX	E10	12 456,80	EUR	Collection Agency Mai 2014 to Mai 2018			New
200113	2000000047	2500034	6	RE	DX	E30	57,11	EUR	Collection Agency Mai 2014 to Mai 2018			In Progress - Judicial Phase
200112	2000000047	2500034	5	RE	DX	E10	100,00	EUR	Collection Agency Mai 2014 to Mai 2018			New
200110	2000000047	2500034	4	RE	DX	E90	100,00	EUR	Collection Agency Mai 2014 to Mai 2018			Closed
200109	2000000047	2500034	3	RE	DX	E90	200,00	EUR	Collection Agency Mai 2014 to Mai 2018			Closed
200108	4000000025	2000105	1	RE	DX	E10	1 000,00	EUR	Collection Agency Mai 2014 to Mai 2018			New
200107	4000000046	2000206	1	RE	DX	E10	369,11	EUR	Collection Agency Mai 2014 to Mai 2018			New
200106	2000000036	2500060	2	RE	DX	E10	157,14	EUR	Collection Agency Mai 2014 to Mai 2018			New
200105	2000000036		4	CI	RCD	E10	628,56	EUR	Litigation	Collective debt settlements		New
200104	2000000036		3	CI	RCD	E90	4 927,82	EUR	Litigation	Collective debt settlements		Closed

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Customer 360 degrees case view

Detailed 360 degrees view screen with the situation of the customer (All open and completed recovery cases) and his account balance, at business partner level with overview of all contract accounts of the customer

Recovery Case Management - Main Screen

Selection Criteria
 Business Partner: 2000000205 Integration SDCl / 08 XXX / 75000 Paris 10ème arrondissement
 Recovery Case Category: [Dropdown]

Liste comptes de contrat

Cont.	Acct	OpenAmnt	DueAmnt	DunnAmnt	Crcy	Nm	DueInvoi	OldDueInV	IP
1000401	1	307,71	1	307,71	0,00	EUR			9.07.11.2014

Liste factures compte de contrat

Cont.	Acct	ContractReference	light	DT	Crcy	Net	Date	DLR	DL	T
1000401	40000000000	40000000000	YB	510,00	EUR	07.11.2014				P
1000401	40000000001	40000000001	YB	50,00	EUR	16.11.2014				1
1000401	40000000002	40000000002	YB	130,00	EUR	16.11.2014				1
1000401	40000000003	40000000003	YB	113,00	EUR	16.11.2014				1
1000401	40000000004	40000000004	YB	150,00	EUR	18.11.2014				1
1000401	40000000005	40000000005	YB	150,00	EUR	18.11.2014				1
1000401	40000000006	40000000006	YB	50,00	EUR	18.11.2014				1
1000401	40000000007	40000000007	YB	150,00	EUR	18.11.2014				1
1000401	66666666668	66666666668	IN	4,71	EUR	16.01.2015				

Liste de dossiers

RecaseNum	Cont.	Acct	Index	RecAmount	Crcy	Cat.	Text	Type	Text	ID	Status	Text
200010	1000401	2	180,00	EUR	Collection Agency	Mai 2014 to Mai 2018					In Progress	Judicial Phase
200030	1000401	4	150,00	EUR	Collection Agency	Mai 2014 to Mai 2018					New	
200051	1000401	0	300,00	EUR	Collection Agency	Mai 2014 to Mai 2018					New	
200020	1000401	3	263,00	EUR	Collection Agency	Before Mai 2012					New	
200001	1000401	1	10,00	EUR	Collection Agency	Mai 2014 to Mai 2018					In Progress	Friendly Phase
200060	1000401	0	50,00	EUR	Collection Agency	Mai 2014 to Mai 2018					New	



Recovery case

A recovery case can be created at contract account or business partner level and it's possible to allow or block the link of the same open item to multiple cases.

Display Recovery Case

Account balance

General Data:

Recovery Case Number: 200114
 Recovery Case Category: Collection Agency
 Sub-Division: Manual dossier
 Case Status: New
 Closing Reason:
 Business Partner: 2000000121 Michèle Brodeur / 47 rue de Raymond Poincaré, bt 43 / 11100 NARBONNE
 Recipient: 2000000020
 Responsible Customer: HELLO

Case Type: DX Mai 2014 to Mai 2018
 Blocking Reason:
 Previous Status:
 IP Status:

Submitted amount: 12 456,80 EUR
 Contract Account: 2500070
 Legacy Number:
 Contract Number:
 Premise:
 Main Tenant:
 Owner:
 Service Order:

Company Code: PART Fournisseur Part

CA Data Cases Movements Notes Log Admin. Data

PNs groupes Client/Compte de contrat

Cont.	Acct	Contract Doc. No.	Reference	Due DT	Crcy	Amount	Net	Date	DLR	DL	T	Check	RecCaseNum	Stat.	Key
2500070	82500000014	30000000015	30000000015	YA	EUR	12 456,80		18.02.2015				1	200114		

Amounts

Open Amount: 12 456,80 EUR
 Paid Amount: 0,00
 Charge Amount: 0,00

Dates

Proof of Default/Colli:
 Submission:
 Audiance:
 Judgment / order:
 Receivables Declar.:
 Closing:

External Data

External Reference 1:
 External Reference 2:
 Role Number:
 Mediator:

Internal data

Payment Form Number: 00000000723
 BPME Case:



All details in a screen

In a single screen, all the information related to a case is available:

- Invoices linked to the case
- Amounts and other recovery data
- List of case at business partner level
- Actions related to the case
- Notes inserted on the case
- Log all the actions and changes on the case
- Creation and last change data
- Invoices can be added or removed from the case
- Changes on a case can be transferred to other cases on the same business partner

Transfer changes

Case Number: 200114 1 BRODEUR MICHÈLE

Transfer Data

Responsible: HELLO

Last Name: BRODEUR

First Name: MICHÈLE

Closing Reason: ▼

Closing Reason: ▼

Status: New ▼

Cases to modify

Liste dossiers compte de contrat

RecCaseNu	Contract	Account	RecAmount	Cat.	Te	Type	Text	ID	Status	Text

Transfer changes Cancel

Add documents to case

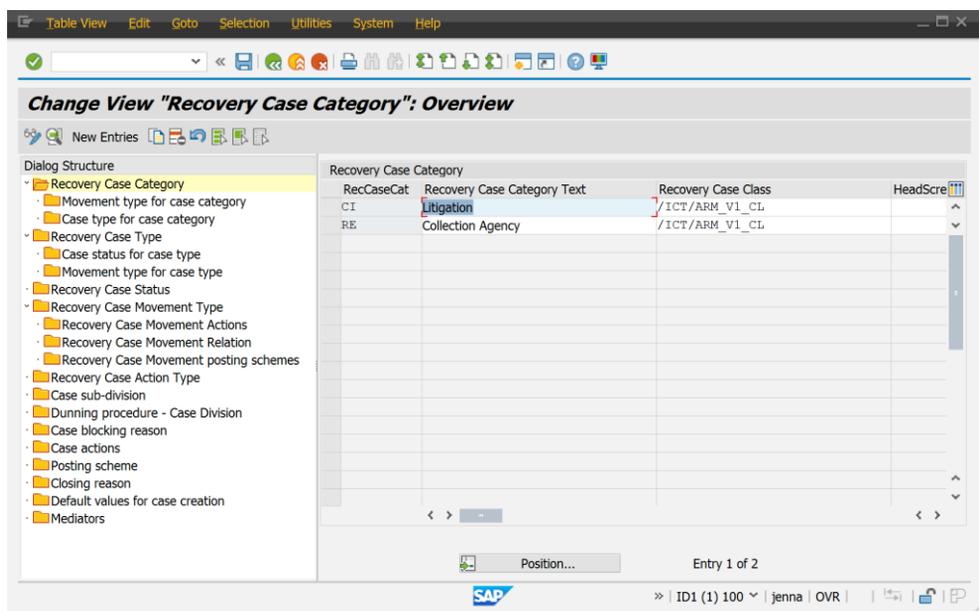
PNS groupées client/Compte de contrat

Contr	Doc. No.	Reference	Due	DT	Crc	Amount	Net	Date	DLR	DLT	Che	RecCaseN
	51004			FS	EU	4,71		17.03.2015				
	8250000000	3000000000		YA	EU	12 456		18.02.2015		1		200114



Categorization and follow up

Different sets of fields like case categories, status, closing reasons that can be customized to each company way of working to allow a close flow up and reporting on the recovery situation.



Actions and GOS

Easy Recovery management is based in an actions framework and the recovery case is linked to a GOS.

The GOS allows the archiving of letters and other documents to be linked with each recovery case. A document overview can be activated to display all the archived documents linked to all the cases related to a business partner.

With the action framework it's possible to add additional functions like disconnection, service orders or end of contract.



Mass update and resubmission

A mass update programs keeps the situation on the each recovery case up to date, automatic closing or status changes can be implemented so that users only work on the cases that they need to work. Resubmission of cases it's also possible so that cases only appear on the list when an action needs to be performed.



Easy Notifier Integration

Easy Recovery Management uses Easy Notifier to create recovery case notification online when treating a recovery case, an mail or SMS can be sent to a customer or an external collection agency with some clicks.



A Bad payer is an exception

Integration with BPEM, together with the Easy Exception Management “Except your Customer“ overview allows you to have a full overview of all the exceptions of the customer, sometimes customer don’t pay due to internal issues, with this kind of integration unnecessary actions can be avoid



Return on investment

Easy Recovery Management has proven functionalities that can help companies recovering more bad debits in a short period of time, reducing recovery costs and improving cash flow.



Continuous Improvement

At Oneasit Solution, we believe that working with our customers and partners it's the best way to improve our tools and also the best way to give customers what they think it's important for them to run their business. Feedback from our customers it's very important for us and we take that feedback very seriously in consideration. Our tools are build in a way that any extra requirements or related functionalities can be added, either as a specific customer development, as an enhancement or as a general improvement of the tool. You feedback counts a lot for us.



— GET IT IN TOUCH —

We want to hear from you

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